



Infor XA – Customer Service Management Concepts Guide

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To the reader

This book contains the information you need to understand and run this application. The information in this book applies only to XA.

For a complete list of the books in the XA library, see the bibliography included on the documentation CD.

Before you begin

Complete the following training if you do not have equivalent knowledge:

- System i education for the basic operation concepts of the System i.
- Education on how to use a Windows application.

What this book contains

This book contains information about the design of Customer Service Management.

- Chapter 1 “Customer Service Management” introduces CSM and explains the capabilities CSM offers.
- Chapter 2 “Customer Service Code Files” introduces the code files you can maintain within CSM.
- Chapter 3 “Customers” introduces the Customers object and explains how to use this object to create and maintain customer records.
- Chapter 4 “Price Books” introduces the Price Books object and the price book versions and pricing factors that comprise a price book.
- Chapter 5 “Customer Orders and Quotes” introduces the Customer Orders and Quotes object and explains how to use this object to create customer orders, quotes, and credit memos.
- Chapter 6 “Daily Recap Transactions” describes how to view a snapshot of your company’s performance.

For information on standard and customizable features of XA client/server applications, see the *XA Browser Concepts Guide*.

Summary of changes

The following changes have been made to this application:

- **Integration with EPDM:** If EPDM is installed, the Customer Service Management application is now fully integrated with the EPDM functions and Item Revisions replaces Item Master. While this guide might contain references to Item Master files, the functions in this application now use Item Revisions for item information. For more information, see the *Enterprise Product Data Management Concepts Guide*.

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Chapter 1. Customer Service Management

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Customer Service Management (CSM) allows you to create and maintain customers, quotes, customer orders, and credit memos, and to view daily recap information for your company.

To use CSM, the XA Customer Order Management (COM) application must be installed. Data is shared between CSM and COM. International Financial Management (IFM) and Accounts Receivable (AR) are optional applications that may be installed. IFM lets you select tax transaction types, personal ledger, and tax county information. AR lets you set up headquarter and branch customers.

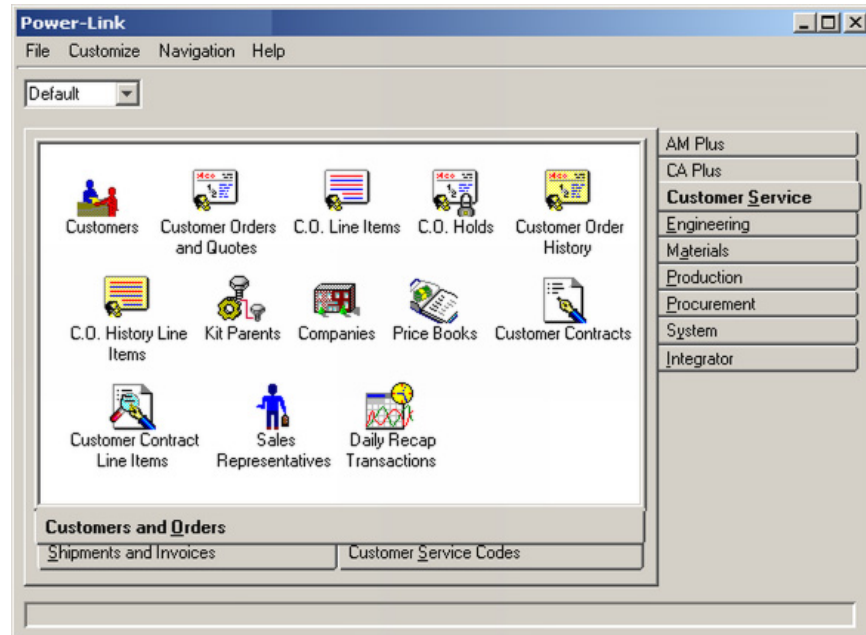
Multi-Currency Support (MCS) is an option that is activated in Cross Application Support (CAS). MCS lets you set up alternate currency information.

CSM lets you:

- Use views of information not readily accessible before. You can customize the information to see only the details you want to see.
- Use streamlined navigation. The menu and toolbar options let you see and retrieve all related information with a few mouse clicks.
- Improve your productivity. Customer service representatives can use CSM to easily enter and access information in customer orders, quotes, and credit memos.

CSM objects

Customer Service Management contains the following primary application objects. Each object represents a different type of information related to customer service.

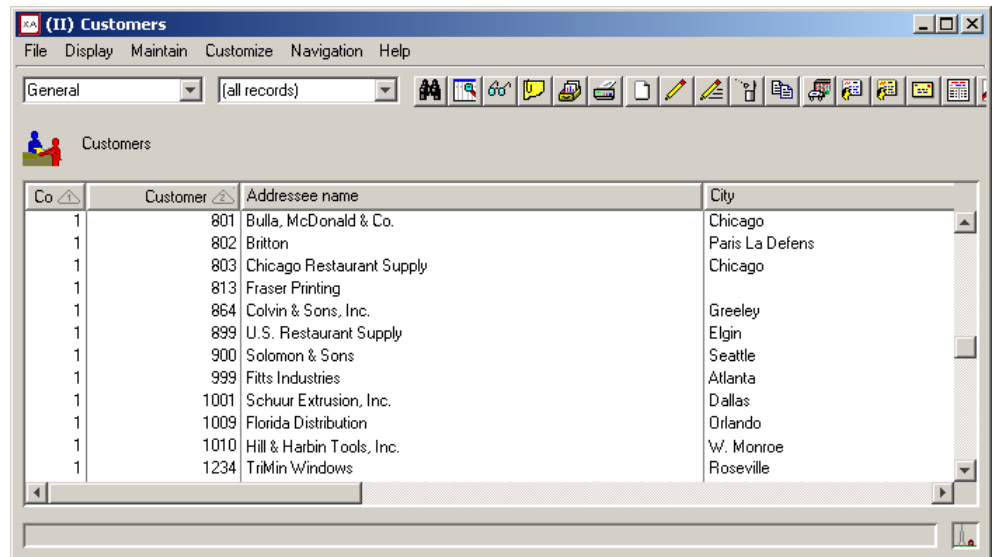


Customers

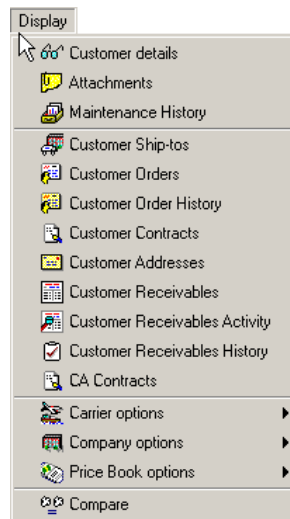
The Customers object contains information about your company's customers, including customer name and address, billing and pricing information, and credit and payment information. Use this object to view, create, and maintain customers.

You can access and maintain the All Addresses, Ship-tos, and Document/Media objects using the respective cards in the Customer object.

The **Customers** list window shows a list of your customers.

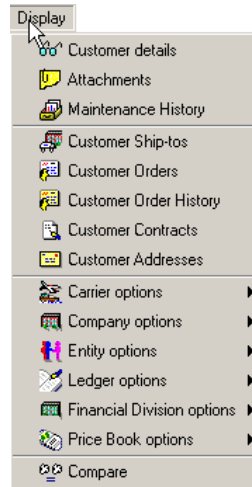


Select a customer from the list and use the options on the **Display** menu to view more information.

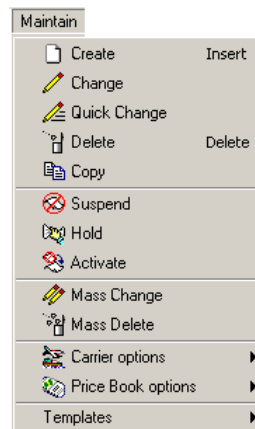


For example, if you select a customer and choose **Customer Orders**, you can see all of the orders associated with that customer in the **Customer Orders** list window.

If IFM is installed, the Customers **Display** menu has different options.



Use the options on the **Maintain** menu to maintain a customer. For more information on basic maintenance tasks such as create, change, delete, and copy, see the *XA Browser Concepts Guide*. For step-by-step instructions for these tasks, see the online Help associated with this object.



Note: If IFM is installed, you cannot create or copy customers using CSM. Please see the *IFM User's Guide* for more information.

Customer Orders and Quotes

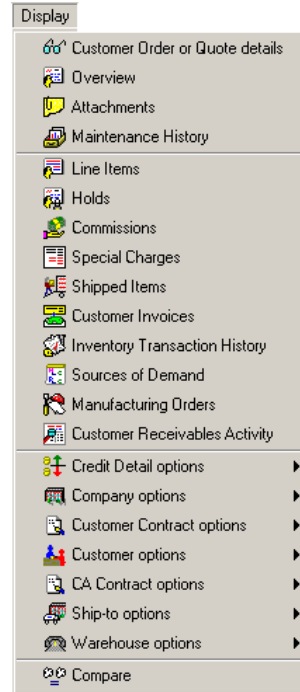
The Customer Orders and Quotes object contains information about the goods and services being requested by your customers, including prices, shipping terms, and special charges. Use this object to view, create, and maintain quotes, customer orders, and credit memos.

