Infor VISUAL Sales User's Guide

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Chapter 1: About This Guide

This guide covers features that you use during the Sales cycle. The chapters are:

Customer Maintenance – This chapter describes how to add customer records to your database.

Customer Groups – This chapter describes how to set up customer groups.

Sales Tax Group Maintenance – This chapter describes how to set up tax rates in your database.

Estimating Window – This chapter describes how to develop pricing estimates for your customers. You can generate quotes that accurately reflect your fixed costs, variable costs, and markups. The Estimating Window can also help you determine the best quantities to quote.

Customer Order Entry – This chapter describes how to specify a sales order. You can:

- Create and link the work orders needed to fulfill order line items.
- Link existing work orders to line items.
- Allocate quantities from supply sources to the customer order demand.
- Generate customer orders from quotations created in the Estimating Window.

Order Management Window – This chapter describes how to use the Order Management Window. You can use the Order Management Window to specify customer orders, view customer order history, view part availability, view WIP/VAS information, and view shipping information.

Shipping Entry – This chapter describes how to ship a customer's order. You can:

- Record shipment of materials ordered by a customer through Customer Order Entry, including ship date, quantity shipped versus quantity ordered, and actual freight charges.
- Process returns of previously shipped materials.
- Print shipping paperwork.
- Perform automatic inventory transactions to issue goods to customer orders, or returns material to stock.

Return Material Authorization Maintenance – This chapter describes how to create a return material authorization for repair, replacement, or credit.

Invoice Forms – This chapter describes how to generate accounts payable invoices.

Progress Billing Entry – This chapter describes how to bill a customer in increments for goods and/or services before the actual goods or services are available for you to deliver.

Price Book – This chapter describes Price Book, an add-on module that you can use as a centralized pricing solution.

Performance Leadtime – This chapter describes how to set up and use performance leadtime processes. You can use performance leadtime to evaluate how long it takes your company to complete the sales cycle, from quote to cash. You can identify ways to speed up the sales cycle.

Customer Inquiry – This chapter describes how to review information about your customers and their orders. You can view Order IDs, Customer Part IDs, Invoice IDs, Quote IDs, and others.

Sales Reports – This chapter describes the sales reports available to you. Sales reports consist of:

- Customer Backlog Report
- Customer Bookings Report
- Customer Sales Journal
- Revenue Report
- Sales Commission Report
- Shipping/Delivery Report

Product Configurator – This chapter describes how to use VISUAL in conjunction with Experlogix MPC.

Prerequisite Knowledge

You should be familiar with the information in the *Infor VISUAL Concepts and Common Features Guide*.

Related Information

These guides contain information related to this guide:

- *Infor VISUAL System-wide Guide*
- *Infor VISUAL Purchasing User's Guide*
- *Infor VISUAL Inventory User's Guide*
- *Infor VISUAL Manufacturing User's Guide*
- *Infor VISUAL Multi-entity and Multi-site User's Guide*

Chapter 2: Customer Maintenance

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What is Customer Maintenance?

Use Customer Maintenance to specify information about your customers. Much of the information you specify here is used in other areas of the system. For example, when you specify a customer order, the sold to address information you specify for the customer is inserted into the customer order automatically. Specifying complete information in Customer Maintenance reduces the amount of data entry required in other areas of VISUAL.

In addition to specifying general information such as address and contact information, you can use Customer Maintenance to govern your transactions with customers. Information you specify for customers in Customer Maintenance affects these areas:

Customer Orders – You can set up customer-specific pricing for the parts you sell to your customers. When you specify a customer order, the customer-specific price you specify is inserted as the unit price. You can specify a default discount code that applies to orders for a particular customer, and you can specify the default taxes charged to the customer. Setting this information up in Customer Maintenance streamlines order entry and helps to reduce errors.

Order Fulfillment – If you use the Order Management Window to place customer orders, you can specify how much of your inventory should be applied to a customer's order in Customer Maintenance. You can specify order management information by shipping address.

Shipments – The information you specify in Customer Maintenance determines if a customer order can be shipped early, the default shipping method, and whether customs documentation is required.

Invoicing – Use Customer Maintenance to specify the default payment terms for customer invoices. You can also specify whether invoices for a particular customer can be adjusted even when the accounting period is closed.

EDI – If you use electronic data collection, you can specify the EDI documents your customer accepts.

You also use Customer Maintenance to set up information about your sales representatives, including their commission rates, how you pay them, and whether they share commission with another sales representative.

Starting Customer Maintenance

To start Customer Maintenance:

- Select **Sales**, **Customer Maintenance**.
- If you are licensed to use Projects/A&D functionality, the Sales menu label is replaced with Contracts. To start Customer Maintenance, select **Contracts**, **Customer Maintenance**.
- If you use the Financials menus, you can also select **Receivables**, **Customer Maintenance**.

The **Sales**, **Customer Maintenance** path is used in this chapter.

Adding Customers

To add customers:

1 In the header, specify this information:

Customer ID – Specify the ID for this customer. To make complying with the European Union GDPR rules easier, we recommend that you do not use personal information, such as a name, for the ID. See "Individual Privacy" on page 4–1 in the System Administration guide.

Sold to Address – Specify this customer's sold to address. The sold to address is usually the customer's main corporate address. If you do not specify a default ship-to address for this customer on the Shipping tab, then this address is used as the default ship-to address when you specify an order for this customer.

To change the address layout, specify the ID of the layout in the Country field. For example, if this customer is located in the UK and you defined an address layout specifically for UK customers, specify the layout ID in the Country field.

Bill to Address – If this customer's billing information is different from the Sold to Address, specify this customer's bill to address. When you create an invoice for this customer, the invoice is sent to this address.

To change the address layout, specify the ID of the layout in the Country field.

Web Site – To specify this customer's Web site, click the **Web Site Edit URL** button to specify the URL without the http:// prefix. When you specify the URL in edit mode, the http:// prefix is attached automatically. After you specify the URL, click the **View URL** button. After you click the View URL button, the URL link is activated. Click the link to open the Web site.

2 Use the General tab to classify this customer and to specify basic information. Click the **General** tab and specify this information:

SIC Code – If this customer is classified by Standard Industry Classification code, specify the code. SIC codes are government codes that group companies by similar industries. Specify SIC codes in Application Global Maintenance. See "Entering Information into Code Tables" on page 2-10 in the System-wide guide.

Industrial Code – If this customer is classified by an Alternative Industrial Code (AIC), specify the code. Specify AIC codes in Application Global Maintenance. See "Entering Information into Code Tables" on page 2-10 in the System-wide guide.

ACK Code – If you use EDI, specify the default acknowledgment code. When you specify a customer order for this customer, this code is inserted in the Ack ID column in the line item table. You can select a different code for the line in Customer Order Entry. When you process an order using VMDIXCHG, the code you specify is used as the acknowledgment code. Specify ACK codes in Application Global Maintenance. See "Specifying Customer Order Acknowledgment Codes" on page 2-17 in the System-wide guide.

Discount Code – Specify the default discount code for this customer. When you specify a customer order for this customer, this code is inserted in the Disc % column in the line item table. The discount percentages you attach to the discount code are applied to the customer's order. You can select a different discount code in Customer Order Entry.

Specify discount codes in the Discount Codes dialog. See "Adding Sales Representatives" on page 2-34 in this guide.

Label ID – If you use thermal labels in customer order entry or shipping entry, you can specify a default label ID to use for this customer.

Price Group – This field is reserved for future use. It currently has no function.

Internal Customer – If this customer is an internal customer, select this check box.

If you are licensed to use multiple sites, customers you designate as internal are used when you create internal purchase orders. Use internal purchase orders to move inventory between two sites in different accounting entities. See “Buying and Selling Between Accounting Entities” on page 8-35 in the Purchasing guide.

PO Required in Order Entry – If you require this customer to have a purchase order on every sales order, select this check box.

Sales Rep ID – Specify the ID of the salesperson assigned to this customer. Use the Sales Rep dialog to add sales representatives. See “Adding Sales Representatives” on page 2-34 in this guide.

Territory – Specify the sales territory where this customer is located. You can sort many sales reports by territory. Maintain territory codes in Application Global Maintenance. See “Entering Information into Code Tables” on page 2-10 in the System-wide guide.

Market – Specify the market for this customer. The customer’s market is used to obtain part price information when no customer-specific pricing is available. Set up markets in Part Maintenance. See “Maintaining Market Information” on page 3-52 in the Purchasing guide.

Priority – This field is used primarily with Order Management. If you specify a customer type for this customer on the Order Mgt tab, the priority associated with the type is inserted. You can specify a different value. A customer priority can be any numeric value between -9 and 99. Use a customer priority scheme to establish the overall level of urgency you should attach to customers and their orders.

Account Open – Specify the date you opened this customer’s account. If you leave this field blank, the current date is entered in this field when you save the record.

Account Modified – When you edit the customer record, the date you change the record is inserted in this field. You cannot edit this field.

Status Effective Date – If the Active checkbox has been modified, the date on which this value has changed is populated.

RMA Required for Return – If you require the customer to have an RMA before returning materials, select the RMA Required for Return check box.

3 Click **Save**.

Specifying Customer Contact Information

You can modify contacts here or in the Alternate Contacts window. When you designate the primary customer contact, it is displayed in the Contact tab. You can also assign contacts to the customer in Contact Maintenance, refer to "Specifying Information on the Customers Tab" on page 4–5.

Use the Contact tab to specify the primary contact for the customer. To specify the primary contact:

Click the **Contact** tab and specify the customer contact using one of these methods:

Select an alternate contact with a registered Contact ID - Click the **Contact** browse button and select a contact from the browse table showing contacts assigned to the customer. Select the **Primary** check box. Click the **Save** toolbar button.

Select a contact from all contacts with a registered Contact ID - Click the **Contact** browse button and then click the **Associate existing contact** toolbar button. Select a contact from the Contacts dialog and click **Ok**. In the Contacts for Customer dialog, select the **Primary** check box. Click the **Save** toolbar button.

Specify a new contact in the Customer Maintenance window - When no primary contact exists for the customer the contact fields are empty. Specify the contact information in the fields and click **Save**. The contact becomes the primary contact, and a Contact ID is generated.

Specify a new contact in the Contacts for Customer dialog - Click the **Contact** browse button. Click the **Add New Contact** button and specify contact information in the General tab and Address tab fields. Select the **Primary** check box for that contact and click the **Save** toolbar button.

You can also assign contacts to customers in the Contact Maintenance window.

To clear the Contact tab, click the **Contact** browse button and clear the **Primary** check box. The Contact tab is cleared. The contact is still associated with the customer, but is no longer the customer's primary contact.

Note: Changes you make to the contact information in this tab are also made to the contact's record in Contact Maintenance. To specify a different primary contact, make sure you click the Contact browse button clear the Primary check box for the existing primary contact first.

Editing Contact Information

The changes you make in the Contact tab are also made in Contact Maintenance.

To create a new contact edit this information:

Contact - Specify the contact's full name. The Contact ID field is not modifiable.

Position – Specify the contact's position in the company or title.

Salutation – Specify the salutation to use for correspondence with this customer contact. You can specify a new salutation or click the arrow and select a salutation from the list.

E-Mail – Specify the contact person's e-mail address.

Phone / Ext– Specify the telephone number, with area code and extension, for the contact. This may be a direct line to the contact, or a generic company line.

Fax – Specify the area code and Fax number.

Mobile Phone – Specify the contact person's mobile/cellular phone number.

Web User ID – If you have a web site and require the contact to specify a user ID to access it, specify the customer's User ID. This may be the direct contact's user ID, or a generic one for anyone at the customer location to use.

Web Password – If you have a web site and require the contact to specify a User ID and password, specify the password in this field. This must correspond to the Web User ID. When you specify a password, asterisks replace the characters you type.

Depending on your database engine, and whether you enforce strong passwords, this may or may not be case sensitive. Refer to your database software documentation for information about passwords.

Confirm – If your customer requires a User ID and Password to access your web site, you must confirm the user password. The Confirm Password entry must exactly match the entry in the Web Password field upon saving the customer record. If password entries do not match, you must correct the error.

Setting the Include Tax In Credit Limit Check Preference

Use Preferences Maintenance to specify if tax or vat should be included in the credit limit message in Customer Order, Customer Window and Shipping form upon saving.

To set the preference:

1 Select **Admin**, **Preferences Maintenance**.

2 Click the **Insert** button.

3 Specify this information:

Section – Specify Visual Mfg.

Entry – Specify IncludeTaxInCreditLimitCheck.

Value – If Y, Include Tax or Vat amount when calc total for exceed credit limit message. Default is N.

4 Click **Save**.

Specifying Entity Credit Limit Information

Use the Entity Credit Limit tab to specify your customer's credit information. If you are licensed to use multiple entities, you can define credit limit information for each of your entities. If you are licensed to use a single site, define credit limit information on an enterprise-wide basis.

To define entity credit limit information:

1 Click the **Entity Credit Limit** tab.

2 If you are licensed to use multiple entities, click the **Entity ID** arrow and select the entity for which you are defining credit limit information. All information you define on this tab applies to the selected entity only. If you are licensed to use a single entity, this field is unavailable.

3 Specify this information:

Credit Limit – Specify the amount of credit to extend to this customer. The limit is expressed in the selected entity's entity currency.

If you specify an order for this customer and the credit limit is exceeded, a message is displayed.

Credit Balance – The amount of credit the customer has not used is inserted. The setting you specified in the Customer Balance Method section in Accounting Entity Maintenance determines how this value is calculated. One of these totals is subtracted from the Credit Limit to determine the credit balance: If the IncludeTaxInCreditLimtCheck is 'Y' then the amount of tax or vat will be added to the customer total for the credit limit message.

- Open Orders + Uninvoiced Shipments + Open A/R Invoices
- Uninvoiced Shipments + Open A/R Invoices
- Open A/R Invoices

You cannot edit this field.

Recv. Age Limit – Specify the number of days after which you will no longer allow orders to be taken without a payment from the customer. When the Age Limit is exceeded, a message is displayed indicating that the new order exceeds the limit.

Credit Status – Click the arrow and select a status for this customer. You can select:

OK – You can specify orders and send shipments without restrictions for this customer.

On Hold – You cannot specify orders for this customer or make shipments to this customer.

Orders on Hold – You cannot specify orders for this customer. You can ship existing orders.

Shipments on Hold – You cannot send shipments to this customer. You can specify orders.

Credit Limit Control – Specify whether users can save orders for customers who have exceeded the credit limit. Specify one of these options:

Override Allowed – Select this option to allow users to save orders for customers who have exceeded their credit limit. A dialog is displayed to warn users that the credit limit has been exceeded, but users can still save orders.

No Override – Select this option to prevent users from saving orders for customers who have exceeded their credit limit. A dialog is displayed informing users that the customer has exceeded the credit limit.

Ship Credit Limit Control – Specify whether to check the customer's credit limit when orders are shipped. If the IncludeTaxInCreditLimtCheck is 'Y' then the amount of tax or vat will be added to the shipping total for the credit limit message. If you decide to check the customer's credit limit, and the customer has exceeded the credit limit, you can specify whether users are allowed to ship the order. Specify one of these options:

No Credit Evaluation – Select this option if you do not want to check the customer's credit limit when the shipment is saved. If you select this option, then the customer's credit limit is checked only when sales orders are saved.

Override Allowed – Select this option to allow users to save packlists for customers who have exceeded their credit limit. A dialog is displayed to warn users that the credit limit has been exceeded, but users can still save packlists.

No Override – Select this option to prevent users from saving packlists for customers who have exceeded their credit limit. A dialog is displayed informing users that the customer has exceeded the credit limit.

 # Days Oldest Unpaid Invoice – The number of days the oldest outstanding invoice is overdue is displayed. This value is calculated based on your selection in the Oldest Open Invoice section.

Oldest Open Invoice – Specify how to define the oldest past due customer invoice. This information is used in conjunction with the Recv. Age Limit field in Customer Order Entry. If the customer has an unpaid invoice older than the receivable age limit, a message is displayed. If you are creating a customer, the default value defined in Application Global Maintenance is used. You can override the default setting. Select one of these options:

Determined by Invoice Date – To calculate the oldest past due invoice using the date of the invoice, select this option.

Determined by Due Date – To calculate the oldest past due invoice using the date that the full amount of the invoice is due, select this option.

4 In the Credit Threshold section, specify credit ratings thresholds for the customer. Credit ratings are expressed as the percentage of the credit line that the customer has consumed. If you specify credit thresholds and a credit limit in the Credit Limit field, the appropriate credit rating icon is displayed in the Customer Order Entry window. You can immediately see if the customer is credit-worthy.

Specify this information:

Acceptable – The upper limit of the Acceptable credit rating is 100%. You cannot change this value. Specify the lower limit of the Acceptable credit rating. You must specify a whole number.

Warning – The number you specified as the lower limit of the Acceptable credit rating is inserted in the upper limit field of the Warning credit rating. Specify the lower limit of the Warning credit rating. You must specify a whole number.

Unacceptable – The number you specified as the lower limit of the Warning credit rating is inserted in the upper limit field of the Unacceptable credit rating. A 0 is inserted for the lower limit of the unacceptable credit rating.

5 In the Settlement Threshold section, specify the settlement ratings thresholds for the customer. If you specify settlement thresholds, the appropriate settlement rating icon is displayed in the Customer Order Entry window. You can immediately see if the customer typically pays invoices

on time. Settlement ratings are expressed as the percentage of invoices that the customer paid on time.

Specify this information:

Today - ## days – Specify the time period to use to evaluate payments. The number of days you specify is subtracted from the current date. Payments made during that time period are evaluated. For example, to evaluate payments over the last year, specify 365. This number must be greater than the number you specify in the Recv Age Limit field.

Acceptable – The upper limit of the Acceptable settlement rating is 100%. You cannot change this value. Specify the lower limit of the Acceptable settlement rating. You must specify a whole number.

Warning – The number you specified as the lower limit of the Acceptable settlement rating is inserted in the upper limit field of the Warning settlement rating. Specify the lower limit of the Warning settlement rating. You must specify a whole number.

Unacceptable – The number you specified as the lower limit of the Warning settlement rating is inserted in the upper limit field of the Unacceptable settlement rating. A 0 is inserted for the lower limit of the unacceptable settlement rating.

6 Click **Save**.

Specifying Accounting Information

Click the **Accounting** tab to specify your customer's financial information.

Specify this information:

Terms – Specify the default payment terms for this customer. When you specify an order for this customer, the term ID you specify in this field is inserted on the order. Use Application Global Maintenance to create terms. See "Entering Information into the Terms Table" on page 2–16 in the System-wide Guide.

If you do not specify a value, then the default terms that are specified on the Defaults tab in Application Global Maintenance are inserted when you save the record. If you do not specify a value in the Terms field and default terms have not been defined in Application Global Maintenance, then Due on Receipt is inserted. If you do not specify a value in the Terms field and default terms have not been defined in Application Global Maintenance, then the terms ID that is specified in the Due on Receipt ID field in Application Global Maintenance is inserted. If the Due on Receipt ID field is blank, then the first ID in the database that meets the criteria for due on receipt is used.

Tax ID Number – Specify the customer's tax ID number.

Default Tax Group ID – Specify the default tax group to which this customer belongs. Tax groups determine the federal, state, local, and other taxes paid on each transaction. See "Adding a Sales Tax Group" on page 5-3 in this guide.

If the customer is tax exempt, then the taxes are not applied. If the parent entity of the site on a transaction uses VAT, then the VAT code is used instead of the default tax group ID.

You can override the default ID when you specify an order for the customer.

Default A/R Account ID – Specify the account to use to record accounts receivable transactions for this customer. The account ID you specify in this field overrides the default Accounts Receivable account specified in the G/L interface. To use the G/L interface account, leave this field blank.

Currency ID – Specify the default currency for this customer. After you post transactions with this customer, you cannot change this ID. When you specify part pricing for this customer, specify the prices in this currency.

Default Transaction Currency – To use a different currency than the default currency ID for on transactions for this customer, specify the transaction currency. Leave this field blank to use the currency specified in the Currency ID field as the default transaction currency. When you specify a transaction for the customer, you can override the default currency.

Deferred Rev Account ID – This field is available only if you are licensed to use Project or Aerospace and Defense features. Specify the account ID to use to record deferred revenue transactions. This account is used to record percent of completion revenue transactions before shipments are made. When shipments are made, this account is relieved. The account ID you specify here overrides the account specified in the G/L interface.

Liquidation Account ID – This field is available only if you are licensed to use Project or Aerospace and Defense features. Specify the account ID to use to record the liquidation debit for projects on which you use progress billing. The Liquidation Rate is the rate at which you bill your customer for products you deliver on progress payment type contracts. The account ID you specify here overrides the account specified in the G/L interface.

P/B Credit Account ID - This field is available only if you are licensed to use Project or Aerospace and Defense features. Specify the account ID to use to process a progress payment invoice.

Customer is tax exempt – To indicate that this customer is not required to pay taxes, select this check box. To indicate that this customer does pay taxes, clear this check box.

If a customer is tax exempt, then you are prevented from specifying a tax group ID on the line when entering a customer order.

Allow Invoice Over Payments – When you apply a customer payment to an invoice in Cash Application Maintenance, you specify the amount to apply to each invoice line. Use this check box to specify whether a customer can pay more than the amount due on an invoice line. If you select this check box, you can apply an amount greater than the amount due. When you post the transaction, the overpayment is credited to the accounts receivable account and debited to the bank account.

To prohibit the overpayment of an invoice line, clear this check box. When you clear this check box, the payment you apply to an invoice line must be equal to or less than the amount due on the line. If a customer payment exceeds the balance of the invoice lines, you must decide how to process the balance when you save the cash application. You can create an unapplied cash memo for the balance, post the balance to the over/under-payment G/L account, specify an account to which to post the balance, or post the balance to the exchange rate G/L account.

Compute tax on wholesale price – To calculate taxes based on the wholesale price of a part instead of the selling price, select this check box. Specify the wholesale selling price of a part in Part Maintenance. To calculate taxes based on the selling price of a part, clear this check box.

Print dunning letters when appropriate – This check box is informational only. Dunning letters are not available in VISUAL. To indicate that a dunning letter should be printed when this customer exceeds the receiving age limit, select this check box.

Allow Closed Period Invoice Adjustments – To allow invoices to be adjusted in open periods and closed periods, select this check box. To allow invoices to be adjusted in open periods only, clear this check box.

Suppress Printing of Invoices – Some customers do not require printed invoices; for example, they may pay upon receipt of materials or pay via EDI. To prevent this customer's invoices from being printed when you generate invoices in Invoice Forms, select this check box. When an invoice has not been printed, you have more flexibility to edit the invoice. If you select this option, invoices for this customer are displayed in the List of Unprinted Invoice(s) report after the invoices are generated. You can access from within the Invoice Forms window. You can manually print the invoice in Receivables Invoice Entry after you review the invoice.

To automatically print this customer's invoices when you generate them in Invoice Forms, clear this check box. The invoices for this customer are printed when you generate them, provided you have not selected the Suppress Print check box in the Invoice Forms window.

Suppress Printing of Customer Statement – To exclude this customer from the Customer Statement report, select this check box. If you select this option, the customer will not be included when you run Customer Statements in Receivables Invoice Entry. To include this customer in the Customer Statement report, clear this check box.

Specifying User Defined Information

Use the User Defined tab of the Customer Maintenance window to specify any customized information you have set up for your customer.

To specify User Defined information:

1 Click the **User Def** tab.

2 Click the **User Defined Field Layout ID** arrow and select the set of User Defined fields to use.

3 Specify information in the fields.

4 Click **Save**.

Select **Maintain**, **User Defined Field Labels** to set up the fields in this tab. See "Setting Up User-defined Field Labels" on page 4-20 in the Concepts and Common Features guide.

Specifying VAT Information

If you enabled VAT in Accounting Entity Maintenance, click the **VAT** tab to specify your customer's financial information.

Specify this information:

VAT Registration – Specify the customer's VAT Registration number.

VAT Code – Specify VAT Code for the customer. The VAT code determines the tax percentage.

Invoice VAT Book Code – Click the arrow and select the appropriate VAT Book for the customer.

Memo VAT Book Code – Click the arrow and select the appropriate VAT Book for the customer.

Customer is VAT Exempt – If the customer is not required to pay VAT, select the **Customer Is VAT Exempt** check box.

VAT is Discounted If Within Terms – To apply a discount to the VAT portion of the customer's invoice if the customer pays within the terms time limit, select the this check box.

VAT is Always Discounted – To apply a discount to the VAT portion of the customer invoice regardless if the invoice is paid within the terms, select this check box. Customers must request this privilege from the government.

Customer VAT Code Overrides Part VAT – Depending on the governmental status of the customer, the VAT code may be derived from the customer or from the part. To use the VAT code assigned to the customer instead of the VAT code assigned to the part, select this check box. To use the VAT code assigned to the part instead of the VAT code assigned to the customer, clear this check box.

Specifying Intrastat Information

Click the **Intrastat** tab to specify your customer's intrastat information.

Specify this information:

Port of Arrival – Specify the port at which this customer usually receives its goods.

Port of Transshipment – Specify the port of transshipment for this customer. A port of transshipment is the location from which goods are shipped.

Country ID – Specify the customer's country ID.

Nature of Transaction – Specify the nature of transaction for this customer.

Nature of Return Transaction – Specify the nature of return transaction for this customer. By default, this transaction code is used for a return transaction.

Mode of Transport – Specify the method by which goods are delivered to the customer's port of arrival.

Siret Number – Specify the customer's siret number. A siret number is a French company ID number.

Specifying Order Management Information

Use Order Management options to establish specific ordering protocols for each customer. Because each customer is different, you can take advantage of the order management tab to create a profile that reflects a customer's needs and ordering habits.

If you are licensed to use multiple sites, specify order management information on a site-by-site basis. If you are licensed to use a single site, specify order management information on an enterprise-wide basis.

To gain access to the Alternate Warehouse button, select the **Allocations Require Warehouse/ Location** check box in the Accounting Entity Maintenance window.

To specify order management information:

1 Click the **Order Mgt** tab.

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are defining order management information. If you are licensed to use a single site, this field is unavailable.

3 Specify this information:

Primary Warehouse – Click the browse button to select the primary warehouse from which you ship products to this customer.

If you specify a primary warehouse ID, the warehouse ID is used as the default warehouse in customer orders and other transactions where you must specify a warehouse ID for the customer. You can override the default warehouse on individual transactions.

Customer Type – Specify the priority type for the customer.

Use customer types to prioritize customers based on their ordering needs and habits.

When you select a customer type, you are asked if you want to update the customer record with the standard priority, allocation fence, and reallocation setting defined on the customer type. If you click Yes, the values from the customer type are inserted in the Allocation Rate and Disbursement Rate fields and the Reallocate check box. You can override these values.

Specify customer types in Accounting Entity Maintenance. See “Entering Customer Types” on page 3-16 in the System-wide guide.

Priority Code – Specify the priority code for this customer. Priority codes are used during allocation to sort the customers. Customers with higher priorities are allocated first.

The priority code also determines the Disbursement fill rate. This value specifies how much of the available quantity in a warehouse is available to the customer at the time of order fulfillment. For example, if the fill rate is 100, the customer is allowed access up to 100% of the available stock; if the fill rate is 70, the customer is allowed access up to 70% of available stock. This rate is used when Quantity Available to Customer is calculated in the Order Management Window.

Order Fill Rate – In the Order Fill Rate field, specify an Order Fill Rate for the customer. An Order Fill Rate is a number between 0 and 100 that indicates the minimum percentage of the Quantity Ordered the customer will accept. For example, an order fill rate of 100 for a customer order line for 1,000 parts, indicates that the full order quantity must be allocated before the customer will accept the order; an order fill rate of 80 for a C/O line of 1,000, indicates that 80% of the Order Quantity must be allocated before the customer will accept the order. Minimum Fill Rates for C/O lines are displayed in the Customer Order Entry line item table in the Min Fill Rates column.

Fill Rate Type – Specify one of these types:

Line Level – When unavailable inventory for a part on an order line item reaches the fill rate threshold, the line item is canceled.

Whole Order – When unavailable inventory for a part on an order line item reaches the fill rate threshold, the whole order is canceled.

Allocation Fence – Specify the number of days within which the Allocation Utility considers an order from a customer. If an order's desired ship date is outside the allocation fence, the Allocation Utility ignores it during allocation.

Customer Order Allocation Level – If you use the Auto Allocate function, specify the type of allocation to use:

Full Allocation – Specify this allocation level if the customer order must be fully supplied before it can be accepted.

Partial Allocation – Specify this allocation level if the allocation optional.

Customer Alternate Warehouses – Click the Alternate Warehouses button to select alternate warehouses for this customer. If the customer's primary warehouse is unavailable, these secondary warehouses are used. This browse button is available only if you selected the Allocations Require Warehouse/Location option in Accounting Entity Maintenance.

Customer WIP/VAS – Set up the extra services required by your customer for the parts they purchase.

WIP (Work-In-Process) – Parts that make up an order may require extra services before they are shipped to a customer or transferred to another warehouse. For example, parts in an order may require price tag printing and application.

VAS (Value Added Service) – Often the distribution cspecify is required to include services for customer orders other than picking and packing. These services are termed Value Added Services and they include:

- Ticketing
- Packaging
- Private Labeling
- Kit Assembly
- Final Finishing
- White Boxing

These processes are managed during the picking process and they are tracked within Work-In-Process staging areas.

Disbursement Fill Rate – This value is determined by the customer’s priority. The Disbursement Fill Rate determines how much of the available quantity in a warehouse is available to the customer at the time of order fulfillment. For example, if a customer fill rate is 100, the customer is allowed access to 100% of the available stock; if the customer fill rate is 70, the customer is allowed access to 70% of available stock.

Reallocation – Before creating new allocations, existing allocations may be removed. If you select this check box, the Allocation Utility removes and recalculates allocations for this customer. If this customer type has Reallocation as a default setting, this check box is selected when you accept the Customer Type default information. To retain existing allocations when you run the Allocation Utility, clear this check box.

Consolidate Orders – Consolidation is the process of combining license-plated (or otherwise uniquely identified) inventory into a single container. Partial pallets may be consolidated, broken cases may be consolidated. Generally, this means combining of things that have common characteristics, such as pallets of the same product.

Select the Consolidate Orders check box to allow order consolidation.

Compliance Labeling – Compliance Labeling is the process of labeling outbound cartons or pallets in the warehouse (moveable units) with a bar-coded label specific to a customer requirement. In the warehouse, there may be many differing label requirements.

Select the Compliance Labeling check box if you require that the ship-to address have compliance labeling.

Auto Allocate – Select this check box to override the auto allocation levels assigned in Accounting Entity Maintenance.

When you select this check box, the C/O Allocation field becomes active. From the C/O Allocation field, you can assign allocation levels for this customer.

Email Invoices – Use this check box to specify how invoices from the site are generated in Invoice Forms for the customer. Select this check box to e-mail invoices to the customer. When you generate invoices for the site in Invoice Forms, invoices for this customer will not be printed. A PDF of the invoice will be created and saved to the file location specified in the Document Maintenance window. After invoice generation is complete, use the Email Invoices dialog in Invoice Forms to send the e-mails.

You can specify the customer contacts who receive e-mailed invoices in the Email Documents dialog. See “Specifying E-mail Lists for Documents” on page 2–29.

Clear this check box to print invoices to mail to the customer.

4 Click **Save**.

Setting Up WIP/VAS Information

Set up WIP/VAS information on the Order Management tab.

1 Click the **Customer ID** arrow and select the customer to use.

2 Click the **Order Mgt** tab.

3 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site to use to set up WIP/VAS information. If you are licensed to use multiple sites, WIP/VAS information is maintained by site. If you are licensed to use a single site, the Site ID field is unavailable.

4 Click the **Customer WIP/VAS** browse button.

5 Click the **Insert** button.

6 Double-click the **Part ID** column header and select the part to use from the list.

7 Double-click the **WIP/VAS ID** column header. The WIP/VAS dialog contains the this information:

WIP/VAS ID – The ID of the Work-in-Process or Value Added Service that you assigned in Accounting Entity Maintenance.

Description – A description of the WIP/VAS ID.

Unit Price – The price per unit for the WIP/VAS.

8 Select the appropriate line item and click the **OK** button.

9 Click in the Prompt Status column and select how to prompt the user. You can select:

Confirm – Select this option if the customer requires confirmation before the performance of any WIP/VAS.

Do Not Ask – Select this option if the customer does not require WIP/VAS.

Order – Select this option if the customer requires the order of WIP/VAS without conformation.

10 Click **Save**.

11 When you have finished entering WIP/VAS code for the part you will sell to this customer, click **Close**.

The WIP/VAS for Warehouse dialog closes.

Deleting Customer WIP/VAS Information

To remove a WIP/VAS line completely:

1 In the WIP/VAS for Warehouse dialog, select the appropriate line to delete.

2 Click **Delete**.

An X is displayed in the row header indicating you have marked it for deletion.

3 Click **Save**.

The lines you marked from the list are removed.

Specifying E-Commerce Information

Click the **E-Commerce** tab to specify your customer's electronic data information.

Specify this information:

EDI Trading Partner – If the customer is an EDI trading partner, select the **EDI Trading Partner** check box.

Pool Code – Specify the code for the pooling area. Up to 20 alphanumeric characters are allowed in this field.

Intermediate Consignee – Specify the name of the intermediate consignee. The intermediate consignee is the person or group to whom you are entrusting the goods while they are in transit to the customer. Up to 20 alphanumeric characters are allowed for this field.

Generate ASN (856) – To generate an ASN (Advance Ship Notice) document that provides the receiver with advance data on incoming shipments, select this check box. The ASN (856) standard format contains the contents of a shipment of goods and any additional shipment information, and is usually transmitted when the shipment is ready to be transported.

You must select this check box to use consolidation features in the Shipping Entry window.

The supplier electronically sends the 856 Ship Notice/Manifest, commonly referred to as an 856 or ASN, to their customer when a shipment leaves the supplier's dock. The ASN describes the items being shipped, quantity shipped, shipper number, container structure, etc. The 856 informs the customer that a shipment is on the way. This provides the customer with in transit information and the ability to automate the receiving process. The ASN is usually required to be sent within one hour of the truck leaving the supplier's dock or prior to the shipment arriving at the customer's receiving location, whichever is shorter. The information on the ASN comes from the shipper, which should be generated by scanning the barcode labels of the containers being loaded on the truck.

Hold Transfer of ASNs – To prevent the transfer of ASNs until after you have reviewed the data, select this check box. Use this setting to accept orders, fulfill them, print and create pack lists, and generate ASNs and invoices without sending the ASN with VMDI Generate.

Accept 830 – If this customer accepts production schedules (Planning Schedule with Release Capability), select this check box.

Accept 862 – If this customer accepts shipping schedules, select this check box.

Consolidate Ship Line – To consolidate customer order lines for the same part into one pack list line, select this check box. For orders of multiple parts, lines are consolidated by part. For example, a ten line order, with 5 lines of one part and 5 lines of second, will display two lines on the pack list: one for the total of the first part, and one for the total of the second.

If you leave this check box cleared, order lines are shown on the pack list, two per page.

Generate WSA (945) (GENERATE_WSA) – To generate a Warehouse Ship Advance notice document that provides the shipping warehouse with information on outgoing shipments, select this check box. The WSA (945) standard format displays the contents of a shipment of goods and any additional shipment information, and is usually transmitted when the shipment is ready to be transported.

The Generate WSA check box on the E-Commerce tab acts as a global setting for all of your customer's shipping addresses. If you do NOT want to send WSAs to specific customer addresses, use the E-Commerce tab of the Shipping Address window.

Hold Transfer of WSAs (HOLD_TRANSFER_WSA) – To prevent the transfer of WSAs until you have reviewed the data, select this check box. Use this feature to maintain control over what VMDI data you are exporting.

Takes Discounts Even if Over Due By – To allow a customer to take a discount even if an order is over due by a certain number of days, select this check box and specify the number of days.

Specifying Language Forms Information

Some international companies require documents in their home language. For example, you may need to produce an order acknowledgment in German, a packlist in French, and an invoice in Italian. Use the Languages tab to set default Sold To and Bill To Language IDs for customers. Only use these IDs if a customer in an international customer. If a customer is a domestic trading partner, you do not need to specify this information.

Click the **Lang Forms** tab to specify your customer's language information.

Specify this information:

Language ID (Sold To) – Specify the language to associate with the customer's main address.

Language ID (Bill To) – Specify the language to associate with this customer's bill to address.

Before you can print reports in a particular language, you must first create the report. This table shows the reports that you can customize for language, the standard report file name, and the file name to use for the customized report:

Report Name	Report File Name	Customized file name (replace XX with the two-character language code)
Customer Order Acknowledgment	VMORDFRM.QRP	ORDFRMXX.QRP
Customer Order Acknowledgment (VAT-enabled entity)	VMORDVAT.QRP	ORDVATXX.QRP
Packlists (standard form)	VMSHPFRM.QRP	SHPFRMXX.QRP
Standard Invoice Form	VMINVFRM.QRP	INVFRMXX.QRP
Value Added Tax Invoice Form	VMINVVAT.QRP	INVVATXX.QRP
Invoice (standard)	VFINVFRM.QRP	VFIFRMXX.QRP
Invoice (VAT)	VFINVVAT.QRP	VFIVATXX.QRP
Customer Statements	VFSTMFRM.QRP	STMFRMXX.QRP

Specifying Shipping Information

Click the **Shipping** tab to specify your customer's shipping information.

Specify this information:

Carrier ID – Specify a preferred carrier code for shipments to this customer. When a shipment is made, this carrier is used by default. You can override the default value in Shipping Entry. Add carrier codes in Application Global Maintenance.

Default Shipto ID – Specify the default address for shipments to this customer. You can override the default value in Shipping Entry.

Free on Board – Specify the Free on Board code for this customer. Use this code to specify the point during the shipping process that this customer becomes responsible for freight charges.

Ship Via – Click the **Ship Via** browse or arrow button and select a ship via code for shipments to this customer. Add ship via codes in Application Global Maintenance.

Ship Charge Acct – If you have specified the customer account to charge when shipments are sent by the selected ship via method, the account ID is displayed. See "Adding Customer Shipment Accounts" on page 2–26 in this guide.

Customer Accepts Partial Shipments – If the customer accepts partial shipments, select the **Accepts Partial Shipments** check box. If the customer only accepts full shipments, clear this check box. If you use consolidated sales, ensure that you select this check box. See "Consolidated Sales" on page 7–36 in this guide.

Accepts Early Orders – To allow shipments of orders to this customer prior to the desired ship date specified on the customer order, select this check box. After you select the check box, specify the number of days before the desired ship date that you can ship orders to this customer. If you cannot ship orders to this customer prior to the desired ship date, clear this check box.

Pallet Details Required – If pallet details are necessary for all shipments to this customer, select this check box. To generate pallet details, you must specify carton information for a part.

Match Invoice ID to Packlist ID – To use the same ID for both the packlist and A/R invoice, select this check box. If you select this check box, you must print Before Shipment packlists to match the packlist ID and invoice ID. See "Matching Invoice IDs to Packlist IDs" on page 11–3 in this guide.

If you do not want to use the same ID for the packlist and the invoice, clear this check box.

Customs Documentation – In the Customs Documentation section, click one of these options:

Do Not Print – If you do not want to print customs documentation for this customer, click this option.

Print by Packlist – To print customs documents for this customer by packlist, click this option. Only consolidated packlists are eligible for printing as customs documents.

Print by Bill of Lading – To print customs documents for this customer by bill of lading, click this option.

Specifying 3PL Information

This tab is available only if you are licensed to use VISUAL DCMS. Some customers operate as a 3PL warehouse, meaning that an outside, or 3rd-party, owns the inventory handled at the distribution centers. The warehouse owners rent the use of the facilities and equipment. To distinguish inventory owned by different parties, you can specify an Owner ID to accompany the inventory at all stages of the lifecycle. For 3PL customers, Owner IDs are used on purchase orders, customer orders, and all inventory transactions.

Use the 3PL tab to specify your customer's third party logistics information. To specify this information:

1. Click the **3PL** tab.
2. Click **Insert**.
3. Double-click the **Sell To Customer ID** browse button to select the 3PL customer participating in the delivery of goods to the primary customer. The customer's name is displayed in the Sell To Customer Name column.
4. Click **Save**.

Adding Specifications

To add specifications, click the **Specs** tab. Specify the specification text into the field.

Creating a Customer with the Copy Function

You can copy an existing customer record to create a new customer record:

1. Click the Customer ID browse button and select the record to copy.
2. In the Customer ID field, specify a new ID.
3. Click **Save**.

Editing Customer Information

To edit customer information:

1. Select the customer to edit.
2. Make any necessary changes to the customer information.

   You can change any field in the Customer Maintenance window except Customer ID: If you change the Customer ID, a new customer is created.
3. When you have finished editing your customer information, click the **Save** toolbar button.

After you edit a customer, you can update information on the customer's transactions. See "Resetting Order Information" on page 2-39 in this guide.

Inactivating Customers

To inactivate a customer, clear the Active check box. If the customer has any outstanding orders or invoices, a message is displayed to inform you. Click **Ok** to designate the customer inactive.

When you inactivate a customer, the customer cannot be used in any new transactions.The customer record and all associated transactions are retained in your database.

Deleting Customer Records

Caution: Deleting a customer record permanently removes the information from your database. You CANNOT recover deleted customer information.

You can delete a customer record only if the customer ID is not used on any other record in the database. For example, if the customer ID is referenced on a customer order, you cannot delete the customer ID even if the order cycle is complete. To discontinue use of a customer ID referenced on records, see Inactivating Customers.

To delete a customer:

1. Open the customer record.
2. Click **Delete**. A message is displayed asking you to confirm the deletion.
3. To delete the customer record, click the **Yes** button.

   If the customer ID is used on other records, a message is displayed. You cannot delete the customer until all records that reference the customer are deleted.

   If the customer ID is not used on other records, the ID is removed from the database. After you delete the customer ID, the Customer Maintenance window still contains the customer information. If you deleted the customer ID in error, click **Save** to add the ID to the database again. If you intended to delete the customer ID, click **New** to clear the Customer Maintenance window.

Maintaining Shipping Addresses

You can set up multiple shipping addresses for the same customer. In addition to specifying the alternate address, you can override default data specified in Customer Maintenance. For example, you can specify that a different sales rep should receive commission for orders sent to a particular customer address. Or, you can specify that a different sales tax group should be used when orders are shipped to a particular address. You can also specify different VAT, intrastat, order management, and e-commerce information.

If you are licensed to use multiple sites, you must select a site ID on the Order Mgt tab before accessing the Shipping Address dialog to set up order management information for the alternate address.

Adding Shipping Addresses

To add a shipping address:

1 Select **Sales**, **Customer Maintenance**.

2 If you are licensed to use multiple sites and want to set up order management information for the alternate address, click the Order Mgt tab. Click the **Site ID** arrow and select the site to use. If you do not want to set up order management information for the alternate address, you do not need to perform this step.

If you are licensed to use a single site, this field is unavailable.

3 In the Customer ID field, specify the ID of the customer for whom you are adding addresses.

4 Select **Maintain**, **Shipping Addresses**.

5 Click **Insert**.

6 In the Shipto ID field, specify a unique ID for this address.

7 Specify the Name and Address for this ShipTo ID.

8 Specify this information:

Pallet Details Required – Specify whether pallet details are required for this address. You can select **Default Customer**, **Yes**, or **No**. If you select Default Customer, the Pallet Details Required setting on the Shipping tab is used for this address.

Active – If you currently use this address, select this check box. If the address is no longer in use, clear this check box.

Discount Code – Specify the discount code that applies to shipments sent to this address.

Carrier ID – Specify a preferred carrier code for shipments to this address.

Free on Board – Specify the FOB code to use for shipments to this address. The FOB code determines when the customer becomes responsible for shipping charges.

Ship Via – Specify the preferred shipping method to use for shipments to this address.

Ship Charge Acct – If you have specified the customer account to charge when shipments are sent by the selected ship via method, the account ID is displayed. See "Adding Customer Shipment Accounts" on page 2–26 in this guide.

Sales Rep ID – Specify the sales representative responsible for sales to this address.

Territory – Specify the sales territory where the address is located.

Default Tax ID Group – Specify the default tax group to use for orders sent to this address.

Tax ID Number – If this address uses a different tax ID number than the parent customer, specify the number. This field is not available if you selected a site whose parent entity uses VAT.

Tax Exempt – If your customer is exempt from paying taxes when shipments are sent to this address, select this check box. If shipments to this address are subject to taxes, clear this check box.

Default Ship Label – Specify the label format to use for this address.

Language ID – Specify the Language ID for the shipping address. For example, if this shipping address is in Germany, select German as the default Language ID for the shipping address.

Default Label For Parts – For the specific parts you send to this address for this customer, specify the label to use.

Seq.# – Optional sequence number used to override the standard sort order by Addr.#, and move the most frequently used addresses to the beginning of the display table. This column is used to control the display sequence of addresses, only. In read-only tables of customer addresses, if the Customer ID has not entered a Seq.# on at least one address, this column will be hidden.

9 Click **Save**.

Setting Additional Shipping Information

When you are using a shipping address, the information you specify for the address is used to override the information from the Customer Maintenance window.

The Shipping Address dialog contains these tabs in which you can specify override information.

- VAT
- Intrastat
- Order Management. If you are licensed to use multiple sites, you must select a site on the Order Mgt tab is the Customer Maintenance window before accessing the Alternate Addresses dialog to specify this information. If you do not select a site ID, the Order Mgt tab is not displayed in the Alternate Addresses dialog.
- User Defined
- E-Commerce

For more information, refer to the appropriate section earlier in this chapter.

Copying Shipping Addresses

You can copy an address to create a new address.

To copy information:

1 Select **Sales**, **Customer Maintenance**.

1 In Customer Maintenance, specify the ID of the customer.

2 In the table, select the address to copy.

3 Click **Copy**.

4 To create a new line, click **Insert**.

5 Click in the new line and click **Paste**.

Deleting Shipping Addresses

You can delete a customer's shipping address only if it is not used on any transaction.

If you no longer want to use an address that has been previously used on a transaction, inactivate the address. See "Inactivating Shipping Addresses" on page 2–24 in this guide.

To delete a shipping address:

1 Select **Sales**, **Customer Maintenance**.

2 In Customer Maintenance, specify the ID of the customer.

3 Select **Maintain**, **Shipping Addresses**.

4 In the table, select the shipping address to delete.

5 Click **Delete**.

6 Click **Save**.

Inactivating Shipping Addresses

If you inactivate a shipping address, it cannot be used on any new transactions. Use this procedure if you would like to discontinue use of an address but cannot delete it because it has been used on transactions.

Note: You cannot inactivate an address if it is used as the default ship-to address for a customer.

1 Select **Sales**, **Customer Maintenance**.

2 In Customer Maintenance, specify the ID of the customer.

3 Select **Maintain**, **Shipping Addresses**.

4 In the table, select the shipping address.

5 Clear the **Active** check box.

6 Click **Save**.

Hiding Inactive Shipping Addresses

Use Preferences Maintenance to specify whether inactive shipping addresses are hidden in the List Ship-to-IDs browse table and the Shipping Addresses dialog.

If you show both active and inactive shipping addresses, you are warned if you attempt to select an inactive address on a record.

1 Select **Admin**, **Preferences Maintenance**.

2 Click **Insert**.

3 Specify this information:

Section – Specify **CustomerMaintenance**.

Entry – Specify **HideInactiveShipToIDs**.

Value – Specify **Y** to hide inactive addresses. Specify **N** to show inactive addresses.

4 Click **Save**.

Searching for Customer Shipping Addresses

Shipping addresses are listed in the order in which you entered them. For customers with multiple addresses, use the search feature to find the address to use. You can search by ShipTo ID, Name, City, State, and Zip.

To search for an address:

1 Select **Sales**, **Customer Maintenance**.

2 In Customer Maintenance, specify the ID of the customer.

3 Select **Maintain**, **Shipping Addresses**.

4 Click **Search**.

5 In the row immediately beneath the header, click in the column to search and specify the search term. You can use % and _ as wild cards. Use the % to replace any number of characters before or after your search term. For example, if you specified Ma% in the city field, any address with a city beginning with “Ma” are returned as results, such as Manchester or Macon. Use _ to replace one character before or after your search term. For example, if you specified 0123_ in the Zip field, the search would return any five-digit zip code that began with 0123, such as 01234 or 01235. If the zip code had more than five digits, the code would not be included in the search results. For example, if you entered 01234-2912 in the zip code field, a search for 0123_ would not return the result.

6 Click **Search**. Your search results are displayed in the table.

To clear the search filter and display all address, click the Search button twice.

Adding Customer Shipment Accounts

When you ship items to customers, customers can request that you charge shipping costs directly to the accounts that the customers have with shipping providers. Use the Customer Shipping Charge Accounts dialog to specify a customer's default account numbers. You can set up one account number for each Ship Via method.

When you specify Ship Via information on the Shipping tab in Customer Maintenance or in the Shipping Addresses dialog, the account number associated with the Ship Via method that you select is inserted in the Ship Charge Acct field. You cannot edit the Ship Charge Acct Field in Customer Maintenance or in the Shipping Addresses dialog.

When you create a customer order or shipment, the default account number is inserted in the Ship Charge Acct field after you select a Ship Via method. You can override the default account number.

1 In Customer Maintenance, specify the ID of the customer for whom you are setting up shipment accounts.

2 Select **Maintain**, **Shipping Charge Accounts**.

3 Click **Insert**.

4 Specify this information:

Ship Via – Select the shipping method for which you are specifying a customer account.

Account Number – Specify the customer's account number.

5 Click **Save**.

Maintaining Alternate Contacts

Use the Contact tab to specify the customer's primary contact. You can specify new contacts or select and modify existing contacts from the Contacts for Customer dialog. To access the Contacts for Customer dialog, select **Maintain** > **Alternate Contacts** or click the **Contact** browse button in the Contact tab in the Customer Maintenance window. You can also assign contacts to the customer in Contact Maintenance, refer to "Specifying Information on the Customers Tab" on page 4–5.

You can manage basic information about your contacts directly in the Contacts for Customers window, but for complete functionality use the Contacts Maintenance window.

When you add an alternate contact, the contact is also added to the Email Documents list.

To add alternate contact information:

1. Select the customer in the Customer Maintenance window.
2. Select **Maintain**, **Alternate Contacts**.
3. Click **the Associate existing contact toolbar button**.
4. Select the contact and click **Ok** to add the contact as an alternate.

   If the contact you want to use does not exist, you can add the contact to your database. To add a new contact, click the **Add New Contact** toolbar button and specify contact information in the General tab and Address tab fields.
5. If this contact is the customer's primary contact, select the **Primary** check box. You can assign only one primary contact.
6. Click **Save and Close**. The primary contact information is displayed in the Customer Maintenance window Contact tab.

To view details about a contact, select the contact in the table. These details are displayed in the General and Address tab fields:

Name – The contact's full name is displayed.

Position – The contact's occupation is displayed.

E-Mail Address – The contact's e-mail address is displayed.

Phone/Ext – The contact's business telephone number, with area code and extension is displayed. This may be a direct line to the contact, or a generic company line.

Fax – The contact's fax number is displayed.

Mobile Phone – The contact's cell phone number is displayed.

Web User ID – If you have a Web site and require the contact to specify a user ID to access it, the contact's user ID is displayed.

Web Password – If you have a Web site and require the contact to specify a User ID and password, the contact's password is displayed.

Confirm Password – If you specified a Web Password, confirm the password by retyping it in the Confirm Password field.

Address - The street address, city, state, zipcode, and country of the contact is displayed.

To disassociate an alternate contact from a customer:

1. Select the customer In the Customer Maintenance window.
2. Select **Maintain**, **Alternate Contacts**.
3. Select the contact to disassociate from the vendor in the Contacts for Customer dialog.
4. Click the **Remove contact association** toolbar button.
5. Click **Save** to save your selections.

Specifying E-mail Lists for Documents

When you print documents related to customers, you have the option of e-mailing the documents to your customer contacts. To specify which documents to e-mail, use the Email Documents dialog.

To set up e-mail lists for customer documents:

1. In Customer Maintenance, specify the ID of the customer to set up.
2. Select **Maintain**, **Email Documents**.
3. In the dialog, each of the customer's alternate contacts is listed, including the primary contact. For each contact, select which documents to send.
4. If you want to override the contact's default e-mail address, specify where to e-mail the documents in the **Send Docs to: Email Addr** column for each of the listed alternate contacts. This e-mail address is applied to the site indicated in the Document Site ID column.

   The **Email Invoices** check box on the Order Mgt tab determines the actions that occur when you select the **Customer Inv** check box in the Email Documents dialog. If you select the Email Invoices check box for a site on the Order Mgt tab and also select the Customer Inv check box for a contact in that site, then a PDF of the invoice is generated when you create invoices in the Invoice Forms window. You can also send e-mails from the Print Invoice dialog in Accounts Receivable Invoice Entry window.

   If you clear the Email Invoice check box on the Order Mgt tab for a site and select the Customer Inv check box for a contact in that site, then you can e-mail invoices only when you print an invoice in the Account Receivable Invoice Entry window.
5. Click **Save**.

When you print a report, select the **Send to document contents** check box to e-mail the document to the contacts you specified.

Setting Up Pricing

When you specify new lines in the Customer Order window, the unit price for the part is entered using this hierarchy:

1. If a price for the part has been specified in the customer price table (CUST_PRICE_EFFECT), this price is used. You can specify pricing information for customers in Part Maintenance and in Customer Maintenance. When you specify pricing structure for a part, you also specify the dates that the pricing is effective. The table stores prices in the customer currency.
2. If a price is not found in the Customer Pricing Table, then the price for the part by discount code is used. Specify discounts in the Unit Prices by Discount Code dialog.
3. If a part does not have a customer price or discount price defined, a market price for that part in the customer's market and the document currency is searched for. This data is located in the MARKET_PRICE table, which is similar in structure to the CUSTOMER_PRICE table. The table contains part prices by market and Currency ID. Market defaults and currencies are stored in the MARKET table. Define the pricing information in Unit Prices by Market dialog.
4. If a part does not have a MARKET_PRICE record, the MARKET table is queried for the default currency for the market area, and then the MARKET_PRICE table is queried for a price in the default currency of the market.
5. If neither a specific customer nor market price exists for a particular part, the Unit Price specified in the Selling section on the Costing tab of Part Maintenance is used. If you are licensed to use multiple sites, this price is site-specific. The MARKET table is then searched to find a market price rate adjustment for the customer's market.

You can specify customer-specific pricing information in Customer Maintenance. You can also use Customer Maintenance to set up discount codes. To set up part pricing by discount codes, use Part Maintenance. See “Setting Unit Prices by Discount Code” on page 3-50 in the Inventory guide.

Specifying Customer-specific Pricing

You can set up pricing information for each part that the customer purchases from you. When you specify a customer order, the customer-specific part pricing is used. If the customer qualifies for a discount, the discount percentage is applied to the customer-specific price you specify in the Part Pricing dialog.

You can set up multiple pricing structures per part, provided that the selling unit of measure is different. For example, you can set up a pricing structure for 1/4 PLATE sold in a unit of measure of 10X10 sheets and a different pricing structure for 1/4 PLATE sold in a unit of measure of EACH.

You can also specify an effective date and discontinue date for each pricing structure. You can use this feature if you charge a different unit price seasonally.

There are two methods for setting up the pricing information. One method is to set up the information for just the customer entered in the Customer Maintenance window. The other method allows you to set up the price information for multiple customers at once and allows you to export and import the data.

To specify customer-specific part pricing for one customer:

1 In Customer Maintenance, specify the ID of the customer.

2 Select **Maintain**, **Part Pricing**

3 Click **Insert**.

4 Specify this information:

Part ID – Specify the ID of the part this customer buys from you.

Customer Part ID – If the customer uses a different ID for the part, specify the ID in this field.

Selling U/M – Specify the unit of measure you use to sell this part to the customer.

Effective Date – Specify the date the pricing you set up takes effect.

Discontinue Date – Specify the date the pricing you set up for the customer expires.

By Order/Ship Date – Specify the transaction used to determine whether the pricing structure applies to the customer order. Specify one of these options:

Orders – Select this option if the customer order must be placed between the effective date and the discontinue date for the customer pricing to be used.

Shipments – Select this option if the shipment must be sent between the effective date and the discontinue date for the customer pricing to be used.

Both – Select this option if either the customer order must be placed or the shipment must be sent between the effective date and the discontinue date.

5 In the Price table, specify the price to charge the customer. Specify prices in the customer's default currency. The customer's default currency is displayed under the pricing table.

The part ID for which you are specifying pricing is inserted in the top left corner of the table. The Selling Unit Price you specified in Part Maintenance is inserted as the default price. Specify a quantity break and a price for each break. For example, to specify a price for up to 10 units, specify 10 in the quantity column and the price in the Price column. The default price applies to any quantity above the price break quantities you specify.

6 Click **Save**.

To specify customer-specific part pricing for multiple customers or to import part pricing for one or more customers:

1 In Customer Maintenance, select **Maintain**, **Part Pricing Update & Import**.

2 Click the **Insert** toolbar button or select the **Edit, Insert Line** option.

3 Specify this information:

Customer ID – Specify the ID of the customer the part pricing pertains to.

Part ID – Specify the ID of the part this customer buys from you.

Customer Part ID – If the customer uses a different ID for the part, specify the ID in this field.

Selling U/M – Specify the unit of measure you use to sell this part to the customer.

Effective Date – Specify the date the pricing you set up takes effect.

Discontinue Date – Specify the date the pricing you set up for the customer expires.

By Order/Ship Date – Specify the transaction used to determine whether the pricing structure applies to the customer order. Specify one of these options:

Orders – Select this option if the customer order must be placed between the effective date and the discontinue date for the customer pricing to be used.

Shipments – Select this option if the shipment must be sent between the effective date and the discontinue date for the customer pricing to be used.

Both – Select this option if either the customer order must be placed or the shipment must be sent between the effective date and the discontinue date.

Default Price – Enter the default price for this customer and part. The default price applies to any quantity above the price break quantities you specify and will default to the Selling Unit Price specified in Part Maintenance.

Quantity 1 through **Quantity 10** – Enter the quantity at which you want to give the discount. Note these must be in ascending quantity sequence.

Price 1 through **Price 10** – Enter the discounted price associated with the quantity.

For example, to specify a price for up to 10 units, specify 10 in the Quantity 1 column and the price in the Price 1 column. The default price applies to any quantity above the price break quantities you specify.

4 Click **Save**.

When you place an order for this customer, the unit price you set up is inserted on the customer order line after you specify a part ID and a quantity.

The information you specify in this table is also inserted in the Customer Pricing table in Part Maintenance. Similarly, if you specified customer pricing information in Part Maintenance, the pricing information is also displayed in the Part Pricing dialog in Customer Maintenance.

Specifying Discount Codes

Use discount codes to assign a preset discount rate for a customer. This discount is taken when you specify the customer order.

This discount is different from the discounts you specify in the customer's payment terms. The discount in payment terms is applied when the customer pays the invoice. The discount specified in a discount code is applied when the customer order is placed.

You can also set up pricing for parts by discount code. See “Setting Unit Prices by Discount Code” on page 3-50 in the Inventory guide.

To add discount codes:

1 Select **Maintain**, **Discount Codes**.

2 Click **Insert**.

3 Specify this information:

Discount Code – Specify the ID for this code.

Description – Specify a description of the code.

Discount Percent – Specify the discount percentage.

4 Click **Save**.

Specifying Price Groups

The Customer Price Group and Customer Address Price Group features are reserved for future use.

Adding Sales Representatives

Note: If you are licensed to use VISUAL Global Financials, you cannot access this dialog. You must maintain sales representatives in Global Financials instead.

Use the Sales Reps dialog to specify your sales representatives and their default commissions. Use the information you set up for sales representatives to generate the Sales Commission Report and to generate checks for sales representatives in Accounts Payable. If you intend to pay sales representatives through Accounts Payable, you must specify a commission percentage.

All Sales Reps in the table are available for selection for all customers.

Sales representatives can be employees or vendors. Before you specify sales representatives in the Sales Reps dialog, you should set up the vendor IDs and employee IDs for the sales representatives.

To add sales representative information:

1 Select **Sales**, **Customer Maintenance**.

2 Select **Maintain**, **Sales Reps**.

3 Click **Insert**.

4 Specify this information:

Sales Rep ID – Specify the ID for this sales rep. To make complying with the European Union GDPR rules easier, we recommend that you do not use personal information, such as a name, for the ID. See "Individual Privacy" on page 4–1 in the System Administration guide.

Name – Specify the name of this sales rep.

Active – Select this check box if the individual currently represents you. An active sales rep record can be selected in other area in VISUAL, such as Customer Maintenance.

Def Comm % – Specify the default commission percentage earned by this sales rep.

Vendor ID – If this sales rep is a vendor, specify the vendor ID for this sales rep.

Employee ID – If this sales rep is an employee, specify the Employee ID for this sales rep.

Earning Code – Specify the earning code for this sales representative. Earning codes are used in payroll processing.

Pay Method – Specify the payment method for this sales rep. You can select Payables, Payroll, or Never.

5 Click **Save**.

Inactivating Sales Rep Records

If a sales representative is no longer associated with your company, you can inactivate the sales rep record. Users can not specify an inactive sales rep on customer orders, estimates, or accounts receivable invoices.

1 Select **Sales**, **Customer Maintenance**.

2 Select **Maintain**, **Sales Reps**.

3 On the row that contains the sales rep record that you are inactivating, clear the **Active** check box.

4 Click **Save**.

Setting Up User Dimensions

If you use dimensional reporting, you can attach sales representative user dimensions to accounts receivable invoices and customer orders. You can set up different user dimensions for each sales rep. Use the User Dimensions for Sales Rep ID dialog to specify which user dimensions to associate with a particular sales rep. Use the User Dimensions Priorities dialog available in the Accounting Window to determine when the Sales Rep user dimension IDs should be used. See "Cost Centers" on page 2-1 in the General Ledger guide.

To associate user dimensions with sales reps:

1 Select the row containing the sales rep for which you want to set up user dimensions.

2 Click **User Dimensions...**.

3 In the left pane, each user dimension group is listed. Expand the list under the user dimension group to view the transactions in which Sales Rep user dimensions can be used.

To assign the same dimensions to all transaction types, click the name of the dimension group in the left pane. All Subledgers is inserted in the Subledger field.

To assign dimensions to a particular transaction type, select the appropriate transaction type. The transaction type is inserted in the Subledger field.

4 Click **Insert**.

5 Specify this information:

Valid From – Specify the date the dimension assignment becomes effective.

Debit Dimension – Double-click the browse button and select the dimension to use for account debits.

Credit Dimension – Double-click the browse button and select the dimension to use for account credits.

6 Click **Save**.

Setting Up Commission Sharing

Use the Commission Sharing dialog to specify commission sharing relationships. For example, if your sales manager earns a portion of each sales rep's commission, use the Commission Sharing dialog to specify the percentage that the sales manager earns.

To share commissions between sales reps:

1 Select the sales rep that shares the commission.

2 Click **Commission Sharing**.

3 Click **Insert** and specify this information:

Sales Rep ID – Click the arrow and select the sales rep that receives a percentage of the selected sales rep's commission. The sales rep you specify must already exist in the Sales Reps Table.

Share % – Specify the percentage of the total commission that the sales rep receives. This is a percentage of the commission amount, not a percentage of the sale amount.

4 Click **Save**.

Specifying Language IDs

You can customize certain reports and part descriptions by language. Use the Language IDs dialog to specify the codes to use for languages.

After you set up language IDs, you can associate customer addresses with language IDs. The language you specify for a customer's address is used as the default language when you generate the report. See “Specifying Language Forms Information” on page 2-17 in this guide. You can override the default when you generate the report.

You can also specify part descriptions by language ID. When you generate a report in a particular language, the part description you specified for that language is used in place of the standard description. See “Specifying Part Language Descriptions” on page 3-81 in the Inventory guide.

To maintain languages:

1. Select **Maintain**, **Languages**.
2. Click **Insert**.
3. Specify a unique two character alphanumeric identifier as an ID for the language.
4. Specify a description for the language. You may specify up to 20 alpha-numeric characters.
5. Click **Save**.

Adding Customer Banks

Use the Customer Banks dialog to set up bank information for the customer. You can set up multiple banks.

Customer banks are used on customer orders.

To add banks:

1 In Customer Maintenance, specify the ID of the customer.

2 Select **Maintain**, **Banks**.

3 Click **Insert**.

4 Specify this information:

Bank ID – Specify an identification code for the customer's bank.

Description – Specify a description of the bank ID.

Name – Specify the name of the Customer Bank. This may be the name of the bank, or have some other type of identifier, such as the bank name and street for the branch.

Street Address – Specify the address for the bank.

City – Specify the name of the city where the customer's bank is located.

State – Specify the state or province where the customer bank is located.

Zip – Specify the customer bank's postal zip code.

Country – Specify the name of the country where the customer bank is located. This field determines the address layout.

Account # – Specify the customer's bank account number for the bank location.

IBAN – Specify the customer's International Bank Account Number (IBAN), if available. This has not been widely adopted outside of European nations. It is not a mandatory field entry.

SWIFT – If the customer's bank is a member of the Society for Worldwide Interbank Financial Telecommunication (SWIFT), specify the SWIFT ID for the bank. This is not a required field.

Branch ID – Specify the identification code for the branch that the customer uses.

Country ID – Specify or select an identification code for the country where the branch is located. You can specify an ID listed in the Intrastat country ID table.

5 Click **Save**.

Setting the Default Customer Bank

After you add Customer Banks, you can assign a default bank to use for the customer. Select the appropriate row on the table, and click the **Use as Default** button.

Resetting Order Information

If you change certain information on a customer record, you can update existing transactions with the new information. You can choose to reset customer orders, unshipped packlists, or un-transmitted ASNs. You can use this feature to update a single customer's information or information for all customers.

Customer order information is updated on an enterprise-wide basis.

To reset order information:

1 Select **Maintain**, **Reset Order Information**.

2 In the Reset section, select the transactions to reset:

ASN Not Transmitted – To reset ASNs that have not been transmitted, select this check box.

Unshipped Packlists –To reset packlists that have not been shipped, select this check box.

Customer Orders – To reset customer orders, select this check box.

3 In the From section, select the source of the information:

Customer Info – To use information on the general customer record, select the **Customer Info** option button.

Shipto Info – To use information from shipping addresses, select the **Shipto Info** option button.

4 Select the customers to reset.

Current Customer Only – To update information for the customer currently selected in Customer Maintenance, click this option. If you have not selected a customer record in the Customer Maintenance window, this option is unavailable.

All Customers – To update information for all your customers for whom there are customer orders, click this option.

5 To update orders with certain statuses, select the **According to Customer Order Status** check box, then select the statuses to use:

Firmed – To reset specified information in Firmed orders for the customers, select the **Firmed** option button.

Released – To reset specified information in Released orders for the customers, select the **Released** option button.

Closed – To reset specified information in Closed orders for the customers, select the **Closed** option button.

Cancelled – To reset specified information in Cancelled orders for the customers, select the **Cancelled** option button.

All – To reset specified information in All orders for the customers, select the **All** option button.

6 To update customer orders placed on certain dates, select the **According to Customer Order Date** check box and specify this information:

On or After – To update orders placed on or after a certain date, click the **On Or After** calendar button and specify the date to use. Any orders placed on that date or after are updated.

On or Before – To update orders placed on or before a certain date, click the **On or Before** calendar button and specify the date to use. Any orders placed on that date or before are updated.

7 To specify which specific information to update, click the **Select Columns** button.

8 Select the columns to change, then click the Select button to update the information or the Deselect button to omit the information from the update.

9 Click **Ok**.

The Select Columns dialog closes, and you are returned to the Reset Order Info dialog.

10 Click **Ok**.

The name of the customer that is being reset is displayed

After resetting according to your preferences, a dialog is displayed, indicating how many customer orders were updated.

11 To close the dialog and return to the Customer Maintenance window, click the **Ok** button.

Specifying User Dimensions

If you use dimensional reporting, you can attach customer user dimensions to accounts receivable invoices and shipments. For accounts receivable invoices, the debit dimension ID you specify for the customer is used on the header.

You can set up different user dimensions for each customer. Use the User Dimensions for Customer ID dialog to specify which user dimensions to associate with a particular customer. Use the User Dimensions Priorities dialog available in the Accounting Window to determine when the Customer user dimension IDs should be used. See "Cost Centers" on page 2-1 in the General Ledger guide.

To associate user dimensions with customers:

1 Select **Maintain**, **User Dimensions...**.

2 In the left pane, each user dimension group is listed. Expand the list under the user dimension group to view the transactions in which customer user dimensions can be used.

   To assign the same dimensions to all transaction types, click the name of the dimension group in the left pane. All Subledgers is inserted in the Subledger field.

   To assign dimensions to a particular transaction type, select the appropriate transaction type. The transaction type is inserted in the Subledger field.

3 Click **Insert**.

4 Specify this information:

   Valid From – Specify the date the dimension assignment becomes effective.

   Debit Dimension – Double-click the browse button and select the dimension to use for account debits.

   Credit Dimension – Double-click the browse button and select the dimension to use for account credits.

5 Click **Save**.

In-context Customer View Panel

Use the Customer View panel to view information about the selected customer. You can view summary information, detail information, and a chart. For information about setting up the summary and detail views, see "In-context View Panels" on page 9–1 in the Concepts and Common Features guide.

To access the panel, select **View**, **Customer View Panel**.

The Customer View Panel chart shows information about the customer's credit and outstanding balances for the accounting entity specified on the Entity Credit Limit tab. All values are shown in the accounting entity's functional currency.

These two lines are shown:

Credit Limit – A line is displayed for the customer's credit limit. The credit limit defined for the parent accounting entity of the site on the header is used.

Credit Balance – A line is displayed for the customer's credit balance. If the customer has a negative credit balance, then no line is displayed. The credit balance is calculated by subtracting the customer's outstanding balance from the credit limit. Specify how to calculate customer outstanding balance in Accounting Entity Maintenance.

The chart has four bars. The bars show totals for all sites in the selected accounting entity, including sites you are not allowed to access. When you click a bar, a grid is displayed showing transactions that contribute to the total value of the bar. The grid shows transactions created in your allowable sites only. As a result, the total of the transactions shown in the grid may not match the total shown by the bar.

This table shows the bars displayed in the chart:

Bar	This bar shows...	Click a bar to view
Orders	The total amount of open order lines. A line is open if one of these conditions is met: • The line has a status of On Hold, Firmed, or Released. • The line has a status of Inherit, and the order header has a status of On Hold, Firmed, or Released. Sales tax and VAT are not included in the amount calculations.	**Order ID** – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry. **Desired Ship Date** – The date that the customer wants the order shipped is displayed. **Order Amt** – The monetary value of the order. If the order is late, then the amount is displayed in red. An order is considered to be late if it has not shipped by the desired ship date. **Shipped Amt** – The monetary value of any shipments made against the open lines of the order. Shipments made against closed lines are not included in the calculation. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed.
Shipped	The total amount of uninvoiced shipments. Sales tax and VAT are not included in the amount calculations.	**Packlist ID** – The ID of the packlist used to ship the order. Click the ID to open the shipment in Shipping Entry. **Shipped Amount** – The monetary value of the shipment. If the order did not ship before the desired ship date, then the value is displayed in red. **Shipped Date** – The date that the order shipped is displayed. **Ship Via** – The shipping method used to ship the order is displayed. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed. **Order ID** – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry.

Bar	This bar shows...	Click a bar to view
Invoices	The total amount of unpaid invoices. Sales tax and VAT are included in the amount calculations.	**Invoice ID** – The ID of the invoice is displayed. Click the ID to open the invoice in Invoice Entry. **Balance Amount** – The total outstanding balance is displayed. If the amount is overdue, then the amount is displayed in red. **Invoice Date** – The date of the invoice is displayed. **Invoice Amount** – The total amount of the invoice is displayed. If the amount is overdue, then the amount is displayed in red. **Paid Amount** – The amount paid to date is displayed. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed.
Total	The sum of the orders, shipments, and invoices bars.	Information about all transactions that contribute to the customer balance. The information shown in the table is a combination of the other three bars. The Type column shows whether the transaction is a customer order, a packlist, or an invoice. Click an ID to open the transaction.

Activities

Activities are available in Customer Maintenance. Use activities to manually create reminders about follow-up items or to record information about interactions you have with customers.

To add a new activity, select **Edit**, **Activity Entry**. See "Creating Activities" on page 5–5 in the Concepts and Common Features guide.

To view existing activities, select **View**, **Activities**. To view all activities related to the sales cycle, select View, Activities from a blank Customer Maintenance window. To view all activities related to a particular customer, select a customer in Customer Maintenance before selecting View, Activities. All activities entered for the customer in Customer Maintenance are displayed, along with all activities entered for transactions with the customer. See "Activity Maintenance" on page 5–10 in the Concepts and Common Features guide.

Notifications

Use the Notifications dialog in Customer Maintenance to select the events that trigger an email notification to customers. You also use the Notifications dialog to specify the employees that receive copies of the notifications.

To create templates for the emails that you send to customers, use Notifications Maintenance. See "Notifications and Email" on page 6–1 in the Concepts and Common Features guide.

To specify the actions that generate notifications:

1 Select **Sales**, **Customer Maintenance**.

2 In the Customer ID field, select the customer for whom you are setting up notification settings.

3 Select **Maintain**, **Notifications**.

4 In the Send Notifications to Customer section, use the check boxes to specify default notification settings. These check boxes are available:

Email on New Order – Select this check box to email the customer when a customer order is saved for the first time.

Email on Changed Order – Select this check box to email the customer when changes to a customer order are saved.

Email on Shipment – Select this check box to email the customer when a shipment has been made for the order. If multiple shipments are sent to fulfill an order, then emails are sent for each shipment. If you edit a packlist, an email is also sent.

5 In the Send Internal Notifications section, use the check boxes to specify when employees receive notifications. In addition to the Email on New Order, Email on Changed Order, and Email on Shipment check boxes, you can select the Email on Invoice Payment to send a notification to an employee when payment for the shipment is received.

6 To select the employees that receive notifications, click the **Internal Employee** browse button. One tab for each notification event is displayed. The tab is active only if you selected the corresponding check box in the Send Internal Notifications section.

7 Click the tab for the business event that you are setting up. A list of available employees is displayed. To be displayed in the list, the employee's record in Employee Maintenance must meet these requirements:

- An email address must be specified for the employee
- The employee must be active. Employees are displayed in the list provided that

8 Select the employees to notify, then click the **Add to Selected List** button.

9 Click **Ok**.

Viewing Audit History

If you are auditing columns in database tables related to customers, you can use the Audit History dialog to view a history of the changes made to the audited columns for a particular customer record.

A system administrator must grant you permission to view this dialog.

Use Audit Maintenance to set up the audit. See "Audit Maintenance" on page 5–1 in the System Administration guide.

Information is written to this dialog if you are auditing columns in these database tables:

- CUSTOMER
- CUSTOMER_BANK
- CUSTOMER_CONTACT
- CUSTOMER_ENTITY
- CUSTOMER_SITE
- CUST_WIP_VAS

To view audit history information:

1 Select **Sales**, **Customer Maintenance**.

2 Open a customer record.

3 Select **Info**, **Audit History**.

4 This information is displayed:

ID – The primary key of the database record that was changed.

User ID – The ID of the user who made the change.

Date – The date that the change was made.

Field – The database table and column that was changed.

Old Value – The original value.

New Value – The new value.

Action – The action that occurred to update the date. These actions are used:

Insert – A new value was created.

Update – An existing value was changed.

Delete – A value was deleted.

Exporting Audit Information

You can export Audit Information to Microsoft Excel or to an XML file.

Exporting Audit Information to Microsoft Excel

To export the information to Microsoft Excel:

1 Select **Sales**, **Customer Maintenance**.

2 Open a customer record.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to Microsoft Excel**. Microsoft Excel is opened, and the rows you selected are inserted in the spreadsheet.

Exporting Audit Information to XML

To export audit information to XML:

1 Select **Sales**, **Customer Maintenance**.

2 Open a customer order.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to XML**.

6 Specify this information:

File Name – Specify the name to use for the XML file.

XML to Write – Specify the content to include in the file. Click one of these options:

Schema – Click this option to export the schema only. The XML structure is exported, but no information from the table is exported.

Document – Click this option to export the rows that you selected in the Audit History table in XML format.

Both – Click this option to export both a schema file and a document file.

Tags – Specify the information to use for the XML tags. Click one of these options:

Use column name – Click this option to use the database column names for the tags.

Use item name – Click this option to use the column names as displayed in the Audit History table for the tags.

7 Click **Export**.

Printing Customer Information

To print a list of your customers' information:

1 Select **File**, **Print**.

If you have selected a customer in the Customer Maintenance window, the customer's name is displayed in the Print dialog.

2 Click the Starting and Ending Customer ID browse buttons and select the customers to use to begin and end this report.

To print all customers after a specific ID, specify only the Starting Customer ID.

To print all customers prior to a specific ID, specify only an Ending Customer ID.

To print a single customer, specify the same ID for the Starting and Ending Customer IDs.

To print all customers, leave the Starting and Ending Customer ID fields blank

3 Click the arrow and select the output of the report. You can select:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To attach the prepared report to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail.

4 Select the information to include in the report:

Print Barcodes – To include barcodes in the report, select the **Print Barcodes** check box and select a barcode type.

Code39 – This barcode type, also known as Code 3 of 9, contains variable length, discrete symbology. You must have a Code 39 barcode font installed to view the barcode. If you do not have the Code 39 font installed, then the alphanumeric ID is displayed instead with a prefix and suffix. This pattern is used: *%ID%*.

QR Code – This is a two-dimensional or matrix barcode. QR stands for quick response.

Print Associated Documents – To print all of the documents you have associated with this customer, select the **Print Associated Documents** option. This option is available only if you are printing a report for a single customer and have selected the Print, E-mail, or HTML/Outlook output option.

Send To Document Contacts – To send this report to all of the contacts in this customer's Email Documents list, select the **Send To Document Contacts** option. This option is available only if you selected the E-mail or HTML/Outlook output option.

PDF Format –To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section. This option is available only if you selected the E-mail output option.

5 Click **Ok**.

If you selected the Print output, use the standard print dialog that is displayed to select the print quantity and range.

Chapter 3: Customer Group Maintenance

This chapter includes these topics:

Topic	Page
What is Customer Group Maintenance?	3–2
Starting Customer Group Maintenance	3–3
Adding Customer Groups	3–4

What is Customer Group Maintenance?

In certain cases, you may have more than one customer ID for a single customer. For example, if you have different payment terms arrangements or billing addresses to use with the same company, you would create separate customer IDs to manage these differences.

When you have different customer IDs for the same customer company, you can group them together in Customer Groups. When individual customer IDs are grouped together in Customer Groups, you can receive payments from the customer parent and apply them to invoices for the individual customer IDs.

Each customer ID can be a member of only one customer group.

If you are licensed to use multiple sites, you can use Customer Group Maintenance to group together customer IDs that you use with different sites under one parent customer.

Starting Customer Group Maintenance

Select **Sales**, **Customer Group Maintenance**.

Adding Customer Groups

Each customer ID can belong to only one customer group.

To add a customer group:

1 In the header, specify this information:

Customer Group ID – Specify an ID for this customer group.

Group Name – Specify a description of the customer group ID.

Bill to Address – Specify the bill to address for the customer group.

2 To add customer records to the customer group, click the **Insert** button.

3 Double-click the **Customer ID** browse button and select the customer to add to the group. Each customer ID can belong to only one group.

4 Click the Accounting tab and specify these settings:

Allow Invoice Over Payments – When you apply a customer payment to an invoice in Cash Application Maintenance, you specify the amount to apply to each invoice line. Use this check box to specify whether this customer group can pay more than the amount due on an invoice line. If you select this check box, you can apply an amount greater than the amount due. When you post the transaction, the overpayment is credited to the accounts receivable account and debited to the bank account.

To prohibit the overpayment of an invoice line, clear this check box. When you clear this check box, the payment you apply to an invoice line must be equal to or less than the amount due on the line. If a payment exceeds the balance of the invoice lines, you must decide how to process the balance when you save the cash application. You can create an unapplied cash memo for the balance, post the balance to the over/under-payment G/L account, specify an account to which to post the balance, or post the balance to the exchange rate G/L account.

Allow Closed Period Invoice Adjustments – Select this check box to allow adjustments to invoices for customers in this customer group even if the period is closed.

5 Click **Save**.

Chapter 4: Contact Maintenance

This chapter includes:

Topic	Page
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Designating Contacts as Inactive	4–8
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What is Contact Maintenance?

Use Contact Maintenance to specify and maintain contacts. You can associate contacts with vendors and customers or create stand-alone contacts that have no links to customers or vendors.

Starting Contact Maintenance

To start Contact Maintenance, select **Sales**, **Contact Maintenance** or **Purchasing**, **Contact Maintenance**.

Adding Contacts

To add contacts:

1 Select **Sales**, **Contact Maintenance** or **Purchasing**, **Contact Maintenance**.

2 Specify this information:

Contact ID – Specify an ID for the content, or leave this field blank to generate an ID when the record is saved. To set up the numbering scheme for auto-generated IDs, select **Edit**, **Auto Numbering**. See "Using Auto Numbering" on page 3–3 in the Concepts and Common Features guide.

First/Last Name – Specify the honorific, first name, and last name of the contact person.

Middle Name/Initial – Specify the middle name or initial of the contact person.

Position – Specify the title or position of the contact person.

Salutation – Click the arrow and select a salutation for which to address the contact person.

Web User ID – If you have a web site and require the contact to enter a user ID to access it, enter the customer's User ID. This may be the direct contact's user ID, or a generic one for anyone at the customer location to use.

Web Password – If you have a web site and require the contact to enter a User ID and password, enter the password in this field. This must correspond to the Web User ID. When you enter a password, asterisks replace the characters you type.

Depending on your database engine, and whether you enforce strong passwords, this may or may not be case sensitive. Refer to your database software documentation for information about passwords.

Confirm Password – If your customer requires a User ID and Password to access your web site, you must confirm the user password. The Confirm Password entry must exactly match the entry in the Web Password field upon saving the customer record. If password entries do not match, you must correct the error.