The **Customer Orders and Quotes** list window shows a list of all open quotes, customer orders, standing orders, and credit memos.

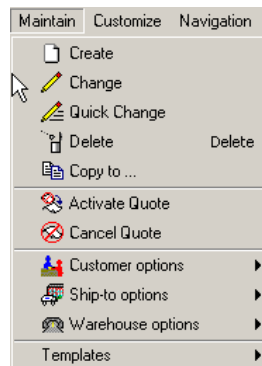
The screenshot shows a software window titled '(II) Customer Orders and Quotes'. It features a menu bar with 'File', 'Display', 'Maintain', 'Customize', 'Navigation', and 'Help'. Below the menu is a toolbar with various icons for actions like search, print, and refresh. The main area contains a table with the following data:

Co	Order	Status	Customer	Addressee name	Whs	Order date
1	CO 115	15	40000001	Jason's Novelities Ltd	MPA	05/06/2004
1	CO 114	15	30060006	Japanese Auto Parts	MPA	05/06/2004
1	CO 113	15	30000001	Foremost Machine Shop	MPA	05/06/2004
1	CO 112	15	30010001	DeKalb Chemical Co.	MPA	05/05/2004
1	CO 111	15	30040005	Brazilian Coffee House	MPA	05/05/2004
1	CO 110	15	30050003	Versailles Industries	MPA	05/03/2004
1	CO 109	15	40010001	SME Distributors	MPA	05/03/2004
1	CO 108	15	30030002	Quebec Clothiers	MPA	05/03/2004
1	CO 107	15	30020004	Juan & Juanita's Mfg Ctr	MPA	05/03/2004
1	CO 106	00	30040005	Brazilian Coffee House	MPA	05/03/2004
1	CO 105	15	40000001	Jason's Novelities Ltd	MP2	05/03/2004
1	CO 104	15	30060006	Japanese Auto Parts	MP2	05/03/2004
1	CO 103	15	30000001	Foremost Machine Shop	MPA	05/03/2004

Select an order, quote, standing order, or credit memo, and use the options on the **Display** menu to view related information.



Use the options on the **Maintain** menu to maintain an order, quote, standing order, or credit memo.



C.O. Line Items

The Customer Order Line Items object contains detailed information about the goods or services on customer orders, including quantity, request date, and inventory details. Use this object to view, create, and maintain line items in existing customer orders, quotes, and credit memos, and to compare item performance among multiple orders.

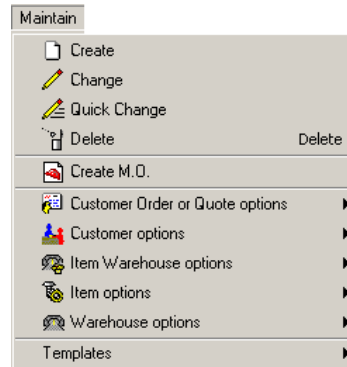
The **C.O. Line Items** list window shows a list of all the items that are currently on open customer orders, quotes, and credit memos.

Co	Customer	Order	Item	Description
1	39	CO 101769	AA812	TEMPERATURE CONTROL
1	39	CO 101769	AA813	OVER-HEATING SWITCH
1	39	CO 101768	AA813	OVER-HEATING SWITCH
1	39	CO 101768	AA814	TIMER ASSEMBLY
1	39	CO 101764	AA814	TIMER ASSEMBLY
1	39	CO 101763	AA831	HANDLE
1	39	CO 101763	AA814	TIMER ASSEMBLY
1	39	CO 101763	AA813	OVER-HEATING SWITCH
1	39	CO 101762	AA831	HANDLE
1	39	CO 101762	AA831	HANDLE
1	39	CO 101761	AA822	GLASS CUT 30 X 20 CM
1	39	CO 101761	AA814	TIMER ASSEMBLY
1	39	CO 101761	AA800	TOASTER OVEN

Select a line item, and use the options on the **Display** menu to view related information.

- Display
- C.O. Line Item details
- Attachments
- Maintenance History
- Releases
- Kit Component Releases
- Shipped Items
- Discrete Allocations
- Holds
- Commission Overrides
- Inventory Transaction History
- Sources of Demand
- ATP Details
- ATP Kit Details
- Item Locations
- Features and Options
- Customer Order or Quote options
- Customer options
- Item Warehouse options
- Item options
- Customer Contract options
- Warehouse options
- Compare

Use the options on the **Maintain** menu to maintain related information.



C.O. Holds

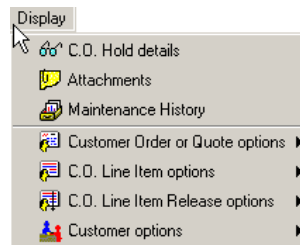
The Customer Order Holds object contains information about an order, line item, or blanket release that has been placed on hold and requires attention before it can be released and shipped. Use this object to create and maintain customer order, line item, and blanket release holds and to release existing holds.

The **C.O. Holds** list window shows a list of holds that have been placed on customer orders, line items, and blanket releases.

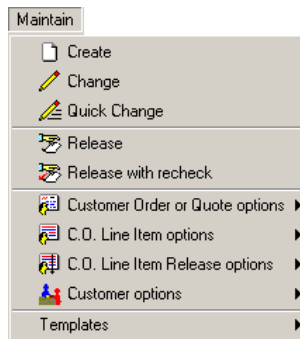
The screenshot shows the 'C.O. Holds' window with the following data:

Co	Order	Line	Release	Hold	Hold code description	Create user
1	CO 156	0	0	MH	Margin hold	JONEANG
1	CO 157	0	0	MH	Margin hold	JONEANG
1	CO 158	0	0	MH	Margin hold	JONEANG
1	CO 160	0	0	MH	Margin hold	JONEANG
1	CO 161	0	0	EC	Electronic Commerce hold	TOUSET
1	CO 162	0	0	MH	Margin hold	JONEANG
1	CO 177	0	0	MH	Margin hold	TOUSET2
1	CO 180	0	0	MH	Margin hold	MOSHER
1	CO 183	0	0	MH	Margin hold	TOUSET
1	CO 184	1	0	UL	User Line Item Hold	MOSHER
1	CO 184	1	0	UL	User Line Item Hold	MOSHER
1	QT 2	0	0	MH	Margin hold	TOUSET
1	QT 48	0	0	MH	Margin hold	MOSHER

Select a hold, and use the options on the **Display** menu to view related information.



Use the options on the **Maintain** menu to hold an order, release an order, or maintain other related information.



Customer Order History

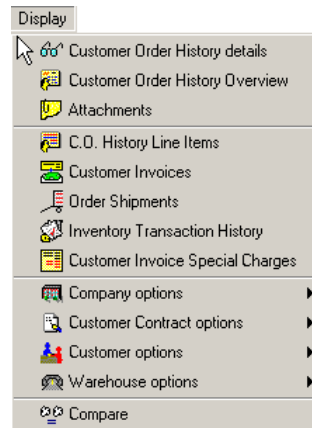
The Customer Order History object contains information about customer orders that have been partially or completely shipped and invoiced. A single order can appear in the Customer Orders object and the Customer Order History object at the same time if items on the order have been partially shipped and invoiced. If a customer order has been completely shipped and invoiced, you can see information about that order in the Customer Order History object only.

Customer order history information includes the dates when the order was created, requested, and completed, the last invoice for the order, the contract that applied to the order, and other general information about the order. Use this object to view history information about customer orders, quotes, and credit memos.

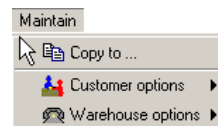
The **Customer Order History** list window shows a list of customer orders that have been invoiced.

Co	Order	Order date	Customer	Name
1	CO 160	08/02/1995	400	Fitts Industries
1	CO 148	09/27/1995	400	Fitts Industries
1	CO 147	08/01/1995	801	Bulla, McDonald & Co.
1	CO 138	08/01/1995	800	ShopperSmart
1	CO 115	03/15/1994	200	Hill & Harbin Tools, Inc.
1	CO 114	07/15/1995	803	Chicago Restaurant Supply
1	CO 113	07/15/1995	801	Bulla, McDonald & Co.
1	CO 111	07/15/1995	800	ShopperSmart
1	CO 110	07/15/1995	500	Schuur Extrusion, Inc.
1	CO 109	07/15/1995	410	McClure Appliance
1	CO 107	08/01/1995	410	McClure Appliance
1	CO 103	07/15/1995	400	Fitts Industries
1	CO 102	07/15/1995	200	Hill & Harbin Tools, Inc.

Select a history record, and use the options on the **Display** menu to view related information.



Use the options on the **Maintain** menu to copy a customer order history record and to work with information for the customer or warehouse associated with a selected customer order history record.



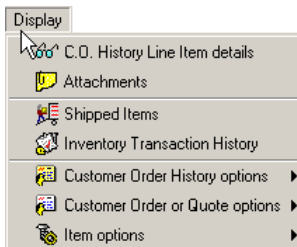
C.O. History Line Item

The Customer Order History Line Items object contains detailed information about the line items that were fulfilled on customer orders, quotes, and credit memos. This information includes the item number and description your company uses to identify the item. Use this object to view history information about line items and to compare performance among multiple orders for the same item.

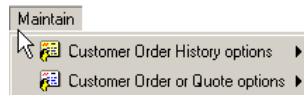
The **C.O. History Line Item** list window shows a list of items that have been invoiced.

Co	Order	Line item sequence	Item	Item description
1	CO 100347	100	RB210	PART RB210
1	CO 100347	200	RB210	PART RB210
1	CO 100346	100	RB210	PART RB210
1	CO 100346	200	RB210	PART RB210
1	CO 100346	300	RB210	PART RB210
1	CO 100345	100	RB210	PART RB210
1	CO 100343	100	RB205	PART RB205
1	CO 100342	100	RB205	PART RB205
1	CO 100341	100	RB205	PART RB205
1	CO 100341	200	RB205	PART RB205
1	CO 100341	300	RB205	PART RB205
1	CO 100339	100	RB205	PART RB205
1	CO 100332	100	RB204	PART RB204

Select a history record, and use the options on the **Display** menu to view related information.



Use the options on the **Maintain** menu to work with information in the customer order history record or the customer order/quote to which a customer order history line item belongs.



Kit Parents

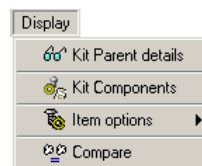
The Kit Parents object shows a list of items that are used to group a collection of items, or components, that are ordered, packaged, and shipped together. Both kit parent items and kit component items must be defined in the Items object, if PDM is installed, or in the Item Revisions object, if EPDM is installed. Kit parent items must have an item type of kit and an inventory code of unstocked.

Note: The Kit Parents object is available if PDM Plus is installed. If EPDM is installed, components for kit parent items are defined on the bill of material in the kit parent item's record in the Item Revisions object.

Use this object to view and work with information about kit parent items and the component items that comprise each kit. The **Kit Parents** list window shows a list of items that are defined as kits.

Item	Description	Engineering drawing number	Item class	Base price	Price UM
BPC486	PC486 KIT ASSEMBLY			56,340	EA
EPC486	PC486KIT ASSEMBLY			1,500,000	EA
GPC486	PC486 KIT ASSEMBLY			0,000	EA
KPC486	PC486			37,490	EA
860	REPAIR PAK	3238771 REV 2	800	14,990	EA

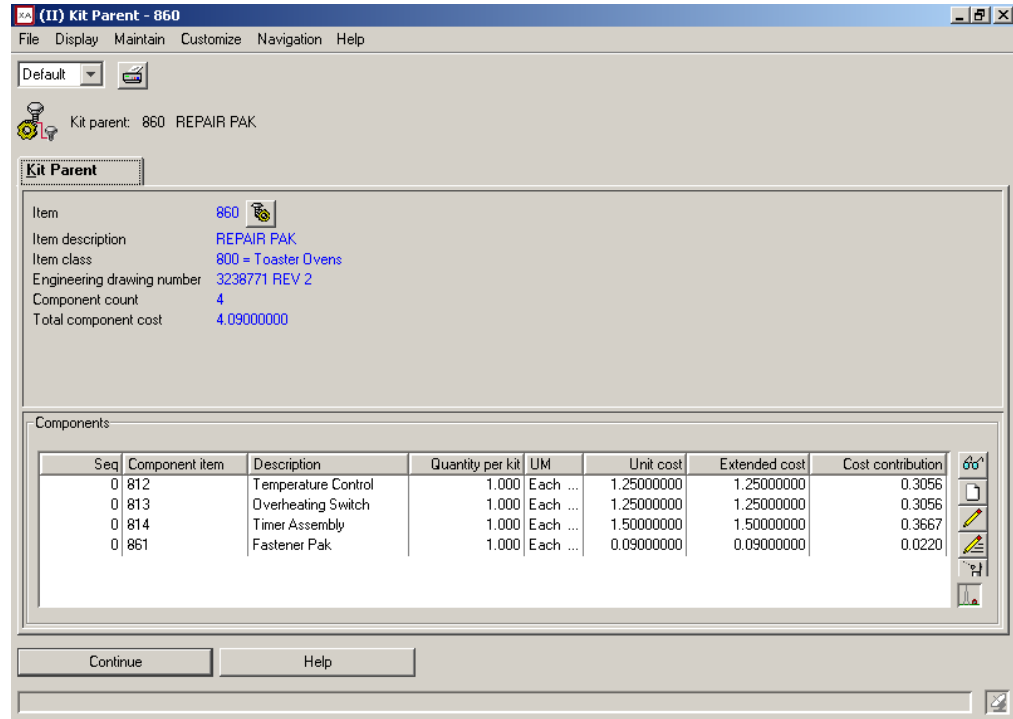
For a selected kit parent item, use the options on the **Display** menu to view related information.



Use the options on the **Maintain** menu to work with information in the kit parent item's record in the Items object, if PDM is installed, or in the Item Revisions object, if EPDM is installed.



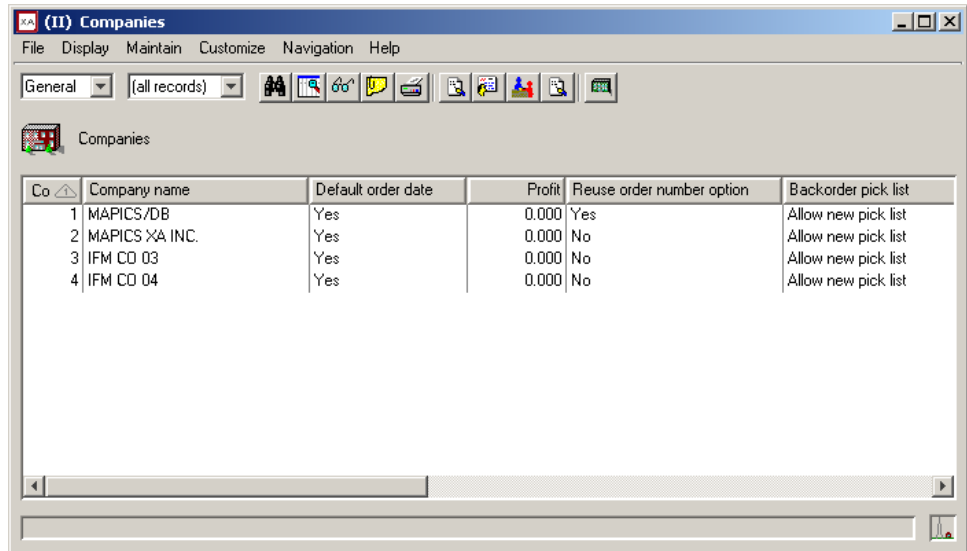
A kit parent item is defined by adding kit components to it. To define a kit parent, you create a kit component for that kit parent item. The Kit Parent card file provides options on the Kit Parent card for working with kit components.



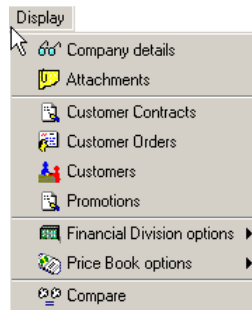
Companies

The Companies object contains information about the companies that are supported by the XA environment you are using. Companies are defined when Customer Order Management (COM) is installed. Use this object to view detailed information about a company, such as logistics and tax information.

The **Companies** list window shows a list of your companies.



Select a company, and use the options on the **Display** menu to view related information.



Use the options on the **Maintain** menu to work with information in the company's price books.



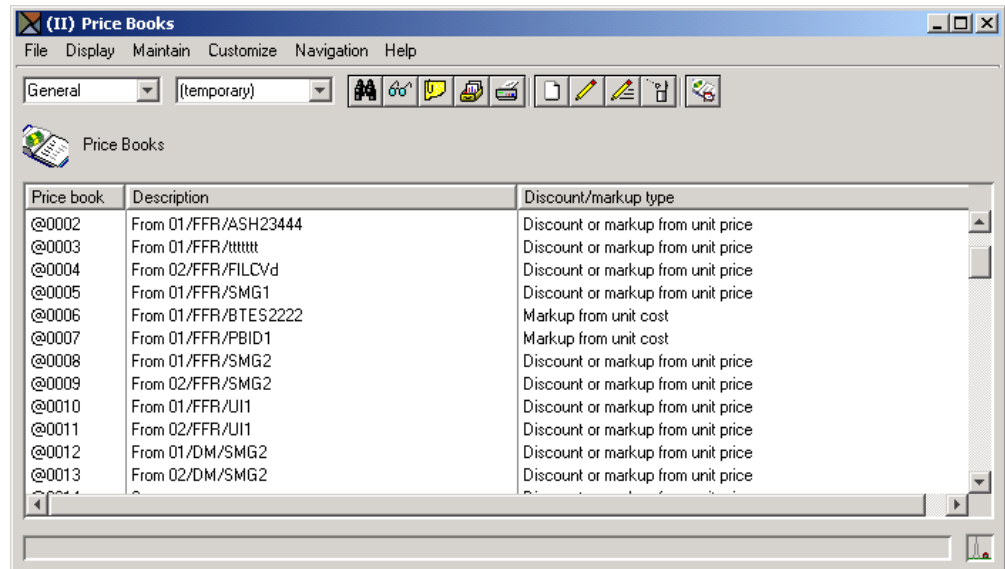
Note: You cannot maintain companies in CSM. You can update Next Invoice Series information when Invoice Series is used by the company. For more information on maintaining companies, see the *COM User's Guide*.