Active – Select this check box to activate the contact. Clearing the check box maintains the contact information, but sets the contact status to inactive.

Phone/Extension – Enter the telephone number, with area code and extension, for the contact. This may be a direct line to the contact, or a generic company line. This is not a required field.

If the contact prefers not to be contacted by this phone number, select the **Do Not Call** check box.

Mobile Phone – If available, enter the telephone number, with area code, for the contact's mobile (cellular) phone. You can enter up to 20 numeric characters in this field. It is not a required field.

If the contact prefers not to be contacted by this phone number, select the **Do Not Call** check box.

Fax – Enter the number, with the area code, for the fax machine where you can reach your contact. This is not a required field.

Country Dial Code – If your contact has an international number, specify the country dial code of the country in which the contact is located.

E-Mail – To specify the contact's e-mail address, click the Edit URL button and specify the address. This may be a generic address, such as sales@vendorco.com, or it may be the contact's direct e-mail address. You can enter up to 50 characters in the E-Mail Address field. The syntax of the e-mail is not verified. This is not a required field.

After you specify an address and exit the field, the field is inactive and a link is added to the address. Click the link to open an e-mail addressed to the contract.

If the contact prefers not to be contacted by e-mail, select the **Do Not E-mail** check box.

3 In the Social Network URL section, specify the URLs of the contact's social network websites.

a Click the arrow and select the type of social network website.

b Click the **Edit URL** button and specify the address.

c Exit the field. A link is added to the address.

4 Click the **Save** toolbar button.

Entering Information on the Address Tab

Use the Address tab to specify your contact's address.

To specify address information:

Click the **Address** tab, and specify this information:

Name – The name you specified on the General tab is inserted. You cannot edit this field.

Street Address – Specify the street address of the contact.

City, State, Zip – Specify the city, state, and zipcode of the contact.

Country – Specify the country in which the contact is located.

Entering Information on the Profile Tab

Use the Profile tab to specify your contact's personal information.

To specify profile information:

Click the **Profile** tab, and specify this information:

Date of Birth – Click the **Calendar** button to select your contact's date of birth.

Marital Status – Click the **Marital Status** arrow and select your contact's marital status.

Preferred method of contact – Click the **Preferred method of contact** arrow and select your contact's preferred method of being contacted.

Gender – Click the **Gender** arrow and select your contact's gender.

Entering Information on the Customers Tab

Use the Customers tab to assign the contact to customers. When you assign the contact to a customer, the contact's name is listed in the Alternate Contacts dialog box for the customer. If the contact is the customer's Primary contact, then the contact information is also inserted into the Contact tab in the customer record.

You can also assign contacts to a customer in Customer Maintenance.

To specify contact information on the customers tab:

1. Click the **Customers** tab.
2. Click the **Insert** toolbar button.
3. Double-click the **Customer ID** browse button and select the customer to associate with this contact.
4. If this customer is the primary contact, select the **Primary Contact** check box.
5. Click **Save** to add the contact to the customer record.

Entering Information on the Vendors Tab

Use the Vendors tab to assign the contact to vendors. When you assign the contact to a vendor, the contact's name is listed in the Alternate Contacts dialog box for the vendor. If the contact is the vendor's Primary contact, then the contact information is also inserted into the Contact tab in the vendor record.

You can also assign contacts to a vendor in Vendor Maintenance.

1. Click the **Vendors** tab.
2. Click the **Insert** toolbar button.
3. Double-click the **Vendor ID** browse button and select the vendor to associate with this contact.
4. If this vendor is the primary contact, select the **Primary Contact** check box.
5. Click **Save** to add the contact to the vendor record.

Entering User Defined Information

Use the User Defined tab to specify any customized information that you have set up for your contacts.

To specify user-defined information:

1. Click the **User Def** tab.
2. Click the **User Defined Field Layout ID** arrow and select the set of User Defined fields to use.
3. Specify information in the fields.

4 Click **Save**.

Select **Maintain**, **User Defined Field Labels** to set up the fields in this tab. See "Setting Up User-defined Field Labels" on page 4-20 in the Concepts and Common Features guide.

Entering Specifications

Use the Specifications tab to enter additional information regarding the contact.

To enter specifications for contacts:

1 Click the **Specifications** tab.

2 Enter any additional information for this contact in the text box.

3 Click **Save**.

Viewing Contact Associations

To view all customers and vendors related to a contact, use the Contact Associations window. You can view all customers and vendors associated with a contact from one window without clicking one tab for customers and another tab for vendors.

To view contact associations:

1 Select the contact for which you want to view associated customers and vendors.

2 Select **View**, **Contact Associations**.

The customers and vendors associated with the contact are listed in the dialog. The table displays the type, ID, and name of the association. A check mark in the primary column indicates that the contact is the primary contact for the associated customer or vendor. A check mark in the Active column indicates that the customer or vendor is active.

The information in the Contact Associations window automatically updates when you select a different contact in the Contacts window.

Designating Contacts as Inactive

You can designate a contact as inactive instead of deleting the contact from your database. When you designate a contact as inactive, you can no longer select the contact in records, but a history of the contact is retained in your database. If the contact had been used on any transactions, such as a purchase order or a customer order, the contact information is not removed from the transaction.

When you create a contact it is designated as active by default, but you can deactivate it at any time as long as it is not the primary contact for a customer or vendor. To designate a contact as inactive that is the primary contact for a customer or vendor, you must first delete that contact from customer or vendor contact table or assign another primary contact.

An inactive contact cannot be used on new transactions.

When you view an inactive contact in Contact Maintenance, the Insert and Delete buttons are deactivated. You cannot create a new association between an inactive contact and a customer or vendor.

To deactivate a particular contact:

1 Select **Sales**, **Contact Maintenance** or **Purchasing**, **Contact Maintenance**.

2 Click the Contact ID browse button and select the contact.

3 Clear the **Active** check box.

4 Click the **Save** button.

To deactivate one or more contacts simultaneously:

1 Select **Sales**, **Contact Maintenance** or **Purchasing**, **Contact Maintenance**.

2 Select **Edit**, **Activate/Deactivate Contacts**.

3 Clear the **Active** check box for the contacts that you are deactivating.

4 Click the **Save** button.

Designating Contacts as Active

To activate a particular contact:

1 Select **Sales**, **Contact Maintenance** or **Purchasing**, **Contact Maintenance**.

2 Click the **Contact ID** browse button and select the contact.

3 Select the **Active** check box.

4 Click the **Save** button.

To deactivate one or more contacts simultaneously:

1 Select **Sales**, **Contact Maintenance** or **Purchasing**, **Contact Maintenance**.

2 Select **Edit**, **Activate/Deactivate Contacts**.

3 Select the **Active** check box for the contacts that you are activating.

4 Click the **Save** button.

Deleting Contacts

You can delete contact only if the contact record meets these criteria:

- The contact is not used on any other record.
- The contact is not a primary contact for a customer or vendor.

You can also delete a contact from a customer or vendor record without removing the contact from your database.

If you are unable to delete a contact, but no longer want to use it, you can designate the contact as inactive. See "Designating Contacts as Inactive" on page 4–8 in this guide.

To delete a contact:

1 Select **Sales**, **Contact Maintenance** or **Purchasing**, **Contact Maintenance**.

2 Click the **Contact ID** browse button and select the contact.

3 Click the **Delete** toolbar button. If the contact is used on a record or is a primary contact, you are notified that you cannot delete the contact.

4 Click **Save**.

The contact is removed from the database.

Removing a Contact from a Customer or Vendor Record

You can remove a contact from a customer or vendor record. When your contact no longer has an association with a customer or vendor, you can delete this connection while still retaining the contact in your database. If you delete a contact from a customer or vendor in Contacts Maintenance, the contact is also removed from the appropriate Alternate Contacts dialog box in Customer Maintenance or Vendor Maintenance.

When you delete a contact from a customer or vendor record that is assigned as a primary contact, the contact information is removed from the Contact tab in Customer or Vendor Maintenance.

You can also remove a contact from a vendor in Vendor Maintenance and from a customer in Customer Maintenance.

To delete a contact from customer or vendor records:

1 Select **Sales**, **Contact Maintenance** or **Purchasing**, **Contact Maintenance**.

2 Click the **Contact ID** browse button and select the contact.

3 If you are removing this contact form a customer record, click the **Customers** tab.

If you are removing this contact from a vendor record, click the **Vendors** tab.

4 In the Customer or Vendor table, select the row containing the customer or vendor from which you are removing the contact.

5 Click the **Delete** toolbar button.

6 Click the **Save** toolbar button.

Viewing Audit History

If you are auditing information in database tables related to contacts, you can view a history of the changes made to audited table columns for a contact record in the Audit History dialog.

A system administrator must grant you permission to view this dialog.

Use Audit Maintenance to set up the audit. See "Audit Maintenance" on page 5–1 in the System Administration guide.

Information is written to this dialog if you are auditing this database table:

- CONTACT

To view audit history information:

1 Select **Purchasing**, **Contact Maintenance**.

2 Open a contact record.

3 Select **Info**, **Audit History**.

4 This information is displayed:

ID – The primary key of the database record that was changed.

User ID – The ID of the user who made the change.

Date – The date that the change was made.

Field – The database table and column that was changed.

Old Value – The original value.

New Value – The new value.

Action – The action that occurred to update the date. These actions are used:

Insert – A new value was created.

Update – An existing value was changed.

Delete – A value was deleted.

Exporting Audit Information

You can export Audit Information to Microsoft Excel or to an XML file.

Exporting Audit Information to Microsoft Excel

To export the information to Microsoft Excel:

1 Select **Purchasing**, **Contact Maintenance**.

2 Open a contact record.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to Microsoft Excel**. Microsoft Excel is opened, and the rows you selected are inserted in the spreadsheet.

Exporting Audit Information to XML

To export audit information to XML:

1 Select **Purchasing**, **Contact Maintenance**.

2 Open a contact record.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to XML**.

6 Specify this information:

File Name – Specify the name to use for the XML file.

XML to Write – Specify the content to include in the file. Click one of these options:

Schema – Click this option to export the schema only. The XML structure is exported, but no information from the table is exported.

Document – Click this option to export the rows that you selected in the Audit History table in XML format.

Both – Click this option to export both a schema file and a document file.

Tags – Specify the information to use for the XML tags. Click one of these options:

Use column name – Click this option to use the database column names for the tags.

Use item name – Click this option to use the column names as displayed in the Audit History table for the tags.

7 Click **Export**.

Chapter 5: Sales Tax Group Maintenance

This chapter includes:

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What is Sales Tax Group Maintenance?

Use Sales Tax Group Maintenance to create, edit, and delete sales tax groups and sales tax information. This is the tax information used in Customer Order Entry.

A sales tax group is a listing of all taxes a customer in a particular location must pay. For example, if you sell a product to a customer located in New York City, you are responsible for charging your customer taxes for both New York City and New York State. Use Sales Tax Group Maintenance to group all applicable taxes together for customers with the same tax responsibilities. After you create sales tax groups, you can assign a default sales tax group ID to each customer. The default sales tax group is used on the customer's orders.

Sales tax groups are made up of individual sales tax IDs. When you create a sales tax ID, you specify the date the sales tax becomes effective, the percentage charged, and the tax ceiling. The tax ceiling is the maximum amount of tax that can be collected for the tax ID.

Sales tax groups are maintained on an enterprise-wide basis. If you are licensed to use multiple sites, you should carefully consider the IDs you assign to taxes and tax groups if you intend to use sales tax ceilings. When you specify a tax ceiling, the amount you specify is not converted to the currency of the customer order. You should use a tax that has a ceiling in the same currency as the currency order. The currency of the tax ceiling is not validated against the currency of the customer order. You should use an identification code that indicates which currency should be used with the tax group.

Note: If you all of your entities have enabled VAT, the Sales Tax Group Maintenance window is not available, and you cannot specify a sales tax group ID in any area of the system.

Adding a Sales Tax Group

To add sales tax groups:

1 Select **Sales**, **Sales Tax Group Maintenance**.

2 In the header, specify this information:

Tax Group ID – Specify the ID of the tax group.

Description – Specify a description of the tax group.

3 To add sales tax IDs, click **Insert**.

4 Specify this information:

Sales Tax ID – To specify an existing sales tax ID, click the browse button and select the ID. To add a new sales tax ID, specify the new ID. If you specify a new ID, specify the tax rates to use. See "Specifying Tax Rates" on page 5–3 in this guide.

Description – If you specified a new ID, specify a description of the tax ID.

G/L Account ID – Specify the account receivable account to which this sales tax is posted. The description for the account you select is displayed in the G/L Account Description field. If you leave this field blank, the default A/R Invoice Sales Tax account you set up in the G/L interface is used. See “Using the G/L Account Interface Table” on page 3-5 in the Financials Administrative user’s guide.

Vendor ID – Specify the tax authority to whom the tax is owed. The description of the vendor you select is displayed in the Vendor Description field. The default payment terms defined on the vendor record is inserted in the Vendor Terms field.

5 Click **Save**.

Specifying Tax Rates

To specify the tax rate for an individual tax ID:

1 In Sales Tax Group Maintenance, select a tax group that contains the individual tax ID.

2 Select the row that contains the individual tax ID.

3 Select **Edit**, **Edit Percents**.

4 Click **Insert Row** and specify this information:

Effective Date – Specify the date this tax rate becomes effective.

Percent – Specify the tax rate as a percentage.

Ceiling – Specify the highest amount that can be charged for this tax on a single transaction. If you are licensed to use multiple sites, the ceiling amount is not converted for different currencies. For example, if you specify 100,000, the maximum amount of tax a customer who uses US dollars for currency is $100,000. The maximum amount of tax a customer who uses euro is 100,000EU. When you apply a sales tax with a ceiling to a customer order, the currency of the order should

match the currency of the amount you specified in the Ceiling field. This is not validated by the system. It is recommended that the tax group ID you specify indicates the currency of the tax ceiling amount.

5 Click **Ok**.

Removing Individual Taxes from Tax Groups

If an individual tax no longer applies to a tax group, you can remove the individual tax.

To remove a tax:

1 Select the individual tax from the table of Tax IDs.

2 Click **Delete Row**.

3 Click **Save**. The individual tax is removed from the tax group. The individual tax ID is not removed from your database. It is available for selection in another tax group.

Editing Sales Tax Group Information

You can change any of the fields in the Sales Tax Maintenance window with the exception of the Tax Group ID. Changing the Tax Group ID creates a new tax group.

To edit a sales tax group:

1 Specify the tax group ID.

2 Make the appropriate changes. To change the Sales Tax ID percentage, select the Sales Tax ID containing the percentage to edit and click **Edit Percents**. Make changes in the Tax Percents dialog and click **Ok** to return to the Sales Tax Group Maintenance window.

3 Click **Save**.

Deleting Sales Tax Groups

Caution: Deleting a Sales Tax Group permanently removes the information from the database. You can NOT recover deleted tax group information.

You can delete tax groups from your database only if the tax group is not specified on any customer orders.

To delete tax groups from the database:

1 In the Tax Group ID field, specify the ID to delete.

2 Click **Delete**. A dialog is displayed, prompting you to confirm the deletion.

3 Click **Yes**. The Sales Tax Group Maintenance window retains the tax group information, but the tax group is no longer in your database. To add the sales tax group back to the database, click **Save**. Otherwise, click **New** to clear the window.

If a link to the Sales Tax Group exists, a message is displayed notifying you the deletion cannot take place.

Deleting a sales tax group does not delete the tax rate IDs used by the group.

Chapter 6: Estimating Window

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What is the Estimating Window?

Use the Estimating Window to create and maintain quotations to present to customers and prospects.

Perform these tasks in the Estimating Window:

- Estimate costs for a quote of one or more parts or jobs. You can provide quantity price breaks. The unit cost estimates that are generated accurately reflect the relationship between fixed costs (setup labor and fixed charges for services), and variable costs (run labor and material costs). Quantity breaks for material unit costs can also be taken into account. You can view cost details at the individual operation level.
- Define “skeleton” engineering masters using the Quick Quote feature, to provide a basis for estimating custom jobs.
- Price a quote based on calculated costs and specified markups. Markups can be individually defined for manufacturing and General Services Administration (GSA), and for each separate cost category.
- Determine best quantities to quote, based on available unit price breaks for materials.
- Print a quotation suitable for transmittal to the customer or prospect.
- Print a Proforma Report of projected revenue, for a given time period, sales rep, or territory, based on a specified cutoff probability.

You can convert a quotation prepared in the Estimating Window into a customer order and work order in the Customer Order Entry window.

If you are licensed to use multiple sites, specify quotes on a site-by-site basis. Estimates you specify in one site can only be converted to orders in the same site. If you are licensed to use a single site, specify quotes on an enterprise-wide basis.

This chapter provides an overview of the estimating process and details on the use of the Estimating Window.

Understanding the Estimating Process

The basic steps of the estimating process are:

1 Defining the quote using the Estimating Window.

Use the Estimating Window to specify customer or prospect information, probability of winning the quote, expected date, and other information.

One line item is created for each part being quoted; multiple quantities can be quoted for each line item.

2 Estimating your costs.

Estimated costs are calculated using engineering or quote masters. If the quote is for a custom job, you may need to create a quote master using the Manufacturing Window or Quick Quote functionality.

3 Preparing pricing information.

Use the Estimating Window to compute unit prices to quote, based on estimated costs computed, and markups you specify.

You can use the Cost Detail report to analyze how costs and markups resolve to profit margin.

4 Checking schedule availability.

If necessary, you can analyze the impact on your shop schedule should you place an order for each quoted part.

5 Printing the quote.

You can print quotes in standard or user-defined formats. You can then mail or Fax the quote to the customer or prospect.

6 Printing Proforma.

Periodically, you can print a Proforma Report to analyze projected revenue from all quotes for a time period you specify.

7 Managing quotes.

Use the Quote Log report, along with the Follow-up Date field, to manage the quote process.

8 Generating orders.

You can generate customer orders from quotes in Customer Order Entry.

Starting the Estimating Window

To start the Estimating Window, select **Sales**, **Estimating Window**.

Defining Quotations

To add quotations, specify basic information about the quote in the quote header. Use the table to specify the parts and pricing you are providing to the customer or prospect.

Specifying Quote Header Information

To specify quote header information:

1 In the Site ID field, specify the site that is providing the quote. If you are licensed to use a single site, this field is unavailable.

2 In the Quote Date field, the current date is inserted. To change the quote date, click the calendar button and select the date to use.

3 To prepare a quote for an existing customer, specify the customer's ID in the Customer ID field. After you select a Customer ID, the customer's default information is inserted on the Address, Contact, and Other tabs.

To prepare a quote for a prospect:

a Leave the Customer ID blank.

b Click the **Address** tab and specify the name and address of the prospect. The prospect is NOT added to your current list of customers. To add this prospect to your current customer list, you must do so using Customer Maintenance.

c Click the **Contact** tab and specify the contact information for the prospect. You can specify contact information directly in the Contact tab fields. If you specify information directly in the Contact tab fields, the information is not stored in your Contacts table.

Alternatively, you can click the **Contact** browse button, select the contact from the existing customer contacts, and then click the **Use Selected Contact** toolbar button. If the contact you want to use is not yet in the database, click **Add New Contact**. See "Adding Contacts" on page 4–3 in this guide.

If you do not want to assign a contact to this order, click the **Use No Contact** toolbar button.

4 Click the **Dates** tab and specify this information:

Won/Lost – Leave this field blank. You specify a date in this field after you win or lose the quote.

Expires – Specify the date that the pricing specified in this quote expires. The Quote Log report can be sorted by this date.

Followup – Specify the date to follow up with the customer or prospect regarding this quote. The Quote Log report can be sorted by this date.

Expect – Specify the date you expect the customer to place an order based on this quote. This date is key to the Proforma Report, which projects revenue based on expected date and probability of win. By default, the current date is inserted.

Printed – When you print the quote, the current date is entered in the Printed field.

W/L Reason – Leave this field blank. You specify information in this field after you win or lose the quote.

Win probability % – Specify a percentage that indicates the likelihood that the customer or prospect will place an order based on this quote. This value is used in the Proforma Report to project revenue based on a probability cutoff. A numeric entry between 0 and 100 is required.

Quoted Leadtime – Specify the length of time between the placement of the order and delivery. This information is not used for any calculation. It is informational only.

5 Click the **Other** tab and specify this information:

Sales Rep – Specify the sales representative who is handling this quotation. If you selected a Customer ID, the Sales Rep associated with the customer is displayed. You can sort the Proforma Report by sales representative.

Territory – Specify the territory where the customer or prospect is located. If you selected a Customer ID, the Territory specified for the customer is displayed.

FOB – Specify the FOB code to use on the sales order if the quote is converted to an order. An FOB code indicates when ownership of the materials is transferred to the customer. If you selected a Customer ID, the FOB specified for the customer is displayed.

Ship Via – Specify the shipment method to use if this quote is converted to an order.

Disc Code – Specify the discount code applied to this quote. If you selected a Customer ID, the discount code specified for the customer is displayed.

Terms – Specify the payment terms that apply if the customer accepts the quote. Set up terms in Application Global Maintenance. For more information, refer to “Entering Information into the Terms Table” on page 2-16 of the System-wide guide.

Create Quote Masters for MPC line items – When you configure a quote line item using the Master Product Configurator, the MPC creates a text file containing all of the details of the configured item and the information necessary for the quote master or work order to be created. To create Quote Masters for your MPC created lines, select the **Create Quote Masters for MPC line items** check box.

If you are creating many quotes, of which only a few are going to become customer orders, you can avoid the time it takes to create quote masters that you may never use by clearing the **Create Quote Masters for MPC line items** check box. When a quote does become an order, you can create an order from the quote and create work orders from the previously saved text file.

RMA ID – If you generated this quote from an evaluation RMA, the ID of the RMA is inserted. This is a read-only field.

Entity – The accounting entity associated with the site ID you selected in the Site ID field is displayed. This is a read-only field.

Currency ID – Specify the currency for this quote. If you selected a Customer ID, the default currency defined for the customer is inserted.

6 Click **Save**.

Specifying Parts

To add parts to a quote:

1 Click **Insert Row**.

2 Specify this information:

Part ID – Double-click the **Part ID** browse button and select the part to use for this quote line.

Alternately, if you have defined a cross-reference for the part in Part Maintenance, you can select a Customer Part ID. The Part ID or Customer Part ID are populated based on the ID you select.

When you select a part ID, the description, drawing ID, revision, commodity code, and product code defined for the part in Part Maintenance are inserted.

Length/Width/Height – If you are preparing an estimate for a piece tracked part, specify the required dimensions. Specify the dimensions before specifying the quantities to quote.

Quantities Quoted – Specify the quantity breaks for the quote.

To prepare an estimate for a standard part, click in the Quote Quantities column. Click **Insert**, then specify the quantities to quote.

To prepare an estimate for a piece tracked part, click in the Quote Quantities column. Click **Insert**, then specify the number of pieces to quote. When you specify a number of pieces, the quantity is calculated for you provided that you specified the dimensions of the piece.

The specified quantities are displayed in the Quantities Quoted field separated by semicolons (;).

Cost From – To specify the source of the quote costs, double-click the browse button and click one of these options:

Part – To use the standard unit costs specified for the part in Part Maintenance, click the **Part** option. Lot sizes and material quantity breaks are not taken into consideration.

Quote Master – To prepare a master specifically for this quote, click the **Quote Master** option. Use this option to create and manage a special engineering master that is used only for this quote.

Engineering Master – To calculate the quote based on the Engineering Master of the part, select the **Engineering Master** option. The estimated costs specified in the operations and material requirements of the Engineering Master for the Part ID you specified are used.

3 Click **Save**.

Adding Service Charges

If service charges apply to this quote, add each service charge as a separate line. You cannot specify both a part and a service charge on the same line.

Set up service charges in Site Maintenance.

To add a service charge to the quote:

1 In the Quote ID field, specify the ID of the quote.

2 Click Insert Row.

3 Specify this information:

Service Charge ID – Specify the ID of the service charge that applies to this quotation.

Quantities Quotes – Specify the quantities to quote. Click in the column, and then click Insert. Specify the quantities. By default, a 1 is inserted.

4 Click **Save**.

Working with Line Items

You can use these functions in the Edit menu to create and delete lines in the line item table:

Insert Line Item at End – Select this option to insert a blank line at the bottom of the table.

Insert Line Item Before – Select this option to insert a blank line before the currently selected line.

Delete Line Item – Select this option to remove a line from the table.

Repeat Line Item – Select this option to create a copy of the currently selected line.

Renumber Line Items – Select this option to renumber the line items sequentially. You may need to use this function after deleting a line item.

Sources of Costs

When you add parts to the quote line item table, you specify the source of the cost. You can specify the part record, the engineering master, or quote master. Each of these sources has unique advantages.

Part record – When you use the part record as the source of the cost, only the costs you specify on the Part record are used. You cannot adjust the cost of the part based on vendor pricing of raw materials or based on a customized quote master. Use the part record costs if the part in the quote is a standard part that you manufacture in the same way every time. You can apply mark ups and general service and administration costs to the base cost specified in Part Maintenance. If you select Part as the source of the cost, the Use qty breaks on purchases during recalc check box and the Determine Best Qtys button in the Quote Price dialog have no impact on the calculated unit cost.

Engineering Master – When you use the engineering master as the source of the cost, the costs specified on the Costs tab in the Operation cards determine the labor and service costs. For material costs, you can either use the costs specified on the costs tab in the Material cards or use vendor pricing from your default vendor as the cost of material. Use the engineering master as the source of the cost when you are quoting a part that you typically manufacture, but want more control over assessing the cost of materials.

Quote Master – When you use the quote mater as the source of the cost, you can build a customized master specifically for the customer quote. The quote master option offers you the most flexibility. You can customize the part to meet the customer's specifications, and you can later use the quote master as the source of the work order. When you use the quote master, the costs specified on the Costs tab in the Operation cards determine the labor and service costs. For material costs, you can specify costs on the Quotes tab on the Material card, the Costs tab on the Material card, or you can use vendor pricing from your default vendor as the cost of material. Use the quote master as the source of the cost for complete flexibility in building and pricing the part for your customer.

Using Quote Masters to Specify Costs

If you specified Quote Mstr as the source of a line's costs, you can use either the Manufacturing Window or Quick Quote™ to build the master.

Building a Quote Master in the Manufacturing Window

The procedures in this section describe how to specify the information in a quote master that affects pricing. In addition to the pricing information, you can specify all the details required to complete a work order based on the quote. See "Creating Engineering Masters" on page 3-46 in the Manufacturing guide.

Accessing the Quote Master

To access the quote master for a quote line item:

1. In the Estimating Window, select a line with a cost source of Quote Mstr.
2. Select **Edit**, **Engineering**. A master with only a header card is displayed. To view the header card, double-click it.

Specifying Labor Costs

Use operation cards to specify the costs of labor, outside services, and burden. If you specify information on the Scrap/Yield tab, the operation card can also affect material costs.

To specify labor costs and burden charged on labor:

1. To add an operation, select **Edit**, **Add Operation**.
2. Use the Setup/Run tab to specify quantity information. Click the **Setup/Run** tab and specify this information:

   Resource ID – Specify the ID of the shop resource used for this operation.

   Service ID – If you selected a resource ID for an outside service, specify the ID of the service. If you selected an ID for an internal resource, this field in unavailable.

   Setup hrs – Specify the number of hours required to set up this resource.

   Run Type – Specify how the run is measured. Select one of these options:

   HRS/PC – The run is measured as the number of hours required to make one unit.

   PCS/HR – The run is measured as the number of units made per hour.

   MIN/PC – The run is measured as the number of minutes required to make one unit.

   PCS/MIN – The run is measured as the number of units made per minute.

HRS/LOAD – The run is measured as the number of hours required to make one load of parts.

LOADS/HR – The run is measured as the number of loads made per hour.

Run – Specify the run quantity. This field is used in conjunction with the Run Type field. For example, if you specified a run type of PCS/HR and you specified 10 in the Run field, then this operation can produce 10 units per hour.

Load Size – If you specified HRS/LOAD or LOADS/HR as the run type, specify the size of the load. This field is used in conjunction with the Run and Run Type fields. For example, if you specified a run of 2 and a run type of LOADS/HR, and you specify a load size of 10, then this operation can produce 20 units per hour. Or, if you specified a run of 2 and a run type of HRS/LOAD, and you specify a load size of 10, then this operation can produce 5 units per hour (load size divided by number of hours).

3 Use the Costs tab to specify the labor costs incurred during the operation. If you set up default cost information for the resource you selected in the Resource ID field, the costs are inserted. You can override the default information. Click the **Costs** tab and specify this information:

Setup cost per hour – Specify the hourly rate incurred to set up this resource. This field is used in conjunction with the Setup Hrs field on the Setup/Run tab. The value you specify in this field is multiplied by the value you specify in the Setup Hrs field to calculate the base cost for set up.

Setup burden % – To calculate burden costs for set up as a percentage of the total set up cost, specify a value in this field. To calculate burden costs for setup, this formula is used:

(Setup Hrs X Setup cost per hr X Setup burden%)/100

Setup burden/hr – To calculate burden costs for set up based on an hourly rate, specify a value in this field. To calculate burden costs for setup, the value you specify in the Setup hrs field on the Setup/Run tab is multiplied by the value you specify in this field.

Run cost per hour – To specify run costs based on an hourly rate, specify the rate in this field. Specify the cost incurred per hour of the production run.

Run cost per unit – To specify run costs based on a per unit rate, specify the rate in this field. The value you specify in this field is charged for each unit produced.

Run burden % – To calculate burden costs for the production run as a percentage of the total production run cost, specify a value in this field.

Run burden/hr – To calculate burden costs for the production run based on an hourly rate, specify a value in this field.

Run burden/unit – To calculate burden costs for the production run based on an a per unit rate, specify a value in this field.

Fixed Burden – To specify a flat burden cost regardless of the quantity produced in the production run, specify a value in this field.

4 Click **Save**.

Specifying Advanced Operation Information

An operation can require more than one shop resource. The additional resources are used concurrently with the resource you specify in the operation card header. Specify the additional resources on the advanced tab.

To specify resources:

1 Click the **Advanced** tab.

2 Click the **Insert** button.

3 Specify this information:

Resource ID – Specify the ID of the concurrent resource. The description of the resource is inserted in the Description field.

Setup – If this resource is used during setup, select this check box.

Run – If this resource is used during the run, select this check box.

Dur % – Specify the percentage of the total operation duration that this resource is used. For example, presume you selected the Setup check box and specified 4 in the Setup Hours field on the Setup/Run tab. If you specified 25 in the Dur % field, then the resource specified on this line would be used for 2 hours of set up time.

At Start – If this resource is used at the start of the set up or run, select this check box. If this resource is used at a different point of the operation, clear this check box.

 # Mem to Schedule – If you selected a group resource, the number of resources in the group is inserted in the # Group Members field. In this field, specify the number of group resources to schedule.

Sched Eq. Cap – If you selected a group resource and scheduled more than one member of the group, use this check box to specify how to schedule the capacity among the resources. To schedule the capacity equally among the resources, select this check box. The capacity you specify on the Other tab is divided evenly among the number of group members you specified in the # Mem to Schedule field. To schedule as much capacity as possible on the first group member before scheduling capacity on the second group member, clear this check box.

Specifying Operation Scrap/Yield Information

Information you specify on the Scrap/Yield tab on the operation card affects material costs because it affects the quantity of material required to complete the operation. For example, if your operation has a scrap rate of 10%, you would require 10% more of each material to complete the operation.

When you specify scrap or yield information, the start quantity and end quantity for the operation is recalculated on the Operation card. On the Material card, the calculated quantity on the Planning tab is recalculated. Material costs are based on the calculated quantity.

If you specify scrap values, this formula is used to calculate the quantity of materials required:

Header card quantity * ((1 + Scrap%/100) * Material Card Quantity Per) + Fixed Scrap

The value is then rounded up based on the scale of the part's unit of measure.

For example, presume you specified these values:

Header card quantity – 1

Scrap% – 12%

Material Card Quantity Per – 2

Fixed Scrap – 0.5

Part unit of measure scale – 1

First, the base scrap value is calculated:

1 * ((1+12.00/100) * 2) + 0.5 = 2.740

The unit of measure scale is used to round the value. In this example, the value is rounded to the next highest tenth. As a result, the total quantity required for this operation is 2.8.

If the unit of measure scale is zero, then only whole values are used. In this case, the total quantity required for this operation is 3.

If you use dimensional inventory, the rounded value is multiplied by the dimensions to calculate the required quantity.

If you specify a yield percentage instead of a scrap percentage, the calculation is similar. This calculation is used:

Header card quantity * ((1 + (100-Yield%)/100) * Material Card Quantity Per)

Specifying Outside Service Costs

To add costs for outside services, specify a resource ID with the type Contractor and then select the service ID. To add an outside service to the quote and specify the costs:

1 Select **Edit**, **New Operation**.

2 Specify this information:

Resource ID – Specify the ID of resource with the type Contractor. If resource type is not visible in the resource browse table, you can edit the table to view type information.

Service ID – Specify the ID of the service.

3 Click the **Setup/Run** tab. Specify this information:

Run Type – Specify how the run is measured. Select one of these options:

DAYS/PC – The run is measured as the number of days required to make one unit.

PCS/DAY – The run is measured as the number of units made per day.

DAYS/LOAD – The run is measured as the number of days required to make one load of parts.

LOADS/DAY – The run is measured as the number of loads made per day.

Load Size – If you specified DAYS/LOAD or LOADS/DAY as the run type, specify the size of the load. This field is used in conjunction with the Run and Run Type fields. For example, if you specified a run of 2 and a run type of LOADS/DAY, and you specify a load size of 10, then this operation can produce 20 units per day. Or, if you specified a run of 2 and a run type of DAYS/LOAD, and you specify a load size of 10, then this operation can produce 5 units per day (load size divided by number of days).

4 To specify the cost of this service, you can use either the Costs tab or the Quotes tab.

When you quote a line item price in the Estimating Window, you can decide whether to use quantity price breaks on purchases. If you elect to use quantity price breaks, then the costs you specify on the Quotes tab are used. If you elect to use quantity price breaks but do not specify costs on the Quotes tab, then the vendor pricing you set up for the service is used instead.

If you elect not to use quantity price breaks, then the costs you specify on the Costs tab in the operation card are used.

- To specify costs using the Costs tab:

  Click the **Costs** tab. The default costs specified for the service in Outside Service Maintenance are displayed. Adjust the costs as necessary. You can edit these costs:

  Run cost per unit – Specify the service cost for one unit.

  Service base chg – Specify the base charge for this service. The base charge is a one-time cost charged by the vendor for the use of the service.

  Service min chg – Specify the minimum amount that the vendor charges for use of this service. To determine if the minimum charge is used, this calculation is made:

  (Start Qty * Run Cost Per Unit) + Service base charge

  If the value of the calculation is less than the service minimum charge, then the service minimum charge is used as the cost of the operation. If the value of the calculation is greater than the service minimum charge, then the value of the calculation is used as the cost of the operation.

- To specify costs using the Quotes tab:

  Click the **Quotes** tab.

  Specify the price breaks that the vendor offers. Click Insert and specify this information:

  Quantity – Specify the “up to” quantity for the price break. The prices you specify on the line are used you order a quantity equal to or less than the quantity you specify.

  Unit Cost – Specify the service cost for one unit.

  Service base chg – Specify the base charge for this service. The base charge is a one-time cost charged by the vendor for the use of the service.

  Service min chg – Specify the minimum amount that the vendor charges for use of this service.

5 Click **Save**.

Specifying Material Costs

To specify the costs of materials, use Material Cards. Material cards determine how much of each raw material is required to complete an operation.

To specify material costs:

1 Select the operation to which to add the material, and then select **Edit**, **Add Material**.

2 In the header, specify the part ID.

3 Specify this information:

Qty Per – Specify the quantity required per unit to complete the operation.

Fixed Qty – If a fixed quantity of the material is required in addition to the quantity per unit, specify the quantity.

Scrap% – If you lose a certain percentage of this material during the operation, specify the percentage lost. The scrap percentage is applied to the Qty Per value. If you specify a scrap rate, then the total quantity of material required to complete the operation is greater than the amount you specify in the Qty Per field. The quantity required is inserted in the Calculated Qty field on the Planning tab. The material costs are calculated based on the value in the Calculated Qty field.

If you specify scrap values, this formula is used to calculate the quantity of materials required:

Header card quantity * ((1 + Scrap%/100) * Material Card Quantity Per) + Fixed Scrap

The value is then rounded up based on the scale of the part's unit of measure. See "Specifying Operation Scrap/Yield Information" on page 6–12 in this guide.

4 To specify the cost of this service, you can use either the Costs tab or the Quotes tab.

When you quote a line item price in the Estimating Window, you can decide whether to use quantity price breaks on purchases. If you elect to use quantity price breaks, then the costs you specify on the Quotes tab are used. If you elect to use quantity price breaks but do not specify costs on the Quotes tab, then the vendor pricing you set up for the service is used instead.

If you elect not to use quantity price breaks, then the costs you specify on the Costs tab in the material card are used.

- To specify costs using the Costs tab:

  Click the **Costs** tab. The default costs specified for the part in Part Maintenance are displayed. Adjust the costs as necessary. You can edit these costs:

  Material unit cost – Specify the material cost for one unit of this part. For purchased parts, this value is typically the total material cost. For fabricated parts, use this field to specify the cost of material used in the part.

  Labor Unit Cost – For fabricated parts, specify the labor cost for one unit of this part. For purchased parts, this value is typically 0.

  Burden Unit Cost – For fabricated parts, specify the overhead cost for one unit of this part. For purchased parts, this value is typically 0.

  Service Unit Cost – For fabricated parts, specify the service cost for one unit of this part. For purchased parts, this value is typically 0.

Fixed Cost – Specify the fixed cost the vendor charges for tis part. The fixed charge is a one-time cost charged by the vendor for this part.

Burden per unit – Specify the per unit cost you incur for overhead.

Burden percent – Specify the percentage of the total material cost you incur for overhead.

- To specify costs using the Quotes tab:

  Click the **Quotes** tab.

  Specify the price breaks that the vendor offers. Click **Insert** and specify this information:

  Quantity – Specify the “up to” quantity for the price break. The prices you specify on the line are used you order a quantity equal to or less than the quantity you specify.

  Unit Cost – Specify the material cost for one unit.

  Fixed cost – Specify the fixed cost for this part. The base charge is a one-time cost charged by the vendor when you purchase this part.

  Min cost – Specify the minimum amount that the vendor charges for this part. To determine if the minimum charge is used, this calculation is made:

  (Total Qty Ordered * Unit Purchase Price) + Service base charge

  If the value of the calculation is less than the minimum cost, then the minimum cost is used as the cost of the material. If the value of the calculation is greater than the minimum cost, then the value of the calculation is used as the cost of the material.

You can also use the Vendor RFQ Entry window to specify quote information.

5 Click **Save**.

Piece Tracked Parts as Material Requirements

If you use piece tracked parts as material requirements in Quote Masters or Engineering Masters, you can decide how to calculate the Calculated Quantity for material requirements. The Calculated Quantity is multiplied by the unit cost to determine the total material requirement cost. You can calculate the Calculated Quantity as the whole number of pieces required to satisfy the material requirement, or you can calculate the Calculated Quantity as the actual quantity required to satisfy the material requirement. See “Calculated Quantity Values for Piece Tracked Parts” on page 3-15 in the Manufacturing guide.

Quick Quote

If your Quote Master has a simple structure, you can use the Quick Quote function. To use the Quick Quote function, your quote master or engineering master must meet these criteria:

- The master is single-level. A single-level master is a master with no legs. The master contains resources and materials only.
- The master does not have no co-products.
- None of the materials in the master are piece-tracked.
- The materials in the master have part IDs.

You can use concurrent resources in a quick quote, but only if the concurrent resources are specified as part of an operation type. You cannot manually add concurrent resources in Quick Quote.

The Quick Quote dialog is a streamlined version of the Manufacturing Window. Use the tables to add operations, materials, and cost information. After you build a quote master using Quick Quote, you can refine the information in the quote in the Manufacturing Window.

Manually Building a Quick Quote

To manually build a Quick Quote, first specify the header information. After you save the header, you can add operations and materials.

Building a Quick Quote Header

To build a quote master header using Quick Quote:

1 In the Estimating Window, select a line that contains Quote Mstr or Eng Mstr in the Cost From column.

2 Select **Edit**, **Quick Quote**.

3 In the header, specify this information:

Quantity – Specify the lot size. This value is not the same as the quoted quantities.

Engineered By – Specify the individual who designed the master.

Engineer date – Specify the date that the master was created.

Drawing # – Specify the ID of the drawing that depicts this master.

Rev – Specify the revision level of the drawing.

Forward Schedule – This information is used in scheduling. If you select this check box, then forward scheduling is used for the work order. When a work order is forward scheduled, the work order release date is used as the starting point, and operations are scheduled based on availability. If you clear this check box, then backward scheduling is used for the work order. When a work order is backward scheduled, the work order Want Date is used as the starting point for the schedule, and operations are scheduled backward from the want date.

4 Click **Save All**.

Adding Operations to a Quick Quote

To add an operation to the master:

1 Open the master in Quick Quote.

2 Click the **Insert** button under the first table.

3 Specify this information:

Op # – An operation number is inserted by default. You can override this value. The operation number indicates the order of the operations.

Operation Type – Optionally, specify an operation type. If you set up operation types, then most of the information in the operation table is inserted by default. Set up operation types in Shop Resource Maintenance.

Resource ID – Specify the resource used for this operation.

Bid Rate Category – If a bid rate category is defined for this resource, then the category ID is displayed. To specify a different bid rate, click the Bid Rate Category browse button and select a different bid rate. Bid rate categories are primarily used in conjunction with developing quotes outside of VISUAL. You can use bid rate categories to establish costs based on standards that you set up instead of based on the cost specified for the resource in VISUAL.

Setup Hours – Specify the number of hours it takes to set up this resource for the operation. This field does not apply to services.

Run Type – Specify how the run is measured. For internal resources, specify one of these options:

HRS/PC – The run is measured as the number of hours required to make one unit.

PCS/HR – The run is measured as the number of units made per hour.

MIN/PC – The run is measured as the number of minutes required to make one unit.

PCS/MIN – The run is measured as the number of units made per minute.

HRS/LOAD – The run is measured as the number of hours required to make one load of parts.

LOADS/HR – The run is measured as the number of loads made per hour.

For services, specify one of these options:

DAYS/PC – The run is measured as the number of days required to make one unit.

PCS/DAY – The run is measured as the number of units made per day.

DAYS/LOAD – The run is measured as the number of days required to make one load of parts.

LOADS/DAY – The run is measured as the number of loads made per day.

Run – Specify the run quantity. This field is used in conjunction with the Run Type field. For example, if you specified a run type of PCS/HR and you specified 10 in the Run field, then this operation can produce 10 units per hour.

Load Size – If you specified HRS/LOAD, LOADS/HR, DAYS/LOAD, or LOADS/DAY as the run type, specify the size of the load. This field is used in conjunction with the Run and Run Type fields. For example, if you specified a run of 2 and a run type of LOADS/HR, and you specify a load size of 10, then this operation can produce 20 units per hour. Or, if you specified a run of 2 and a run type of HRS/LOAD, and you specify a load size of 10, then this operation can produce 5 units per hour (load size divided by number of hours).

Move Hrs – Specify the number of hours that must pass at the end of this operation before the next operation can begin.

Service ID – If you specified a resource ID with the type Contractor, specify the service ID.

Transit Days – Specify this information for services. Specify the total number of days this service operation takes.

Drawing ID – Specify the ID of the drawing that depicts this operation.

Rev – Specify the revision level of the drawing ID.

Scrap or Yield – If this operation produces waste, specify the percentage. You can specify this percentage as yield or as scrap. Yield is the percentage of completed quantity produced. Scrap is the percentage of waste produced.

Scrap % Yield % – Specify the percentage scrap or yield produced in this operation.

Scrap Units – If this operation produces a fixed amount of scrap, specify the scrap quantity.

Min Move Qty – Specify the minimum quantity that must be completed before the next operation begins. If you specify a value in this field, operations can be scheduled concurrently.

Setup Resource ID – Information is displayed in this field only if you selected an operation type. You cannot specify information in this field. If a set up resource is used concurrent with the resource specified in the Resource ID field, then the ID of the set up resource is displayed. If multiple set up resources are used, then Multiple is displayed in this field.

Run Resource ID – Information is displayed in this field only if you selected an operation type. You cannot specify information in this field. If a run resource is used concurrent with the resource specified in the Resource ID field, then the ID of the run resource is displayed. If multiple run resources are used, then Multiple is displayed in this field.

Setup cost per hour – Specify the hourly rate incurred to set up this resource. This field is used in conjunction with the Setup Hrs field on the Setup/Run tab. The value you specify in this field is multiplied by the value you specify in the Setup Hrs field to calculate the base cost for set up.

Setup burden % – To calculate burden costs for set up as a percentage of the total set up cost, specify a value in this field. To calculate burden costs for setup, this formula is used:

(Setup Hrs X Setup cost per hr X Setup burden%)/100

Setup burden/hr – To calculate burden costs for set up based on an hourly rate, specify a value in this field. To calculate burden costs for setup, the value you specify in the Setup hrs field on the Setup/Run tab is multiplied by the value you specify in this field.

Run cost per hour – To specify run costs based on an hourly rate, specify the rate in this field. Specify the cost incurred per hour of the production run.

Run cost per unit – To specify run costs based on a per unit rate, specify the rate in this field. The value you specify in this field is charged for each unit produced.

Run burden % – To calculate burden costs for the production run as a percentage of the total production run cost, specify a value in this field.

Run burden/hr – To calculate burden costs for the production run based on an hourly rate, specify a value in this field.

Run burden/unit – To calculate burden costs for the production run based on an a per unit rate, specify a value in this field.

Fixed Burden – To specify a flat burden cost regardless of the quantity produced in the production run, specify a value in this field.

Service base chg – Specify the base charge for this service. The base charge is a one-time cost charged by the vendor for the use of the service.

Service min chg – Specify the minimum amount that the vendor charges for use of this service.

Text – Specify specification text for this operation.

4 Click **Save** under the operations table.

Adding Materials to a Quick Quote

To add materials to the quick quote:

1 In the operation table, select the operation to which to add materials.

2 Click the **Insert** button beneath the materials table.

3 Specify this information:

PC # – Specify a number for this material requirement. By default, numbers are inserted in increments of 10. You can specify a different number.

Part ID – Specify the ID of the material requirement. The unit of measure and description of the part is inserted in the Part Stock U/M - Description field.

Bid Rate Category – If a bid rate category is defined for this part, then the category ID is displayed. To specify a different bid rate, click the Bid Rate Category browse button and select a different bid rate. Bid rate categories are primarily used in conjunction with developing quotes outside of VISUAL. You can use bid rate categories to establish costs based on standards that you set up instead of based on the cost specified for the part in VISUAL.

Qty Per – Specify the quantity required per unit to complete the operation.

Fixed Qty – If a fixed quantity of the material is required in addition to the quantity per unit, specify the quantity.

Scrap% – If you lose a certain percentage of this material during the operation, specify the percentage lost. The scrap percentage is applied to the Qty Per value. If you specify a scrap rate, then the total quantity of material required to complete the operation is greater than the amount you specify in the Qty Per field. The quantity required is inserted in the Calculated Qty field on the Planning tab. The material costs are calculated based on the value in the Calculated Qty field.

If you specify scrap values, this formula is used to calculate the quantity of materials required:

Header card quantity * ((1 + Scrap%/100) * Material Card Quantity Per) + Fixed Scrap

Material unit cost – Specify the material cost for one unit of this part. For purchased parts, this value is typically the total material cost. For fabricated parts, use this field to specify the cost of material used in the part.

Fixed Unit Cost – Specify the fixed cost the vendor charges for tis part. The fixed charge is a one-time cost charged by the vendor for this part.

Burden/unit – Specify the per unit cost you incur for overhead.

Burden % – Specify the percentage of the total material cost you incur for overhead.

Drawing ID – Specify the ID of the drawing that depicts this material.

Rev – Specify the revision level of the drawing ID.

Text – Specify specification information for this material.

4 Click **Save** under the material table.

Creating Quick Quotes with Microsoft Excel

You can use Microsoft Excel to build a Quick Quote.

To successfully import a quote, the Excel spreadsheet must meet this criteria:

- The quote must be a single-level quote. The quote cannot contain legs.
- The Excel spreadsheet must contain column for W/O Sub ID, Part ID, Seq No, and Piece No. If these columns are missing, the spreadsheet cannot be imported. You can include other columns from the Quick Quote dialog.
- Column names in the Excel spreadsheet must match exactly the column names in the Quick Quote tables. The spelling and the case must match. To ensure that columns are named correctly, you may find it useful to use the Send to Microsoft Excel function.

You can add Quantities quoted, Prices quoted, and Pieces to the spreadsheet. The information will be imported to the line item table in the main Estimating Window.

After you build the quote in Excel, you can import it into the Quick Quote window using the Copy From function.

To build a Quick Quote with Microsoft Excel:

1 Select **Sales**, **Estimating Window**.

2 Click Insert Line.

3 Specify the part that you are quoting.

4 In the Quantities quoted field, specify at least one quantity. You can override this quantity when you import the Excel quote into Quick Quote.

5 In the Cost From column, specify either Quote Master or Engineering Master.

6 Click **Save**.

7 Select the line, and then select **Edit**, **Quick Quote**.

8 Optionally, click the **Send to Excel** button. When you click the Send to Excel button, an Excel file with a row for the quote header is created. All available columns in the Quick Quote dialog are also created.

9 Optionally, add columns for Quantities quoted, Prices quoted, and Pieces to the spreadsheet. Specify quantities and prices on the row that was created for the header row. Use the Quantities quoted and Prices quoted columns to prepare quotes for parts that are not piece tracked. Use the Pieces and Quantities quoted columns to prepare quotes for piece-tracked parts. If you are quoting multiple quantities, separate the values with a semicolon (;). Do not include spaces between the values.

   For example, to specify quote quantities of 5, 10 and 15, you would specify 5;10;15.

10 Complete the quote in Excel.

11 In Quick Quote, click the **Copy From** button.

12 In the Type section, click **Excel**.

13 Click the File Name browse button and navigate to the Excel spreadsheet.

14 Click **Ok**.

   Information from the spreadsheet is imported into Quick Quote. If you specified quantities quoted, prices quoted, or pieces, the information is imported into the line item table in the Estimating Window.

   The spreadsheet is attached to the quote as a document attachment.

Importing an Updated Excel Spreadsheet into Quick Quote

If you update the quote information in Excel, you must re-import the spreadsheet to update the Quick Quote.

To re-import a spreadsheet:

1 Select **Sales**, **Estimating Window**.

2 Open the quote.

3 Select the line item you are quoting.

4 Select **Edit**, **Quick Quote**.

5 Click the **Copy From** button.

6 By default, the last spreadsheet that you selected for the quote is selected. You can select a different spreadsheet.

7 Click **Ok**. The Quick Quote is updated. If you selected a different spreadsheet for the quote, the spreadsheet is attached to the quote as a document attachment. The original spreadsheet is also retained as a document attachment.

Reviewing Quick Quote Spreadsheet Data

After you create a Quick Quote using an Excel spreadsheet, you can edit the information in the Quick Quote dialog. To review the original information imported from the spreadsheet, click the **View Excel Data** button. A grid that contains the imported information is displayed.

Creating a Quick Quote from an Existing Master

To create a Quick Quote by copying a master or Excel spreadsheet, You can copy a master to create a quick quote only if you have not built any portion of the new part's structure. To use the copy from function, the Quick Quote dialog must be blank. The master you copy must also meet these criteria:

- The master is single-level. A single-level master is a master with no legs. The master contains resources and materials only.
- The master does not have co-products.
- None of the materials in the master are piece-tracked.

If an operation in the master uses multiple resources, you must use an operation type to set up this resource in Quick Quote. If you need to manually set up multiple resources for an operation, you must use the Manufacturing Window.

To create a quote by copying a master:

1 Select **Sales**, **Estimating Window**.

2 Open an existing quote or create a new quote.

3 In the table, select a line that contains Quote Mstr or Eng Mstr in the Cost From column.

4 Select **Edit**, **Quick Quote**.

5 Click **Copy From**.

6 In the Type section, specify the source to copy. Click Engineering Master, Work Order, or Quote Master. You can also import an Excel spreadsheet. See "Creating Quick Quotes with Microsoft Excel" on page 6–21 in this guide.

7 Click the Base ID browse button and select the master to copy.

8 Click **Ok**.

Viewing Quick Quote Cost Information

You can view complete summary and detailed cost information for the current quick quote.

To view costs, click **Info/Costs**.

One line is displayed for the quote master header, and for each operation and material requirement on the order. Costs from subordinate objects are totaled into the next level. For example, material requirement costs contribute to costs for their operations.

For material requirements, the calculated quantity required is displayed. For operations, the End Quantity out of the operation is displayed. For the entire quote, the quantity specified in the Quick Quote header is displayed.

These costs are displayed:

Estimated – Estimated cost is based on the quantities and costs shown in each operation and material requirement. This is the only cost shown for a master.

Actual – Actual costs based on part standards and resource standards for standard costing, or material invoices (or FIFO values) and employee labor rates for actual costing. In both cases, actual times are obtained from labor tickets, and actual material quantities from material transactions.

Actual cost fields are blank unless some cost has been accumulated against the line.

Variance – Variance is calculated by subtracting the Estimated Cost from the Actual Cost.

Projected – Projected cost is equal to the actual cost of the completed work or issued materials, plus the remainder of the work at estimated cost.

Viewing Cost Details

You can view cost details for Estimated Costs, Actual Costs, Variance Costs, and Projected Costs by selecting the appropriate option from the View menu of the Costs window or double-clicking the appropriate column header.

Printing Cost Details

To print the information in the Costs window, select the Print menu option. The standard print dialog is displayed.

Checking Schedule Availability in Quick Quote

Use the Check Availability command in the Quick Quote dialog to test schedule the work to be performed in the quote. You can determine when the work in the quote can be completed.

To check availability:

1 Click **Availability**.

2 Specify this information:

Schedule ID – Specify the ID of the schedule to check. If you are licensed to use multiple sites, the schedule IDs for the currently selected site are listed in the drop-down list. If you are licensed to use a single site, all of your schedule IDs are listed in the drop-down list.

Work Order/Master to schedule – By default, the ID of the Quick Quote quote master is inserted. If the part you are quoting has an engineering master, you can select the engineering master instead.

Release Date – If you know the date you plan to release the work order for this quoted part, specify the date in this field.

Want Date – If you know the date the customer expects delivery of the quoted part, specify the date in this field.

Desired Qty – Specify the quantity of parts to be produced.

Check Material Availability – To consider raw material supply in the schedule, select this check box.

Check Service Availability – To consider outside service transit time in the schedule, select this check box.

Force forward schedule – To schedule the work order starting from the release date and scheduling through to the last operation, select this check box. To allow backward scheduling, clear this check box. In backward scheduling, the last operation is scheduled to be complete the day before the Want Date. The remaining operations are scheduled in reverse order to determine the release date.

Treat release date as hard – To prevent the work order from being scheduled prior to the release date, select this check box. If the work order can be scheduled before the release date, clear this check box.

3 Click **Schedule**. This information is displayed:

Scheduled Start Date – The date that the work order is scheduled to begin is displayed.

Scheduled Finish Date – The date that the work order is scheduled to be complete is displayed. If this date is after the Want Date, then you cannot deliver the work order on schedule without adding resource capacity or without acquiring raw materials more quickly.

Determinate Path Days Delay – The total number of days between the start and finish dates of the determinant path that is not occupied by actual scheduled production is displayed. The determinant path is the sequence of operations that determines the total duration of the work order. The information in this field indicates how much earlier the finish date could be if no other work orders were scheduled to interfere with this one. Visually, this is the sum of the horizontal gaps between successive operations of the determinant path in the Scheduling Window that are not caused by weekends or other nonproduction time.

Total Days Delay – The total number of days delay for all operations is displayed. This field shows the number of days delay between any operation, not just operations in the determinant path.

Rate per Day – Information is displayed in this field if the part is a rate-based part. This field shows the quantity that the work order produces each day. See “Rate-based Parts” on page 5-1 in the Manufacturing guide.

First Delivery Date – Information is displayed in this field if the part is a rate-based part. The first day that the part is scheduled to be produced based on the schedule input settings. Note that the quantity produced on the first delivery date could be less than the daily rate. If the total quantity produced in the work order is not a multiple of the daily rate, then a quantity that is less than the daily quantity is produced on the first day. For example, if the daily rate of a part is 8 and the total quantity of the work order is 20, then 4 parts are produced on the first day.

4 To view the details of how the work order was scheduled, click **Work Order Audit**. This option is available if you selected the Work Order Audit check box in the preferences for this schedule. See “Setting Concurrent Scheduler Preferences” on page 6-13 in the Manufacturing guide.

5 Click the **Exit** button to close the dialog.

6 Click **Close**. A message is displayed asking you to remove the results of the schedule test from the schedule. You may want to leave them in these circumstances:

- You will shortly schedule this work order, but not immediately. You can leave the items scheduled in to reserve the space in case additional items are scheduled.
- You want to examine the results of the check in more detail in the Scheduling Window. For example, if the check shows that dates cannot be met, you may want to examine the production and other schedules to more fully assess the situation.

If you answer NO to remove results, you can use the Purge Availability Checks option in the Global Scheduler to remove the results later.

Using Engineering Masters to Specify Costs

If you specified Eng Mstr as the source of a line's costs, you can use either the Manufacturing Window or Quick Quote™ to edit the master. If you edit an engineering master, then the edits you make apply to all subsequent work orders generated from the engineering master.

An engineering master and a quote master share a similar structure. In an engineering master, you cannot create customized vendor quotations for outside services or materials.

This section describes the fields that impact costs.

Labor Costs

Use operation cards to review the costs of labor, outside services, and burden. If information is specified on the Scrap/Yield tab, then operation card can also affect material costs. The operation card fields described in this section affect cost.

Operation Card Header

This information on the header affects costs:

Resource ID – Specify the ID of the shop resource used for this operation.

Service ID – If you selected a resource ID for an outside service, specify the ID of the service. If you selected an ID for an internal resource, this field in unavailable.

Setup/Run Tab

Setup hrs – Specify the number of hours required to set up this resource.

Run Type – Specify how the run is measured. Select one of these options:

HRS/PC – The run is measured as the number of hours required to make one unit.

PCS/HR – The run is measured as the number of units made per hour.

MIN/PC – The run is measured as the number of minutes required to make one unit.

PCS/MIN – The run is measured as the number of units made per minute.

HRS/LOAD – The run is measured as the number of hours required to make one load of parts.

LOADS/HR – The run is measured as the number of loads made per hour.

DAYS/PC – The run is measured as the number of days required to make one unit.

PCS/DAY – The run is measured as the number of units made per day.

DAYS/LOAD – The run is measured as the number of days required to make one load of parts.

LOADS/DAY – The run is measured as the number of loads made per day.

Run – Specify the run quantity. This field is used in conjunction with the Run Type field. For example, if you specified a run type of PCS/HR and you specified 10 in the Run field, then this operation can produce 10 units per hour.

Load Size – If you specified HRS/LOAD or LOADS/HR as the run type, specify the size of the load. This field is used in conjunction with the Run and Run Type fields. For example, if you specified a run of 2 and a run type of LOADS/HR, and you specify a load size of 10, then this operation can produce 20 units per hour. Or, if you specified a run of 2 and a run type of HRS/LOAD, and you specify a load size of 10, then this operation can produce 5 units per hour (load size divided by number of hours).

Costs Tab

This information on the Costs tab affects costs:

Setup cost per hour – Specify the hourly rate incurred to set up this resource. This field is used in conjunction with the Setup Hrs field on the Setup/Run tab. The value you specify in this field is multiplied by the value you specify in the Setup Hrs field to calculate the base cost for set up.

Setup burden % – To calculate burden costs for set up as a percentage of the total set up cost, specify a value in this field. To calculate burden costs for setup, this formula is used:

(Setup Hrs X Setup cost per hr X Setup burden%)/100

Setup burden/hr – To calculate burden costs for set up based on an hourly rate, specify a value in this field. To calculate burden costs for setup, the value you specify in the Setup hrs field on the Setup/Run tab is multiplied by the value you specify in this field.

Run cost per hour – To specify run costs based on an hourly rate, specify the rate in this field. Specify the cost incurred per hour of the production run.

Run cost per unit – To specify run costs based on a per unit rate, specify the rate in this field. The value you specify in this field is charged for each unit produced.

Run burden % – To calculate burden costs for the production run as a percentage of the total production run cost, specify a value in this field.

Run burden/hr – To calculate burden costs for the production run based on an hourly rate, specify a value in this field.

Run burden/unit – To calculate burden costs for the production run based on an a per unit rate, specify a value in this field.

Fixed Burden – To specify a flat burden cost regardless of the quantity produced in the production run, specify a value in this field.

Run cost per unit – Specify the service cost for one unit.

Service base chg – Specify the base charge for this service. The base charge is a one-time cost charged by the vendor for the use of the service.

Service min chg – Specify the minimum amount that the vendor charges for use of this service. To determine if the minimum charge is used, this calculation is made:

(Start Qty * Run Cost Per Unit) + Service base charge

If the value of the calculation is less than the service minimum charge, then the service minimum charge is used as the cost of the operation. If the value of the calculation is greater than the service minimum charge, then the value of the calculation is used as the cost of the operation.

Advanced Tab

An operation can require more than one shop resource. The additional resources are used concurrently with the resource you specify in the operation card header. Specify the additional resources on the advanced tab.

Resource ID – Specify the ID of the concurrent resource. The description of the resource is inserted in the Description field.

Setup – If this resource is used during setup, select this check box.

Run – If this resource is used during the run, select this check box.

Dur % – Specify the percentage of the total operation duration that this resource is used. For example, presume you selected the Setup check box and specified 4 in the Setup Hours field on the Setup/Run tab. If you specified 25 in the Dur % field, then the resource specified on this line would be used for 2 hours of set up time.

At Start – If this resource is used at the start of the set up or run, select this check box. If this resource is used at a different point of the operation, clear this check box.

 # Mem to Schedule – If you selected a group resource, the number of resources in the group is inserted in the # Group Members field. In this field, specify the number of group resources to schedule.

Sched Eq. Cap – If you selected a group resource and scheduled more than one member of the group, use this check box to specify how to schedule the capacity among the resources. To schedule the capacity equally among the resources, select this check box. The capacity you specify on the Other tab is divided evenly among the number of group members you specified in the # Mem to Schedule field. To schedule as much capacity as possible on the first group member before scheduling capacity on the second group member, clear this check box.

Scrap/Yield Tab

Information you specify on the Scrap/Yield tab on the operation card affects material costs because it affects the quantity of material required to complete the operation. For example, if your operation has a scrap rate of 10%, you would require 10% more of each material to complete the operation.

When you specify scrap or yield information, the start quantity and end quantity for the operation is recalculated on the Operation card. On the Material card, the calculated quantity on the Planning tab is recalculated. Material costs are based on the calculated quantity.

If you specify scrap values, this formula is used to calculate the quantity of materials required:

Header card quantity * ((1 + Scrap%/100) * Material Card Quantity Per) + Fixed Scrap

The value is then rounded up based on the scale of the part's unit of measure.

For example, presume you specified these values:

Header card quantity – 1

Scrap% – 12%

Material Card Quantity Per – 2

Fixed Scrap – 0.5

Part unit of measure scale – 1

First, the base scrap value is calculated:

1 * ((1+12.00/100) * 2) + 0.5 = 2.740

The unit of measure scale is used to round the value. In this example, the value is rounded to the next highest tenth. As a result, the total quantity required for this operation is 2.8.

If the unit of measure scale is zero, then only whole values are used. In this case, the total quantity required for this operation is 3.

If you use dimensional inventory, the rounded value is multiplied by the dimensions to calculate the required quantity.

If you specify a yield percentage instead of a scrap percentage, the calculation is similar. This calculation is used:

Header card quantity * ((1 + (100-Yield%)/100) * Material Card Quantity Per)

Material Card

To specify the costs of materials, use Material Cards. Material cards determine how much of each raw material is required to complete an operation.

Quantities Tab

This information on the Quantities tab affects costs:

Qty Per – Specify the quantity required per unit to complete the operation.

Fixed Qty – If a fixed quantity of the material is required in addition to the quantity per unit, specify the quantity.

Scrap% – If you lose a certain percentage of this material during the operation, specify the percentage lost. The scrap percentage is applied to the Qty Per value. If you specify a scrap rate, then the total quantity of material required to complete the operation is greater than the amount you specify in the Qty Per field. The quantity required is inserted in the Calculated Qty field on the Planning tab. The material costs are calculated based on the value in the Calculated Qty field.

If you specify scrap values, this formula is used to calculate the quantity of materials required:

Header card quantity * ((1 + Scrap%/100) * Material Card Quantity Per) + Fixed Scrap

The value is then rounded up based on the scale of the part's unit of measure. See "Specifying Operation Scrap/Yield Information" on page 6–12 in this guide.

Costs Tab

This information impacts costs:

Material unit cost – Specify the material cost for one unit of this part. For purchased parts, this value is typically the total material cost. For fabricated parts, use this field to specify the cost of material used in the part.

Labor Unit Cost – For fabricated parts, specify the labor cost for one unit of this part. For purchased parts, this value is typically 0.

Burden Unit Cost – For fabricated parts, specify the overhead cost for one unit of this part. For purchased parts, this value is typically 0.

Service Unit Cost – For fabricated parts, specify the service cost for one unit of this part. For purchased parts, this value is typically 0.

Fixed Cost – Specify the fixed cost the vendor charges for tis part. The fixed charge is a one-time cost charged by the vendor for this part.

Burden per unit – Specify the per unit cost you incur for overhead.

Burden percent – Specify the percentage of the total material cost you incur for overhead.

Generating Vendor Requests for Quotes for Purchased Materials

If you used an engineering master or quote master as the source of costs, you can generate a vendor RFQ for the material requirements specified in the master.

Depending on the options you choose when you approve a vendor quote, you can incorporate the approved vendor quotes into your cost estimates.

To generate a Vendor RFQ from a customer quote, the customer quote must meet this criteria:

- The cost in the estimate is from either an engineering master or quote master
- A vendor is specified for the part. The vendor can be specified in the Vendors Supplying this Part list in Vendor Maintenance or on the Vendor tab in the Material card.

If the source of cost is the part master, then you cannot generate a vendor RFQ, even if the part master has a default engineering master. If no vendor is specified for a part, then you cannot generate a vendor RFQ for the part.

When you generate the RFQ, one line is created for each raw material used in the masters, provided that a vendor is specified for the raw material. If your estimate contains multiple lines, then raw materials for any line with a quote master or engineering master are included in the RFQ. If a vendor and vendor part ID is specified for a part on the Material card, then a separate line for the vendor part ID is created.

On each line in the Vendor RFQ, the quantities that the vendors will quote are inserted. The quoted quantities on the RFQ are calculated by multiplying the total quantity of part required on all masters by the quantities you are quoting the customer. For example, if your customer quote masters required a total of 5 PARTA, and the quantities you are quoting the customer are 5, 15, and 25, then the Vendor RFQ line for PARTA would include these quantities: 25, 75, and 125. You can edit these values when you prepare the vendor RFQ.

In addition, the vendors specified for all parts in the masters are inserted in the Vendor ID drop-down. You can specify pricing for multiple vendors on the same RFQ. For each vendor, you can specify pricing for all RFQ lines or only selected lines. You can also specify a vendor that is not in the drop-down list.

To generate vendor requests for quotes:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the quote. If you are licensed to use a single site, this field is unavailable.

2 Double-click the **Quote ID** button and select the quote for which you are generating vendor RFQs.

3 Select **File**, **Generate Vendor RFQ**.

4 To specify an ID for this request, specify it in the RFQ ID field. If you use the auto-number feature, leave the RFQ ID field blank.

5 Click **Ok.** The vendor RFQ window is opened. In the header, The parts specified on material cards are inserted into the line item table.

6 In the Vendor ID field, click the arrow to select the vendor who is providing the quote. Or, click the browse button to select a vendor that is not in the list.

7 Complete the request for quote. See the “Vendor Request For Quote Entry” chapter in the Purchasing guide.

8 Click **Save**.

The Vendor RFQ is generated from the customer quote.

Using Approved Vendor Quote Pricing in a Customer Estimate

When you approve a vendor quote in Vendor RFQ Entry, you can update the vendor’s pricing in the Quotes tab on the material card for the part in the Quote Master.

To update the quote master, select the **Create Quote Master Vendor-quotes** check box when you approve the vendor quote in Vendor RFQ Entry.

When you prepare prices for the customer estimate in the Estimating window, select the **Use qty breaks on purchases during recalc** check box to use the vendor’s pricing for the raw material.

Preparing Quote Prices

After you review and adjust the costs you incur to manufacture parts, you can prepare the quote you deliver to customers. Using the engineering master, quote master, or part record as a base, you can apply standard markups or specify a particular price for the quote.

To prepare quote prices, use one of these options:

- Use the Quote Line Item Price dialog to prepare quote prices for a single line in the Estimating Window line item table. You can create a quoted price based on specific mark ups of your material, burden, labor, and service costs. You can also manually specify quote prices.
- Use the Quote All Lines dialog to manually specify quote prices for all items in the Estimating Window line item table. Use this option if you know the quote prices to use and you do not need to review the item costs. You can also use this dialog after you use the Quote Line Item Price dialog to review the pricing for all quantities of all line items in the quote and to adjust the prices as necessary.

Using the Quote Line Item Price Dialog

Use the features of the Quote Line Item Price dialog to analyze costs and prepare pricing for the line items in the Estimating window.

Accessing the Quote Line Item Price Dialog

To access the Quote Line Item Price dialog, select the line in the Estimating Window line item table for which to prepare prices, then select **Edit**, **Quote Line Item Price**.

When you first access the dialog, this information is shown in the table:

Quantity – One row for each of the quantity breaks you specified in the Estimating Window line item table is displayed.

Quoted Unit Price – If you set up customer-specific pricing for this part/customer combination in either Customer Maintenance or Part Maintenance, the currently effective price is inserted in the Quoted Unit Price column. If you have not set up customer-specific pricing for the part, or if the quote date does not fall within the effective period for the customer-specific pricing, then the Selling Unit Price specified for the part in Part Maintenance is displayed. If neither customer-specific pricing nor a selling unit price are specified, then zero is displayed in this field.

In the mark up fields, the default mark up values are displayed.

Specifying Mark Ups and Overhead Costs

Use the fields in the Quote Price dialog to specify general service and administration (GSA) and markup costs. Specify general service and administration as a percentage of the total cost. Specify markup as a percentage, a flat amount, or both. If you use standard GSA and markup costs, you can save the percentages and amounts as a default.

Set up mark ups and GSA costs for each line in the Quote Price table.

To set up mark ups and GSA costs:

1 Select the line to which to apply GSA and markup costs.

2 Specify this information:

GSA% fields – Specify the percentage of total cost to charge for general services and administration. You can specify a percentage for purchased material, fabricated material, labor, burden, and outside services.

Markup % fields – Specify the percentage of total cost to charge for markup. You can specify a percentage for purchased material, fabricated material, labor, burden, and outside services.

Markup Amount – Specify the per unit amount you charge for markup. You can specify an amount for purchased material, fabricated material, labor, burden, and outside services.

3 Click **Save**.

Saving Default GSA and Markup Costs

After you specify GSA and markup costs, you can save the percentages and amounts as the default. Click the Save markups as Default button. When you next access the Quote Price dialog, the percentages and amounts specified as the defaults are displayed in the dialog.

Restoring the Quote Price Dialog to Default Settings

If you have edited the GSA and Markup information, you can reset the fields to the default settings. Click the Get Default Markups to replace your edits with the percentages and amounts specified as the default.

Calculating Costs and Prices

After you specify markups and GSA costs, click **Recalculate** to calculate the per unit quoted price. When you click **Recalculate**, the per unit cost is calculated. The markup and GSA costs are applied to the per unit cost to calculate the per unit quoted price.

You can incorporate vendor pricing for raw materials into the unit cost. To use vendor pricing, select the **Use qty breaks on purchases during recalc** check box. If the cost is from a quote master, then the costs specified on the Quotes tab on the Material card are used. If you did not specify costs on the

Quotes tab, then the vendor-specific pricing you set up in Vendor Maintenance or Part Maintenance is used. If the cost is from an engineering master or part record, then the price breaks from the preferred vendor are used.

To use the costs specified on the Costs tab on the Material Card, clear the Use qty breaks on purchases during recalc check box. If the cost is from a quote master, then the material card in the quote master is used. If the cost is from an engineering master, then the material card in the engineering master is used. If the cost is from a part record, then the total cost specified for the part on the Costs tab in Part Maintenance is used.

To set price markups and calculate final pricing:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the quote. If you are licensed to use a single site, this field is unavailable.

2 Double-click the Quote ID browse button and select the quote to use.

3 Select the quote line for which you are preparing pricing.

4 Select **Edit**, **Quote Line Item Price**.

All Prices (not costs) are in terms of the currency defined for the customer or prospect. The currency in use is displayed on the left side of the dialog, directly above the Markups box.

The table at the top of the dialog has one line for each quoted quantity.

5 Select a line item for which you want to set the markups.

The markups that have been calculated for the line you selected are displayed in the fields in the **Markup Percent and Amount for the Currently Selected Quantity** section.

Note: Before adjusting markups, select the appropriate line.

For the five separate cost categories (Purchased Material, Fabricated Material, Labor Cost, Burden Cost, and Service Cost), you can override the two types of markup:

GSA % – Specifies your General Services Administration cost as a percentage of the Total Cost shown in the Quote Costs dialog.

Markup – The Markup % field specifies your price markup as a percentage of Total Cost plus GSA%. The Markup Amount field specifies an additional fixed markup amount.

Default markups are initially populated from the defaults stored in the Estimating section of Preferences Maintenance. You can re-populate these default markups to the current line item at any time by clicking the **Get Default Markups** button. To save the current markups as the new defaults, click the **Save Markups as Default** button.

> **Caution:** Because using the Save Markups as Default option overrides your markup information, verify you want to do this before proceeding.

6 Modify the markups as appropriate.

Because these markups apply to the currently selected line only, you must modify markups for each individual line as needed.

7 The **Use qty breaks on purchases during recalc** check box is selected when you open the Quote Price dialog: if you do not want to use quantity breaks, clear this check box.

8 After you have set your markup criteria, update the unit prices for the line by clicking the **Recalc** button. The Quoted Unit Price is NOT replaced when you click the **Recalc** button.

Note: The Quoted Unit Price is the price that is used on the quote to the prospect or customer. Any time that Quoted Unit Price is zero, it is filled in automatically after Recalc from Calculated Unit Price.

When you are satisfied with your markups based on the calculated costs and prices and are ready to update your quoted Unit Price, select the **Replace Quoted Unit Price During Recalc** check box. The Quoted Unit Price is replaced with the newly calculated price.

You are not restricted to the calculated unit price; you can manually change the figure in the Quoted Unit Price column for each line item to any value.

If you are quoting an inventory part to a current customer and want to populate the Quoted Unit Price from this customer's record, click the **Lookup Price** button. The previously defined price for this quantity is used for Unit Prices by Customer.

9 To use a trade discount, specify it in the Trade Discount % column. This value is used to set the discount percent for a generated customer order. This discount is NOT immediately applied to the Quoted Unit Price.

10 To change the Unit of Measure for this line, double-click the **U/M** browse button and select the unit of measure to use for this line.

11 To indicate that this quantity is included if this quotation is part of a Proforma Report, select the check box in the In Proforma column.

Note: Because selecting the In Proforma check box can result in overestimates of revenue, take care in indicating lines as In Proforma lines. You may want to select the In Proforma option for the most likely order quantity and leave the check box for the remaining line items clear.

12 If you want the best quantities determined for your quote, click the **Determine Best Qtys** button.

The best quantities are determined by taking the union of all available purchase price breaks for quoted materials.

13 Click **Save**.

Specifying New Quoted Quantities

Specify new quoted quantities in the Quote Price dialog by:

1 Click the **Insert** button.

2 Specify the information for the new quantity.

3 Click **Save**.

Quoting All Item Prices

The Quote All Item Prices option provides a convenient way to manage quoted unit prices for all line items.

To quote all item prices:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the quote. If you are licensed to use a single site, this field is unavailable.
2. Double-click the Quote ID button and select the quote for which you are managing quoted unit prices.
3. Select **Edit**, **Quote All Item Prices**.
4. For each line item, you can edit the Quoted Unit Price and Trade Discount %.

   Additionally, you can set the Discount % on all line items by entering a Discount Code or by clicking the **Disc Code** browse button and selecting the code to use.

   For more information, refer to “Customer Maintenance” on page 2-1 in this guide.

   When you specify the Discount Code, the Trade Discount Percentage is populated for all line items and Extensions.
5. To change the Unit of Measure, double-click the **U/M** browse button and select the unit of measure to use.
6. Click **Save**.

   Note: Changes in this dialog affect the Quoted Unit Price that is displayed in the Prices dialog for each individual line item. Any changes override unit prices that may have been calculated from costs. This feature is most useful as a quick way to quote prices when not automatically calculating prices. You can then use the Cost Detail report to view resulting profit margins.
7. When you have finished quoting prices, click **Close**.

Viewing Quote Costs

After you have accurately defined your costs and prepared quoted prices for the customer, you can compare your costs to the quotes to assess your profit

To compare costs to quoted prices:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the quote. If you are licensed to use a single site, this field is unavailable.
2. Double-click the **Quote ID** button and select the quote for which you are managing quoted unit prices.
3. In the table, select the line to view in the Costs dialog.
4. Select **File**, **View Quote Costs**.

   The system displays the Quote Costs dialog. Because the actual costs are calculated when you view them, the system may take some time to open the Quote Costs dialog.

Quantity Columns – For each different quantity quoted, a separate column is displayed. Use the options at the bottom of the dialog to select which quoted quantities are displayed.

This cost data is displayed for each quantity:

Material – Total material cost, including unit cost x quantities required, plus any fixed cost.

If you have set Costing Between Levels in Accounting Entity Maintenance to Fold To Material Cost, the material costs displayed in the dialog include the cost of all purchased and fabricated materials used. If you have set Costing Between Levels to Keep Costs Separate, the material costs displayed in the dialog include material purchase costs only.

The Costing Between Levels option controls how costs are “imploded” into their Part Maintenance entries. If you change this option, you must recalculate costs before you will see the effects of the change. See the “Accounting Entity Maintenance” chapter in the System-wide guide.

If you select the **Use Qty Breaks on Purchases During Recalc** check box, the quantity breaks for the preferred or specified vendor are used to determine unit prices for purchased parts.

If you specified a Minimum Cost for a non-inventory material requirement in the Manufacturing Window, the total cost for that material will not be lower than the minimum cost.

Labor – Total setup and run labor costs for all operations are displayed. If you have set Costing Between Levels to *Keep Costs Separate*, setup and run labor are included for any fabricated materials that are required.

Burden – Total burden is displayed and includes setup burden, run burden, and any issue burden associated with material handling (defined in Part Maintenance). If you have set Costing Between Levels to *Keep Costs Separate*, burdens for any required fabricated materials are included.

For operations specifying hours/load or loads/hour, the Load Size is used to compute the number of loads needed to complete the operation. For example, if the load size is 100 and the quantity required at this operation is 101, this is computed as 2 loads because one load will not complete the demand of 101.

Service – Total service cost for all service operations is displayed. This includes (Run Cost) x (Quantity) plus any fixed charges you specified. If you set Costing Between Levels to *Keep Costs Separate*, service costs are included for any fabricated materials that are required.

Total Cost – The total cost is displayed. Total costs are calculated as Material + Labor + Burden + Service.

Unit Cost – The Unit cost (cost per piece) is displayed. The unit cost is calculated by dividing Total Cost by the quantity for each column.

The rest of the items in the Quote Costs dialog rely on the price data you specified in the Prices dialog. The prices, margins, and throughputs are calculated in this manner:

Total Price – Unit Price times the quantity for the column, giving the total price quoted for the quantity.

Unit Price – Quoted Unit Price.

Total Gross Margin – Total Price minus Total Cost. This gives margin without accounting for GSA expenses.

Unit Gross Margin – Total Gross Margin divided by the quantity for the column.

Total Net Margin – Total Price – (Total Cost + GSA Expense). GSA expense is computed by applying the GSA markups specified in the Prices dialog to the total cost. This gives true profit margin by accounting for cost of goods sold and selling expenses.

Unit Net Margin – Total Net Margin divided by the quantity for the column.

To view costs without accounting for quantity breaks, clear the **Use Quantity Breaks on Purchases During Recalc** check box. Use this feature to inspect how the other fixed and variable costs interact without regard for quantity breaks. To display the updated figures, click the **Recalc** button.

Engineering masters are not consulted to multiple levels. The cost estimates shown in the operation and materials on the quote or engineering master are used. When this master has material requirements for fabricated parts, quantity breaks that may apply to the masters for those parts are not consulted; instead, the standard unit cost will be used. Likewise, rollups of labor, burden, and service costs from one level to the next are not recalculated interactively for different quantities. Note that this can only result in cost estimates that may be higher than the actual costs. This happens if you purchase and manufacture those fabricated parts specifically to meet the order, thereby taking advantage of second-level price breaks and fixed costs.

Checking Schedule Availability

If you are using the Global Scheduler, you may want to use the Check Availability option to see how an order placed for this quote would affect your shop schedule.

To check schedule availability:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the quote. If you are licensed to use a single site, this field is unavailable.

2 Double-click the **Quote ID** button and select the quote for which you are managing quoted unit prices.

3 In the table, select the line to check scheduling availability.

4 Select **File**, **Check Availability**.

5 Click the **Schedule ID** arrow and select the schedule ID to use to check availability

If you are licensed to use multiple sites, only the schedule IDs defined in the currently selected site are displayed in the drop-down list. If you are licensed to use a single site, all schedules for your enterprise are displayed in the drop-down list.