Price Books

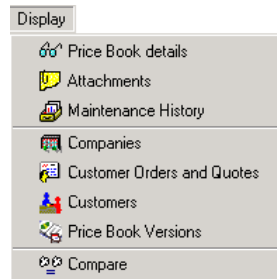
The Price Books object contains a collection of information that may be used to calculate the selling price of line items on customer orders. A price book consists of one or more price book versions. Each price book version contains a description and effective date and five cards for different types of pricing information: base prices;

discounts or markups; quantity price breaks; customer item discounts; and group price discounts.

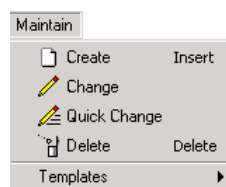
The **Price Books** list window shows a list of the price books that have been defined in your environment.



For a selected price book, use the options on the **Display** menu to view detailed information about the selected price book. The options on the Display menu also contain information about related objects, such as the customers to whom the price book has been assigned.



Use the options on the **Maintain** menu to create, change, or delete a price book. A price book cannot be copied, but the price book versions and the cards containing the different types of pricing information within the price book version can be copied.



For step-by-step instructions for these maintenance tasks, see the online Help associated with this object.

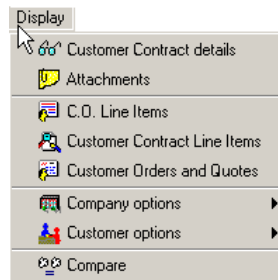
Customer Contracts

The Customer Contracts object contains information on the item price agreements between your company and your customers. Use this object to view detailed information about customer contracts.

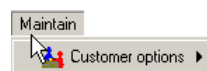
The **Customer Contracts** list window shows a list of contracts that have been created.

Co	Customer	Contract	Description	Expire	Start
1	403	10	MULTI CONTRACT #1 mpa201	06/30/2005	01/01/2005
1	403	11	MULTI CONTRACT #2 mpa201	07/31/2005	04/01/2005
1	703	600	Multiple Contract 1	12/31/2006	10/01/2004
1	703	601	Multiple Contract 2	12/31/2006	10/15/2004

Select a contract, and use the options on the **Display** menu to view related information.



Use the options on the **Maintain** menu to work with customers for whom contracts are written.



Note: You cannot maintain contracts using CSM. For more information on maintaining contracts, see the *COM User's Guide*.

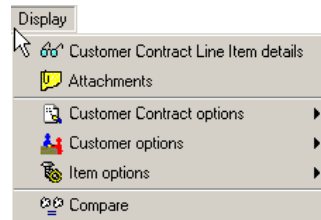
Customer Contract Line Items

The Customer Contract Line Items object contains detailed information about the items and prices included in the customer contract. Each customer contract line item associates a specific item and price with a specific customer contract. Use this object to view detailed information about the line items within a customer contract, and to compare performance among multiple contracts for the same item.

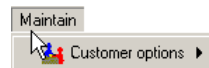
The **Customer Contract Line Items** list window shows a list of items that are associated with a contract.

Contract	Item	Price	Amount sold	Quantity sold	Limit	Percent
600	MPA101	9.000	9.00	1.000	100.000	0.000
600	MPC502	9.500	0.00	0.000	100.000	0.000
601	MPA101	8.000	0.00	0.000	100.000	0.000

Select a contract line item, and use the options on the **Display** menu to view related information.



Use the **Maintain** menu to work with customers for whom contract line items are written.



Note: You cannot maintain contract line items using CSM. For more information on maintaining contracts, see the *COM User's Guide*.

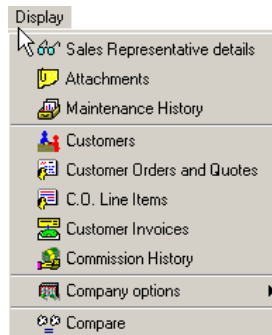
Sales Representatives

The Sales Representatives object contains information about your company's sales representatives, including the representative's name and ID number, sales territory information, and commission history. Use this object to view detailed information about sales representatives.

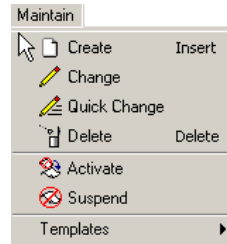
The **Sales Representatives** list window shows a list of the sales representatives you have defined for your company.

Salesrep	Salesrep name	Co	Sales territory	Active record code
201	ASSOCIATED SALES CORP	1		A
202	RDN BACHMAN	1		A
203	BAY AREA MFG AGENTS	1		A
204	CLOSE ASSOCIATES INC	1		A
205	D & M SALES	1		A
206	ELECTRA-LITE SALES CO	1		A
207	BRAHIER LIGHTING SALES	1		A
208	DESIGN LITE INC	1		A
209	DESIGN LITE INC EXPORT	1		A
400	BETTYE J. JONES	1		A
401	J. M. KELLY	1		A
402	NICKI BROWN	1		A
450	TREVA L. JORDAN	1		A

Select a sales representative, and use the options on the **Display** menu to view related information.



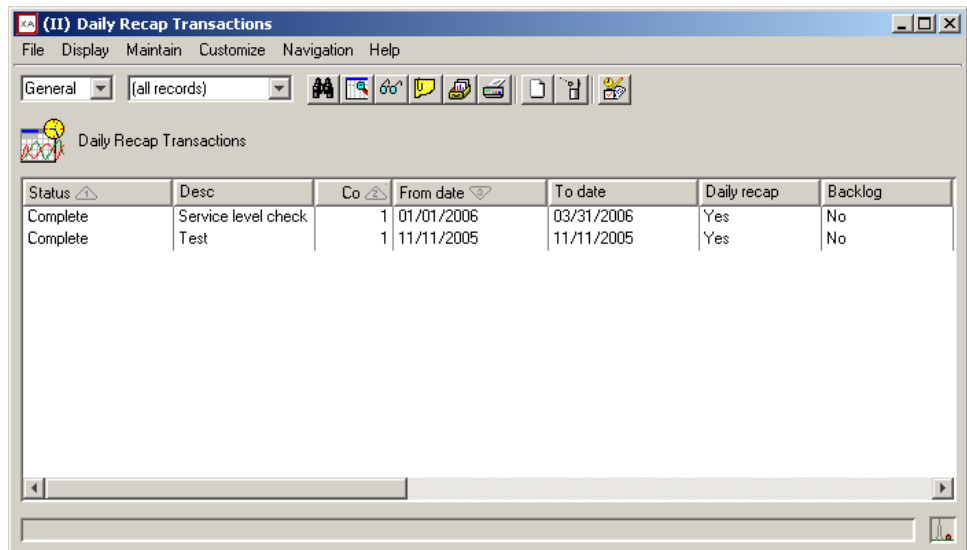
Use the **Maintain** menu to work with sale representatives.



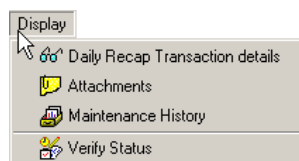
Daily Recap Transactions

The Daily Recap Transactions object contains information that can be used to monitor performance and customer service based on an order or an invoice date, such as total sales, order backlog, and shipping performance. Use this object to create a daily recap transaction that will produce a summary of customer order activity for the time period and criteria you choose.

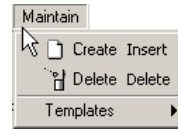
The **Daily Recap Transactions** list window shows a list of daily recap transactions that have been created.



Select a daily recap transaction, and use the options on the **Display** menu to view related information.



Use the options on the **Maintain** menu to maintain a daily recap transaction.



Information flow

CSM provides client-based processing for customer service tasks in the following areas:

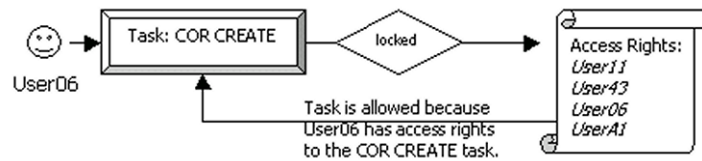
- Create and maintain customers.
- Create and maintain customer orders, quotes, and credit memos.
- Create and maintain daily recap transactions.