If you specified in Site Maintenance that hard release dates must be enforced for all work orders in all schedules, the **Treat Release as Hard** check box is selected. See the “Site Maintenance” chapter in the System-wide guide.

6 If you are quoting a standard part, click the **Work Order/Master to Schedule** arrow and select the master to use. To avoid confusion, you may want to consider leaving this set to the master related to the part on the line.

If you are licensed to use multiple sites, only the IDs defined in the currently selected site are displayed in the drop-down list. If you are licensed to use a single site, all IDs for the part are displayed in the drop-down list.

7 Specify the method to use to schedule the work order:

- If you have a desired release date and want date, check if they are possible to meet based on the current schedule. Set the Release Date to the expected date of the order, and the Want Date to the desired date. If you provided a Quoted Lead Time on the quote, the Want Date should fall within the date range defined by the two dates.

  For example, if you set Quoted LT to 14 days, and expect an order on 2/8/12, set Release Date to 2/8/12 and Want Date to 2/22/12.

  If you would like the work order to begin as soon after the release date as possible, regardless of the want date, select the **Force Forward Schedule** box. (Because the important goal is to meet the Want Date, not finish prior to it, this option does not have significance here.)

- If you have a projected release date, you may want to determine a reasonable lead time to promise. Set the Release Date to the expected date of the order, and check the Force Forward Schedule check box.

  Assuming your current schedule is accurate, this estimates a reasonable promise date. You can use this date to determine a lead time to quote.

8 If appropriate, specify the Desired Quantity for which you want to check availability.

The largest quoted quantity is entered in the Desired Qty field.

9 If you want the schedule check to include a check of material availability, select the **Check Material Availability** check box.

Material lead times and purchase orders that have already been placed are examined in determining when work can start.

10 If you want the schedule check to include the availability of outside services, select the **Check Services Availability** check box.

11 To start the availability check, click the **Schedule** button.

A dialog is displayed indicating the progress of the quote check.

This information is displayed in the Output Information section of the Check Availability dialog:

Scheduled Start Date – This is the date on which the first operation of the work order would be scheduled to start.

Scheduled Finish Date – This is the scheduled completion date for the work order. If you are checking against a specified want date, compare whether this date is on or before it. If not, the check shows that the date cannot be met with the schedule as it stands. You may want to run the check against an infinite schedule to see where the overloaded resources are.

If you are checking to determine a lead time, you can subtract this date from the Release Date to get a lead time.

Determinant Path Days Delay – This is the total time between the start and finish dates of the determinant path that is not occupied by actual scheduled production. This provides a measure of how much better you could do if no other work orders were scheduled to “interfere” with this one. Visually, this is the sum of the horizontal “gaps” between successive operations of the determinant path in the Scheduling Window that are not caused by weekends or other nonproduction time.

Total Days Delay – Similar to Determinant Path Days Delay, this is the days delay for all operations in the work order, not only the determinant path.

12 When you have finished checking schedule availability, click the **Close** button.

A message is displayed, asking if you want to remove the results of this check from the schedule.

For these circumstances, you may want to leave the schedule results:

- Probability of an order is high. This leaves room in the schedule for the resulting work order.
- You want to examine the results of the check in more detail by using the Scheduling Window. For example, if the check shows that dates cannot be met, you may want to examine the production and other schedules to more fully assess the situation.

  If it is checked against a Quote Master, the operation is identified with a Q, followed by the Quote ID, a slash (/), the quote master number, and the operation sequence number in parentheses. For example, Operation 20 of Quote Master 3 for the quotation with Quote ID 1015 will be labeled Q1015/3(20).

  If it is checked against a Quote Master, it identifies the operation with an M, followed by the Part ID and the operation sequence number in parentheses. See the “Concurrent Scheduler and Scheduling Window” chapter in the Manufacturing guide.

If you select **No**, you can remove the results later by using the **Purge Availability Checks** option in the Concurrent Scheduler.

Saving the Final Quote

When you have completed engineering and price information to your satisfaction, the quote is ready to be presented to the customer or prospect.

To mark your quote ready:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the quote. If you are licensed to use a single site, this field is unavailable.
2. Double-click the **Quote ID** button and select the quote.
3. In the Status section select the **Ready** option.

   This indicates that the quote is ready to be transmitted.
4. Click the **Dates** tab, click the Follow up calendar button and select the date to contact the customer or prospect regarding this quote.

   Select a follow up date to manage open quotes by printing Quote Logs sequenced by follow-up date.
5. Specify the percentage chance you think you have of turning this quote into an order in the Win Probability % to the estimated probability of a win. This value is displayed on the Proforma Report.
6. Set an Expiration Date, if one applies. To specify an expiration date, click the **Expires** calendar button and select the date on which this quote is no longer valid.
7. To provide your customer or prospect a lead time, specify the quantity of days to use in the Quoted Leadtime field.
8. Click **Save**.

   The quote is now ready to print.

Editing Quotations

Up to the point at which you print a quote and send it to your customer, you can edit all of the fields on the quote. After you print the quote, the quote is locked from further editing.

To edit quotes:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the quote. If you are licensed to use a single site, this field is unavailable.
2. Double-click the **Quote ID** button and select the quote.
3. Edit any field or line item as necessary. You can also add or delete lines within the quote.

   In particular, you may want to periodically update these fields:

   - Won/Lost
   - Follow-up
   - Probability
   - Expect
4. Click **Save**.

Deleting Quotations

Caution: Because the quote master is deleted when you delete the quotation, you should cancel the quote rather than delete it to retain the quote master for other purposes. You can also use the Manufacturing Window to copy the quote master to another quote master, engineering master, or work order.

This operation removes the quotation from your database, including all of its line items and all quote masters.

To delete quotes:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the quote. If you are licensed to use a single site, this field is unavailable.
2. Double-click the **Quote ID** button and select the quote.
3. Click the **Delete** toolbar button.

   A message is displayed, prompting you to confirm the deletion.
4. To permanently remove the quotation along with its quote master, click **Yes**.

   The quote and its quote master are removed from your database and the Estimating Window is cleared.

Copying Quotes

You can copy information from saved quotes to new quotes avoiding repetitive entry of quote information and possible data entry mistakes.

If you are licensed to use multiple sites, you can copy quotes within the same site only. You cannot copy a quote in one site to a quote in a second site.

To copy quotes:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the quote. If you are licensed to use a single site, this field is unavailable.

2 Double-click the **Quote ID** button and select the quote.

3 Select the **Copy Quote** option from the Edit menu.

The Quote ID of the quote you are copying is displayed in the Copy from Quote ID field.

4 To manually number the new quote, specify a Copy to Quote ID. If you are using auto-numbering, the next sequential number is used.

5 To copy the line items from the current quote to the new quote, select the **Copy Quote Line Items** check box in the Copy section. When you select this option, the system activates the Copy Quote Line Item Price Information and Copy Quote Masters check boxes.

Copy Quote Line Item Price Information – To copy line item price information from the current quote to the new quote, select the **Copy Quote Line Item Price Information** check box.

Copy Quote Masters – To copy quote master information from the current quote to the new quote, select the **Copy Quote Masters** check box. When you select this option, the system activates the Copy Reference Designators and Copy Alternate Parts check boxes.

Copy Reference Designators – Select this option to copy all reference designators for materials to the new quote.

Copy Alternate Parts – Select this option to copy any alternate parts associated with materials to the new quote.

6 To set the status of the quote from which you are copying to Cancel, select the **Cancel Quote** check box.

7 Click the **Copy** button.

The quote is copied.

When the quote has been copied, you are asked if you would like to open the new copy in the Estimating Window.

To view the new quote, click **Yes**.

If you selected the **Cancel Quote** check box, the status of the quote from which you copied information is set to Cancel.

Viewing Quote History

Use the Quoting History feature to view previous quoting performance for your quoted parts.

If you are licensed to use multiple sites, you can view quotations for multiple sites simultaneously.

To view quote history:

1 Select **Info**, **Quoting History**.

If you were viewing a quote in the Estimating window and selected a line, the part on the selected line is displayed in the Part Quote History dialog.

2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to view in the dialog.

3 Click the **Part ID** browse button and select the part to view.

4 To sort the quotes displayed in the dialog, use the options in the Sort Order section. You can select:

- Quote Date
- Customer
- Quote Order

5 To sort the quotes, select the order sequence to use from the Order Sequence section. You can select:

- Ascending
- Descending

For each quote, this information is displayed:

Sales Performance – The initial Quote Date, the Won/Lost date, and the Expected Date is displayed along with the customer and Sales Rep.

Site ID – The site in which the quote was created.

Price History – The Quoted Quantity, Quoted Unit Price, and Discount % is displayed along with the standard unit price for the part.

Viewing Audit History

If you are auditing columns in database tables related to quotes, you can use the Audit History dialog to view a history of the changes made to the audited columns for a particular quote record.

A system administrator must grant you permission to view this dialog.

Use Audit Maintenance to set up the audit. See "Audit Maintenance" on page 5–1 in the System Administration guide.

Information is written to this dialog if you are auditing these database tables:

- QUOTE
- QUOTE_LINE
- QUOTE_ORDER
- QUOTE_ORDER_LINE
- QUOTE_PRICE
- QUOTED_OPTIONS

To view audit history information:

1 Select **Sales**, **Estimating Window**.

2 Open a quote.

3 Select **Info**, **Audit History**.

4 This information is displayed:

ID – The primary key of the database record that was changed.

User ID – The ID of the user who made the change.

Date – The date that the change was made.

Field – The database table and column that was changed.

Old Value – The original value.

New Value – The new value.

Action – The action that occurred to update the date. These actions are used:

Insert – A new value was created.

Update – An existing value was changed.

Delete – A value was deleted.

Exporting Audit Information

You can export Audit Information to Microsoft Excel or to an XML file.

Exporting Audit Information to Microsoft Excel

To export the information to Microsoft Excel:

1 Select **Sales**, **Estimating Window**.

2 Open a quote.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to Microsoft Excel**. Microsoft Excel is opened, and the rows you selected are inserted in the spreadsheet.

Exporting Audit Information to XML

To export audit information to XML:

1 Select **Sales**, **Estimating Window**.

2 Open a quote.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to XML**.

6 Specify this information:

File Name – Specify the name to use for the XML file.

XML to Write – Specify the content to include in the file. Click one of these options:

Schema – Click this option to export the schema only. The XML structure is exported, but no information from the Audit History table is exported.

Document – Click this option to export the rows that you selected.

Both – Click this option to export both a schema file and a document file.

Tags – Specify the information to use for the XML tags. Click one of these options:

Use column name – Click this option to use the database column names for the tags.

Use item name – Click this option to use the column names as displayed in Audit History for the tags.

7 Click **Export**.

In-context View Panels

You can view the Customer View Panel and Part View Panel in the Estimating Window. To access these panels, select them from the View menu.

Customer View Panel

Use the Customer View panel to view information about the selected customer. You can view summary information, detail information, and a chart. For information about setting up the summary and detail views, see "In-context View Panels" on page 9–1 in the Concepts and Common Features guide.

The Customer View Panel chart shows information about the customer's credit and outstanding balances for the parent entity of the site specified in the Site ID field. All values are shown in the accounting entity's functional currency.

These two lines are shown:

Credit Limit – A line is displayed for the customer's credit limit. The credit limit defined for the parent accounting entity of the site on the header is used.

Credit Balance – A line is displayed for the customer's credit balance. If the customer has a negative credit balance, then no line is displayed. The credit balance is calculated by subtracting the customer's outstanding balance from the credit limit. Specify how to calculate customer outstanding balance in Accounting Entity Maintenance.

The chart has four bars. The bars show totals for all sites in the selected accounting entity, including sites you are not allowed to access. When you click a bar, a grid is displayed showing transactions that contribute to the total value of the bar. The grid shows transactions created in your allowable sites only. As a result, the total of the transactions shown in the grid may not match the total shown by the bar.

This table shows the bars displayed in the chart:

Bar	This bar shows...	Click a bar to view
Orders	The total amount of open order lines. A line is open if one of these conditions is met: • The line has a status of On Hold, Firmed, or Released. • The line has a status of Inherit, and the order header has a status of On Hold, Firmed, or Released. Sales tax and VAT are not included in the amount calculations.	**Order ID** – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. **Desired Ship Date** – The date that the customer wants the order shipped is displayed. **Order Amt** – The monetary value of the order. If the order is late, then the amount is displayed in red. An order is considered to be late if it has not shipped by the desired ship date. **Shipped Amt** – The monetary value of any shipments made against the open lines of the order. Shipments made against closed lines are not included in the calculation. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed.
Shipped	The total amount of uninvoiced shipments. Sales tax and VAT are not included in the amount calculations.	**Packlist ID** – The ID of the packlist used to ship the order. Click the ID to open the shipment in Shipping Entry. **Shipped Amount** – The monetary value of the shipment. If the order did not ship before the desired ship date, then the value is displayed in red. **Shipped Date** – The date that the order shipped is displayed. **Ship Via** – The shipping method used to ship the order is displayed. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed. **Order ID** – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry.

Bar	This bar shows...	Click a bar to view
Invoices	The total amount of unpaid invoices. Sales tax and VAT are included in the amount calculations.	**Invoice ID** – The ID of the invoice is displayed. Click the ID to open the invoice in Invoice Entry. **Balance Amount** – The total outstanding balance is displayed. If the amount is overdue, then the amount is displayed in red. **Invoice Date** – The date of the invoice is displayed. **Invoice Amount** – The total amount of the invoice is displayed. If the amount is overdue, then the amount is displayed in red. **Paid Amount** – The amount paid to date is displayed. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed.
Total	The sum of the orders, shipments, and invoices bars.	Information about all transactions that contribute to the customer balance. The information shown in the table is a combination of the other three bars. The Type column shows whether the transaction is a customer order, a packlist, or an invoice. Click an ID to open the transaction.

Part View Panel

Use the Part View panel to view information about the part specified on the estimate line. You can view summary information, detail information, and a chart. For information about setting up the summary and detail views, see "In-context View Panels" on page 9–1 in the Concepts and Common Features guide.

The Part View Panel chart shows information about the current inventory levels for the part on the selected line. The chart shows information for the site specified on the header.

The chart contains one line and four bars. The line shows the safety stock quantity.

This table shows the bars displayed in the chart:

Bar	This bar shows...	Click a bar to view
On Hand	The current quantity on-hand.	**Warehouse ID** – The ID of the warehouse where the part is stored. All warehouses that can store the part are listed. **Qty** – The quantity currently stored in the warehouse. Click a warehouse ID to view the locations where the part can be stored. This information is displayed: **Location ID** – The ID of the location in the warehouse where the part can be stored is displayed. **Qty** – The quantity currently on hand in the warehouse location is displayed. **Status** – The status of the part in the warehouse location is displayed.
Demand	The current demand for the part.	**Type** – The type of transaction generating the demand is displayed. These demand types are used: **CO** – Customer Order **RQ** – Material Requirement **WH** – Interbranch transfer **Warehouse ID** – The ID of the warehouse that supplies the demand is displayed. **Qty** – The quantity of the demand is displayed. Click the type or the warehouse ID to view the demand transactions. This information is displayed: **ID** – The ID of the demand transaction is displayed. Click the ID to open the record. **Qty** – The quantity of the demand transaction is displayed. If **the** quantity has not been delivered by the date specified in the next column, then the value is displayed in red. **Desired Ship Date/Required Date** – If the demand is generated by a customer order or interbranch transfer, then the desired ship date of the transaction is displayed. If the demand is generated by a material requirement, then the Required Date specified on the Planning tab of the material requirement card is displayed. **Site ID** – The site associated with the transaction is displayed.

Bar	This bar shows...	Click a bar to view
On Order	The current quantity on order. Quantities supplied as a work order co-product are included.	**Type** – The type of transaction generating the supply order is displayed. These supply types are used: **PO** – Purchase Order **WO** – Work Order **WH** – Interbranch transfer **Warehouse ID** – The ID of the warehouse where the supply order will be delivered is displayed. **Qty** – The quantity of the supply order is displayed. Click the type or the warehouse ID to view the supply transactions. This information is displayed: **ID** – The ID of the supply transaction is displayed. Click the ID to open the record. **Qty** – The quantity of the supply transaction is displayed. If the quantity has not been delivered by the date specified in the next column, then the value is displayed in red. **Desired Recv Date/Want Date** – If the supply is generated by a purchase order or interbranch transfer, then the desired receive date of the transaction is displayed. If the supply is generated by a work order, then the Want Date specified on the work order header card is displayed. **Site ID** – The site associated with the transaction is displayed.
Available	The quantity available to issue to transactions.	**Warehouse ID** – The ID of the warehouse where the part is available. **Qty** – The quantity stored in the warehouse that is available to issue. Click a warehouse ID to view this information: **Location ID** – The ID of the location that stores the quantity is stored is displayed. **Qty** – The quantity available at the location is displayed. **Status** – The status of the location is displayed.

Process Activity View Panel

See "Leadtime View Panel Charts" on page 6–59 in this guide.

Activities

Activities are available in the Estimating Window. Use activities to manually create reminders about follow-up items or to record information about interactions you have with customers.

To add a new activity, select **Edit**, **Activity Entry**. See "Creating Activities" on page 5–5 in the Concepts and Common Features guide.

To view existing activities, select **View**, **Activities**. To view all activities related to the sales cycle, select **View**, **Activities** from a blank Estimating Window. To view all activities related to a particular estimate, select the estimate in the Estimating Window before selecting **View**, **Activities**. See "Activity Maintenance" on page 5–10 in the Concepts and Common Features guide.

Document Lifecycle

The Lifecycle Document Viewer shows you documents linked to the sales or purchasing document that you are currently viewing. You can drill down to view all linked documents.

You can access the Sales lifecycle from the estimating window. These documents are included in the Sales lifecycle:

- Estimates
- Customer Orders
- Work Orders linked to Customer Orders
- RMAs
- Shipments
- A/R Invoices
- A/R Payments

To access the Lifecycle Document Viewer, select **Info**, **Document Lifecycle…**.

See "Viewing Document Lifecycles" on page 8–2 in the Concepts and Common Features guide.

Source and Target Buttons

When you are viewing a transaction, you can use the source and target toolbar buttons to view related transactions. Use the source button to view the previous transaction in the lifecycle. Use the target button to view the next transaction in the lifecycle.

In the Estimating Window, the Source button is not displayed. The Target button is labeled Customer Order. It is available if you generated a sales order from the estimate. Click the Target button to open the sales order.

Performance Leadtime

If you set up a performance leadtime process for a part in the quote, you can view information about the leadtime process. You can view the Leadtime Lifecycle and the Leadtime view panel. You can also edit leadtime information in the Process Activity dialog.

Leadtime Lifecycle

Use the Leadtime Lifecycle dialog to view the leadtime performance for a particular sales order or quote. The dialog shows the overall percent complete of each step in your process and the overall percent complete of the entire process.

To view the Leadtime Lifecycle:

1 Select **Sales**, **Estimating Window**.

2 Select the quote.

3 Select the line.

4 Select **Info**, **Leadtime Lifecycle**.

This information is shown about the entire lifecycle:

% Overall – The percentage complete of the entire lifecycle. You can decide whether to measure this percentage based on the number of steps in the process or the number of days in the process.

Part – The part from the order or quote line.

Overall Leadtime – The total number of days in the standard leadtime process.

Leadtime Due Date – The date that the order would be complete if the leadtime process is completed on time. This date is calculated by adding the overall leadtime to the start date of the quote or the sales order, whichever is earlier. Weekend days are excluded from the calculation.

Quote Date – The date specified in the Quote Date field in the Estimating Window. This information is displayed only when you access the lifecycle from the Estimating Window.

Order Date – The date specified in the Order Date field in the Customer Order Entry window or Order Management Window. This information is displayed only when you access the lifecycle from a sales order.

Line Number – The line number of the quote or order selected in step 3.

Total Projected Days – The total number of days that it is anticipated to take to complete the leadtime process.

Projected Date – The date that the process is anticipated to be complete.

Desired Ship Date – The desired ship date specified on the sales order. If you open the lifecycle from the Estimating Window, this field is blank.

This information is shown about each step in the lifecycle:

Start – The date that the step was started.

End – The date that the step was completed.

Std Days – The days allotted to this step as specified in Process Type dialog in Part Maintenance.

Act Days – The actual number of days spent on the step.

Prj Days – The number of days that it is anticipated to take to complete the step. This calculation is used:

Act Days + ((1 - (% Comp / 100)) * Std Days)

% Comp – The percent of the step that has been completed. The progress bar at the bottom of each step also shows percent complete.

You can customize the colors used in the lifecycle and determine how the overall percentage is calculated. See "Leadtime Lifecycle" on page 14–13 in this guide.

Leadtime View Panel Charts

Use the Leadtime View Panel to view information about the leadtime performance for a particular sales order or quote. You can view two charts: the Standard vs. Actual (Days) chart and the Percent Complete chart.

The Standard vs. Actual (Days) chart shows a comparison of your actual performance and the standards that you specified in the Process Type dialog.

The Percent Complete chart shows the percentage complete of each step in the process.

1. Select **Sales**, **Estimating Window**.
2. Select the quote.
3. If the quote or order has multiple lines, select the line.
4. Select **View**, **Process Activity View Panel**.
5. Click the button for the graph that you would like to view.

Editing Process Leadtime Information

Use the Process Activity dialog to edit information about the leadtime process.

1. Select **Sales**, **Estimating Window**.
2. Select the quote.
3. Select **Edit**, **Process Activity**.
4. Edit the Actual Days, % Complete, Start Date, and End Date as necessary.
5. Click the **Save** button.

Printing in the Estimating Window

You can print these reports:

- Proforma
- Quotation
- Cost Detail
- Quote Log
- Engineering Report

Printing Proforma Reports

Proforma reports project revenue you will earn for a period of time should you win all quotes above a certain probability percentage.

The Win Probability value from the Dates tab of the Estimating Window is used. Designate the quote prices to include in the proforma report in the Quote Price dialog.

If you are licensed to use multiple sites, you can view information for multiple sites in the same proforma report, provided that the sites share the same parent accounting entity.

To generate a proforma report:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select a site to view in the report. When you access the Print Proforma dialog, you can choose to include in the report any site with the same parent accounting entity. If you are licensed to use a single site, this field is unavailable.
2. Select **File**, **Print Proforma**.
3. If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. You can include any sites with the same parent entity as the site selected in the Estimating Window. If you are licensed to use a single site, this field is unavailable.
4. To filter the information in the proforma report, click the calendar buttons and select the Starting and Ending Dates to use.
5. In the Probability (greater than) field, specify the minimum win probability percentage to include in the report. The report includes quotes with win probabilities greater than, but not equal to, the value you specify. For example, to include all quotes with a probability of 75% or greater, specify 74.
6. In the sequence section, select how to group the information in the report. You can select:
   - By Month
   - By Sales Rep
   - By Territory
   - By Customer, Month.
7. Click the arrow and select the output of the report. You can select:

   Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click the **Send** button when you are ready to send the message. If you are sending a PDF, the document is converted to PDF and attached to the e-mail.

8 Click **Ok**.

The Proforma Report prints one line for each quotation matching the criteria you selected. For each unique group in the sequence, the total amount quoted is displayed. For example, if sequencing by month, a total quoted amount for each month is displayed.

Printing Quotations

Printed quotations are the paper form you send to you prospects and customers. You can use the standard format or up to three user-defined formats.

If you are licensed to use multiple sites, you can view information for multiple sites in the same quotation report, provided that the sites share the same parent accounting entity.

To print quotations:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select a site to view in the report. When you access the Print Quotation dialog, you can choose to include in the report any site with the same parent accounting entity. If you are licensed to use a single site, this field is unavailable.

2 Select **File**, **Print Quotation**.

3 If you are licensed to use multiple sites and are not printing the current quote, click the **Site ID(s)** arrow and select the site(s) to include in the report. You can include any sites with the same parent entity as the site selected in the Estimating Window. If you are licensed to use a single site or are printing the current quote, this field is unavailable.

4 Select the information to print. You can select:

Print Current Quote – To print the quote currently selected in the Estimating Window, click this option. If you select this option, the Site ID(s) field is unavailable.

Print All Quotes Dated Between – To print all of your quoted based on a date range, select the **Print All Quotes Dated Between** option.

The quotes in the date range must have a status of Ready. After the quotes are printed, the status is changed to Printed. These dates are entered in the dates fields.

5 If you selected the **Print All Quotes Dated Between** option, click the calendar buttons to select the Dated From and To dates to use.

6 Select the appropriate format. You can select:

Standard – To use the quote report, select the Standard option.

User-defined – If you have created user-defined forms, you can select to use one of them for this report.

7 If the quote is for an international customer, click the Language ID arrow and select the language to use for the report.

8 To print the quotation but leave it available for editing, select the **Draft Mode** check box.

9 Click the arrow and select the output of the report. You can select:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the File option. Your report is prepared as a RTF file and a dialog is displayed to prompt you to specify the location and file name for the file to be saved.

E-mail – To prepare the report and attach it to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click the **Send** button when you are ready to send the message. To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box.

10 To print all of the documents you have associated with the customer on the quote, select the **Print Associated Documents** check box.

See the “Customer Maintenance” chapter in this guide.

11 Click **Ok**.

Your report is printed based on your selections.

Printing Cost Detail Reports

The cost detail report provides you with a single report containing all information relevant to the estimated costs, calculated prices, and quoted prices for all line items and quantities quoted. This report summarizes the quote for you.

To print Cost Reports:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the quote. If you are licensed to use a single site, this field is unavailable.

2 Click the **Quote ID** button and select the quote.

3 Select **File**, **Print Cost Detail**.

4 Click the arrow and select the output of the report. You can select:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click the **Send** button when you are ready to send the message. To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box.

5 Select the information to print. You can select:

Selected Line(s) Only – If you selected line items in the quote before opening the Print Cost Detail dialog, and only want those lines to be included in the report, select the Selected Line(s) Only check box.

Use Qty Breaks On Purchased Material – To consider quantity breaks offered on purchased parts in your cost calculations, select the Use Qty Breaks on Purchased Material check box.

This should match your selection of this feature in the Prices dialog. If it does not, estimated costs in this report may be different from those used to calculate unit prices.

Print Pricing Information – To print the price information you specified in the Prices dialog, select the **Print Pricing Information** check box.

Override Markups – If you selected to print pricing information, you can override the markups specified in the Prices dialog by selecting the **Override Markup** check box. Specify the markups to use in the fields in the bottom of the dialog. These markups are applied to all quantity breaks in your quote.

6 Click **Ok**.

A separate report section, on its own set of pages, is printed for each quantity of each line item selected.

For each operation of the quote master or engineering master, Material, Labor, Burden, and Service cost estimates are displayed, along with setup and run hours. Setup and Run hours are totaled.

For each material requirement, Material, Labor, Burden, and Service costs are displayed, along with quantity required.

Next, totals are displayed for each of these categories, along with a total cost and resulting unit cost for the quantity. This is labeled the pre-GSA cost, your cost before any markups.

If printing pricing information, this additional information is displayed:

GSA expense for each cost category is displayed next. GSA expense is computed by multiplying the GSA percent by each pre-GSA cost, and subtracting that amount from the cost. Next, Total Cost is printed, that being the pre-GSA cost plus the GSA expense.

The same format is followed to add in markups, to come to a Calculated Price for each category, a Total Calculated Price, and a resulting effective unit price.

Percent Profit expresses Total Markup as a percentage of Total Calculated Price.

Percent Markup expresses Total Markup as a percentage of Total Calculated Cost.

The same calculations are displayed for the Quoted Price, which may be different from the one calculated.

Printing the Quote Log

Use the Quote Log to analyze your quotes.

If you are licensed to use multiple sites, you can view information for multiple sites in the same quote log, provided that the sites share the same parent accounting entity.

To print Quote Logs:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select a site to view in the report. When you access the Print Quote Log dialog, you can choose to include in the report any site with the same parent accounting entity. If you are licensed to use a single site, this field is unavailable.
2. In the Estimating Window, select the **Print Quote Log** option from the File menu.
3. If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the site(s) to include in the report. You can include any sites with the same parent entity as the site selected in the Estimating Window. If you are licensed to use a single site, this field is unavailable.
4. Use the calendar buttons to select the Starting Ending date to use for this report. To include all of your quotes, clear the date fields.
5. Select how to group the information in the report. You can select:

   Quote ID – To display quotes in numeric order by ID, select the **Quote ID** option.

   Quote Date – To display quotes in the chronological order of their Quote Date, select the **Quote Date** option.

   Expected Date – To display quotes in the chronological order of dates on which you expected to receive an order based on the quote, select the **Expected Date** option.

   Followup Date – To display quotes in the chronological order of dates on which you want to follow up on the quote, select the **Followup Date** option.

   Expiration Date – To display quotes in the chronological order of dates on which your quotes expire, select the **Expiration Date** option.

   Use Expiration Date to focus on those quotes that are coming near their expiration date.
6. To have your quotes sorted by customer, select the **Sort by Customer** check box.

   The grouping sequence you selected for each customer in the report is followed.
7. Select which status types to include in your report. You can select any combination of these statuses:
   - In House
   - Ready
   - Printed
   - Won

- Lost
- Cancelled

8 Click the arrow and select the output of the report. You can select:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click the **Send** button when you are ready to send the message. To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box.

9 Click **Ok**.

A Quote Log report is printed.

Printing Engineering Reports

Use the Engineering Report print the engineering details of the Quote Master, Engineering Master, or work order associated with the line on a quote. Information on the report includes operations, materials and services.

An Engineering Report can be printed for a single engineering master only.

To print Engineering Reports:

1 Click the Quote ID button and select the quote to use for the report.

2 Select the line item to view in the report.

3 Select **File**, **Engineering Report**.

If you do not have a line selected that has an associated master, the system notifies you.

4 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to view in the report. You can select any of your allowable sites. If a site you select does not contain a master for the selected part, the site is not included in the report. If you are licensed to use a single site, this field is unavailable.

5 Select the information to view in the report. You can select:

- Engineering Master
- Work Order
- Quote Master

6 Click the arrow and select the output of the report. You can select:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To prepare the report and attach it to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and attached to a Microsoft Outlook e-mail.To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box.

7 Select additional information for this report. You can select:

Sort by Op Seq No – To sort the information in the report by operation sequence numbers, select the **Sort by Op Seq No** check box.

Skip Masters with Obsolete Parts – If you do not want masters with obsolete parts to be displayed in the report, select the **Skip Masters with Obsolete Parts** check box.

Include Active ECNs – To have active engineering change notices included in the report, select the **Include Active ECNs** check box.

Short Form – To print an abbreviated version of the report, select the **Short Form** check box.

8 Click **Ok**.

Your report is printed.

Chapter 7: Customer Order Entry

This chapter includes:

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What is Customer Order Entry?

Use the Customer Order Entry window to specify the actual orders your customers give to you. You can:

- Specify the product your customers want to order.
- Create and link the work orders needed to fulfill order line items.
- Link existing work orders to line items.
- Allocate quantities from supply sources to the customer order demand.
- Generate customer orders from quotations created in the Estimating Window.

You can create customer orders for three types of parts:

Stocked Parts – To specify orders for inventory parts that have IDs, specify the Part ID.

Manufactured Parts – To specify orders for parts that do not have part IDs (such as custom products that are built exclusively for this customer), leave the Part ID blank and refer to the Job ID of the work order that ultimately produces the product.

Miscellaneous Parts – Miscellaneous parts are items that have no reference to a part or work order. Specify a description of a miscellaneous line in the Misc Ref/Descr column in the table on the Customer Order Entry window to identify miscellaneous parts.

You can use each line in a customer order for any type of order. For example, a customer may order three items that you stock, one item that must be custom built, and have special services performed. Each of these would be a different line on the same customer order.

Because customer orders contain products you need to ship to customers, each line is treated as a “demand”.

If you are licensed to use multiple sites, create customer orders on a site-by-site basis. You cannot combine multiple sites on the same order.

Toolbar Buttons

In addition to the common toolbar buttons, the Customer Order Entry window uses these buttons:

– Generate Order from Quote. Click this button to generate a customer order from a pre-existing quote. See "Creating Customer Orders from a Quote" on page 7–23 in this guide.

– Shipping Address. Click this button to select a shipping address for the customer order. See "Specifying Shipping Information" on page 7–8 in this guide.

– History. After you select a line, click this button to view the selling history for the part. See "Viewing Selling History" on page 7–52 in this guide.

– Material Availability. Click this button to check on hand and projected levels of inventory parts being ordered for each line. See "Checking Material Availability" on page 7–29 in this guide.

– Schedule Availability. Click this button to assess the impact of the work order for an ordered item on your current shop schedule. See "Checking Schedule Availability" on page 7–32 in this guide.

– Material Netting. Click this button to view netting information in the Material Planning Window See "Checking Schedule Availability" on page 7–32 in this guide.

– Cost of Goods Sold Accounts. Click this button to specify the COGS accounts to use with the order line. See "Accessing Shipping Entry" on page 7–40 in this guide.

– Delivery Schedule. Click this button to specify the delivery schedule for the line. See "Setting Delivery Schedules" on page 7–26 in this guide.

– EDI Line Accumulators. Click this button to view information about EDI accumulation. See "Viewing and Editing EDI Accumulations" on page 7–48 in this guide.

– Calculate Supply Status. Click this button to check the supply level of the part on the line. See "Specifying Information in the Line Item Table" on page 7–12 in this guide.

Starting Customer Order Entry

To start Customer Order Entry, select **Sales**, **Customer Order Entry**.

The Customer Order Header contains basic information about the customer and shipping details. The Customer Order Line Item table contains one line for each item on the customer order.

Setting Up Customer Order Entry

You can set these Customer Order Entry options to better meet your company's order entry needs:

- Customer Order Entry window preferences
- Auto Numbering
- Exchange Rates

Setting Customer Order Entry Preferences

You can specify several default options to help your Customer Order Entry users:

1 Select **Options**, **Preferences**.

2 Click the Default Tab arrow and select the tab to display when you first open the Customer Order Entry widow. You can select:

- Sold to/Ship to
- Contact
- Monetary
- EDI
- Other
- Credit

3 In the Default Status section, select the default status to use. The default status is used on the order header. Order lines have a default status of Inherit. Select one of these options:

Firm – Firmed customer orders exist for planning purposes only. Before you can schedule a work order, you must change its status to Released.

Released – Released customer orders are orders that you are set to begin producing on the scheduled start date.

On Hold – You cannot begin work on On Hold orders until you have changed the status to Released. Select this option to review each order before it goes to the floor.

4 In the Default Unit Prices section, select one of these re-evaluation methods:

Always Re-evaluate Unit Price – Select the **Always Re-evaluate Unit Price** option to use the unit price you specified for the part in Part Maintenance. This is the default setting.

Prompt Before Re-evaluating Unit Price – If you select the **Prompt Before Re-evaluate Unit Price** option, the system prompts you to confirm the price update. If you confirm the update, the unit price you specified for the part in Part Maintenance is used to update the customer order; if you answer no, the unit price you entered in the Customer Order is used.

Do Not Re-evaluate Unit Price – Select the **Do Not Re-evaluate Unit Price** option to use the price you specify for the line in the Customer Order.

5 In the Consignment Auto Ship On Save section, select one of these options:

Never – If you do not want the Shipping Entry window opened when you save a consignment related order, select the **Never** option

Open Shipping – To open the Shipping Entry window with the current consignment order, select the **Open Shipping** option.

Ship Order – To ship this consignment order, select the **Open Shipping** option. When you save the order, the Shipping Entry window is opened, and populates with the current order and a Ship All is performed.

Note: All of the standard ship criteria for the auto shipment is enforced. For example, if you do not have enough stock, a message is displayed.

6 In the Supply Status section, select from these options:

Simple – Select the Simple option to calculate the supply status based on current inventory and planned orders minus current part demand. The simple calculation does not take into consideration work orders, purchase order, interbranch transfers, etc., as supply.

Advanced – Select the Advanced option to take a material netting approach to calculating supply. The advanced calculation considers inventory, supply orders, demand, and allocations. The system also uses the ATP calculation for master planned parts. The advanced calculation is more thorough than the simple calculation, but it can negatively impact the performance of your system.

Auto calculate – Select the check box to automatically calculate supply status when you specify a quantity and a part in customer order entry. Clear this option to prompt the system to calculate supply. If you clear this option, click the Calculate Supply button on the toolbar when you are ready to calculate supply.

7 Click **Done**.

Using Auto Numbering

Using Auto Numbering to generate your Order IDs brings consistency to your IDs reducing keystrokes and mismatched numbers.

Because uniqueness is enforced in your auto-numbered IDs, if you try to manually specify a duplicate number, a message dialog is displayed notifying you of the duplication.

You are allowed to modify your numbering scheme after you have created order IDs.

If you are licensed to use multiple sites, set up auto-numbering on a site-by-site basis.

To set up auto numbering:

1 In the Customer Order Entry window, select the **Auto Numbering** option from the Edit menu.

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are setting up automatic numbering for customer orders. If you are licensed to use a single site, this field is unavailable.

3 Specify in the next sequential number to use for the numeric portion of the Order ID.

4 Assign any alphanumeric prefix or suffix.

Note: Because these are case sensitive, take care when selecting the characters to use.

5 To include leading zeros in your numbers, select the **Show Leading Zeroes** check box.

This keeps all IDs the same number of characters in length.

6 If you selected the **Show Leading Zeros** option, specify the total quantity of numeric digits to use for the numeric portion of the ID in the Number of Decimal Digits field.

This number is used to generate the correct number of leading zeros. For example, if you specify 5 and the current auto-number is 23, the number is displayed as 00023.

7 Click **Save**.

Creating Customer Orders

There are two basic steps to entering a customer order:

1 Specifying information in the header. The header contains the customer's basic details: the site that is selling items to the customer, the customer who is ordering something from you, how they are paying for it, and how you are shipping it to them. Ideally, if you are entering an order for an established customer, you will have previously set up that customer's information and many of the header fields will be populated with default information.

2 Specifying information in the line item table. Use the table to specify what your customer wants to purchase. You can configure this table to show, hide, resize, rename, and move columns to suit your individual needs. For more information on how to customize the table, refer to "Configuring Line Item Tables" on page 2–21 in the Concepts and Common Features guide.

Specifying Information in the Customer Order Header

Use the header to specify information about the customer.

To specify header information:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site from which the customer is buying items. If you are licensed to use a single site, this field is unavailable.

2 If you are NOT using Auto Numbering, specify an Order ID in the Our Order ID field.

If you are using Auto Numbering, an Order ID is assigned when you save the order.

3 In the Order Date field, specify the date of the order. The current date is inserted by default. To change the date, click the Calendar button and select the date.

4 In the Customer ID field, click the **Customer ID** browse button and select the customer who is placing the order.

The information from your customer's record is used to populate the fields in the upper portion of the Customer order Entry window.

5 In the Customer PO field, specify the purchase order number your customer is using for this order.

The Customer PO is printed on the order acknowledgment.

6 In the Desired Ship Date field, specify the date the customer wants you to ship the order. The current date is inserted by default. To change the date, click the **Calendar** button and select the date to use.

7 In the Promise Ship Date field, click the **Calendar** button and select the date you are promising to ship this order.

8 In the Promise Del Date field, click the **Calendar** button and select the date you are promising to deliver this order.

9 Click **Save**.

Specifying Shipping Information

Use the Sold to/Ship to tab to specify where and how to ship the customer order. You also specify the status of the order on this tab.

If you specified default information for the customer on the Shipping tab in Customer Maintenance, the information is inserted into the appropriate fields in the Sold To/Ship To tab. You can override this default information and specify any missing information.

To specify information on the Sold to/Ship to tab:

1 Click the **Sold to/Ship to** tab.

2 In the Sold to/Ship to field, the sold to address you specified in Customer Maintenance is inserted. You cannot change the sold to address on the customer order. If you did not specify a Sold to address in Customer Maintenance, an address is not inserted.

   The address you specified as the default shipping address is also inserted. If you did not specify a default shipping address in Customer Maintenance, the Sold To address is used as the Ship To address. To specify a different shipping address, select **Edit**, **Shipping Address**.

   The table at the top of the dialog lists the alternate shipping addresses for the customer.

3 To use an alternate shipping address for this order, select the line of the address to use and click **Use Selected Address**. A dialog is displayed, asking you to reset the customer order header.

4 Click **Yes**.

   The address you selected is inserted in the bottom of the Sold To/Ship To field. Other information specific to this address is inserted in the Order Entry window.

   You can add alternate shipping addresses in the Shipping Addresses dialog. See the “Customer Maintenance” chapter in this guide.

5 You can modify these fields on the Ship to/Sold To tab:

   Status – Specify the header status. The status that you specify in the header is the effective status of all customer order lines that have a status of Inherit. For example, if you specify Released in the header Status field, and customer order line 1 has a status of Inherit, then line 1 is also considered to be released. If customer order lines have a status other than inherit, the header status is ignored.

   See "Working with Order Statuses" on page 7–19 in this guide.

   FOB – The system inserts the FOB code associated with the ship to address. Click the arrow to select a different FOB code.

   Ship Via –The system inserts the Ship Via method associated with the ship to address. Click the arrow to select a different method.

   Ship Charge Acct – If the customer requests that you charge shipping costs directly to the customer’s account when you ship items by the ship via method that you selected, specify the customer’s account number. If you have specified the customer account to charge when shipments are sent by the selected ship via method, the account ID is displayed. See "Adding Customer Shipment Accounts" on page 7–44 in this guide.

   Carrier ID – The system inserts the Carrier ID associated with the ship to address. Click the arrow to select a different carrier.

Specifying Contact Information

Click the **Contact** tab to specify contact information.

You can specify contact information directly in the Contact tab fields. If you specify information directly in the Contact tab fields, the information is not stored in your Contacts table.

Alternatively, you can click the **Contact** browse button, select the contact from the existing customer contacts, and then click the **Use Selected Contact** toolbar button. If the contact you want to use is not yet in the database, click **Add New Contact**. See "Adding Contacts" on page 4–3 in this guide.

If you do not want to assign a contact to this order, click the **Use No Contact** toolbar button.

Specifying Monetary Information

Click the **Monetary** tab to specify terms, bank, and currency information for the order.

The system inserts the default information for the customer. You can change the information.

Terms – The system inserts the default Terms defined on the Accounting tab in Customer Maintenance. To specify different terms, click the Terms button and select the Terms ID to use. Depending on your permission settings, you can define new terms in the Terms dialog. See "Entering Information into the Terms Table" on page 2–16 in the System-wide guide

Cust Bank ID – The system inserts the default customer bank defined in the Customer Banks table in Customer Maintenance. Click the browse button to select a bank that has been defined for the customer in Customer Maintenance.

Currency ID – The system inserts the default currency defined on the Account tab in Customer Maintenance. Click the arrow and select a currency ID from the list.

Specifying EDI Information

If you are using electronic data interchange with this order, click the **EDI** tab.

Specify this information:

EDI Blanket Order – If this is an EDI Blanket order, select this check box.

Blanket Orders are orders you place for a given period of time that stand until you have completely shipped the quantity your customer has ordered on the blanket order. After the quantities shipped match the total quantity ordered, you need to place a new blanket order to continue to ship parts. For example, rather than placing 100 individual purchase orders of 1000 pieces, you can blanket order 100,000 pieces at once.

EDI Release – To mark the order as an EDI release, select the **EDI Release** check box. You can create outbound transactions using the Date Interchange (VMDI) module.

Order Changed – If this is an order you have changed, select the **Order Changed** check box.

EDI Blanket Number – Specify the authorization number for the total quantity of parts on the blanket order.

Contract ID – Specify the Contract ID for the delivery schedule.

EDI Release No. – Specify the Release Number of the EDI Release.

Specifying Other Information

Click the **Other** tab to specify additional information for the order, including sales representative information, VAT information, Sales Tax information, and certain order processing information.

If you specified default information for the customer in Customer Maintenance, the default information is inserted in the fields. If you specified default information on the shipping address for the customer and chose to override the default information specified in Customer Maintenance, the default information specified on the shipping address is used instead.

Specify this information.

Sales Rep – To override the default sales rep, click the arrow or browse button to select a different sales rep.

Territory – To override the default territory, click the arrow or browse button to select a different territory ID.

VAT Reg. # – To override the VAT registration number, specify the registration number in this field. This field is displayed only if you have enabled VAT in Accounting Entity Maintenance.

Sales Tax – To override the default sales tax charged to this customer, click the arrow or browse button to select a different sales tax group ID.

Discount Code – To override the default discount code, Click the arrow or browse button to select a different discount code.

Entered By - If the order was created in the Customer Order Entry window, then the ID of the user who created the header information for the order is displayed. A User ID is displayed if the order was created manually, by copying an existing order, by creating an order from a quote, or by creating automatically using another VISUAL application, such as Return Material Authorization Entry.

Note: This field was introduced in VISUAL 8.0.0. A User ID is displayed in this field only if the order was created in VISUAL 8.0.0 or later.

Printed – Select this check box if you are going to print this customer order.

Is Separate Back Order – Select this box to mark the order as a separate back order.

Accept Early by number of days – The system inserts the accept early information from the Shipping tab in Customer Maintenance. Select the check box if the customer accepts this order early, then specify the number of days early the customer accepts a shipment. Clear the check box if the customer will not accept shipment of this order early.

Consignment Tracking – If this is an order for consignment parts or materials, select the **Consignment Tracking** check box.

Viewing Information on the Credit Tab

The credit tab displays information about the customer's credit usage and outstanding payments. If you are licensed to use multiple entities, the information displayed is for the parent entity of the site selected in the Site ID field. If you are licensed to use a single entity, the information displayed is for your entire enterprise.

You can use the information in this tab to help you decide whether to take the new customer order. For more information, refer to "Evaluating Customer Credit" on page 7-38 in this guide.

Setting Up Notifications

Use the Notifications tab to specify when to send customers and employees notifications about this order.

Notification emails are addressed to the contact specified on the Contact tab. Internal employees receive copies of the email.

To specify notification settings:

1 Click the **Notifications** tab. If you set up default settings for the customer, the default settings are displayed.

2 To send notifications, select the **Email Notification** check box.

3 The Notify Me check box is available if these conditions are met:

- The user ID that you signed into VISUAL is specified in the User ID field for an employee in Employee Maintenance.
- The employee record associated with the user ID includes an email address.

Select the check box to receive internal notifications. The email address specified for your employee ID in Employee Maintenance is displayed

4 In the Send Notification to Order Contact section, select the notifications to send to the customer:

Email on New Order – Select this check box to email the customer when a customer order is saved for the first time.

Email on Changed Order – Select this check box to email the customer when changes to a customer order are saved.

Email on Shipment – Select this check box to email the customer when a shipment has been made for the order. If multiple shipments are sent to fulfill an order, then emails are sent for each shipment.

Note: Ensure that you specify an email address for the contact on the Contact tab. Otherwise, an email dialog is opened every time a notification event is triggered.

5 In the Send Internal Notifications section, use the check boxes to specify when employees receive notifications. In addition to the Email on New Order, Email on Changed Order, and Email on Shipment check boxes, you can select the Email on Invoice Payment to send a notification to an employee when payment for the shipment is received.

6 To edit the list of internal recipients that receive notifications for this order, select **Edit**, **Order Notifications**. The selections that you made on the Notifications tab are displayed.

7 To select the employees that receive notifications, click the **Internal Employee** browse button. One tab for each notification event is displayed. The tab is active only if you selected the corresponding check box in the Send Internal Notifications section.

8 Click the tab for the business event that you are setting up. A list of available employees is displayed. To be displayed in the list, the employee's record in Employee Maintenance must meet these requirements:

- An email address must be specified for the employee
- The employee must be active.

9 Select the employees to notify, then click the **Add to Selected List** button.

10 Click **Ok**.

Specifying Information in the Line Item Table

Use the line item table to list the products that the customer is purchasing from you.

1 Click the **Insert Row** button.

2 Specify the ordered item:

- For an inventory part that is not linked to a work order, click the **Part ID** browse button.

  Select how to sort the parts in the Part Search dialog, and click **Ok**.

  Note: Hold down the CTRL key while double-clicking the Part ID column header to display the Part Search dialog sorted by Part ID. Use the ALT key to sort the list by Description. For Work Orders, use the SHIFT key and double-click the Part ID column header to view a list of coproducts.

  If you are licensed to use multiple sites, the parts displayed in the browse table are the parts assigned to the selected entity. If you are licensed to use a single site, all parts in your enterprise are displayed.

  Select the part by either double-clicking the part or selecting the part and clicking the **Select and Close** toolbar button.

  The Product Code and Commodity Code are populated from the part entry in Part Maintenance.

  If there is a Customer Part ID, it is filled in automatically. Otherwise, you can specify it manually. The Customer Part ID is displayed on the order acknowledgment that is sent to the customer.

- To create a new auto-numbered work order, select the Part ID and select the **New W/O** check box.

  When you move the cursor from the field, a dialog is displayed, asking you to create a new Job (Work Order).

This dialog has option buttons that allow you to select the initial status of the work order, if you decide to create it.

To copy all document references from the part's engineering master to the new work order, select the **Copy All Document References** check box.

When you move the cursor to another column in the table, a Job ID is assigned for the new Work Order that will be created when you save the Customer Order.

To assign a specific Job ID, specify it as well. You may want to assign a Job ID that incorporates the Order ID of this customer order.

- To create a new work order with a custom ID, specify values in the Job ID and Lot ID columns. After you specify a Job ID and tab out of the field, the Create New Job dialog is displayed and the New W/O check box is selected.

  If you are selling an item that has a part ID, specify the ID in the Part ID column. Otherwise, leave the part ID column blank. Ensure that you specify a unit price.

  Note: By default, you must enter a Job ID before you enter a Lot ID. Otherwise, the Lot ID is deleted when you tab out of the Lot ID field. To enter a Lot ID before the Job ID, set up this preference in Preferences Maintenance:

Section	OrderEntry OrderEntryWindow The OrderEntry section governs the behavior of Customer Order Entry. The OrderEntryWindow section governs the behavior of the Order Management Window.
Entry	ValidateJobIDWhenNull
Value	**Y** – Specify **Y** to validate the lot ID when the Job ID column is null. Because the Job ID has not been specified, the value in the Lot ID column is deleted when you tab out of the Job ID field. **N** – Specify **N** if you do not want to validate the Lot ID when a Job ID has not yet been specified. Use this setting if you want to specify a Lot ID before you specify a Job ID.

- If the line item is for an inventory part that you will link to an existing work order, specify the Base ID of the work order in the Job ID field.

  When you specify the Base ID, the Part ID and other fields are filled in.

- If the line item is for a custom work order, specify the Base ID of the existing work order in the Job ID field.

  Because there is no part definition, you must manually specify the Description, Unit Price, Product Code, Commodity Code, and Customer Part ID. Only the unit price is required.

- If the line is for a miscellaneous item, specify a unit price and a description in the Misc Ref/ Descr column. You can specify Product Code, Commodity Code, and other fields, if necessary.

3 Specify the quantity ordered. If the customer is ordering a standard part, specify the quantity in the Quantity field. If the customer is ordering a piece tracked part, specify the number of pieces the customer is ordering in the # Pieces field, and then specify the required dimensions in the Length, Width, and Height fields. After you specify the number of pieces and dimensions, the quantity ordered is calculated for you.

4 If the customer order is linked to a work order, the system inserts the date the work order is due to be complete in the Sched Finish Date field. The system inserts the date as follows:

- If the customer order is linked to an existing work order, the system inserts the scheduled finish date from the work order when you tab out of the Job ID field.
- If you selected the New W/O check box, the system inserts the scheduled finish date after you select **File**, **Check Schedule Availability.** See "Checking Schedule Availability" on page 7–32 in this guide.

5 After you have specified a part and quantity, and if you have selected the Auto calculate check box in Customer Order Preferences, the system determines the supply status based on the calculation setting you specified. If you did not select the Auto calculate check box, you can click the Calculate Supply Status button to calculate the supply status. For more information, refer to “Setting Customer Order Entry Preferences” on page 7-4 in this guide.

The system inserts one of these values in the Supply Status field:

In Stock – The system inserts In Stock if you have sufficient quantity of the part on hand to fulfill the order.

Expected – The system inserts Expected if the quantity of the part you have on hand plus the quantity of the part you have on order and due to arrive in inventory before the Desired Ship Date equals or exceeds the amount required to fulfill the order. Amount on order includes both parts you are in the process of purchasing and parts scheduled to be made on unreleased, firmed, and released work orders. If a work order has been scheduled, the system evaluates supply based on the schedule date of the work order. If a work order has not been scheduled, the system uses the want date of the work order to evaluate supply. The system compares the work order dates to the the Desired Ship Date on the order line to evaluate if parts on order will arrive in inventory on time. If the Desired Ship Date on the order line is blank, then the system uses the Desired Ship Date on the customer order header instead.

If you change the Desired Ship Date, the system reevaluates the Supply Status when you save the order.

No Supply – The system inserts No Supply if the quantity of the part you have on hand plus the quantity of the part you have on order and due to arrive before the Desired Ship Date does not equal or exceed the amount required to fulfill the order. The system uses the Desired Ship Date on the order line to evaluate if parts on order will arrive on time. If the Desired Ship Date on the order line is blank, then the system uses the Desired Ship Date on the customer order header instead. If you change the Desired Ship Date, the system reevaluates the Supply Status when you save the order.

Note: If you print a Shipping/Delivery report and select Due Date for the sequence or sub-sequence, the supply level in the report may not agree with the supply level in Customer Order Entry. Delivery schedule lines are taken into consideration in the Shipping/Delivery report. Delivery schedule lines are not taken into consideration in the Customer Order Entry window.

6 To include a service charge for this line, click the **Service Charge ID** browse button and select the charge to include.

7 Double-click **Warehouse ID** to select a Warehouse ID from the Warehouses for part dialog.

This is the warehouse from which you are going to ship the parts.

Note: If you are working with consignments, this warehouse must be the customer assigned warehouse to which you have associated the part on the line.

8 Modify the Commission % amount, if necessary.

Commission % defaults from the standard commission for the Sales Rep specified in Customer Maintenance. You can modify this percentage for each line item, if necessary. For more information, refer to “Setting Commission Sharing” on page 7-41 in this guide.

9 The system populates the Sales Tax Group field based on the sales tax group settings you specified in Part Maintenance, but you can change the value as necessary. If the customer is not tax-exempt, the system inserts the sales tax group ID as follows:

- If you specify a Shipto Address on the order line, the system inserts the sales tax group ID that you associated with the part/customer ID/Shipto Address combination.
- If you did not assign a sales tax group ID to the shipto Address on the order line or you did not specify a shipto address on the order line, then the system uses the shipto Address you specified on the header to find the sales tax group ID associated with the part/customer ID/ header shipto address combination.
- If you did not associate a tax group ID with the part/customer ID/header shipto address combination, then the system inserts the sales tax group ID you assigned to the part ID/ customer ID combination. If you did not assign a sales tax group ID with the part ID/customer ID combination, the system inserts the default sales tax group ID you specified for the part on the Accounting tab in Part Maintenance.
- If you did not associate a tax group ID with the part, the system leaves the field blank. If a sales tax ID is specified on the header, the system uses that ID to calculate tax.

10 If necessary, view or edit VAT information in these fields:

VAT Code – This automatically populates with the default from Part Maintenance.

VAT % – This is the tax percent based on the selected VAT code. This field is NOT editable.

VAT Amount – This is the VAT amount based on the VAT percent.

Wholesale Unit Cost – This is the wholesale unit price from Part Maintenance.

Wholesale Extension – This is the wholesale unit cost multiplied by the quantity ordered.

11 To override the revenue account to be credited for the line item, click the **Account ID** browse button and select the account to use.

If you leave this field blank, a revenue account for the product code is searched for; if one is not found, the default revenue account defined in Financials Application Global Maintenance is used.

Note: The default revenue account does NOT in this field; this does not mean that an account is not used. You only need to make an entry here for an explicit override.

12 Use the statuses in the Line Status column to specify how to manage the status of the lines:

- To manage the status of the line at the header level, select Inherit. When you select Inherit, the line effectively has the status that you specified in the header. For example, if you specify Released in the header Status field and Inherit in the line field, the line is considered to be released in the system.
- To manage the status of the line independently from the header, select one of these statuses:
  - Released
  - Firmed
  - On Hold
  - Closed
  - Cancelled

See "Working with Order Statuses" on page 7–19 in this guide.

13 To assign a shipping address to this line that is different from the one on the order header, double-click the **Shipto ID** browse button and select the address to assign to this line. By entering a ShipTo address on a line, you are overriding the order default for that line only. Each line can have a different ShipTo address.

14 If you created a new customer order in conjunction with a return material authorization, the RMA ID and Line # is inserted on the customer order line.

15 For delivery schedule lines, select a line and click the **Delivery Schedule** toolbar button.

Set a delivery schedule for the customer order line. For more information, refer to “Setting Delivery Schedules” on page 7-26 in this guide.

16 Click **Save**.

When you save the customer order:

- An Our Order ID is assigned, if you did not specify one.
- A new order is created, with its status set to the Default Status specified in the Preferences dialog.
- All new work orders are created using the line item quantity for work order quantity, and the desired ship date for work order want date.

Note: If you specified a nonexistent work order for a custom part, there will be no engineering master from which to copy the work order. You are given the option of creating a work order header with an unreleased status. If you choose to do this, you can manually create or copy to the new header using the Manufacturing Window. Otherwise, the creation of the customer order is canceled.

The customer record is evaluated for these criteria:

- If the customer’s status is set to **On Hold**, you are not allowed to complete the order.
- If the customer’s status is set to **Orders On Hold**, you are allowed to save the order only if you set the status to On Hold. You are not allowed to change the status to **Released** until the customer’s Credit Status is set to **OK**.
- If the customer has outstanding payments older than their Receiving Age Limit, you are notified when you save the order.

If the customer's Credit Limit Control is set to **Override Allowed** and the order puts the customer over their credit limit, you are notified and can proceed. Otherwise, if the order puts the customer over their credit limit, you are not allowed to save the order.

Requiring Units of Measure on Customer Order Lines

You can set up Preferences Maintenance to require users to specify a unit of measure on the order line.

Usually, unit of measure is populated from the part record or from the customer pricing table. Use this preference to prevent users from accidentally deleting the unit of measure.

1 Select **Admin**, **Preferences Maintenance**.

2 Specify this information:

Section – To set up the preference in Customer Order Entry, specify OrderEntry. To set up the preference in the Order Management Window, specify OrderEntryWindow.

Entry – Specify ReqSalesUnitOfMeasure.

Value – Specify **Y** to require units of measure on customer order lines.

3 Click **Save**.

Repeating Lines

Use the Repeat toolbar button to copy a line. This is helpful if you are entering the same item on different lines for staggered shipping date assignments or different shipping addresses.

To repeat a line item:

1 Select the line to duplicate.

2 Click the **Repeat Row Information** toolbar button.

A new line is displayed at the bottom of the table. The next sequential number is used for the line.

3 Edit the line as necessary.

4 Click the **Save** toolbar button.

Copying Delivery Schedule Lines

When you use the Repeat Line function to copy an order line, you can also copy the delivery schedule.

To copy the delivery schedule along with the line, you must specify your preference in Preferences Maintenance. Use these settings:

1 Select **Admin**, **Preferences Maintenance**.

2 Click the **Insert** button.

3 Specify these settings:

Section – Specify OrderEntry.

Entry – Specify CopyDelSchedOnRepeatLine.

Value – Specify Y.

4 Click **Save**.

When you elect to copy delivery schedules, the delivery schedule is copied when you use the Repeat Line function. You can then edit the part ID as necessary.

Deleting Line Items

You can delete any line items that do not have shipments against them.

1 Select the line item to delete.

2 Click the **Delete Row** toolbar button.

An X is displayed in the row header for the row selected to delete.

3 Click the **Save** toolbar button.

Editing Customer Orders

You can modify customer orders, except for those with a Closed or Cancelled status. Unlike purchase orders, you can change customer orders that have been shipped. You are NOT allowed to delete lines for orders that have been shipped.

This complete level of modification provides maximum flexibility in allowing you to correct customer orders. You should be cautious about changing a line item that has been shipped against. In most cases, previously generated shippers and invoices are NOT updated by changing the original order. You may need to work backwards to make a correction.

For example, if you specify the wrong price on a line item, then ship and invoice for it, you may need to delete the invoice and shipper, modify the order, and recreate the shipper and invoice.

When you modify a released customer order, use the Order Notes feature to provide an audit trail for the change.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the order. If you are licensed to use a single site, this field is unavailable.

2 Click the **Our Order ID** button and select the order to edit.

3 Make any changes to the customer order.

You can change most items in the header and line items. For changes to line items that have been fully or partially shipped, you are warned that you are changing a shipped order.

These notes apply to the modification of customer order fields:

- Changing the ship date in the header or on a line item does not automatically update the work order want date. You must do this manually, using the Manufacturing Window.
- Changing the Sales Rep does not replace commission percentages on line items. Changing Sales Tax does not replace sales tax percentages on line items. These lines may have existing overrides, and must be manually updated, if necessary.
- Changing Customer ID or Discount Code does not update line item prices based on different unit prices or currencies that may exist between customers and discount codes. Use the **Re-price Lines Items** option in the Edit menu for these situations.
- Changing line item Quantity is only advised to adjust an unshipped quantity. For example, a customer may want to add 50 more units to an existing line item with outstanding shipments, rather than create a new order. You may also change quantity to correct a data entry error, where the quantity shown is different from what was ordered. Changing to a quantity lower than that already shipped does NOT adjust inventory transactions or packing slips.
- You can change the Job ID. To create a new order for the line, specify a new job ID or leave the field blank. Specify an existing job ID to link this line to a different work order.
- Note that the previously created work orders still exist in your database, although they are no longer linked to this customer.
- You can change the Part ID. You should never do this for a shipped line unless you are correcting a data entry error, where a different part was shipped.
- You can change Unit Price, Disc %, Comm %, Tax Group ID, Product Code, and Revenue Acct ID before you generate an invoice for the line item. Changing items that affect price and G/L accounts after invoice generation do not update any existing invoices.

Working with Order Statuses

When you create a customer order, you specify an order status on the header and on the order lines.

You can use these statuses:

Released – The order is eligible for fulfillment.

Firmed – The order is not yet eligible for fulfillment, but is expected to be released.

On Hold – The order has been placed on hold and is not currently eligible for fulfillment.

Cancelled – The order has been rescinded by you or the customer.

Closed – The order is complete.

Inherit – This status can be used on order lines only. An order line with a status this status inherits the status of the header.

Use the status on the header to manage lines that have a status of Inherit. When a line has a status of Inherit, the line inherits the status that you specify on the header. For example, if a line has a status of Inherit and the header has a status of Released, then the line is considered to be Released.

To manage each order line individually, assign the line a status that is not inherit. When an order line has a specific status, such as On Hold, then the status on the order header is ignored.

Changing the Status of the Order Header

If any lines in the order do not have a status of Inherit, you can decide how to update the status of the lines when you change the status of the header. You can update all lines to the new status, update only those lines that match the original status of the order header, or update only the header status.

If all lines in the order have a status of Inherit, then the Change Line Status dialog box is not displayed. All lines with a status of Inherit are considered to have the same status as the order header.

1 Select **Sales**, **Customer Order Entry.**

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the order. If you are licensed to use a single site, this field is unavailable.

3 Click the **Our Order ID** button and select the order.

4 In the Status field in the header, select the new status.

5 In the Change Line status dialog, complete one of these actions:

- To update all lines with the new status, click **All Lines**, and then click **Ok**.
- To update lines whose status matches the original status of the header, click **Lines with Status of [Original Header Status]**, and then click **Ok**. [Original Header Status] is replaced with the actual status value.
- To update only the header status, click **Cancel**.

Shipments and Line Statuses

If a line has a status of Released, then the line is eligible for shipment regardless of the header status.

If a line has a status of Inherit, then the line is eligible for shipment only if these conditions are met:

- The order header has a status of Released
- The order line has remaining quantities to be shipped

Copying Customer Orders

You can copy information from saved customer orders to new customer orders, avoiding errors associated with repetitive entry of customer information.

If you are licensed to use multiple sites, you can copy customer orders within the same site only. You cannot copy a customer order from one site to a second site.

Note: If the customer that is specified on the order is inactive, you cannot copy the order.

To copy customer orders:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the order. If you are licensed to use a single site, this field is unavailable.

2 Click the Our Order ID button and select the order to copy.

3 Select **Edit**, **Copy Customer Order**.

The Order ID of the order you are copying is displayed in the Copy from CO ID field.

4 Specify the identifier to use for the new ID in the Copy to CO ID.

If you do not specify a Copy to CO ID, the new order is assigned the next available numeric identifier.

5 Specify the purchase order number your customer is using for this order in the **Customer PO** field.

6 To copy commission sharing information to the new customer order, select the **Copy Commissions Sharing** check box.

7 To copy the line items from the current customer order to the new customer order, select the **Copy Line Items** check box. If you clear this check box, only the header information is copied to the new order.

8 To copy delivery schedule line items from the current customer order to the new customer order, select the **Copy Delivery Schedules** check box.

9 To copy document references from the current customer order to the new customer order, select the **Copy Document References** check box.

10 To copy document references on the lines to the new customer order, select the **Copy Line Document References** check box.

11 To close the order from which you are copying, select the **Close Order** check box.

12 Click **Copy**.

The Customer Order is copied. The default status that is set up in Customer Order Entry Preferences is used as the header status on the new order. If you copied the order lines, the order lines have a status of Inherit.

If the original customer order referenced inactivate ship-to IDs, a message is displayed. The inactive ship-to IDs are not copied to the new order and are left blank.

When the customer order has been copied, you are asked if you would like to load the new customer order.

To view the new order, click the **Yes** button. The new order is displayed in the Customer order Entry window and if you selected the Close Order check box, the old order is closed.

Deleting Customer Orders

You can remove customer orders from your database, including all of its line items.

Caution: Deleting a customer order permanently removes the order and its line items from the database. You cannot recover orders after you have deleted them.

You cannot delete Customer Orders if they have any shipments against it.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the order. If you are licensed to use a single site, this field is unavailable.

1 Click the **Our Order ID** button and select the order to delete.

2 Click the **Delete** toolbar button.

Use the Cancel status to retain a permanent record of the Customer Order. You can always re-release a canceled order later, if needed.

A dialog is displayed, asking you to confirm the deletion.

3 Click **Yes**.

If you try deleting an order against which there are shipments, a dialog is displayed indicating that you cannot delete the order.

A linked work order is NOT deleted when you delete or cancel a customer order. It is up to you to appropriately manage the remaining order, which you may not want to delete.

Creating Customer Orders from a Quote

Much of the detail in the quote preparation process is provided to allow rapid generation of a customer order from a quotation. You can use the Generate Order from Quote function to create the customer order and generate any work orders that may be necessary for the production of the order. If you use a quote, you only need to specify a minimal amount of information to create the order.

If you are licensed to use multiple sites, you can generate an order from a quote on a site-by-site basis only. You cannot use a quote created in one site to generate an order in a second site.

To generate orders from quotes:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the quote was created. If you are licensed to use a single site, this field is unavailable.

2 Select **Edit**, **Generate Order from Quote**.

3 Click the **Quote ID** browse button and select the quote to convert into an order. If you are licensed to use multiple sites, the browse table displays quotes created in the site you selected only. If you are licensed to use a single site, the browse table displays all quotes.

   If the quote has expired, you are notified of the expiration date.

4 If you are not using Auto Numbering, specify the New Order ID.

   If you are using Auto Numbering in Customer Order Entry, leave the New Order ID field blank.

5 To create work orders when you generate the order, select the **Create Work Orders Also** check box.

   If you are creating a work order for the new customer order, select the ID for the work order:

   Use Customer Order ID – To use the Customer Order ID used as the Work Order ID, select this option.

   When work orders created for multiple line items are numbered using the Customer Order ID, each successive line item is given a new lot number. The same Base ID is used for all line items on the resulting order. For example, if customer order 2029 contains two line items, they receive a Base ID/Lot ID of 2029/1 and 2029/2.

   Use Next Work Order Base ID – To use the next sequentially numbered Work Order ID, select this option.

   If you select multiple lines from the quotation, one work order will be created for each line chosen.

   Note: You can also explicitly number work orders by filling in the Job ID and Lot ID for the selected quote line quantities.

6 Select the items to copy to the new work order. You can select:

   Copy Quote Specs to Order – To copy specifications from the quote to the customer order, select the **Copy Quote Specs to Order** check box.

   Copy User Defined Fields to Order – To copy user defined fields from the quote to the new order, select the **Copy User Defined Fields to Order** check box.

To create work orders from quote masters in the quotation, it is preferable to select this option. Because you cannot copy quote masters to work orders using the New W/O option in the customer order, and choose to not do this now, you will have to do it manually using the Manufacturing Window.

Copy Quote Header Information – To copy the header information from the quote to the customer order, select the **Copy Quote Header Information** check box.

Copy All Document References – To copy all document references from the quote to the customer order, select the **Copy All Document References** check box.

7 If you know the Customer PO number, specify it in the Customer PO Ref field.

8 Specify the date on which to ship the generated order in the Desired Ship Date box.

9 Specify the date by which you promised the order to the customer in the Original Promise Date field.

10 Select the header status for the new customer order. You can select **Firm**, **Released**, or **Hold**. Lines in the new order have a status of Inherit.

11 Make any required modifications to the line items.

For each line item you can modify this information:

Warehouse ID – You can change the warehouse in which you store the parts and from which you ship the parts. Only those warehouses that contain the part in the Warehouses for part dialog.

Quantity/Unit Price/Discount Percent – Because you have quoted quantities and prices to customers, be careful about modifying these items. Often, you need to adjust the quantity to an exact quantity ordered.

Job ID/Lot ID – You can assign your own Base ID and Lot ID for the a new order to meet the line item. This overrides the numbering specified above.

Release Date/Want Date/Status – You can set a release date, want date, and initial status for the work order.

Service Charge ID – The identifier of any service charge your company may charge for this order.

12 Select the line items to include in the order.

Use the **Select All** and **Deselect All** buttons as appropriate.

You do not have to select a continuous range of lines. To select individual lines, hold down the CTRL key and click the row headers. Clicking on a line while holding the CTRL key does not affect any other selected lines, and alternately selects and deselects the line.

For example, toTo select lines 1, 3, and 5, hold down the CTRL key and click those lines. Lines 2 and 4 remain un-selected. If you change your mind about line 3, hold down the CTRL key and click line 3. It becomes deselected without affecting lines 1 and 5.

13 Click **Ok**.

If you are creating a Work Order to fulfil this customer order, a dialog is displayed prompting you to select the status of the job. You can select: **Unreleased**, **Firmed**, or **Released**.

The customer order/work order creation process may take a few minutes, depending on the size of the quotation. During that time, a message is displayed advising you of the progress of the order creation.

When the process is complete, you return to the Customer Order Entry window, where the new order is displayed.

If you requested that a work order be generated, use Customer Inquiry or the Manufacturing Window to view the order.

Use the Manufacturing Window to edit, release, or schedule the work order.

Working with Customer Order Lines

You can perform a variety of tasks on customer order lines. You can:

- Set up delivery schedules
- Assign supply
- Check material availability
- Check schedule availability
- Override cost of goods sold accounts

Setting Delivery Schedules

You can create, edit, and assign supply from delivery schedules using the Edit Delivery Schedule dialog.

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the order. If you are licensed to use a single site, this field is unavailable.
2. Click the **Our Order ID** arrow and select the order to use.
3. Select the line for which to create a delivery schedule.
4. Click the **Delivery Schedule** toolbar button.
5. Click **Insert at End** or **Insert Before**.
6. Specify the quantity of part to ship. If you are shipping a standard part, specify the quantity of the part to ship in the Quantity column. If you are shipping a piece tracked part, specify the number of pieces to ship. The ship quantity is calculated using the dimensional length/width/height/ dimension UM from the customer order line and inserted in the Qty field.
7. Specify the date on which you want to ship the part in the Desired Ship date column.
8. Specify the release number in the Release Number column.
9. To use a different shipping address for this deliverable, double-click the Shipto ID browse button and select the address.

   This overrides the ShipTo ID on the order line and order header and applies only to this shipment.
10. Click **Ok**.
11. To add a delivery line, complete one of these steps:
    - Click the **Insert at End** to insert a line at the bottom of the table.
    - Select a line, then click **Insert Before** to insert a line above the selected line. You can use this feature only if you have not made any transactions against the customer order line that is associated with the delivery schedule. Transactions include shipments, inventory transactions, and billing.

Assigning Supply to Customer Orders

Because every line on every customer order is treated as a demand, you are allowed to assign supply to customer orders and their delivery schedule lines. Possible sources of supply include:

- Coproducts
- Inventory
- Purchase Order Delivery Schedule
- Purchase Orders
- Interbranch Transfers
- Work Orders

Lines with delivery schedules are marked by selecting the check box in the **Has Delivery Schedule** column.

To assign supply to customer order line demand:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the order. If you are licensed to use a single site, this field is unavailable.

2 Click the **Our Order ID** arrow and select the order to use.

3 Select the line to which to assign supply.

4 To assign supply to the customer order line, select **Edit**, **Assign Supply to Customer Order Line**.

To assign supply to a delivery schedule line, click the **Supply** button on the Edit Delivery Schedule dialog.

This read-only information is displayed in the header section:

Order ID/Line# – The ID of the current order; the line of the order to which you are attempting to assign supply.

Selling Order Qty – The order quantity of the line.

Stock Order Qty – The amount of stock you currently have.

Total Shipped Qty – The quantity of the order line that you have shipped. Unless you have partially shipped this line and chosen to keep it open with a balance pending possible future shipments, the value is zero for new orders.

Allocated Qty – The portion of the **Selling Order Qty** to which you have allocated supply. Before you establish any links of supply, this value is zero.

Fulfilled Qty – The allocated quantity that has been fulfilled by the supplying source.

Remaining Qty to Assign – The quantity to which you have yet to assign supply. Before you establish any links of supply, this quantity is equal to the **Selling Order Quantity**.

Part ID – The ID of the part on the IBT line.

Selling U/M – The selling unit of measure of the part. This defaults from Part Maintenance.

Stock U/M – The stock unit of measure of the part. This defaults from Part Maintenance.

Warehouse ID – The From Warehouse ID of the order line.

Desired Ship Date – For Customer Order lines only, the order's desired ship date, or the date on which shipment to the customer is most ideal. Provide a Desired Ship Date during order entry.

5 Click **Insert**.

6 In the Type column, click the arrow and select one of these options:

CP – To assign supply from a coproduct, select the **CP** option.

I – To assign supply from inventory, select the **WO** option.

PD – To assign supply from a purchase order delivery schedule, select the **PD** option.

PO – To assign supply from a purchase order, select the **PO** option.

Note: If you use FIFO by Location as your inventory grouping method, then these conditions apply to purchase orders and purchase order lines linked to customer orders or customer order lines:

After you receive a purchase order linked to customer order, the linked quantity can only be used to fulfill the customer order. The linked purchase order quantity cannot be used for another purpose unless the link is broken or the customer shipment is complete.

Linked customer orders should be shipped from the same warehouse location where the linked purchased quantities were received. If you ship a linked customer order from a different warehouse location, the link to the purchase order is broken.

WH – To assign supply from a Inter Branch Transfer, select the **WH** option.

W0 – To assign supply from a work order, select the **WO** option.

7 Double-click the **Supply Base ID** browse button.

The system opens the appropriate dialog depending on the type of supply you selected. For example, if you are specifying supply from a purchase order, the system opens the Purchase Order search dialog.

8 If you are allocating supply from a coproduct, select the work order containing the coproduct and click the **Ok** button.

If you are allocating supply from inventory, select the transit location that supplies the parts and click the **Ok** button.

If you are allocating supply from a purchase order delivery schedule, select the upcoming order to use and click the **Ok** button.

If you are allocating supply from a purchase order, double-click the supplying purchase order or select the purchase order line and click the **Select and Close** toolbar button.

If you are allocating supply from an inter branch transfer, select the IBT that supplies the parts and click the **Ok** button.

If you are allocating supply from a work order, double-click the supplying work order or select the work order line and click the **Select and Close** toolbar button.

When the dialog closes, the supply information is populated in the table.

9 In the Assign Quantity column, specify the quantity of parts to allocate from the supply you selected to the current delivery schedule line.

You cannot specify an Allocate Quantity greater than the quantity of the delivery schedule line itself.

10 Click **Save**.

After you have either fully or partially allocated supply to a customer order line or delivery schedule line, you can view those allocation details by opening the appropriate Supply dialog: the allocations on the lines to which you have assigned quantities.

Checking Material Availability

Use the Material Availability dialog to check the inventory levels of the parts specified on the customer order. This function does not assess material availability for material requirements of linked work orders.

The quantities shown in the Material Availability dialog depend upon these criteria:

- Whether a warehouse is specified on the line
- Whether the warehouse is an independently planned warehouse or a universal warehouse
- The setting you specify in Preferences Maintenance for the UseUniversalForMaterialAvailability entry

If you specify an independently planned warehouse for the line, then the Material Availability dialog displays the quantities of the part stored in the independently planned warehouse.

If you specify a universally planned warehouse for the order, then the setting you specify in Preferences Maintenance determines the quantities displayed in the dialog. If you specify Y for the UseUniversalForMaterialAvailability setting, then the quantities displayed are for all universally planned warehouses in the site specified on the header. If you specify N for the UseUniversalForMaterialAvailability setting, then the dialog displays only the quantities stored in the warehouse specified on the line.

If you do not specify a warehouse for the line, then the quantities available in all universally planned warehouses in the site specified on the order header are displayed.

Setting the UseUniversalForMaterialAvailability Preference

Use Preferences Maintenance to specify how to calculate quantities in the Material Availability dialog when a universally planned warehouses is specified as the supplying warehouse.

To set the preference:

1 Select **Admin**, **Preferences Maintenance**.

2 Click the **Insert** button.

3 Specify this information:

Section – Specify Visual Mfg.

Entry – Specify UseUniversalForMaterialAvailability.

Value – To display the quantities for all universally planned warehouses when a universally planned warehouse is specified as the supply, specify Y. To display the quantities in the specified universally planned warehouse only, specify N.

4 Click **Save**.

Viewing Material Quantities

To view material quantities:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the order. If you are licensed to use a single site, this field is unavailable.

2 Click the **Our Order ID** arrow and select the order to use.

3 To view material availability for a specific line, select the line.

4 Select **File**, **Check Material Availability**.

If you set up a delivery schedule for the line, then a separate line for each line in the delivery schedule is displayed.

This information is displayed for each line item:

Detail – The customer order line number, the part ID, and the part description are displayed.

Qty Ordered – The quantity of part ordered on the order line or delivery schedule line is displayed.

Qty Shipped – The total quantity of parts shipped for the line to date or delivery schedule line is displayed.

Ship Date – The date that the customer wants the order line to be shipped is displayed. If you specified a date on the order line, then the date from the line is displayed. If you specified a date on the order header only, then the date from the header is displayed.

Promise Ship Date – The date on which you promise to ship the order is displayed. If you specified a date on the order line, then the date from the line is displayed. If you specified a date on the order header only, then the date from the header is displayed.

Promise Del Date – The date on which you promise the order will be delivered is displayed. If you specified a date on the order line, then the date from the line is displayed. If you specified a date on the order header only, then the date from the header is displayed.

Warehouse ID – The warehouse ID specified on the order line is displayed. If no warehouse is specified, then this field is blank.

Projected Available (After Ship) – This column displays the total quantity remaining in warehouse locations with a status of Available after all customer orders ship. Customer order lines with a status of Released, Firmed, and On hold are considered. Customer order lines with a status of Inherit are also considered if the header status is Released, Firmed, or On Hold.

The supply calculation depends upon whether a warehouse ID is displayed in the Warehouse ID column and the value specified for the UseUniversalForMaterialAvailability preference:

- If an independently planned warehouse is displayed in the Warehouse ID field, then this column shows the quantity remaining in available locations in the specified warehouse only.
- If a universally planned warehouse is displayed in the Warehouse ID field and you specified Y for the UseUniversalForMaterialAvailability preference, then this column shows the total quantity remaining in all universal warehouse locations with a status of Available. If you are using multiple sites, the quantity shown is for the site specified in the order header only.
- If a universally planned warehouse is displayed in the Warehouse ID field and you specified N for the UseUniversalForMaterialAvailability preference, then this column shows the quantity stored in available locations for the specified warehouse.
- If you did not specify a warehouse on the line, then this column shows the total quantity remaining in all universal warehouse locations with a status of Available. If you are using multiple sites, the quantity shown is for the site specified in the order header only.

On Hand – This column shows the quantity currently stored in warehouse locations with any status.

The calculation depends upon whether a warehouse ID is displayed in the Warehouse ID column and the value specified for the UseUniversalForMaterialAvailability preference:

- If an independently planned warehouse is displayed in the Warehouse ID field, then this column shows the current quantity in all locations in the specified warehouse only.
- If a universally planned warehouse is displayed in the Warehouse ID field and you specified Y for the UseUniversalForMaterialAvailability preference, then this column shows the current quantity in all universal warehouse locations. If you are using multiple sites, the quantity shown is for the site specified in the order header only.
- If a universally planned warehouse is displayed in the Warehouse ID field and you specified N for the UseUniversalForMaterialAvailability preference, then this column shows the current quantity in all locations in the specified warehouse only.
- If you did not specify a warehouse on the line, then this column shows the current quantity in all universal warehouse locations. If you are using multiple sites, the quantity shown is for the site specified in the order header only.

Available – This column shows the quantity currently stored in warehouse locations with the Available status.

The calculation depends upon whether a warehouse ID is displayed in the Warehouse ID column and the value specified for the UseUniversalForMaterialAvailability preference:

- If an independently planned warehouse is displayed in the Warehouse ID field, then this column shows the current quantity in available locations in the specified warehouse only.
- If a universally planned warehouse is displayed in the Warehouse ID field and you specified Y for the UseUniversalForMaterialAvailability preference, then this column shows the current quantity in all universal warehouse locations with the status of Available. If you are using multiple sites, the quantity shown is for the site specified in the order header only.
- If a universally planned warehouse is displayed in the Warehouse ID field and you specified N for the UseUniversalForMaterialAvailability preference, then this column shows the current quantity in available locations in the specified warehouse only.
- If you did not specify a warehouse on the line, then this column shows the current quantity in all universal warehouse locations with the status of Available. If you are using multiple sites, the quantity shown is for the site specified in the order header only.