Step	CSM
1 Maintain a customer.	Use Customers to create a new customer or to make changes to an existing customer.
2 Create a quote for a customer.	Use Customer Orders and Quotes to create a quote for a customer.
3 Create a customer order.	Use Customer Orders and Quotes to create an order for a customer.
4 Create a credit memo.	Use Customer Orders and Quotes to create a credit memo for a customer.
5 Maintain line items on a quote, customer order, or a credit memo.	Use C.O. Line Items to update line item information.
6 Place an order on hold or release an order.	Use C.O. Holds to change the status of an order and halt its progress through the order cycle until it is resolved.
7 View a financial "snapshot" of the company.	Use Daily Recap to see information on total sales, order backlog, line items shipped, service levels, and shipping performance for customers and/or warehouses.

Security

CSM supports security at the task level. If a task is locked, only authorized users can access that task.

When a task is attempted by a user, the system checks the user cross-reference file to determine the user's access rights. If the user has rights, then the task is allowed, as illustrated in the example. Once the system determines access rights for a task, it does not perform the check again for the remainder of the session.



Security parameters are set using the lock/unlock function and the user authorization function in the XA Cross Application Support security maintenance feature.

For more information about using security, please see the *Browser Concepts Guide*.

Chapter 2. Customer Service Code Files

Customer Service Codes.....	2-1
Code file definitions	2-3
Maintaining code files	2-5

Most code files consist of a code and a code description that allow you to name and describe a piece of information that is used repeatedly in CSM. Some code files, such as Carriers and Surcharges, contain additional information. You create code files. For example, you can set up code files for countries, tax indicators, and units of measure. Think of code files as abbreviations for specific information.

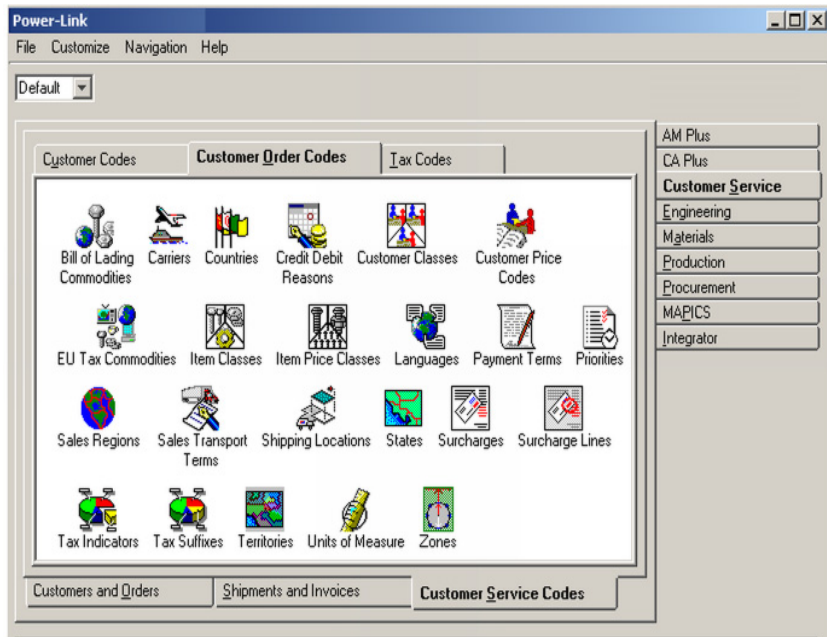
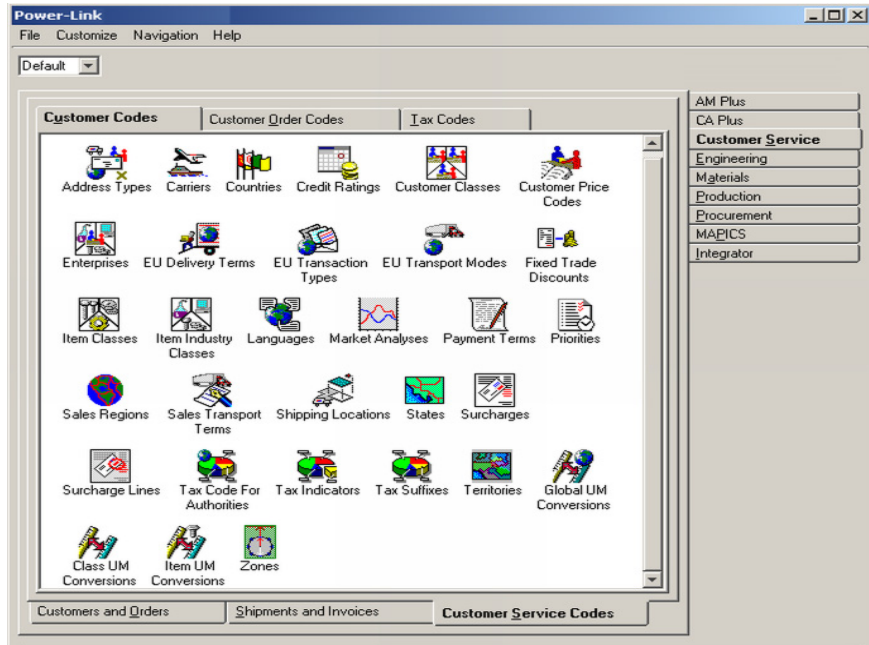
Before you begin code file maintenance, organize your entry information. You might find that following a pattern is useful for setting up some codes. For example, each territory code might begin with a letter representing a region of the country, such as "S" for all territories in the South.

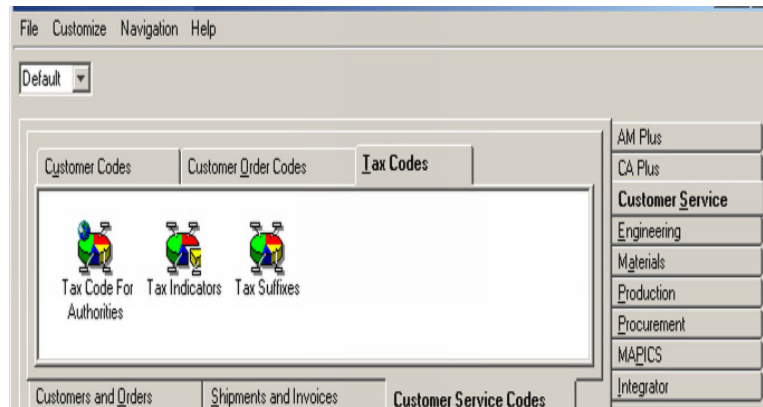
After you set up values for code files, they are available to the maintainable objects that use them. For example, you might set up a language code file to represent the French language and call it FRE. This code is then available from the drop-down list of language values in the Customer object.

The values you assigned to a code file apply to the environment where they were created. The values in a code file in one environment could be totally different from the values defined for that code file in another environment.

Customer Service Codes

There are multiple customer service code files you can define in CSM. These code files are organized into three cards on the XA Browser window: **Customer Codes**, **Customer Order Codes**, and **Tax Codes**. Some code files may appear on more than one card.





Code file definitions

Code file	Code that identifies...
Address Types	...the type of address, including system and user defined address types.
Bill of Lading Commodities	...groups of items for a bill of lading.
Carriers	...a specific carrier. You can specify a preferred carrier as part of the information in the Customer object. During customer order create or update, you assign a carrier to a shipment if the customer does not have a specified carrier or if you need to override the customer's usual carrier.
Countries	...country names.
Credit Debit Reasons	...the reason for a credit or debit on a credit memo order or line item. Examples include returned goods, allowance missed on an order, and customer goodwill.
Credit Ratings	...the type of credit standing this customer has with your company.
Customer Classes	...the class to which the customer belongs.
Customer Price Codes	...the group of price book pages discounts and markups. For example, A=Wholesale prices, B=Contractor prices. This code is used in price book pages 1, 2A, 2P, and 4.
Enterprises	...the business group to which a customer belongs.
EU Delivery Terms	...the delivery terms within the European Union.
EU Tax Commodities	...a tax commodity within the European Union.

EU Transaction Types	...a transaction type within the European Union.
EU Transport Modes	...the transport mode within the European Union.
Fixed Trade Discounts	...the percentage discounted from the order. The discount is calculated against the net sales amount of each line item.
Item Classes	...the class to which this item belongs.
Item Industry Classes	...the industry class to which the customer belongs, such as automotive, meat-packing, or electronics.
Item Price Classes	...the class assigned to an item to group it in pricing discounts and markups with similar items. This code is used in price book pages 4 and 5.
Languages	...all the languages that you use in conducting your business.
Market Analyses	...customer categories that can be used to analyze sales. For example, the market analysis code RET might be used for all customers in the retail industry.
Priorities	...a specific priority ID.
Sales Regions	...the geographic areas that make up a sales region.
Sales Transport Terms	...the sales terms for the payment method used by the customer for transportation charges.
Shipping Locations	...the location from which invoices are shipped. For example, you place an order at the central location in Atlanta, but the item is actually shipped from Dallas, the shipping location. This field is used as a basis for freight rates.
States	...state names.
Surcharges	...charges resulting from a fuel surcharge or a charge that must be reflected immediately on all open orders in the system.
Surcharge Lines	...the description for the detail. The text can be supplied in multiple languages.
Tax Code for Authorities	...a taxing jurisdiction.
Tax Indicators	...a group of taxes that apply to an item, surcharge, or special charge.
Tax Suffixes	...a customer's tax location.
Territories	...the geographic areas that make up a sales region.
Unit of Measure Conversions (Global, Class, Item)	...conversions between units of measure. Global unit of measure conversions are standard across items. A class unit of measure conversion applies to a group of items classified in the same category. An item unit of measure conversion is specific to an individual item.