To view material netting information for a part in the Material Planning Window, double-click the line containing the part to view.

Checking Schedule Availability

You can assess the impact of the work order for an ordered item on your current shop schedule.

To check schedule availability:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the order. If you are licensed to use a single site, this field is unavailable.
2. Click the **Our Order ID** arrow and select the order to use.
3. Select the line to check.
4. Select **Edit**, **Check Schedule Availability**.
5. Select the ID of the schedule against which to check the customer order. If you are licensed to use multiple sites, only the schedules associated with the selected site are available for selection. If you are licensed to use a single site, you can select any schedule.
6. If the line item is for a standard part and the Job ID is specified on the line, you are test-scheduling the actual work order.

   If you do not specify a job, you can check using the generic engineering master for the part.
7. You can check availability in these ways:

   a If you have a desired release date and want date, you may want to check whether they are possible to meet based on the current schedule. Set the Release Date to the Order Date, and the Want Date to the desired ship date.

   If you would like the work order to start as soon as possible after the release date, irrespective of the want date, check the Force Forward Schedule box. Other than having the work start as early as possible, this option doesn't have significance in this case, because the important goal is to meet the Want Date.

   b If you have a projected release date, you may want to determine a reasonable lead time to promise. Set the Release Date to the expected date of the order, and check the Force Forward Schedule box. Assuming your current schedule is accurate, this estimates a desired finish date. You can use this date to determine a finish date to promise.
8. Adjust the Desired Quantity, if necessary.

   Desired Quantity defaults to the line item quantity.
9. To check if materials are available, select the **Check Material Availability** check box.

   This examines material lead times and purchase orders that have already been placed in determining when work can start based on available materials.

10 To schedule an unreleased work order that has been marked as a what-if work order, select the Schedule what-if work order check box, and then enter a Probability % that is less than or equal to the Probability % value entered on the work order. Enabling this check box will allow the unreleased work order to schedule as if it were in a firmed or released status. Clear the check box if you do not want the work order to schedule as if it were a firmed or released work order.

11 To start the check, click **Schedule**.

This information is displayed in the Output section of the Check Availability dialog:

Scheduled Start Date – This is the date on which the first operation of the work order would start. You may want to focus on the difference between this date and the release date to get a feel for the days delay before work would be started.

Scheduled Finish Date – This is the date on which the work order is scheduled to finish. If you're checking against a specified Want Date, compare whether this date is on or before it. If not, the check shows that the date can't be met with the schedule as it stands. You may want to run the check against an **Infinite** schedule to see where the overloaded resources are.

If you're checking to determine a lead time, you can subtract this date from the Release Date to get a lead time.

Determinant Path Days Delay – This is the total time between the start and finish dates of the determinant path that is not occupied by actual scheduled production. This provides a measure of how much better you could do if no other work orders were scheduled to interfere with this one. Visually, this is the sum of the horizontal "gaps" between successive operations of the determinant path in the Scheduling Window that are not caused by weekends or other non-production time.

Total Days Delay – Similar to Determinant Path Days Delay, this is the days delay for all operations in the work order, not only the determinant path.

Rate per Day – Information is displayed in this field if the part is a rate-based part. This field shows the quantity that the work order produces each day. See "Rate-based Parts"on page 5-1 in the Manufacturing guide..

First Delivery Date – Information is displayed in this field if the part is a rate-based part. The first day that the part is scheduled to be produced based on the schedule input settings. Note that the quantity produced on the first delivery date could be less than the daily rate. If the total quantity produced in the work order is not a multiple of the daily rate, then a quantity that is less than the daily quantity is produced on the first day. For example, if the daily rate of a part is 8 and the total quantity of the work order is 20, then 4 parts are produced on the first day.

12 When you have finished checking material availability, click **Close**.

A dialog is displayed, asking if you want to remove the results of this check from the schedule.

You may want to leave them in these circumstances:

a The order will be released. This "leaves room" in the schedule for the resulting work order.

b You want to examine the results of the check in more detail by using the Scheduling Window. For example, if the check shows that dates can't be met, you may want to examine the production and infinite schedules to more fully assess the situation.

If you select to not remove results, you can remove them later by using the **Purge Availability Checks** option in the Concurrent Scheduler.

Specify whether the work order should be considered a what-if work order and the likelihood of the work order becoming a true firmed or released work order by using the **What-if** and **Probability %** options. These options are only visible when creating work orders—they are not available for Engineering Masters or Quote Masters. The options are only active if the following three conditions are true: the Allow Scheduling of What-if Work Orders setting is enabled in Site Maintenance, you have Yes access to the Mark Unreleased Work Orders as What-if program security component for the Manufacturing Window, and the work order itself is currently in an Unreleased status. Note: changing the status of the work order to Firmed or Released will clear the values from these options.

Viewing Work Order Audit Information for a Schedule

After schedule availability for a work order is checked, you can view the audit information for that work order.

You must test schedule the work order to use this feature.

In the Check Availability dialog, click the **Work Order Audit** button.

The Work Order Audit dialog is displayed. The current work order is displayed in the first line of the line item table.

When you have finished viewing audit information, click the Close button.

See the “Manufacturing Window” chapter in the Manufacturing guide.

Overriding Cost of Goods Sold Accounts

You can override the default cost of goods sold expense accounts for each line item by individual cost category. These accounts are debited for actual or standard cost of shipped items, depending on the costing method in use. This is done by the **Prepare Shipments Journal Transactions** option of the Costing Utilities.

When these transactions are created, the COGS (Cost Of Goods Sold) accounts are chosen for a line item in these ways:

- First, use any accounts that are specified for the line using this function.
- Next, for any accounts not specified on the line, use any COGS accounts specified for the Product Code of the line, if any.
- Finally, use the default COGS accounts specified in Financials Application Global Maintenance. If you are licensed to use multiple sites, you can define a different default COGS account for each site.

Note: You can specify different accounts at multiple levels. You could specify only a special material account for the line, and use the defaults for the other cost categories. To avoid the confusion this may cause, you should always override all four accounts at once.

To override cost of goods sold accounts for a line item:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the order. If you are licensed to use a single site, this field is unavailable.
2. Open the customer order.
3. Select the line item for which you want to override the default COGS accounts.
4. Select **Edit**, **Cost of Goods Sold G/L Accounts**.
5. Specify the G/L account number for each of the categories.

   If you do not know the account number, use the button next to the field to open a table of accounts.
6. Click **Ok**.

Consolidated Sales

You can create a sales order that uses different sites on each line, provided that the sites belong to the same parent entity. These sales orders are “consolidated sales orders.” You can use a consolidated sales order to reduce data entry time.

Ship consolidated sales orders on a site-by-site basis. For example, if you create a consolidated sales order with site MMC on the first line and site MMC-NH on the second line, you would create two separate shipments to completely ship the order. You would create a shipment for MMC to ship the first line, and you would create a shipment for MMC-NH to ship the second line.

Consolidated orders are invoiced on a site-by-site basis also.

Accounting Periods and Transactions for Multiple Sites

If you create consolidated sales orders, you should close accounting periods for the sites that you use in the transactions on the same schedule. This ensures consistency when posting each site.

Customer Accepts Partial Shipments Setting

To ship a consolidated sales order to a customer, the customer must accept partial shipments. In Customer Maintenance, ensure that the Customer Accepts Partial Shipments check box on the Shipping tab is selected for customers to whom you are shipping consolidated sales orders.

Creating a Consolidated Sales Order

In a consolidated sales order, the site ID you specify in the header determines the parent entity for the order. On the lines, you can specify any site ID that belongs to the same parent entity as the site you specify in the header.

To create a consolidated sales order:

1. In the Site ID field, specify a site that belongs to the parent entity you want to use. When you insert lines in the sales order, you can specify any site that belongs to the same parent entity as the site in the sales order header.
2. Specify information on the sales order header.
3. Insert the lines for the order.
4. In the Site ID field, specify the site that is shipping each order line.
5. Click **Save**.

Shipping a Consolidated Sales Order

When you ship a consolidated sales order, you can ship sales order lines that match the site ID you specify on the Shipping Entry header. Consider this example:

Sales Order Header Site ID: MMC

Sales Order Line 1 Site ID: MMC

Sales Order Line 2 Site ID: MMC-NH

If you select MMC on the Shipping Entry header, you can only ship items from line 1 of the sales order. If you have not yet received the items for site MMC-NH, a message is displayed informing you that the customer order will remain open.

If you select MMC-NH on the Shipping Entry header, you can only ship items from line 2 of the sales order.

RMAs and Consolidated Sales Orders

To create an RMA for a consolidated sales order, use the procedure in this section. To function properly, the site ID in the RMA header must match the site ID in the sales order header.

1. Select **Sales**, **Return Material Authorization**.
2. In the Site ID field, specify the site that you specified in the header of the consolidated sales order.
3. Click the **Original Sales Order ID** browse button and select the order that the customer is returning.
4. Optionally, specify the packlist of the shipment that the customer is returning. If the site ID on the packlist does not match the site ID of the customer order, you must manually type the packlist ID.
5. Complete the RMA.

Costing Consolidated Sales Orders

Consolidated sales orders are costed based on the site on the sales order line. The site on the sales order header is not considered.

Invoicing Consolidated Sales Orders

Invoices are generated at the line level for consolidated orders. You cannot combine lines for different sites on the same invoice, even if the lines are on the same sales order.

Evaluating Customer Credit

You can view information about a customer's credit-worthiness directly in Customer Order Entry. The system uses information you defined in the customer's record in Customer Maintenance to help you identify potential credit risks. Use the Credit tab to view basic information about the customer's credit performance. Use the toolbar buttons to view the customer's credit and payment ratings.

If you are licensed to use multiple entities, credit information is available on an entity-by-entity basis. If you are licensed use a single entity, credit information is available on an enterprise-wide basis.

Using Information on the Credit Tab

If you are licensed to use multiple entities, click the Site ID arrow and select a site that belongs to the entity you want to view. If you are licensed to use a single entity and site, this field is unavailable.

After you select a customer in the customer ID field, you can view this information about the customer's credit:

Credit Status – The system inserts the value from the Credit Status field in the Entity Credit Limit tab of Customer Maintenance. When you select a customer for an order, use this field to decide if you should proceed with the order. If the customer has a credit status of On Hold or Orders on Hold, you cannot complete the customer order.

Credit Limit – The system inserts the credit limit you specified on the Entity Credit Limit tab in Customer Maintenance.

Credit Balance – The system displays the remaining amount of credit. The system subtracts the total of any outstanding invoices from the credit limit.

Available Credit % – The system expresses the credit available to the customer as a percentage. The system divides the credit balance by the credit limit then multiplies by 100.

On Time Settlement% – The system evaluates the frequency of on-time settlements. The system examines the invoices due over the period of time you specified in the Settlement Threshold Days field and expresses the number of invoices paid on time as a percentage.

Recv Age Limit – The system inserts the receivable age limit you specified on the Entity Credit Limit tab in Customer Maintenance.

 # Days Oldest Unpaid Invoice – The system identifies the invoice that has been unpaid the longest and inserts the number of days old the invoice is in the # Days Oldest Unpaid Invoice field.

Oldest Unpaid Invoice Term Days – The system inserts the number of days from the date of the oldest invoice that the net payment is due.

The system uses the Recv Age Limit, # Days Oldest Unpaid Invoice, the Oldest Unpaid Invoice Term Days, and the Oldest Unpaid Invoice option you selected on the Entity Credit Limit tab in Customer Maintenance to determine whether it displays a warning message when you save the order. For example, say your receivable age limit is 2 days. You have an invoice that is 5 days old based on the invoice date. Net payment on the invoice is due in 25 days.

If you use the Determined by Invoice Date option in the Oldest Unpaid Invoice group box in Customer Maintenance, the system would display a message warning you that the customer has an invoice that exceeds the receivable age limit. The system would consider the invoice 5 days old, which is greater than the 2 day receivable age limit.

If you use the Determined by Due Date option in the Oldest Unpaid Invoice group box in Customer Maintenance, the system would not display a warning message. The system would compare the invoice date to the net due payment date and determine that the customer has 20 days to make the net payment. Because the payment is not yet overdue, you can add customer orders without a warning message. If the invoice was 30 days old based on the invoice date and net payment was due 25 days from the date of the invoice, then the system would calculate that the invoice is 5 days overdue and display a warning message when you try to save the customer order.

Viewing Credit Rating and Settlement Rating Information

Before you can view Credit Rating information for the selected customer, you must set up Credit Rating thresholds and a Credit Limit for the customer in Customer Maintenance. Before you can view Settlement Rating information for the selected customer, you must set up Settlement Rating thresholds for the customer in Customer Maintenance. The system deactivates the Credit Rating and Settlement Rating buttons if you have not set up the thresholds and credit limit for the customer.

The Credit Rating and Settlement Rating icons show you at-a-glance if the customer has consumed an acceptable amount of credit and pays invoices in an acceptable time period. These icons change based on the thresholds you set up in Customer Maintenance. The icons are:

– Acceptable

– Warning

– Unacceptable

To view a list of orders that contribute to the credit rating, click the **Credit Rating** button, or select **Info**, **Credit Rating**. At the top of the dialog, the system displays the customer's credit limit and the value from the Credit Status field on the Credit tab. The system lists all open orders and the amount of the orders for the customer. In addition, the system displays the grand total of the open orders, the total of pre-paid invoices, and the grand total of open invoices; the total amount outstanding for the customer (the system adds the value of the open orders to the value of the open invoices); and the remaining available credit expressed as a percentage.

To view a list of payments that contribute to the settlement rating, click the Settlement Rating button, or select **Info**, **Settlement Rating**. The system lists the invoices that have payments applied to them. At the bottom of the dialog, the system displays the total number of payments, the number of payments made on time, and the percentage of payments made on time.

Accessing Shipping Entry

You can access Shipping Entry directly from the Customer Order Entry window. Right-click in the Sold to/Ship to address field in the Customer Order Entry header and select Shipping from the menu. If you selected a customer order in the Customer Order Entry window, the system inserts the details of the Customer order into the Shipping window. To activate the menu item, you must be viewing an order.

If you have already made a shipment against the order, you can also click the Shipping Entry lifecycle target button in the toolbar to open Shipping Entry. If you have not yet made a shipment for the order, then this button is not available. See "Source and Target Buttons" on page 7–70 in this guide.

Setting Commission Sharing

Commission sharing applies to all line items on the order. You cannot set individual sharing on a line item basis.

Use commission sharing to split commission revenue dollars between two or more sales reps. This information is initially entered into the customer table through Customer Maintenance.

The standard Commission Sharing defined in Customer Maintenance defines a percentage of total commission that is shared between the specified Sales Rep and another one. Note that this percentage is a portion of the total commission, not of the total order. For example, consider an order that totals to $100, where its Sales Rep gets a 10% commission, and has a 20% share percent with another rep. The Sales Rep receives $8, and the other rep receives $2. The total commission is 10% of $100, or $10. The primary rep receives 80% of $10, and the other rep receives the share percent of 20% of $10.

Use the Commission Sharing option in Customer Order Entry to override the standard sharing arrangement. This is particularly useful when the rep has agreed to share commission for a particular order. You must specify a valid Sales Rep for the order to view and/or override commission sharing.

Commission sharing does not affect the total commission paid, but only how it is distributed between reps. You must assure that each line item shows the proper total commission.

To view and/or override commission sharing:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the order. If you are licensed to use a single site, this field is unavailable.
2. Click the Our Order ID and select the customer order for which to set commission sharing information.
3. Select **Edit**, **Commission Sharing**.

   Standard commission sharing for the sales rep for the current order is displayed in the upper table for informational use. Overrides for this order in the lower table.

Adding Sharing Entries

1. Click **Insert**.
2. Type in the Sales Rep ID of the rep sharing the commission.

   When you leave this field, the Name field is completed.
3. Specify the percentage of the commission the sales rep shares.
4. Click **Save**.

Modifying Commission Sharing

You can modify the Share % as necessary by clicking on the Share % field in the lower portion of the Commissions dialog and entering a new value.

You cannot change the rep. If you need to change the sales rep, delete the line and add a new one.

Deleting Commissions

1 Select the line to delete.

2 Click **Delete**.

The line is marked with an X, indicating that it is marked for deletion.

3 Click **Save**.

Appropriate commissions are generated when the order has shipped and invoiced.

Generating Sales Commissions

To generate commission payments, select **Payables**, **Generate Sales Commissions**.

See the *Infor VISUAL Financials Payables User's Guide* for more information.

Adding New Shipping Addresses

To add a new Ship To address for the customer:

1. With a site and customer order open in the Customer Order Entry window, click the **Shipping Address** toolbar button.
2. Click the **Insert** button.
3. Specify address information.
4. Click **Save**.
5. When you have finished entering addresses for this customer, click **Close**.

   For more information, refer to “Maintaining Shipping Addresses” on page 2-22 in this guide.

Adding Customer Shipment Accounts

When you ship items to customers, customers can request that you charge shipping costs directly to the accounts that the customers have with shipping providers. Use the Customer Shipping Charge Accounts dialog to specify a customer's default account numbers. You can set up one account number for each Ship Via method.

When you specify Ship Via information on the Shipping tab in Customer Maintenance or in the Shipping Addresses dialog, the account number associated with the Ship Via method that you select is inserted in the Ship Charge Acct field. You cannot edit the Ship Charge Acct Field in Customer Maintenance or in the Shipping Addresses dialog.

When you create a customer order or shipment, the default account number is inserted in the Ship Charge Acct field after you select a Ship Via method. You can override the default account number.

1. In Customer Order Entry, specify the ID of the customer for whom you are setting up shipment accounts.
2. Select **Maintain**, **Shipping Charge Accounts**.
3. Click **Insert**.
4. Specify this information:

   Ship Via – Select the shipping method for which you are specifying a customer account.

   Account Number – Specify the customer's account number.
5. Click **Save**.

Setting Exchange Rates for Individual Customer Orders

When you specify a customer order that uses a foreign currency, Customer Order Entry obtains this currency related information:

- Currency from the customer record.
- Exchange rate from Currency Exchange Rate Maintenance.

The exchange rate used is based on the date of the transaction. If the need arises, you can set the exchange rates for individual orders allowing you to set the exchange rates on a per order basis.

To override exchange rates:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the order was placed. If you are licensed to use a single site, this field is unavailable.
2. Click the **Our Order ID** button and select the order for which you want to override the exchange rate.
3. Select **Edit**, **Set/Reset Exchange Rates**.
4. Make any necessary modifications to the line item table.

   For example, you can edit a line item with a Currency ID of Euro to reflect a new or projected exchange rate that applies to the current order only.

   To view what the exchange rate was for the currency on a specific date, click the calendar button and select the date to use. Click the **Lookup Rates** button.

   The table is populated with the appropriate information for the date you selected.
5. To apply the exchange rate override, select the Fix Rates check box.

   The override is applied to the customer receipt and Accounts Receivable invoice.
6. When you have finished overriding the exchange rate, click **Close**.

Viewing Internal Orders

If you are licensed to use multiple sites, you can view the customer orders that are generated by placing an internal purchase order. If you used the formal internal buy/sell process, you cannot edit the internal customer order. To change order information, you must edit the purchase order.

If you created a manually linked internal purchase order/sales order, you can edit the sales order. See “Buying and selling between accounting entities” on page 6-2 in the Multi-site guide.

To track internal orders:

1 Select an internal order.

2 Select **Info**, **Show Buy/Sell order Status**.

3 If you selected an order in the window before accessing the Show Buy/Sell Status dialog, the information in the dialog is filtered to show the selected order. Use the fields at the top of the dialog and the check box at the bottom of the dialog to filter the information in the table. Specify this information:

Purchase Order Site – Specify the site for which to view internal purchase orders. By default, the site you specified in the Material Planning Window is inserted. You can select a different site, or specify no value in this field to view purchase orders from all of your viewable sites.

Purchase Order – To view a particular purchase order, click the browse button and select the purchase order. After you select a purchase order, the ID of the site on the purchase order header is inserted in the Site ID field and the ID of the associated purchase order is inserted in the Customer Order ID field.

Customer Order Site – Specify the site for which to view internal customer orders. If you clear the Purchase Order Site field and the Purchase Order field, you can view all internal customer orders by clearing this field.

Customer Order – To view a particular customer order, click the browse button and select the customer order. After you select a customer order, the ID of the associated purchase order is inserted in the Purchase Order field. The site specified on the header of the purchase order is inserted in the Purchase Order Site field.

Include Back Orders – To include internal back orders, select this check box. To exclude internal back orders, clear this check box.

4 To display additional orders, clear the information in the fields in the header. Clear the Order ID field to view all orders for the selected site ID. Clear the Order ID and the Site ID field to view all orders for the selected entity ID. Clear all three fields to display all internal orders.

5 The dialog shows this information:

Purchase Order – The ID of the purchase order is inserted.

Internal Order – If the Internal Order check box is selected on the purchase order, then Yes is inserted in this column. The purchase order was created using the automated internal order process. If the Internal Order check box is not selected on the purchase order, then No is inserted in this column. The purchase order was created using the manual internal order process.

Is Backorder – If this order is a back order, Yes is inserted. If this order is not a back order, No is inserted.

PO Status – The current status of the order is inserted.

Customer Order – The ID of the corresponding customer order is inserted.

Is Backorder – If this order is a back order, Yes is inserted. If this order is not a back order, No is inserted.

CO Status – The current status of the order is inserted.

PO Site – The site that owns the purchase order is inserted. This is the site that is receiving materials.

CO Site – The site that owns the customer order is inserted. This is the site that is shipping materials.

PO Entity – The entity associated with the PO site is inserted.

CO Entity – The entity associated with the CO site is inserted.

Ln # – The line number of the customer order and purchase order.

Part ID – The ID of the part purchased is inserted.

PO Order Qty – The quantity ordered on the purchase order is inserted.

Received – The quantity of the part that has been received by the PO Site is inserted.

CO Order Qty – The quantity of the part ordered is inserted.

Shipped – The quantity of the part that has been shipped by the CO Site is inserted.

Description – The description of the part is inserted.

6 To view a purchase order, select the line and click Purchase Order. To view a customer order, select the line and click Customer Order.

Viewing and Editing EDI Accumulations

If you are working with a customer order that has a delivery schedule and you are also using EDI, you can view and edit EDI order accumulators from within the Customer Order Entry window.

- For single part orders, you can monitor accumulations at the header level.
- For multi-part orders, you can monitor accumulations for each line item.

Viewing and Editing EDI Order Accumulators

Note: Most EDI users use this function if the order is for a single Part ID.

To view and edit EDI Order Accumulations:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you placed the order. If you are licensed to use a single site, this field is unavailable.

2 Click the Our Order ID button and select the order. The order must have a delivery schedule.

3 Click the **EDI** tab

4 Select the **EDI Release** check box.

Typically, this check box is selected during an import from VMDI Exchange.

Select the EDI Release check box to create outbound transactions using the VMDI module.

Note: This check box must be selected in order to view order accumulations.

5 Select **EDI**, **Order Accumulators**.

The dialog includes these customer accumulated fields:

Release # – The customer's release number (RAN).

Shipments as of – The date by which the customer has received the accumulated shipments.

Build Authorization – The quantity of parts that the customer has authorized your company to build.

Buy Authorization – The quantity for which the customer has authorized your company to purchase materials.

Accumulated Shipments – The quantity of shipments the customer reports your company has shipped to them.

The dialog contains these accumulator totals. Either you can specify this information, or the system can be used to gather this information.

Adjustment to Shipments – The adjustment quantity to the accumulated shipments. Use this field to adjust the calculated shipment quantity for historical data that may or may not exist in your database.

Adjustment to Releases – The adjustment quantity for the amount ordered. Use this field to adjust and reconcile internal order quantity with customer order quantity.

Accumulated Shipments – The actual shipments from this order. This value is calculated when you open the EDI Order Accums dialog.

Accumulated Releases – The actual order quantity from this order. This value is only calculated when you open the EDI Order Accums dialog.

6 Make the necessary changes to the information in the Actual Accumulated Totals section.

Note: This information is usually received via EDI from the customer. The values that in the adjustment fields in the Actual Accumulated Totals section are the only fields that you should make a practice of editing.

7 Click **Save**.

Viewing EDI Line Accumulators

Use EDI Line Accumulators to track shipments, view in-transit quantities, adjust total ship quantities to ensure accurate historical data values, and adjust delivery schedule lines.

To view EDI line accumulators:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you placed the order. If you are licensed to use a single site, this field is unavailable.

2 Click the Our Order ID button and select the order.

3 Click the row header for the line in which you are interested.

4 Select **Edit**, **EDI Line Accumulators**.

The Release number of the order is displayed in the Release Number field at the top.

The only editable field in the dialog is the Shipment Adjust field.

These fields display information the customer receives via EDI:

Accum Date – The date for which the accumulated quantity applies. Typically, the date of the last shipment receipt. VMDI Exchange imports this data.

Accum Quantity – The total accumulated quantity of this part the customer has received as of the Accum date. VMDI Exchange imports this data.

Discrepancy – The difference between the customer's Accum quantity and the Accumulated Shipments quantity.

In Transit Quantity – The quantity shipped between the customer's Accum Date and the last Ship Date.

Last Ship Date – The date on which quantities were last shipped to this customer.

Accumulated Shipments – The total quantity shipped to this customer by the last Shipped Date. This value is calculated.

Shipment Adjust – This value reconciles, for historical data keeping purposes, the total Accumulated Shipments quantity to a customer. Specify a value here if you need to add or subtract from the Accumulated Shipments that have been calculated.

Total Shipments – The total shipments you have made to the customer. The accumulated shipments plus of minus the adjustment quantity.

These are displayed in the Customer Authorization group box:

Fab (Build) – The quantity the customer has authorized you to build. In the Current field, the amount the customer currently has authorized you to build is displayed. In the High Qty field, the highest authorized build quantity to date is displayed. In the High Date field, the date on which the high point was reached is displayed.

Raw (Buy) – The quantity for which the customer has authorized you to buy raw materials. In the Current field, the amount the customer currently has authorized you to buy is displayed. In the High Qty field, the highest quantity authorized by the customer to date is displayed. In the High Date field, the date on which the high point was reached is displayed.

5 If you have made any changes, click **Save** to commit this information. If you did not make any changes, you can click **Cancel** to exit the dialog and return to the Customer Order Entry window.

Clearing Accumulators

Use the Clear Accumulators feature to zero a customer's accumulators at your discretion.

When you choose to clear a customer's accumulators for an order or a specific subset of orders, *Pack list IDs*, *inventory transactions*, or *trace IDs* associated with the order are not removed. All support data remains in the database.

To clear accumulators:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you placed the order. If you are licensed to use a single site, this field is unavailable.

2 Click the Our Order ID button and select the order. The order must have a delivery schedule.

3 Select **EDI**, **Clear Cumms**.

4 Right-click the **Accum Clear Date** calendar button and select the date through which to clear this order's accumulations.

Note: You must select a date prior to the current system date.

5 In the Order Selection section, select how the accumulations are displayed in the dialog. You can select:

Current Order Only – To display accumulators for the current order only, select the **Current Order Only** option. This option is only available if you selected an order in the Customer Order Entry window prior to opening Clear Accums.

by Customer – To view a list of all customers for whom there are EDI orders, select the **by Customer** option.

by Order – To view a list of all orders you have designated as EDI orders, select the **by Order** option.

For more information, refer to "Specifying Customer Orders" on page 7-7 in this guide.

6 If you choose by Customer or by Order, select which customers or orders to clear by selecting the line. To select multiple lines, hold down the CTRL key when selecting lines.

To select all lines, click the **Select All** button located at the bottom of the window.

7 To ignore closed customer orders, select the **Suppress Closed Orders** check box. You may want to select this check box to prevent information from changing in any orders that are closed and approved for invoicing.

8 After you select the lines to clear, click **Ok**.

A dialog is displayed prompting you to confirm the clearing of the EDI Accumulations.

9 Click **Yes**.

These database columns are cleared from the CUST_ORDER_LINE table:

- EDI_ACCUM_SHIP_QTY
- EDI_ACCUM_SHIP_ADJ
- EDI_ACCUM_FAB_QTY
- EDI_ACCUM_RAW_QTY
- EDI_ACCUM_QTY_REC
- EDI_ACCUM_QTY_REL
- EDI_ACCUM_USR_REC
- EDI_ACCUM_USR_REL

These database columns are cleared from the CUSTOMER_ORDER table:

- EDI_ACCUM_SHIP_QTY
- EDI_ACCUM_AUTH_QTY
- EDI_ACCUM_BUY_QTY
- EDI_ACCUM_SHIP_ADJ
- EDI_ACCUM_ORD_ADJ

Viewing Customer Order Information

Use the options on the Edit, View, and Info menus to review information about your customers and the parts that they have ordered.

Viewing Netting Information

You can view netting information about the parts in the customer order. Select the line containing the part to view, then select **Edit**, **Netting...**. The Material Planning Window is opened with the part you selected loaded in the window. If you are licensed to use multiple sites, the Site ID of the customer order is also loaded into the Material Planning Window.

See “Material Planning Window” on page 10-1 in the Inventory guide.

Viewing Selling History

Use the Part Selling History feature to view the previous sales performance of a part.

To view part selling information:

1 Select **Info**, **Part Selling History**.

If you are licensed to use multiple sites, the site ID you selected in the Customer Order Entry window before accessing this dialog is displayed. If you selected a line in a customer order before accessing this dialog, information for the selected part is displayed.

2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to view. If you are licensed to use a single site, this field is unavailable.

3 If there is a Customer ID and/or Part ID on the Customer Order this information will be passed to the Selling History form.and be used for the initial browse. You can click on the Part ID browse button-and select another part to view if you wish. You can also blank the Customer ID field and the table will redisplay and show all the Customer IDs for the Part ID.

The table shows this information:

Order Date – The date on which you took the order.

Desired Ship Date – The date on which your customer wanted to receive the order.

Original Promise Date – The date on which you promised the order.

Last Actual Ship Date – The date on which you last shipped parts from the order.

Customer Order – The Customer Order ID.

Site ID – The site in which the order was placed.

Customer – The name of the customer.

Order Quantity – The line quantity of the part.

Shipped Quantity – The total quantity you shipped for the line.

Selling U/M – The Unit of Measure by which you sell the part.

Stock U/M – The Unit of Measure by which you stock the part.

Currency – The currency you used for the order.

Unit Price – The price you specified for each unit of the part.

Disc % – The discount you allowed for the part, line, and order.

Standard Unit Price – The price you charge for the part.

To sort the orders in the Part Selling History dialog, select the appropriate sort option . You can select:

- By Order date
- By Desired Ship Date
- By Customer Order

To change the sequence of the orders in the Part Selling History dialog, select the order to display the information. You can select **Ascending** or **Descending**.

4 To view an order in the Customer Order Entry window, select the line containing the order, then click **View**. You can also double-click the line to view the order.

5 When you have finished viewing your part history, click **Close**.

Viewing Customer Summaries

Use the Customer Summary to view enterprise-wide information about the customer's open balances. You can view information for all of your allowable accounting entities. See "Assigning Sites to Users" on page 3-20 in the System Administrator guide.

The Customer Summary dialog has two tabs. The first tab shows enterprise-wide totals. The currency used depends upon the site you selected in Customer Order Entry before you accessed the Customer Summary dialog. The functional currency of the site's parent accounting entity is used. The second tab shows information for each of your entities. The totals shown on the second tab are in each accounting entity's functional currency.

To view customer summaries:

1 In the Site ID field, specify a site in the entity that you would like to use for Summary tab information.

2 Select **Info**, **Customer Summary**.

If you selected a customer ID in the Customer Order Entry window before accessing this dialog, the Customer Summary is populated with that customer's information.

3 Click the **Customer ID** browse button and select the customer to view. Or, click the Customer Name browse button to select a customer using the customer's name.

This information is displayed:

Open Orders – The total amount of all Firmed or Released order lines for the customer expressed in the customer's currency. Customer order lines with a status of Released and Firmed are considered. Customer order lines with a status of Inherit are also considered if the header status is Released or Firmed. Note that this could include partially shipped, open orders. The field shows the total open order balance for all of your allowable entities. This amount is converted into the accounting entity's functional currency. The currency ID is displayed in the Currency field.

Last Order Date – The date on which the customer last placed an order in any of your allowable sites.

Credit Status – The current credit status of the customer for the parent accounting entity of the site you selected in Customer Order Entry. Possible values are:

Ok – New orders and shipments are fully allowed.

On Hold – You cannot specify new orders or ship orders for this customer.

Orders on Hold – You cannot specify new orders for the customer. You are allowed to ship existing orders.

Ship on Hold – You can specify new orders for the customer but not ship orders.

Open Receivables – Total amount of all outstanding balances on the customer's invoices. The field shows the total open receivables balance for all of your allowable entities. This amount is converted into the accounting entity's functional currency. The currency ID is displayed in the Currency field.

Last Payment Date – The date of the last application of a customer payment to an invoice in any of your allowable sites.

Avg Pay (Days) – For each fully paid invoice, its Last Paid Date is compared to the original invoice date to derive a total time taken for full payment. This field shows the average of that time by dividing the total of these times by the total number of fully paid invoices for all of your allowable sites.

Paid Invoices – The number of fully paid invoices for this customer for all of your allowable sites.

Currency – The functional currency of the selected site's parent account entity. All amounts on the Summary tab are expressed in this currency.

Eff Exchange Date – The current date is always displayed. Amounts are converted into the accounting entity functional currency based on the exchange rates in effect on the date displayed in this field.

4 To view customer balance information on an entity-by-entity basis, click the **Entities** tab. A row is displayed for each of your allowable accounting entities. The information in the row are for the accounting entity only, and the amounts are displayed in the accounting entity's functional currency. For each entity, credit status, open orders, last order date, open receivables, last payment date, paid invoices, and Avg Pay (Days) are displayed. Amounts in each row are expressed in the currency displayed in the Currency field.

5 When you have finished viewing customer information, click **Close**.

Viewing Audit History

If you are auditing columns in database tables related to sales order records, you can use the Audit History dialog to view a history of the changes made to the audited columns for a particular sales order record.

A system administrator must grant you permission to view this dialog.

Use Audit Maintenance to set up the audit. See "Audit Maintenance" on page 5–1 in the System Administration guide.

Information is written to this dialog if you are auditing these database tables:

- CUST_LINE_BILLING
- CUST_LINE_DEL
- CUST_ORDER_LINE
- CUST_ORDER_SHARE
- CUSTOMER_ORDER

To view audit history information:

1 Select **Sales**, **Sales Order Entry**.

2 Open an order.

3 Select **Info**, **Audit History**.

4 This information is displayed:

ID – The primary key of the database record that was changed.

User ID – The ID of the user who made the change.

Date – The date that the change was made.

Field – The database table and column that was changed.

Old Value – The original value.

New Value – The new value.

Action – The action that occurred to update the date. These actions are used:

Insert – A new value was created.

Update – An existing value was changed.

Delete – A value was deleted.

Exporting Audit Information

You can export Audit Information to Microsoft Excel or to an XML file.

Exporting Audit Information to Microsoft Excel

To export the information to Microsoft Excel:

1 Select **Sales**, **Sales Order Entry**.

2 Open a sales order.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to Microsoft Excel**. Microsoft Excel is opened, and the rows you selected are inserted in the spreadsheet.

Exporting Audit Information to XML

To export audit information to XML:

1 Select **Sales**, **Sales Order Entry**.

2 Open a sales order.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to XML**.

6 Specify this information:

File Name – Specify the name to use for the XML file.

XML to Write – Specify the content to include in the file. Click one of these options:

Schema – Click this option to export the schema only. The XML structure is exported, but no information from the Audit History table is exported.

Document – Click this option to export the rows that you selected.

Both – Click this option to export both a schema file and a document file.

Tags – Specify the information to use for the XML tags. Click one of these options:

Use column name – Click this option to use the database column names for the tags.

Use item name – Click this option to use the column names as displayed in Audit History for the tags.

7 Click **Export**.

Viewing Notification History

You can view a list of notifications that have been sent for an order. To view the list:

1 Select **Sales**, **Customer Order Entry**.

2 Select the sales order.

3 Select **Info**, **Notification History**. For each notification, this information is displayed:

Sent By - User ID – The ID of the user who sent the notification.

Program ID – The ID of the program that generated the notification. These IDs are used:

VMORDENT – Customer Order Entry. If the notification is for a new order, then NEW is appended to VMORDENT. If the notification is for a changed order, then CHG is appended.

VMSHPENT – Shipping Entry

VFARCENT – Cash Application

Cust/Vend ID – The ID of the customer on the sales order or the vendor on the purchase order.

Document ID – The ID of the transaction for which the notification was sent.

Date – The Date that the notification was sent.

Sent By - Employee ID – The ID of the employee who sent the email.

Sent To - Email Addr(s) – The email addresses of the recipients of the email.

Action – The action that generated the notification. These actions are used:

SALES ORDER NEW – A sales order was created.

SALES ORDER CHG – A sales order was updated.

SHIPMENT – A shipment was made for the sales order.

AR INV PAID – A cash receipt has been made for an invoice for the order. The invoice contains lines for the order that you selected in Customer Order Entry and other orders.

Viewing Quote Information used in Generating Customer Orders

It is useful when a customer order has been modified, to view the initial values of a quote and the customer order generated from that quote. Comparing the original values with the modified values gives a clearer understanding of the history associated with the order and provides for a deeper analysis.

Note: The Show Quote ‘Copy from’ Data dialog was introduced in VISUAL 8.0.0. This dialog is available only if you generated an order from a quote in VISUAL 8.0.0 or later.

To view quote information for a customer order from the Customer Order Entry window:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site from which the customer is buying items. If you are licensed to use a single site, this field is unavailable.

2 In the Our Order ID field click the Customer Order browse button and select a customer order generated from a quote.

3 Select **Info**, **Show Quote 'Copy from' Data**, which is available only if the customer order originated from a quote. For more information, refer to the “Creating Customer Orders from a Quote” section.

The table shows this information:

Customer Order ID – The Customer Order ID.

Quote ID – The Quote ID.

Quote Line No – The line number that corresponds to each line on a quote.

Customer Order Line No – The line number that corresponds to each line on a customer order.

Site ID – The site in which the order was placed.

Part ID – The part on which the order was placed.

Customer Part ID – The customer identifier for the part, if available.

Service Charge ID – The identifier of the service charge applied to this order.

Quote Status – This indicates the status of the quote when the customer order was generated. The Quote Status options are: Inhouse, Ready, Printed, Won, Lost or Cancel.

Cust Order Line Qty – The line quantity of the part specified in the customer order when the customer order was generated from the quote.

Cust Order Unit Price – The price for each unit of the part specified in the customer order when the customer order was generated from the quote.

Cust Order Disc Percent – The discount specified in the customer order for the part, line, and order when the customer order was generated from the quote.

Customer Curr ID – The currency used for the customer order.

Quote Line Qty – The quoted line quantity of the part.

Quote Unit Price – The price quoted for each unit of the part.

Quote Disc Percent – The quoted discount allowed for the part, line, and order.

Quote Curr ID – The currency used for the quote.

4 Click **Close** to exit the window when you have finished viewing the initial quote and sales order information.

In-context View Panels

You can view the Customer View Panel, Part View Panel, and Order View Panel in the Customer Order Entry window. To access these panels, select them from the View menu.

Customer View Panel

Use the Customer View panel to view information about the selected customer. You can view summary information, detail information, and a chart. For information about setting up the summary and detail views, see "In-context View Panels" on page 9–1 in the Concepts and Common Features guide.

The Customer View Panel chart shows information about the customer's credit and outstanding balances for the parent entity of the site specified in the Site ID field. All values are shown in the accounting entity's functional currency.

These two lines are shown:

Credit Limit – A line is displayed for the customer's credit limit. The credit limit defined for the parent accounting entity of the site on the header is used.

Credit Balance – A line is displayed for the customer's credit balance. If the customer has a negative credit balance, then no line is displayed. The credit balance is calculated by subtracting the customer's outstanding balance from the credit limit. Specify how to calculate customer outstanding balance in Accounting Entity Maintenance.

The chart has four bars. The bars show totals for all sites in the selected accounting entity, including sites you are not allowed to access. When you click a bar, a grid is displayed showing transactions that contribute to the total value of the bar. The grid shows transactions created in your allowable sites only. As a result, the total of the transactions shown in the grid may not match the total shown by the bar.

This table shows the bars displayed in the chart:

Bar	This bar shows...	Click a bar to view
Orders	The total amount of open orders. A line is open if one of these conditions is met: • The line has a status of On Hold, Firmed, or Released. • The line has a status of Inherit, and the order header has a status of On Hold, Firmed, or Released. Sales tax and VAT are not included in the amount calculations.	**Order ID** – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry. **Desired Ship Date** – The date that the customer wants the order shipped is displayed. **Order Amt** – The monetary value of the order. If the order is late, then the amount is displayed in red. An order is considered to be late if it has not shipped by the desired ship date. **Shipped Amt** – The monetary value of any shipments made against the open lines of the order. Shipments made against closed lines are not included in the calculation. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed.
Shipped	The total amount of uninvoiced shipments. Sales tax and VAT are not included in the amount calculations.	**Packlist ID** – The ID of the packlist used to ship the order. Click the ID to open the shipment in Shipping Entry. **Shipped Amount** – The monetary value of the shipment. If the order did not ship before the desired ship date, then the value is displayed in red. **Shipped Date** – The date that the order shipped is displayed. **Ship Via** – The shipping method used to ship the order is displayed. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed. **Order ID** – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry.

Bar	This bar shows...	Click a bar to view
Invoices	The total amount of unpaid invoices. Sales tax and VAT are included in the amount calculations.	**Invoice ID** – The ID of the invoice is displayed. Click the ID to open the invoice in Invoice Entry. **Balance Amount** – The total outstanding balance is displayed. If the amount is overdue, then the amount is displayed in red. **Invoice Date** – The date of the invoice is displayed. **Invoice Amount** – The total amount of the invoice is displayed. If the amount is overdue, then the amount is displayed in red. **Paid Amount** – The amount paid to date is displayed. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed.
Total	The sum of the orders, shipments, and invoices bars.	Information about all transactions that contribute to the customer balance. The information shown in the table is a combination of the other three bars. The Type column shows whether the transaction is a customer order, a packlist, or an invoice. Click an ID to open the transaction.

Part View Panel

Use the Part View panel to view information about the part specified on the selected line. You can view summary information, detail information, and a chart. For information about setting up the summary and detail views, see "In-context View Panels" on page 9–1 in the Concepts and Common Features guide.

The Part View Panel chart shows information about the current inventory levels for the part on the selected line. The chart shows information for the site specified on the header.

The chart contains one line and four bars. The line shows the safety stock quantity.

This table shows the bars displayed in the chart:

Bar	This bar shows...	Click a bar to view
On Hand	The current quantity on-hand.	**Warehouse ID** – The ID of the warehouse where the part is stored. All warehouses that can store the part are listed. **Qty** – The quantity currently stored in the warehouse. Click a warehouse ID to view the locations where the part can be stored. This information is displayed: **Location ID** – The ID of the location in the warehouse where the part can be stored is displayed. **Qty** – The quantity currently on hand in the warehouse location is displayed. **Status** – The status of the part in the warehouse location is displayed.
Demand	The current demand for the part.	**Type** – The type of transaction generating the demand is displayed. These demand types are used: **CO** – Customer Order **RQ** – Material Requirement **WH** – Interbranch transfer **Warehouse ID** – The ID of the warehouse that supplies the demand is displayed. **Qty** – The quantity of the demand is displayed. Click the type or the warehouse ID to view the demand transactions. This information is displayed: **ID** – The ID of the demand transaction is displayed. Click the ID to open the record. **Qty** – The quantity of the demand transaction is displayed. If **the** quantity has not been delivered by the date specified in the next column, then the value is displayed in red. **Desired Ship Date/Required Date** – If the demand is generated by a customer order or interbranch transfer, then the desired ship date of the transaction is displayed. If the demand is generated by a material requirement, then the Required Date specified on the Planning tab of the material requirement card is displayed. **Site ID** – The site associated with the transaction is displayed.

Bar	This bar shows...	Click a bar to view
On Order	The current quantity on order. Quantities supplied as a work order co-product are included.	**Type** – The type of transaction generating the supply order is displayed. These supply types are used: **PO** – Purchase Order **WO** – Work Order **WH** – Interbranch transfer **Warehouse ID** – The ID of the warehouse where the supply order will be delivered is displayed. **Qty** – The quantity of the supply order is displayed. Click the type or the warehouse ID to view the supply transactions. This information is displayed: **ID** – The ID of the supply transaction is displayed. Click the ID to open the record. **Qty** – The quantity of the supply transaction is displayed. If the quantity has not been delivered by the date specified in the next column, then the value is displayed in red. **Desired Recv Date/Want Date** – If the supply is generated by a purchase order or interbranch transfer, then the desired receive date of the transaction is displayed. If the supply is generated by a work order, then the Want Date specified on the work order header card is displayed. **Site ID** – The site associated with the transaction is displayed.
Available	The quantity available to issue to transactions.	**Warehouse ID** – The ID of the warehouse where the part is available. **Qty** – The quantity stored in the warehouse that is available to issue. Click a warehouse ID to view this information: **Location ID** – The ID of the location that stores the quantity is stored is displayed. **Qty** – The quantity available at the location is displayed. **Status** – The status of the location is displayed.

Order Line View Panel Chart

The Order Line View Panel contains a chart only. The chart shows information about costs and anticipated profit for the selected line. The chart has two lines and three bars. All values are shown in the functional currency of the selected site's parent accounting entity.

These two lines are shown:

Sell Price – The extended price of the customer order line is displayed. The extended price is calculated by multiplying the unit price by the number of units ordered and then applying any pertinent discounts.

Profit – The profit is calculated by subtracting the projected costs from the sell price. If the projected costs are higher than the sell price, then no profit line is shown. If no costs have been specified for the part, then the Profit line is equal to the Sell Price line. In this case, the Sell Price line is superimposed on the Profit line.

This table shows the bars displayed in the chart:

Bar	This bar shows...
Estimated Costs	The estimated costs to produce the quantity on the line. If the customer order line is linked to a work order, then the work order is used to calculate estimated costs. The costs are prorated if the linked quantity from the customer order is less than the total quantity produced by the work order. If the customer order line is not linked to a work order, then the standard costs specified on the part record are used. If the customer order line is partially allocated to a work order, the allocated quantity uses the work order costs and the unallocated quantity uses the part standard costs for the site on the order.
Actual Costs	The actual costs incurred for any shipped quantities. For customer order line quantities linked to a work order, the actual costs from the work order are used to calculate this bar. For customer order line quantities not linked to a work order, the actual cost layers for shipped quantities are used to calculate this bar.
Projected Costs	The projected total costs to produce the quantity on the line. Projected costs are calculated by adding the actual costs for any shipped quantities to the estimated costs for any unshipped quantities. For quantities allocated to a work order, the work order is used to calculate the actual and estimated costs. For quantities not allocated to a work order, the actual cost layer for the shipment is used for the actual costs, and any remaining quantity is calculated using the part standard for the site specified on the order.

Click any bar in the chart to view this information:

ID – If any portion of the customer order line is allocated to a work order, then the ID of the work order is displayed. Click the ID to open the work order. If any portion of the customer order line is not allocated to a work order, then Other is displayed.

Supply Qty – If any portion of the customer order line is allocated to a work order, then the allocated quantity is displayed. If no quantities have been received on the work order by the want date, then this value is displayed in red. If any portion of the customer order line is not allocated to a work order, then the quantity of the customer order line that derives costs from the part standard is displayed.

Shipped Qty – The quantity of the line that has shipped is displayed.

Want Date – For quantities linked to a work order, the want date of the work order is displayed. If the quantity is not linked to a work order, then no information is displayed.

Status – For quantities linked to a work order, the status of the work order is displayed. If the quantity is not linked to a work order, then no information is displayed.

Estimated – For quantities linked to a work order, the total of the estimated costs from the work order is displayed. The costs are calculated by adding the costs specified on the Costs tab of all Material cards and Operation cards for the quantity linked to the customer order. For quantities not linked to a work order, the total costs from the part standard for the site on the order are multiplied by the quantity in the Qty column.

Actual – For quantities linked to a work order, the actual costs from finished goods receipts for the work order is displayed. For quantities not linked to a work order, the total of actual cost layers for shipped quantities is displayed.

Projected – For quantities linked to a work order, the estimated costs for any quantities that have not shipped are added to the actual costs for quantities that have shipped. For quantities not linked to a work order, any unshipped quantities are multiplied by the part standard costs for the site and added to the actual costs for quantities that have shipped.

Sell Price – The extended price of the customer order line is displayed. The extended price is calculated by multiplying the unit price by the number of units ordered and then applying any pertinent discounts.

Est. Gross Profit – This value is calculated by subtracting the estimated costs from the sell price.

Proj. Gross Profit – This value is calculated by subtracting the projected costs from the sell price.

Gross Profit Diff. – The estimated gross profit is subtracted from the projected gross profit. If the value is negative, then the number is displayed in red.

Currency ID – The functional currency of the site's parent accounting entity is displayed.

U/M – The unit of measure specified for the part on the customer order line.

Sched Start Date – For quantities linked to a work order, the scheduled start date of the work order is displayed.

Sched Finish Date – For quantities linked to a work order, the scheduled finish date of the work order is displayed.

Order Line View Panel Chart and the Standard Costing Method

If you use the Standard costing method, then these conditions apply to the calculations made for order quantities not allocated to work orders:

- Estimated costs are based on the current part standard. If the standard costs are changed for a part, then the graph is updated accordingly. Original Estimated costs are not saved.
- Actual costs are based on the standard cost at the time of shipment. This calculation is made for both the Actual bar in the graph, and the actual cost portion of the Projected bar. Actual costs are not recalculated if the part standard is changed.
- Projected costs are based on the current part standard for unshipped quantities plus the part standard at the time of shipment for shipped quantities.

For order quantities allocated to work orders, these conditions apply:

- Estimated costs are based on the part standards in place at the time the work order is generated. If the part standards are changed, the estimated costs are not updated unless you update the costs on the work order.
- Projected costs initially match estimated costs. When cost variances occur in the work order, the projected costs will be updated to include the variance and will no longer match the part standard. The variance is considered when calculating the projected gross profit. When the work order costs are posted to the ledger, the variance is posted to the variance accounts and not to the cost of goods sold accounts.

Production Cost & Gross Profit Panel Chart

The Production Cost & Gross Profit Panel chart shows information about costs and anticipated profit for the order. Costs and profit are shown at the site level. All values are shown in the functional currency of the site's parent accounting entity.

The chart has two lines and three bars. These two lines are shown:

Sell Price – The extended price of the customer order is displayed. The extended price is calculated by multiplying the unit price by the number of units ordered and then applying any pertinent discounts for all lines in the order.

Profit – The profit is calculated by subtracting the projected costs from the sell price. If the projected costs are higher than the sell price, then no profit line is shown. If no costs have been specified for the part, then the Profit line is equal to the Sell Price line. In this case, the Sell Price line is superimposed on the Profit line.

This table shows the bars displayed in the chart:

Bar	This bar shows...
Estimated Costs	The estimated costs to produce the quantity in the order. For lines that are linked to a work orders, the work order is used to calculate estimated costs. The costs are prorated if the linked quantity from the customer order is less than the total quantity produced by the work order. If a part in the order is not linked to a work order, then the standard costs specified on the part record are used. If a customer order line is partially allocated to a work order, the allocated quantity uses the work order costs and the unallocated quantity uses the part standard costs for the site on the order.

Bar	This bar shows...
Actual Costs	The actual costs incurred for any shipped quantities. For quantities linked to a work order, the actual costs from the work order are used to calculate this bar. For quantities not linked to a work order, the actual cost layers for shipped quantities are used to calculate this bar.
Projected Costs	The projected total costs to produce the order. Projected costs are calculated by adding the actual costs for any shipped quantities to the estimated costs for any unshipped quantities. For quantities allocated to a work order, the work order is used to calculate the actual and estimated costs. For quantities not allocated to a work order, the actual cost layer for the shipment is used for the actual costs, and any remaining quantity is calculated using the part standard for the site specified on the order.

Click any bar to view this information:

Ln# – The line number of the order.

Line Status – The status of the order line.

Supply ID – If any portion of the customer order line is allocated to a work order, then the ID of the work order is displayed. Click the ID to open the work order. If any portion of the customer order line is not allocated to a work order, then Other is displayed.

Supply Qty – If any portion of the customer order line is allocated to a work order, then the allocated quantity is displayed. If no quantities have been received on the work order by the want date, then this value is displayed in red. If any portion of the customer order line is not allocated to a work order, then the quantity of the customer order line that derives costs from the part standard is displayed.

Shipped Qty – The quantity of the line that has shipped is displayed.

Want Date – For quantities linked to a work order, the want date of the work order is displayed. If the quantity is not linked to a work order, then no information is displayed.

Supply Status – For quantities linked to a work order, the status of the work order is displayed. If the quantity is not linked to a work order, then no information is displayed.

Estimated – For quantities linked to a work order, the total of the estimated costs from the work order is displayed. The costs are calculated by adding the costs specified on the Costs tab of all Material cards and Operation cards for the quantity linked to the customer order. For quantities not linked to a work order, the total costs from the part standard for the site on the order are multiplied by the quantity in the Qty column.

Actual – For quantities linked to a work order, the actual costs from finished goods receipts for the work order is displayed. For quantities not linked to a work order, the total of actual cost layers for shipped quantities is displayed.

Projected – For quantities linked to a work order, the estimated costs for any quantities that have not shipped are added to the actual costs for quantities that have shipped. For quantities not linked to a work order, any unshipped quantities are multiplied by the part standard costs for the site and added to the actual costs for quantities that have shipped.

Sell Price – The extended price of the customer order line is displayed. The extended price is calculated by multiplying the unit price by the number of units ordered and then applying any pertinent discounts.

Est. Gross Profit – This value is calculated by subtracting the estimated costs from the sell price.

Proj. Gross Profit – This value is calculated by subtracting the projected costs from the sell price.

Gross Profit Diff. – The estimated gross profit is subtracted from the projected gross profit. If the value is negative, then the number is displayed in red.

Currency ID – The functional currency of the site's parent accounting entity is displayed.

U/M – The unit of measure specified for the part on the customer order line.

Sched Start Date – For quantities linked to a work order, the scheduled start date of the work order is displayed.

Sched Finish Date – For quantities linked to a work order, the scheduled finish date of the work order is displayed.

Order Line View Panel Chart and the Standard Costing Method

If you use the Standard costing method, then these conditions apply to the calculations made for order quantities not allocated to work orders:

- Estimated costs are based on the current part standard. If the standard costs are changed for a part, then the graph is updated accordingly. Original Estimated costs are not saved.
- Actual costs are based on the standard cost at the time of shipment. This calculation is made for both the Actual bar in the graph, and the actual cost portion of the Projected bar. Actual costs are not recalculated if the part standard is changed.
- Projected costs are based on the current part standard for unshipped quantities plus the part standard at the time of shipment for shipped quantities.

For order quantities allocated to work orders, these conditions apply:

- Estimated costs are based on the part standards in place at the time the work order is generated. If the part standards are changed, the estimated costs are not updated unless you update the costs on the work order.
- Projected costs initially match estimated costs. When cost variances occur in the work order, the projected costs will be updated to include the variance and will no longer match the part standard. The variance is considered when calculating the projected gross profit. When the work order costs are posted to the ledger, the variance is posted to the variance accounts and not to the cost of goods sold accounts.

Process Activity View Panel

See "Leadtime View Panel Charts" on page 7–72 in this guide.

Activities

Activities are available in the Customer Order Entry window. Use activities to manually create reminders about follow-up items or to record information about interactions you have with customers.

To add a new activity, select **Edit**, **Activity Entry**. See "Creating Activities" on page 5–5 in the Concepts and Common Features guide.

To view existing activities, select **View**, **Activities**. To view all activities related to the sales cycle, select **View**, **Activities** from a blank Customer Order Entry window. To view all activities related to a particular order, select the order in the Customer Order Entry window before selecting **View**, **Activities**. See "Activity Maintenance" on page 5–10 in the Concepts and Common Features guide.

Document Lifecycle

The Lifecycle Document Viewer shows you documents linked to the sales or purchasing document that you are currently viewing. You can drill down to view all linked documents.

You can access the Sales lifecycle from the Customer Order Entry window. These documents are included in the Sales lifecycle:

- Estimates
- Customer Orders
- Work Orders linked to Customer Orders
- RMAs
- Shipments
- A/R Invoices
- A/R Payments

To access the Lifecycle Document Viewer, select **Info**, **Document Lifecycle…**.

See "Viewing Document Lifecycles" on page 8–2 in the Concepts and Common Features guide.

Source and Target Buttons

When you are viewing a transaction, you can use the source and target toolbar buttons to view related transactions. Use the source button to view the previous transaction in the lifecycle. Use the target button to view the next transaction in the lifecycle.

In the Customer Order Entry window, the Source button is labeled Quote. It is available if an estimate was used to generate the order. Click the button to open the estimate. The Target button is labeled Packlist. It is available if you have shipped any portion of the customer order. Click the button to open Shipping Entry.

Performance Leadtime

If you set up a performance leadtime process for a part in the sales order, you can view information about the leadtime process. You can view the Leadtime Lifecycle and the Leadtime view panel. You can also edit leadtime information in the Process Activity dialog.

Leadtime Lifecycle

Use the Leadtime Lifecycle dialog to view the leadtime performance for a particular sales order or quote. The dialog shows the overall percent complete of each step in your process and the overall percent complete of the entire process.

To view the Leadtime Lifecycle:

1 Select **Sales**, **Sales Order Entry**.

2 Select the sales order.

3 Select the line.

4 Select **Info**, **Leadtime Lifecycle**.

This information is shown about the entire lifecycle:

% Overall – The percentage complete of the entire lifecycle. You can decide whether to measure this percentage based on the number of steps in the process or the number of days in the process.

Part – The part from the order or quote line.

Overall Leadtime – The total number of days in the standard leadtime process.

Leadtime Due Date – The date that the order would be complete if the leadtime process is completed on time. This date is calculated by adding the overall leadtime to the start date of the quote or the sales order, whichever is earlier. Weekend days are excluded from the calculation.

Quote Date – The date specified in the Quote Date field in the Estimating Window. This information is displayed only when you access the lifecycle from the Estimating Window.

Order Date – The date specified in the Order Date field in the Customer Order Entry window or Order Management Window. This information is displayed only when you access the lifecycle from a sales order.

Line Number – The line number of the quote or order selected in step 3.

Total Projected Days – The total number of days that it is anticipated to take to complete the leadtime process.

Projected Date – The date that the process is anticipated to be complete.

Desired Ship Date – The desired ship date specified on the sales order. If you open the lifecycle from the Estimating Window, this field is blank.

This information is shown about each step in the lifecycle:

Start – The date that the step was started.

End – The date that the step was completed.

Std Days – The days allotted to this step as specified in Process Type dialog in Part Maintenance.

Act Days – The actual number of days spent on the step.

Prj Days – The number of days that it is anticipated to take to complete the step. This calculation is used:

Act Days + ((1 - (% Comp / 100)) * Std Days)

% Comp – The percent of the step that has been completed. The progress bar at the bottom of each step also shows percent complete.

You can customize the colors used in the lifecycle and determine how the overall percentage is calculated. See "Leadtime Lifecycle" on page 14–13 in this guide.

Leadtime View Panel Charts

Use the Leadtime View Panel to view information about the leadtime performance for a particular sales order or quote. You can view two charts: the Standard vs. Actual (Days) chart and the Percent Complete chart.

The Standard vs. Actual (Days) chart shows a comparison of your actual performance and the standards that you specified in the Process Type dialog.

The Percent Complete chart shows the percentage complete of each step in the process.

1. Select **Sales**, **Sales Order Entry**.
2. Select the order.
3. If the quote or order has multiple lines, select the line.
4. Select **View**, **Process Activity View Panel**.
5. Click the button for the graph that you would like to view.

Editing Process Leadtime Information

Use the Process Activity dialog to edit information about the leadtime process.

1. Select **Sales**, **Sales Order Entry**.
2. Select the order.
3. Select **Edit**, **Process Activity**.
4. Edit the Actual Days, % Complete, Start Date, and End Date as necessary.
5. Click the **Save** button.

Printing in the Customer Order Entry Window

You can print this information:

- Acknowledgements
- Customer Order Reports
- EDI Reports

Printing Order Acknowledgments

An Order Acknowledgment is the paperwork you send to your customer to confirm the order they placed with you.

You can print an acknowledgement for the order currently selected in the Customer Order Entry window, or you can print acknowledgements for multiple orders.

To print order Acknowledgements.

1 Select **File**, **Print Acknowledgment**.

2 Select the type of customer orders to print.

Print Current Order – If you selected an order before accessing the Print dialog, click this option to print an acknowledgement for the current order.

Print Current Order and Release – If you selected an order before accessing the Print dialog, click this option to print an acknowledgement for the current order and change the header status of the order to Released.

Print All Firmed Orders Through – Click this option to print acknowledgements for orders with a header status of Firmed. If you click this option, specify this information to determine which orders to print:

Site ID(s) – If you are licensed to use multiple sites, click the arrow and select the sites in which to print all firmed orders. If you are licensed to use a single site, this field is unavailable.

Dated Through – Click the Calendar button and select the date to use as the cut-off for the report. All firmed orders entered on or before the date you specify are included in the report.

Language ID – To print acknowledgements for a particular language, click the arrow and select the language ID for the acknowledgements. Customers who receive documents in the language you specify are included in the report. The language ID for an address is specified in the Shipping Addresses dialog. The language ID for the default sold to and ship to addresses is defined in Customer Maintenance.

Sales Rep ID – To print acknowledgements for orders with a particular sales rep, click the arrow and select the sales rep to use in the report.

Print All Firmed Orders and Release through – Click this option to release the orders you print. If you select this option, the header status is updated from Firmed to Released. Lines on the order with a status of Firmed are also updated to Released. All other lines retain their original statuses. Select the Site, Dated Through, Language ID, and Sales Rep ID information as described above.

3 In the Format section, select the appropriate report format.

You can select **Standard**, **Print Form**, or any of three user defined formats.

Select the **Print Form** option button to print the report with a preprinted form using a laser printer. The resulting report is of better quality than the report you can print using the **Standard** print format option. You must have a laser printer to use this format.

4 If you are only printing a draft of the acknowledgment, select the **Draft Mode** check box.

This prevents the document from being locked after you print it. This option is available only if you are not releasing orders.

5 To include barcodes for the parts on the report, select the **Print Barcodes** check box and select a barcode type.

Code39 – This barcode type, also known as Code 3 of 9, contains variable length, discrete symbology. You must have a Code 39 barcode font installed to view the barcode. If you do not have the Code 39 font installed, then the alphanumeric ID is displayed instead with a prefix and suffix. This pattern is used: *%ID%*.

QR Code – This is a two-dimensional or matrix barcode. QR stands for quick response.

If you are using VAMTS, you may want to print barcodes on your reports in addition to thermal labels.

6 Click the arrow and select the output of the report. You can select:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click the **Send** button when you are ready to send the message.

7 Select from these print options:

Print Associated Documents – To print all of the documents you have associated with this customer, select the **Print Associated Documents** option.

Send To Document Contacts – To send this report to all of the contacts in this customer's E-mail Documents list, select the **Send To Document Contacts** option.

PDF Format – To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section.

8 Click **Ok**.

Printing Customer Orders

To print customer order information:

1 Select **File**, **Print Customer Orders**.

2 In the Orders section, select the orders to print:

Current Order – If you selected an order before accessing the Print Customer Orders dialog, click this option to print the current order.

All Orders – To print a list of orders, click the **All Orders** option button. If you click this option, specify which orders to include in the report. Select these options:

Site ID(s) – If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

Starting Date and Ending Date – To view orders created during a particular time period, click the browse buttons and specify a start date and an end date for the report.

Starting Customer ID and Ending Customer ID – These fields are available only if you select Customer ID as the Sequence for the report. Click the browse buttons and specify the range of customers to include in the report. To print orders for a single customer, specify the same customer ID in the Starting Customer ID and Ending Customer ID fields. To include all customers, leave the fields blank.

Status – To view only orders with particular statuses in the report, select the statuses to view in the Status section.

3 In the Sequence section, select how to sort the information in the report. You can select:

Order ID – To sort the report by Order ID, select the **Order ID** option.

Customer ID – To sort the report by customer, select the **Customer ID** option. Orders for a particular customer are presented together. If you select to sort the report by Customer ID, you can further narrow the list by entering a starting and ending Customer ID.

4 In the Type section, select the type of report to generate. Click one of these options:

Summary – The summary report prints a single line for each order, with this information: Order ID, Customer ID, Customer Name, Customer PO Number, Order Date, Ship Date, Order Status, Order Amount, and Total amount of the order.

Detailed – The detailed report prints the same information as the Summary report, along with most of the order header information (customer address, Contact, Ship VIA, FOB, Sales Rep, etc.). Additionally, each individual line item is shown, with this information: Quantity, Shipped Quantity, Part ID, Description, Unit Price, Discount %, Order Amount, Amount Shipped.

Delivery Schedule Detailed – The Delivery Detail format prints the delivery schedule detail information.

5 Choose the output for the report. Select one of these options:

Print – Select this option to output the file to a printer. The file is sent to the selected default printer.

View – Select this option to see what the printed output will look like before you print it. When the information is displayed on the screen, you can scroll through and print it.

File – Select this option to save the information to a text file. You can then edit the file outside of VISUAL.

E-Mail – Select this option to send the report through electronic mail. To send the report as a PDF, select the PDF Format check box. To send the report as a RTF file, clear the PDF Format check box.

6 To print barcodes in your report, select the **Print Barcodes** check box and select a barcode type.

Code39 – This barcode type, also known as Code 3 of 9, contains variable length, discrete symbology. You must have a Code 39 barcode font installed to view the barcode. If you do not have the Code 39 font installed, then the alphanumeric ID is displayed instead with a prefix and suffix. This pattern is used: *%ID%*.

QR Code – This is a two-dimensional or matrix barcode. QR stands for quick response.

7 To send this report to all of the contacts in this customer's E-mail Documents list, select the **Send To Document Contacts** option.

8 Click **Ok**.

Printing Customer Order Thermal Labels

You can print thermal labels for customer orders and customer order acknowledgments. Before you can print a label, you must create the label types to use in the window.

To print thermal labels:

1 From the Print Acknowledgment or Print Customer Orders dialogs, click **Thermal Labels**.

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which to print thermal labels. If you are licensed to use a single site, this field is unavailable.

3 Click the **Label ID** browse button and select the label to print for this customer order/ acknowledgment.

Your choice is limited to Label IDs with ORDERING label types.

4 To print a group of labels, click the **Label Group ID** browse button to select the Label Group to print. Your choice is limited to either a Label ID or a Label Group ID.

5 If you are printing a group and want to insert temporary labels into the group, click the **Insert** button and add the labels to print.

6 Specify a print quantity for each label in the group in the Print Qty. column.

7 To filter the orders appearing in your labels, make these selections:

Order ID – To filter the report by order, click the browse buttons and select the Starting and Ending Order IDs to use for the report.

Line No – To filter the report by line, click the browse buttons and select the Starting and Ending Line Nos to use for the report.

To include all orders alphabetically after a particular order, select a Starting ID only. The ID you specified and all orders after the ID alphabetically are included in the report.

To include all orders alphabetically before a particular order, select an Ending ID only. The ID you specified and all orders before the ID alphabetically are included in the report.

8 Click **Print Labels**.

Printing EDI Reports

You can print a report by Order ID or by Customer ID detailing EDI transaction information.

If you are licensed to use multiple sites, print EDI reports on a site-by-site basis. If you are licensed to use a single site, print EDI reports on an enterprise-wide basis.

To print EDI Reports:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site to use in the report. If you are licensed to use a single site, this field is unavailable.

2 Select **EDI**, **EDI Reports**.

3 To filter the orders in the report, click the browse buttons and select the starting and ending Order IDs to include in the report.

4 To filter the customers in the report, click the browse buttons and select the starting and ending Customer IDs to include in the report.

5 Select the orders to display in the report. You can select:

Open Orders Only – If you only want orders with a status of open to in the report, select the **Open Orders Only** check box.

EDI Orders Only – If you only want orders you have imported through VMDI and that are strictly EDI orders to in the report, select the **EDI Orders Only** check box. If the current order is an is an EDI order, this check box is selected.

6 Select which EDI sessions to display in the report. You can select:

Accum Discrepancy – To include accumulation discrepancies for the orders or customers in the report, select the **Accum Discrepancy** option.

Session Change – To include information regarding VMDI sessions, select the **Session Change** option.

If you select this option you can further filter the report by selecting starting and ending Order dates and by selecting the date range to use. You can select **Order** or **Book** date ranges.

All Sessions – To include all EDI information in the report, select the **All Sessions** option.

7 Select an output for the report:

Print – Select this option to output the file to a printer. The file is sent to the selected default printer. This is the default selection.

View – Select this option to see what the printed output will look like before you print it. When the information is displayed on the screen, you can scroll through and print it.

File – Select this option to save the information to a text file. You can then edit the file outside of VISUAL.

E-Mail – Select this option to send the report in a Rich Text Format through electronic mail. To create a PDF file instead of an RTF file, select the PDF Format check box.

8 Click **Ok**.

Chapter 8: Order Management Window

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What is Order Management?

The Order Management window is a serial number-controlled module designed to work with DCMS. In addition to featuring the same basic functionality as the Customer Order Entry window, the Order Management Window features four child windows that contain information on part availability, customer order history, available WIP/VAS, and shipping information. The core of the Order Management Window is the Order Entry child window, which is active at startup and remains.

Starting the Order Management Window

To start the Order Management Window, select **Sales**, **Order Management Window**.

The Order Management Window contains these child windows:

- Part Information
- Customer Order History
- Shipments
- Order Revision History
- WIP/VAS

You can open all child windows from the Tools menu.

The Order Management Window looks much like the standard Customer Order Entry window, with the exception of a few additional options and a slightly different header section configuration.

Understanding the Line Item Table

The line item table in the Order Management Window contains many of the same columns as the standard Customer Order Entry window. The order in which the columns are displayed in this table is different, and some columns are specific to this window. These column names are used in the Order Management Window. See "Configuring Line Item Tables" on page 2–21 in the Concepts and Common Features guide.

Part ID – Double-click the **Part ID** browse button and select the part to use for the customer order line. You can also specify part aliases here. For more information, refer to “Using Part Aliases in the Order Entry Window” on page 8-11 in this guide.

 # Pieces – If you specified a piece tracked part in the Part ID field, specify the number of pieces the customer is ordering.

Length, Width, Height – If you specified a piece tracked part in the Part ID field, specify the required dimensions for the part. After you specify the number of pieces and the dimensions, the quantity is calculated.

Dim UM – If you specified a piece tracked part in the Part ID field, the dimension unit of measure is inserted.

DC Class – If you are working with DCMS, double-click the **DC Class** browse button and select the class of parts to which the line item belongs.

If you are working with Distribution Center, use DC Classes (Distribution Center) to assign a status to parts in this location.

Current Part Stage – The current stage of the part is displayed.

Current Part Revision – The current revision of the part you selected is displayed.

Ordered Stage/Rev – If different, the stage in which the part was when your customer ordered it is displayed.

Cust Part ID – Double-click the **Cust Part ID** browse button and select the part for the line by selecting the customer's part identification.

ShipTo ID – To ship this line to one of your customers other shipping addresses, double-click the **Shipto ID** browse button and select the customers shipping address to use for this line.

Warehouse ID – The default warehouse for the part you selected is displayed. To change the warehouse from which you will ship this part, double-click the **Warehouse ID** browse button and select the warehouse.

Quantity – Specify the quantity of the part the customer is ordering in the Quantity column.

Quantity Available – The quantity of the part that is currently available to you for order fulfillment is displayed.

Quantity Available to Customer – The quantity that is currently available to this customer to fulfil this order line is displayed.

Minimum Fill Rate Quantity – The minimum quantity that is automatically allocated to the C/O line based on the Fill Rate of the customer. If a customer's fill rate is 50, then a hard allocation is made, if there are sufficient quantities, a minimum 50% of the supply to the C/O line. A order line of 100,000, with a customer fill rate of 52, produces the value 52,000 (52/100) in this column. See the "Accounting Entity Maintenance" chapter in the System-wide guide.

Unit Price – The price per unit of the part you selected is displayed. If you are using Price Book and have set up a price table, the Unit Price is populated from your Price Book database.

Net Unit Price – The unit price after discounts is displayed in the Net Unit Price column.

WIP/VAS Unit Price – The WIP (Work In Process) or VAS (Value-Added Service) price per part unit is displayed.

Extension – The total amount of the line is displayed in the Extension column. This formula is used:

Order Quantity X Unit Price — Trade Discount (%).

If you are using Price Book, the appropriate formulas are used to calculate this value.

Order Type – Click in the Order Type column and click the arrow that is displayed. Select the order type to use for this line. You can select:

- Back Order
- Drop Ship
- Emergency
- Flow Through
- International
- Regular
- Will Call

Shipping Weight – The shipping weight of the parts on this line is displayed.

Weight U/M – The Weight U/M you specified for this part is displayed. You cannot override this value.

U/M – The unit of measure list is displayed. Specify units of measure in Unit of Measure Maintenance.

Supply Status – The supply status based on the calculation that you selected in Preferences.

Supply Type – After you have assigned supply to this line demand, the supply type is displayed. If the order is automatically filled from the primary warehouse, **I** is displayed; otherwise, this column remains empty until you assign supply from one of the six other supplying sources.

Job ID/Order ID – Depending on what the supply type is for this line, the identification of the supply is displayed. For example, if the supply is from a work order, the Job ID of the work order is displayed. If the supply is from a purchase order, the Order ID is displayed. If your case relates to the second definition, the ID of the supplying source. **Multiple Links** is displayed if there is more than one source of supply.

Lot ID/Line # – If the supply is from a work order, the Lot ID of the work order is displayed. If the supply is from a purchase order, the Line # of the linked purchase order is displayed.

Split ID – If the supply is from a work order, the Split ID of the work order is displayed.

New Work Order – To create a new work order to fulfill this line's demand, select this check box in the New W/O column.

Service Charge ID – To include a service charge for this line, double-click the **Service Charge ID** browse button and select the charge to apply to this line. You cannot specify a Service Charge ID if the order line is for a part.

Configured – If you have used the Master Product Configurator to configure this part, the **Cfgd** check box is selected.

Miscellaneous Reference/Description – If you have entered a description for the part on the line in Part Maintenance, that description is displayed.

Wholesale Unit Cost – If you have entered a wholesale cost per unit for this part in part Maintenance, that cost is displayed.

Discount % – If this customer has a discount associated with it, the appropriate discount amount is displayed. For example, if the customer's default discount code is "Retail," and you maintain a 12% discount for that code, 12% is displayed in this field. You can override this value per line.

If you work with Price Book and have entered a discount for this part in Price Book, that value is populated here.

Wholesale Extension – The wholesale unit cost multiplied by the quantity of the order is displayed.

Ship Date – The date on which you will ship this order is displayed. To specify a different ship date for this line, specify the date in the Ship Date column.

Promise Ship Date – The date on which you promise to ship the order is displayed. To specify a different Promise Ship Date for this line, specify the date in the Promise Ship Date column.

Promise Del Date – The date on which you promise to deliver the order is displayed. To specify a different Promise Del Date for this line, specify the date to use in the Promise Ship Date column.

Freight – Specify the amount to charge the customer for conveying this line.

Comm % – The commission percentage of the customer's sales representative is displayed. This column is populated with the default sales rep's commission percentage from Customer Maintenance.

Tax Group ID – If this customer is a member of a tax group, the appropriate Tax Group ID is displayed. This does not apply if the customer is Intrastat/ VAT enabled.

VAT Code – If you are working with VAT, the VAT Code you entered for the part is displayed.

VAT % – If you are working with VAT, the percentage of the VAT is displayed.

VAT Amount – If you are working with VAT, the actual amount of tax is calculated based on the quantities and prices for the line.

Transaction Category – If you are using Transaction Categories to further classify your transactions, double-click the **Transaction Category** browse button and select the category to use for this line.

HTS Code *(Harmonized Tariff Schedule Code)* – If this is an international order and you have assigned an HST code to the part in Part Maintenance, the code you entered is displayed.

Country of Origin – If you have entered a Default Country of Origin for this part in Part Maintenance, the country name is displayed.

Material Code – The material code for this part from Part Maintenance is displayed. To override the Material code for this line, click in the Material Code column and entering the code to use.

Product Code – The default product code for the part is displayed. To override the code for this line, double-click the **Product Code** browse button and selecting the code to use.

Commodity Code – The default commodity code for the part is displayed. To override the Commodity Code for this line, click in the column and click the arrow that is displayed. Select the code to use from the drop-down.

Revenue Account ID – If you have set up a general ledger account for this part, the account number is displayed.

Revenue Account Description – The description for the Revenue Account ID is displayed.

Drawing ID – The Drawing ID of the part on the line.

Drawing Rev – The revision of the drawing associated with the part on the line is displayed.

Line Closed Short – If you ship a partial quantity of a customer order line and then opt to close the line with an outstanding backorder balance, this check box is selected.

Line Status – The status of the line. See "Working with Order Statuses" on page 7–19 in this guide.

Shipped Quantity – After you have used Shipping Entry to ship the order, the quantity of the line that has successfully shipped is displayed.

Specs – This section is selected if you have entered any Specifications text regarding the order line.

Piece Tracked – If you are using the Traceability option for this part, the check box is selected in the Piece Tracked column.

Has Delivery Schedule – If this line is part of a delivery schedule you have set up for this customer, the check box is selected in the Has Delivery Schedule column.

ATP (Available To Promise) – The quantity of parts that you have available to promise to this order line. This value decreases by the quantity of the line after you save each line.

Link Part ID – If there is only one link of customer order delivery schedule line demand, the Part ID of the purchase order line that you have allocated supply from is displayed; if there are multiple links of customer order delivery schedule line, the column is blank.

Link Warehouse ID – The ID of the warehouse from which you assign supply to the order line is displayed.

Job Quantity Unallocated – The quantity of the part remaining in the warehouse from which you are hard allocating supply to the order line is displayed.

Accept Early – If you have set this customer up to accept shipments early, the check box in the Accept Early column is selected. To override this setting for this line, clear the check box.

Days Early – If this customer accepts early shipments, the number of days by which the customer accepts shipments early is displayed. To override this setting for this line, click in the Days Early column and specify the number of days to use.

Stock Shipped Qty – The stocked quantity of the order you have shipped to the customer is displayed.

Owner ID – If the part on this line is on consignment, double-click the Owner ID browse button and select the owner of this part.

Trace Qty – If the part on this line is a traceable part, the quantity of these parts you have traced is displayed.

Available Trace Qty – If this part is traceable and available to ship, the quantity available is displayed.

Allocate Qty – The quantity to which you must allocate supply, either through hard allocations or soft allocations against future receipts. This value is always equal to the quantity.

Fulfilled Qty – The quantity that has been fulfilled from the source is displayed.

Part Tip – If you are using Price Book and included a Part Tip in your formula, the tip is displayed.

Price Tip – If you are using Price Book and included a Price Tip in your formula, the tip is displayed.

Discount Tip – If you are using Price Book and included a Discount Tip in your formula, the tip is displayed.

Dispatched – If you have sent any of the parts on this line to an outside service, the check box in the Dispatched column is selected.

User Defined – If you are using user defined fields, specify information in those fields.

VAT Category – If you are working with VAT and have assigned the part on this line to a VAT and the VAT to a category, that category is displayed.

DD250 Req – If you are using A&D functionality and a DD250 report is required for this part, the check box in the DD250 Req column is selected.

Ship Order Status – If you are working with DCMS, the order status of the shipment is displayed.

RMA ID – If this order was generated by an RMA, the ID of the RMA is inserted.

RMA Line – If this order was generate by an RMA, the line number for this part on the RMA is inserted.

Specifyed By - This field displays the User ID of the User that created this line item entry if the line item was created manually or by copying. If the line item was created automatically through another VISUAL application, such as Return Material Authorization Entry, then no User ID is displayed.

Note: This field was introduced in VISUAL 8.0.0. A User ID is displayed in this field only if the order was created in VISUAL 8.0.0 or later.

Setting Default Order Management Window Preferences

You can set these options using the Preferences dialog:

- Default Tab
- Default Status
- Order Management
- Default Unit Prices
- Consignment Auto Ship On Save

To set these preferences:

1 Select **Options**, **Preferences**.

2 Click the Default Tab arrow and select the tab to display when you first start the Customer Order Entry child window.

3 Select the default status option to use when you save orders. You can select a different status when you specify an order:

Firm – Firmed orders exist for planning purposes only.

Planners and schedulers use this designation to test scheduling and planning schemes. When the order has been placed in a schedule, or approved, the status normally changes to Released and work begins

Released – Released order are orders on which work may begin immediately.

On-hold – Work cannot begin on on-hold orders until the status changes appropriately. You may set this as the default if you are currently employing an order fulfillment scheme that makes few checks on available resources and materials. A status of On-hold assures that work will not begin until you specify otherwise.

4 To specify a ship date lead time, specify the number of days to use in the Desired Ship Date Lead Time field in the Order Management section. . This information is used in the Order Management window.

5 In the Default Unit Prices section, specify how to re-evaluate prices. You can select:

- Always Re-Evaluate Unit Prices
- Price Manually Only
- Price on Save

6 If you are working with consignments, select how to handle consignment shipping. You can select:

- Never
- Open Shipping
- Ship Order

7 Click **Done**.

Modifying Customer Information

From the Order Management Window, you can access the Customer Maintenance window to view and change customer information for the current customer.

Note: Because ShipTo IDs and Primary Warehouses are basic components of customer orders, consider setting up this information for each customer.

To modify customer information:

1. Click the Customer ID browse button and select the customer.
2. Select **Edit**, **Customer Maintenance**.

   The system opens the Customer Maintenance window and inserts the current customer's information.
3. Modify any customer information based on the standard Customer Maintenance procedures. For more information, refer to "Adding Customers" on page 2-3 in this guide.
4. When you are finished making changes, click **Save**.