Units of Measure

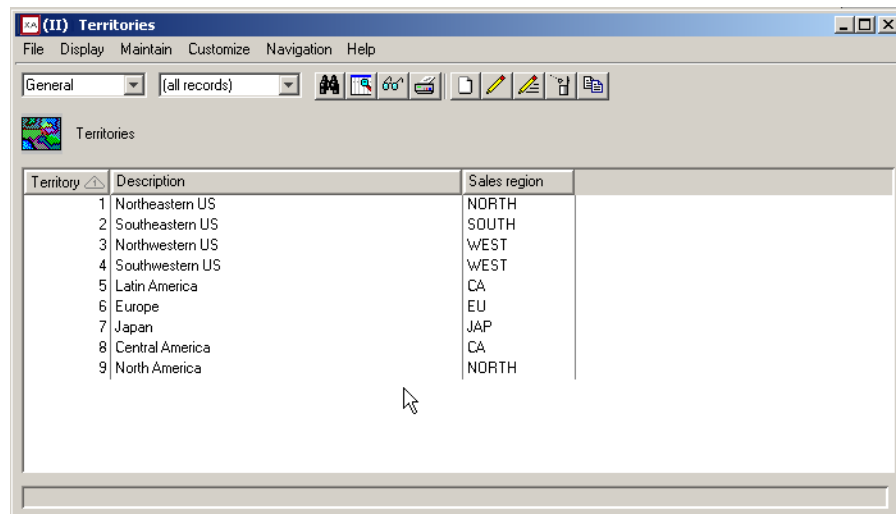
...the unit of measure for the packaging of this item.

Zones

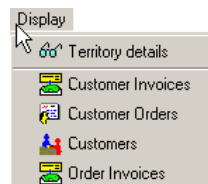
...postal zones for your customers.

Maintaining code files

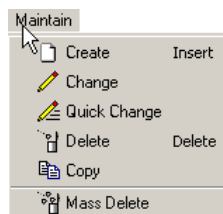
Most of the code files in CSM are viewed and maintained in a similar way. When you select a code file from the Browser window, a list window appears. In the example below, the list window shows a list of all territory code files defined to date.



Select a code file from the list, and use the options on the **Display** menu to view related information.



Use the options on the **Maintain** menu to add, change, delete, or copy a code file. You can also use the Mass Delete option to delete a group of codes or all of the codes defined in a code file.



Chapter 3. Customers

Creating a new customer.....	3-1
Maintaining customer information.....	3-3
Creating customers when IFM is installed.....	3-33
Changing the status of a customer.....	3-52

Before you can enter an order in CSM for a customer, you must first create a record for that customer.

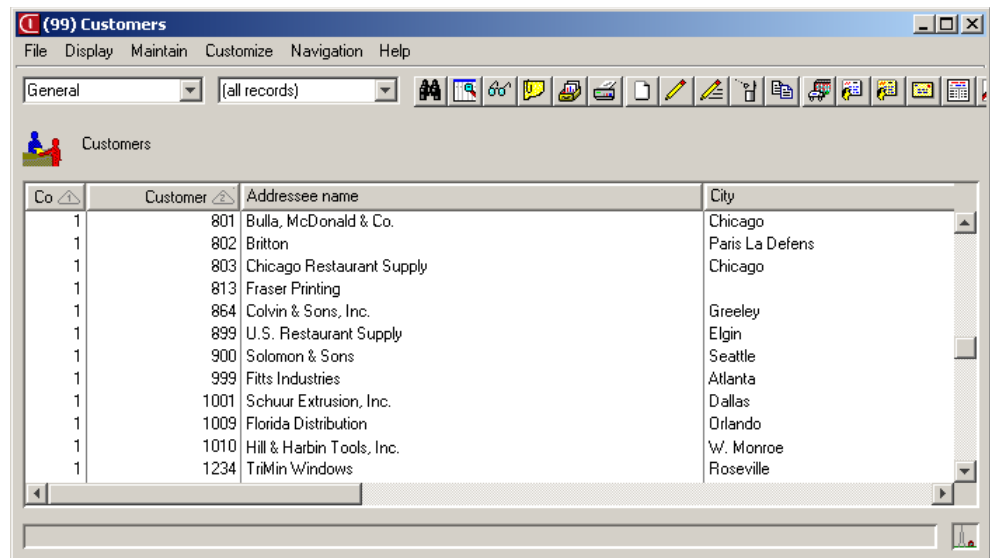
The customer record contains information about a specific customer, such as the customer's name and address, billing and pricing information, shipping information, tax information, and credit and payment information. Each customer is identified by a unique customer number.

You can use the Customers object to add, change, or delete information about customers. You can make changes to multiple customers at the same time using the Mass Change feature.

The information in the following section describes how to create and work with customer information when IFM is not installed. For information on creating and working with customers when IFM is installed, see "Creating customers when IFM is installed" on page 3-33.

Creating a new customer

Double click the Customers icon in the main browser window. This opens the **Customers** list window that shows a list of the customers defined to date.



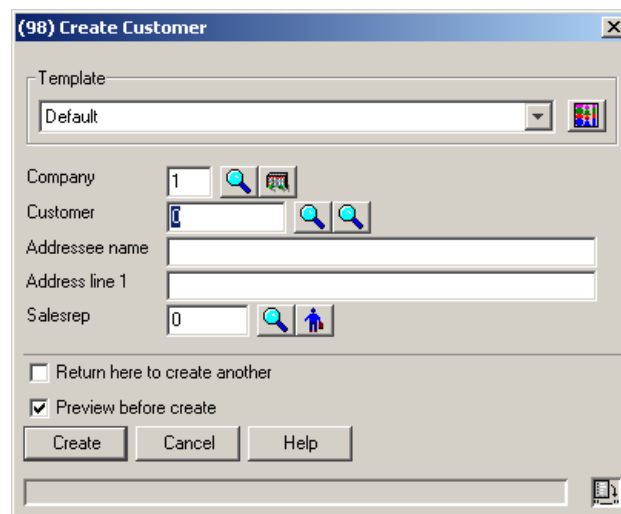
You can copy an existing customer record to create a new customer, or you can start from scratch. Copying an existing record saves time if the record you are copying contains information similar to your new customer, such as address or logistic information.

Assigning customer numbers

XA requires that a customer record have a customer number. Customer-related information is stored in several places within XA. The key that links all of the data for a customer is the customer number. Whether you are creating a new customer or entering an order, the customer number is what the application uses to process the correct account.

The rules for assigning a number to a customer vary, depending on how XA is tailored and whether IFM is installed. For information on assigning a customer number when IFM is installed, see “Assigning customer numbers when IFM is installed” on page 3-34.

When IFM is not installed, you can assign a number to a new customer by entering the number you want to use in the Customer attribute on the Create Customer dialog.



The customer number must be from one to eight digits in length and must be between 1 and 99999999.

You can assign a customer number any way you like. However, here are some suggestions:

- Use an alphabetic scheme. For example, all customers whose names begin with A will have numbers between 1 and 999; those beginning with B will have numbers between 1000 and 1999; those beginning with C, between 2000 and 2999, and so forth.
- Skip numbers. Skipping allows you to insert new customer numbers in approximately alphabetic order.
- Use numbers 99999800 and 99999900 for miscellaneous cash and COD sales. These appear on your cash receipts and invoice registers but not as entries in your accounts receivable files, because cash and COD transactions are not updated by Accounts Receivable. You must enter a **C=Cash** or **D=Cash on delivery** in the **Sales code** field in the order so the transaction is not written to the Accounts Receivable file.

- Group all the branches of a headquarters within a range of the headquarters customer number (only if you are using branches).

Maintaining customer information

For the Customers object, there are four card files that are shipped with CSM: Default, Default (IFM), Default (MCS), and Default (MCS and IFM). If you have either International Financial Management (IFM) or Multi Currency Support (MCS) active, you should set your user Preferences to match your installation.

The Customers default card file contains eleven cards that group the customer information by type, such as billing and pricing information. Use these cards to enter and review information about a customer.

The standard cards in the customer card file include:

- General
- Addresses
- Pricing/Billing
- Credit
- Accounts Receivable
- Logistics
- Media
- Customer Items
- Comments.

General card

Use the **General** card to enter general information about the customer, such as customer class and shipping instructions.

The screenshot shows a software window titled '(98) Create Customer - 1, 1103'. The window has a menu bar with 'File', 'Display', 'Maintain', 'Customize', 'Navigation', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is divided into several tabs: 'Credit', 'Accounts Receivable', 'Logistics', 'Media', 'Customer Items', and 'Comments'. The 'General' tab is selected and active. It contains the following fields and controls:

- Company: 1
- Customer status: Active
- Customer class: (blank) (dropdown menu)
- Warehouse: (empty field with search icon)
- Stage area: (empty field with search icon)
- Require purchase order:
- Language: 001 = Default local language (dropdown menu)
- Maintenance log:
- Salesrep: 401 (dropdown menu)
- Market analysis: (blank) (dropdown menu)

At the bottom of the window, there are three buttons: 'Create', 'Cancel', and 'Help'. A 'Pending' status indicator is visible in the bottom right corner.

Addresses card

The **Addresses** card with its five tabs contains all addresses associated with a particular customer. These addresses include the primary address, the default ship-to address, any other ship-to addresses, override addresses entered through customer orders, and user-defined addresses. When creating a customer, you must enter a primary address. The primary address can be used for the default ship-to address or you can enter a different address if your company receives shipments at a different location. You can also enter ship-to-addresses for additional locations for the customer. Override addresses are added automatically to the Overrides tab when you enter an override address on an order for the customer. You can enter user-defined addresses for any address information that does not match one of the system-defined addresses, such as the address for a third-party billing location.

Note: The **Addresses** card is by default the first card you will see when you are creating a new customer.

Primary address

Use the Primary Address tab to enter the mailing address and contact information for the customer. This address can also serve as the default address your company uses for shipping goods to the customer.

Default Ship-to address

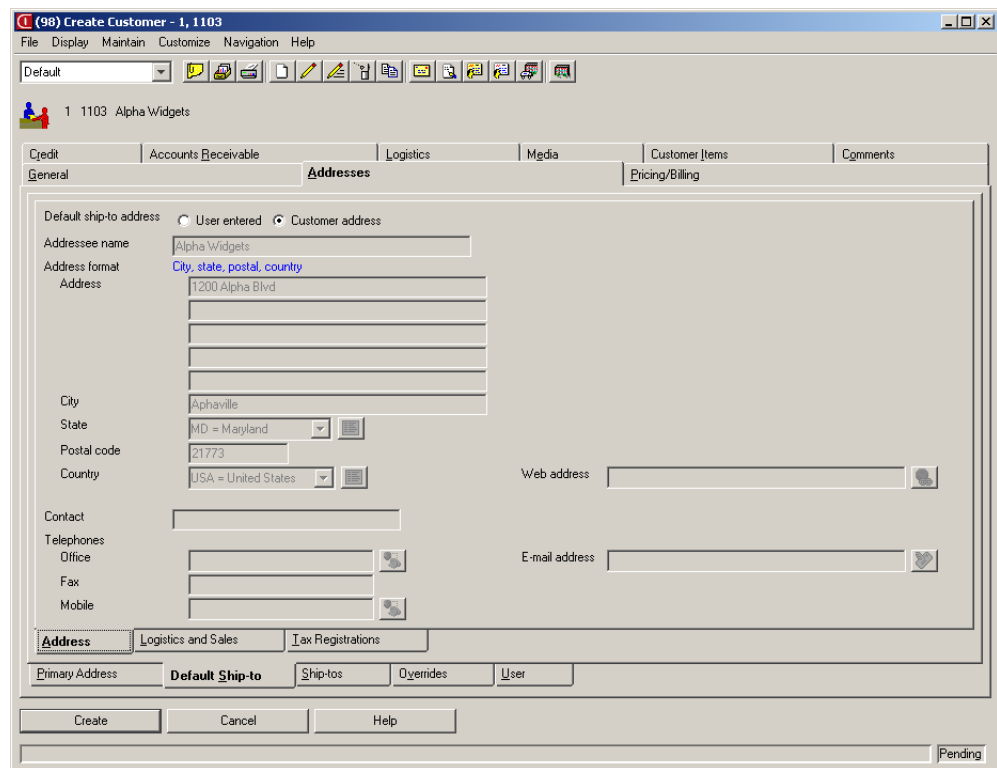
Use the Default Ship-to tab to enter the mailing address and contact information for the address your company uses for shipping goods to the customer. If the customer receives shipments at the primary address, then the default ship-to address can remain set to the primary address. By default, XA sets the default ship-to address to the address information you enter for the primary address. However, XA provides the flexibility for you to enter a different address as the default ship-to address for those customers who require another address (for example, a customer that receives shipments at a location other than the primary address).

The default ship-to address contains the same address, contact, telephone, web address, and e-mail address information as found in the primary address. In addition, the default ship-to address shows logistics and sales information from attributes on other Customer cards that are related to packing, shipping, transporting, and selling orders to the customer. The default ship-to address is also where you specify any tax authorities and tax registration numbers that apply to that location.

The key to using the default ship-to address is the value in the Default ship-to address attribute. By default, the attribute is set to Customer address. With this selection, XA automatically enters the primary address as the default ship-to address and updates the default ship-to address with any changes you make to the primary address.



When the default ship-to address is the customer address, you cannot maintain the default ship-to address information directly. You can change the primary address, which also changes the default ship-to address.



For those customers whose shipping address is different from their primary address, the Default ship-to address attribute should be changed to the User entered value. When this value is selected, XA breaks the connection between the primary address and the default ship-to address.



When the default ship-to address is a user-entered address, you can maintain the default ship-to address directly. Initially, the address information from the primary address appears as the default ship-to address, but you can change the information to the customer's main shipping address.

Use the **Address** tab to enter the shipping address most frequently used by the customer once. This address can then be used automatically in orders and line items entered for the customer. XA automatically assigns the customer's default ship-to address as the ship-to address for an order. This address applies as the shipping address for the order and the line items and line item releases entered on the order unless you assign another ship-to address, for regular delivery locations requested by the customer, or enter a one-time override address, for a special delivery location required by the customer. Similarly, you can assign another ship-to address or enter an override address for line items or line item releases on the order. This flexibility allows you to use the default ship-to address automatically in most situations and select or enter a different address when needed.

The screenshot shows a software window titled "(98) Create Customer - 1, 1103". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main area is divided into several tabs: "Accounts Receivable", "Logistics", "Media", "Customer Items", and "Comments". Under "Logistics", there are sub-tabs: "General", "Addresses", "Pricing/Billing", and "Credit". The "Addresses" tab is active, showing a form for "Default ship-to address".

The form includes the following fields and options:

- Default ship-to address:** Radio buttons for "User entered" (selected) and "Customer address".
- Addressee name:** Text field containing "Alpha Widgets".
- Address format:** Text field containing "City, state, postal, country".
- Address:** Text field containing "919 West Hillsborough Road".
- City:** Text field containing "Aphaville".
- State:** Dropdown menu showing "MD = Maryland".
- Postal code:** Text field containing "21773".
- Country:** Dropdown menu showing "USA = United States".
- Contact:** Text field containing "James Jeffries".
- Telephones:** Three text fields for "Office", "Fax", and "Mobile", each with a small icon to its right.
- Web address:** Text field with a small globe icon to its right.
- E-mail address:** Text field with a small envelope icon to its right.

At the bottom of the form, there are three tabs: "Address" (selected), "Logistics and Sales", and "Tax Registrations". Below these are four sub-tabs: "Primary Address", "Default Ship-to" (selected), "Ship-tos", "Overrides", and "User". At the very bottom of the window are three buttons: "Create", "Cancel", and "Help".

The **Logistics and Sales** tab contains information about how the customer wants good to be shipped to the default ship-to address. This tab also contains information about the sales terms and conditions that apply to the customer at the default ship-to address.

(98) Create Customer - 1, 1103

File Display Maintain Customize Navigation Help

Default

1 1103 Alpha Widgets

Credit Accounts Receivable **Logistics** Media Customer Items Comments

General **Addresses** Pricing/Billing

Logistics	Sales
Warehouse (blank)	Market analysis (blank)
Shipment lead time 0	Sales transport terms (blank)
Shipping instructions (blank)	Salesrep 401
Shipping location (blank)	Commissionable percent 0.000
Carrier (blank)	Customer class (blank)
Pack list Multiple containers per page	Tax suffix (blank) =
Pack hierarchy Item	
Pack language 001 = Default local language	
Stage area	
Zone (blank)	
Export designator No	
EU transport mode (blank)	
EU delivery terms (blank)	
EU transaction (blank)	