Specifying Order Management Information

The Order Management Window contains an Order Management tab. This tab is not available on the standard Customer Order Entry window.

Use the Order Management tab to specify the type of order the customer is placing. The order type Customer Order Types are the types of customer to which you sell. They help you break down your sales into specific groups. You can add order types on the Order Management tab of the Accounting Entity Maintenance window. While you add order types in Accounting Entity Maintenance, order types are maintained at the tenant level. If you are licensed to use multiple entities, an order type you define in Entity A is available for use in Entity B. For more information, refer to “Entering Customer Order Types” on page 3-15 in the System-wide guide.

To apply an order type to a customer:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that is filling the customer’s order. If you are licensed to use a single site, this field is unavailable.

2 Click the **Customer ID** browse button and select the customer who is placing the order.

3 Click the **Order Mgt** tab.

4 Click the **Order Type** arrow and select the Order type to use for this customer.

Select one of these default options, or select a custom order type that you have defined:

Regular – You may define a regular customer as one that does not require any special dispensations for their orders.

Back Order – The process used by a company when a customer orders inventory that is not available. The company fills the order when the inventory becomes available.

Drop Ship – If your customer wants you to ship goods to a location that is classed as their customer but not yours.

Emergency – As differentiated by an order type, an emergency order is processed in an expedited fashion.

FIRST – Items received first are to be picked and shipped first. The general term for a FIFO data structure is a Queue.

Flow Through – Flow through is a distribution process involving direct linkage between specific receipts of inventory and shipments.

International – An international order is one requiring you to ship out of your country of origin and may require special shipping and tax considerations.

SECOND – A secondary classification to FIRST. Items received second are to be picked and shipped second.

Will Call – You will call the customer when you have completed production usually so they can arrange shipment on their own.

5 Continue to specify information for this customer order.

Using Part Aliases in the Order Entry Window

Part aliases are alternate names, abbreviations, or other designations for Part IDs.

Note: To use Part Aliases, you must first set up aliases for the part on the Order Management tab of the Part Maintenance window.

Because your employees may find it easier to specify a description for a part rather than search through many similar Part IDs, they may prefer to use alternative part names when entering order lines. Because the ID you use in stocking the item may not convey what the part is, or what its function may be, using aliases may reduce the chance of data entry error.

For example, BLOCK could equal Blk 4-390 CID A.

When choosing a Part ID for a customer order line, instead of double-clicking the **Part ID** browse button and selecting the Part from the table, specify the part's alias in the Part ID field. When you leave the Part ID column, the Part Alias you entered is replaced with the corresponding Part ID.

Viewing Part Details by Hovering

You can process a high volume of customer orders in the Order Management Window. Many orders may contain multiple lines for parts of which your users have no firsthand knowledge. Therefore, you may find it helpful to know if parts have any cross-selling or substitute parts defined for them, or if WIP/VAS is available for the part. The Order Management Window employs pop-up dialogs that are displayed when you hover the cursor over these columns:

Part ID

Unit Price

If you are using Pricebook, the suggested unit price is shown. If you are not using Pricebook, this panel is not available.

Discount %

If you are using Pricebook, the suggested discount percentage is shown. If you are not using Pricebook, this panel is unavailable.

Assigning WIP/VAS Information to a Part on a Customer Order Line

WIP/VAS (Work In Process/Value Added Services) are services you perform on components or inventory. While not completely manufacturing in nature, WIP/VAS requires the management of inventory moving in and out of service sections in a warehouse. WIP/VAS starts during order entry, when a customer requests one of these specialized services. WIP/VAS is only for warehouses/ distribution centers with the capability to manage the services. WIP/VAS specifications are also available at the customer order line level.

Note: To use WIP/VAS, you must enable WIP/VAS and set up the necessary codes in Accounting Entity Maintenance, and enable the warehouse and specify the parts in Warehouse Maintenance.

See the “Accounting Entity Maintenance” chapter in the System-wide guide.

See the “Warehouse Maintenance” chapter in the Inventory guide.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you added the customer order. If you are licensed to use a single site, this field is unavailable.

2 Click the **Our Order ID** arrow and select the order to which you are applying WIP/VAS charges.

3 Select the order line, then select **Edit**, **Assign WIP/VAS...**.

The Customer’s ID is displayed in the title bar. The customer order line number you selected is displayed in the header.

4 Click **Insert**.

5 Click the **WIP/VAS ID** browse button.

The Customer ID, Warehouse ID, and Part ID of the customer order are displayed in the header section.

With the Customer’s WIP/VAS check box selected, only the WIP/VAS IDs that have been entered for this customer through Customer Maintenance in the line item table. To view all WIP/VAS IDs for the selected Warehouse ID, clear the **Customer’s WIP/VAS** check box.

6 Select the WIP/VAS to apply to the line.

7 Click the **Ok** button.

The information for the WIP/VAS you selected is displayed in the Assign WIP/VAS dialog.

The total WIP/VAS amount for the C/O line is displayed in the header section.

For example, for a part quantity of 100 with a WIP/VAS charge of $0.50 per part, the WIP/VAS amount is $50.00.

8 When you are finished entering WIP/VAS information, click **Ok**.

After you assign WIP/VAS to an eligible part you can view the unit price on the customer order line.

On saving, the **WIP/VAS Unit Price** column is calculated with the amount per unit that you charge for the WIP/VAS.

Removing WIP/VAS From Order Lines

To remove a WIP/VAS charges from order lines:

1 Select **Edit**, **Assign WIP/VAS...**.

2 Select the WIP/VAS to delete.

3 Click **Delete**.

An X is displayed in the row header indicating you have marked it for deletion.

4 Click **Ok**.

5 Click **Close**.

The WIP/VAS does not delete until you save the order changes.

6 Click **Save**.

Allocating Supply to Order Lines

Customer Order fulfillment depends on a customer's disbursement fill rate and minimum fill rate.

A customer's disbursement fill rate dictates the percentage of available stock in the selected warehouse to which the customer has access.

Set this value on the Order Management tab in Customer Maintenance. Specify a number between 0-100 representing the percentage of stock available to the customer.

A customer's minimum fill rate dictates the percentage of the order quantity that you, the supplier, must at least account for before you can accept the customer order.

Specify a number between 0-100 on the Order Management tab in Customer Maintenance.

Assuming adequate supply, for every customer order line, the needed supply is allocated to the customer order line.

For example, if you specify an order line quantity of 500, and you have 20,000 available in your primary warehouse, 500 from the warehouse is assigned to the customer order line. If an insufficient quantity is found in your primary warehouse, supply is NOT assigned. At this point, you can use a substitute part or a cross-selling part as a replacement; you can also assign supply from another source.

Viewing Allocated Quantities for a Customer Order Line

After either you or the system assign supply to a customer order line, the source of supply is displayed in the Supply Type column in the Order Management Window line item table.

If supply has been successfully assigned from the primary warehouse available quantity, an **I** is displayed in the Supply Type column indicating that the supply came from your inventory and the Allocate Quantity column contains the whole order quantity. Your supply has met the demand.

If another character is displayed in the Supply Type column, you have allocated supply from a different source:

CP – Supply comes from a coproduct.

I – Supply comes from inventory.

PD – Supply comes from a purchase order delivery schedule.

PO – Supply comes from a purchase order.

WH – Supply comes from a Inter Branch Transfer.

WO – Supply comes from a work order.

Multiple Links – Displayed when you have made the allocation of supply to the line from multiple sources.

Accessing Shipping Entry

You can access Shipping Entry directly from the Customer Order Entry tool. Right-click in the Customer Order Entry header and select **Shipping** from the menu. We recommend right-clicking between the bottom of the header tabs and the top of the line item table. If you right-click a tab or a field, the right-click menu is not displayed.

If you selected a customer order in the Customer Order Entry tool, the system inserts the details of the Customer order into the Shipping window. If the Customer Order Entry tool is blank, then the Shipping window is also blank.

Working with Order Management Child Windows

Use the child windows to view information regarding the current part, customer order, and sources of potential supply that could help satisfy the order.

If you are licensed to use multiple sites, the child windows display information for all of your sites.

From the Order Management Window, you can view:

- Part Information
- Customer Order History
- Shipments
- Order Revision History
- WIP/VAS

Use the Window menu to help you arrange the open child windows in the Order Management Window.

Setting Order Management Window Options

You can set these options:

General – Use the General tab to require information to be updated automatically.

Customer – Use the Customer tab to select which customer information to display in the Customer Order History child window.

Part – Use the Part tab to select the part to display automatically in the Part Information child window.

To set options:

1. Select **Tools**, **Options**.
2. To update the information in the Order Management window automatically, select the **Refresh Automatically** check box. In the Interval section, specify how often to check for updated information.
3. Click the **Customer** tab.
4. Click the **Customer ID** browse button and select the customer to display in the Customer History tool. Specify the date range of the orders to display in the tool. You can specify a number of days before and after the current date, or you can specify a date range.
5. Click the **Part** tab.
6. Click the **Part ID** browse button and select the part to display in the Part Information child window.
7. Click **Apply**.
8. Click **Ok**.

Forcing Credit Checks After Every Save

To check the customer's credit each time that an order is updated, activate the Force Credit Checks on Save feature in the Options menu. To check the customer's credit only when the order is first saved, deactivate the Force Credit Checks on Save feature.

The feature is activated when a check mark is displayed next to the Force Credit Checks on Save item in the Options menu. If the feature is currently deactivated, select **Options**, **Force Credit Checks on Save** to activate it. If the feature is currently activated, select **Options**, **Force Credit Checks on Save** to deactivate it.

Setting View Profiles

The Order Management Window supports multiple window views. You can set up views to access certain child windows depending on your needs. For example, if you are interested in order entry only, you can open the Part Information child window along with the Customer Order Entry window and save it as a view giving you access to the same setup at a later date.

To set up views:

1 In the Order Management Window, open the windows and place them in the positions you want.

2 In the View field, type a name for the new view.

3 Click the **Save** toolbar button.

To switch to a different view, click the View arrow and select the new view.

Note: You may want to set up your default view first.

Deleting View Profiles

To delete views:

1 Click the **View** arrows and select the view to delete.

2 Click the **Delete** toolbar button.

You are prompted to confirm the deletion of the view.

3 Click **Yes** to delete.

You are returned to the Default view.

Arranging Child Windows

You can arrange child windows using the Tile and Cascade options from the Window menu.

To tile your child windows vertically, select the **Tile Vertical** option from the Window menu.

To tile your child windows horizontally, select the **Tile Horizontal** option from the Window menu.

To tile your child windows one on top of the other, select the **Cascade** option from the Window menu.

To move your minimized child windows to the bottom of the Order Management Window, select the **Arrange Icons** option from the Window menu.

Viewing Child Windows

When you have more than one child window open, you can toggle between your open windows, even if they are hidden, by selecting the window to view from the Window menu. All open windows at the bottom of the Window menu with a check mark ing against the topmost window name.

Working With Order Management Toolbars

When you open the Order Management window, all toolbars and status bars are active. To turn some or all of these off, select or clear the item on the View menu.

The toolbar and buttons described in this section are specific to the Order Management Window or the customer order entry process.

Management Toolbar – The Management toolbar contains the View menu and customer summary information.

– Options button. Click this button to set viewing options for the Order Management Window. For more information, refer to “Setting Order Management Window Options” on page 8-18 in this guide.

– Shipping Address. Click this button to select a shipping address for the customer order. See "Specifying Shipping Information" on page 7–8 in this guide.

– Customer Maintenance. Click this button to open Customer Maintenance. If you selected a customer in the Order Management Window, the system opens the customer’s record in Customer Maintenance when you click the button.

– Generate Order from Quote. Click this button to generate a customer order from a pre-existing quote. See "Creating Customer Orders from a Quote" on page 7–23 in this guide.

– Credit and Settlement Ratings. The icons on these buttons change to indicate the customer’s credit level and settlement performance. Set up the payment and settlement thresholds in Customer Maintenance. Click the button to view the transactions that contribute to the ratings. See "Evaluating Customer Credit" on page 7–38 of the Customer Order Entry chapter.

– History. After you select a line, click this button to view the selling history for the part. See "Viewing Selling History" on page 7–52 of the Customer Order Entry chapter.

– Material Availability. Click this button to check on hand and projected levels of inventory parts being ordered for each line. See "Checking Material Availability" on page 7–29 of the Customer Order Entry chapter.

– Schedule Availability. Click this button to assess the impact of the work order for an ordered item on your current shop schedule. See "Checking Schedule Availability" on page 7–32 of the Customer Order Entry chapter.

– Material Netting. Click this button to view netting information in the Material Planning Window. See "Checking Schedule Availability" on page 7–32 of the Customer Order Entry chapter.

– Cost of Goods Sold Accounts. Click this button to specify the COGS accounts to use with the order line. See "Accessing Shipping Entry" on page 7–40 of the Customer Order Entry chapter.

– Delivery Schedule. Click this button to specify the delivery schedule for the line. See "Setting Delivery Schedules" on page 7–26 of the Customer Order Entry chapter.

– EDI Line Accumulators. Click this button to view information about EDI accumulation. See "Viewing and Editing EDI Order Accumulators" on page 7–48 of the Customer Order Entry chapter.

– Calculate Supply Status. Click this button to check the supply level of the part on the line. See "Specifying Information in the Line Item Table" on page 7–12 of the Customer Order Entry chapter.

Using Drag and Drop

In the Order Management window, you can drag parts from the Part Information window to your Customer Order line.

For example, you have entered a line in an order for a part that is not available but a substitute part is. You can drag the substitute part from the Part Information window and drop it on the line in question. All of the appropriate information in the line is changed based on the new part.

To drag a part, click the part and continue to hold the mouse button, move the cursor to where you want to drop the part and release the mouse button. While you are dragging the part, the cursor is displayed as a hollow square indicating you have successfully picked up the part.

If you are licensed to use multiple sites, verify that the part you drag to a line exists in the site ID on the customer order header. If the part does not exist in the site, you cannot replace the part on the line.

Using the Part Information Child Window

To open the Part Information child window, select the **Part Information** option from the Tools menu.

As you select lines in the Customer Order window, the Part Information child window is populated.

To navigate to the information in which you are interested, double-click the item in the navigation pane. The right hand pane is populated with the appropriate information for the item you selected.

To navigate to the information in which you are interested, double-click the Plus button in the navigation pane to open further lines. In the navigation pane, click the information to view. The right hand pane is populated with the appropriate information for the item you selected.

You can view this part information:

- Available
- Substitute
- Cross Selling

If you are licensed to use multiple parts, information for all of your sites is displayed in the Part Information child window.

Viewing Part Information

Viewing Available Part Information

To view available Parts information, click the plus button or double-click **Available Parts**.

For each available part, the warehouses for the part with the Committed and Expected quantities. By double-clicking on Committed or Expected, you can view the actual supply or demand for the part and warehouse.

These codes indicate the type of supply or demand:

CO – Customer orders

CD – Customer order delivery schedules

RQ – Material requirements

Committed icons green:

– Currently committed orders with solid green icons. Committed orders with a status of In Stock are ready for shipment; a sufficient quantity exists to fill the order.

– Future committed orders with hollow green icons

Note: Committed Orders with a status of Future are not ready for shipment; supply for these orders is coming from a incomplete work order or an unreceived purchase order.

Expected icons blue:

– Expected orders with solid blue icons

Viewing Substitute Part Information

Substitute parts are parts you designate as replacements for a particular part. If the part you are viewing has any substitute parts, a plus button is displayed next to the Substitute Parts icon.

If you click Substitute Parts, the information pane is populated.

To view available substitute parts information, click the plus button or double-click the **Substitute Parts** button.

All substitute parts for the for the part you are viewing .

If further information for the substitute part is available, a plus button is displayed. To view the additional information, click the plus button or double-click the **Part** button.

All of the substitute part's warehouses . If further information about the substitute part in that warehouse is available, a plus button is displayed. To view the additional information, click the plus button or double-click the **Warehouse** button.

For each available substitute part, the warehouses for the part with the Committed and Expected quantities. By double-clicking on Committed or Expected, you can view the actual supply or demand for the substitute part and warehouse.

Viewing Cross Selling Parts Information

Cross selling parts are parts that, through similar function or design, you designate to be sold along with the primary part. If the part you are viewing has any substitute parts, a plus button is displayed next to the Substitute Parts button.

For each available substitute part, the warehouses for the part with the Committed and Expected quantities. By double-clicking on Committed or Expected, you can view the actual supply or demand for the substitute part and warehouse.

To view available cross selling parts information, click the plus button or double-click the **Cross Selling Parts** button.

If you click Cross Selling Parts, the information pane is populated.

To view available cross selling parts information, click the plus button or double-click the **Cross selling Parts** button.

All cross selling parts for the for the part you are viewing.

If further information for the cross selling part is available, a plus button is displayed. To view the additional information, click the plus button or double-click the **Part** button.

All of the cross selling part's warehouses. If further information about the cross selling part in that warehouse is available, a plus button is displayed. To view the additional information, click the plus button or double-click the **Warehouse** button.

Viewing Another Part's Information

You can view part information for parts in general or a part on a customer order line. When you open the Part Information child window with an order present in the Customer Order Entry child window, the Part Information child window opens displaying part information for the last part you added to the order.

To view part information for a part that is not in the current customer order:

1 Click **Options**.

2 Click the **Part** tab.

3 Click the **Part ID** browse button and select the part.

The Part Information window is populated with the appropriate information.

Allocating Part Quantities From the Part Information Window

You can use the Part Information window to assign part quantities to an order using these techniques:

Dragging – Depending on a customer's Priority Code and Disbursement Fill Rate—the percentage of the total available quantity to which a customer has access—you can allocate expected supply to a customer order line by dragging the supply from the part Information window to the Customer Order Entry demand.

Right-click Menu – Select the Allocate option on the right-click menu.

Make the Part Information window and Order Entry window open and visible.

To perform this operation, you must have the Customer Order Entry child window and the Part Availability child window open. Tile the two windows so that both are accessible. The part to allocate to the customer order line must be displaying in the Part Availability child window.

If there are no conflicts, the allocation from the expected order to the current customer order is allowed.

To verify that the allocation has been created, the supply details in the Supply Type and Job ID columns of the Customer Order Entry window. The new allocation link is displayed in the Part Information window for the warehouse and order to which you have allocated the supply.

You can also right-click the demand and click the **Allocate** option.

Using the Customer Order History Child Window

Use the Customer Order History child window to view a customer's order history. You can open the order to view the line detail or modify the order in thee Customer Order Entry window.

Because customers may often order the same parts or materials, the copy/append feature makes order entry a good deal easier by allowing you to transfer existing customer defaults and preferences to new orders.

The Customer Order History child window contains a navigation pane on the left and an information pane on the right. When you first open the Customer Order History window a summary of all the current customer's orders is displayed in the information pane.

If you are licensed to use multiple sites, order information for all of your sites is displayed in the child window.

To view information within the individual orders:

1. In the Customer Order window, click the **Site ID** arrow and select the site in which you added the order, then open the order in which you are interested.
2. Select the **Customer Order History** option from the Tools menu.
3. Double-click **Customer**.

   The list of orders for the customer is displayed in the navigation pane along with a Plus button indicating there are individual order lines you can view.
4. Click the order in which you are interested.

   The selected order's line details in the information pane.

   To expand the order in the navigation pane, click the plus button.

Understanding Order History Icons

Icons in the Customer Order History window display in these colors depending on their status.

– Not Shipped & Late

– Not Shipped & Not Late

– Partially Shipped

– Shipped

– Cancelled Before Shipped

Opening, Copying and Appending Order Information

To open an order from the Customer Order History window, right-click the order and select **Open**.

To copy lines from the Customer Order History window to the current order in the Customer Order Entry window, right-click the appropriate order or line and select the **Copy/Append** option.

If you try to add lines to an order you have already shipped a dialog is displayed prompting you to verify the change.

You can also drag the order lines into the Customer Order Entry window.

Viewing Another Customer's History Information

You can view part information for parts in general or a part on a customer order line. When you open the Part Information child window with an order present in the Customer Order Entry child window, the Part Information child window opens displaying part information for the last part you added to the order.

To view part information for a part that is not in the current customer order:

1. Click the **Options** button
2. Click the **Customer** tab
3. Click the **Customer ID** browse button and select the customer.

   Specify the orders to include in the history. You can specify a range before and after the current date or specify a range between two dates you select.

   The Customer Order History window is populated with the appropriate information.

Using the WIP/VAS Child Window

See the “Assigning WIP/VAS Information to a Part on a Customer Order Line” section.

With an order open in the Customer Order Entry window, select an order line and select the **WIP/VAS** option from the Tools menu.

If the part on the line you selected is eligible to receive WIP/VAS (you have set up the customer, warehouse, and part for WIP/VAS), the available WIP/VAS in the information pane. If the information pane is empty, the part on the order is not set up as a WIP/VAS part in the warehouse.

These columns in the information pane:

WIP/VAS – The identification of the available WIP/VAS is displayed.

Description – A description of the WIP/VAS.

Unit Price – The price per unit you charge the customer for this WIP/VAS.

Prompt – The customer’s WIP/VAS order instruction is displayed. Because you set up the prompt in Customer Maintenance, you cannot change it at the order level. Possible prompts are:

Confirm – You must confirm the ordering of WIP/VAS with the customer

Do Not Ask – Do not ask the customer and do not order the WIP/VAS

Order – Order the WIP/VAS without asking the customer

Ordering WIP/VAS for Parts

The WIP/VAS window has two methods you can use to order WIP/VAS for an order line:

Dragging – You can drag a WIP/VAS charge onto an order line.

1. In the Customer Order Entry window, click the **Site ID** arrow and select the site in which you added the order, then click the **Our Order ID** and select the order.
2. Select the line for which you are ordering WIP/VAS.
3. In the WIP/VAS window, rest the cursor on the WIP/VAS to use.
4. When the cursor changes to a hollow icon, move it to the Customer Order Entry window and release the mouse button.

   The WIP/VAS is ordered for order line.
5. Click the **Save** toolbar button.

   After saving, the price per part of the WIP/VAS is displayed in the WIP/VAS Unit price column.

Right-click Menu – Use the right-click menu on the WIP/VAS window.

1. In the Customer Order Entry window, click the **Site ID** arrow and select the site in which you added the order, then click the **Our Order ID** and select the order.
2. Select the line for which you are ordering WIP/VAS.
3. In the WIP/VAS window, right-click the WIP/VAS to use and select the **Order** option.

The WIP/VAS is ordered for order line.

4 Click the **Save** toolbar button.

After saving, the price per part of the WIP/VAS is displayed in the WIP/VAS Unit price column.

Viewing Another Part's Information

You can view WIP/VAS information for another part using the same warehouse from the customer order line.

To view part information for a part that is not on the current order line:

1 Click **Options**.

2 Click the **Part** tab.

3 Click the **Part ID** browse button and select the part.

The WIP/VAS window is populated with the appropriate information for the part you selected and the current warehouse from the order line.

Viewing Internal Orders

If you are licensed to use multiple sites, you can view the customer orders that are generated by placing an internal purchase order. You cannot edit the internal customer order. To change order information, you must edit the purchase order.

If you select an internal customer order, you can view the buy/sell status of the order. Select **Info**, **Show Buy/Sell Order Status**.

Use the fields to filter the information in the dialog. To display all internal orders, clear all three fields. To display internal orders for a particular entity, specify the entity in the Entity ID field. To display internal orders for a specific site, specify the entity ID and the Site ID. To display a particular order, specify the entity ID, site ID, and order ID.

The dialog shows this information:

Purchase Order – The ID of the purchase order is inserted.

Customer Order – The ID of the corresponding customer order is inserted.

PO Site – The site that owns the purchase order is inserted. This is the site that is receiving materials.

CO Site – The site that owns the customer order is inserted. This is the site that is shipping materials.

PO Entity – The entity associated with the PO site is inserted.

CO Entity – The entity associated with the CO site is inserted.

Ln # – The line number of the customer order and purchase order.

Part ID – The ID of the part purchased is inserted.

Qty Order – The quantity of the part ordered is inserted.

Shipped – The quantity of the part that has been shipped by the CO Site is inserted.

Received – The quantity of the part that has been received by the PO Site is inserted.

Description – The description of the part is inserted.

Click the **Purchase Order** to open the associated purchase order.

Viewing Quote Information used in Generating Customer Orders

It is useful when a customer order has been modified, to view the initial values of a quote and the customer order generated from that quote. Comparing the original values with the modified values gives a clearer understanding of the history associated with the order and provides for a deeper analysis.

Note: The Show Quote 'Copy from' Data dialog was introduced in VISUAL 8.0.0. This dialog is available only if you generated an order from a quote in VISUAL 8.0.0 or later.

To view quote information for a customer order from the Order Management Window:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site from which the customer is buying items. If you are licensed to use a single site, this field is unavailable.

2 In the Our Order ID field click the Customer Order browse button and select a customer order generated from a quote.

3 Select **Info**, **Show Quote 'Copy from' Data**, which is available only if the customer order originated from a quote. For more information, refer to "Creating Customer Orders from a Quote" on page 7-23.

The table shows this information:

Customer Order ID – The Customer Order ID.

Quote ID – The Quote ID.

Quote Line No – The line number that corresponds to each line on a quote.

Customer Order Line No – The line number that corresponds to each line on a customer order.

Site ID – The site in which the order was placed.

Part ID – The part on which the order was placed.

Customer Part ID – The customer identifier for the part, if available.

Service Charge ID – The identifier of the service charge applied to this order.

Quote Status – This indicates the status of the quote when the customer order was generated. The Quote Status options are: Inhouse, Ready, Printed, Won, Lost or Cancel.

Cust Order Line Qty – The line quantity of the part specified in the customer order when the customer order was generated from the quote.

Cust Order Unit Price – The price for each unit of the part specified in the customer order when the customer order was generated from the quote.

Cust Order Disc Percent – The discount specified in the customer order for the part, line, and order when the customer order was generated from the quote.

Customer Curr ID – The currency used for the customer order.

Quote Line Qty – The quoted line quantity of the part.

Quote Unit Price – The price quoted for each unit of the part.

Quote Disc Percent – The quoted discount allowed for the part, line, and order.

Quote Curr ID – The currency used for the quote.

4 Click **Close** to exit the window when you have finished viewing the initial quote and sales order information.

Viewing Audit History

If you are auditing columns in database tables related to sales order records, you can use the Audit History dialog to view a history of the changes made to the audited columns for a particular sales order record.

A system administrator must grant you permission to view this dialog.

Use Audit Maintenance to set up the audit. See "Audit Maintenance" on page 5–1 in the System Administration guide.

Information is written to this dialog if you are auditing these database tables:

- CUST_LINE_BILLING
- CUST_LINE_DEL
- CUST_ORDER_LINE
- CUST_ORDER_SHARE
- CUSTOMER_ORDER

To view audit history information:

1 Select **Sales**, **Order Management Window**.

2 Open an order.

3 Select **Info**, **Audit History**.

4 This information is displayed:

ID – The primary key of the database record that was changed.

User ID – The ID of the user who made the change.

Date – The date that the change was made.

Field – The database table and column that was changed.

Old Value – The original value.

New Value – The new value.

Action – The action that occurred to update the date. These actions are used:

Insert – A new value was created.

Update – An existing value was changed.

Delete – A value was deleted.

Exporting Audit Information

You can export Audit Information to Microsoft Excel or to an XML file.

Exporting Audit Information to Microsoft Excel

To export the information to Microsoft Excel:

1 Select **Sales**, **Order Management Window**.

2 Open a sales order.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to Microsoft Excel**. Microsoft Excel is opened, and the rows you selected are inserted in the spreadsheet.

Exporting Audit Information to XML

To export audit information to XML:

1 Select **Sales**, **Order Management Window**.

2 Open a sales order.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to XML**.

6 Specify this information:

File Name – Specify the name to use for the XML file.

XML to Write – Specify the content to include in the file. Click one of these options:

Schema – Click this option to export the schema only. The XML structure is exported, but no information from the Activity Maintenance table is exported.

Document – Click this option to export the rows you selected in the Activity Maintenance table in XML format.

Both – Click this option to export both a schema file and a document file.

Tags – Specify the information to use for the XML tags. Click one of these options:

Use column name – Click this option to use the database column names for the tags.

Use item name – Click this option to use the column names as displayed in Activity Maintenance for the tags.

7 Click **Export**.

In-context View Panels

You can view the Customer View Panel, Part View Panel, and Order View Panel in the Order Management Window. To access these panels, select them from the View menu.

You can attach the panels to the main Order Management Window form. You cannot attach the panels to the Customer Order Entry child window within the Order Management Window.

To access the view panels, the Customer Order Entry child window must be the active window.

Customer View Panel

Use the Customer View panel to view information about the selected customer. You can view summary information, detail information, and a chart. For information about setting up the summary and detail views, see "In-context View Panels" on page 9–1 in the Concepts and Common Features guide.

The Customer View Panel chart shows information about the customer's credit and outstanding balances for the parent entity of the site specified in the Site ID field. All values are shown in the accounting entity's functional currency.

These two lines are shown:

Credit Limit – A line is displayed for the customer's credit limit. The credit limit defined for the parent accounting entity of the site on the header is used.

Credit Balance – A line is displayed for the customer's credit balance. If the customer has a negative credit balance, then no line is displayed. The credit balance is calculated by subtracting the customer's outstanding balance from the credit limit. Specify how to calculate customer outstanding balance in Accounting Entity Maintenance.

The chart has four bars. The bars show totals for all sites in the selected accounting entity, including sites you are not allowed to access. When you click a bar, a grid is displayed showing transactions that contribute to the total value of the bar. The grid shows transactions created in your allowable sites only. As a result, the total of the transactions shown in the grid may not match the total shown by the bar.

This table shows the bars displayed in the chart:

Bar	This bar shows...	Click a bar to view
Orders	The total amount of open orders lines. A line is open if one of these conditions is met: • The line has a status of On Hold, Firmed, or Released. • The line has a status of Inherit, and the order header has a status of On Hold, Firmed, or Released. Sales tax and VAT are not included in the amount calculations.	**Order ID** – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry. **Desired Ship Date** – The date that the customer wants the order shipped is displayed. **Order Amt** – The monetary value of the order. If the order is late, then the amount is displayed in red. An order is considered to be late if it has not shipped by the desired ship date. **Shipped Amt** – The monetary value of any shipments made against the open lines of the order. Shipments made against closed lines are not included in the calculation. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed.
Shipped	The total amount of uninvoiced shipments. Sales tax and VAT are not included in the amount calculations.	**Packlist ID** – The ID of the packlist used to ship the order. Click the ID to open the shipment in Shipping Entry. **Shipped Amount** – The monetary value of the shipment. If the order did not ship before the desired ship date, then the value is displayed in red. **Shipped Date** – The date that the order shipped is displayed. **Ship Via** – The shipping method used to ship the order is displayed. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed. **Order ID** – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry.

Bar	This bar shows...	Click a bar to view
Invoices	The total amount of unpaid invoices. Sales tax and VAT are included in the amount calculations.	**Invoice ID** – The ID of the invoice is displayed. Click the ID to open the invoice in Invoice Entry. **Balance Amount** – The total outstanding balance is displayed. If the amount is overdue, then the amount is displayed in red. **Invoice Date** – The date of the invoice is displayed. **Invoice Amount** – The total amount of the invoice is displayed. If the amount is overdue, then the amount is displayed in red. **Paid Amount** – The amount paid to date is displayed. **Currency ID** – The functional currency ID of the selected accounting entity is displayed. **Site ID** – The ID of the site where the transaction was created is displayed.
Total	The sum of the orders, shipments, and invoices bars.	Information about all transactions that contribute to the customer balance. The information shown in the table is a combination of the other three bars. The Type column shows whether the transaction is a customer order, a packlist, or an invoice. Click an ID to open the transaction.

Part View Panel

Use the Part View panel to view information about the part specified on the selected line. You can view summary information, detail information, and a chart. For information about setting up the summary and detail views, see "In-context View Panels" on page 9–1 in the Concepts and Common Features guide.

The Part View Panel chart shows information about the current inventory levels for the part on the selected line. The chart shows information for the site specified on the header.

The chart contains one line and four bars. The line shows the safety stock quantity.

This table shows the bars displayed in the chart:

Bar	This bar shows...	Click a bar to view
On Hand	The current quantity on-hand.	**Warehouse ID** – The ID of the warehouse where the part is stored. All warehouses that can store the part are listed. **Qty** – The quantity currently stored in the warehouse. Click a warehouse ID to view the locations where the part can be stored. This information is displayed: **Location ID** – The ID of the location in the warehouse where the part can be stored is displayed. **Qty** – The quantity currently on hand in the warehouse location is displayed. **Status** – The status of the part in the warehouse location is displayed.
Demand	The current demand for the part.	**Type** – The type of transaction generating the demand is displayed. These demand types are used: **CO** – Customer Order **RQ** – Material Requirement **WH** – Interbranch transfer **Warehouse ID** – The ID of the warehouse that supplies the demand is displayed. **Qty** – The quantity of the demand is displayed. Click the type or the warehouse ID to view the demand transactions. This information is displayed: **ID** – The ID of the demand transaction is displayed. Click the ID to open the record. **Qty** – The quantity of the demand transaction is displayed. If **the** quantity has not been delivered by the date specified in the next column, then the value is displayed in red. **Desired Ship Date/Required Date** – If the demand is generated by a customer order or interbranch transfer, then the desired ship date of the transaction is displayed. If the demand is generated by a material requirement, then the Required Date specified on the Planning tab of the material requirement card is displayed. **Site ID** – The site associated with the transaction is displayed.

Bar	This bar shows...	Click a bar to view
On Order	The current quantity on order. Quantities supplied as a work order co-product are included.	**Type** – The type of transaction generating the supply order is displayed. These supply types are used: **PO** – Purchase Order **WO** – Work Order **WH** – Interbranch transfer **Warehouse ID** – The ID of the warehouse where the supply order will be delivered is displayed. **Qty** – The quantity of the supply order is displayed. Click the type or the warehouse ID to view the supply transactions. This information is displayed: **ID** – The ID of the supply transaction is displayed. Click the ID to open the record. **Qty** – The quantity of the supply transaction is displayed. If the quantity has not been delivered by the date specified in the next column, then the value is displayed in red. **Desired Recv Date/Want Date** – If the supply is generated by a purchase order or interbranch transfer, then the desired receive date of the transaction is displayed. If the supply is generated by a work order, then the Want Date specified on the work order header card is displayed. **Site ID** – The site associated with the transaction is displayed.
Available	The quantity available to issue to transactions.	**Warehouse ID** – The ID of the warehouse where the part is available. **Qty** – The quantity stored in the warehouse that is available to issue. Click a warehouse ID to view this information: **Location ID** – The ID of the location that stores the quantity is stored is displayed. **Qty** – The quantity available at the location is displayed. **Status** – The status of the location is displayed.

Order Line View Panel Chart

The Order Line View Panel contains a chart only. The chart shows information about costs and anticipated profit for the selected line. The chart has two lines and three bars. All values are shown in the accounting entity's functional currency.

These two lines are shown:

Sell Price – The extended price of the customer order line is displayed. The extended price is calculated by multiplying the unit price by the number of units ordered and then applying any pertinent discounts.

Profit – The profit is calculated by subtracting the projected costs from the sell price. If the projected costs are higher than the sell price, then no profit line is shown. If no costs have been specified for the part, then the Profit line is equal to the Sell Price line. In this case, the Sell Price line is superimposed on the Profit line.

This table shows the bars displayed in the chart:

Bar	This bar shows...
Estimated Costs	The estimated costs to produce the quantity on the line. If the customer order line is linked to a work order, then the work order is used to calculate estimated costs. The costs are prorated if the linked quantity from the customer order is less than the total quantity produced by the work order. If the customer order line is not linked to a work order, then the standard costs specified on the part record are used. If the customer order line is partially allocated to a work order, the allocated quantity uses the work order costs and the unallocated quantity uses the part standard costs for the site on the order.
Actual Costs	The actual costs incurred for any shipped quantities. For customer order line quantities linked to a work order, the actual costs from the work order are used to calculate this bar. For customer order line quantities not linked to a work order, the actual cost layers for shipped quantities are used to calculate this bar.
Projected Costs	The projected total costs to produce the quantity on the line. Projected costs are calculated by adding the actual costs for any shipped quantities to the estimated costs for any unshipped quantities. For quantities allocated to a work order, the work order is used to calculate the actual and estimated costs. For quantities not allocated to a work order, the actual cost layer for the shipment is used for the actual costs, and any remaining quantity is calculated using the part standard for the site specified on the order.

Click any bar in the chart to view this information:

ID – If any portion of the customer order line is allocated to a work order, then the ID of the work order is displayed. Click the ID to open the work order. If any portion of the customer order line is not allocated to a work order, then Other is displayed.

Supply Qty – If any portion of the customer order line is allocated to a work order, then the allocated quantity is displayed. If no quantities have been received on the work order by the want date, then this value is displayed in red. If any portion of the customer order line is not allocated to a work order, then the quantity of the customer order line that derives costs from the part standard is displayed.

Shipped Qty – The quantity of the line that has shipped is displayed.

Want Date – For quantities linked to a work order, the want date of the work order is displayed. If the quantity is not linked to a work order, then no information is displayed.

Status – For quantities linked to a work order, the status of the work order is displayed. If the quantity is not linked to a work order, then no information is displayed.

Estimated – For quantities linked to a work order, the total of the estimated costs from the work order is displayed. The costs are calculated by adding the costs specified on the Costs tab of all Material cards and Operation cards for the quantity linked to the customer order. For quantities not linked to a work order, the total costs from the part standard for the site on the order are multiplied by the quantity in the Qty column.

Actual – For quantities linked to a work order, the actual costs from finished goods receipts for the work order is displayed. For quantities not linked to a work order, the total of actual cost layers for shipped quantities is displayed.

Projected – For quantities linked to a work order, the estimated costs for any quantities that have not shipped are added to the actual costs for quantities that have shipped. For quantities not linked to a work order, any unshipped quantities are multiplied by the part standard costs for the site and added to the actual costs for quantities that have shipped.

Sell Price – The extended price of the customer order line is displayed. The extended price is calculated by multiplying the unit price by the number of units ordered and then applying any pertinent discounts.

Est. Gross Profit – This value is calculated by subtracting the estimated costs from the sell price.

Proj. Gross Profit – This value is calculated by subtracting the projected costs from the sell price.

Gross Profit Diff. – The estimated gross profit is subtracted from the projected gross profit. If the value is negative, then the number is displayed in red.

Currency ID – The functional currency of the site's parent accounting entity is displayed.

U/M – The unit of measure specified for the part on the customer order line.

Sched Start Date – For quantities linked to a work order, the scheduled start date of the work order is displayed.

Sched Finish Date – For quantities linked to a work order, the scheduled finish date of the work order is displayed.

Order Line View Panel Chart and the Standard Costing Method

If you use the Standard costing method, then these conditions apply to the calculations made for order quantities not allocated to work orders:

- Estimated costs are based on the current part standard. If the standard costs are changed for a part, then the graph is updated accordingly. Original Estimated costs are not saved.
- Actual costs are based on the standard cost at the time of shipment. This calculation is made for both the Actual bar in the graph, and the actual cost portion of the Projected bar. Actual costs are not recalculated if the part standard is changed.
- Projected costs are based on the current part standard for unshipped quantities plus the part standard at the time of shipment for shipped quantities.

For order quantities allocated to work orders, these conditions apply:

- Estimated costs are based on the part standards in place at the time the work order is generated. If the part standards are changed, the estimated costs are not updated unless you update the costs on the work order.
- Projected costs initially match estimated costs. When cost variances occur in the work order, the projected costs will be updated to include the variance and will no longer match the part standard. The variance is considered when calculating the projected gross profit. When the work order costs are posted to the ledger, the variance is posted to the variance accounts and not to the cost of goods sold accounts.

Production Cost & Gross Profit Panel Chart

The Production Cost & Gross Profit Panel chart shows information about costs and anticipated profit for the order. Costs and profit are shown at the site level. All values are shown in the functional currency of the site's parent accounting entity.

The chart has two lines and three bars. These two lines are shown:

Sell Price – The extended price of the customer order is displayed. The extended price is calculated by multiplying the unit price by the number of units ordered and then applying any pertinent discounts for all lines in the order.

Profit – The profit is calculated by subtracting the projected costs from the sell price. If the projected costs are higher than the sell price, then no profit line is shown. If no costs have been specified for the part, then the Profit line is equal to the Sell Price line. In this case, the Sell Price line is superimposed on the Profit line.

This table shows the bars displayed in the chart:

Bar	This bar shows...
Estimated Costs	The estimated costs to produce the quantity in the order. For lines that are linked to a work orders, the work order is used to calculate estimated costs. The costs are prorated if the linked quantity from the customer order is less than the total quantity produced by the work order. If a part in the order is not linked to a work order, then the standard costs specified on the part record are used. If a customer order line is partially allocated to a work order, the allocated quantity uses the work order costs and the unallocated quantity uses the part standard costs for the site on the order.

Bar	This bar shows...
Actual Costs	The actual costs incurred for any shipped quantities. For quantities linked to a work order, the actual costs from the work order are used to calculate this bar. For quantities not linked to a work order, the actual cost layers for shipped quantities are used to calculate this bar.
Projected Costs	The projected total costs to produce the order. Projected costs are calculated by adding the actual costs for any shipped quantities to the estimated costs for any unshipped quantities. For quantities allocated to a work order, the work order is used to calculate the actual and estimated costs. For quantities not allocated to a work order, the actual cost layer for the shipment is used for the actual costs, and any remaining quantity is calculated using the part standard for the site specified on the order.

Click any bar to view this information:

Ln# – The line number of the order.

Line Status – The status of the order line.

Supply ID – If any portion of the customer order line is allocated to a work order, then the ID of the work order is displayed. Click the ID to open the work order. If any portion of the customer order line is not allocated to a work order, then Other is displayed.

Supply Qty – If any portion of the customer order line is allocated to a work order, then the allocated quantity is displayed. If no quantities have been received on the work order by the want date, then this value is displayed in red. If any portion of the customer order line is not allocated to a work order, then the quantity of the customer order line that derives costs from the part standard is displayed.

Shipped Qty – The quantity of the line that has shipped is displayed.

Want Date – For quantities linked to a work order, the want date of the work order is displayed. If the quantity is not linked to a work order, then no information is displayed.

Supply Status – For quantities linked to a work order, the status of the work order is displayed. If the quantity is not linked to a work order, then no information is displayed.

Estimated – For quantities linked to a work order, the total of the estimated costs from the work order is displayed. The costs are calculated by adding the costs specified on the Costs tab of all Material cards and Operation cards for the quantity linked to the customer order. For quantities not linked to a work order, the total costs from the part standard for the site on the order are multiplied by the quantity in the Qty column.

Actual – For quantities linked to a work order, the actual costs from finished goods receipts for the work order is displayed. For quantities not linked to a work order, the total of actual cost layers for shipped quantities is displayed.

Projected – For quantities linked to a work order, the estimated costs for any quantities that have not shipped are added to the actual costs for quantities that have shipped. For quantities not linked to a work order, any unshipped quantities are multiplied by the part standard costs for the site and added to the actual costs for quantities that have shipped.

Sell Price – The extended price of the customer order line is displayed. The extended price is calculated by multiplying the unit price by the number of units ordered and then applying any pertinent discounts.

Est. Gross Profit – This value is calculated by subtracting the estimated costs from the sell price.

Proj. Gross Profit – This value is calculated by subtracting the projected costs from the sell price.

Gross Profit Diff. – The estimated gross profit is subtracted from the projected gross profit. If the value is negative, then the number is displayed in red.

Currency ID – The functional currency of the site's parent accounting entity is displayed.

U/M – The unit of measure specified for the part on the customer order line.

Sched Start Date – For quantities linked to a work order, the scheduled start date of the work order is displayed.

Sched Finish Date – For quantities linked to a work order, the scheduled finish date of the work order is displayed.

Order Line View Panel Chart and the Standard Costing Method

If you use the Standard costing method, then these conditions apply to the calculations made for order quantities not allocated to work orders:

- Estimated costs are based on the current part standard. If the standard costs are changed for a part, then the graph is updated accordingly. Original Estimated costs are not saved.
- Actual costs are based on the standard cost at the time of shipment. This calculation is made for both the Actual bar in the graph, and the actual cost portion of the Projected bar. Actual costs are not recalculated if the part standard is changed.
- Projected costs are based on the current part standard for unshipped quantities plus the part standard at the time of shipment for shipped quantities.

For order quantities allocated to work orders, these conditions apply:

- Estimated costs are based on the part standards in place at the time the work order is generated. If the part standards are changed, the estimated costs are not updated unless you update the costs on the work order.
- Projected costs initially match estimated costs. When cost variances occur in the work order, the projected costs will be updated to include the variance and will no longer match the part standard. The variance is considered when calculating the projected gross profit. When the work order costs are posted to the ledger, the variance is posted to the variance accounts and not to the cost of goods sold accounts.

Process Activity View Panel

See "Leadtime View Panel Charts" on page 8–48 in this guide.

Activities

Activities are available in the Order Management Window. Use activities to manually create reminders about follow-up items or to record information about interactions you have with customers.

To add an activity or view existing activities, the Customer Order Entry child window must be the active window.

To add a new activity, select **Edit**, **Activity Entry**. See "Creating Activities" on page 5–5 in the Concepts and Common Features guide.

To view existing activities, select **View**, **Activities**. To view all activities related to the sales cycle, select **View**, **Activities** from a blank Customer Order Entry child window. To view all activities related to a particular order, select the order in the Customer Order Entry child window before selecting **View**, **Activities**. See "Activity Maintenance" on page 5–10 in the Concepts and Common Features guide.

Document Lifecycle

The Lifecycle Document Viewer shows you documents linked to the sales or purchasing document that you are currently viewing. You can drill down to view all linked documents.

You can access the Sales lifecycle from the Order Management window. These documents are included in the Sales lifecycle:

- Estimates
- Customer Orders
- Work Orders linked to Customer Orders
- RMAs
- Shipments
- A/R Invoices
- A/R Payments

To access the Lifecycle Document Viewer, select **Info**, **Document Lifecycle…**.

You can attach the lifecycle to the main Order Management Window form. You cannot attach the lifecycle to the Customer Order Entry child window within the Order Management Window.

To access the lifecycle, the Customer Order Entry child window must be the active window.

See "Viewing Document Lifecycles" on page 8–2 in the Concepts and Common Features guide.

Source and Target Buttons

When you are viewing a transaction, you can use the source and target toolbar buttons to view related transactions. Use the source button to view the previous transaction in the lifecycle. Use the target button to view the next transaction in the lifecycle.

In the Order Management Window, the Source button is labeled Quote. It is available if an estimate was used to generate the order. Click the button to open the estimate. The Target button is labeled Packlist. It is available if you have shipped any portion of the customer order. Click the button to open Shipping Entry.

Performance Leadtime

If you set up a performance leadtime process for a part in the sales order, you can view information about the leadtime process. You can view the Leadtime Lifecycle and the Leadtime view panel. You can also edit leadtime information in the Process Activity dialog.

Leadtime Lifecycle

Use the Leadtime Lifecycle dialog to view the leadtime performance for a particular sales order or quote. The dialog shows the overall percent complete of each step in your process and the overall percent complete of the entire process.

To view the Leadtime Lifecycle:

1 Select **Sales**, **Order Management Window**.

2 Select the sales order.

3 Select the line.

4 Select **Info**, **Leadtime Lifecycle**.

This information is shown about the entire lifecycle:

% Overall – The percentage complete of the entire lifecycle. You can decide whether to measure this percentage based on the number of steps in the process or the number of days in the process.

Part – The part from the order or quote line.

Overall Leadtime – The total number of days in the standard leadtime process.

Leadtime Due Date – The date that the order would be complete if the leadtime process is completed on time. This date is calculated by adding the overall leadtime to the start date of the quote or the sales order, whichever is earlier. Weekend days are excluded from the calculation.

Quote Date – The date specified in the Quote Date field in the Estimating Window. This information is displayed only when you access the lifecycle from the Estimating Window.

Order Date – The date specified in the Order Date field in the Customer Order Entry window or Order Management Window. This information is displayed only when you access the lifecycle from a sales order.

Line Number – The line number of the quote or order selected in step 3.

Total Projected Days – The total number of days that it is anticipated to take to complete the leadtime process.

Projected Date – The date that the process is anticipated to be complete.

Desired Ship Date – The desired ship date specified on the sales order. If you open the lifecycle from the Estimating Window, this field is blank.

This information is shown about each step in the lifecycle:

Start – The date that the step was started.

End – The date that the step was completed.

Std Days – The days allotted to this step as specified in Process Type dialog in Part Maintenance.

Act Days – The actual number of days spent on the step.

Prj Days – The number of days that it is anticipated to take to complete the step. This calculation is used:

Act Days + ((1 - (% Comp / 100)) * Std Days)

% Comp – The percent of the step that has been completed. The progress bar at the bottom of each step also shows percent complete.

You can customize the colors used in the lifecycle and determine how the overall percentage is calculated. See "Leadtime Lifecycle" on page 14–13 in this guide.

Leadtime View Panel Charts

Use the Leadtime View Panel to view information about the leadtime performance for a particular sales order or quote. You can view two charts: the Standard vs. Actual (Days) chart and the Percent Complete chart.

The Standard vs. Actual (Days) chart shows a comparison of your actual performance and the standards that you specified in the Process Type dialog.

The Percent Complete chart shows the percentage complete of each step in the process.

1. Select **Sales**, **Order Management Window**.
2. Select the order.
3. If the quote or order has multiple lines, select the line.
4. Select **View**, **Process Activity View Panel**.
5. Click the button for the graph that you would like to view.

Editing Process Leadtime Information

Use the Process Activity dialog to edit information about the leadtime process.

1. Select **Sales**, **Order Management Window**.
2. Select the order.
3. Select **Edit**, **Process Activity**.
4. Edit the Actual Days, % Complete, Start Date, and End Date as necessary.
5. Click the **Save** button.

Printing in the Order Management Window

The Order Management Window features the same standard customer reports as the Customer Order Entry. You can also generate user defined reports. For more information, refer to “Customer Maintenance” on page 2-1 in this guide.

Printing Acknowledgments

An Order Acknowledgment is the paperwork you send to the customer to confirm the order.

1 Select **File**, **Print Acknowledgment**.

2 Select the type of customer orders to print.

Print Current Order – If you selected an order before accessing the Print dialog, click this option to print an acknowledgement for the current order.

Print Current Order and Release – If you selected an order before accessing the Print dialog, click this option to print an acknowledgement for the current order and change the header status of the order to Released.

Print All Firmed Orders Through – Click this option to print acknowledgements for orders with a header status of Firmed. If you click this option, specify this information to determine which orders to print:

Site ID(s) – If you are licensed to use multiple sites, click the arrow and select the sites in which to print all firmed orders. If you are licensed to use a single site, this field is unavailable.

Dated Through – Click the Calendar button and select the date to use as the cut-off for the report. All firmed orders entered on or before the date you specify are included in the report.

Language ID – To print acknowledgements for a particular language, click the arrow and select the language ID for the acknowledgements. Customers who receive documents in the language you specify are included in the report. The language ID for an address is specified in the Shipping Addresses dialog. The language ID for the default sold to and ship to addresses is defined in Customer Maintenance.

Sales Rep ID – To print acknowledgements for orders with a particular sales rep, click the arrow and select the sales rep to use in the report.

Print All Firmed Orders and Release through – Click this option to release the orders you print. If you select this option, the header status is updated from Firmed to Released. Lines on the order with a status of Firmed are also updated to Released. All other lines retain their original statuses. Select the Site, Dated Through, Language ID, and Sales Rep ID information as described above.

3 In the Format section, select the appropriate report format.

You can select **Standard**, **Print Form**, or any of three user defined formats.

Select the **Print Form** option button to print the report with a preprinted form using a laser printer. The resulting report is of better quality than the report you can print using the **Standard** print format option. You must have a laser printer to use this format.

4 If you are only printing a draft of the acknowledgment, select the **Draft Mode** check box.

This prevents the document from being locked after you print it. This option is available only if you are not releasing orders.

5 To include barcodes for the parts on the report, select the **Print Barcodes** check box and select a barcode type.

Code39 – This barcode type, also known as Code 3 of 9, contains variable length, discrete symbology. You must have a Code 39 barcode font installed to view the barcode. If you do not have the Code 39 font installed, then the alphanumeric ID is displayed instead with a prefix and suffix. This pattern is used: *%ID%*.

QR Code – This is a two-dimensional or matrix barcode. QR stands for quick response.

If you are using VAMTS, you may want to print barcodes on your reports in addition to thermal labels.

6 Click the arrow and select the output of the report. You can select:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To prepare the report and attach it to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click the **Send** button when you are ready to send the message. To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section.

7 Select from these print options:

Print Associated Documents – To print all of the documents you have associated with this customer, select the **Print Associated Documents** option.

Send To Document Contacts – To send this report to all of the contacts in this customer's E-mail Documents list, select the **Send To Document Contacts** option.

8 Click **Ok**.

Printing Customer Orders

To print customer order information:

1 Select File, **Print Customer Orders**.

2 In the Orders section, select the orders to print:

Current Order – If you selected an order before accessing the Print Customer Orders dialog, click this option to print the current order.

All Orders – To print a list of orders, click the **All Orders** option button. If you click this option, specify which orders to include in the report. Select these options:

Site ID(s) – If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

Starting Date and Ending Date – To view orders created during a particular time period, click the browse buttons and specify a start date and an end date for the report.

Starting Customer ID and Ending Customer ID – These fields are available only if you select Customer ID as the Sequence for the report. Click the browse buttons and specify the range of customers to include in the report. To print orders for a single customer, specify the same customer ID in the Starting Customer ID and Ending Customer ID fields. To include all customers, leave the fields blank.

Status – To view only orders with particular statuses in the report, select the statuses to view in the Status section.

3 In the Sequence section, select how to sort the information in the report. You can select:

Order ID – To sort the report by Order ID, select the **Order ID** option.

Customer ID – To sort the report by customer, select the **Customer ID** option. Orders for a particular customer are presented together. If you select to sort the report by Customer ID, you can further narrow the list by entering a starting and ending Customer ID.

4 In the Type section, select the type of report to generate. Click one of these options:

Summary – The summary report prints a single line for each order, with this information: Order ID, Customer ID, Customer Name, Customer PO Number, Order Date, Ship Date, Order Status, Order Amount, and Total amount of the order.

Detailed – The detailed report prints the same information as the Summary report, along with most of the order header information (customer address, Contact, Ship VIA, FOB, Sales Rep, etc.). Additionally, each individual line item is shown, with this information: Quantity, Shipped Quantity, Part ID, Description, Unit Price, Discount %, Order Amount, Amount Shipped.

Delivery Schedule Detailed – The Delivery Detail format prints the delivery schedule detail information.

5 Choose the output for the report. Select one of these options:

Print – Select this option to output the file to a printer. The file is sent to the selected default printer.

View – Select this option to see what the printed output will look like before you print it. When the information is displayed on the screen, you can scroll through and print it.

File – Select this option to save the information to a text file. You can then edit the file outside of VISUAL.

E-Mail – Select this option to send the report through electronic mail. To send the report as a PDF, select the PDF Format check box. To send the report as a RTF file, clear the PDF Format check box.

6 To print barcodes in your report, select the **Print Barcodes** check box and select a barcode type.

Code39 – This barcode type, also known as Code 3 of 9, contains variable length, discrete symbology. You must have a Code 39 barcode font installed to view the barcode. If you do not have the Code 39 font installed, then the alphanumeric ID is displayed instead with a prefix and suffix. This pattern is used: *%ID%*.

QR Code – This is a two-dimensional or matrix barcode. QR stands for quick response.

7 To send this report to all of the contacts in this customer's E-mail Documents list, select the **Send To Document Contacts** option.

8 Click **Ok**.

Printing Customer Order Thermal Labels

You can print thermal labels for customer orders and customer order acknowledgments in the Order Management Window. You must create label types before you can print a label.

To print thermal labels:

1 From the Print Acknowledgment or Print Customer Orders dialogs, click the **Thermal Labels** button.

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which to print thermal labels. If you are licensed to use a single site, this field is unavailable.

3 Click the **Label ID** browse button and select the label to print for this customer order/ acknowledgment.

Your choice is limited to Label IDs with ORDERING label types.

4 To print a group of labels, click the **Label Group ID** browse button to select the Label Group to print. Your choice is limited to either a Label ID or a Label Group ID.

5 To insert temporary labels into the group, click the **Insert** button and add the labels to print.

6 Specify a print quantity for each label in the group in the Print Qty. column.

7 To filter the orders ing in your labels, make these selections:

Order ID – To filter the report by order, click the browse buttons and select the Starting and Ending Order IDs to use for the report.

Line No – To filter the report by line, click the browse buttons and select the Starting and Ending Line Nos to use for the report.

To include all orders that are alphabetically after a certain order, specify an order ID in the Starting Order ID field only. The ID you specify and any order after the ID alphabetically is included in the report.

To include all orders that are alphabetically before a certain order, specify an order ID in the Ending Order ID field only. The ID you specify and any order before the ID alphabetically is included in the report.

8 Click **Print Labels**.

Chapter 9: Shipping Entry

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What is Shipping Entry?

Use Shipping Entry to ship customer orders and process returns. Shipping Entry provides these functions:

- Records shipment of materials ordered by a customer through Customer Order Entry, including ship date, quantity shipped versus quantity ordered, and actual freight charges.
- Processes returns of previously shipped materials.
- Prints shipping paperwork.
- Performs automatic inventory transactions to issue goods to customer orders, or returns material to stock.

In performing these functions, Shipping Entry creates a Packlist, also known as a Shipper. A Packlist is an object that is linked to a customer order and records shipment and return dates and quantities. When you view the Shipping Entry window, some of the information is part of the packlist, while other information is from the associated customer order.

Shipping Entry works with orders created in Customer Order Entry. You may want to familiarize yourself with Customer Order Entry before reading this chapter. An understanding of inventory transactions is also helpful.

If you are licensed to use multiple sites, ship orders on a site-by-site basis. The site that ships orders to customers must be the same site in which the order was placed.

Accessing the Shipping Entry Window

To access the Shipping Entry window, select **Sales**, **Shipping Entry**.

Setting Shipping Entry Window Preferences

Use the Shipping Entry Window Preferences dialog to determine how to calculate supply status.

1 Select **Options**, **Preferences**.

2 In the Supply Status section, select these options:

Simple – Select the Simple option to calculate the supply status based on current inventory and planned orders minus current part demand. The simple calculation does not take into consideration work orders, purchase order, interbranch transfers, etc., as supply.

Advanced – Select the Advanced option to take a material netting approach to calculating supply. The advanced calculation considers inventory, supply orders, demand, and allocations. The system also uses the ATP calculation for master planned parts. The advanced calculation is more thorough than the simple calculation, but it can negatively impact the performance of your system.

Auto calculate – Select the check box to automatically calculate supply status when a quantity and a part is specified in shipping entry. Clear this option to prompt the system to calculate supply. If you clear this option, click the Calculate Supply button on the toolbar when you are ready to calculate supply.

3 Click **Done**.

Setting Up Auto Numbering

Use Auto Numbering to generate Packlist IDs, Bill of Lading IDs, and Advanced Shipping Notice (ASN) IDs in Shipping Entry. Using Auto Numbering can significantly reduce keystrokes and confusion. Although it is not required, it is highly recommended that you use this feature.

If you are licensed to use multiple sites, you can set up different auto-numbering schemes for each of your sites. If you set up different auto-numbering schemes for each of your sites, you can identify at-a-glance which transaction belongs to which site.

1 Select **Edit**, **Auto Numbering,** then select the document to set up.

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are assigning auto-numbering. If you are licensed to use a single site, this field is unavailable.

3 Specify in the next sequential number to use for the numeric portion of the Packlists ID. This number may be up to 7 digits long.

4 Assign any alphanumeric prefix or suffix.

Note: Because these are case sensitive, take care when selecting the characters to use.

5 To include leading zeros in your numbers, select the **Show Leading Zeroes** check box.

This keeps all IDs the same number of characters in length.

6 If you selected the **Show Leading Zeros** option, specify the total quantity of numeric digits to use for the numeric portion of the ID in the Number of Decimal Digits field.

This number is used to generate the correct number of leading zeros. For example, if you specify 5 and the current auto-number is 23, the number is displayed as 00023.

7 Click **Save**.

Understanding the Shipping Entry Window Line Item Table

These columns are displayed:

Supply Type – The type of supply used to fulfill the order line's Order Quantity. If there are no links of supply to the customer order line, nothing is displayed in this column. If you have attached links of supply to this order line from one of the six possible sources of supply, the appropriate two character Type ID is displayed here. These include: **CP** (Coproducts), **I** (Inventory), **PD** (Purchase Order Delivery Schedule), **PO** (Purchase Order), **WH** (Interbranch Transfer), and **WO** (Work Order). If you have used more than one of these as a source of supply, **Multiple Links** is displayed.

Reference – If there is a link of supply attached to this customer order line, the Supply Base ID of the supplying order, the line number of the supplying line as it is displayed in the order, and a description of the part in this column.

Trace – This check box is selected if a Part Trace Profile exists for the part on this order line.

Ship Date – The date on which you ship the order. This is the date of shipment you entered in Customer Order Entry during the entry of the order.

Promise Ship Date – The date on which you promise to ship the order. This is the promise ship date you entered in Customer Order Entry during the entry of the order.

Promise Del Date – The date on which you promise to deliver the order. This is the promise del date you entered in Customer Order Entry during the entry of the order.

Qty Ordered – The order quantity of the customer order line.

C.O. Pieces – If the part is a piece tracked part, the number of pieces ordered in Customer Order Entry.

C.O. Length – If the part is a piece tracked part, the length specified in Customer Order Entry.

C.O. Width – If the part is a piece tracked part, the width specified in Customer Order Entry.

C.O Height – If the part is a piece tracked part, the height specified in Customer Order Entry.

C.O. Dim UM – If the part is a piece tracked part, the dimension unit of measure specified in Customer Order Entry.

Qty Shipped – The portion of the Quantity Ordered that you have shipped. If this is a new shipment, no value is displayed here. If this is a back order or a line that you shipped partial quantities from before but kept open, a value is displayed here.

Pieces Shipped - For a piece tracked part, the portion of the customer order pieces that you have shipped.

Line Status – The customer order line status. You can ship lines that have a status of Released. You can also ship lines that have a status of Inherit if the header status of the customer order is Released.

Cls – If you ship a partial quantity of a customer order line and then opt to close the order with an outstanding backorder balance, this check box is selected.

Ship Qty – The quantity to ship. The default value is the Order Quantity. You can specify greater or lesser values than the Order Quantity. If you specify greater or lesser values, you must decide what to do with either the overshipment quantity or the remaining balance.

Ship Pieces – For a piece tracked part, the number of pieces to ship to the customer. You can specify greater or lesser values than the C.O Pieces quantity. If you specify greater or lesser values, you must decide what to do with either the overshipment quantity or the remaining balance.

Supply Status – The system indicates whether you have sufficient materials on hand to ship the order. The system inserts one of these statuses:

In Stock - The system inserts In Stock if you have sufficient quantity of the part on hand to fulfill the order.

Expected - The system inserts Expected if the quantity of the part you have on hand plus the quantity of the part you have on order and due to arrive in inventory before the Desired Ship Date equals or exceeds the amount required to fulfill the order. Amount on order includes both parts you are in the process of purchasing and parts scheduled to be made on a unreleased, firmed, or released work order. If the work order is not scheduled, the system uses the work order want date to evaluate supply. If the work order is scheduled, the system uses the schedule date to evaluate supply. The system uses the Desired Ship Date on the customer order line to evaluate if parts on order will arrive in inventory on time. If the Desired Ship Date on the order line is blank, then the system uses the Desired Ship Date on the customer order header instead.

No Supply - The system inserts No Supply if the quantity of the part you have on hand plus the quantity of the part you have on order and due to arrive before the Desired Ship Date does not equal or exceed the amount required to fulfill the order. The system uses the Desired Ship Date on the order line to evaluate if parts on order will arrive on time. If the Desired Ship Date on the order line is blank, then the system uses the Desired Ship Date on the customer order header instead. If you change the Desired Ship Date, the system reevaluates the Supply Status when you save the order.

Qty Allocated – The quantity that you have allocated to the C/O line. If sufficient supply is found in the customer's primary warehouse, the value displayed is equal to the quantity of the C/O line, meaning that full supply has been allocated to the line from inventory. It is possible to have a value in this field that is less than the required quantity of a C/O line.

Qty Fulfilled – The allocated quantity that has been fulfilled by the supplying source.

Length, Width, and Height – If the part is a piece tracked part, specify the dimensions of the part you are shipping. You can specify different dimensions from the dimensions on the customer order.

Dimensions UM – If the part is a piece tracked part, the dimension unit of measure is inserted in this field.

Unit of Measure – The unit of measure with which you measure the part. Specify units of measure in Unit of Measure Maintenance.

Actual Freight – The actual freight for the order is displayed. The Currency ID of the order is displayed in the column label.

Link Qty Allocated – The quantity you have allocated to this customer order line from one of the six sources of supply. These include: CP (Coproducts), I (Inventory), PD (Purchase Order Delivery Schedule), PO (Purchase Order), WH (Interbranch Transfer), and WO (Work Order).

Stock U/M – The stock unit of measure for the part.

Location ID – The ID of the location in the warehouse from which you are shipping the parts. Either accept this default from the original order or select a new Location ID.

Warehouse ID – The warehouse you entered in Customer Order Entry for this customer order. If the customer has a primary warehouse, the primary warehouse is the default.

Location Qty – The quantity of part on the customer order line in the selected warehouse location.

Customer Part ID – If applicable, the Customer's ID of the part.

Cartons – If applicable, the number of cartons used to ship the part.

Shipping Weight – The shipping weight of the part.

Net Ship Weight – If available, the weight of the actual goods is displayed.

Pallets – If available, the relevant pallet information is displayed.

Tare Weight – If available, the weight of the container or pallet is displayed.

Weight U/M – The weight U/M of the part. Select the appropriate weight u/m from the list box.

NMFC ID – If applicable, the National Motor Freight Code for the customer line shipment. Specify NMFCs in Application Global Maintenance.

Package Type – If applicable, The type of packaging used in the shipment. Specify Packaging Types in Application Global Maintenance.

Trans ID – The Inventory Transaction ID assigned to this shipment. This ID is generated after you successfully perform a shipment.

Transaction Description – If the shipment has been returned, the description that was specified when the return was processed.

Unit Price – The price per unit of the part.

Shipping U/M – A valid U/M is displayed in this column only if you have attached a service charge to the packlist using the Edit Packlist function. You must specify Shipping U/Ms in the Edit Packlist dialog.

Disc % – The discount percentage of the customer's discount code. For example, if the customer's default discount code is "Retail," and you maintain a 12% discount for that code, then 12% is displayed in this field. You can override this value on each line. Specify discount codes and maintain customer discount code information in Customer Maintenance.

Comm % – The commission percentage of the customer's sales representative. This column is filled with the default sales reps's commission percentage. Specify a sales rep's Default Commission Percentage in Customer Maintenance in the Sales Reps dialog.

VAT Code – This field is filled with the default from Part Maintenance. This only applies if the customer is Intrastat/VAT enabled.

Material Code – If available, the code for the material you used in the manufacture of this parts in this shipment is displayed.

HTS Code – If an international customer, the Harmonized Tariff Code associated with the order line.

Country of Origin – The country of origin for the part on the order line. You can either accept the part's default Country of Origin or double-click the browse button to select a different one. You can also specify unique Country of Origin IDs. You are reminded that the country you entered is not in the address tables but you can continue. Specify Countries of Origin in Application Global Maintenance. See the "Application Global Maintenance" chapter in the System-wide guide. Set part country of origin defaults in Part Maintenance.

G/L Rev Acc't ID – The general ledger account for the part. Specify G/L accounts in the Accounting Window.

Packlist Long Description – A description of the packlist. Specify descriptions using the Edit Packlist function.

Ship Dimensions – Shipping dimensions for the order. Specify ship dimensions using the Edit Packlist function.

User Defined 1-10 – User defined field labels for this customer order line. For more information, refer to "Customer Maintenance" on page 2-1 in this guide.

Excise Price – If applicable, the amount of internal tax levied on the customer for this order. For more information, refer to the "Application Global Maintenance" chapter in the System-wide guide..

Region ID – If an international customer, the Intrastat Region ID associated with the order line. See "Using the Intrastat Tab" on page 3–8 in the System-wide Guide.

From Country ID – If an international customer, the From Country ID associated with the order line.

Has Del Schedule – This check box is selected if the customer order line is a customer order delivery schedule line.

ShipTo ID – The ID associated with the customer's ShipTo address. If you did not specify a ShipTo ID in Customer Order Entry, you can do so now.

Current Part Stage – If applicable, the current stage for the part on the line is displayed.

Current Part Revision – If applicable, the current revision number for the part on the line is displayed.

Ordered Stage/Rev – If applicable and if different from the current stage, the stage in which the part was when your customer ordered it is displayed.

Billing Basis - The basis on which the project billing event is configured.

Order Site ID - The associated Site ID for the order.

RMA ID - The ID of the RMA, if there is an RMA associated with that shipment line.

RMA Ln# - The line number of the RMA, if there is an RMA associated with that shipment line.

Shipping Items For Customer Orders

To ship a customer order:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you placed the customer order. If you are licensed to use a single site, this field is unavailable.

2 Click the **Order ID** browse button and select the customer order to ship. You can ship a line if it meets one of these criteria:

- The status of the order line is Released.
- The status of the order line is Inherit, and the status of the order header is Released.

Note: When shipping any part that is marked for consignment, the Consignment Tracking check box is selected. You cannot change this setting.

3 If you have selected the Auto calculate check box in Shipping Entry Preferences, the system determines the supply status based on the calculation setting you specified. If you did not select the Auto calculate check box, you can click the **Calculate Supply Status** button to calculate the supply status. One of these values is inserted in the Supply Status field:

In Stock – The system inserts In Stock if you have sufficient quantity of the part on hand to ship the order.

Expected – The system inserts Expected if the quantity of the part you have on hand plus the quantity of the part you have on order and due to arrive in inventory before the Desired Ship Date (on the customer order) equals or exceeds the amount required to ship the order. Amount on order includes both parts you are in the process of purchasing and parts scheduled to be made on a released and scheduled work order.

No Supply – The system inserts No Supply if the quantity of the part you have on hand does not equal or exceed the amount required to ship the order.

4 Modify the Actual ship date if the actual shipment took place on a different date. Shipments must be made within an open Financial period.

5 On the General tab, optionally update this information:

FOB – Specify the free on board code for the shipment. This code indicates when ownership of the shipment changes from the shipping company to the receiving company. The code that was specified on the customer order is inserted.

Ship Via – Specify the shipping method to use to send the order. The code that was specified on the customer order is inserted.

Ship Charge Acct – If the customer requests that you charge shipping costs directly to the customer's account when you ship items be the ship via method that you selected, specify the customer's account number. The account that was specified on the customer order is displayed.

Ship Status – The ship status that is specified on the packlist is inserted. These statuses are used:

Shipped – A new packlist is created that has not yet been approved for invoicing.

1, 2, 3 (Review levels) – These values have a user-defined meaning. By specifying who can set various statuses using Security Maintenance, you can create an approval work flow procedure.

Approved – When a packlist with this status is detected, the invoice forms program can generate an invoice for the packlist. Invoice generation ignores packlists with other statuses other than A.

6 For each line item, specify the actual freight amount, in the customer's currency, in the Actual Freight column.

7 If necessary, for each line item, specify the Warehouse ID and Location ID.

For line items with inventory parts, the Warehouse ID and Location ID default to the primary location for the part, or the first defined location if no primary location exists.

You may want to double-check these locations, and change them if needed. You can specify the IDs, or double-click the Location ID browse button to select from a list of valid locations for the part. You may want to pay particular attention to the on-hand quantity in each location.

You must specify a valid location for shipment of inventory parts and the parts in this location must not be on hold. If the part is on hold in the selected location, you are notified when you attempt to save the pack list.

8 Specify the quantity to ship.

- If you are shipping a standard part, specify the quantity in the Qty to Ship column. Provided that the shipment does not include any piece-tracked parts, you can click the Ship All toolbar button to ship all items on the order. Each Ship Qty field is completed with the remaining quantity needed and creates the pack list for the shipment.

  If you are using Automotive, each part must have a unit price before you can ship it to a customer. If you have not established an effective unit price for the part, for the customer, for the date you are shipping the part, a warning dialog is displayed.

- If you are shipping a piece tracked part, you cannot use the Ship All button. You must specify this information:

  Pieces to Ship – Specify the number of pieces you are shipping.

  Length/Width/Height – Specify the dimensions of the pieces you are shipping. You can specify dimensions different from the dimensions on the customer order.

  After you specify the number of pieces and the dimensions, the quantity to ship is calculated.

9 If you specified a ship quantity that is less than the order quantity, specify how to process the remaining quantity on the customer order line:

- To close the line, click **Yes** in the dialog box. The line's status is updated to Closed, and the Closed Short check box is selected for the order line. If the line is the only line in the order, the customer order header status is also updated to closed. If the line is not the only line in the order, you are prompted to decide how to process the remaining lines on the order after you click **Save**. See step 11.
- To leave the line open, click No in the dialog box. No updates are made to the line's status. You are prompted to decide how to process the remaining balance after you click **Save**. See Step 11.

10 If you ship a quantity for a line that is greater than the total remaining to be shipped, the system asks how it should handle the overage. Choose one of these options:

Distribute to other lines for the same Part ID – This searches for other line items with the same Part ID and distributes the overage to each line in turn. This is done one line at a time until no more quantity remains to be distributed, or no more lines remain to which you can distribute.

At this point, the remaining overage remains in the Ship Qty for the original line. Selecting this option when there are no other lines with the same Part ID has the same effect as selecting Over Ship on this Line.

Over ship on this line – This leaves the Ship Qty as-is, and allows this line to specify more shipped parts than the order quantity.

11 Click the **Save** toolbar button.

The information is saved.

- If you shipped all eligible quantities on the order, the header status of the customer order is updated to Closed. If the shipped lines had a status of Released, the status of the lines is updated to Closed. If the shipped lines had a status of Inherit, the status of the lines is not updated. The lines with a status of Inherit are considered closed because the order header status is closed.
- If you shipped partial quantities, specify how to process the remaining balance. A shipment is a partial shipment if you did not ship all lines in the order or if you shipped partial quantities of order lines and did not close the lines short. Click one of these options:

  Leave Order Open (partial shipment, backorder balance) – Click this option to process remaining shipments from the original customer order.

  When you click this option, the status on the customer order header is not updated. The statuses of order lines that you did not ship are not updated.

  If you clicked Yes when you were prompted to close the order line in step 9, then the status of the line that you shipped is updated to Closed.

  If you clicked No when you were prompted to close the order line in step 9, then the status of the line that you shipped is not updated.

  Copy remaining unshipped lines to a separate backorder – Click this option to close the original order and create a separate back order.

  When you select this option, these updates are made to the original order:

  - The status on the header is updated to Closed.
  - Lines that had a status of Firmed, Released, or On Hold are updated to Closed. The check box that indicates that the lines were closed short is selected.
  - Lines that had a status of Closed or Cancelled remain Closed or Cancelled.
  - Lines that had a status of Inherit are updated to Closed if you click Yes in the prompt to close the remaining quantity when you ship the line.
  - Lines that had a status of Inherit retain a status of Inherit if you click No in the prompt to close the remaining quantity when you ship the line.

  The new backorder has these characteristics:

  - The ID of the new backorder is the original order ID followed by a dash and a digit. For example, if the Order ID is 2005, the new Order IDs become 2005-1, 2005-2, etc. If possible, you should avoid using a dash in your Customer Order ID numbering scheme.

- On the Other tab in Customer Order Entry, the **Is Separate Back Order** check box is selected for the new backorder.
- The header status of the new backorder is the same as the header status of the original order before shipment. For example, if you click this option after partially shipping a released line on an order that has a header status of Firmed, the backorder has an order status of Firmed.
- Lines from the original order that have remaining balances are copied to the backorder. The status of the lines on the backorder is the same as the status of the lines on the original order before shipment.
- Lines that do not have remaining balances are not copied to the backorder. A line has no remaining balance if it is closed or canceled.

Close order (partial shipment, no backorder) – Use this option to close the order. No other shipments from the order can be made.

When you click this option, the header status of the order is updated to Closed.

If the status of the line is Firmed, Released, or On Hold, the status is updated to Closed.

If the status of the line is Inherit, Closed, or Canceled, no updates are made to the line status. Lines with a status of Inherit are considered closed because the header status is closed.

Overriding the Customer Credit Limit During Shipment

If you specified Override Allowed in the Ship Credit Limit Control field for the customer in Customer Maintenance, then the customer's credit limit is checked. If the customer has exceeded its credit limit, a dialog is displayed. Click **Yes** to ship the order.

Note: Additionally, the age limit is checked if the customer has a Receivable Age Limit. If the customer has unpaid invoices older than the receivable age limit a dialog is displayed. Click **Yes** to ship the order.

If you specified No Override in the Ship Credit Limit Control field for the customer in Customer Maintenance, then the customer's credit limit is checked. If the customer has exceeded its credit limit, a dialog is displayed. You cannot ship the order.

Note: Additionally, the age limit is checked if the customer has a Receivable Age Limit. If the customer has unpaid invoices older than the receivable age limit a dialog is displayed. You cannot ship the order.

Specifying Unit Prices for Parts Before Shipment

Before any order lines are shipped, a check is made to see if the part on the order line has a unit price that is in effect for the customer. Price effectivity hinges on a specific combination of factors, all of which are obtained from the **CUST_PRICE_EFFECT** table in the database. When trying to ship an order, this table is referenced for this information:

- a part to customer relationship that matches the one in the customer order

- an effective date range within which the ship date happens

Finding both of these things, the effective price for the customer is retrieved from the appropriate date range, and the Unit Price column is filled with the unit price of the part on the line. The total value, then, is based on the quantity of the order line and any established break quantities for the customer. See the “Part Maintenance” chapter in the Inventory guide.

If neither of these conditions exist, shipment is not allowed until you set up an effective price for the customer.

For example:

An automotive customer places an order for a quantity of 300 parts, deliverable by January 10, 2018.

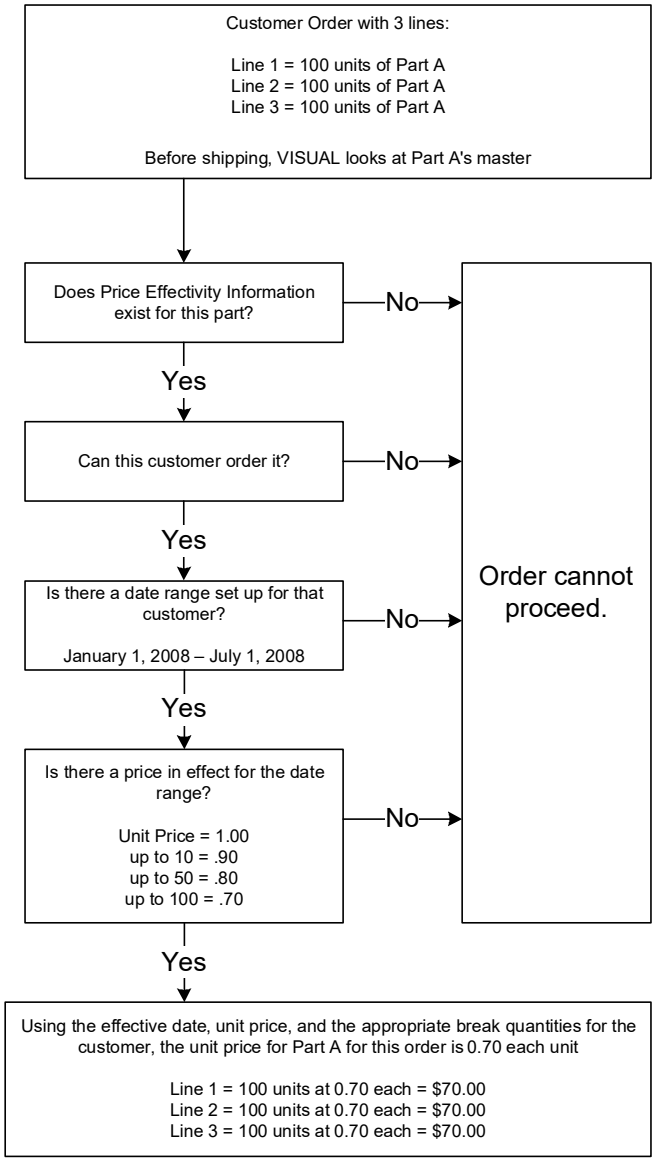
Using Part Maintenance, you add effective date prices to part’s master for this customer.

For the dates of January 1, 2018 through July 1, 2018, the customer must pay 1.00 per unit of the part in question.

When shipping it, the part master is checked to see if the customer is eligible to order it and if they are, what date/price scheme is in effect for the customer.

The Price in effect for the part in the Customer Order is displayed in the Unit Price column in the Shipping Entry window.

Pricing flow example:



Backdating Shipments

When you backdate a shipment, your ability to complete the transaction depends upon the Prevent Negative Backdating setting specified for the site in Site Maintenance.

If the check box is selected, then the quantity you had on hand on each date from the date of the transaction to the current date is used to determine inventory levels. If you did not have sufficient quantity on any one of the days between the date of the transaction and the current the date, then the transaction cannot be completed. For example, say you specify a shipment on January 5 for 10 units, but you specify January 3 as the transaction date. If you only had 8 units in your warehouse location on January 4, then you are prevented from completing the shipment.

If the check box is cleared, then the quantity you have on hand on the date you specify the transaction is used to determine inventory levels. For example, say you specify a shipment on January 5 for 10 units, but you specify January 3 as the transaction date. If you have 10 units on hand in the warehouse location on January 5, then you can complete the transaction, even if you did not have 10 units on hand on January 3 or January 4. When you clear the Prevent Negative Backdating check box, you can generate negative inventory balances for past dates, even though you do not allow negative inventory balances for current dates.

See "Specifying General Site Information" on page 4–4 in the System-wide Guide.

Assigning Ship Quantities to Supply Links

To assign ship quantities to existing supply links:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you placed the order. If you use a single site, this field is unavailable.
2. Click the **Order ID** browse button and select the appropriate customer order.
3. Select the line containing the supply links to assign ship quantities.
4. Select **Edit**, **Assign Ship Quantities to Supply Links**.

   The line item table contains a list of the customer order's supply links.

   The line item table contains these columns:

   Supply ID – The ID of the supply link.

   Assign Quantity – The portion of the Allocated Quantity to assign to the supply link.

   Link Unreceived Quantity – The "Link" or allocated quantity that you have yet to receive.

   Desired Receive Date – The date that you want to receive the supply link line. If the supply link is a P/O, then this is the day you want to receive the P/O.

   Supply Unfulfilled Quantity – The quantity of the supply link line that you have yet to fulfill.

   Supply Quantity – The order quantity of the supply link line.

   Supply Received Quantity – The quantity of the supply link line that you have received.

   Link Allocated Quantity – The quantity of the supply link line that you have allocated to the customer order line at hand.

   Supply Part ID – The ID of the part for the supply link line. This is usually the same as the Part ID of the C/O line.

   Vendor ID – The ID of the vendor if the supply link is a P/O or P/O delivery schedule line.

   Vendor Part ID – The Vendor ID of the part.
5. In the **Assign Quantity** column, specify the ship quantity to assign to the supply link.
6. To commit the assignment of supply to the ship quantity, click **Ok**.

Shipping Customer Order Delivery Schedule Lines

You must use the Delivery Schedule Shipment dialog to ship customer orders with delivery schedules.

To ship customer order delivery schedule lines:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you placed the order. If you are licensed to use a single site, this field is unavailable.
2. Click the **Order ID** browse button and select the appropriate customer order.

3 Select the customer order line containing the part with the delivery schedule to ship.

4 Select **Edit**, **Delivery Schedule**.

5 Select the delivery schedule line to ship.

6 Specify the portion of the Quantity Ordered to ship in the Ship Quantity column.

When you click in the Ship Qty column, the Quantity Ordered value is entered.

7 Click **Ok** to ship the delivery schedule line.

Assigning Ship Quantities to Customer Order Delivery Schedule Lines with Demand Links

You can assign supply quantities to delivery schedule lines with demand links. You cannot create a new demand link in this dialog.

1 With the delivery schedule dialog open.

2 Click **Supply**.

The line item table contains these fields:

Supply ID – The ID of the order to which the customer order delivery schedule line is linked.

Assign Quantity – The quantity to assign from the ship quantity.

Link Unreceived Quantity – The allocated or “linked” quantity that you have yet to receive.

Desired Receive Date – The date on which the customer ideally wants to receive the shipment

Supply Quantity – The quantity of the delivery schedule line.

Supply Received Quantity – The portion of the supply that you have received.

Link Allocated Quantity – The “linked” or “allocated” quantity. This value is equal to the **Link Unreceived Quantity** before you receive it.

Link Received Quantity – The quantity of the linked line that you have received.

Link Issued Quantity – The quantity of the linked line that you have issued.

Supply Part ID – The ID of the part that is linked to the customer order delivery schedule line.

Vendor ID – The ID of the vendor if the supply link is a purchase order supply link, or originated from a P/O line.

Vendor Part ID – The Vendor’s ID of the part.

3 In the Assign Quantity column, specify the quantity to assign to the supply link. This value cannot be greater than the Link Unreceived Quantity.

4 Click **Ok** to commit the assignment of supply.

Shipping Intrastat Items for Customer Orders

Shipping orders that contain Intrastat-related line items is similar to normal shipments, but you can view and edit Intrastat data for the shipment.

1 Follow the normal procedure to ship the order.

When you click **Save** or **Ship All**, a dialog displays, prompting you to view or edit the Intrastat data.

2 To view and edit the intrastat information, click **Yes**.

3 In the Options group box, select from these options:

Show Current Packlist – To view the packlist for the current customer order, click this option button.

Show Orders Shipped Between – To view line items for orders between a specific date range, select the Show Orders Shipped Between option and specify the Starting and Ending Dates.

Note: If you change the starting or ending dates, click the **Go** button to repopulate the table.

Incorrect Lines Only – When you select the **Incorrect Lines Only** check box, only those lines with missing data that are required for reporting in the line item table.

4 Make any appropriate changes to the information in the line item table.

5 Click **Save**.

Packlists

Packlists identify individual shipments to customers. An order can have more than one packlist.

You can create packlist IDs before you ship items to a customer or during the shipment process. If you selected the **Match Invoice ID to Packlist ID** check box on the customer record, you must print a before shipment packlist. Otherwise, the packlist ID and invoice ID will not match. See "Matching Invoice IDs to Packlist IDs" on page 11–3 in this guide.

If you are using several Ship To IDs for a shipment, you can create a different pack list for each Ship to ID. If a customer order has three different lines, each with a different Ship To ID, three pack lists are created. The protocol used depends on whether you print a pack list(s) for the order before shipping it. If you print a pack list for the order before shipping it, the unique Ship To IDs are detected and the separate pack lists are created for them before shipment. If you do not print pack list(s) for the order before shipment, as the shipping process is started, you are asked to confirm the creation of a range of pack lists, one for each Ship To ID.

Creating Packlist IDs Before Shipment

1 Select **Sales**, **Shipping Entry**.

2 If you are generating the packlist ID for a particular order, specify the ID of the order in the Order ID field. Otherwise, leave this field blank.

3 Select **File**, **Print Pack Lists.**

4 In the Print section, click **Before Shipment**.

5 If you are generating the packlist ID for the order that you selected in the main Shipping Entry window, click **Current Order**. Otherwise, use the filters in the Selection section to specify the packlist IDs to create:

All Released Orders due through – Click this option to print packlists for all released lines with Ship Dates on or before the date that you specify in the Dated thru field. An order line is released if its status is Released. An order line is also considered to be released if the line status is Inherit and the header status of the order is Released.

If a Ship Date is specified on the order line, that date is used to determine if the line falls within the report criteria. If the a Ship Date is not specified on the order line, the Desired Ship Date from the customer order is used to determine if the line falls within the report criteria. Note that the Dated From date does not apply for this option.

Selected Order Lines Shipped Between – To select specific order lines between a specific date range, click **Selected Order Lines Shipped Between**.

If you click this option, specify the From and Thru dates and select the order lines to include from the table that is displayed at the bottom of the Print Packlists dialog. Use the SHIFT and CTRL keys to select multiple lines.

Lines Due Through – Select the **Lines Due Through** check box to further constrain the printing of packlist lines.

For Before Shipment packlists, selecting this option filters out packlist lines that have a desired ship date later than the specified date. If a Ship Date is not specified on the order line, the Desired Ship Date for the customer order is used. This option is useful when using Print Current Order to focus on lines due before a certain date.

Select multiple released orders – If you select this option, a browse dialog with all released, on hold, and firmed orders and order lines is displayed when you click **Ok** to print the packlists. Select the orders to print, then click Ok.

Select range of released orders – If you select this option, the Starting Order ID and Ending Order ID fields become available. Use these fields to specify a range of released orders to print.

6 In the Filters section, optionally specify these additional filters:

Territory – Select this check box to print packlists for orders in a particular territory. After you click the option, click the arrow to specify the territory. If the territory is specified on the customer order, then the packlist for the order is included in the report.

Warehouse – Select this check box to print packlists for orders that are shipped from a particular warehouses. After you click the option, click the arrow to specify the warehouse. If the warehouse is specified on the customer order line, then the packlist for the line is included in the report.

7 In the Format section, select the print format.

You can choose between the standard format provided with the application (you can also customize this form), a laser print format or three other user-defined formats. The User-defined option buttons are only active if you have defined the forms for those formats. You may want to create different forms for Before Shipment and After Shipment lists, and for internal and customer uses.

Click **Print Form** to print the report with a preprinted form using a laser printer. The resulting report is of better quality than the report you can print using the **Standard** print format option. You must have a laser printer to use this format.

8 In the Include section, select the information for the report:

Part Locations – Select the **Part Locations** check box to include all warehouse locations that carry this part in the report.

Only Locations with Quantity – This option depends upon the previous option. Select the Print Part Locations check box to activate this check box. Select the **Only Locs. w/QTY** check box to include all warehouse locations that contain positive part balance. Locations with a zero on-hand balance do not.

Locations Quantity – To include all locations that carry the part and the balances in those locations, select the **Locations QTY** check box. Use this option in tandem with the Print Part Locations check box.

Traceable Part Properties – To include the Trace information for Traceable parts, select the **Traceable Part Properties** check box.

Barcodes – To include barcodes in this report, select the **Barcodes** check box and select a barcode type.

Code39 – This barcode type, also known as Code 3 of 9, contains variable length, discrete symbology. You must have a Code 39 barcode font installed to view the barcode. If you do not have the Code 39 font installed, then the alphanumeric ID is displayed instead with a prefix and suffix. This pattern is used: *%ID%*.

QR Code – This is a two-dimensional or matrix barcode. QR stands for quick response.

Associated Documents – To print a list of the associated documents for this packlist, select the **Associated Documents** check box.

Note: By default, all line items print on each packlist for an order, whether a quantity was shipped for the item or not. A zero is displayed for the quantity of each item that was not shipped. To suppress printing of such lines, add the setting in Preferences Maintenance. Insert the SuppressZeroLines entry line in the Shipping section, and specify a value of Y.

9 If this is an international order, click the **Language ID** arrow and select the language in which you want the packlist printed. Click the output arrow and select the output for report:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click **Send** when you are ready to send the message.

10 To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section.

11 To send this report to all of the contacts in this customer's E-mail Documents list, select the **Send To Document Contacts** option.

12 Click **OK**.

If you selected the Print output, a standard print dialog is displayed allowing you to select the print quantity and range.

After you print the packlist, a message is displayed asking you if the packlist printed correctly. Click **Yes** if the packlist printed correctly. If the packlist was not printed correctly, click **No**. The Pack List, ASN, and Invoice numbers assigned to the shipment are not generated. If you click **Yes** in the first message, a second message is displayed that states that the Pack List, ASN, and Invoice numbers assigned to the shipment will be permanently saved. Click **Yes** to save this information. Click **No** if you do not want to save the information.

Creating Packlist IDs During Shipment

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the order was created. If you are licensed to use a single site, this field is unavailable.

2 Select the order to ship.

The shipping table is populated with all the order lines.

3 If necessary, adjust the Actual Ship Date, then ship the order.

If there is more than one Shipto ID in the order, a message is displayed stating the number of packlists that will be printed.

4 Click **Yes**.

If you view pallet details before shipment, they are displayed for you to view and modify if necessary.

5 Modify pallet details as necessary.

The order is shipped.

As the pack lists are created, the Pack List IDs are displayed in the Pack List ID field.

Configuring Barcode Printing Options

If you regularly include barcodes with your packlist reports or print to the same thermal label printer when you print thermal labels, you can select default barcode and thermal label printer settings. These default settings are used when you print a packlist report or a batch of thermal labels. You can override the default settings.

1 Select **Options**, **Configure Barcode Print Options**.

2 From the Thermal Printer list box, select the thermal printer to use as the default thermal label printer.

3 In the Thermal Printer Number field, specify the number of the thermal printer.

This serves as an ID for the thermal printer.

4 In the Number (#) of Thermal Labels field, specify the number of thermal labels to use as a default.

5 To have the Print Barcodes check box selected in the Print Packlists dialog, select the **Include Barcodes as Default** check box.

6 Click the browse button and select the directory into which you want the thermal labels to spool before printing.

7 Click **Save**.

Working With Existing Packlists

Packlists show most of the important information for a customer order/shipment, including Customer Name and Address, Order/Invoice/Shipping Method and Terms, Order and Line Specs, Line Item Parts, Descriptions, Quantities, Freight, and Taxes. User-defined fields for the customer, set up in Customer Maintenance, are also passed to this report.

Viewing an Existing Packlist

To view an existing packlist, click the **Site ID** arrow and select the site in which the packlist was created, then click the **Packlist ID** browse button and select a packlist from the Packlists table.

If the **Auto Backorder Selection Mode** option from the Options menu is currently selected, back orders are selected based on the customer Order ID. If you specify an Order ID for a closed order that has back orders, the first open backorder associated with that order is selected.

For example, if order 2005 was partially shipped, and the backorder option was selected, then 2005 is closed and 2005-1 is created and released. If **Auto Backorder Selection Mode** is enabled, entering 2005 for the Order ID automatically opens up 2005-1.

If you selected **Show Backlog Only** in the Options menu, shipped lines are not displayed in the line item table. For each line that does show in the table, Qty Shipped shows the total amount shipped, Ship Qty is 0, and Warehouse/Location defaults as described in “Shipping Items for a Customer Order.” The table does NOT show the quantities shipped or warehouse/locations shipped from for the Packlist ID. This means you cannot use this window as a viewer for the selected packlist. Use the **Print Packlists** option to do this.

There are several reasons you may want to view an existing packlist:

To print, view or file the packlist – Use the **Print Current Packlist** option from the Print Packlist dialog to print and view the currently selected packlist and to store it in text format.

As an alternate method of specifying the Customer Order ID – By specifying Packlist ID, or selecting from the Packlists table, the Order ID is automatically filled in. This is convenient if you know a previous ship date, because you can search the Packlists table by date.

To delete a packlist – You can delete a bad packlist by opening it and clicking the **Delete** button. For more information, refer to "Deleting Packlists" on page 9–28 in this guide.

Editing Packlists

After shipping a customer order, you can edit the packlist attached to the order. You can edit a packlist only if the packlist has not been invoiced. You can edit the fields listed in this section. You can also add a service charge.

You can change this header information in existing packlists:

- Delivery date and time
- Additional header specifications

- Free on board (FOB)
- Ship via
- Ship Charge Acct
- Sales Tax Group ID

You can add a new line to an existing packlist for service charges only. You cannot add additional shipments to a packlist when editing.

You can edit this existing line item information:

- Transaction Description
- Unit price
- Discount percent
- Actual freight
- Shipping weight
- Weight unit of measure
- Carton count and pallet count if no pallet details exist.
- NMFC ID
- Package type
- Commission percent
- Sales tax Group ID
- G/L revenue Account ID
- Additional specifications

You can edit this service charge line item information:

- Quantity
- Shipping U/M
- Service charge ID
- Service charge miscellaneous reference

1 With the appropriate Customer Order ID and Packlist ID in the Shipping Entry window, click the **Edit Packlist** button on the main toolbar or select **Edit** from the Edit menu.

The Customer Order ID and Packlist ID as read-only fields in the header section of the dialog.

The order lines of the Customer Order ID and the Packlist ID in the line item table.

2 Specify the date that the customer received the shipment in the **Act Del Date** field.

3 Modify FOB and Ship Via information as necessary.

4 From the Status list box, select a status for the packlist.

Shipped – A new packlist is created that has not yet been approved for invoicing.

1, 2, 3 (Review levels) – These values have a user-defined meaning. By specifying who can set various statuses using Security Maintenance, you can create an approval work flow procedure.

Approved – When a packlist with this status is detected, the invoice forms program can generate an invoice for the packlist. Invoice generation ignores packlists with other statuses other than A.

There is no status for Closed or Canceled. Canceled packlists are not supported. You may delete a packlist, which causes all transactions that are part of that packlist to be removed. You are only allowed to delete packlists that you have not already invoiced.

When you create a new packlist, the status specified as the default status in Site Maintenance is inserted. To institute a reviewing procedure, set the default status to S, 1, 2, or 3 (any value but A) and assign specific permissions to users that have authority to set statuses. To disable reviewing and prevent the need to approve invoices manually, set the default status to A.

When an existing invoice is voided or deleted, the Invoice ID, invoice date, and status of any related packlists are reset. The status is reset to the default value.

5 For each existing line item for a part, edit these fields as appropriate

- Transaction description
- Unit price
- Discount percent
- Actual freight
- Shipping weight
- Weight unit of measure
- Carton count and pallet count if no pallet details exist.
- NMFC ID
- Package type
- Commission percent
- Sales tax Group ID
- G/L revenue Account ID
- Additional specifications

6 For each existing line item for a service charge, edit these fields as appropriate.

- Quantity
- Shipping U/M
- Service charge ID
- Service charge miscellaneous reference

7 Click **Save**.

Appending Service Charge Lines to Packlists

Service charges are items that are either ordered by a customer or items charged to the customer in fulfillment of the order. Service charges are not stocked parts.

An example of a service charge is a crating charge, a cost passed on to the customer for packing or crating the parts on the order for shipment.

You can add a service charge to an existing packlist only if the packlist has been shipped.

1 With the packlist to which you want to append a service charge line displaying in the Edit Packlist dialog, click the **Insert** toolbar button.

A new line is added to the packlist.

Note: If you try to add a service charge for a part, a notification dialog is displayed.

2 Specify this information:

Service Charge ID – Double-click the column header to select a Service Charge ID for the line. Specify Service Charge IDs in Site Maintenance.

Shipping U/M – The shipping unit of measure for the service charge.

Ship Qty – The quantity of the service charge that you are shipping.

Unit Price – The price per unit of the service charge.

Discount % – The discount percent of the service charge line. Set this while entering service charge information in Application Global Maintenance.

Actual Freight – The dollar amount of freight charge for the service charge line.

Shipping Weight – The weight of the service charge line.

Weight U/M – The shipping weight unit of measure.

NMFC ID – The National Motor Freight Code ID. Double-click the column header to select an ID from the list. Specify NMFC codes in Application Global Maintenance.

Package Type – The type of package you are using to ship the service charge line.

Commission % – The commission percentage of the sales rep.

VAT Code – If an international order, the Value Added Tax ID, of the service charge line. Specify VAT Codes in Accounting Entity Maintenance.

G/L Rev Acct ID – The general ledger account for the service charge line.

Packlist Long Description – A description, in long form, of the line and/or its contents.

Ship Dimensions – A description—numeric or otherwise—of the shipping dimensions of the service charge line.

HTS Code – Harmonized Tariff Schedule. Select an HTS code if this is an international order and duty percents apply. Specify HTS Codes in Accounting Entity Maintenance.

Country of Origin – The country from which the order originated. Specify Countries of Origin in Application Global Maintenance.

Service Charge Site ID – The site ID that is associated with the service charge ID.

3 Click **Save** to save the new service charge line.

Editing ASNs

After creating pack lists for orders, you can edit its contents, append service charge lines, or edit an ASN you created during shipment.

Before you can edit a pack list there must be a pack list to edit. To do this, either choose to print pack lists before shipping, or ship the lines as you normally would. In either case, a packlist is created that you can then edit.

1 If an ASN was generated for this order at the time of shipment and you want to change ASN details, click the **Edit ASN** toolbar button.

The Advance Ship Notice dialog is displayed.

2 If appropriate, specify this information:

Exped Trans Code – Specify an Exped Trans Code for the ASN. (Expedited Transaction Code) for the ASN. You can specify up to 20 alphanumeric characters into this field.

Carrier ID – From the Carrier ID list box, select a valid Carrier ID. Specify Carrier IDs through Application Global Maintenance. See the “Application Global Maintenance” chapter in the System-wide guide. You can specify up to 15 alphanumeric characters into this field.

Exped Trans Auth – Specify an Exped Trans Auth (Expedited Transaction Authorization ID) for the ASN. You can specify up to 20 alphanumeric characters into this field.

Trans Method Code – Specify a Trans Method Code for the ASN. You can specify up to 20 alphanumeric characters into this field.

Lading Code – Specify a Lading Code for the ASN. You can specify up to 20 alphanumeric characters into this field.

Lading Quantity – Specify the Lading Quantity for the ASN. You can specify a decimal value of up to 14 numeric characters for this field.

Ship ID (Pool Point) – Specify a Ship ID for the ASN. You can specify up to 20 alphanumeric characters into this field.

Equip Desc Code – Specify an Equip Desc Code for the ASN. You can specify up to 20 alphanumeric characters into this field.

Equip Initial – Specify an Equip Initial for the ASN. You can specify up to 20 alphanumeric characters into this field.

Air or Pro Number Type – Specify an Air or Pro Number Type for the ASN. You can specify up to 20 alphanumeric characters into this field.

Air or Pro Number – Specify an Air or Pro Number for the ASN. You can specify up to 20 alphanumeric characters into this field.

Master BOL ID – Specify the master Bill of Lading ID.

3 If the ASN is on hold, the ASN on Hold check box is selected. The ASN is not sent until you have activated it. by clearing the **ASN on Hold** check box.

To put the ASN on hold, select this check box.

It is possible to make ASN on Hold a default selection, either by customer or by Ship To ID.

4 If appropriate, select a User Defined Layout ID for the ASN from the User Defined Layout ID list box.

The User Defined field labels are updated, and you can add information as necessary. For more on creating Layout IDs, see earlier in this guide.

5 Click **Save**.

Deleting Packlists

Deleting a packlist undoes all the effects of the original shipment. Quantity Shipped is reset, all inventory transactions that were created are deleted, and on-hand inventory balances are adjusted. Additionally, work orders that were automatically closed are re-released.

You can delete packlists unless invoices have been generated for the packlist. If you cleared the Allow Deletion of Packlists in Closed or Locked Period check box in Site Maintenance, you can only delete a packlist if the ship date is in an open period. If the check box is selected, then you can delete any packlist provided no invoices have been generated.

You should only delete packlists to correct a data entry error. You can then specify a new packlist. Deleting a packlist when material has been shipped results in incorrect inventory balances and/or work order status.

To delete a packlist:

1 In the Customer Shipments window, click the **Site ID** arrow and select the site for which you added to order.

2 Click the **Packlist ID** arrow and select the packlist to delete.

3 Select **Edit**, **Edit**.

4 Click **Delete**.

5 To complete the deletion, click **Yes**. To cancel the deletion, click **No**.

Receiving Returned Shipments

Use Shipping Entry to process returned shipments:

1. If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you created the order. If you are licensed to use a single site, this field is unavailable.
2. Click the **Order ID** browse button and select the order containing the returned item.
3. If you are licensed to use dimensional inventory, click the **Packlist ID** browse button and select the packlist for quantity the customer is returning. If you are not licensed to use dimensional inventory, you can leave the Packlist ID field blank.
4. Select **Edit**, **Return**.
5. The current date is displayed. To change the return date, click the calendar button and select the Return date.
6. If an RMA has been created for the return, specify the RMA ID. Depending on the settings specified in Customer Maintenance, an RMA may be required to process a return. If an RMA is required, you are notified.
7. Specify the quantity the customer is returning to you.

   If the customer is returning a standard part, specify the quantity in the Qty Returned column.

   If the customer is returning a piece tracked part, specify the number of pieces and dimensions that the customer is returning. The customer can return pieces with different dimensions from the pieces originally shipped. For reference, the number of pieces and the dimensions of the shipped part are displayed in the Pieces Shipped, Length Pieces Shipped, Width Pieces Shipped, and Height Pieces Shift fields. Specify this information:

   Returned Pieces – Specify the number of returned pieces.

   Returned Length, Returned Width, and Returned Height – Specify the dimensions of the pieces that the customer is returning to you.

   After you specify the number of pieces and the dimensions, the Qty Returned is calculated based on the conversion factor for this part.

   For both standard and piece tracked parts, you cannot specify a return greater than the original shipment. If you specified an RMA, you cannot specify a return greater than the authorized return quantity.
8. In the Warehouse ID and Location ID fields, specify where to receive the returned parts. If you are receiving a return for an evaluation RMA, you can receive the parts into a locked location. You can not specify a location that has a status of inactive.
9. In the Description column, optionally specify a description of the transaction. You can use the description to specify the reason for the return. If you view the transaction in Inventory Transaction Entry, the description that you specify is displayed in the Description field.
10. To process the return, click **Save**.

    If the return transaction is successful, the dialog closes and a new packlist is created. The Ship Qty that is displayed on the new packlist is minus the return.

If the customer order is closed, you can reopen it if you intend to reship the part. Click **Yes** when you are prompted to reopen the order. The order header status is updated to Released. The lines against which returns were made are updated to Inherit.

If you choose not to reopen the order, the order header status remains Closed. If the status of the line was Inherit, it is updated to Closed.

Assigning Supply from Returned Shipments with Demand Links

If a customer line that you have shipped has links of demand attached to it, you can assign supply quantities to those links during the return process.

1 With the order for which you are entering return information open the Customer Order Shipment Returns dialog line item table, specify a quantity in the Qty Returned column.

2 Highlight the line and click **Assign Supply**.

The Assign Return to Supply dialog is displayed.

The header portion of the dialog contains these uneditable fields:

Stock Shipped Quantity – The stocked quantity of the order you have shipped to the customer. A part's stock quantity is calculated by examining the quantity of the order line and the Selling/UM of the order line. If the Selling U/M is different than the part's default Stock U/M and a conversion exists between the two, the Stock Quantity is calculated. Stock Quantity is quantity you have shipped.

Selling Return Quantity – The quantity of the order that the customer has returned and that you now have available to you to assign elsewhere.

Stock Return Quantity – The stocked quantity of the order the customer is returning.

Remaining Quantity to Assign – The quantity that the customer has returned and that you have available to assign elsewhere.

Part ID – The ID of the part you are returning.

Warehouse ID – The ID of the warehouse from which you shipped the customer order.

Selling U/M – The selling U/M of the part on the customer order line. The Selling U/M is the U/M you specified for the line; it is not necessarily the part's Stock U/M. If a conversion exists for the line's Selling U/M and the Stock U/M, the Stock Shipped Quantity is calculated, which may differ from the Selling Return Quantity.

Stock U/M – The part's default Stock U/M from Part Maintenance.

The line item table contains these columns:

Supply ID – The ID of the order linked to the customer order. This column lists the allocations to the customer order line. Possible entries are: CP, I, PD, PO, WH, WO.

Assigned Quantity – The portion to assign to the return supply quantity. This value cannot be greater than the Remaining Quantity to Assign or the Link Issued Quantity

Link Issued Quantity – The quantity of the linked supply that you have issued.

Link Received Quantity – The quantity of the linked supply that you have received.

Supply Part ID – The ID of the part of the original customer order.

Link Supply Part ID – The ID of the part of the supply link. This ID should be the same as the Supply Part ID, if it does in fact.

3 In the Assign Quantity column, specify the quantity of the return supply to assign and click **Ok**.

4 On the Customer Order Shipment Returns dialog, click **Save**. The receipt of the return quantities is completed and any new links of return supply are committed to demand.

Assigning Supply from Returned Shipments with Delivery Schedule Lines

If a customer delivery schedule line that you have shipped has links of demand attached to it, you can assign supply quantities to those links during the return process.

1 With the customer order delivery schedule for which you are entering return receipt information in the Customer Order Shipment Returns dialog line item table, place the cursor in the Qty Returned column.

The Delivery Schedule Returns dialog is displayed automatically. The delivery schedule line is displayed in the line item table.

2 Specify the return value in the Quantity Returned column.

3 Highlight the line and click **Assign Supply**.

The Assign Return to Supply dialog is displayed.

4 Specify a value in the Assign Quantity column. This value cannot be greater than the Link Issued Quantity.

Note: If none of the allocated “link” quantity was issued, you cannot assign supply against a return quantity that was never issued.

5 Click **Ok**.

The Delivery Schedule Returns dialog res.

6 Click **Ok**.

The Customer Order Shipment Returns dialog res with the return quantity in the Qty Returned column.

7 Click **Save**. The return delivery schedule quantity is received.

Setting Part Traceability

If a part in the shipment requires traceability information, the Trace check box on the line is selected. To specify traceability information:

1. Select the line containing the traced part and select **Edit**, **Part Traceability.**
2. If the application has line items, select the line item with the traceable part. Do this for each traceable part.
3. Click **Close**.
4. Continue to complete the transaction or transaction line items.

Creating Inventory Transactions

Shipping Entry automatically creates inventory transactions based on the shipment or return performed. You can view these transactions using Inventory Transaction Entry. See “Inventory Transaction Entry” on 7-1 in the Inventory guide.

Shipment from Inventory

If a line item part did not have a linked work order, then an inventory Issue transaction for the Part ID, Ship Quantity, Warehouse/Location, and Ship Date is created to issue the parts to the customer order.

Return to Inventory

If the line item part did not have a linked work order, then an inventory Issue Return transaction for the Part ID, Ship Quantity, Warehouse/Location, and Return Date is created.

Shipment of Work Order

If a line item has a linked work order, whether for an inventory part or a custom part, then two inventory transactions are created. The first is a Receipt transaction to receive the line item work order into finished goods. The work order is closed, if needed. The second is an Issue transaction to issue the materials out to the customer order.

For an inventory part, receipt and issue are made to and from a warehouse and location.

When a work order is linked one-to-one with a customer order line (i.e., the quantities are the same), you cannot manually receive a work order into finished goods; Shipping Entry does this automatically. If the work order quantity is greater than that needed to fill the order, then this operation can be done manually. See the “Inventory Transaction Entry” chapter in the Inventory guide.

Return of Work Order

Two transactions are created: an Issue Return transaction to bring the material back into the warehouse, and a Receipt Return to move the work order back into work-in-process.

Shipment/Return of Miscellaneous Items

No inventory transactions are created for miscellaneous customer order items.

Showing Backlog Line Items Only

To view only backlogged line items, select the **Show Backlog Only** from the Options menu. With this option selected, only the items from the order that have not been fully shipped are displayed in the line item table.

When this option is NOT selected, all line items belonging to the order, whether they have been shipped or not, appear.

Generating Bills of Lading

A Bill of Lading is a legal document that defines ownership of goods being transported via a commercial carrier. This document is usually handed to the driver when a shipment leaves. You should generate a Bill of Lading per customer, per shipping destination. For example, if you have two shipments going to two different locations for one customer, you should generate two Bills of Lading.

1 Select **File**, **Print Bills of Lading**.

2 Specify the Bill of Lading ID for the shipment.

If you have enabled Auto Numbering, you can leave this field blank; the next available number is assigned.

Note: All of the appropriate fields populate from the BOL ID you select.

3 If this shipments requires Advanced Shipping Notices, specify the Advance Shipping Notice ID in the ASN ID field.

To have the next available number assigned, select the **Assign ASN** check box.

Multiple Bills of Lading can have the same ASN ID, which is for use with EDI.

4 Click the **Carrier** button and select a carrier from the Carriers table.

The Shipping Instructions and routes fields are completed from the Carrier ID information.

5 Specify the Ship Date and Time, if necessary.

The Ship Date defaults to the current date. The Ship Time defaults to the current time.

6 Specify the expected delivery date in the Exp Del Date field. Specify the expected delivery time in the Time field.

The expected delivery date is the date on which the customer should receive the shipment, allowing for shipping time to the destination.

7 Select a Print Format. You can select:

Print – Use the Print option to send your reports to a printer.

View – Use the View option to send your report to a report view application so you can see the report on screen.

File – Use the File option to send the report to a text file and save it to your computer.

E-Mail – Select this option to send the report in a Rich Text Format through electronic mail. To convert this document to PDF (Portable Document Format), select the **PDF Format** check box. To send this e-mail to all of the contacts associated with this document, select the **Send to Document Contacts** check box.

If you selected E-Mail, when you generate the report the system attaches the file to a Microsoft Outlook e-mail. For more information on addressing and sending the e-mail, refer to your Microsoft Outlook user documentation. If you are sending a PDF, the distiller is started, the document is converted to PDF, and it is attached to the e-mail.

If you selected the **Send to Document Contacts** check box, the e-mail is addressed to the associated contacts and the e-mail is sent without any further input from the user.

Select the **Print Form** option button to print the report with a preprinted form using a laser printer. The resulting report is of better quality than the report you can print using the **Standard** print format option. You must have a laser printer to use this format.

8 Click the **Packlists** tab.

9 To associate packlists to a bill of lading, click the **Packlist ID** browse button, select the packlist from the list, and click the add button to add the ID to the list of associated packlists.

To remove a packlist, highlight the packlist in the field below and click the remove button.

The Ship To Address is completed in the General section of the dialog and the line item information is completed from the packlists you select.

10 Click the **Value/COD** tab and specify this Cash On Delivery and Value information:

Freight Terms – Select the appropriate freight terms for the shipment.

COD – Select from these COD options:

Not COD – The shipment does not allow cash on delivery.

COD/Consignee – The customer (consignee) is responsible for paying the carrier's COD fee.

COD/Shipper – Your company (shipper) is responsible for paying the carrier's COD fee.

COD Amount – The cash on delivery amount for the shipment.

COD Fee – The carrier's default COD fee. This is the amount of money the carrier charges to handle COD shipments.

Declared Value – The monetary value of the shipment.

11 Click the **Instruction** tab and specify or modify the shipping instructions for this BOL:

Ship Instructions – The carrier's general shipping instructions.

Route – The carrier's delivery route.

Vehicle Number – The number of the carrier's vehicle transporting the shipment.

12 Edit any information in the line item table, or click the Insert button to add additional lines containing this information:

NMFC ID – Click the browse button and select the National Motor Freight Code for the shipment from the list.

Weight – Specify the weight of the shipment.

U/M – The unit of measure for the shipment.

Package Type – The package in which the shipment is contained (crate, drum, etc.)

Carton Count – The number of packages in the shipment.

Pallet Count – The number of pallets in the shipment.

Full Truck – If the shipment fills the truck, select the "Full Truck" check box. The rate class for that NMFC Code changes from Less Than Load Class to Truck Load Class.

Hazardous – If the shipment consists of any hazardous materials, select the **Hazardous** check box.

Article – This is a classification of the NMFC.

Sub – A subclassification of the article.

Rate Class – The rate class for the shipment. Edit this value to override the default Rate Class from the NMFC Code.

Description – A description of the shipment.

Ship Dimensions – The dimensions of the parts that you are shipping.

13 To generate the Bill of Lading, click **Save**.

Viewing and Editing Pallet Details

Use Shipping Entry to enter, view, and edit pallet details for your shipments. Pallet details include the Pallet ID, the number of cartons on a pallet, and the weight of a pallet.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the packlist was created. If you are licensed to use a single site, this field is unavailable.

2 Click the **Packlist ID** browse button and select the packlist.

3 Select **Edit**, **Pallet Details**.

4 Specify this information:

Column	Definition	Where is this information obtained?
Line #	The line # in the customer order for which the pallet was created.	This information is obtained from the customer order itself. If the order has only one line, only one pallet line is created.
Delivery Line #	If the customer order line contains a delivery schedule, the line # in the customer order for which the pallet was created.	The same as above, but only for delivery schedule lines.
Pkg Type	Click the browse button and select the type of packaging used to ship the part.	This information is obtained from the PACKAGE_TYPE column in the PART_SHIPPING table.
Pallet ID	The ID generated for the pallet when creating an available number.	The NEXT_NUM_GEN table is referenced in your database and the next available number is used. This ID is stored in the PALLET_DETAIL table, in the PALLET_ID column.
Cartons	The number of cartons created for this order.	Calculation.
Weight	The adjusted weight of the pallet line.	Calculation.
Qty Per Pkg	The quantity of the part as shipped in one unit of the above packaging type.	This information is obtained from the STD_PCS_CONTAINER column in the PART_SHIPPING table.
Skid Part ID	The Skid Part ID of the part you are shipping.	This information is obtained from the SKID_PART_ID column in the PART_SHIPPING table.
Skid Weight	The weight of the skid you are using to ship the part.	This information is obtained from the SKID_WEIGHT_ID column in the PART_SHIPPING table.

Column	Definition	Where is this information obtained?
Container Part ID	The Container Part ID of the part you are shipping.	This information is obtained from the CONTAINER_PART_ID column in the PART_SHIPPING table.
Container Weight	The weight of the container you are using to ship the part.	This information is obtained from the CONTAINER_WEIGHT column in the PART_SHIPPING table.
Create Inventory Transaction	Record of the pallet movement in or out of your inventory.	Select or clear check box.

5 Click **Save**.

Automatically Generating Pallet Details for Customer Shipments

The ability of pallet details to be generated at the time of shipment depends on part container settings in the part master. Within the part master you must specify container preferences for the part before it can be shipped and a separate pallet created for each shipper line. Set up container preferences for a part in the Part Maintenance window. For more information, refer to “Adding Default Information” on page 3-14 in the Inventory guide.

When shipper lines are processed, pallet details are automatically generated for the part, according to the settings in the part’s master. The part master is checked to see if 1.) the customer is eligible to receive the part, and 2.) the customer has a valid Shipto ID. If the customer has an address for this part, Pallet details will be automatically generated for the shipper line. If you have not specified a Shipto ID for the line, you will be notified that pallet details cannot be created for the shipper.

You can view pallet details when you save the order. To view pallet details when you save the order, select the Ask for Pallet Details on Save option from the Options menu. When you select this option, the Pallet Details dialog is displayed before the order is shipped and an inventory transaction is created. You can verify all details and modify them if necessary.

Prompting for Pallet Details on Save

You can add pallet details when you save a shipment by activating the Ask for Pallet Details on Save option from the Options menu.

1 From the Options menu, select **Ask for Pallet Details on Save** option.

A check mark is placed next to the menu item.

When you save the shipment, the Pallet Details dialog is displayed with pallet details information.

If the order contains a delivery schedule, the place of the delivery schedule in the order, the ShipTo ID, and its quantity delivery schedule ID is displayed in the data field to the right. For example, 1-1212-100 means that the first line of the order is the delivery schedule line, 1212 is the ShipTo ID, and it is for a quantity of 100.

2 To add pallet information, click the **Insert** button.

3 Specify information into the appropriate fields.

4 Click **Save**.

Activities

Activities are available in the Shipping Entry window. Use activities to manually create reminders about follow-up items or to record information about interactions you have with customers.

To add a new activity, select **Edit**, **Activity Entry**. See "Creating Activities" on page 5–5 in the Concepts and Common Features guide.

To view existing activities, select **View**, **Activities**. To view all activities related to the sales cycle, select **View**, **Activities** from a blank Shipping Entry window. To view all activities related to a particular shipment, select the packlist in the Shipping Entry window before selecting **View**, **Activities**. See "Activity Maintenance" on page 5–10 in the Concepts and Common Features guide.

Document Lifecycle

The Lifecycle Document Viewer shows you documents linked to the sales or purchasing document that you are currently viewing. You can drill down to view all linked documents.

You can access the Sales lifecycle from the Shipping Entry window. These documents are included in the Sales lifecycle:

- Estimates
- Customer Orders
- Work Orders linked to Customer Orders
- RMAs
- Shipments
- A/R Invoices
- A/R Payments

To access the Lifecycle Document Viewer, select **Info**, **Document Lifecycle…**.

See "Viewing Document Lifecycles" on page 8–2 in the Concepts and Common Features guide.

Source and Target Buttons

When you are viewing a transaction, you can use the source and target toolbar buttons to view related transactions. Use the source button to view the previous transaction in the lifecycle. Use the target button to view the next transaction in the lifecycle.

In the Shipping Entry window, the Source button is labeled Customer Order. Click the button to open the order. The Target button is labeled Invoice. It is available if you have created an invoice for the shipment. Click the button to open Accounts Receivable Invoice Entry.

Printing in the Shipping Entry Window

You can generate these reports and documents:

- Bills of Lading. For more information, refer to “Generating Bills of Lading” on page 9-35 in this guide.
- Pack Lists
- Pack List Report
- Transportation Document
- Customs Document

Printing Packlists

You can use a Packlist as:

- A document that accompanies the product you are shipping to the customer. It contains shipping information about the customer order.
- A “picklist” for preparing shipments.
- A list that shows what is left to be shipped.

To output a packlist:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are printing packlists. If you are licensed to use a single site, this field is unavailable.

2 Click the **Packlist ID** browse button and select the packlist to print.

3 Select **File**, **Print Pack Lists**. If you have used the Print Packlist dialog before, select the **Use Last Settings** check box to load the options and check boxes that you used the last time that you generated packlists from the dialog. Only option buttons and check box selections are reloaded; information that you specified in fields, such as the Dated From field, are not reloaded.

4 In the Print section, select the print mode for the packlist:

Before Shipment – Packlists print with line items and quantities that still need to be shipped. In this case, the term “picklist” applies more than “packlist” because it gives a detailed account of what is yet to ship.

If you selected the **Match Invoice ID to Packlist ID** check box on the customer record, you must print a before shipment packlist. Otherwise, the packlist ID and invoice ID will not match. See "Matching Invoice IDs to Packlist IDs" on page 11–3 in this guide.

After Shipment – Packlists print with line items and quantities that have already shipped. This is the paperwork that accompanies shipments to customers.

5 In the Include section, select the information for the report:

Part Locations – Select the **Part Locations** check box to include all warehouse locations that carry this part in the report.

Only Locations with Quantity – This option depends upon the previous option. Select the Print Part Locations check box to activate this check box. Select the **Only Locs. w/QTY** check box to include all warehouse locations that contain positive part balance. Locations with a zero on-hand balance do not .

Locations Quantity – To include all locations that carry the part and the balances in those locations, select the **Locations QTY** check box. Use this option in tandem with the Print Part Locations check box.

Traceable Part Properties – To include the Trace information for Traceable parts, select the **Traceable Part Properties** check box.

Barcodes – To include barcodes in this report, select the **Barcodes** check box and select a barcode type.

Code39 – This barcode type, also known as Code 3 of 9, contains variable length, discrete symbology. You must have a Code 39 barcode font installed to view the barcode. If you do not have the Code 39 font installed, then the alphanumeric ID is displayed instead with a prefix and suffix. This pattern is used: *%ID%*.

QR Code – This is a two-dimensional or matrix barcode. QR stands for quick response.

Associated Documents – To print a list of the associated documents for this packlist, select the **Associated Documents** check box.

Note: By default, all line items print on each packlist for an order, whether a quantity was shipped for the item or not. A zero is displayed for the quantity of each item that was not shipped. To suppress printing of such lines, add the setting in Preferences Maintenance. Insert the SuppressZeroLines entry line in the Shipping section, and specify a value of Y.

6 In the Selection section, select the range of packlists to print:

Current Packlist – If a packlist is currently selected in the Shipping Entry window, click this option to print it. If you did not select a pack list before accessing the Print Pack List dialog, then this option is not available.

Current Order – If a customer Order ID is currently selected in the Shipping Entry window, click this option to print all packlists for that order. If you did not select an order before accessing the Print Pack List dialog, then this option is not available.

All Released Orders Due Through – This option is available only if you click the Print Before Shipment option.

Click this option to print a Before Shipment packlist for all released customer orders that have lines with Ship Dates on or before the Dated Through date. If a Ship Date is specified on the order line, that date is used to determine if the line falls within the report criteria. If the a Ship Date is not specified on the order line, the Desired Ship Date from the customer order is used to determine if the line falls within the report criteria. Note that the Dated From date does not apply for this option. As with all Before Shipment packlists, only lines that need to be shipped are printed.

To print previously printed packlists, clear the **Do Not Print Previously Printed Pack Lists check** box. Usually you will not want to print packlists you have already printed so this check box is selected by default.

All Orders Shipped Between – This prints an After Shipment packlist for all customer orders with Actual Ship Date between the Dated From and Dated Through dates. Dated From can be left blank to give an open-ended range. Dated Through must be specified.

This option is only valid when you select the Print After Shipment dialog.

Selected Order Lines Shipped Between – To select specific order lines between a specific date range, select the **Selected Order Lines Shipped Between...** option button.

If you select this option, specify the From and Thru dates and select the order lines to include from the table that is displayed at the bottom of the Print Packlists dialog. Use the SHIFT and CTRL keys to select multiple lines.

Lines Due Through – If appropriate, select the **Lines Due Through** check box to further constrain the printing of packlist lines.

For Before Shipment reports, selecting this option filters out packlist lines that have a desired ship date later than the specified date. If a Ship Date is not specified on the order line, the Desired Ship Date for the customer order is used. This option is useful when using Print Current Order to focus on lines due before a certain date.

For After Shipment reports, the Print Lines Due Through option filters out packlists with Actual Ship Dates later than the Dated Through date.

Select Multiple Orders – This option is available only if you selected the Print Before Shipment option. If you select this option, a browse dialog with all released, on hold, and firmed orders and order lines is displayed when you click Ok. Select the orders to print, then click Ok.

Select range of released orders – This option is available only if you selected the Print Before Shipment option. If you select this option, the Starting Order ID and Ending Order ID fields become available. Use these fields to specify a range of released orders to print.

7 In the Filters section, specify whether to print picklists or packlists for orders in a particular territory or orders that are sent from a particular warehouse. You can use these check boxes with either the Print Before Shipment or Print After Shipment option:

Territory – Select this check box to print picklists or packlists for orders in a particular territory. After you click the option, click the arrow to specify the territory. If the territory is specified on the customer order, then the packlist for the order is included in the report.

Warehouse – Select this check box to print picklists or packlists for orders that are shipped from a particular warehouses. After you click the option, click the arrow to specify the warehouse. If the warehouse is specified on the customer order line, then the packlist for the line is included in the report.

8 If this is an international order, click the **Language ID** arrow and select the language in which you want the packlist printed.

9 In the Format section, select the print format.

You can choose between the standard format provided with the application (you can also customize this form), a laser print format or three other user-defined formats. The User-defined option buttons are only active if you have defined the forms for those formats. You may want to create different forms for Before Shipment and After Shipment lists, and for internal and customer uses.

Select the **Print Form** option button to print the report with a preprinted form using a laser printer. The resulting report is of better quality than the report you can print using the **Standard** print format option. You must have a laser printer to use this format.

10 Click the output arrow and select the output for report:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click **Send** when you are ready to send the message.

11 To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section.

12 To send this report to all of the contacts in this customer's E-mail Documents list, select the **Send To Document Contacts** option.

13 Click **OK**.

If you selected the Print output, a standard print dialog is displayed allowing you to select the print quantity and range.

After you print the packlist, a message is displayed asking you if the packlist printed correctly. Click **Yes** if the packlist printed correctly. If you are printing packlists before shipments, a message is displayed that states that the Pack List, ASN, and Invoice numbers assigned to the shipment will be permanently saved. Click **Yes** to save this information. Click **No** if you do not want to save the information.

If the packlist did not print correctly, click **No** when asked if the packlist printed correctly. If you click No and are printing packlists before you shipped the order, then the Pack List, ASN, and Invoice numbers assigned to the shipment are not generated.

You can use a preference setting to bypass these messages.

Suppressing Packlist Print Messages

After you print a packlist, a message is displayed asking if the packlist printed correctly. If you print a packlist before the order is shipped, then you are also prompted to save the Packlist, ASN, and Invoice numbers generated during the printing process.

If you always answer Yes to these messages, you can use Preferences Maintenance to suppress them. When these messages are suppressed, then it is presumed that the packlists did print correctly. The Packlist, ASN, and Invoice numbers are saved.

To set up the preference:

1 Select **Admin**, **Preferences Maintenance**.

2 Click the **Insert** button.

3 Specify this information:

Section – Specify Shipping.

Entry – Specify PrintPackListPrompt.

Value – Specify N to suppress the packlist messages. Specify Y to display the packlist messages.

4 Click **Save**.

Printing Pack List Thermal Labels

You can print thermal labels for pack lists. Before you can print thermal labels, you must create the appropriate label types to use in the window. You can print these label types in the Shipping Entry window: **PART**; **PART SHIPPING**; **ORDERING**; **SHP TRACEABLE**; **TRACEABLE**; **WAREHOUSE**; **WORKORDER; and WO_LINKED_CO**.

1 In the Print Packlist dialog, click the **Thermal Labels** button.

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site to use. If you are licensed to use a single site, this field is unavailable.

3 Click the **Label ID** browse button to select the label to print for this pack list.

4 Click the **Label Group ID** to choose the Label Group to print. If you are printing only one label, do not choose a group. Your choice is limited to either a Label ID or a Label Group ID.

The Label Type field is displayed depending on the type of label you select.

5 If you are printing a group, click the **Insert** button and add any new labels.

6 Specify a print quantity for each label type in the Print Qty. column.

7 Select when your thermal labels are printed: **Before** or **After** shipment.

8 Verify that you thermal label printer is configured properly, and then click **Print Labels**.

Printing Packlist Reports

Use packlist reports to obtain a complete listing of packlist activity. If you are licensed to use multiple sites, you can print packlist reports on a site-by-site basis.

1 If you are licensed to use multiple sites, click the Site ID arrow and select the site to use for the report. If you are licensed to use a single site, this field is unavailable.

2 Select **File**, **Print Pack List Report**.

3 In the Order section, select the order to print.

If an Order ID is currently in the Shipping Entry window, the Order option is set to Current Order: the packlist report is printed for the current order only.

To print a greater range of packlists, select the All Orders option.

4 If you decide to print all orders, select the status of the packlists to print in the Status section of the dialog. Select either those that have **Shipped** or those that have **Not Shipped**.

5 In the Date section, specify the date to use to sort the packlists. You can select:

Desired Ship Date – You can choose Desired Ship Date for the order.

Actual Ship Date – If you selected the Shipped status, you can sort packlists by the date on which you shipped the order.

Create Date – To sort the report based on the date on which you created the packlists, select the **Create Date** option.

6 Click the calendar buttons and specify the date range in the Starting and Ending Date fields.

You can specify an open-ended date range by leaving one or both of the dates blank.

7 In the Type section, select the type of report to print. You can select:

Summary – The **Summary** report prints a single line for each packlist, giving the Packlist ID, Order ID, Customer Name, Customer PO Number, Invoice ID (if invoiced), Actual Ship Date (if shipped), Order Status, and dollar amount of the order that was shipped on the packlist (returns show as amounts in parentheses). The amount is totaled for the report.

Detail – The **Detail** report prints most of the important information for the order and packlist. Header information includes Packlist ID, Customer ID/Name/Address/Ship Address, Order ID, Customer PO #, Order Date/Desired Date/Ship Date, Contact Information, FOB, Ship Via, and Sales Rep. Line item information includes Quantity Ordered, Quantity Shipped, Part ID, Misc Ref/ Descr, Unit Price, Discount, Amount, and Amount Shipped. Amounts are totaled for each order.

8 Select a Print Format. You can select:

Print – Use the Print option to send your reports to a printer.

View – Use the View option to send your report to a report view application so you can see the report on screen.

File – Use the File option to send the report to a text file and save it to your computer.

E-Mail – Select this option to send the report in a Rich Text Format through electronic mail. To convert this document to PDF (Portable Document Format), select the **PDF Format** check box. To send this e-mail to all of the contacts associated with this document, select the **Send to Document Contacts** check box.

If you selected E-Mail, when you generate the report the system attaches the file to a Microsoft Outlook e-mail. For more information on addressing and sending the e-mail, refer to your Microsoft Outlook user documentation. If you are sending a PDF, the distiller is started, the document is converted to PDF, and it is attached to the e-mail.

9 To print barcodes on this report, select the **Print Barcodes** check box and select a barcode type.

Code39 – This barcode type, also known as Code 3 of 9, contains variable length, discrete symbology. You must have a Code 39 barcode font installed to view the barcode. If you do not have the Code 39 font installed, then the alphanumeric ID is displayed instead with a prefix and suffix. This pattern is used: *%ID%*.

QR Code – This is a two-dimensional or matrix barcode. QR stands for quick response

10 Click **Ok**.

If you selected Print, a standard printer dialog is displayed, allowing you to select the quantity and range of the report.

Printing Trace Labels

Unless you are relying on preassigned vendor lot or serial numbers that are marked on the materials or their containers, you should print trace labels. You can only do this after completing the transaction, because auto-numbers are not assigned until that time.

Trace Labels are printed for all traceable parts on the receiver, rather than a line at a time.

To print trace labels:

1 Click the **Print Trace Labels** toolbar button.

The Print Part Trace Labels dialog shows the Customer Order ID, the customer name, and the Packlist ID.

2 In the Format section, select the label format.

You can choose from the standard label format, or one of three user-defined formats. The user-defined formats are only available if you have defined the forms.

3 Click **Ok**.

A standard Print dialog is displayed.

Printing Trace Thermal Labels

You can print thermal labels for traceable parts. Before you can print a label, you must create the appropriate label types. You can print these types of labels in the Shipping Entry window: PART; PART SHIPPING; ORDERING; SHP TRACEABLE; TRACEABLE; WAREHOUSE; WORKORDER; and WO_LINKED_CO.

Note: Automotive users should read the “Barcode Labor Transactions” chapter before attempting to print thermal labels.

1 In the Print Part Trace Labels dialog, click the **Thermal Labels** button.

The VISUAL Print Thermal Labels dialog is displayed.

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site to use. If you are licensed to use a single site, this field is unavailable.

3 Click the **Label ID** browse button to select the label to print for this pack list.

4 Click the **Label Group ID** to choose the Label Group to print. If you are printing only one label, do not choose a group. Your choice is limited to either a Label ID or a Label Group ID.

5 If you are printing a group, click the **Insert** button and add any new labels.

6 Specify a print quantity for each label type in the Print Qty. column.

7 Select when to print your thermal labels: **Before** or **After** shipment.

8 Verify that you thermal label printer is configured properly, and then click **Print Labels**.

Printing Transportation Documents

You must enable Shipment Tracking in Site Maintenance before you can print transportation documents. See the “Site Maintenance” chapter.

Before you can print transportation documents for a packlist, you should generate a Bill Of Lading and include the packlist in the associated section. The detailed information that comprises BOLs lends substance to a transportation document. With a BOL associated to the packlist, the transportation document can contain carrier information, packaging information, special delivery instructions, and shipping terms. For more information, refer to the “Generating Bills of Lading” section earlier in this chapter.

A Transportation Document is a status report that details the location and value of inventory and why you are shipping it.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you created the packlist. If you are licensed to use a single site, this field is unavailable.

2 Click the **Packlist ID** browse button and select the packlist for which you want to print Transportation Documents.

3 Select **File**, **Print Transportation Document** option.

The current Packlist ID is displayed in the Packlist ID field.

4 Depending on whether or not you require ship reasons for the printing of transportation documents, click the Ship Reason arrow and select a reason from the list.

The requirement of ship reasons is a setting in Site Maintenance on the Shipment Track tab. See the “Site Maintenance” chapter.

5 Select a Print Format. You can select:

Print – Use the Print option to send your reports to a printer.

View – Use the View option to send your report to a report view application so you can see the report on screen.

File – Use the File option to send the report to a text file and save it to your computer.

E-Mail – Select this option to send the report in a Rich Text Format through electronic mail. To convert this document to PDF (Portable Document Format), select the **PDF Format** check box.

If you selected E-Mail, when you generate the report the system attaches the file to a Microsoft Outlook e-mail. For more information on addressing and sending the e-mail, refer to your Microsoft Outlook user documentation. If you are sending a PDF, the distiller is started, the document is converted to PDF, and it is attached to the e-mail.

6 Click **Ok**.

Printing Labels

To print Name/Address labels with the shipping address of the current packlist:

1 In the Shipping Entry window, select the **Print Labels** option from the File menu.

The Print Labels dialog is displayed.

2 Specify the number of labels for each line to print.

For each line, each label is the same and provides for multiple-container shipments.

3 In the Format section, select the label format.

There is one standard format and up to three user-defined ones. The user defined options are only available if you have previously created the form layouts.

4 Click **OK**.

Printing Customs Documents

After creating a pack list for a shipment and then shipping it, you can print customs documentation to comply with international shipping regulations. The .qrp file used for this report is vmcusdoc.qrp.

1 In the Shipping Entry window, select the **Print Customs Documents** option.

All pack lists eligible for printing as customs documents in the table.

The Print Customs Documents dialog contains these fields:

Customs Doc ID – The ID of the customs document, which is the same as the Pack list ID.

Pack list ID – The Pack List ID for the order, which is the same as the Customs Doc ID.

Customer ID – The ID of the customer who placed the order.

Ship To ID – If applicable, the Ship To ID for the shipment. If there is no Ship To ID, the default customer address is used.

Total Value – The total value of the shipment.

A/R Invoice ID – The A/R Invoice ID for the shipment, if one has been created. If you chose to consolidate the Pack List, ASN, and Invoice ID at the time of shipment, the A/R Invoice ID is the same as the Pack List ID.

2 To select the packlists for which you are printing customs documents, click the row header. The row is highlighted. You can use the CTRL and SHIFT keys to select multiple rows.

3 Select a Print Format. You can select:

Print – Use the Print option to send your reports to a printer.

View – Use the View option to send your report to a report view application so you can see the report on screen.

File – Use the File option to send the report to a text file and save it to your computer.

E-Mail – Select this option to send the report in a Rich Text Format through electronic mail. To convert this document to PDF (Portable Document Format), select the **PDF Format** check box.

If you selected E-Mail, when you generate the report the system attaches the file to a Microsoft Outlook e-mail. For more information on addressing and sending the e-mail, refer to your Microsoft Outlook user documentation. If you are sending a PDF, the distiller is started, the document is converted to PDF, and it is attached to the e-mail.

4 Click **Ok**.

Chapter 10: Return Material Authorization

This chapter includes:

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What is Return Material Authorization Entry?

RMAs (Return Material Authorizations) are documents that control the return of parts previously sold and shipped to a customer.

A standard RMA procedure is similar to this:

1. The customer calls customer support. The support representative and the customer agree to a return of the material for repair, replacement, or credit.
2. The support representative assigns an RMA number for the return and gives it to the customer for reference. The support representative tells the customer to clearly mark the package with the RMA number.
3. When you receive the package, the RMA number is queried and verified as a valid return authorization. The materials are received and routed to the proper person.
4. If necessary, the returned materials are evaluated. You can create a work order to track the cost of the evaluation and prepare a quote for anticipated repair costs.
5. If the customer is returning the material for replacement or repair, you must ship materials back to the customer. Repair implies that you must dispatch a work order. In both cases a shipment is made.
6. If the customer is returning the material for credit, receipt of the material causes the system to create a credit memo for the customer. No shipment will is made in this case.

An RMA contains an ID, status, and some other identification of who is returning the material and for what purpose. Costing issues can be complicated when repairs and replacements are at issue, especially when you take in to consideration that the original customer order may not exist in the system or the parts being repaired are originally from another source.

RMA Types

Four types of RMAs are supported:

Evaluation – Use the evaluation RMA to assess the issue with the returned item. As part of the evaluation process, you can create a quote for anticipated repair costs. If your customer proceeds with the repair, you can use the quote to build the repair work order. You can also use the quote as the source of pricing on the customer order for the repair.

You can build a work order for the evaluation process. Use the work order to track the costs associated with evaluating the item. During the evaluation process, any costs associated with the evaluation work order are recorded against your Work in Process accounts. When you change the evaluation RMA to another type of RMA or close the evaluation RMA, the work order is cancelled and the costs are recorded against your Cost of Goods Sold accounts.

At the end of the evaluation process, you can change the evaluation RMA to any other type of RMA. If no further processing is required, you can close the evaluation RMA.

Credit – Use the credit RMA to refund the cost of the material to the customer. After your company receives the materials, the price of the original material is credited to the customer’s account. The price is based on the original customer order, if available.

Replace – Use the replacement RMA to replace the defective material. Shipment of the replacement material can be made immediately, or may be delayed until the original material is returned.

Repair – Use the repair RMA to repair the material sent to the customer. Depending on the way you schedule the repairs, this may involve a work order. If the repair RMA was originally an evaluation RMA, you can use the quote you built during the evaluation process as the basis for the repair work order. The new work order tracks the value being added to the part, not the original cost of the material. Because your company does not assume ownership of the parts, there is no accounting entry required and the parts are NOT brought into inventory or issued to the repair work order.

RMA Statuses

These statuses are used for RMAs:

Open – This status indicates that the RMA is active.

Received – This status indicates that the customer has returned the materials. This status is selected by the system when you specify the RMA ID on the Customer Order Shipment Return dialog. See "Receiving Returned Materials" on page 10–29 in this guide.

Closed – This status indicates that the RMA process is complete.

Canceled/Void – This status indicates that the RMA process will not be completed. Use this status if a customer never returns the materials specified on the RMA record.

On Hold – This status indicates that the RMA process is temporarily on hold. The RMA is not ready to be closed or canceled, but processing has stopped.

The Return Material Authorization Window

The RMA Header information section, located at the top of the window, contains customer and order details.

The RMA Line Item table contains one line for each item on the RMA. When you first specify a customer order ID in the RMA header, information for each line on the customer order is inserted. If you do not specify a return quantity for a line, the line is removed from the RMA table when you save the RMA.

The RMA table contains these columns:

Ln# - The current line number.

Original Order Ln# - The line number from the original order.

New Order Ln # – If you are creating a new order for this RMA, this is the line number for the item in the new order.

Quantity Ordered – The original customer order quantity.

Shipped Qty – The original quantity shipped to the customer.

C.O. Pieces – If the part is a piece tracked part, the number of pieces ordered.

C.O. Length – If the part is a piece tracked part, the length specified on the customer order.

C.O Width – If the part is a piece tracked part, the width specified on the customer order.

C.O. Height – If the part is a piece tracked part, the height specified on the customer order.

C.O. Dim UM – If the part is a piece tracked part, the dimension unit of measure for the part.

Rtn Qty Authorized – The quantity that your company has authorized the customer to return.

Rtn Pieces Authorized – If the part is a piece tracked part, specify the number of returned pieces.

Length, Width, and Height – If the part is a piece tracked part, specify the dimensions of the pieces that the customer is returning to you. After you specify the number of pieces and the dimensions, the Rtn Qty Authorized is calculated based on the conversion factor for this part.

Dim UM - For dimensional inventory; select a dimensional unit of measure. If the part is a piece tracked part, the default Dim UM auto-fills information from the part master.

Quantity Returned – The quantity that the customer has returned to your company.

Quantity Re-shipped – The quantity that your company has re-shipped to the customer. This is for Repair and Replacement RMAs.

Pieces Received - The number of pieces received, if you are receiving piece tracked parts.

Pieces Shipped - The number of pieces shipped, if you are shipping piece tracked parts.

Job ID – The original order's Job ID for this item.

Lot ID – The original order's Lot ID for this item.

Split ID – The original order's Split ID for this item.

Part ID – The Part ID for this item.

Service Charge ID – The original order's service charge for this item, if applicable.

Misc Ref/Descr – A field reference or a description of the item from the original order.

U/M – The selling unit of measure for this item.

Unit Price – The unit price for the item specified on the original order.

Wholesale Unit Cost - The wholesale unit price from Part Maintenance.

Disc % – The discount percent to be applied to this item as specified on the original order.

Extension – The extended price for the item on the original order, computed by:

(Unit Price – Unit Price x Disc%/100) x Quantity

Wholesale Extension - The wholesale unit cost multiplied by the quantity ordered.

Ship Date – The original ship date for this item as specified on the original customer order line.

Promise Ship Date – The date you expected the shipment to be sent as specified on the original customer order line.

Promise Del Date – The date you expected the shipment to be delivered to the customer as specified on the original customer order line.

Freight – The freight charges for this item.

Comm % – The default commission percentage for the Sales Rep for this order.

VAT Code – If the accounting entity is VAT-enabled, then the VAT code specified on the original order is inserted.

VAT % – If the accounting entity is VAT-enabled, then the VAT percentage applied to the original order is inserted.

VAT Amount – If the accounting entity is VAT-enabled, then the VAT amount applied to the original order is inserted.

Tax Group ID – If you specified a Product Code with a defined Sales Tax Group, the Tax Group ID automatically is displayed here.

Product Code – The Product Code for this item as specified on the original order.

Commodity Code – The Commodity code for this item as specified on the original order.

Revenue Acct ID – The G/L Revenue Account ID associated with this line item as specified on the original order.

Revenue Acct Descr – A description of the Revenue Account ID.

Cust Part ID – A Customer Part ID for this item, if applicable.

Drawing ID – The Drawing ID for this item, from the work order.

Rev – The drawing revision number for this item.

Line Status – The status of the customer order line. If the status is Inherit, then the line inherits the status of the customer order header.

Ln Closed Short – This check box indicates that the line with this item has been closed without the entire order quantity being received.

Specs – This check box indicates that there are specifications for this item. To view the specifications, highlight the line, then lick on the **Line Specs** button. The Specs dialog is displayed.

Piece Tracked – This check box indicates that this item is a piece tracked item.

Cls – This check box is selected if the line is closed.

Quote Ln # – If you created a quote as part of an evaluation RMA, the line number of the quote is inserted.

Filtering the RMA Line Item Table

After you create an RMA, you can filter the RMA line item table to display only the customer order lines for which you have authorized return quantities. To display only lines with authorized return quantities, select **Options**, **Show Authorized Lines Only** until a check mark is placed next to the menu item. To show all lines in the customer order, select **Options**, **Show Authorized Lines Only** until the check mark is removed from the menu item.

You can filter the line item table for Credit, Repair, and Replacement RMAs that were not converted from an Evaluation RMA.

Setting Preferences for the Return Authorization window

You can set some of the defaults and the processing behavior of the Return Authorization window. See "Maintaining Preferences" on page 4–21 in the Concepts and Common Features guide.

This table lists the entries in the RMA section of Preferences Maintenance and possible values:

Entry	Value	Notes
DefaultType	“C” = Credit RMA Type “F” = Repair RMA Type “R” = Replace RMA Type “E” = Evaluation RMA Type	
DefaultReturnReasonCode	A valid code from the RMA Reason table in Application Global Maintenance, which can be a string of up to 15 characters.	
ClearNewOrderPORef	“Y” = Clear the purchase order reference when creating a new order. “N” = Keep the purchase order reference when creating a new order.	
NewOrderStatus	“C” = Closed “F” = Firmed “H” = Hold “R” = Released “X” = Canceled	This entry is used when converting an evaluation RMA to a repair RMA and you have opted to create a new customer order to ship the repaired parts. The status is used on the order header.
UseNewLineNumbers	“Y” = Uses new line numbers for RMA lines instead of the order line numbers. “N” = Uses the order lines numbers.	
CreateEvaluationQuotes	“Y” = Creates quotes by default for evaluation RMAs. “N” = No quote is created for an evaluation RMA. “P” = Prompts you to create or not create a quote for an evaluation RMA.	

Entry	Value	Notes
CreateEvaluationWorkorders	“Y” = Creates work orders by default for evaluation RMAs. “N” = Does not create a work order for an evaluation RMA. “C” = Copies the evaluation RMA as a work order. “R” = Reuses the evaluation RMA as a work order. “P” = Prompts for the evaluation RMA to be used as a work order.	
CreateRepairWorkorders	“Y” = Creates work orders by default for repair RMAs. “N” = Does not create a work order for an repair RMA. “P” = Prompts for the repair RMA to be used as a work order.	This entry is used when you change an evaluation RMA to a repair RMA. This is where the C and R preferences should be.

Evaluation RMAs

By taking time to evaluate returned product, your company can ensure that returned materials are processed correctly, saving time and money.

When you receive returned materials for an evaluation RMA, no inventory transactions are created. You can conduct the evaluation in a manner reflective of your relationship with your customer. If the order is under warranty, perhaps the evaluation of all returned materials is included and your company accepts the cost of the evaluation. Perhaps your customer is returning some materials that were inadvertently damaged during shipping and the determination of whether they will have to be repaired or replaced can only be made upon inspection of the returned units.

Use the evaluation RMA to correctly assess a return and avoid costly missteps in the RMA cycle.

Creating Evaluation RMAs

Evaluation RMAs must be created against the original customer order only. You cannot create a new customer order as part of the evaluation process. You can create a quote for eventual repairs. You can also create a work order to track the costs of evaluation.

To create an evaluation RMA:

1 In the Site ID field, specify the site from which you shipped the customer order. This field is available only if you are licensed to use multiple sites. If you are licensed to use a single site, this field is unavailable.

2 Perform one of these steps:

- If you know the ID of the packlist that contains the parts the customer is returning, specify the ID in the Packlist ID field. When you select the Packlist ID, the customer ID and the original customer order ID are inserted. Information about the original order and shipment is inserted in the table.
- If you do not specify a Packlist ID, specify the ID of the original customer order that contains the parts to be returned. When you select an order, the customer ID is inserted in the Customer ID field.

3 On the General tab, specify this information:

Type – Specify Evaluation.

Status – Specify Open.

Reason – Select the reason given for the return of the materials to assist in the evaluation process. Create reason codes in Application Global Maintenance.

Under warranty – If the part is under warranty, select this check box. If the part is no longer under warranty, clear this check box.

Use Quote Pricing – When you save the RMA record, you can create a quote for potential repairs. If you convert this evaluation RMA to a repair RMA, you can use this quote for pricing the repair. Select this check box if you intend to use the quote you create when you save the evaluation RMA as the basis for the pricing of the repair. When you select this check box, the Price Repair Orders dialog is unavailable.

Clear this check box if you do not intend to use the quote as the basis for the pricing of the repair, or if you are not going to create a quote when you save the record. If you clear this check box, you can determine the cost of repair using the Price Repair Orders dialog.

4 On the Contact tab, you have the option to specify contact information by:

- Selecting the contact from the existing customer contacts, and then click the **Use Selected Contact** toolbar button. If the contact you want to use is not yet in the database, click the **Add New Contact** toolbar button. If you do not want to assign a contact to the RMA, click the **Use No Contact** toolbar button.
- Specifying the contact information directly in the Contact tab fields. This method does not store the contact information in your Contacts table.

5 Specify the number of units the customer is returning. If the customer is returning a standard part, specify the return quantity in the Rtn Qty Authorized column. If the customer is returning a piece-tracked part, specify the return quantity in Rtn Pcs Authorized column. Information from the original customer order and packlist are also displayed. Note that the Part ID is omitted to prevent inventory transactions during the evaluation.

6 Click the **Save** toolbar button. The RMA ID is inserted in the header.

7 Select whether or not to create a quote when prompted.

Click **Yes** to create a quote. Use the quote to estimate the cost of potential repairs, whether or not the part is under warranty. If the customer incurs any portion of the repair cost, you can submit the quote for the customer's approval. The quote ID is inserted on the RMA header. Build the quote prices in the Estimating Window.

Click **No** if you do not want to create a quote. If you click No, you can use the Price Repair Orders dialog to determine the cost of the evaluation and the repair.

8 Select whether or not to create a work order.

Click **Yes** to create a work order. Use the work order to record the costs of evaluating the returned parts. The Job ID is inserted in the line.

Click **No** if you do not want to create a work order to measure the costs of evaluation.

Building the Repair Quote

The customer may ask for a quote on repairs at any time during the RMA cycle, including before the materials are returned. If you created a quote ID when you saved the evaluation RMA, you can build a repair quote that is associated with the RMA.

Since no part ID exists on an evaluation RMA, you must build the quote using the quote master function. You cannot build the quote using an engineering master or part ID.

To create the quote:

1 From the RMA record, right-click and select Estimating Window. In the Estimating Window, the ID of the RMA is inserted on the Other tab.

2 Create the estimate to repair the parts. See "Estimating Window" on page 6–1 in this guide. When you create a quote through an RMA, you cannot delete the quote, nor can you delete the quote lines. You can edit the quote to create pricing.

3 Depending on the outcome of the evaluation, you can use this quote to build the customer repair work order. You can also use the quote price on the line for the repair on the customer order.

Building the Evaluation Work Order

If you created a work order when you saved the evaluation RMA, you can use the work order to track the costs of evaluating the returned product. You can tailor the evaluation work order to match your company policy for returned materials.

To build the evaluation work order:

1 In the RMA Window, right-click and select Manufacturing Window.

2 Build operations and materials as necessary. Refer to the Manufacturing Window chapter for complete information.

3 Acquire the required materials and specify labor tickets for operations. Costs accrue to the WIP accounts.

Receiving Returned Materials to an Evaluation RMA

When you receive the returned materials for evaluation, no inventory transactions are created. Since the customer still owns the returned materials, you do not receive the returned materials into your inventory.

See "Receiving Returned Materials" on page 10–29 in this guide.

Converting an Evaluation RMA

After you complete the evaluation, you can change the evaluation RMA to another type of RMA.

When you change the evaluation RMA to another type of RMA, the linked work order is cancelled. The costs from the work order are recorded against your COGS account. The evaluation line in the RMA record is closed.

Other actions are made depending on the type of RMA you select.

Converting to a Repair RMA

When you convert an evaluation RMA to a repair RMA, the evaluation line is closed and a new line is created in the table to track repair activities.

If you have received the returned materials as part of the evaluation process, use this procedure to convert an Evaluation RMA to a Repair RMA:

1 If you created a quote as part of the evaluation process, specify whether to use the quote pricing as the cost of the repair. To use the quote pricing as the cost of the repair, select the **Use Quote Pricing** check box. If you select this check box, you cannot use the Price Repair Orders dialog as the basis of the cost of repair. If you do not want to use the quote pricing as the cost of repair, clear the **Use Quote Pricing** check box.

2 In the Type field, select **Repair**.

3 Specify how to process the return for repair. Select these options:

Ship from Original Order – To use the original order to ship the repaired items, select this check box. When you select this check box, the Return to Original Order is also selected. The receipt and re-shipment of the repaired materials are made against a new line on the original order. To use a new order to receive and ship the repaired items, clear this check box.

Under Warranty – if the returned material is currently under warranty, select this check box. If the returned material is not under warranty, clear this check box. This check box is informational only. Your selection has no effect on how the RMA is processed.

4 If you cleared the **Ship from Original Order** check box, specify this information:

- **New Customer Order ID** - To ship repaired parts from an existing customer order, click the browse button and select the order. To ship from a new order, leave this field blank.
- **New Customer ID** - Click the browse button and select the customer who will receive the repaired parts. To ship the repaired parts to the same customer who placed the original order, leave this field blank.

5 Click **Save**.

6 In the Repair work order(s) dialog, specify whether to create a work order for the repair. Click one of these options:

- **Use evaluation work order(s)** - Click this option to reuse the work order that was created for the evaluation.
- **Copy evaluation work order(s)** - Click this option to create a work order for the repair by copying the evaluation work order.
- **Create new work order(s)** - Click this option to create a work order specifically for the repair.
- **No repair work orders** - Click this option if you do not want to create a work order for the repair.

7 This message is displayed: “Evaluation lines include receipts and/or reshipments. Do you want VISUAL to create receipt and shipment transactions for these balances?” Perform one of these actions:

- To open the Customer Shipment Return dialog now, click **Yes**. Adjust the information in the dialog as necessary, and then click Save. If you created a work order, the returned parts are issued to the work order. No part ID is used on the inventory transaction.
- To open the Customer Shipment Return dialog later, click **No**. To complete the RMA, you must open the Customer Shipment Return dialog manually to specify return information. To manually open the Customer Shipment Return dialog, select Edit, Customer Shipment Return

from the RMA Entry window. If you created a work order, the returned parts are issued to the work order. No part ID is used on the inventory transaction.

8 Click **Save**. If you selected the Ship from Original Order check box, then a new line for the repair is added to the original customer order. If you cleared the Ship from Original Order check box, a new customer order is created for the repair. If you selected the Use Quote Pricing check box, then the quote pricing you set up during the evaluation process is used as the price of the repair. If you cleared the use Quote Pricing check box, then you can set up the cost of repair using the Price Repair Orders dialog.

If you did not receive the returned materials during the evaluation process, then use this procedure to convert an Evaluation RMA to a Repair RMA:

1 If you created a quote as part of the evaluation process, specify whether to use the quote pricing as the cost of the repair. To use the quote pricing as the cost of the repair, select the **Use Quote Pricing** check box. If you select this check box, you cannot use the Price Repair Orders dialog as the basis of the cost of repair. If you do not want to use the quote pricing as the cost of repair, clear the Use Quote Pricing check box.

2 In the Type field, select **Repair**.

3 Click **Save**.

4 In the Repair work order(s) dialog, specify whether to create a work order for the repair. Click one of these options:

- **Use evaluation work order(s)** - Click this option to reuse the work order that was created for the evaluation.
- **Copy evaluation work order(s)** - Click this option to create a work order for the repair by copying the evaluation work order.
- **Create new work order(s)** - Click this option to create a work order specifically for the repair.
- **No repair work orders** - Click this option if you do not want to create a work order for the repair.

Process the repair RMA as you normally would. See "Repair RMAs" on page 10–22 in this guide.

Building the Repair Work Order from the Evaluation Quote

If you selected the **Use Quote Pricing** check box and the Create new work order(s) option when you converted an Evaluation RMA to a Repair RMA, you can use the quote master as the basis of the repair work order. You can either use the Manufacturing Window's drag-and-drop feature to drag the quote master's structure onto the repair work order. You can also use the Copy From function to copy the quote master's structure to the work order.

Shipping and Invoicing Repaired Items Using the Evaluation Quote

If you selected the Use Quote Pricing check box when you converted the evaluation RMA to a repair RMA, use the line created either on the new order or on the original order to ship the repaired parts back to the customer.

To ship the repaired parts:

1 Select **Sales**, **Shipping**.

2 Specify this information:

Order ID – Select the customer order that contains the line for the repair costs.

RMA ID – Specify the RMA ID associated with the repair.

Ship Status – Select Approved.

3 In the lines table, specify the quantity of repaired part to ship to the customer.

4 Click **Save**.

After you click Save, the packlist is eligible for invoicing. See "Invoice Forms" on page 11–1 in this guide.

Converting to a Credit RMA

When you convert an Evaluation RMA to a Credit RMA, a new line is created in the table to process the credit.

If you have received the customer's returned parts during the evaluation process, it is recommended that you close the Evaluation RMA and create a new Credit RMA. Since a Credit RMA cannot have a status of Received, you cannot change the RMA type to Credit if the RMA status is Received without changing the RMA status to open.

If you have not received the returned material from your customer, then click the Type arrow and select Credit. Process the Credit RMA as you normally would. See "Credit RMAs" on page 10–16 in this guide.

Converting to a Replace RMA

When you convert an evaluation RMA to a replace RMA, the Evaluation line is closed and a new line is created in the table to process the replacement.

If you have already received the returned parts for the evaluation, use these steps to convert the evaluation RMA:

1 In the Type field, specify Replace.

2 Specify how to process the returned materials. Select these options:

Return to Original Order – To subtract the returned quantity from the shipped quantity on the original customer order line, select this option. To create a new customer order to process the credit, clear this option.

Ship from Original Order – To ship the replacement material from the original order, select this option. To ship the replacement material from a new customer order, clear the check box.

Ship Before Return Receipt – Since you have already received the materials during the evaluation process, this check box has no effect.

3 Click **Save**.

4 This message is displayed: “Evaluation lines include receipts and/or reshipments. Do you want VISUAL to create receipt and shipment transactions for these balances?” Perform one of these actions:

- To open the Customer Shipment Return dialog now, click **Yes**. Adjust the information in the dialog as necessary, and then click Save. An Issue Return inventory transaction is generated, and the returned items are placed in your inventory.
- To open the Customer Shipment Return dialog later, click **No**. To complete the RMA, you must open the Customer Shipment Return dialog manually to specify return information. To manually open the Customer Shipment Return dialog, select Edit, Customer Shipment Return from the RMA Entry window. An Issue Return inventory transaction is generated, and the returned items are placed in your inventory.

5 If the returned material is not suitable for re-sale, then adjust the returned material out of your inventory.

If you have not received the materials during the evaluation, then change the type from Evaluation to Replace. Then, process the replace RMA as you normally would. See "Replace RMAs" on page 10–19 in this guide.

Closing or Canceling Incomplete Evaluation RMAs

Sometimes, you do not complete the RMA process. The customer may never return the items to you. Or, the items may be returned, but the customer decides not to proceed. In these cases, you can manually close or cancel the evaluation RMA.

To manually close of cancel the evaluation RMA, click the Status arrow and select Closed or Canceled.

Depending on the selections you made when you created the evaluation RMA, these actions are taken:

- If you created a new customer order for the repair, then the customer order is closed.
- If you added a line for the evaluation to the original customer order, then the customer order is not closed. You must close the original customer order manually.
- If you created a work order for the evaluation, then the work order is closed.
- If you created a quote for potential repair costs, the quote is not closed. You must close the quote manually.
- If the customer returned the materials to you, you must decide what to do with the materials. To return the materials to your inventory, create a manual adjust in transaction in Inventory Transaction Entry. To return the materials to your customer, we recommend converting the Evaluation RMA to a Repair RMA and reshipping the materials. This keeps a record of the shipment transaction.

Charging a Fee for the Evaluation

To charge customers a fee for evaluating returned products, you must manually add a line to a customer order or invoice for the cost of the evaluation. If you prepared a quote for repair as part of the evaluation, you can also add a line to the quote.

Credit RMAs

Use Credit RMAs when a customer is credited for the returned material. No new material is issued for a credit RMA, nor is the returned material repaired. The amount credited is based on the pricing of the original customer order.

Creating Credit RMAs

To create a credit RMA:

1 In the Site ID field, specify the site from which you shipped the customer order. This field is available only if you are licensed to use multiple sites. If you are licensed to use a single site, this field is unavailable.

2 Perform one of these steps:

- If you know the ID of the packlist that contains the parts the customer is returning, specify the ID in the Packlist ID field. When you select the Packlist ID, the customer ID and the original customer order ID are inserted. Information about the original order and shipment is inserted in the table.
- If you do not specify a Packlist ID, specify the ID of the original customer order that contains the parts to be returned. When you select an order, the customer ID is inserted in the Customer ID field.

3 On the General tab, specify this information:

Type – Specify Credit.

Status – Specify Open.

Reason – Select the reason given for the return of the materials to assist in the evaluation process. Create reason codes in Application Global Maintenance.

Return to Original Order – To subtract the returned quantity from the shipped quantity on the original customer order line, select this option. To create a new customer order to process the credit, clear this option. Clear the check box if a different customer than the one who placed the order should be credited for the return. See "Costing Credit RMAs" on page 10–17 in this guide.

Ship from Original Order – This check box has no impact on Credit RMAs.

4 If you cleared the **Return to Original Order** check box, specify this information:

- **New Customer Order ID** - To ship repaired parts from an existing customer order, click the browse button and select the order. To ship from a new order, leave this field blank.
- **New Customer ID** - Click the browse button and select the customer who will receive the repaired parts. To ship the repaired parts to the same customer who placed the original order, leave this field blank.

5 On the Contact tab, you have the option to specify contact information by:

- Selecting the contact from the existing customer contacts, and then click the **Use Selected Contact** toolbar button. If the contact you want to use is not yet in the database, click the **Add New Contact** toolbar button. If you do not want to assign a contact to the RMA, click the **Use**

No Contact toolbar button. If you specified an ID in the New Customer ID field, the contacts for that customer are displayed in the browse. If the New Customer ID field is blank, then the contacts for the customer in the Customer ID field are displayed.

- Specifying the contact information directly in the Contact tab fields. This method does not store the contact information in your Contacts table.

6 Specify the number of units the customer is returning. If the customer is returning a standard part, specify the return quantity in the Rtn Qty Authorized column. If the customer is returning a piece-tracked part, specify the return quantity in Rtn Pcs Authorized column. Information from the original customer order and packlist are also displayed.

7 Click **Save**. The RMA ID is inserted in the header.

The credit memo is not created until the materials are returned. If you specified an ID in the New Customer ID field, the credit memo is created for that customer. If the New Customer ID field is blank, then the credit memo is created for the customer in the Customer ID field. See "Receiving Returned Materials" on page 10–29 in this guide.

After you receive the returned materials, the materials are stored in your inventory. If these materials are not suitable for re-sale, manually adjust out the materials in Inventory Transaction Entry.

Closing or Canceling Incomplete Credit RMAs

If the customer never returns the materials for credit, you can manually close or cancel the Credit RMA. To close or cancel the RMA, click the Status arrow and select Closed or Canceled/Void. If you created a new customer order for the credit, then the customer order is closed. If you selected the Return to original order check box, then no further actions are taken.

Costing Credit RMAs

These costing scenarios are used for Credit RMAs:

- Return to Original order, Ship from Original order

  The credit memo is created against the original order for the proper value, and the customer order line is left closed so no new demand is created.

- Return to Original order, Ship to New order

  This is the same as in the first point, with the addition of a new customer order. The new order would not be for any material, but for service charges, restocking fees, etc. The new order can be applied to a different customer.

- Return to New order, Ship to New order

  Use this scenario if the original customer order is unavailable or if a different customer than the one who placed the order should be credited for the return. The new customer order would contain a Part ID, description and cost information (all possibly copied from the original order) but for a quantity of zero parts. It could also have additional fees added. The customer order line should be closed so no demand is generated, even after the return.

This will allow the credit memo to be created normally, getting the value from the customer order. If there is no Part ID referenced on the new order then the parts are returned in a manner similar to a miscellaneous shipment.

Converting Credit RMAs

You can convert a Credit RMA to a Replace or Repair RMA. These conditions apply to the conversions:

- If you created a new order during the Credit RMA process and received the returned materials, you must use this new order during the Replace or Repair RMA process.
- When you convert a Credit RMA to a Replace RMA, no additional processing happens. If you created a new customer order for the Credit RMA, this customer order must be used to ship the replacement parts.
- When you convert a Credit RMA, you may need to re-open the customer order to process the repair.

Replace RMAs

Use Replace RMAs when you send replacement parts to a customer. When you create a Replace RMA, you can re-ship the materials before you receive the defective materials from your customer.

Creating Replace RMAs

To create a Replace RMA:

1 In the Site ID field, specify the site from which you shipped the customer order. This field is available only if you are licensed to use multiple sites. If you are licensed to use a single site, this field is unavailable.

2 Perform one of these steps:

- If you know the ID of the packlist that contains the parts the customer is returning, specify the ID in the Packlist ID field. When you select the Packlist ID, the customer ID and the original customer order ID are inserted. Information about the original order and shipment is inserted in the table.
- If you do not specify a Packlist ID, specify the ID of the original customer order that contains the parts to be returned. When you select an order, the customer ID is inserted in the Customer ID field.

3 On the General tab, specify this information:

Type – Specify Replace.

Status – Specify Open.

Reason – Select the reason given for the return of the materials to assist in the evaluation process. Create reason codes in Application Global Maintenance.

Return to Original Order – To subtract the returned quantity from the shipped quantity on the original customer order line, select this option. To create a new customer order to receive the returned material, clear this option. See "Costing Replacement RMAs" on page 10–21 in this guide.

Ship from Original Order – To reship the material from the original order, select this check box. If you select this check box, the Return to Original Order check box is selected automatically. To create a new customer order to ship the replacements, clear this check box.

Ship before return receipt – To ship the replacement parts before you receive the defective material, select this check box. To required that the defective material be received before you ship the replacement parts, clear this check box.

4 If you cleared the **Ship from Original Order** check box, specify this information:

- **New Customer Order ID** - To ship repaired parts from an existing customer order, click the browse button and select the order. To ship from a new order, leave this field blank.
- **New Customer ID** - Click the browse button and select the customer who will receive the repaired parts. To ship the repaired parts to the same customer who placed the original order, leave this field blank.

5 On the Contact tab, you have the option to specify contact information by:

- Selecting the contact from the existing customer contacts, and then click the **Use Selected Contact** toolbar button. If the contact you want to use is not yet in the database, click the **Add New Contact** toolbar button. If you do not want to assign a contact to the RMA, click the **Use No Contact** toolbar button.
- Specifying the contact information directly in the Contact tab fields. This method does not store the contact information in your Contacts table.

6 Specify the number of units the customer is returning. If the customer is returning a standard part, specify the return quantity in the Rtn Qty Authorized column. If the customer is returning a piece-tracked part, specify the return quantity in Rtn Pcs Authorized column. Information from the original customer order and packlist are also displayed.

7 Click **Save**. The RMA ID is inserted in the header.

If you selected the Ship before return receipt check box, you can ship the replacement parts at any time. If you cleared the Ship before return receipt check box, you must first receive the defective material before shipping the replacement parts. See "Receiving Returned Materials" on page 10–29 in this guide.

Shipping Replacement Parts

To ship the replacement parts:

1 Select **Sales, Shipping**.

2 Click the **Order ID** browse button and select the order to ship. If you selected the Ship from Original Order check box, select the original customer order. If you cleared the Ship from Original Order check box, select the new order created for the RMA.

3 In the **RMA ID** field, select the ID of the RMA.

4 If you are shipping a standard part, specify the quantity of replacement part you are shipping in the Ship Qty field. If you are shipping a piece-tracked part, specify the number of replacement pieces you are shipping in the Ship Pieces field.

5 Click **Save**.

In the RMA Entry window, the Shipped Date is inserted. The RMA status is closed.

The defective materials are returned to your inventory. If these materials are not suitable for re-sale, manually adjust out the materials in Inventory Transaction Entry.

Closing or Canceling Incomplete Replace RMAs

Sometimes, you do not complete the RMA process. The customer may never return the items to you. Or, the items may be returned, but the customer decides not to proceed. In these cases, you can manually close or cancel the Replace RMA.

To manually close or cancel the Replace RMA, click the Status arrow and select Closed or Canceled.

Depending on the selections you made when you created the RMA, these actions are taken:

- If you created a new customer order for the replacement, then the customer order is closed.
- If you did not create a new customer order, then no further actions are taken.
- If you received the returned items from the customer, these items are in your inventory. If they are not suitable for resale, you must manually specify an adjust out transaction to remove them from your inventory.

Costing Replacement RMAs

These costing scenarios are used for Replacement RMAs

- Return to Original order, Ship from Original order

  The order line is reopened creating demand for the reshipment. This case will not work for ship immediate replacements because there is no way to indicate that an over-shipment is required until the return is received.

- Return to Original order, Ship to New order

  A new order is created for the replacement material in addition to any other fees.

- Return to New order, Ship to New order

  The new customer order would contain Part ID, description and cost information (all possible copied from the original order.) The quantity required would be zero for a normal replacement, but for a ship immediate replacement the quantity would have to be the number of parts being returned. It could also have additional fees added. The customer order line should remain open so demand is generated after the return. This will allow the credit memo to be created normally, getting the value from the customer order.

- If there is no Part ID referenced on the new order then the parts are returned in a manner similar to a miscellaneous shipment.

Converting Replace RMAs

You can convert a Replace RMA to a Credit RMA or Repair RMA. These conditions apply to the conversions:

- If you created a new order during the Replace RMA process and received the returned materials, you must use this new order during the Credit or Repair RMA process.
- When you convert a Replace RMA to a Credit RMA, the associated customer order is closed when you receive shipment of the returned materials.
- When you convert a Replace RMA to a Repair RMA, you may need to manually create the Repair work order.

Repair RMAs

Use Repair RMAs when your company has agreed to receive the materials, diagnose and repair them, then reship them to the customer. Depending on the way you schedule the repairs, this may involve a work order. The new work order tracks the value being added to the part, not the original cost of the material.

Creating Repair RMAs

To create a Repair RMA:

1 In the Site ID field, specify the site from which you shipped the customer order. This field is available only if you are licensed to use multiple sites. If you are licensed to use a single site, this field is unavailable.

2 Perform one of these steps:

- If you know the ID of the packlist that contains the parts the customer is returning, specify the ID in the Packlist ID field. When you select the Packlist ID, the customer ID and the original customer order ID are inserted. Information about the original order and shipment is inserted in the table.
- If you do not specify a Packlist ID, specify the ID of the original customer order that contains the parts to be returned. When you select an order, the customer ID is inserted in the Customer ID field.

3 On the General tab, specify this information:

Type – Specify Repair.

Status – Specify Open.

Reason – Select the reason given for the return of the materials to assist in the evaluation process. Create reason codes in Application Global Maintenance.

Return to Original Order – To create a new line for the repaired items on the original customer order, select this option. To create a new customer order to receive the returned material, clear this option. See"Costing Repair RMAs" on page 10–27 in this guide.

Ship from Original Order – To reship the material from the original order, select this check box. If you select this check box, the Return to Original Order check box is selected automatically. To create a new customer order to ship the replacements, clear this check box.

4 If you cleared the **Ship from Original Order** check box, specify this information:

- **New Customer Order ID** - To ship repaired parts from an existing customer order, click the browse button and select the order. To ship from a new order, leave this field blank.
- **New Customer ID** - Click the browse button and select the customer who will receive the repaired parts. To ship the repaired parts to the same customer who placed the original order, leave this field blank.

5 On the Contact tab, you have the option to specify contact information by:

- Selecting the contact from the existing customer contacts, and then click the **Use Selected Contact** toolbar button. If the contact you want to use is not yet in the database, click the **Add New Contact** toolbar button. If you do not want to assign a contact to the RMA, click the **Use No Contact** toolbar button.
- Specifying the contact information directly in the Contact tab fields. This method does not store the contact information in your Contacts table.

6 Specify the number of units the customer is returning. If the customer is returning a standard part, specify the return quantity in the Rtn Qty Authorized column. If the customer is returning a piece-tracked part, specify the return quantity in Rtn Pcs Authorized column. Information from the original customer order and packlist are also displayed.

7 Click **Save**. The RMA ID is inserted in the header.

8 This message is displayed: “Create work order(s) for the repairs?” To create a work order for the repair work, click **Yes**. If you do not want to create a work order, click **No**.

Creating the Repair Work Order

If you created a work order when you saved the Repair RMA, you can use the work order to track the costs of repairing the returned product.

To build the repair work order:

1 In the RMA Window, select the appropriate line.

2 Right-click and select **Manufacturing Window**.

3 If you converted an Evaluation RMA to a Repair RMA and clicked the Use evaluation work order(s) of Copy evaluation work order(s) option during conversion, then the repair work order has the same structure as the evaluation work order. You can add and remove materials and operations.

Otherwise, you can create the repair work order manually. If you created a quote during the evaluation process, you can use drag-and-drop to copy the quote's structure to the new work order.

If you did not create a quote or did not use the evaluation process, manually build the work order.

4 Acquire the required materials and specify labor tickets for operations.

Pricing Repairs

You can use these options to charge customers for repair costs:

Use quote pricing from the evaluation RMA – This option is available only if you created the repair RMA by converting from an evaluation RMA, and you created a quote for repairs as part of the evaluation process. To use the pricing you specified on the quote for the repair costs, select the Use Quote Pricing check box before you convert the evaluation RMA to a repair RMA. See "Converting to a Repair RMA" on page 10–10 in this guide.

Use the customer order repair line – When you create a repair RMA, either a new customer order is created for the repair or a new line for the repair is inserted on the original customer order. You can use this new line to charge customers for the cost or repair. Use this option if you did not create a work order for the repair RMA, or if you charge a fixed cost for repairs.

Use the costs from the repair work order – If you created a work order for the repair, you can use the costs incurred for the work order as the basis for the repair costs. You can specify an hourly labor rate, and add mark-ups to labor, material, burden, and service costs. Use the Price Repair Orders dialog in the RMA Entry window to add the mark ups. You must first ship the repaired items before you can use the Price Repair Orders dialog.

Using the Customer Order Repair Line for Repair Costs

If you did not create a repair work order or you charge a particular fee for repair costs, use the customer order line created for the repair to charge customers for repair costs. If you created a new customer order to process the repair, perhaps with a New Customer ID, then the repair line is on the new customer order. If you are using the original order to process the repair, then the repair line is on the original customer order.

To price the repair:

1 Perform one of these steps:

- If you created a new customer order for the repair, open the new customer order in Customer Order Entry.
- If you created a new customer order line on the original order for the repair, open the existing customer order.

2 On the repair line, specify the unit cost for the repair.

3 Click **Save**.

4 When you ship the repaired parts, specify Approved in the Ship Status field. An approved packlist is eligible for invoicing. See "Shipping the Repaired Materials" on page 10–26 in this guide.

Using the Costs from the Repair Work Order

To use the costs incurred on the repair work order as the basis for the cost of repair, use the Price Repair Orders dialog. This dialog is available only if you did not use the quote pricing you set up during the evaluation process. If the Use Quote Pricing check box is selected, you cannot access the Price Repair Orders dialog.

Before you can use the Price Repair Orders dialog for an RMA, you must first ship the repaired parts to the customer.

To use the Price Repair Orders dialog:

1 First, ship the repaired parts to the customer. See "Shipping the Repaired Materials" on page 10–26 in this guide.

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you want to price the repair order. If you are licensed to use a single site, this field is unavailable.

3 Select **Edit**, **Price Repair Orders**.

4 Click the **RMA ID** browse button and select the RMA that contains the part to price.

Only the RMAs you have classified as repair RMAs are displayed. The repairs must be shipped

After you select an RMA, the RMA ID, Customer ID, and Repair Order ID are inserted in the header.

If you created a new customer order for the repair, the new order ID is displayed in the Repair Order ID field. If you added the repair cost to the original customer order, the original customer order ID is displayed in the Repair Order ID field. To view the customer order in the Customer Order Entry window, click the Repair Order browse button.

If you selected the Under Warranty check box in the RMA Entry window for this repair, then the **Under Warranty** check box is selected. In the Price Repair Orders dialog, the Under Warranty check box is read-only.

5 After you specify the RMA ID, information about the customer order and the work order for the repair is inserted in the table. You can use this information to help formulate the cost of the repair.

6 Specify the cost per unit for the repair. To manually specify the unit cost for the repair, specify the price in the New Unit Price field in the table. To use the actual work order costs as the basis of the repair costs, specify this information:

Hourly Rate – To override the labor costs from the work order, specify the hourly rate to use in this field. The value you specify in this field is multiplied by the value in the Labor Hours field in the table to calculate the total labor cost. If you specify a value in this field, then any value you specify in the Labor Markup field is not used to calculate the pricing. To use the labor costs from the work order in the repair costs, leave this field blank.

Labor Markup – If you left the Hourly Rate field blank, use this field to specify the markup percentage to apply to the labor costs from the work order. If you specified an hourly rate in the Hourly Rate field, then any value you specify in this field is not applied to the repair costs.

Material Markup – Specify the markup percentage to apply to the material costs from the work order.

Burden Markup – Specify the markup percentage to apply to the burden costs from the work order.

Service Markup – Specify the markup percentage to apply to the service costs from the work order.

7 If you specified an hourly rate or markup percentages, click **Set Price**. The unit price is calculated based on the information you specified. If you manually specified the new unit price, skip this step.

8 Click **Approve Shipments**.

9 Click **Ok**.

10 Click **Save**.

After you click Approve Shipments, the unit cost you specified in the Price Repair Orders dialog is inserted on the customer order repair line. If a discount percentage is specified on the customer order line, then this discount percentage is applied to the unit cost you specified for the repair.

You can generate the invoice using the Invoice Forms window. See "Invoice Forms" on page 11–1 in this guide.

Repair Price Examples

Use these examples to understand how the unit price is calculated in the Price Repair Orders dialog.

Presume the repair work order had these costs:

Shipped Qty – 6

Labor Hours – 3

Labor Costs – 90

Material Costs – 60

Burden Costs – 12

Service Costs – 18

If you specified a 10% markup in each of the Labor Markup, Material Markup, Burden Markup, and Service Markup fields, then the unit price is calculated as follows:

[(90*1.1) + (60*1.1) + (12*1.1) + (18*1.1)] / 6 = a unit cost of $33.

If you specified an hourly rate of 50 in the Hourly Rate field, and a 10% markup in each of the Material Markup, Burden Markup, and Service Markup fields, then this calculation is made:

[(50*3 labor hours) + (60*1.1) + (12*1.1) + (18*1.1)] / 6 = a unit cost of $41.50.

Shipping the Repaired Materials

To ship the repaired materials:

1. Select **Sales**, **Shipping**.
2. Click the **Order ID** browse button and select the order to ship. If you selected the Ship from Original Order check box, select the original customer order. If you cleared the Ship from Original Order check box, select the new order created for the RMA.
3. In the RMA ID field, select the ID of the RMA.
4. Specify the quantity of part to ship. Perform one of these steps:
   - If you are shipping a standard part, specify the quantity in the Ship Qty column.
   - If you are shipping a piece-tracked part, specify the quantity in the Ship Pieces column.
5. Click **Save**.

In the RMA Entry window, the Shipped Date is inserted. The RMA status is closed.

RMAs and Consolidated Sales Orders

To create an RMA for a consolidated sales order, use the procedure in this section. To function properly, the site ID in the RMA header must match the site ID in the sales order header.

See "Consolidated Sales" on page 7–36 in this guide.

1 Select **Sales**, **Return Material Authorization**.

2 In the Site ID field, specify the site that you specified in the header of the consolidated sales order.

3 Click the **Original Sales Order ID** browse button and select the order that the customer is returning.

4 Optionally, specify the packlist of the shipment that the customer is returning. If the site ID on the packlist does not match the site ID of the customer order, you must manually type the packlist ID.

5 Complete the RMA.

Closing or Canceling Incomplete Repair RMAs

Sometimes, you do not complete the RMA process. The customer may never return the items to you. Or, the items may be returned, but the customer decides not to proceed. In these cases, you can manually close or cancel the Repair RMA.

To manually close of cancel the Repair RMA, click the Status arrow and select Closed or Canceled.

Depending on the selections you made when you created the RMA, these actions are taken:

- If you created a new customer order for the repair, then the customer order is closed.
- If you added a line for the repair to the original customer order, then the customer order is not closed. You must close the original customer order manually.
- If you created a work order for the repair, then the work order is closed.
- If you received the returned items from the customer, you must decide what to do with the materials. To return the materials to your inventory, create a manual adjust in transaction in Inventory Transaction Entry. To return the materials to your customer, we recommend reshipping the materials using the Repair RMA instead of closing the Repair RMA. This keeps a record of the shipment transaction.

Costing Repair RMAs

These two costing scenarios are used with Repair RMAs:

1 Return to Original order, Ship from Original order

A new customer order line is created on the original order for the repair work order, if a work order is created. When the parts are ready for reshipment, a receipt inventory transaction is created for the repair work order and an issue inventory transaction is created for the customer order line.

The part IDs are not included in these inventory transactions to prevent costing. No negative packlist is created in the SHIPPER and SHIPPER_LINE. No accounting entries have to take place because the parts are not an asset to the manufacturer and not part of inventory.

2 Return to New order, Ship to New order

A new customer order is created for the repair work order. The same processing that happens in scenario 1 happens in scenario 2, but the processing is against the new customer order instead of the original customer order.

Converting Repair RMAs

You can convert a Repair RMA to a Credit RMA or Replace RMA. These conditions apply to the conversions:

- If you created a new order during the Repair RMA process and received the returned materials, you must use this new order during the Credit or Repair RMA process.
- You cannot convert a Repair RMA to either a Credit RMA or a Replace RMA if you used the original order to process the Repair RMA.
- If you received the returned items to a new customer order for the Repair RMA, you must manually create the A/R Memo to credit the customer.
- If you created a repair work order during the Repair RMA process and did not close the Repair RMA before conversion, you must manually close the work order.

Receiving Returned Materials

As you receive materials returned by your customer you may find that some returns come from orders with multiple supply links. When a customer order has multiple supply links, it is recommended that you preassign the supply order associated with a return as the person receiving the items may not know which supply orders are associated with a particular return.

Preassigning Supply Links

If the customer order line has multiple supply links, you can preassign specific supply to specific returned quantities. To do so first authorize the RMA line with the return quantity, and then select **Edit**, **Assign Authorized Return Quantity** and specify the value in the Assign Quantity column. See "Assigning Ship Quantities to Supply Links" on page 9–16 in this guide. When the product is returned, the Assign Return to Supply dialog defaults to the preassigned line quantities.

Receiving Materials as Returns

To receive returned materials from your customer:

1 To open the Customer Order Shipment Return dialog, perform one of these steps:

- From the RMA Entry window, select **Edit**, **Customer Order Shipment Return**.
- From the Shipping Entry window, select **Edit**, **Return**.
- From the Purchase Receipt Entry window, select **Edit**, **Customer Order Shipment Return**.

2 Specify this information:

Customer Order ID – Select the ID of the order that contains the materials the customer is returning.

RMA ID – If an RMA is required for the return, specify the RMA ID. When you specify an RMA ID, the RMA record is updated with the date that the materials were returned after you click the Save button in this dialog.

Return Date – Specify the date that the customer returned the items. By default, the current date is inserted.

3 In the table, the lines from the customer order are inserted. On each line, specify the quantity of part that the customer is returning. If you specified an RMA ID, the returned quantity cannot exceed the quantity authorized on the RMA record. To specify the returned quantity, perform one of these steps:

- If the customer is returning a standard part, specify the quantity in the Qty Returned field.
- If the customer is returning a piece-tracked part, specify the quantity in the Pieces Returned field.

4 In the Description column, optionally specify a description of the transaction. You can use the description to specify the reason for the return. If you view the transaction in Inventory Transaction Entry, the description that you specify is displayed in the Description field.

5 Click **Save**.

Activities

Activities are available in the RMA Entry window. Use activities to manually create reminders about follow-up items or to record information about interactions you have with customers.

To add a new activity, select **Edit**, **Activity Entry**. See "Creating Activities" on page 5–5 in the Concepts and Common Features guide.

To view existing activities, select **View**, **Activities**. To view all activities related to the sales cycle, select **View**, **Activities** from a blank RMA Entry window. To view all activities related to a particular RMA, select the RMA in the RMA Entry window before selecting **View**, **Activities**. See "Activity Maintenance" on page 5–10 in the Concepts and Common Features guide.

Viewing Audit History

If you are auditing columns in database tables related to RMAs, you can use the Audit History dialog to view a history of the changes made to the audited columns for a particular RMA record.

A system administrator must grant you permission to view this dialog.

Use Audit Maintenance to set up the audit. See "Audit Maintenance" on page 5–1 in the System Administration guide.

Information is written to this dialog if you are auditing these database tables:

- RMA
- RMA_LINE

To view audit history information:

1 Select **Sales**, **Return Material Authorization**.

2 Open an RMA.

3 Select **Info**, **Audit History**.

4 This information is displayed:

ID – The primary key of the database record that was changed.

User ID – The ID of the user who made the change.

Date – The date that the change was made.

Field – The database table and column that was changed.

Old Value – The original value.

New Value – The new value.

Action – The action that occurred to update the date. These actions are used:

Insert – A new value was created.

Update – An existing value was changed.

Delete – A value was deleted.

Exporting Audit Information

You can export Audit Information to Microsoft Excel or to an XML file.

Exporting Audit Information to Microsoft Excel

To export the information to Microsoft Excel:

1 Select **Sales**, **Return Material Authorization**.

2 Open an RMA.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to Microsoft Excel**. Microsoft Excel is opened, and the rows you selected are inserted in the spreadsheet.

Exporting Audit Information to XML

To export audit information to XML:

1 Select **Sales**, **Return Material Authorization**.

2 Open an RMA.

3 Select **Info**, **Audit History**.

4 In the table, select the rows to export.

5 Right-click the table and select **Send to XML**.

6 Specify this information:

File Name – Specify the name to use for the XML file.

XML to Write – Specify the content to include in the file. Click one of these options:

Schema – Click this option to export the schema only. The XML structure is exported, but no information from the table is exported.

Document – Click this option to export the rows in XML format.

Both – Click this option to export both a schema file and a document file.

Tags – Specify the information to use for the XML tags. Click one of these options:

Use column name – Click this option to use the database column names for the tags.

Use item name – Click this option to use the column names as displayed in the Audit History table for the tags.

7 Click **Export**.

Document Lifecycle

The Lifecycle Document Viewer shows you documents linked to the sales or purchasing document that you are currently viewing. You can drill down to view all linked documents.

You can access the Sales lifecycle from the RMA Entry window. These documents are included in the Sales lifecycle:

- Estimates
- Customer Orders
- Work Orders linked to Customer Orders
- RMAs
- Shipments
- A/R Invoices
- A/R Payments

To access the Lifecycle Document Viewer, select **Info**, **Document Lifecycle…**.

See "Document Lifecycle" on page 8–1 in the Concepts and Common Features guide.

Printing RMA Acknowledgments

You can print acknowledgments of the current RMA for record keeping and administrative purposes.

To print RMA Acknowledgments:

1 Select **File**, **Print Acknowledgment**.

2 Click the output arrow and select the output method for the report:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog displays prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. To attach the report as a PDF, select the **PDF Format** check box.To attach the report as a RTF, clear the **PDF Format** check box. To preview the e-mail before sending, click the **Preview** check box.

3 Select the **Print Associated Documents** check box to print any documents attached to the RMA header or the RMA line. This check box is available if you selected the Print, E-Mail, or HTML/ Outlook output methods only.

4 Select the **Send to Document Contacts** check box to send the document to the RMA contacts. This check box is available if you selected the E-Mail or HTML/Outlook output methods only.

5 Click **Ok** and the acknowledgment is created in the format you select.

Printing Return Material Authorizations

You can print reports containing details or summary information regarding the current RMA, or configure a report to include information regarding all RMAs in your database.

To print RMAs:

1 Select **File**, **Print RMAs**.

2 In the RMAs section, specify the RMAs to print. Click one of these options:

Current RMA – If you selected an RMA before accessing this dialog, click this option to print the currently selected RMA. If you select this option, the Site ID(s) field, Starting RMA ID field, Ending RMA ID field, Status section, and RMA Types section are unavailable. The Starting and Ending Date fields are available, but the dates are ignored when you print the current RMA. If you select this option, you can print the associated documents attached to the RMA.

All RMAs – Click this option to print RMAs that meet the criteria you specify. If you click this option, select this information to determine which RMAs to include in the report:

Site ID(s) – If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

Starting Date and Ending Date fields – To view RMAs created during a particular time period, specify the date range in the Starting Date and Ending Date fields.

Starting RMA ID and Ending RMA ID fields – To view a range of RMA IDs, specify the first RMA ID to view in the Starting RMA ID field and the last RMA ID to view in the Ending RMA ID field. The report applies the other parameters you select to the two IDs you specified and all other IDs that fall between the two you specified. To apply the parameters you select to all RMA IDs, leave these fields blank.

RMA Types – To view particular RMA types in the report, select the appropriate check boxes.

RMA Status – To view RMAs with a particular status in the report, select the appropriate check boxes.

3 In the Report Currency field, click the arrow and select the currency for the report. If you are printing the report for multiple sites, the drop-down list displays the tracking currencies shared by the selected sites. If a shared currency is not found, “Not Available” is displayed. You cannot run the report for multiple sites if a shared currency is not found. Clear site selections until a shared currency is identified.

4 In the Sequence section select how to sort the report. You can select either **RMA ID** or **Customer ID**.

5 In the Type section, select the degree of detail to display in this report. You can select **Summary** or **Detail**. If you select Summary, basic information about your RMAs is displayed, including the RMA ID, the customer order ID, the customer ID, the customer name, the order date, the date the order shipped, the status of the order, and the total value of the original customer order lines included in the RMA. If you select Detailed, all of the information in the summary report is printed, in addition to the customer contact and address information, the customer order lines referenced by the RMA, the quantity shipped, the unit price, the value of the ordered materials, and the value of the shipped materials.

6 Click the output arrow and select the output method for the report:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. To attach the report as a PDF, select the **PDF Format** check box.To attach the report as a RTF, clear the **PDF Format** check box.

7 If you are printing the Current RMA, select the Print Associated Documents check box to print any documents attached to the RMA header or the RMA line. This check box is available if you selected the Print, E-Mail, or HTML/Outlook output methods only.

8 When you are finished setting print options, click **Ok**.

Your report is created in the format you selected.

Chapter 11: Invoice Forms

This chapter includes:

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Accessing Invoice Forms	11–2
Creating Invoices for Accounts Receivable	11–4
Printing Invoices	11–8

Accessing Invoice Forms

Use the Invoice Forms window to print invoices, create A/R invoices, set up automatic numbering, and edit actual freight.

To access Invoice Forms, select **Sales**, **Invoice Forms**. You can also select **Receivables, Invoice Forms**.

Setting Up Auto Numbering

Use Automatic Numbering to generate the Invoice IDs. Using Auto Numbering can significantly reduce keystrokes, confusion, and ensure proper control for document sequencing. Although Auto Numbering is not required, it is an extremely helpful feature. You would normally set up Automatic Numbering during implementation, but you may activate Auto Numbering at any time.

To modify your numbering scheme AFTER you have entered data into the system, you may do so using this feature. You cannot use duplicate numbers. If you try to assign a duplicate number, a warning message is generated and you are asked to supply a different number.

If you are licensed to use multiple sites, you can set up different auto-numbering schemes for each site.

1 Select **Edit**, **Auto Numbering**.

2 Specify this information in the dialog.

Site ID – If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are setting up automatic numbering. If you are licensed to use a single site, this field is unavailable.

Next Sequential Number – Specify the next Sequential Number that to use for the numeric portion of the Invoice ID.

This number may be up to 7 digits in length.

Alphanumeric Prefix/Alphanumeric Suffix – Assign any alphanumeric Prefix or suffix.

These are case sensitive; you should use capitals for all letters.

Number of Decimal Digits – Specify the total number of digits in the numeric portion of the ID in the Number of Decimal Digits field.

Show Leading Zeroes – To include leading zeros in a number, select the **Show Leading Zeroes** check box. Leading zeroes keep all IDs the same number of characters in length.

This number is used to generate the proper number of leading zeros.

3 Click **Save** to save the changes, or **Cancel** to close the dialog without saving the changes.

Matching Invoice IDs to Packlist IDs

Optionally, you can use the packlist ID as the invoice ID. Set up this functionality at the customer level.

1. Select **Sales**, **Customer Maintenance**.
2. Click the **Customer ID** browse button and select the customer whose invoice IDs should match the packlist IDs.
3. Click the **Shipping** tab.
4. Select the **Match Invoice ID to Packlist ID** check box.
5. Click **Save**.
6. When you are ready to ship an order to a customer, print a Before Packlist ID. If you do not print a Before Packlist ID, then the invoice ID will not match the packlist ID:
   a. Select **Sales**, **Shipping Entry**.
   b. If you are printing the packlist for a particular order, specify the ID of the order in the Order ID field. Otherwise, leave this field blank.
   c. Select **File**, **Print Pack Lists.**
   d. In the Print section, click **Before Shipment**.
   e. If you are printing the packlist for the order that you selected in the main Shipping Entry window, click **Current Order**. Otherwise, use the filters to print packlists. See "Creating Packlist IDs Before Shipment" on page 9–19 in this guide.
   f. Click **Ok**.
   g. If the packlist is printed correctly, click **Yes** in the dialog.
   h. When you are prompted to save the packlist ID, click **Yes**.
7. Complete the shipment.
8. Generate the invoice for the shipment. The invoice ID is the same as the packlist ID.

Creating Invoices for Accounts Receivable

Accounts Receivable invoices record information about shipments made from your customer orders, how much they owe, and when payment is due. After you ship an order, you MUST create an invoice. You can immediately create an invoice as you generate shipments. The invoice information is extracted from the information supplied in Customer Order Entry.

There are two methods available to produce invoices:

- **Creating an A/R Invoice from the Print Invoice Forms window** – Select this option to create an invoice from the Invoice Forms window. This option is discussed in this chapter.
- **Creating an A/R Invoice from the A/R Invoice Entry window** – Select this option to copy an invoice directly from Manufacturing.

Create an A/R Invoice for the Customer Order Through the Invoice Forms Option

If you selected the Retain excess balance for future shipments option on the Shipment Trk tab in Site Maintenance, certain options may be disabled in Invoice Forms. If at least one customer order has been partially shipped and has a pre-invoice applied to it, the system disables the Create A/R Invoices, Combine All Packlists for an Order on One Invoice, and Combine All Packlists for a Customer on One Invoice options. You can re-activate these options by generating invoices for pre-invoiced orders with partial shipments. To identify these orders, print the List of Pre-Invoiced Orders with Partial Shipments report. Then, use the Generate/Print One Invoice option available on the File menu to generate an invoice for each order in the List of Pre-Invoiced Orders with Partial Shipments report. After you generate each invoice, the system reactivates the Create A/R Invoices, Combine All Packlists for an Order on One Invoice, and Combine All Packlists for a Customer on One Invoice options.

See "Specifying Shipment Tracking Information" on page 4–10 in the System-wide guide.

If you are licensed to use multiple sites, create invoices on a site-by-site basis.

1 Select **Receivables** or **Sales**, **Invoice Forms**.

2 Specify this information:

Site ID – If you are licensed to use multiple sites, click the **Site ID** arrow and select the site whose invoices you are generating. If you are licensed to use a single site, this field is unavailable.

Invoice Through Date – Click the **Calendar** button to select a date, or specify the date in the field provided.

All invoices up to and including the date entered are generated.

Starting Form Number – If you setup Automatic Numbering, this field is not active. The form number is automatically entered.

If you do not have automatic numbering, specify the form number in the field provided.

Language ID – If you trade internationally and have set up language forms, click the arrow to select a Language ID from the list.

Use language forms to print invoices in the customer's native language.

3 Select any printing options that apply:

Print Draft - do not save invoice #s – Normally the Invoice Forms command saves the Invoice ID and Invoice Date with each packlist. This indicates that the packlist has been invoiced. To print invoices without marking the packlist in this way, check this option.

Use Pre-Numbered Forms – If you are using preprinted invoice forms, select the **Use Pre-numbered Forms** check box and specify the Starting Form Number and Form Prefix. The Form Prefix and Starting Form Number are combined to produce the appropriate identification for the invoice. For example, if you entered INV- in the Form Prefix field and 8 in the Starting Form Number field, the system would generate an invoice ID of INV-8. If you are generating more than one invoice, the system will number them sequentially beginning with the value you specify in the Starting Form Number field.

Create A/R Invoices – Select this check box to automatically generate A/R invoices for each invoice printed. If this box is not checked, you will need to copy the invoices into A/R Invoice Entry.

Print Traceable Part Properties – Select this check box to print traceable part properties.

Combine All Packlists for an Order on one Invoice – If you select this check box, then all packlists for an order are combined on one invoice, provided that the packlists are for the site that you specified in the Site ID field. For example, you cannot combine all packlists for consolidated sales orders, where multiple sites are specified on the sales order, on to one invoice. See "Consolidated Sales" on page 7–36 in this guide.

Combine All Packlists for a Customer on one Invoice – Select this check box to combine all packlists for a customer that were shipped from the site that you specified in the Site ID field. One invoice for each currency used on the customer's orders is created.

New Invoice on ShipTo Change – This check box becomes available If you selected the Combine All Packlists for a Customer on One Invoice check box. Select this check box to generate separate invoices for each ShipTo address.

Sort by Customer ID (new only) – If checked, invoices by Customer ID are printed. For example, with this setting invoices are created for customer "ABLEMAN" first. Select this check box if you are printing new invoices, not if you are printing duplicates.

4 Select one of these options to choose the type of format to print.

Choose from **Standard**, **Print Form** (use when printing to a laser printer), and three **User Defined** options (you must define these options before they are enabled). The standard form called is named VMINVFRM.QRP. In order for user defined options to be available, your forms directory must contain forms named VMINVUD1.QRP, VMINVUD2.QRP, VMINVUD3.QRP, respectively.

5 Select these options in the **Samples** group box.

Print Samples Only – If this option is checked, then only the sample forms you specify print. This is useful to assure that you can setup correctly before a large invoice run. It is also useful when designing your invoice form, to see whether all fields line up properly.

Select from **Zero Sample Forms**, **1 Sample Form**, or **3 Sample Forms**.

6 If you are e-mailing invoices, use the Email File Format section to specify the format for the attachment. You can select either PDF or RTF format.

Invoices will be e-mailed if these conditions exist: a valid file path location, an Email Invoices check box that is selected by site in the Customer Maintenance window, and the contact or contacts are selected to receive e-mailed documents. If all of these conditions exist the PDF or RTF invoices are e-mailed when you click Run in the Email Invoices window. Invoices that do not meet these conditions are printed.

7 Specify this information in the **Date Setting** group box.

This specifies the Invoice Date to be used for invoices.

Current Date – The current date is used for the invoice date of all invoices printed.

Shipped Date – The shipped date of each packlist is used for that packlist's invoice date.

Specified Date – Specify the date to use for the invoice date of all invoices printed.

If you select the **Specified Date** radio button, you must specify a date by clicking the **Calendar** button, or specify the specified date in the field provided.

8 To print all invoices, select **Print** to print invoices for all uninvoiced shipments. Separate invoice lines are produced for each line item, freight, and application tax.

The Print dialog is displayed.

Select the appropriate information then click the **OK** button to print, or the **Cancel** button to exit without printing.

9 To print duplicate invoices, select the **Print Duplicate Invoices** button to reproduce invoices that have previously been generated.

The Packlists - By Invoice ID dialog is displayed.

Select the invoices to print using the search feature and the **Descending** option, then click the **OK** button to continue.

Specify any information in the Print dialog, then click the **OK** button to print the invoices.

10 To print one invoice, select **File**, **Print Once Invoice**.

The Packlists - Eligible for Invoice dialog is displayed.

Select the invoices to print using the search feature and the **Descending** option, then click **OK** to continue.

Specify any information in the Print dialog, then click **OK** to print the invoices.

Editing Actual Freight

You can edit the actual freight costs for each order on an invoice, if necessary, before printing. The value entered here prints as a line item when generating the invoice, and is included in the invoice total.

1 Select **Edit**, **Edit Actual Freight**.

2 Click the appropriate field under the Actual column to edit the actual cost of freight for that order.

3 After you specify the actual freight cost for all necessary packlist IDs, click **Save**.

Click **Close** to exit this dialog without saving your changes.

Customizing User Defined Report Format Labels

If you have created user-defined report formats for invoices, you can customize the labels that are displayed for the formats.

To customize the labels:

1 Select **Admin**, **Preferences Maintenance**.

2 Click the **Insert** button.

3 Specify this information:

Section – Specify InvoiceGeneration.

Entry – Specify the user-defined label to change. Specify RenameInvUD1, RenameInvUD2, or RenameInvUD3.

Value – Specify the new label for the user-defined report.

4 Click **Save**.

Printing Invoices

From within the Invoice Forms window, you can print various invoices and reports. You can generate these reports:

- Print Invoices
- Generate/Print One Invoice
- Print Duplicate Invoice(s)
- Print List of Unprinted Invoices

The Invoice Forms window's File menu's Print function prints all invoices that meet the criteria defined on the Invoice Forms Window. When you select the Print option, a Windows Print dialog is displayed. For additional information about the Print dialog, refer to your Windows system documentation.

Invoice Form Options and Partial Shipments

If you selected the Retain excess balance for future shipments option on the Shipment Trk tab in Site Maintenance, these options could be deactivated in Invoice forms:

- Create A/R Invoices
- Combine All Packlists for an Order on One Invoice
- Combine All Packlists for a Customer on One Invoice

These options are deactivated if any of the customers for whom you are printing invoices meets both of these conditions:

- The customer has an order that has been pre-invoiced
- There is an approved packlist for a partial shipment of the order

To reactivate these options, adjust the Starting and Ending Customer ID fields to exclude the customer with the pre-invoiced and approved partial shipment. You can also reactivate these options by generating invoices for the customers with pre-invoiced and approved partial shipments. To identify these orders, print the List of Pre-Invoiced Orders with Approved Partial Shipments report. Then, use the Generate/Print One Invoice option available on the File menu to generate an invoice for each order in the List of Pre-Invoiced Orders with Approved Partial Shipments report. After you generate each invoice, the Create A/R Invoices, Combine All Packlists for an Order on One Invoice, and Combine All Packlists for a Customer on One Invoice options are reactivated.

See "Specifying Shipment Tracking Information" on page 4–10 in the System-wide guide.

Generating/Printing a Single Invoice

Use the Print One Invoice feature to generate a single invoice instead of generating a range of invoices.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site whose invoice you are generating. If you are licensed to use a single site, this field is unavailable.

2 Select **File**, **Generate/Print One Invoice**.

If you are licensed to use multiple sites, the table displays the packlists in the selected site that are eligible for invoicing.

3 Select the packlist ID to print. Make your selection by clicking the appropriate table row.

4 To print the invoice, you can either double-click the table row, or you can click the table row and click the **Select and Close** toolbar button.

A Windows Print dialog is displayed. For additional information about the Print dialog, refer to your Windows system documentation.

Printing Duplicate Invoices

You may need to print additional copies of invoices that have already been printed. The invoices that are displayed on the list vary based on the information you specify on the Invoice Forms window.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site whose invoice you are generating. If you are licensed to use a single site, this field is unavailable

2 Select **File**, **Print Duplicate Invoice(s)**.

The table displays invoices created in the site that you selected.

3 Select one or multiple invoices. You can select a single invoice by clicking on the appropriate row, or you can select multiple invoices by pressing and holding the CTRL key and clicking each individual invoice line, or selecting a range by pressing and holding the SHIFT key and clicking the beginning and ending Invoice IDs for the print range.

4 Click **OK** to print the selected invoice(s). To exit the list of Packlists without making a selection, click **Cancel**.

When you click OK, a Windows print dialog is displayed. For additional information about the Print dialog, refer to your Windows system documentation.

Printing a List of Unprinted Invoices

To review invoices that have not been printed:

1 From the Invoice Forms window's File menu, select **Print List of Unprinted Invoices**.

2 Specify the unprinted invoices to include in the report. Specify these settings:

Sites – If you are licensed to use multiple sites, click the **Site(s)** arrow and select the sites to include in the report. You can select more than one site. If you are licensed to use a single site, this field is unavailable.

Invoice Date Range – Specify or select a From and Through date range to use for the invoices. This indicates when the invoices were initially generated. These fields are optional. If you specify a specific range, only invoices that fall within the date range are included. If you leave the Invoice From Date field blank, all invoices generated up to and including the current system date are included.

Customer ID Range – Select the customers to include in the report. Specify or select the Starting and Ending Customer IDs for the range. To include unprinted invoices for a particular customer, specify or select the same Customer ID for both the Starting and Ending fields. To print all customers, leave these fields blank. You can manually specify the Customer IDs or you can click the associated browse buttons to select the Customer IDs from the list that is displayed.

Sequence – Select the sort sequence to use for the unprinted invoices. Make your selection by either Invoice Date, Customer ID or Invoice ID. By default, the Invoice Date is selected as the sort Sequence.

Output Format – From the drop-down list, select the output method for the report. Make your selection from either View, Print, File or E-mail.

3 To define the print parameters, click the **Print Setup** button.

4 Click **OK** to generate the list of unprinted invoices and output based on the selection you made for the Output Format in Step 2 The report lists the unprinted invoices, the native amount of each invoice, and the amount of each invoice converted to entity currency. At the end of the report, the system includes the number of unprinted invoice and the total amount in entity currency of the unprinted invoices.

To exit the dialog without generating the list, click **Cancel**.

Printing Pre-Invoiced Orders with Partial Shipments

Use this report to identify pre-invoiced orders that have been partially shipped. If you selected the Retain excess balance for future shipments option on the Shipment Trk tab in Site Maintenance, you can use this report to identify the orders you must generate individually to reactivate the Create A/R Invoices, Combine All Packlists for an Order on One Invoice, and Combine All Packlists for a Customer on One Invoice options in Invoice Forms.

See "Specifying Shipment Tracking Information" on page 4–10 in the System-wide guide.

1 Select **File**, **Print List of Pre-Invoiced Orders with Partial Shipments**.

2 Specify the parameters for the report:

Sites – If you are licensed to use multiple sites, click the **Sites** arrow and select the sites to include in the report. You can select more than one site. If you are licensed to use a single site, this field is unavailable.

Shipment From Date and Shipment Through Date – To list only those orders that have shipments made against them during a certain time period, specify the date range of the shipments in the Shipment From Date and Shipment Through Date fields. By default, the system inserts the current date in the Shipment Through Date. To view all orders with shipments through the current date, leave the Shipment From Date field blank.

Starting Customer ID and Ending Customer ID – To view orders for a certain range of customers only, use the Starting Customer ID and Ending Customer ID fields to specify the range of customers. The system will print orders with partial shipments for the customers you specify in the Starting Customer ID and Ending Customer ID fields, along with all customers whose IDs are alphabetically between the starting customer ID and ending customer ID. To view orders with partial shipments for a single customer, specify the same customer ID in the Starting Customer ID and Ending Customer ID fields. To view orders for all customers, leave the Starting Customer ID and Ending Customer ID fields blank.

Sequence – Select the sort order for the report. You can sort the report by Packlist Date, Customer ID, or Packlist ID.

Output – Select the output method for the report. You can select Print, View, File, or E-mail.

3 Click **Ok**. The system outputs the report using the parameters you specified.

E-mailing Invoices

You can use this feature to e-mail your A/R invoices to customer contacts. This feature is useful if you want to e-mail invoices instead of, or in addition to, printing. You can also use this feature to preview the invoices selected to be e-mailed before sending them to the recipients. The e-mailing invoices process allows you to preview, e-mail, and print invoices by site, customer, beginning and ending dates, and invoice types. When you click Run the process is launched and the e-mails are consolidated by customer and by site.

Note: If no e-mail address is associated with a contact, the e-mail is generated for preview, where you can then add the e-mail address of the recipient.

To e-mail invoices to customers, make sure that you have set up this information in Customer Maintenance for the site from which you are generating invoices:

- On the Order Mgt tab, ensure that the **Email Invoices** check box is selected.
- In the Email Documents dialog, ensure that you have selected the Customer Inv check box for at least one contact.

To e-mail invoices:

1 From the A/R Invoice Entry window, select **File**, **Email Invoices**.

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site or sites in which you created invoices. If you select **All** in the Site ID field, all sites are selected. If you are licensed to use a single site, this field is unavailable.

3 To e-mail invoices to a particular customer, specify the Customer ID in the Customer ID field.

4 Specify a date range in the Begin Date and End Date fields for the invoices that you want to e-mail.

If you do not specify a date range all invoices for the selected customer and sites are e-mailed.

5 Select the check box of the types of transactions that you want to e-mail. You can select any of these types of invoice documents:

AR Invoices – Select this check box to e-mail Account Receivables invoices to the contact's e-mail address associated with the customer. If you access the Email Invoices dialog from the Account Receivables Invoice Entry window, this check box is already selected.

MFG Invoices – Select this check box to e-mail manufacturing invoices to the contact's e-mail address associated with the customer. If you access the Email Invoices dialog from the Account Receivables Invoice Forms window, this check box is already selected.

Progress Billing – Select this check box to e-mail progress billing invoices to the contact's e-mail address associated with the customer. If you access the Email Invoices dialog from the Progress Billing Entry window or the Project Billing Entry window, this check box is already selected.

6 Select one of these check boxes to display distributed invoices or invoice drafts:

Show Distributed Invoices – Select this check box to view invoices that have already been e-mailed or printed.

Show Invoice Drafts – Select this check box to display invoice drafts in the Email Invoices table. Clear this check box to display only finalized invoices. To display draft account receivables invoices from Progress Billing also select the Show Invoice Drafts check box.

7 To review e-mails before you send them, select the **Preview Emails** check box. After you click the **Run** toolbar button, the e-mails are opened for your review. The content of the e-mail is generated based on the e-mail template that you set up for AR Invoices in Notification Maintenance.

To send e-mails without reviewing them first, clear the check box.

8 Select or specify information in the Email Invoices table:

Email – Select the check box in this column for each invoice that you want e-mailed. When you click the **Run** toolbar button, e-mails are created for the selected invoices. If the check box is clear, no e-mails are created for the invoice.

Print – Select the check box in this column to print the invoices to the default printer. When you click the **Run** toolbar button, the selected invoices are printed.

9 Review this information in the Email Invoices table:

Customer ID – Specifies the Customer ID.

Customer Name – Specifies the customer name.

Site ID – Specifies the Site ID of the record.

Invoice ID – Specifies the Document Invoice ID. If the document invoice is a draft, then the ID displays "Draft" as a suffix.

Invoice Type – Specifies the document invoice type created. If the **Print Only** check box was selected for the document invoice type, then draft is added as a suffix to the invoice type. These are the invoice types: AR Inv for an Account Receivables invoice, Memo for an Account Receivables memo, Mfg Inv for a Manufacturing invoice, and PB Event for a Progress Billing invoice. If you are licensed to use Project/A&D functionality, then PB is used for Project Billing.

File Exists – Specifies a 'Y' if the document invoice file exists, and 'N' if it does not.

File Link – Specifies the file path to the invoice. You can click the file path to drill down to the invoice and further review the invoice details.

Invoice Date – Specifies the invoice date for Account Receivables invoices and Manufacturing invoices.

Invoice Amount – Specifies the invoice amount for Account Receivables invoices, Manufacturing invoices, and Progress Billing invoices.

Currency ID – Specifies the currency identifier applied to the invoice.

Prepaid Order ID – Specifies the Prepaid Order ID listed on the invoice for a customer deposit or prepayment.

Prepaid Invoice ID – Specifies the Prepaid Invoice ID listed.

Last Distributed – Specifies the date that the invoice was last distributed.

Recipients – Specifies a listing by e-mail address of those customer contacts receiving the invoice distribution.

10 You can select all invoices in the Email Invoices table for e-mailing by clicking the **Email - check all rows** toolbar button. Click the **Email - uncheck all rows** toolbar button to clear all invoices from being e-mailed.

11 You can select to all invoices in the Email Invoices table for printing by clicking the **Print - check all rows** toolbar button. Click the **Print - uncheck all rows** toolbar button to clear all invoices from being printed.

12 Click the **Run** toolbar button to e-mail and print the invoices or draft invoices with **Email** and **Print** check boxes selected. A message is displayed noting the processed invoices.

If any invoices are misprinted you can reprint them using the Print Duplicate Invoice options.

Setting up Email Preferences

Accounts receivable invoices are e-mailed using your preferred e-mail client. Make sure that your e-mail settings are correctly configured for your installed e-mail client.

To setup your e-mail preferences:

1 From your Email Invoices dialog, select **Options**, **Mail Client Settings**.

2 Select your installed e-mail client to be the default from the **Email Client** drop-down list.

3 Specify your server address in the Server Address field. Use your e-mail's host name of the outgoing SMTP server address, for example smtp.example.com.

4 Specify the server port number to use in the Server Port field. The port number is used by the outgoing SMTP mail server. Commonly used port numbers are 25, 465, and 587, but check with your e-mail service.

5 Specify the user name for your default e-mail account in the User Name field. This is often your full e-mail address.

6 Specify your user password in the User Password field. This is the password that you use to sign in to your default e-mail account.

Select and hold your mouse down on the **Show** check box to view your password; otherwise, the field display is automatically encrypted.

7 To enable SSL (Secure Socket Layer) security, which is required by some SMTP providers, select the **Use SSL Security** check box.

8 Click **Save**.

Chapter 12: Progress Billing Entry

Progress billing is the billing of a customer in increments for goods and/or services before the actual goods or services are available for you to deliver. For example, a customer may have contracted your company for a project that takes months to complete. The customer has agreed to pay a set amount at certain times over the life of the project, or at the completion of predetermined operations of the work order.

Progress costing is the procedure of expensing costs incrementally for goods and/or services as a result of revenue recognition taking place during progress billing.

The actions taken at each event are subject to the agreement made between your company and the customer and are affected by accepted accounting practices. You can use Progress Billing and Progress Costing to implement almost any billing and costing scheme.

If you are licensed to use multiple sites, set up progress billing on a site-by-site basis.

This chapter includes:

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What are “Events”?

A billing event is a planned step that results in the creation of an invoice for presentation to the customer, and a posting to the G/L based on revenue recognition parameters that you have set up on that event.

Billing is organized as a user-defined series of events. You can define events for each customer order line item. Each line item may have virtually any number of events.

There are two mechanisms that trigger events, EVENT_DATE and MILESTONE_ID. During analysis of the event table, the user-defined EVENT_DATE is compared to the run date of the program. If the event date is less than or equal to the run date of the program, the event triggers. If the date does not trigger the event, each operation of the related work order having the same Milestone ID is examined. If all operations in the set are closed (or cancelled) the event triggers. Only events that have not yet been triggered are analyzed. Therefore, **if you set the triggered flag manually, the event is never considered for triggering**.

You can specify revenue recognition as either a flat amount or a percentage of the customer order line, but not both. You can also define the account to be credited.

You can define the amount to bill as either a flat amount or a percentage, but not both. Billing amount and revenue recognition are independent of each other.

Costing is a function of milestone completion and is associated with revenue recognition. Costing is performed from the milestone and work order point of view and revenue is recognized from the event and billing point of view. It is important to note that costing is carried out (i.e., cost of goods sold based on Revenue Recognition) as milestones are completed. Billing cannot be triggered from a milestone in this circumstance. You are warned when this connection is missing.

What is a “Milestone”?

A milestone is a point in time. Typically, a milestone is the completion of a specified operation in a work order or master. Each operation of a milestone must have the Milestone ID in it. This permits the correct functioning of a multi-level work order and permits out of sequence milestones.

How Does Billing Occur?

Billing is carried out via one or more A/R invoices prepared specifically from event information. Note that the shipping of a line item automatically disables billing as a function of events. Pre-shipment invoices are only created by events if the line item ship quantity is zero.

All billing invoices are marked with the Order ID having the event(s) that triggered the prepayment invoices. This is the same for prepayments invoices; the invoice generator program needs no change to handle shipment generated invoices.

Recognizing Revenue

You can set the intervals at which your company recognizes revenue during the life of the customer order. Revenue recognition is usually tied to the recognition of costs (the ability to expense costs to cost of goods sold). You cannot recognize the cost of selling something unless you also recognize the price you paid for it. The difference is the gross profit margin of the particular sale. While your company is manufacturing an item, it is an asset whose value is continuously increasing. When you ship the item, it loses its status as an asset and becomes both revenue and the cost of delivering the item.

Long term projects often span across accounting period boundaries. Therefore, your company is not making any money on this project while it is in process. Use Progress Billing to obtain payment for goods while they are being created, typically by satisfying the customer’s set milestones in process. When the project is completed to a specified point, the customer agrees to pay your company for the work finished to that point. You can establish several milestones.

When you receive payment from the customer, you must either accept the payment as a deposit without any revenue recognition or accept it as real revenue. Accepting the payment as real revenue usually happens only when the customer’s payment is nonrefundable.

Costing

The Costing Utilities are responsible for calculating the value of all active work orders and the posting of that value as of a given point in time. Two types of postings are made for work orders: a work in process posting and a finished goods receipt posting.

Progress Billing and costing affects work in process postings based on revenue recognition.

For example, consider an operation that is associated with Milestone A. When the operation is complete (i.e., the status is closed and/or the quantity reported is at or above the end quantity of the operation), it is recognized that the cost of that operation must be expensed according to Milestone A’s setup. Assume that only sequence 10 is in that milestone, and that all other operations are either in another milestone or are not associated with a milestone at all.

The posting for the finished goods receipt side of the work order includes a debit to the milestone’s expense account, and a credit to the work in process account for the work order.

Ultimately, all work orders are posted to finished goods inventory. The cost of goods sold is a function of the shipment. Costs flow from work in process, to finished goods inventory, to cost of goods sold. This flow is caused by inputs to work in process such as issues and labor, then by receipts to finished goods inventory (which may be the result of a shipment), and then by shipments to the customer. Each step must take place to provide the necessary audit of the process via the manufacturing journals. Costs expensed from milestones are temporary. When you the finally close the order after you have fully received it, the value is debited to finished goods inventory and credited from either work in process inventory or milestone expense accounts.

In almost all cases, this action is merely a re-categorization of the costs from the milestone's expense account to the cost of goods sold expense account, both part of the profit/loss statement. Only if the shipment and receipt are separated (because no line item reference was installed to the work order) can the re-categorization go from the milestone's expense account to the finished goods account, thereby crossing the boundary from the profit/loss statement back to the balance sheet.

Accessing Progress Billing Entry

To access Progress Billing Entry, select **Sales**, **Progress Billing Entry** or **Receivables**, **Progress Billing Entry**.

Setting Up Progress Billing Events

Use Progress Billing Entry to specify how and when invoices should be generated for a specific customer.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you created the customer order. If you are licensed to use a single site, this field is unavailable.

2 In the Order ID field, click the browse button and select the order to progress bill.

3 Select the customer order line to associate with an event, then select **Edit**, **Billing Events**.

4 Click **Insert**.

5 Specify information in these fields:

Description – Specify a description for the event in the Description field.

Billing – Specify the amount to bill the customer when the event happens. This is the amount that is billed to the customer when the event happens. You can specify the billing value as a dollar amount or a percentage of the entire customer order by selecting the appropriate radio button.

Revenue – Specify the amount of revenue to recognize when the event happens. This is the amount of the billing value that is realized revenue for your company. You can specify the revenue value as a dollar amount or a percentage of the billing value by selecting the appropriate radio button.

If you do not specify a value in the Revenue field, it is assumed that the entire billing amount for the event is unrealized revenue.

Account ID – Specify an account for the unrealized revenue.

If you do not specify an account in this field, the account defaults to the G/L Interface table.

6 Specify a date in the Event Date field OR a Milestone ID in the Milestone ID field.

You can trigger the progress billing by either event date or milestone, but you CANNOT have both in one event.

See “Creating Milestones” on page 12–8 in this guide.

7 Click **Save**.

Creating Milestones

You can trigger progress billing by either event dates or milestones. A milestone is a point in time. Typically, a milestone is the completion of a given operation in a work order associated with the customer order. Each operation of a milestone must have the Milestone ID in it. This permits the correct functioning of a multi-level work order and permits out of sequence milestones.

To create a milestone:

1. Highlight the appropriate line item in the Progress Billing Entry window. The line must have a work order associated with it. If the line does not have a work order associated with it, you can set up the association. For more information, refer to “Associating Line Items to Work Orders” on page 12-8 in this guide.
2. Select **Edit**, **Milestones**.
3. Select the operation to use as the milestone.
4. Specify an ID in the Milestone ID field, then press the TAB key.
5. Specify a description for the milestone in the Description field. This is an optional field.
6. Specify or select the appropriate cost accounts for material, labor, burden, and service in the appropriate account fields.
7. Click the **Set Operation to Milestone** button.
8. Click the **Save** button.

   The operation is saved as a milestone. When the operation happens, the event is triggered.
9. You can clear a milestone on an operation by selecting the operation that contains the milestone, then clicking the **Clear Operation Milestone** button.
10. Use the **Copy From** and **Delete** buttons for editing milestone operations.

    Click **Cancel** to exit this dialog without saving changes.

Associating Line Items to Work Orders

You can change or create an association between a Progress Billing line item and a work order.

1. Select the line to associate with a work order.
2. Select **Edit**, **Associate Line Item to Work order**.
3. Click the Browse button to select a Base ID from the table. If you are licensed to use multiple sites, only work orders created in the site selected in the Progress Billing Entry window are listed in the table.
4. Click **OK**.

Invoices

After the progress billing event is triggered, and the specified action happens, you can print the customer invoice for that event.

Tax Lines on Invoices

Before you print invoices for progress billing events, specify whether to display tax information. If you display tax information, also specify how to format the tax information. You can display all tax lines individually or consolidate tax lines by sales tax ID.

Use Preferences Maintenance to specify your choices.

Including Tax Information in Progress Billing Invoices

To include tax information:

1. From the main VISUAL menu, select **Admin**, **Preferences Maintenance**.
2. Click the **Insert Row** button.
3. Specify this information:

   Section – Specify **ProgressBilling**.

   Entry – Specify **IncludeSalesTax**.

   Value – To include sales tax information, specify **Y**. To exclude sales tax information, specify **N**.
4. Click the **Save** button.

You may need to exit and restart VISUAL to apply this preference setting.

Formatting Tax Lines on Invoices

Before you print customer invoices, specify how to display tax information. You can display all tax lines individually or consolidate tax lines by sales tax ID.

1. From the main VISUAL menu, select **Admin**, **Preferences Maintenance**.
2. Click the **Insert Row** button.
3. Specify this information:

   Section – Specify **InvoiceGeneration**.

   Entry – Specify **ConsolTaxesByID**.

   Value – To display one line for each sales tax ID, specify **Y**. To display each tax line individually, specify **N**.

4 Click the **Save** button.

You may need to exit and restart VISUAL to apply this preference setting.

Printing Invoices

To print invoices:

1 Select **File**, **Print Invoices** from the menu.

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the invoices to print. If you are licensed to use a single site, this field is unavailable.

3 If you do NOT have automatic numbering enabled on your system, you can specify a beginning form number for your invoice(s) in the Starting Form Number field.

If you have enabled automatic numbering on your system, this field is inactive. The invoice(s) are automatically numbered for you.

4 If the invoice is attached to an international order, select a Language ID for the invoice.

5 Select the appropriate date for printing from the **Date Setting** group box.

Current – Select this option to print only the current invoice.

Event Date – To use the date that you entered in the Edit Events dialog as a trigger for progress billing, select this option.

Specified – Select this option to print invoices for a specific date.

If you select Specified, use the **Calendar** icon to select a date.

6 Select the appropriate print options.

Print Only - Do Not Save Invoice # – Select this option if you do not need to use the invoices that were generated. You may not need to use them if you are using pre-numbered forms.

Use Pre-numbered Forms – Select this option if you are using forms with preprinted invoice numbers.

If you select this option, specify the starting form number in the Starting Form Number field.

Use Current Exchange Rates – Select this option to have the latest exchange rates from Currency Exchange Rate Maintenance used.

7 Select the output for the report:

Print – You are presented with standard print options. After you are finished making the appropriate selections, click **Ok**.

View – The report is generated for you to view before it prints. The report is displayed on your screen.

File – You are presented with a dialog you can use to select a file name and location to store the report.

E-mail – Select this option to send the report in a Rich Text Format (.RTF) through electronic mail. When you click **Ok**, the report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation.

8 Select the appropriate option in the Format group box.

You can select the standard QRP format, or one of three user-defined formats.

9 If necessary, select the appropriate sample options from the Samples group box.

Print Samples Only – Select this option to print a sample invoice. This is helpful to check if you have set up your printer correctly for printing invoices.

Zero Sample Forms– Select this option if you do NOT want to print any sample invoices before printing actual invoices.

1 Sample Form – Select this option to print one sample invoice before printing actual invoices.

3 Sample Forms – Select this option to print three sample invoices before printing actual invoices.

10 If necessary, click **Print Setup** to select Print options.

11 Click **OK** to print the invoices.

E-mailing Invoices

You can use this feature to e-mail invoices to the associated customer contacts. This feature is useful if you want to e-mail invoices instead of, or in addition to, printing. You can also use this feature to preview the invoices selected to be e-mailed before sending them to the recipients. The e-mailing invoices process allows you to preview, e-mail, and print invoices by site, customer, beginning and ending dates, and invoice types. When you run the process the e-mails are consolidated by customer and by site.

To e-mail invoices:

1 From the Progress Billing Entry window, select **File**, **Email Invoices**.

2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site or sites in which you created invoices. If you select **All** in the Site ID field, all sites are selected. If you are licensed to use a single site, this field is unavailable.

3 To e-mail invoices to a particular customer, specify the Customer ID in the Customer ID field.

4 Specify a date range in the Begin Date and End Date fields for the invoices that you want to e-mail.

If you do not specify a date range all invoices for the selected customer and sites are e-mailed.

5 Select the check box of the types of transactions that you want to e-mail. You can select any of these types of invoice documents:

AR Invoices – Select this check box to e-mail Account Receivables invoices to the contact's e-mail address associated with the customer. If you access the Email Invoices dialog from the Account Receivables Invoice Entry window, this check box is already selected.

MFG Invoices – Select this check box to e-mail manufacturing invoices to the contact's e-mail address associated with the customer. If you access the Email Invoices dialog from the Account Receivables Invoice Forms window, this check box is already selected.

Progress Billing – Select this check box to e-mail progress billing invoices to the contact's e-mail address associated with the customer. If you access the Email Invoices dialog from the Progress Billing Entry window or the Project Billing Entry window, this check box is already selected.

6 Select one of these check boxes to display distributed invoices or invoice drafts:

Show Distributed Invoices – Select this check box to view invoices that have already been e-mailed or printed.

Show Invoice Drafts – Select this check box to display invoice drafts in the Email Invoices table. Clear this check box to display only finalized invoices. To display draft account receivables invoices from Progress Billing also select the Show Invoice Drafts check box.

7 To review e-mails before you send them, select the **Preview Emails** check box. After you click the **Run** toolbar button, the e-mails are opened for your review. The content of the e-mail is generated based on the e-mail template that you set up for AR Invoices in Notification Maintenance.

8 Select or specify information in the Email Invoices table:

Email – Select the check box in this column for each invoice that you want e-mailed. When you click the **Run** toolbar button, e-mails are created for the selected invoices. If the check box is clear, no e-mails are created for the invoice.

Print – Select the check box in this column to print the invoices to the default printer. When you click the **Run** toolbar button, the selected invoices are printed.

9 Review this information in the Email Invoices table:

Customer ID – Specifies the Customer ID.

Customer Name – Specifies the customer name.

Site ID – Specifies the Site ID of the record.

Invoice ID – Specifies the Document Invoice ID. If the document invoice is a draft, then the ID displays "Draft" as a suffix.

Invoice Type – Specifies the document invoice type created. If the **Print Only** check box was selected for the document invoice type, then draft is added as a suffix to the invoice type. These are the invoice types: AR Inv for an Account Receivables invoice, Memo for an Account Receivables memo, Mfg Inv for a Manufacturing invoice, and PB Event for a Progress Billing invoice.

File Exists – Specifies a 'Y' if the document invoice file exists, and 'N' if it does not.

File Link – Specifies the file path to the invoice. You can click the file path to drill down to the invoice and further review the invoice details.

Invoice Date – Specifies the invoice date for Account Receivables invoices and Manufacturing invoices.

Invoice Amount – Specifies the invoice amount for Account Receivables invoices, Manufacturing invoices, and Progress Billing invoices.

Currency ID – Specifies the currency identifier applied to the invoice.

Prepaid Order ID – Specifies the Prepaid Order ID listed on the invoice for a customer deposit or prepayment.

Prepaid Invoice ID – Specifies the Prepaid Invoice ID listed.

Last Distributed – Specifies the date that the invoice was last distributed.

Recipients – Specifies a listing by e-mail address of those customer contacts receiving the invoice distribution.

10 You can select all invoices in the Email Invoices table for e-mailing by clicking the **Email - check all rows** toolbar button. Click the **Email - uncheck all rows** toolbar button to clear all invoices from being e-mailed.

11 You can select to all invoices in the Email Invoices table for printing by clicking the **Print - check all rows** toolbar button. Click the **Print - uncheck all rows** toolbar button to clear all invoices from being printed.

12 Click the **Run** toolbar button to e-mail and print the invoices or draft invoices with **Email** and **Print** check boxes selected. A message is displayed noting the processed invoices.

If any invoices are misprinted you can reprint them using the Print Duplicate Invoice options.

Setting up your E-mail Preferences

Accounts receivable invoices are e-mailed using your preferred e-mail client. Before you e-mail invoices, make sure that your e-mail settings are correctly configured for your installed e-mail client.

To setup your e-mail preferences:

1 From your Email Invoices dialog, select **Options**, **Mail Client Settings**.

2 Select your installed e-mail client to be the default from the **Email Client** drop-down list.

3 Specify your server address in the Server Address field. Use your e-mail's host name of the outgoing SMTP server address, for example smtp.example.com.

4 Specify the server port number to use in the Server Port field. The port number is used by the outgoing SMTP mail server. Commonly used port numbers are 25, 465, and 587, but check with your e-mail service.

5 Specify the user name for your default e-mail account in the User Name field. This is often your full e-mail address.

6 Specify your user password in the User Password field. This is the password that you use to sign in to your default e-mail account.

Select and hold your mouse down on the **Show** check box to view your password; otherwise, the field display is automatically encrypted.

7 To enable SSL (Secure Socket Layer) security, which is required by some SMTP providers, select the **Use SSL Security** check box.

8 Click **Save**.

Printing Duplicate Invoices

You can print duplicate customer invoices for events.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site that contains the invoices to print. If you are licensed to use a single site, this field is unavailable.

2 Select **File**, **Print Duplicate Invoice(s)** from the menu.

The system lists invoices eligible for reprinting. If you are licensed to use multiple sites, only invoices created in the site you selected are displayed.

3 Highlight the invoice to reprint and click **OK**. You can select multiple invoices.

4 Specify the necessary information. See “Invoices” on page 12–9 in this guide.

Printing Deferred Revenue Status Reports

You can print a detailed record or summary of a customer’s deferred revenue status for an order. Use these reports to monitor customer balances and deferred amounts.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the order was placed. If you are licensed to use a single site, this field is unavailable.

2 Click the **Order ID** arrow and select the order to use for the deferred revenue status report.

3 Select **File**, **Print Deferred Revenue Status Report** from the menu.

The current Order ID, Customer ID, and Site ID unavailable at the top of the dialog for your reference.

4 Select a Starting Date and an Ending Date for the report.

5 Select the output for the report:

Print – You are presented with standard print options. After you are finished making the appropriate selections, click **OK**.

View – The report is generated for you to view before it prints. The report is displayed on your screen.

File – You are presented with a dialog you can use to select a file name and location to store the report.

E-mail – Select this option to send the report in a Rich Text Format (.RTF) through electronic mail. When you click **Ok**, the report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation.

6 Select the appropriate option from the Customers group box.

Current Customers – Select this option to include only the current customer. The current Customer ID is displayed at the top of the window.

All Customers – Select this option to include all customers.

Select the appropriate option from the Sequence group box.

Order ID – Select this option to sequence the report by Order ID.

Customer ID – Select this option to sequence the report by Customer ID.

7 Select the appropriate option from the Orders group box. The options in this group box are unavailable if you selected All Customers in the Customers group box.

Current Order – Select this option to include only the current order for the current customer.

All Orders – Select this option to include all orders for the current customer.

8 Select the appropriate option in the Sequence group box.

Order ID – Select this option to output the report by Order ID.

Customer ID – Select this option to output the report by Customer ID.

9 Select the appropriate option from the Type group box.

Summary – Select this option to view a summary of a customer/order deferred revenue status.

Detail – Select this option to view detailed information about a customer/order deferred revenue status.

10 Click **Ok**.

If you selected **Print**, a standard print options dialog is displayed. Make the necessary selections to print the report.

If you selected **View**, the report is displayed on your screen for you to view before printing.

If you selected **File,** a dialog is displayed that you can use to name the file and the location to store the report.

If you selected **E-mail**, the report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation.

Printing Milestone Status Reports

You can print the status of milestones and events in customer orders. Define the content of the report by choosing to include events that are not yet triggered, about to trigger, have already triggered, any combination of the previous three, or all three.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the order was placed. If you are licensed to use a single site, this field is unavailable.

2 Click the **Order ID** arrow and select the order to use for the milestone status report.

3 Select **File**, **Print Milestone Status Report**.

The current Order ID, Customer ID, and Site ID unavailable at the top of the dialog. These are only for your reference.

4 Select a Starting Date and an Ending Date for the report.

5 Select the events to include in the report in the Show Events group box.

Not Ready to Trigger – Select this option to include events that are not ready to trigger.

Ready to Trigger – Select this option to include events that are ready to trigger.

Already Triggered – Select this option to include events that have already triggered.

6 Select the output method for the report:

Print – You are presented with standard print options. After you are finished making the appropriate selections, click **Ok**.

View – The report is generated for you to view before it prints. The report is displayed on your screen.

File – You are presented with a dialog you can use to select a file name and location to store the report.

E-mail – Select this option to send the report in a Rich Text Format (.RTF) through electronic mail. When you click Ok, the report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation.

7 Select the appropriate option from the Customer group box.

Current Customers – Select this option to include only the current customer. The current Customer ID is displayed at the top of the window.

All Customers – Select this option to include all customers.

8 Select the appropriate option from the Sequence group box.

Order ID – Select this option if to sort the report by Order ID.

Customer ID – Select this option to sort the report by Customer ID.

9 Select the appropriate option from the Orders group box. The options in this group box are unavailable if you selected All Customers in the Customers group box.

Current Orders – Select this option to include only the current order for the current customer.

All Orders – Select this option to include all orders for the current customer.

10 Click **Ok**.

If you selected **Print**, a standard print options dialog is displayed. Make the necessary selections to print the report.

If you selected **View**, the report is displayed on your screen for you to view before printing.

If you selected **File**, a dialog is displayed dialogthat you can use to name the file and the location to store the report.

Printing Order Invoice Status Reports

You can print the status of one customer order invoice or all customer order invoices.

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the order was placed. If you are licensed to use a single site, this field is unavailable.

2 Click the **Order ID** arrow and select the order to use for the report.

3 Select **File**, **Print Order Invoice Status Report**.

The current Order ID, Customer ID, and Site ID unavailable at the top of the dialog. These are only for your reference.

4 Select a Starting Date and an Ending Date for the report.

5 Select the output for the report:

Print – You are presented with standard print options. After you are finished making the appropriate selections, click **Ok**.

View – The report is generated for you to view before it prints. The report is displayed on your screen.

File – You are presented with a dialog you can use to select a file name and location to store the report.

E-mail – Select this option to send the report in a Rich Text Format (.RTF) through electronic mail. When you click Ok, the report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation.

6 Select the appropriate option from the Customers group box.

Current Customers – Select this option to include only the current customer. The current Customer ID is displayed at the top of the window.

All Customers – Select this option to include all customers.

7 Select the appropriate option from the Sequence group box.

Order ID – Select this option to sequence the report by Order ID.

Customer ID – Select this option to sequence the report by Customer ID.

8 Select the appropriate option from the Orders group box. The options in this group box are unavailable if you selected **All Customers** in the Customers group box.

Current Orders – Select this option to include only the current order for the current customer.

All Orders – Select this option to include all orders for the current customer.

9 Click **Ok**.

If you selected **Print**, a standard print options dialog is displayed. Make the necessary selections to print the report.

If you selected **View**, the report is displayed on your screen for you to view before printing.

If you selected **File**, a dialog is displayed that you can use to name the file and the location to store the report.

Chapter 13: Price Book

This chapter includes:

Topic	Page
What is Price Book?	13–2
Setting Up Price Book	13–5
Price Book Within Order Management	13–21

What is Price Book?

Price Book integrates with VISUAL's pricing functionality in these areas:

- Order Management Window
- Customer Order Entry Window
- Estimating Window

Price Book maintains its pricing definitions in a separate database from your ERP database, with pricing derivations available through an open COM interface, allowing Price Book to be a centralized pricing solution.

Although there are several "standard" pricing methods within various industries, you can use Price Book to set up any level of "creative pricing" used in determining prices, discounts, commissions, and order terms.

In addition to the pricing and discount styles currently supported (by customer, part, and quantity ordered), Price Book supports these functions:

- Promotional pricing
- Part combination pricing (such as "buy one, get one free")
- Pricing based on accumulated sales
- Regional pricing
- Cost-based pricing
- Markup and markdown
- Across-the-board discounts and uplifts
- Price effectivity
- Best pricing optimization

If you are licensed to use multiple sites, the pricing in Price Book is maintained at the tenant level.

Price Book Database Structure

The Price Book database is a single-byte database. The data shared between the VISUAL database and the Price Book database should use characters from the Latin 1 character set only. Otherwise, information in Price Book may not be displayed or stored properly.

Understanding Price Book Concepts

Because Price Book integrates seamlessly with VISUAL (the integration between Price Book and VISUAL takes place through an open COM interface) you can use formulas and various matrices to determine the actual price within Price Book and VISUAL will use those pricing structures without further interaction from your users.

Estimates and Orders

Different contexts or conditions require different product pricing. Sometimes, you may want to price parts individually, such as in a catalog, in other cases, an estimate, order, or shopping cart provides the context for pricing. Using Price Book, you can set up the pricing structures VISUAL will use to calculate prices from different VISUAL programs.

During the entry process, Price Book receives price requests from the programs in which you specify orders and quotes, allowing VISUAL to notify users immediately if there is a special price or promotion in order to reach the maximum opportunity to up-sell select items.

Pricing and Commission Inputs

Price Book receives various factors or inputs that you can use to influence pricing. These factors include:

- Part ID
- Product Code
- Commodity Code
- Price Group
- Market
- Customer Type
- Customer
- Ship-to
- Quantity
- Order Date
- Accumulated sales
- Sales Representative

Pricing and Commission Outputs

Based on the input factors, Price Book generates these output values for each document:

- Unit price
- Trade discount percent
- Commission percent

Unit price, trade discount percent, and commission percent values apply to each part and line.

Formulas

Price Book derives pricing from various pricing formulas, regardless of how simple or complex the pricing model. Formulas implement the business logic of pricing and are responsible for converting quantity inputs to price output values.

Price Book uses the Microsoft Active Script Object or Visual Basic Script for formula input, facilitating the integration with VISUAL or any other COM-based applications. You can view the formula-defined variables or document inputs and access the application into which you are integrating Price Book.

Often, more than one price formula applies to a single document. Use Price Book to set up rules that determine the best price rule for the document. You can also rank the formulas into priorities.

Tables

There are two types of tables in Price Book: Price/Discount and Commissions.

- Price tables store prices and discounts, and are used for Markups and Costs.
- Commissions tables indicate the percentages used for sales commissions. They are held separately in the database from the Price/Discount values.

Price Book stores actual prices and discounts in a series of tables, including:

1 Unit Price

2 Unit Cost

3 Discount

4 Markup

5 Markdown

Effectivity

Price Book supports effectivity for pricing, terms, and commissions. Effectivity determines the dates between which the price, terms, or commissions may be applied. Formulas also support effectivity dates.

Pricing Alerts

Often, during order entry, it is important for users to know of pricing opportunities, such as increased discounts and promotional prices. Price Book alerts you to these pricing opportunities through a series of messages.

Setting Up Price Book

Note: Before you can begin using Price Book, you must register the database. Typically, your system administrator would set up your system files, including database registration.

To set up the Price Book environment (the topology table):

1 Start Price Book.

If you have a short cut icon on your desktop, double-click it.

If you have a shortcut in your Start menu, navigate to it and click it.

If you do not have any program short cuts, use Windows Explorer or My Computer to navigate to your Price Book program folder and double-click the VPB.exe program.

2 Specify the appropriate log in information and click the **Ok** button.

3 Double-click the **Administration** option in the navigation pane.

4 Click the **Insert Row** toolbar button.

A Site Type of Manufacturing is displayed.

5 In the Site ID column, specify a Site ID.

Use this field to identify from where you will be using the Price Book database.

6 Specify the name to use for this site in the Site Name column.

This is an identification for the location signed onto the Price Book database. This is generally the name of the company or department.

7 Click in the Instance Name column and specify the exact identification you used for the OLEDB or ODBC database connected to your VISUAL database.

8 Click the **Save** toolbar button.

Setting Up Tables

The structure of the Price Book menus and interface makes using Price Book intuitive. Following the structure of the navigation pane, the files you must configure are presented in a logical order.

For each context or configuration for which you have set up a pricing table, you can include this information:

- Costs
- Discounts
- Markups
- Commissions

After you have set up all the components in your pricing structure, you can write formulas taking into account all or any of your pricing attributes.

Setting Up Prices

Use the Prices child window to configure price tables in Price Book.

To set up prices:

1 In Price Book, double-click the **Prices** option in the navigation pane.

2 Click the **Context** arrow and select the pricing context for this pricing table. You can these contexts:

- Commodity
- Customer
- Customer/Part
- Customer Type
- Customer/Product
- Customer Type/Product
- Market
- Market/Part
- Part
- Part Group
- Product
- Price Group

Your selection determines the fields that are displayed in the Prices table.

If you have previously configured price breaks, you can click the **Context** browse button and select a similar structure from which VISUAL copies the header information.

3 Click the **Effectivity Date** calendar button and select the date on which you created this Price table. Price Book enters the current system date. Price Book uses this information for filtering purposes.

Note: Do not confuse the Effectivity Date in the header section with the Effective Date in the table.

4 Click the **Break Type** arrow and select the type of price break. You can select:

- Amount
- Quantity

5 To specify effective and expiration dates for each line of the price table, select the **Show Effectivity** check box.

6 To change the currency for this price table, click the **Currency ID** browse button and select the currency. Price Book enters your default VISUAL entity currency.

7 Depending on your Context selection, click the appropriate browse buttons and select the information for the combination for which you are setting up this price table.

Context	Information Required
Commodity	Commodity Code

Context	Information Required
Customer	Customer ID, Ship to ID
Customer/Part	Customer ID, Ship to ID, Part ID
Customer Type	Customer Type
Customer/Product	Customer ID, Ship to ID, Product Code
Customer Type/Product	Customer Type, Product Code
Market	Market ID
Market/Part	Market ID, Part ID
Part	Part ID
Part Group	Part Group ID
Price Group	Price Group ID
Product	Product Code

8 Click the **Insert Row** toolbar button and specify the appropriate information in the table. Depending on your Context selection, the table contains these columns:

Part ID – Double-click the **Part ID** brows button and select the part for this line.

Qty – Specify the quantity to use to set the breaks or differences in prices for the selected Context. For example, you may run a "Buy 20 and receive a 5% discount" promotion.

Amount – Specify the value to use to set the differences in prices for the selected Context. For example, you may have a promotion that states: "10% off when you purchase $100 or more".

Unit Price – Specify the price per unit of measure for the current Context. Maintain Units of Measure outside of Price Book.

Effective Date – If you selected the **Show Effectivity** check box, specify the date on which the price break takes effect. The price breaks do not apply prior to the Effective Date. Specify the Effective Date in Windows system format: MM/DD/YEAR

Expire Date – If you selected the **Show Effectivity** check box, specify an expiration date for the current price break. Price breaks do not apply beyond the Expire Date.

Note: You can leave Effective and Expire Date information out of a particular row within the table. If you specify one of the dates, you must specify the other end of the date range.

9 Click **Save**.

Maintaining and Editing Price Information

Often, prices change or expire. If your price information changes, you can edit the information. After a price break has expired, or if you no longer sell the part, you may want to remove the Price information.

To edit Price information:

1 On the Prices window, select the Context and ID for the Price table to edit.

2 To change information in the header, click the appropriate browse button or arrow and make the changes.

   To change line information, for the appropriate line, click the information to edit and make the changes. A check mark is displayed in the row header indicating you have edited information but not saved it.

3 Click the **Save** toolbar button.

Deleting Price Information

To delete Price table lines:

1 On the Prices window, select the Context and ID for the Price table to delete.

2 Click the row header of the line to delete. The line is highlighted. You can select multiple rows on the table by holding down the CTRL key when clicking the row header.

3 Click the **Delete Row** toolbar button. An X is displayed in the row header indicating you have marked the row for deletion. To clear a deletion flag, click the row marked for deletion then click the **Delete Row** button again.

4 Click the **Save** toolbar button.

   Note: You can delete an entire Matrix by clicking the **Delete** button on the Price Book toolbar. This affects only the currently opened prices table.

Setting Up Costs

Setting up costs in Price Book is the same as entering Prices. Price Book uses Cost tables as the basis for deriving the order price from a fixed base cost.

For more information, refer to “Setting Up Prices” on page 13-6 in this guide.

Setting Up Discounts

Setting up discounts in Price Book is the same as entering Prices. Price Book uses Discounts tables to configure the amount of reduction your customers will receive.

Note: Notice that Discounts do not include a Currency ID.

For more information, refer to “Setting Up Prices” on page 13-6 in this guide.

Setting Up Markups

Setting up markups in Price Book is the same as entering Prices. Price Book uses Markup tables to configure the component increases for the parts and materials you sell.

Note: Notice that Markups do not include a Currency ID.

For more information, refer to “Setting Up Prices” on page 13-6 in this guide.

Setting Up Markdowns

Setting up markdowns in Price Book is the same as entering Prices. Price Book uses Markdown tables to configure the amount of reduction your customers will receive.

Note: Notice that Markdowns do not include a Currency ID.

For more information, refer to “Setting Up Prices” on page 13-6 in this guide.

Setting Up Commissions

Setting up commissions in Price Book is the same as entering Prices. Price Book uses Commission tables to configure the amount of commission your sales people will receive in the event of a sale.

Note: Notice that the Commissions window does not include a Currency ID and that the Context drop-down contains a Sales Rep.

For more information, refer to “Setting Up Prices” on page 13-6 in this guide.

Adding Part Groups

You can sort similar parts that you frequently sell together or that compliment each other into groups. When you use part groups, you can define pricing structures for parts sold as a group that differ from the discounts, prices, and commissions for the parts when sold individually.

To add part groups:

1. In Price Book, double-click the **Part Groups** option in the navigation pane.
2. Specify the name to use for this group in the Part Group ID field.
3. Click the **Insert Row** toolbar button.
4. A new row is displayed in the table and Price Book populates the Part Group ID.
5. Double-click the **Part ID** browse button and select the part to add from your parts list.
6. When you have finished adding parts to your group, click the **Save** toolbar button.

Editing Part Groups Information

Because Part Groups change or become obsolete you can modify Part Groups information.

To edit Part Groups information:

1 Open the Part Groups window, click the **Part Group ID** browse button and select the group to edit.

   The group table is displayed in the Part Groups window.

2 Select the line to modify.

3 Double-click the **Part ID** browse button and select the part to use.

4 Click the **Save** toolbar button.

Deleting Part Groups Information

To delete Part Groups table lines:

1 Open the Part Groups window, click the **Part Group ID** browse button and select the group to edit.

   The group table is displayed in the Part Groups window.

2 Select the line to delete.

3 Click the **Delete Row** toolbar button. An X is displayed in the row header indicating you have marked the row for deletion. To clear a deletion flag, click the row marked for deletion then click the **Delete Row** button again.

4 Click the **Save** toolbar button.

   Note: You can delete an entire Matrix by clicking the **Delete** button on the Price Book toolbar. This affects only the currently opened prices table.

Setting Up Formulas

Price Book uses Formulas to calculate the various prices within Price Book. You can use any information you entered in your tables in your formulas.

Because Price Book uses the Microsoft Active Script Object to evaluate formulas, you must use VBScript to creating formulas.

To set up formulas:

1 With Price Book open, double-click the **Formulas** option in the navigation pane.

2 Specify an identifier for this formula in the Formula ID field.

3 Specify a description for the formula in the Description field.

   Consider using a description that describes what the formula does. For example, if you are entering a Formula Type of Discount and Context of Customer, you may specify a description of CUSTOMER DISCOUNT.

4 Click the **General** tab and specify or select this information:

   Formula Type – Click the arrow and select the type of formula you are creating. You can select:

- Commission
- Discount
- Global
- Price
- Terms

Context – Click the Context arrow and select the context for this formula. You can select:

- Commodity
- Customer
- Customer/Part
- Customer Type
- Customer/Product
- Customer Type/Product
- Global
- Market
- Market/Part
- Part
- Part Group
- Price Group
- Product

Currency ID – Click the **Currency ID** browse button and select the currency.

5 Depending on your Context selection, click the appropriate browse buttons and select the information for the combination for which you are setting up this formula.

Context	Fields Required
Commodity	Commodity Code
Customer	Customer ID Ship To ID
Customer/Part	Customer ID Ship To ID Part ID
Customer Type	Customer Type
Customer/Product	Customer ID Ship To ID Product Code
Customer Type/Product	Customer Type Product Code
Global	None Required

Context	Fields Required
Market	Market ID
Market/Part	Market ID Part ID
Part	Part ID
Part Group	Part Group ID
Price Group	Price Group ID
Product	Product Code

6 Specify the date this formula takes effect in the Effective Date filed. Use the MM/DD/YEAR format.

7 Specify the date this formula expires in the Expire Date field.

8 Click the Formula tab and specify the formula. For more information, refer to “Adding Formulas” on page 13-12 in this guide.

9 Click the Variables tab and set up the variable placeholders for this formula. For more information, refer to “Adding Variable Information” on page 13-17 in this guide.

10 Click the **Save** toolbar button.

Adding Formulas

Note: It is not the intention of this document to teach the VBScript programming language. Use this section as a guide to setting up formulas rather than a definitive tutorial on VBScript.

The Formula tab is a free-form text area you use to specify formulas.

To add formulas:

1 On the Formulas window, click the Formula tab.

2 Specify the formula to use.

3 Click the **Save** toolbar button.

About Formulas

Helper Functions

Price Book relies on the formulas you write in VBScript, to collect the relevant data from your VISUAL database and the tables you create in Price Book. The key to calling for and receiving information from the right tables are the Helper Functions. Helper Functions are unique to Price Book, and are used to simplify the code required to manage price data.

Because Price Book interprets Helper Functions as it reads the formula, it requires a set number of parameters in a particular order. If the number of parameters is incorrect, or if the type of parameter passed is not what the pricing system expects, Price Book returns an error.

This list below contains all of the available Helper Functions and the parameters each requires when used in a formula. The values returned by the Helper Functions also .

Within the Helper Functions, the table names (Price, Cost, Discount, Markup, Markdown, PartGroup and Commission) remain the same across all contexts. For example, where **Price** is seen at the end of the examples below, it can be replaced with any other context name and the function will return a value from that matrix.

Helper Function	What it returns
GetCommodityPrice	DL_COMMODITY_CODE, DL_USER_ORDER_QTY, nAmount
GetCustomerPrice	DL_CUSTOMER_ID, DL_SHIPTO_ID, DL_USER_ORDER_QTY, nAmount
GetCustomerPartPrice	D_CUSTOMER_ID, D_SHIPTO_ID, DL_PART_ID, DL_USER_ORDER_QTY, nAmount
GetCustomerTypePrice	D_CUSTOMER_TYPE, DL_USER_ORDER_QTY, nAmount
GetCustomerProductPrice	D_CUSTOMER_ID, D_SHIPTO_ID, DL_PRODUCT_CODE, DL_USER_ORDER_QTY, nAmount
GetCustomerTypeProductPrice	D_CUSTOMER_TYPE, D_PRODUCT_CODE, DL_USER_ORDER_QTY, nAmount
GetMarketPrice	D_MARKET_ID, DL_USER_ORDER_QTY, nAmount
GetMarketPartPrice	D_MARKET_ID, DL_PART_ID, DL_USER_ORDER_QTY, nAmount
GetPartPrice	DL_PART_ID, DL_USER_ORDER_QTY, nAmount
GetPartGroupPrice	DL_PART_GROUP_ID, DL_PART_ID, DL_USER_ORDER_QTY, nAmount
GetPriceGroupPrice	DL_PRICE_GROUP_ID, DL_USER_ORDER_QTY, nAmount
GetProductPrice	DL_PRODUCT_CODE, DL_USER_ORDER_QTY, nAmount
Note: An exception is made to this for Commission-table calls. The Commission Helper Function requires the additional parameter of Sales Rep ID. When used, the first parameter is always D_SALES_REP_ID.	
GetCommodityCommission	D_SALES_REP_ID, DL_COMMODITY_CODE, DL_USER_ORDER_QTY, nAmount
Note: Additionally, there is one Helper Function specific to Commissions only.	
GetSalesRepCommission	D_SALES_REP_ID, DL_USER_ORDER_QTY, nAmount

Break Type

Because you can specify Quantity and Amount breaks for all contexts, formulas require a variable to hold the value of the order-line and use when evaluating which table from which it will request values.

Because Price Book runs through each formula script twice, in the example below, the first time the formula is run **nAmount** is zero because DL_USER_ORDER_QTY and DL_UNIT_PRICE have not been set yet. (During the first run of the formula DL_USER_ORDER_QTY and DL_UNIT_PRICE get set by the function.) When the formula runs the second time **nAmount** has a quantity and unit price with which to calculate its value. Price Book uses the **nAmount** value to evaluate whether to use the Quantity break or Amount break. Price Book always evaluates Quantity break vs. Amount break and always takes the better of the two: the lower price or the higher discount.

This example shows the formula:

```
Function OnPrice()
   Dim nAmount
   nAmount=DL_USER_ORDER_QTY*DL_UNIT_PRICE
   DL_UNIT_PRICE=GetPartPrice(DL_PART_ID, DL_USER_ORDER_QTY, nAmount)
   DL_PRICE_NOTES="The Simple Formula was called."
End Function
```

nAmount is declared as a variable at the start of the formula, defined as the **unit price * quantity**, and passed as the last parameter of the helper function

```
GetPartPrice(DL_PART_ID, DL_USER_ORDER_QTY, nAmount)
```

Additional Helper Functions

Accumulated Sales Helper Functions are available for all Contexts. These functions read the VISUAL database and accumulate the sales based on the context. Price Book can then evaluate value breaks based on accumulated sales figure, as opposed to order-line values. You can replace MTD (Month to date) with YTD (Year To Date) figures and the parameters for the function remain the same.

Helper Function	What it returns
GetSalesMTDCommodity	DL_COMMODITY_CODE
GetSalesMTDCustomer	D_CUSTOMER_ID, D_SHIPTO_ID
GetSalesMTDCustomerPart	D_CUSTOMER_ID, D_SHIPTO_ID, DL_PART_ID
GetSalesMTDCustomerType	D_CUSTOMER_TYPE
GetSalesMTDCustomerProduct	D_CUSTOMER_ID, D_SHIPTO_ID, DL_PRODUCT_CODE
GetSalesMTDCustomerTypeProduct	D_CUSTOMER_TYPE, DL_PRODUCT_CODE
GetSalesMTDMarket	D_MARKET_ID
GetSalesMTDMarketPart	D_MARKET_ID, DL_PART_ID
GetSalesMTDPart	DL_PART_ID
GetSalesMTDProduct	DL_PRODUCT_CODE
GetSalesMTDSalesRep	D_SALES_REP_ID

This example is an accumulated sales formula with a discount percent based on the Month To Date sales figure for the Customer:

```
Function OnPrice()
   Dim nAmount
   Dim nSalesAmount
   Dim nPrice

   nAmount = DL_USER_ORDER_QTY*DL_UNIT_PRICE

   DL_UNIT_PRICE = GetPartPrice(DL_PART_ID, DL_USER_ORDER_QTY, nAmount)
   nSalesAmount=GetSalesMtdCustomer(D_CUSTOMER_ID, D_SHIPTO_ID)
   DL_TRADE_DISC_PERCENT = GetCustomerTypeDiscount(D_CUSTOMER_TYPE,
DL_USER_ORDER_QTY, nSalesAmount)
   DL_PRICE_NOTES ="The discount is based on the Month to date customer
sales of $" & nSalesAmount
End Function
```

Record Sets

Price Book uses record sets specifically for the use of Tips. Rather than returning a single value, Price Book returns an entire record set of values related to the order-line. You can call on any of these values to be used in your tips or within the formula to calculate something new.

- QTY
- NEXT_QTY
- NEXT_QTY_VALUE
- AMOUNT
- NEXT_AMOUNT
- NEXT_AMOUNT_VALUE
- VALUE

The record set Helper Functions are exactly like the functions listed above with the exception that you add an **Rs** at the end of the function name designating it as a record set, in front of the left parenthesis of the argument.

Record sets are supported by these tables:

- Price
- Discount
- Markup
- Markdown

Note: Replace Price at the end of these examples with the actual table being called.

Helper Function:	What it returns
GetCommodityPriceRs	DL_COMMODITY_CODE, DL_USER_ORDER_QTY, nAmount
GetCustomerPriceRs	DL_PART_ID, DL_CUSTOMER_ID, DL_SHIPTO_ID, DL_USER_ORDER_QTY, nAmount

Helper Function:	What it returns
GetCustomerPartPriceRs	D_CUSTOMER_ID, D_SHIPTO_ID, DL_PART_ID, DL_USER_ORDER_QTY, nAmount
GetCustomerTypePriceRs	D_CUSTOMER_TYPE, DL_USER_ORDER_QTY, nAmount
GetCustomerProductPriceRs	D_CUSTOMER_ID, D_SHIPTO_ID, DL_PRODUCT_CODE, DL_USER_ORDER_QTY, nAmount
GetCustomerTypeProductPriceRs	D_CUSTOMER_TYPE, D_PRODUCT_CODE, DL_USER_ORDER_QTY, nAmount
GetMarketPriceRs	D_MARKET_ID, DL_USER_ORDER_QTY, nAmount
GetMarketPartPriceRs	D_MARKET_ID, DL_USER_ORDER_QTY, DL_PART_ID, nAmount
GetPartPriceRs	DL_PART_ID, DL_USER_ORDER_QTY, nAmount
GetPartGroupPriceRs	DL_PART_GROUP_ID, DL_PART_ID, DL_USER_ORDER_QTY, nAmount
GetPriceGroupPrice	DL_PRICE_GROUP_ID, DL_USER_ORDER_QTY, nAmount
GetProductPriceRs	DL_PRODUCT_CODE, DL_USER_ORDER_QTY, nAmount

Using Record Sets for Tips:

The Helper Functions for Price and Discount tips are:

GetTip1("User message", FirstParameter)

GetTip2("User message", FirstParameter, SecondParameter)

GetTip3("User message", FirstParameter, SecondParameter, ThirdParameter)

GetTip4("User message", FirstParameter, SecondParameter, ThirdParameter, FourthParameter)

GetTip5("User message", FirstParameter, SecondParameter, ThirdParameter, FourthParameter, FifthParameter)

In this example, the formula uses a record set for both the unit price and Price Tips:

```
Function OnPrice()
 Dim nAmount
 nAmount=DL_UNIT_PRICE*DL_USER_ORDER_QTY

SET RS = GetPartPriceRs(DL_PART_ID, DL_USER_ORDER_QTY, nAmount)
   DL_UNIT_PRICE = RS("VALUE")
   DL_PRICE_NOTES = "Part Price"
   DL_PRICE_TIP = GetTip2("THE NEXT QUANTITY OF %1, WILL HAVE A PRICE OF
%2.", RS("NEXT_QTY"), RS("NEXT_QTY_VALUE"))
End Function
```

Adding Variable Information

Variables are placeholders within your database, and may change during the time that the Formula is executed. Use variables to set a fixed name to information that changes during the execution of a formula. For example, if you have a counter within your formula, you do not need to know what value the counter is set to, but that the counter is referenced each time Price Book runs the formula.

To add Variable tab information:

1. On the Formulas window, click the **Variables** tab.
2. Click the **Insert Row** toolbar button.
3. Specify an identification for the variable line in the ID column.
4. Click in the Data Type column and click the arrow that is displayed. Select the data type for this variable. You can select:
   - Boolean
   - Date
   - Number
   - String
5. Specify the value for the variable in the appropriate column based on the data type you selected. For example, if you selected Boolean, select or clear the check box in the Boolean Value column.
6. Click the **Save** toolbar button.

Deleting Formulas

When you have no more use for a formula, you can delete it from your Price Book database.

To delete formulas from Price Book:

1. In the Formulas window, click the browse button and select the formula to delete.
2. Click the **Delete** toolbar button to remove the formula from the database.

   You are prompted to confirm the deletion.
3. Click **Yes**.

Making Price Adjustments

> **Caution:** Because making Price Adjustments changes the data in your Price Book database, take care of the changes you make.

To make a global price adjustment—adjust all of your prices by a set amount—you can do so using the Price Adjustment wizard.

The Price Adjustment wizard prompts you to specify information as needed and adjusts all of the appropriate values for the information you selected. This eliminates the need to open all of your Price Book records and change each record individually.

To create a price adjustment:

Note: To go back to a previous screen and change a setting, you can click the **Back** button at any time. To exit the Price Adjustment wizard without making any changes to the prices within Price Book, click the **Cancel** button.

1 With Price Book open, double-click the **Price Adjustments** option in the navigation pane.

2 Select these adjustment settings:

Amount Type – Click the Amount Type arrow and select the type of price adjustment to make. You can select:

- Discount
- Markdown
- Markup
- Unit Cost
- Unit Price
- Commission

Break Type – Click the **Break Type** arrow and select the type of break to apply this adjustment. You can select either **Quantity** or **Amount**.

3 Click **Next**.

The next step in the process is displayed.

4 Click the **Context** arrow and select the context to apply the adjustment. All Price Book contexts in the list. What you select for a context, determines what fields in this window. For more information, refer to “Setting Up Prices” on page 13-6 in this guide.

5 Click **Next**.

6 Click the **Type** arrow and select the type of price adjustment to make. You can select either a fixed **Amount** or a **Percentage**.

7 In the Value field, specify the adjustment to make.

For Amount, specify the price adjustment expressed in the appropriate currency. To decrease price, specify a negative Value (–2.50). For increases, you do not need to put + in the field.

For Percentage, specify the price adjustment expressed as a percentage or the current price.

8 When you are satisfied that the adjustment you have entered is correct, click **Finish**.

Price adjustments do not affect the quantity/amount break, only the price.

The prices for the context you selected are updated, and you are returned to the first window in the Price Adjustment wizard.

Using Price Testing

Because Price Book uses formulas as a basis for calculations, it is important that you thoroughly test and debug your formulas using Price Book's Price Testing window. You can use the Price Testing window to verify the outcomes you expect from your formulas in a "sand box" environment. You should never test formulas in Customer Order Entry, Order Management or Estimating.

Note: Any formula you test on the Price Testing window must have associated tables set up throughout Price Book.

To test formulas:

1. With Price Book open, double-click the **Price Testing** option in the navigation pane.
2. Set up the criteria for the formula to test by entering the information in the window header. These are the settings Price Book will use to gather information from tables and your VISUAL database to test your formula.
3. Click the **Insert Row** toolbar button.
4. Double-click the **Part ID** browse button and select the part to use for testing.
5. Press TAB key.

   If you have associated a Product Code and or Commodity Code with the part you selected, Price Book populates the appropriate columns in the table.
6. Specify the quantity to use to test the formula calculation in the Qty column.
7. Press the TAB key.

   Depending on how you set up your Price Book tables and formula, Price Book populates the appropriate combinations of columns in the table:

   Trade Discount – If you have set up a discount for this context, Price Book accesses the appropriate Discounts table and the percentage discount is displayed in the Trade discount column.

   Part Group ID – If the current part is a component of a Part Group, the ID is in the Part Group ID column.

   Price Group ID – If the current part is assigned to a price group, the ID is in the Price Group ID column.

   Amount – Price Book calculates the total cost for the Quantity and Unit Price based on the appropriate formula. If you have not set up a formula, Price Book uses the values it finds in your VISUAL database.

   Commission – If you have entered commission for this context, Price Book accesses the appropriate Commissions table and the commission is displayed in the Commission column.

   Price Formula – If Price Book finds a price formula, the formula ID is displayed in the Price Formula column.

   Price Notes – If you have included any notes in the formula, those notes in the Price Notes column.

   Discount Formula ID – If appropriate, Price Book inserts the ID for the Discount Formula associated with the current part.

Discount Notes – If you have included any notes in the discount formula, those notes in the Discount Notes column.

Commission Formula ID – If appropriate, Price Book inserts the ID for the Commission Formula associated with the current part.

Commission Notes – If you have included any notes for the formula, those notes in the Commission Notes column.

Part Tip – If you specified any Part tips in the formula, Price Book inserts the Tip in the Part Tip column.

Price Tip – If you specified any Price tips in the formula, Price Book inserts the Tip in the Price Tip column.

Discount Tip – If you specified any Discount tips in the formula, Price Book inserts the Tip in the Discount Tip column.

8 When you have finished testing your formulas, click the **Close** window button.

Often, when debugging formulas, you will have both the Price Testing and Formulas windows open. Additionally, you can make changes to the contexts of the information within Price Book and refresh the information on the table. After you make the changes within the program, you can re-test the changes on the Price Testing window, without having to re-specify the information, by clicking the **Calculate** toolbar button.

Price Book Within Order Management

Price Book works as a stand-alone application—outside of VISUAL—for setting up pricing structures and formulas. Price Book also works seamlessly with the Order Management and Estimating Windows. After setting up and debugging your formulas for Parts and Prices in Price Book, the formulas and pricing tables are then used to determine prices.

The Calculate toolbar buttons in the Order Management and Estimating windows allowing you to calculate the price of the line item based on your Price Book pricing setup.

If you have not set up pricing for a particular part or customer in Price Book, the pricing you set up in Part Maintenance is used instead. If you are licensed to use multiple sites, the site-specific part price is used.

See the “Order Management Window” chapter in this guide.

Chapter 14: Performance Leadtime

This chapter contains this information:

Topic	Page
About Performance Leadtime	14–2
Implementing Leadtime Processes	14–3
Leadtime Process Templates	14–10
Working with the Process Activity Dialog	14–11
Analyzing Leadtime Process Information	14–13

About Performance Leadtime

Use leadtime lifecycle to measure your performance from quote to cash. You can specify the steps in the process and the projected time each step should take. You can associate steps in your process with these document types:

- Quote
- Sales Order
- Work Order
- Shipment
- RMA
- Invoice
- Payment

You do not need to include every document type in your processes. For example, if you created a process for the sale of in-stock items, you could omit work orders from your process. You create leadtime processes at the site level.

After you design a leadtime process, assign the process to a part. When you create a quote or sales order for the part, rows for each step of the process are created in the PROCESS_ACTIVITY table. As you complete the steps, the PROCESS_ACTIVITY table is updated with the start date, end date, and actual duration of each step. You can use built-in functionality, macros, or a combination to update the PROCESS_ACTIVITY table. The actual duration is compared to the standard that you set up for the step.

You can use graphs and metrics that are built based on information in the PROCESS_ACTIVITY table to compare actual performance to the process standards. You can use these graphs and metrics to identify where your processes can be improved.

You can view leadtime information about a particular sale in the Estimating Window, the Customer Order Entry window, and the Order Management window.

You can evaluate the overall performance of leadtime processes in the Dashboard.

Implementing Leadtime Processes

Complete these procedures to implement leadtime processes:

1. Plan how to measure leadtime steps. You can use built-in functionality, SaveProcess macros, or a combination of the two.
2. After you decide how to measure leadtime steps, specify the UpdateProcessActivity preference in Preferences Maintenance.
3. If you are using SaveProcess macros, create the macros.
4. In Part Maintenance, create leadtime processes.
5. In Part Maintenance, assign leadtime processes to parts.

Planning Leadtime Process Steps

You can use built-in functionality, macros, or a combination of the two to create the steps in your leadtime process. This table describes each option:

Option	How it works	Notes	UpdateProcessActivity Preference Setting
Built-in functionality only	Updates the start date, end date, percent complete, and actual days at predefined stages of the sales process, such as releasing a sales order, shipping a sales order, and creating a payment.	Functions out-of-the-box Functionality cannot be customized One process step per document type is allowed	Y

Option	How it works	Notes	UpdateProcessActivity Preference Setting
SaveProcess macro only	Updates the start date, end date, and percent complete at stages that you define in the macro.	Multiple steps per document type are allowed. For example, you can create one step for preparing the quote and a second step for receiving approval from the customer. Multiple stages in a single step is allowed. For example, you can use a macro to update the quote step to 50% complete when the quote has a status of ready and to 100% complete when the quote has a status of Won.	N
Built-in functionality and macros	Updates the start date, end date, and percent complete at predefined stages. Also updates the start date, end date, and percent complete at stages that you define in the macro.	One process step per document type is allowed. Multiple stages in a single step are allowed. For example, you can use a macro to update the quote step 50% complete when the quote has a status of ready. When the quote has a status of Won or Lost, the built-in functionality updates the percent complete to 100%	Y

After you decide which option to use to create leadtime process steps, use Preferences Maintenance to specify your choice.

About Built-in Leadtime Functionality

This table shows how the built-in functionality updates the steps in the leadtime process:

Action	Process step	Result
Change a quote's status to Won, Lost, or Cancel	Quote	Updates the start date of the quote step to equal the quote date. Updates the end date to equal the date that the status was changed. Updates the percent complete for the quote step to 100%. Subtracts the start date of the quote step from the end date of the quote step to calculate the actual days for the step.
Create a sales order	Sales Order	Updates the start date of the sales order step to equal the order date.
	Quote	If the sales order is associated with a quote and the quote step's end date is null, then updates the end date of the quote's step, updates the percent complete of the quote step to 100%, and calculates the number of days to complete the quote step.
Release a sales order	Sales Order	Updates the end date to equal the current date. Updates the percent complete for the Sales Order step to 100%. Subtracts the start date of the sales order step from the end date of the sales order step to calculate the actual days for the step.
	Work Order	If a work order is linked to the sales order and the work order step's start date is null, then the work order step's start date is updated to the current date.

Action	Process step	Result
Fully ship a line or close a line short on a partial shipment	Shipment	If the shipment step does not have a start date, updates the shipment step's start date to the shipment date. Updates the shipment step's end date to the shipment date. If the shipment step does have a start date, updates the shipment step's end date to the last shipped date of the sales order line. Updates the percent complete for the shipment step by dividing the total shipped by the order quantity and multiplying by 100. Subtracts the start date of the shipment step from the end date of the shipment step to calculate the actual days for the step.
	Work Order	Updates the work order step end date to the shipment date. Subtracts the start date of the work order step from the end date of the work order step to calculate the actual days for the step. Updates the percent complete of the work order step to 100%.
	Invoice	If the invoice step does not have a start date, updates the start date of the invoice step to the shipment date.
Partially ship a line and leave the sales order line open.	Shipment	If the shipment step does not have a start date, updates the shipment step's start date to the shipment date.
	Work Order	Updates the percent complete of the work order step by dividing the total shipped by the order quantity and multiplying by 100.
Create an invoice	Invoice	If all lines on a sales order are invoiced and the status of all sales order lines is Closed, then the invoice step end date is set to the date the invoice is created. Subtracts the start date of the invoice step from the end date of the invoice step to calculate the actual days for the step. Updates percent complete to 100%.
	Payment	If the payment step does not have a start date, updates the payment step's start date with the invoice date.

Action	Process step	Result
Create a payment	Payment	If the payment step does not have an end date, the customer order line status is Closed, the sales order line is invoiced, and the payment fully pays the invoice for the sales order line, updates the end date of the payment step to the payment date. Subtracts the start date of the invoice step from the end date of the invoice step to calculate the actual days for the step. Updates percent complete to 100%.

Specifying Leadtime Process Preferences

It is highly recommended that you set up the leadtime process preference at the tenant level. While it is possible to set up the leadtime process preference at the user level, doing so can result in unpredictable leadtime results.

You must have system administrator privileges to perform this procedure.

In Preferences Maintenance, specify whether to use built-in functionality to create leadtime process steps.

1 Select **Admin**, **Preferences Maintenance**.

2 In the User ID field, select ****Tenant****.

3 Specify this information:

Section – Visual Mfg

Entry – UpdateProcessActivity

Value – Specify **Y** to use built-in functionality. If you specify Y, the built-in functionality is always used. You can use macros in addition to the built-in functionality. Specify **N** to use only macros.

4 Click the **Save** button.

Creating SaveProcess Macros

Use these guidelines to create SaveProcess macros:

- You can create one SaveProcess macro for each document type.
- To ensure consistency, all users should use the same SaveProcess macros. If you store macros in the database, then the SYSADM user should create the macros and share them with other users in Security Maintenance. If you store macros locally, then you should provide all users with copies of the SaveProcess macros.

- The SaveProcess macros must update the PROCESS_ACTIVITY table. To produce meaningful leadtime process graphs, your macros should update these columns:
  - ACTUAL_DAYS
  - START_DATE
  - END_DATE
  - PERCENT_COMPLETE

See "Macros" on page 4–26 in the Concepts and Common Features guide.

Creating Leadtime Processes

To create leadtime processes:

1 Select **Inventory**, **Part Maintenance**.

2 Select **Maintain**, **Process Type**.

3 Specify this information:

Process Type – Specify an ID for the process type.

Site ID – Specify the site where the process is used.

Description – Specify a description of the process.

4 Click the **Insert Row** button.

5 Specify this information:

Process – Specify an ID for the process step.

Description – Specify a description for the process step.

Document Type – Click the arrow and select the document where this process step is used.

Sequence No – Specify where in the process this step occurs.

Standard Days – Specify the number of days this step should take.

6 To add another step, repeat steps 4 and 5.

7 Click the **Save** button.

Deleting a Leadtime Process Type

You can delete a leadtime process type under these conditions:

- The process type is not assigned to a part.
- The process type has not been used in a quote or order

1 Select **Inventory**, **Part Maintenance**.

2 Select **Maintain**, **Process Type**.

3 Select the process type to delete.

4 Click the **Delete** button.

5 In the confirmation dialog, click **Yes**.

Editing a Leadtime Process Type

You can edit a leadtime process provided that the process type has not been used in a quote or order.

1 Select **Inventory**, **Part Maintenance**.

2 Select **Maintain**, **Process Type**.

3 Select the process type.

4 Make your edits.

5 Click the **Save** button.

Assign Leadtime Processes to Parts

To assign a leadtime process to a part:

1 Select **Inventory**, **Part Maintenance**.

2 In the Site ID field, select the site where the leadtime process is used.

3 In the Part ID field, specify the part.

4 In the Process Type field, select the leadtime process to use for the part.

5 Click the **Save** button.

Leadtime Process Templates

You can create a template to use as the basis for other leadtime processes. You can create one process template per site. You cannot assign the template process type to parts.

Creating a Leadtime Process Template

To create a template:

1. Select **Inventory**, **Part Maintenance**.
2. Select **Maintain**, **Process Type**.
3. Select **File**, **Create Template**.
4. To customize the template, edit the description and process steps. Do not edit the Process Type field. The Process Type must be TEMPLATE.
5. Click **Save**.

Using the Leadtime Process Template

To build a leadtime process from the template:

1. Select **Inventory**, **Part Maintenance**.
2. Select **Maintain**, **Process Type**.
3. In the Process Type field, select **TEMPLATE**. The template is loaded into the dialog.
4. In the Process Type field, specify a new name for the process.
5. Edit the process as necessary. See "Creating Leadtime Processes" on page 14–8 in this guide.
6. Click **Save**.

Restoring the Template to Original Settings

To restore the template to the original settings:

1. Select **Inventory**, **Part Maintenance**.
2. Select **Maintain**, **Process Type**.
3. Select **File**, **Create Template**.
4. A message is displayed that asks if you want to replace the existing template. Click **Yes**.

Working with the Process Activity Dialog

After you set up process types and assign them to parts, performance leadtime information is automatically recorded. If you use built-in functionality, then information is updated based on events such as releasing a sales order. See "About Built-in Leadtime Functionality" on page 14–5 in this guide. If you use macros, then information is updated based on conditions in the macro.

Use the Process Activity dialog to view the information. You can edit the actual days, % complete, start date, and end date values. You can also export the information to Excel or to an XML file.

Editing Process Leadtime Information

To edit process leadtime information:

1 Perform one of these steps:

- Select **Sales**, **Estimating Window**.
- Select **Sales**, **Customer Order Entry**.
- Select **Sales**, **Order Management Window**.

2 Select the quote or order.

3 Select **Edit**, **Process Activity**.

4 Edit the Actual Days, % Complete, Start Date, and End Date as necessary.

5 Click the **Save** button.

Exporting Process Leadtime Information

1 Perform one of these steps:

- Select **Sales**, **Estimating Window**.
- Select **Sales**, **Customer Order Entry**.
- Select **Sales**, **Order Management Window**.

2 Select the quote or order.

3 Select **Edit**, **Process Activity**.

4 To export to Excel, select **Export**, **Send to Excel**.

5 To export to XML, select **Export**, **Send to XML**.

6 Specify this information:

File Name – Specify the name of the exported file.

XML to Write – Specify the type of XML to export. Click one of these options:

Schema – Click this option to export the XML schema. The schema is a list of elements, attributes, and data types. The document shows the structure of the information, but does not include any of the information in the dialog. A schema has a DTD extension.

Document – Click this option to export the data in the dialog in an XML file.

Both – Click this option to export both the Schema and the Document.

Tags – Specify how to construct the tags for elements. To use the names of the columns as displayed in the Process Activity dialog, click Columns. To use the names of the database columns, click Use Item Name.

7 Click **Export**.

Analyzing Leadtime Process Information

These graphs and metrics are available for you to use to analyze leadtime processes:

- Leadtime Lifecycle
- Leadtime View Panel Graphs
- Process Activity % Over Standard Dashboard Metric
- Process Activity Average Performance Dashboard Metric

Leadtime Lifecycle

Use the Leadtime Lifecycle dialog to view the leadtime performance for a particular sales order or quote. The dialog shows the overall percent complete of each step in your process and the overall percent complete of the entire process.

Viewing the Leadtime Lifecycle

To view the Leadtime Lifecycle:

1 Perform one of these steps:

- Select **Sales**, **Estimating Window**.
- Select **Sales**, **Customer Order Entry**.
- Select **Sales**, **Order Management Window**.

2 Select the quote or order.

3 If the quote or order has multiple lines, select the line.

4 Select **Info**, **Leadtime Lifecycle**.

This information is shown about the entire lifecycle:

% Overall – The percentage complete of the entire lifecycle. You can decide whether to measure this percentage based on the number of steps in the process or the number of days in the process.

Part – The part from the order or quote line.

Overall Leadtime – The total number of days in the standard leadtime process.

Leadtime Due Date – The date that the order would be complete if the leadtime process is completed on time. This date is calculated by adding the overall leadtime to the start date of the quote or the sales order, whichever is earlier. Only work days as defined in your global calendar are included in the calculation.

Quote Date – The date specified in the Quote Date field in the Estimating Window. This information is displayed only when you access the lifecycle from the Estimating Window.

Order Date – The date specified in the Order Date field in the Customer Order Entry window or Order Management Window. This information is displayed only when you access the lifecycle from a sales order.

Line Number – The line number of the quote or order selected in step 3.

Total Projected Days – The total number of days that it is anticipated to take to complete the leadtime process.

Projected Date – The date that the process is anticipated to be complete.

Desired Ship Date – The desired ship date specified on the sales order. If you open the lifecycle from the Estimating Window, this field is blank.

This information is shown about each step in the lifecycle:

Start – The date that the step was started.

End – The date that the step was completed.

Std Days – The days allotted to this step as specified in Process Type dialog in Part Maintenance.

Act Days – The actual number of days spent on the step.

Prj Days – The number of days that it is anticipated to take to complete the step. This calculation is used:

Act Days + ((1 - (% Comp / 100)) * Std Days)

% Comp – The percent of the step that has been completed. The progress bar at the bottom of each step also shows percent complete.

Selecting a Measurement Basis for the Overall Percent Complete Calculation

1. Perform one of these steps:
   - Select **Sales**, **Estimating Window**.
   - Select **Sales**, **Customer Order Entry**.
   - Select **Sales**, **Order Management Window**.
2. Select the quote or order.
3. If the quote or order has multiple lines, select the line.
4. Select **Info**, **Leadtime Lifecycle**.
5. To measure percent complete based on the number of steps in the process, select **View**, **% Overall by Process**. To measure percent complete based on the number of days in the process, select **View**, **% Overall by Days**.

Customizing Leadtime Lifecycle Colors

You can select the colors to use for the lifecycle cards. You can customize colors by transaction document type.

1 Perform one of these steps:

- Select **Sales**, **Estimating Window**.
- Select **Sales**, **Customer Order Entry**.
- Select **Sales**, **Order Management Window**.

2 Select the quote or order.

3 If the quote or order has multiple lines, select the line.

4 Select **Info**, **Leadtime Lifecycle**.

5 Select **Options**, **Color Preference**.

6 For each transaction document type, use the color picker to specify the colors to use.

7 To save these colors as your default colors, select the **Save as Default** check box. To use these colors for the current session only, clear the **Save as Default** check box.

8 Click **Ok**.

Restoring Original Settings

To restore the cards to the original colors used when VISUAL was delivered:

1 Perform one of these steps:

- Select **Sales**, **Estimating Window**.
- Select **Sales**, **Customer Order Entry**.
- Select **Sales**, **Order Management Window**.

2 Select the quote or order.

3 If the quote or order has multiple lines, select the line.

4 Select **Info**, **Leadtime Lifecycle**.

5 Select **Options**, **Color Preference**.

6 Click **Restore Defaults**.

Attaching the Lifecycle Viewer to a Window

You can attach the lifecycle display to the edge of the application window. Drag the lifecycle to within a few pixels of the edge of the window. When you release the mouse button, the lifecycle is attached to the edge. You can attach the lifecycle to any edge of the window. When you move the window, the lifecycle is moved with it.

Leadtime View Panel Charts

Use the Leadtime View Panel to view information about the leadtime performance for a particular sales order or quote. You can view two charts: the Standard vs. Actual (Days) chart and the Percent Complete chart.

The Standard vs. Actual (Days) chart shows a comparison of your actual performance and the standards that you specified in the Process Type dialog.

The Percent Complete chart shows the percentage complete of each step in the process.

Viewing the Leadtime View Panel Charts

1 Perform one of these steps:

- Select **Sales**, **Estimating Window**.
- Select **Sales**, **Customer Order Entry**.
- Select **Sales**, **Order Management Window**.

2 Select the quote or order.

3 If the quote or order has multiple lines, select the line.

4 Select **View**, **Process Activity View Panel**.

5 Click the button for the graph that you would like to view.

Leadtime Dashboard Metrics

You can add the Process Activity % Over Standard and the Process Activity Average Performance metrics to your dashboard.

Viewing the Process Activity % Over Standard Metric

Use this metric to view the percentage of activities that took longer than the standards that you specified. The information is grouped in time buckets. You can view the metric by processes or by particular steps in the process. You can use this metric to identify which processes or which steps in the processes take longer than anticipated. You can also use this metric to identify whether your performance is better during certain times of the year.

To view this metric:

1 Select **File**, **Dashboard**.

2 Click **Add Analytic**.

3 Click **System**.

4 Click **Ok**.

5 From the Chart Type list, select **Process Activity % Over Std**.

6 Specify this information:

Caption – Specify a caption for the metric.

Series Category – Specify how to subdivide each bar on the X-axis. Select Process ID or Process Type.

Series Grouping – Specify the value to use as the bar on the X-axis.

7 Specify the time period for the graph. Perform one of these steps:

- Specify the number of periods to view in the graph. In the Period Type field, specify how to measure a single period. Select Days, Weeks, Months, Quarters, or Years. Use the Periods field to specify the number of current and past periods to include in the graph. For example, to view information for the current period and one previous period, specify 2. Use the Horizon Periods field to specify the number of future periods to include in the graph.
- Specify the date range. In the Period Type field, specify Date Range. Use the Begin Date and End Date fields to specify the range.

8 Specify the filters to apply to the data:

Customer ID – To view process activities for a particular customer, specify the customer ID.

Territory – To view process activities for a particular territory, specify the territory ID.

Product Code – To view process activities for parts with a particular product code, specify the product code ID.

Part ID – To view process activities for a particular part, specify the part ID.

Process ID – To view particular process activities, select the process ID. You can select more than one ID.

Process Type – To view process activities for a particular process type, select the process type. You can select more than one type.

Sites – To view process activities for a particular site, select the site ID. You can select more than one site.

9 Click **Ok**.

Viewing the Process Activity Average Performance Metric

Use this metric to compare the actual performance of process activities with the standards that have been established for them. The metric shows the average percentage over or under the performance standard. The information is grouped in time buckets. You can view the metric by processes or by particular steps in the process. You can use this metric to identify which processes or which steps in the processes take more or less time than anticipated. You can also use this metric to identify whether your performance is better during certain times of year.

To view this metric:

1 Select **File**, **Dashboard**.

2 Click **Add Analytic**.

3 Click **System**.

4 Click **Ok**.

5 From the Chart Type list, select **Process Activity Average Performance**.

6 Specify this information:

Caption – Specify a caption for the metric.

Series Category – Specify how to subdivide each bar on the X-axis. Select Process ID or Process Type.

Series Grouping – Specify the value to use as the bar on the X-axis.

7 Specify the time period for the graph. Perform one of these steps:

- Specify the number of periods to view in the graph. In the Period Type field, specify how to measure a single period. Select Days, Weeks, Months, Quarters, or Years. Use the Periods field to specify the number of current and past periods to include in the graph. For example, to view information for the current period and one previous period, specify 2. Use the Horizon Periods field to specify the number of future periods to include in the graph.
- Specify the date range. In the Period Type field, specify Date Range. Use the Begin Date and End Date fields to specify the range.

8 Specify the filters to apply to the data:

Customer ID – To view process activities for a particular customer, specify the customer ID.

Territory – To view process activities for a particular territory, specify the territory ID.

Product Code – To view process activities for parts with a particular product code, specify the product code ID.

Part ID – To view process activities for a particular part, specify the part ID.

Process ID – To view particular process activities, select the process ID. You can select more than one ID.

Process Type – To view process activities for a particular process type, select the process type. You can select more than one type.

Sites – To view process activities for a particular site, select the site ID. You can select more than one site.

9 Click **Ok**.

Viewing the Process Activity % Over Standard Detail Grid

Use this detail grid to view a list of process activities. Activities that took longer than the standard are identified in the Over column.

In the document ID column, the ID of the customer order is displayed for all steps in the process.

To view this detail grid:

1 Select **File**, **Dashboard**.

2 Click **Add Detail Grid**.

3 Click **System**.

4 Click **Ok**.

5 From the Grid Configuration list, select **Process Activity % Over Std**.

6 In the Caption field, specify the caption to use for the metric.

7 Specify the time period for the graph. Perform one of these steps:

- Specify the number of periods to view in the graph. In the Period Type field, specify how to measure a single period. Select Days, Weeks, Months, Quarters, or Years. Use the Periods field to specify the number of current and past periods to include in the graph. For example, to view information for the current period and one previous period, specify 2. Use the Horizon Periods field to specify the number of future periods to include in the graph.
- Specify the date range. In the Period Type field, specify Date Range. Use the Begin Date and End Date fields to specify the range.

8 Specify the filters to apply to the data:

Customer ID – To view process activities for a particular customer, specify the customer ID.

Territory – To view process activities for a particular territory, specify the territory ID.

Product Code – To view process activities for parts with a particular product code, specify the product code ID.

Part ID – To view process activities for a particular part, specify the part ID.

Process ID – To view particular process activities, select the process ID. You can select more than one ID.

Process Type – To view process activities for a particular process type, select the process type. You can select more than one type.

Sites – To view process activities for a particular site, select the site ID. You can select more than one site.

9 Click **Ok**.

Viewing the Process Activity Average Performance Detail Grid

Use this detail grid to view a list of activities. For each activity, the percentage over or under the expected time to complete the activity is displayed.

In the document ID column, the ID of the customer order is displayed for all steps in the process.

To view this detail grid:

1 Select **File**, **Dashboard**.

2 Click **Add Detail Grid**.

3 Click **System**.

4 Click **Ok**.

5 From the Chart Type list, select **Process Activity Average Performance**.

6 In the Caption field, specify a caption for the metric.

7 Specify the time period for the graph. Perform one of these steps:

- Specify the number of periods to view in the graph. In the Period Type field, specify how to measure a single period. Select Days, Weeks, Months, Quarters, or Years. Use the Periods field to specify the number of current and past periods to include in the graph. For example, to view information for the current period and one previous period, specify 2. Use the Horizon Periods field to specify the number of future periods to include in the graph.
- Specify the date range. In the Period Type field, specify Date Range. Use the Begin Date and End Date fields to specify the range.

8 Specify the filters to apply to the data:

Customer ID – To view process activities for a particular customer, specify the customer ID.

Territory – To view process activities for a particular territory, specify the territory ID.

Product Code – To view process activities for parts with a particular product code, specify the product code ID.

Part ID – To view process activities for a particular part, specify the part ID.

Process ID – To view particular process activities, select the process ID. You can select more than one ID.

Process Type – To view process activities for a particular process type, select the process type. You can select more than one type.

Sites – To view process activities for a particular site, select the site ID. You can select more than one site.

9 Click **Ok**.

Chapter 15: Customer Inquiry

This chapter includes:

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What is Customer Inquiry?

Use the Customer Inquiry window to view information about your customers and their orders. You can view Order IDs, Customer Part IDs, Invoice IDs, Quote IDs, and others.

To make the inquiry easier to use and more specific, several search tools are included. As with other search tools used throughout your database, you can perform searches using a wide variety of options.

Starting Customer Inquiry

Customer Inquiry is available from the Main window or use the personal menu toolbar.

To access the Customer Inquiry window, select **Sales**, **Customer Inquiry**.

The Customer Inquiry window contains these fields:

Order ID – Use the unique order identifier for the desired order as it was entered during Customer Entry (or assigned by the database).

Customer PO Number – Use the customer purchase order number, as entered during Customer Order Entry.

Customer ID – Use the unique identifier for the customer, as it was entered in Customer Maintenance.

Customer Name – Use the full name of the customer, as it was entered in Customer Maintenance.

Part ID – Use the part identifier associated with the customer order as entered in the Customer Order Entry.

Customer Part ID – Use the customer part identifier as entered in the customer order entry.

Work Order Base ID – Use the unique work order identifier associated with the customer order as entered in the Estimating Window.

Quote ID – Use the unique quote identifier associated with the customer order as entered in the Estimating Window.

Packlist ID – Use the unique packlist identifier as it was entered in Customer Shipments.

Invoice ID – Use the customer Invoice ID as entered in the Accounts Receivable module.

Site ID – Use the site ID associated with the customer order.

Group ID – Use the parent group ID of the customer on the customer order. When you specify a Customer Group ID, orders for customers that belong to the customer group are returned by the search.

Using Customer Inquiry

Use this procedure to define an inquiry.

1 Open the Customer Inquiry window and specify information into the fields to use in the search.

You can specify search data in any or all fields. You can also use these search criteria to further enhance the ability to find the information in the databases:

Wildcards – Wildcards can make your searches even more powerful. Use a wild card character in place of a character or group of characters in the search string. The two allowable wild card characters are the percent (%) and the underscore (_)

Percent (%) – Use the percent symbol to replace a group of characters. For example, if the part being searched for begins with “AC”, specify “AC%” to return every part that begins with AC such as ACORN NUT, ACE BANDAGE, etc.

Underscore (_) – Use the underscore to replace a single character. For example, if you are searching for a part beginning with “SCRE,” use the underscore (such as “SCRE_”) to return the part SCREW.

Prefixed Operators – These are symbols that enhance the search capability of a field. You can only use these prefixes in front of the desired search value. When using these prefixes, do not put a space between the prefix and the information. The allowable prefixes are:

> (Greater Than)

< (Less Than)

>= (Greater Than or Equal To)

<= (Less Than or Equal To)

Note: You CANNOT use wildcards and prefixed operators together in one data field, but you CAN use them in the same window in different fields.

2 In the Status section, select the status of orders and order lines to include in the search. An order is included if the status on the order header matches the status you select in the Status section. An order is also included if any of the lines in the order or considered to have the status that you select in the Status section.

Customer order lines are considered released if one of these conditions is met:

- The customer order line has a status of Released
- The customer order header has a status of Released and the customer order line has a status of Inherit.

Customer order lines are considered firmed if one of these conditions is met:

- The customer order line has a status of Firmed
- The customer order header has a status of Firmed and the customer order line has a status of Inherit.

Customer order lines are considered on hold if one of these conditions is met:

- The customer order line has a status of On Hold

- The customer order header has a status of On Hold and the customer order line has a status of Inherit.

Customer order lines are considered closed if one of these conditions is met:

- The customer order line has a status of Closed
- The customer order header has a status of Closed and the customer order line has a status of Inherit.

Customer order lines are considered cancelled if one of these conditions is met:

- The customer order line has a status of Cancelled
- The customer order header has a status of Cancelled and the customer order line has a status of Inherit.

3 To include back ordered items in the search, select the **Include Separate Back Orders in Search** check box.

4 Click the **Search** toolbar button.

5 Select the order in which you are interested and click the **Open** toolbar button.

The selected item information window is displayed with additional options. See the procedures below for more information.

6 When you have finished viewing the information, close the window by clicking the **Close** toolbar button.

Note: To view the next or previous customer order from the search results table, click the **Next** or **Prev** toolbar buttons.

Viewing Customer Shipments

You can view shipments and invoice information for your customers using Customer Inquiry.

To view customer shipments:

1 Open the order for which you want to check shipments in the Customer Inquiry window.

2 Select the **List Shipments** from the Info menu.

The Shipments dialog is displayed, listing all of the shipments for the current order. You can vithe ship date, the quantity shipped, reference information, the Invoice ID, and the invoice date.

You can sort the list by Packlist ID, Shipped Date, Invoice ID, or Invoiced Date. To sort the table by one of these columns, double-click the appropriate column header. The system darkens the triangle next to the column to indicate that it is sorting information by the selected column. Double-click the triangle again to toggle the sort order between ascending and descending. The direction that the triangle points indicates the sort order. If the triangle points up, then the column is sorted in ascending order. If the triangle points down, the column is sorted in descending order.

3 When you have finished viewing the information, click **Close**.

Viewing Back Orders

You can view back order information for your customer orders using Customer Inquiry window.

1. Open up the order for which you want to check back orders into the Customer Inquiry information window.
2. Select the **List Back Orders** option from the Info menu.

   A dialog is displayed, listing all of the back orders for the current order.
3. Select a back order to view and click the **Open** toolbar button.

   A Customer Inquiry Information window is displayed with the information for that order.
4. When you are finished viewing the information for that order, click the **Close** toolbar button.

   You return to the Back orders dialog.
5. Click the **Close** toolbar button to return to the Customer Inquiry window.

Viewing Work Order Status

You can view work order status information for your customer orders using Customer Inquiry.

1. In the Customer Inquiry information window, open the order for which you want to check work order statuses.
2. Select the **Show Work Order Status** option from the Info menu.
3. View the work order status information.
4. Select a work order to view, then click **View Operations**.

   A dialog is displayed, showing all of the operations for the work order.
5. When you have finished viewing the operation information, click **Close**.

   The operation dialog closes.
6. Click **Close**.

   The Work Orders dialog closes.

Viewing Month-to-Date and Year-to-Date Customer Status

You can view month-to-date and year-to-date order information for your customers in Customer Inquiry.

1. In the Customer Inquiry information window, open the order for which you want to check work order statuses.
2. Select the **Show Customer MTD/YTD Status** option from the Info menu.

A dialog is displayed, listing the value ordered each month from the beginning of the year to the present date and the year-to-date value ordered.

3 When you have finished viewing the information, click **Close**.

You return to the Customer Inquiry information window.

4 Click **Close** to return to the Customer Inquiry window.

Viewing Customer Order Delivery Schedule Information

If a customer order contains delivery schedule lines, you can view delivery schedule information for the line as you can normal customer order lines.

1 With the order for which you want to view delivery schedule information highlighted, click the **Delivery Schedule** toolbar button.

The Delivery Schedule option is only available if the selected line is a delivery schedule line.

The line item table contains these columns:

Line Number – The line number of the delivery schedule as it is displayed in the customer order.

Desired Ship Date – The date by which the customer wants shipment of the delivery schedule line.

Order Quantity – The order quantity of the delivery schedule line.

Shipped Quantity – The quantity of the delivery schedule line that you have shipped to the customer.

ShipTo ID – The customer's ShipTo ID.

Allocated Quantity – The quantity of the delivery schedule line that you have allocated to demand.

Fulfilled Quantity – The quantity that has been fulfilled by the supplying source.

2 To view Shipping Information for a specific line, select the line and click **Shipping Info**.

The line item table contains these columns:

Packlist ID – The Packlist ID that was either automatically assigned, or assigned by you to the customer order. If you have not yet shipped the order, nothing is displayed in this column.

Shipped Date – If you have shipped it, the date on which you shipped the order. If you have not yet shipped the order, nothing is displayed in this column.

Invoice ID – The Invoice ID that was either automatically assigned, or assigned by you to the customer order. If you have not yet shipped the order, nothing is displayed in this column.

Invoiced Date – The date on which either you or the database assigned the order an Invoice ID. If you have not yet shipped the order, nothing is displayed in this column.

Shipped Quantity – The quantity of the order line that you have shipped. If you have not yet shipped the order, nothing is displayed in this column.

3 When you have finished viewing delivery schedule information, click **Close**.

The Line Delivery Schedule dialog closes.

4 Click **Close**.

The Delivery Schedule dialog closes.

Viewing Customer Maintenance and Customer Order Information

You can access Customer Maintenance and customer order information directly from Customer Inquiry. You can edit the information in these windows as needed.

To access Customer Maintenance, right-click in the Customer Inquiry header area and select **Customer Maintenance**. Customer Maintenance opens with the information for the customer selected in the inquiry.

To access customer order information, right-click in the Customer Inquiry header area and select **Customer Order Entry**. The system opens either Customer Order Entry or the Order Management Window depending on your settings in Preferences Maintenance. If you specified VMORDENT for the OrderEntryProgram entry in the Visual Mfg section, then the system opens Customer Order Entry. If you specified VMORDWIN for the OrderEntryProgram entry in the Visual Mfg section, then the system opens the Order Management Window. See the “Customizing VISUAL” chapter in the Concepts and Common Features guide.

Viewing Customer Order documents

You can view documents linked to either a customer order or a line item within the customer order.

To access documents linked to a customer order, open the Customer Inquiry Window and select **Info, Document Reference,** or click the **Documents** toolbar button. The Document Reference window displays a list of referenced documents. Documents are linked with the customer order when no diagonal line appears across the toolbar button.

To access documents linked to a customer order line item, open the Customer Inquiry Window, select a line item and then select **Info**, **Line Document Reference,** or click the **Documents Line Reference** toolbar button. The Document Reference window displays a list of referenced documents. Documents are linked with that customer order line item when no diagonal line appears across the toolbar button.

Chapter 16: Sales Reports

This chapter includes:

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What are Sales Reports?

Use sales reports to keep track of the sales activity of your enterprise.

Sales reports consist of:

- Customer Backlog Report
- Customer Bookings Report
- Customer Sales Journal
- Revenue Report
- Sales Commission Report
- Shipping/Delivery Report

If you use sales reports regularly, they can be an important tool in helping you analyze trends and comparisons in your business and help you better handle your companies performance in key financial areas.

If you are licensed to use multiple sites, you can include information from more than one site in all reports except for the Revenue Report.

Printing Customer Backlog Reports

The Customer Backlog report contains information on all partially or totally unshipped order lines, including those with status of Firm, Released, or On Hold.

Customer order lines are considered released if one of these conditions is met:

- The customer order line has a status of Released
- The customer order header has a status of Released and the customer order line has a status of Inherit.

Customer order lines are considered firmed if one of these conditions is met:

- The customer order line has a status of Firmed
- The customer order header has a status of Firmed and the customer order line has a status of Inherit.

Customer order lines are considered on hold if one of these conditions is met:

- The customer order line has a status of On Hold
- The customer order header has a status of On Hold and the customer order line has a status of Inherit.

The total revenue value of the unshipped portion of each order is displayed, along with totals for each sequence group.

To print Customer Backlog reports:

1 Select **Sales**, **Customer Backlog Report**.

2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

3 In the Starting Due Date and Ending Due Date fields, specify the date range to use for the report. Dates are based on the Desired Ship Date that is specified on the customer order.

4 In the Sequence section, select how to sort the information in the report. You can select:

- Order ID
- Customer ID
- Customer Name
- Part ID
- Product Code
- Commodity Code
- Sales Rep
- Territory
- Due Date

Note: As you select a sort sequence, the label for the Starting and Ending ID/Code fields change to match the sort sequence you select.

5 In the Starting and Ending ID fields, specify the range of IDs to include in the report. The label for these fields changes based on the sequence option that you select. For example, if you select Customer ID in the Sequence section, the field labels are Starting Customer ID and Ending

Customer ID. Use these fields to print the report for a range of IDs or records. To include all IDs in the report, leave the fields blank. To print the report for one ID, specify the same ID in the Starting ID and Ending ID fields.

If you click Due date in the Sequence section, these fields are not displayed.

6 To exclude order amounts and totals from the report, select the **Suppress Amount** check box.

The Suppress Amount feature is useful if the report is used by personnel who should not have access to revenue information.

7 If you clear the **Suppress amount** check box and also click Order ID, Customer ID, or Customer Name in the Sequence section, specify how to value orders:

Qty to be shipped – Click this option to value orders based on the quantity of parts remaining on the order.

Value uninvoiced – Click this option to value orders based on the amount remaining to be invoiced.

8 Click the output arrow and select the output method for the report:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click the **Send** button when you are ready to send the message.

To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section.

9 Click the **Print** toolbar button.

If you selected the Print output, a standard print dialog is displayed allowing you to select the print quantity and range.

Printing Customer Bookings Reports

The Customer Bookings report prints information for all Firm, Released, and Closed customer orders in a date range. Order amounts for each group are totaled in the sorting sequence. For example, if sequencing by Customer ID, the total order amounts for each customer.

Note: Back orders are not included in this report; use the Customer Backorder Report.

To print Customer Bookings report:

1 Select **Sales**, **Customer Bookings Report**.

2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

3 To generate a detail report, clear the **Print Month to date/Year to date summary** and **Print Month to date summary** check boxes. In a detail report, individual orders are listed based on the sequence that you select.

   To generate a summary report, select one of these check boxes:

   Print Month to date/Year to date summary – Select this check box to print month to date and year to date totals. If you select this option, then you can sequence the report by customer ID, customer name, or none. If you click None, then the report shows summary totals that are not broken down by customer.

   If you select this check box, January 1 of the current year is inserted in the Starting Date field, and the current date is inserted in the Ending Date field.

   Print Month to date summary – Select this check box to print month to date totals. If you select this option, then you can sequence the report by customer ID, customer name, or none. If you click None, then the report shows summary totals that are not broken down by customer.

4 In the Sequence section, specify how to sort the report. For example, if you click **Part ID**, the report shows customer orders for each part ID. If you selected the **Print Month to date/Year to date summary** or **Print Month to date summary** check boxes, you can sort the report by Customer ID, Customer Name, or None.

5 If you are generating a detail report or a month to date summary report, specify the date range for the report in the Starting Date and Ending Date fields.

6 In the Starting ID and Ending ID fields, specify the range of IDs or records to include in the report. To include all IDs in the report, leave the fields blank. To print the report for one ID, specify the same ID in the Starting ID and Ending ID fields.

   The label for these fields changes based on the sequence option that you select.

7 In the Report Currency field, specify the currency for the report. Select **** Native **** to view amounts in each order's currency. If you select **** Native ****, grand totals are not provided. If you select sites in more than one accounting entity, then the currency list is filtered to show the currencies that the entities share.

8 Click the output arrow and select the output method:

   Print – To send the report to your printer, select the **Print** option.

   View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To prepare the report and attach it to an email, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click **Send** when you are ready to send the message.

To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section.

9 Click the **Print/View** toolbar button.

Printing Customer Order Sales Journals

The Customer Order Sales Journal report is only useful to you if you are using Financials A/R Invoicing.

This report is two reports that you can print together:

- The detailed report is similar to the Customer Bookings Report but includes invoiced amounts instead of order amounts. The report only shows shipped orders—currently uninvoiced orders with an amount of zero.
- The summary report summarizes invoiced amount totals for each separate Tax Group ID and each G/L Revenue Account ID.

To print the Customer Order Sales Journals:

1 Select the **Customer Sales Journal** option from the Sales menu.

2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

3 To change the date range, use the calendar buttons and select the Starting and Ending Invoice Dates for this report. You can use the Previous and Next buttons to change dates.

4 In the Sequence section, select how to sort the information in the report. You can select:

- Order ID
- Customer ID
- Customer Name
- Part ID
- Product Code
- Commodity Code
- Sales Rep
- Territory
- Invoice ID
- G/L Account ID
- Tax ID
- Tax Authority ID

Note: As you select a sort sequence, the label for the Starting and Ending ID/Code fields change to match the sort sequence you select.

5 To restrict the information displayed in the report, specify codes or IDs in the Starting and Ending IDs/Codes fields. The report includes the codes or IDs you specify and any code or ID that alphabetically or numerically between the two fields.

6 Click the Report Currency arrow to select a currency from the list. If you are printing a report for a single site, the entity currency associated with the site is inserted. If you are printing a report for multiple sites, the drop-down list shows the tracking currencies shared by the selected sites.

If you are printing a summary report, the sites you select must share at lease one tracking currency. If no shared tracking currencies are found, “Not Available” is inserted. You cannot run a summary report if a shared tracking currency is not found. Clear site selections until a shared tracking currency ID is displayed in the drop-down list.

If you are printing a detail report, you can print the report in native currency if a shared tracking currency is not found.

7 To include uninvoiced amounts in this report, select the **Print Uninvoiced** check box.

8 Click the output arrow and select the output method for the report:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click the **Send** button when you are ready to send the message.

To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section.

9 Select the type of report to print. You can select **Summary** or **Detail**.

10 Click the **Print** toolbar button.

If you selected the Print output, a standard print dialog is displayed allowing you to select the print quantity and range.

Printing Revenue Reports

The Revenue Report shows future anticipated revenue.

You can generate a Revenue Report that displays the monetary value of customer orders and scheduled work orders. If you choose to report on work orders, the calculated revenue includes the work order co-products. Additionally, work orders do not have to be allocated to customer orders to be included in the report.

To generate the Revenue Report it is important to understand how revenue amount and revenue date are used.

The calculation used to determine the revenue amount depends upon the type of transaction.

- **Customer orders** - The quantity is multiplied by the unit price specified on the order. Customer discounts are subtracted.
- **Work orders** - The work order quantity is multiplied by the unit price specified for the part in Part Maintenance. For co-products, the quantity of the co-product produced is multiplied by the unit price for the part in Part Maintenance. Projected costs are used if a unit price is unavailable.

The revenue date is determined based on these conditions:

- When a customer order line is not linked with a work order and has a delivery schedule, then the desired ship date in the delivery schedule is used as the revenue date.
- When a customer order line is not linked with a work order and does not have a delivery schedule, then the desired ship date specified for the line is used as the revenue date. If no desired ship date is specified for the line, then the desired ship date specified on the customer order header is used.
- When customer order lines and delivery schedules are linked to work orders, then the finish date of the linked work order is taken into consideration. If the work order finish date is later than the desired ship date, then the finish date is used as the revenue date instead of the desired delivery date specified on the delivery schedule, line, or customer order header. If a line or delivery schedule is only partially allocated to a work order, then the later of the desired ship date or finish date is used for the allocated portion. For the unallocated portion, the desired ship date is used.
- When work orders are not linked to customer orders, then the work order’s finish date is used as the revenue date.

Note: Because multiple revenue dates can be assigned to a single customer order, a customer order may be displayed more than once in the report.

You can view revenue information as a graph or in a report. As you make selections in the Revenue Report window, the graph in the window is updated. You can click the bars in an X-axis month to view the transactions that contribute to the month's revenue.

To view anticipated revenue:

1 Select **Sales**, **Revenue Report**.

2 Click the Starting Date calendar button and select the starting date for the report. You can run the report for any date from the current day forward.

The 12 monthly columns are based on this date. If you specify a date in the middle of the month, the first column in the report contains a partial month.If you are licensed to use multiple sites, click the **Site ID** arrow and select the site to include in the report. If you are licensed to use a single site, this field is unavailable.

3 Click the **Graph Type** drop-down list and select your preferred graph display option.

See "Graphs" on page 2–25 in the Concepts and Common Features guide.

4 Click the **Currency** drop-down list and select the reporting currency.

The drop-down list shows the currencies assigned to the site's parent entity. All reported currency values are calculated using the effective exchange rate for the selected reporting currency.

5 Click the **Schedule** drop-down list and select the schedule to display in the report.

When you include both customer orders and work orders in the revenue report, you can view the report only for a single schedule. Whereas if you select customer orders or work orders, you can view the report for all schedules in the site, by selecting the **All** option.

6 In the Order Configuration section, select the transactions to include in the report:

Customer Orders – To include revenue from customer orders and work orders linked to customer order lines in the report, select the **Customer Orders** check box. Customer order lines with a status of Firmed or Released are evaluated for the report. Customer order lines with a status of Inherit are also evaluated if the header status on the order is Firmed or Released.

Work Orders – To display work orders in the report, select the **Work Orders** check box. Work orders with a status of unreleased, firmed, and released are evaluated for the report.

Note: You can select Customer Orders or Work Orders or both.

Include Early Under – To display early orders in the report, select the check box and specify the number of days early in the Days Early field.

Include Late Over – To display late orders in the report, select the check box and specify the number of days late in the Days Late field.

Note: You can select Early Orders or Late Orders or both.

7 The graph shows the transactions you selected. To print a report, specify the type of report to print. You can select **Summary** or **Detail**.

8 Select the output method for the report from the Print Options drop-down list:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click **Send** when you are ready to send the message.

To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box.

9 Click the **Print** toolbar button.

If you selected the Print output, a standard print dialog displays allowing you to select the print quantity and range.

When you print the summary report, 12 monthly columns are displayed with the orders in the appropriate column based on their ship date. If you use multiple shop schedules, each schedule is displayed on a separate line.

Examples of Printed Revenue Reports

Example 1: A Revenue Report for a work order that is not linked with a customer order.

Scenario: Your work order for 100 12” Galvanized Hinges is finished on 10/12/2015. Their unit price is $20.00 each.

Result: The Revenue Report lists the transaction for October 2015 with a revenue of $2,000.

Example 2: A Revenue Report for a customer order line that is not linked with a work order and does not has a delivery schedule.

Scenario: Your customer order has a line item for 10,000 3/4” stainless steel bolts with a unit price of $1.00. The bolts are discounted at 10%, or 0.10 cents per bolt. The customer order line lists a desired ship date of 06/01/2016. The desired ship date listed on the customer order line item, or if unavailable the customer order header, is used as the revenue date.

Result: The Revenue Report lists the transaction for June 2016 with a revenue of $9,000.

Example 3: A Revenue Report for a customer order line that is not linked with a work order but has a delivery schedule.

Scenario: Your customer order has a line item for 10,000 3/4” stainless steel bolts with a unit price of $1.00. The bolts are discounted at 10%, or 0.10 cents per bolt. Five thousand bolts are scheduled to be delivered on 05/01/2016. The other 5,000 are scheduled for delivery on 07/01/2016. The Delivery Schedule’s desired ship date is used as the revenue date.

Result: The Revenue Report lists the transaction for the initial 5,000 bolts May 2016 with a revenue of $4,500 and the transaction for the second 5,000 July 2016 with a revenue of $4,500.

Example 4: A Revenue Report for a customer order line with a delivery schedule and a link with a work order.

Scenario: Your customer order has a line item for 50 seat cushions at $50 each with a desired ship date of 03/01/2017. Forty seat cushions are scheduled to be delivered on 01/01/2017. The other 10 are scheduled for delivery on 03/01/2017. The work order is finished on 04/01/2017. The revenue date is the later of the work order’s finish date or the desired delivery date designated in the delivery schedule, customer order line item, or header.

Result: The Revenue Report lists the transaction for April 2017 with a revenue of $2,500.

Example 5: A Revenue Report for a customer order line of which half is allocated to a linked work order.

Scenario: Your customer order has a line item for 50 seat cushions at $50 each with a desired ship date of 09/01/2017. The 25 allocated to the work order is finished on 11/01/2017. The revenue date for the allocated portion is the later of the work order's finish date or the customer order's desired ship date. The revenue date for the unallocated 25 is the desired ship date designated for the delivery schedule, customer order line item, or header.

Result: The Revenue Report lists the allocated transaction for November 2017 with a revenue of $1,250 and the unallocated transaction is listed in September 2017 with a revenue of $1,250.

This table shows a synopsis of how the revenue date is determined for customer orders:

Order Linked to WO?	Delivery Scheduled	Partially Allocated	Revenue Date is based on ...
No	Yes		The delivery schedule's Desired Ship Date. Revenue is shown for each delivery schedule line.
No	No		The customer order Line's Desired Ship Date, or if none exists the Customer Order Header Desired Ship Date. Revenue is shown for each customer order line.
Yes	Yes		The later of either the work order's Finish Date or the Desired Ship Date of the delivery schedule, customer order line item, or header. Revenue is shown for each delivery schedule line.
Yes	Yes	Yes	*The allocated* items use the later of either the work order's Finish Date or the Desired Ship Date of the delivery schedule, customer order line item or header. The *unallocated* items use the Desired Ship Date. Revenue is shown for each delivery schedule line. The delivery schedule line is shown twice: once for the allocated quantity and once for the unallocated quantity.
Yes	No	Yes	*The allocated* items use the later of either the work order's Finish Date or the Desired Ship Date of the customer order line item or customer order header. The *unallocated* items use the Desired Ship Date. Revenue is shown for each allocated quantity and unallocated quantity.

For work orders, the revenue date is based on The work order's Finish Date. Work orders with co-products are shown multiple times, once for each product produced in the work order.

Printing Sales Commission Reports

There are three Sales Commission Reports available from the Sales Commissions Report window:

- Commissions Report
- Commissions Distribution
- Commissions Actuals Report

To access the Sales Commission reports, select the **Sales Commission Report** option from the Sales menu.

Printing Commissions Reports

The Commissions report prints commissions information for all Firm, Released, and Closed customer orders in a specified date range.

To print the Commissions reports:

1 From the Sales Commission Report window, click **Print Commissions Report**.

The current month to date dates are populated.

2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

3 Specify the date range for the report. To change the date range for the report, use the Starting and Ending calendar buttons to select the date. You can use the Previous and Next buttons to change dates.

4 Click the Report Currency arrow to select a currency from the list. If you are printing a report for a single site, the entity currency associated with the site is inserted. If you are printing a report for multiple sites, the drop-down list shows the tracking currencies shared by the selected sites. If you are printing the report for multiple sites, the sites you select must share at lease one tracking currency. If no shared tracking currencies are found, “Not Available” is inserted. You cannot run a the report if a shared tracking currency is not found. Clear site selections until a shared tracking currency ID is displayed in the drop-down list.

5 In the Sequence section, select one of these sort options:

- Order ID
- Customer ID
- Customer Name
- Part ID
- Product Code
- Commodity Code
- Sales Rep
- Territory

Note: As you select a sort sequence, the label for the Starting and Ending ID/Code fields change to match the sort sequence you select.

6 To restrict the information displayed in the report, specify codes or IDs in the Starting and Ending IDs/Codes fields. The report includes the codes or IDs you specify and any code or ID that alphabetically between the two fields.

7 To print month to date and year to date totals on the report, select the **Print Month to date/Year to date summary** check box.

8 Click the output arrow and select the output method for the report:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click **Send** when you are ready to send the message.

To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section.

9 Click **Ok**.

Printing Commissions Distribution Reports

The Commissions Distribution report details the breakdown of projected commissions for each Sales Representative or order. For Order ID sequencing, each booked order is displayed, along with the order amount and commission amount for each Sales Rep. For Sales Rep sequencing, each Sales Rep is displayed, with the order amount and commission amount for each order. Amounts for each order or each Sales Rep are totaled.

The commissions ing are based strictly on customer order line item amounts and commissions, and the standard or override commission sharing currently defined for the sales rep; no invoices or payment vouchers . To view actual commissions paid, use the Commissions Actuals report.

To print the Commission Distribution report:

1 From the Sales Commission Report window, click **Print Commission Distribution**.

The current month to date dates are populated.

2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

3 To change the date range for the report, use the Starting and Ending calendar buttons to select the date. You can use the Previous and Next buttons to change dates.

4 In the Sequence section, select how to sort the information in the report. You can select:

- Order ID
- Sales Rep

Note: As you select a sort sequence, the label for the Starting and Ending ID/Code fields change

to match the sort sequence you select.

5 To restrict the information displayed in the report, specify codes or IDs in the Starting and Ending IDs/Codes fields. The report includes the codes or IDs you specify and any code or ID that alphabetically between the two fields.

6 Click the output arrow and select the output method for the report:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click **Send** when you are ready to send the message.

To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section.

7 Click **Ok**.

Printing Commissions Actuals Reports

The Commissions Actuals report shows actual commissions for each sales rep based on shipped orders. Individual orders are grouped by Product Code and then by Customer below each sales rep. Amounts are totaled for Customer, Product Code, and Sales Rep. If the order has an invoice, the commission and sales amount are referenced from the invoice. Otherwise, the amounts are taken from the shipped order.

To print the Commissions Actuals report:

1 From the Sales Commission Report window, click **Print Commissions Actuals**.

The current month to date dates are populated.

2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

3 To change the date range for the report, use the Starting and Ending calendar buttons to select the date. You can use the Previous and Next buttons to change dates.

4 Click the output arrow and select the output method for the report:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click **Send** when you are ready to send the message.

To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section.

5 Click **Ok**.

Printing Shipping/Delivery Reports

The Shipping/Delivery report provides information on all firmed and released customer order lines.

A line is Released if one of these conditions is met:

- The customer order line has a status of Released
- The customer order header has a status of Released and the customer order line has a status of Inherit.

A line is Firmed if one of these conditions is met:

- The customer order line has a status of Firmed
- The customer order header has a status of Firmed and the customer order line has a status of Inherit.

To print the Shipping/Delivery report:

1 Select the **Shipping/Delivery Report** option from the Sales menu.

2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

3 Click the **Starting Due Date** calendar button and select the starting date for the report.

4 To select a different ending date for this report, click the **Ending Due Date** calendar button and select the date to use.

5 In the Sequence section, select how to sort the information in the report. You can select:

- Due Date
- Order ID
- Customer ID
- Customer Name
- Part ID
- Supply ID

6 In the Subsequence section, select the secondary sort order for the report. You can select:

- Order ID
- Customer ID
- Customer Name
- Part ID
- Supply ID

7 Click the output arrow and select the output method for the report:

Print – To send the report to your printer, select the **Print** option.

View – To view the report using the report viewer, select the **View** option.

File – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog is displayed prompting you to specify the location and file name for the file to be saved.

E-mail – To have the report prepared and attached to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation. Click **Send** when you are ready to send the message.

To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section.

8 Click the **Print** toolbar button.

If you selected the Print output, a standard print dialog is displayed allowing you to select the print quantity and range.

Note: If you print a Shipping/Delivery report and select Due Date for the sequence or sub-sequence, the supply level in the report may not agree with the supply level in Customer Order Entry or the Order Management Window. Delivery schedule lines are taken into consideration in this report. Delivery schedule lines are not taken into consideration when evaluating supply in the Customer Order Entry and Order Management window.

Chapter 17: Product Configurator Interface Maintenance

This chapter includes:

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What is Product Configurator Interface Maintenance?

The Product Configurator system is for manufacturers of complex, highly configurable products with numerous standard and available options. The Product Configurator is a tool that enables the sales force to correctly customize and configure the product for quotation and order purposes.

Different types of relationships may exist between the standard and the optional component parts. This is a sophisticated product configurator and compatibility engine that handles all requests for changes to the base specification through an intuitive Windows interface. The end result is a product specification, fully checked for component compatibility and completeness and ready for post-processing by a quotation, estimating or ordering module.

If you are licensed to use multiple sites, set up the Product Configurator on a site-by-site basis.

Experlogix MPC and Double-byte

If you use Experlogix Master Product Configurator (MPC), note that the MPC database is single-byte. As a result, double-byte characters used in VISUAL may not be displayed or stored properly in the MPC database. For best results, use single-byte characters for configured parts.

Starting Product Configurator Interface Maintenance

To access Product Configurator Interface Maintenance, select **Sales**, **Product Configurator** or **Eng/Mfg**, **Product Configurator**.

Note: If Product Configurator does not as a menu option, navigate to the directory where your executables are installed, and double-click **Vppcimnt.exe**.

The Product Configurator Interface Maintenance window contains these fields.

Site ID – If you are licensed to use multiple sites, the Site ID associated with the product configuration. If you are licensed to use a single site, this field is unavailable.

Series ID – A Series ID for each configuration. An entry is required.

Model ID – A Model ID for each configuration. An entry is required.

Part ID – The Part ID for the fabricated part, which corresponds to the series/model combination to be configured. An entry is required.

Eng ID – Eng ID for the part entered. An entry is required.

Creating New Configurator Interface Tables

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site to set up. If you are licensed to use a single site, this field is unavailable.

2 From the Product Configurator Interface Maintenance window, click the **Insert Row** button on the table toolbar.

A new line is in the table.

3 In the Series ID and Model ID columns, specify a Series ID and a Model ID for the part to configure.

If the same combination of Series ID and Model ID already exists, you are not allowed to go to the next column.

4 In the Part ID column, specify or select the appropriate Part ID.

You can double click the Part ID column to select the Part ID from the Parts browse window.

5 In the Eng Mstr column, specify the Eng Master Engineering ID for the part.

You can double click the Eng Master column to select the engineering master from the Engineering Masters browse window.

6 Click **Save** on the main toolbar to save the new values.

Deleting Rows

To delete a row or rows:

1 Select the row or rows to delete then click the **Delete Row** button on the main toolbar.

The deleted rows are marked with an X.

2 Click **Save** on the main toolbar to complete the deletion.

Specifying Sales Code Information

To specify the Sales Code Information:

1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site to set up. If you are licensed to use a single site, this field is unavailable.

2 Highlight the row containing the appropriate series/model and select **Sales Codes** from the Edit menu.

3 Click the **Insert Line** button.

A new line is displayed in the table.

4 Specify the Sales code and corresponding Part ID in the Sales Code and Part ID fields.

The part you select must have an Engineering Master. You can select the Engineering Master Engineering ID from the Engineering Master browse window.

5 If necessary, edit the copy sequence in the Copy Sequence field.

By default, copy sequence is 0.

6 Click **Save** to save the new information.

Printing

You have options for outputting information from Product Configurator Interface Maintenance. These include printing the Configuration Report and the Print Sales Code Report.

Printing Configuration Reports

Before you begin, verify that a printer is properly installed for use in Windows.

1 Select **File**, **Print Series/ModelReport**.

If necessary, you can alter the printer setup from the print dialog by selecting the **Print Setup** button.

2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to view in the report. You can select more than one site. If you are licensed to use a single site, this field is unavailable.

3 Specify the Starting Series ID and the Ending Series ID.

Leave both of these fields blank to print a report of all series.

4 Select one of the three print options from the drop down box.

You can select **File**, **View**, **Print**, or **E-mail**.

5 Click **Ok**.

If you selected **File**, a dialog is displayed, prompting you for the destination file name. Specify the destination file name and click **Ok** to write the report to the other file.

If you select View, the report is displayed on your screen.

If you select Print, the Printer Setup dialog is displayed.

If you select E-mail, the system attaches the file to a Microsoft Outlook e-mail. For more information on addressing and sending the e-mail, refer to your Microsoft Outlook user documentation.

6 Select the print range.

You can select all pages or specify individual pages.

7 Click **Ok** to print the report.

Printing Sales Code Reports

Before you begin, verify that a printer is properly installed for use in Windows.

1 Select **Print Sales Code Report** from the File menu or click the button on the main toolbar.

If necessary, you can alter the printer setup from the print dialog by selecting **Print Setup**.

2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to view in the report. You can select more than one site. If you are licensed to use a single site, this field is unavailable.

3 Specify the Starting Series ID and the Ending Series ID.

Leave both of these fields blank to print a report of all series.

4 Select one of the three print options from the drop down box.

You can select **File**, **View**, **Print**, or **E-mail**. To print the Report, choose **Print**.

5 Click **Ok**.

If you selected File, a dialog is displayed, prompting you for the destination file name. Specify the destination file name and click **Ok** to write the report to the other file.

If you select View, the report is displayed on your screen.

If you select Print, the Printer Setup dialog is displayed.

If you select E-mail, the system attaches the file to a Microsoft Outlook e-mail. For more information on addressing and sending the e-mail, refer to your Microsoft Outlook user documentation.

6 Select the print range.

You can select all pages or specify individual pages.

7 Click **Ok** to print the report.

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