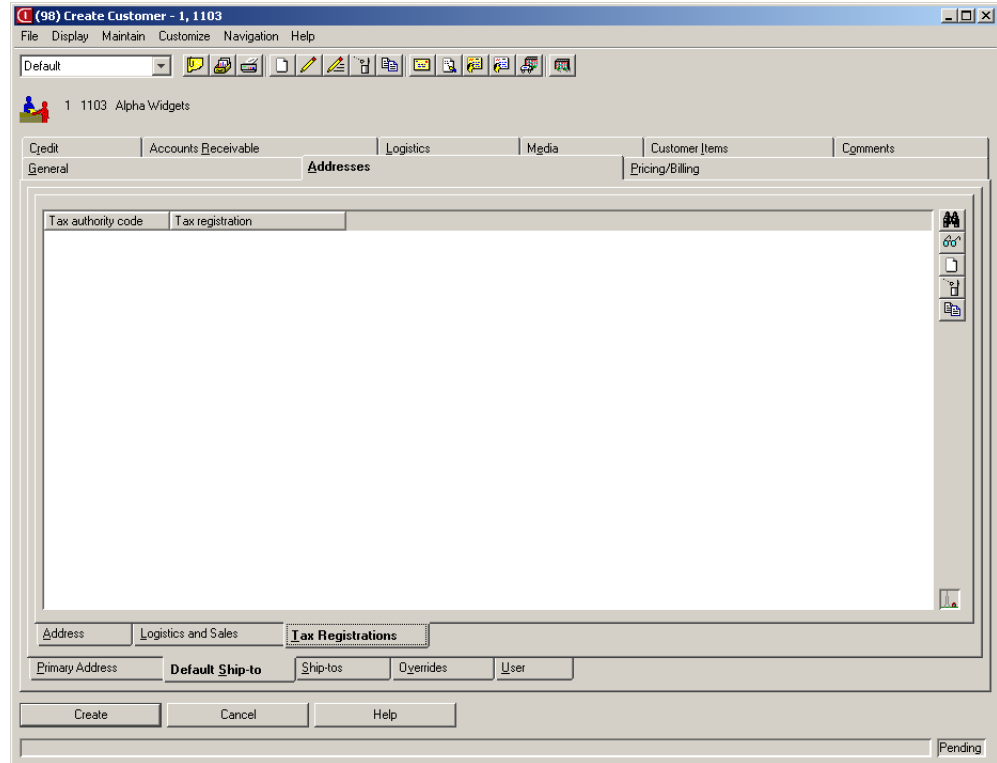
Address **Logistics and Sales** Tax Registrations

Primary Address **Default Ship-to** Ship-tos Overrides User

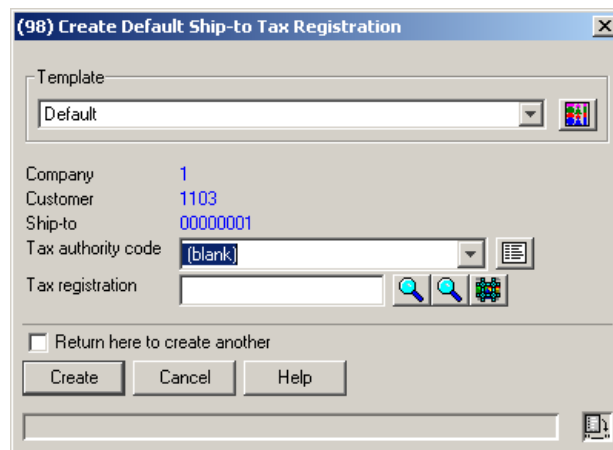
Create Cancel Help

Pending

The **Tax Registrations** tab identifies the various taxes assessed based on the default ship-to address.



To create a new tax registration record for the default ship-to address, click the **Create** button on the **Tax Registrations** tab.



Note: You cannot change an existing tax registration record. If a record contains incorrect information, delete the record and create a new one with the correct information.

Ship-to address

Customers often want items shipped to different addresses. The customer ship-to addresses are used to override the default ship-to address for an entire order or for individual line items on the order. By having multiple ship-tos for a customer, you can send the bill for an order to one address, but send items on the order to one or more addresses.

Use the **Ship-tos** tab to enter one or more ship-to addresses associated with the customer. These addresses are available for use when you enter or maintain an order.

The screenshot shows a software window titled "(98) Create Customer - 1, 1103". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main area of the window is divided into several tabs: "Credit", "Accounts Receivable", "Logistics", "Media", "Customer Items", and "Comments". The "Addresses" tab is currently selected and active. Underneath the "Addresses" tab, there are sub-tabs: "General", "Pricing/Billing", and "Ship-tos". The "Ship-tos" sub-tab is selected. The main content area of the "Ship-tos" sub-tab is a large empty table with the following columns: "Ship-to", "Addressee name", "City", "State", "Postal code", "Contact", "Telephone", and "Fax". To the right of the table is a vertical toolbar with icons for adding, deleting, and editing records. At the bottom of the window, there are buttons for "Primary Address", "Default Ship-to", "Ship-tos", "Overrides", and "User". Below these buttons are "Create", "Cancel", and "Help" buttons. In the bottom right corner, there is a "Pending" status indicator.

You can create a new ship-to address with the appropriate tax data, or maintain existing ship-to information and tax data. You can enter information on this card only when you are creating a new customer or maintaining an existing customer.

Note: You can make changes to multiple ship-to records by using the **Mass Change** option on the **Maintain** menu.

To create a new ship-to address, click the **Create** button in the **Ship-tos** tab.

The screenshot shows a dialog box titled "(98) Create Ship-to". It contains the following fields and controls:

- Template: Default
- Company: 1
- Customer: 1103
- Ship-to: 02
- Addressee name: Alpha Widgets
- Address: 433 East Ridge Road
- City: Aphadale
- State: MD = Maryland
- Postal code: 21506
- Country: USA = United States

At the bottom of the dialog, there are two checkboxes:

- Return here to create another
- Preview before create

Below the checkboxes are three buttons: Create, Cancel, and Help.

The default ship-to address is a special type of ship-to address. It is created automatically when you create a new customer. It is always identified by the number 00000001. It is a permanent address; you can change it, but you cannot delete it.

The **General** tab for a ship-to address contains the mailing address information, sales transport terms in the address, and a status indicating whether or not this address is active. The General tab also identifies the customer's contact person at the ship-to address.

(98) Create Ship-to - 1, 1103, 03

File Display Maintain Customize Navigation Help

Default

1 1103 Alpha Widgets Ship-to: 02

General Logistics Sales Tax Registrations

Customer status: Active

Ship-to status: Active Inactive

Default ship-to address: No

Addressee name: Alpha Widgets

Address format: City, state, postal, county

Address: 433 East Ridge Road

City: Aphadale

State: MD = Maryland

Postal code: 21506

Country: USA = United States

Contact: James Jeffries

Web address:

E-mail address:

Telephones: Office, Fax, Mobile

Create Cancel Help

Pending

The **Logistics** tab for the ship-to address contains information about how the customer wants good to be shipped to the ship-to address.

(98) Create Ship-to - 1, 1103, 03

File Display Maintain Customize Navigation Help

Default

1 1103 Alpha Widgets Ship-to: 02

General **Logistics** Sales Tax Registrations

Warehouse:

Shipment lead time: 0

Shipping instructions:

Shipping location: (blank)

Carrier: (blank)

Pack list: Multiple containers per page

Pack hierarchy: Item

Pack language: 001 = Default local language

Stage area:

Zone: (blank)

Export designator:

EU transport mode: (blank)

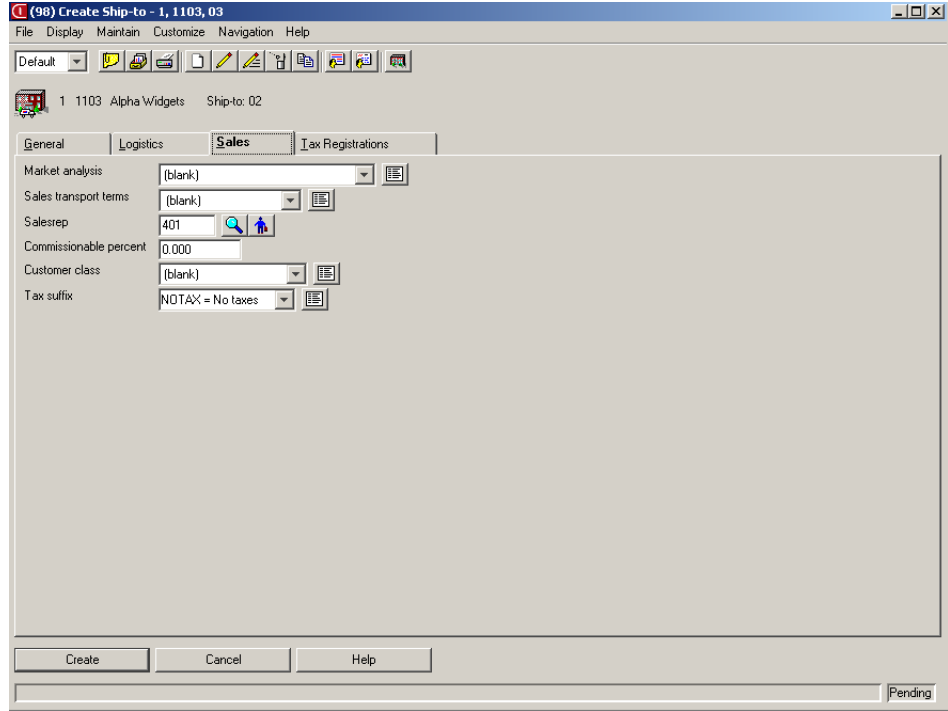
EU delivery terms: (blank)

EU transaction: (blank)

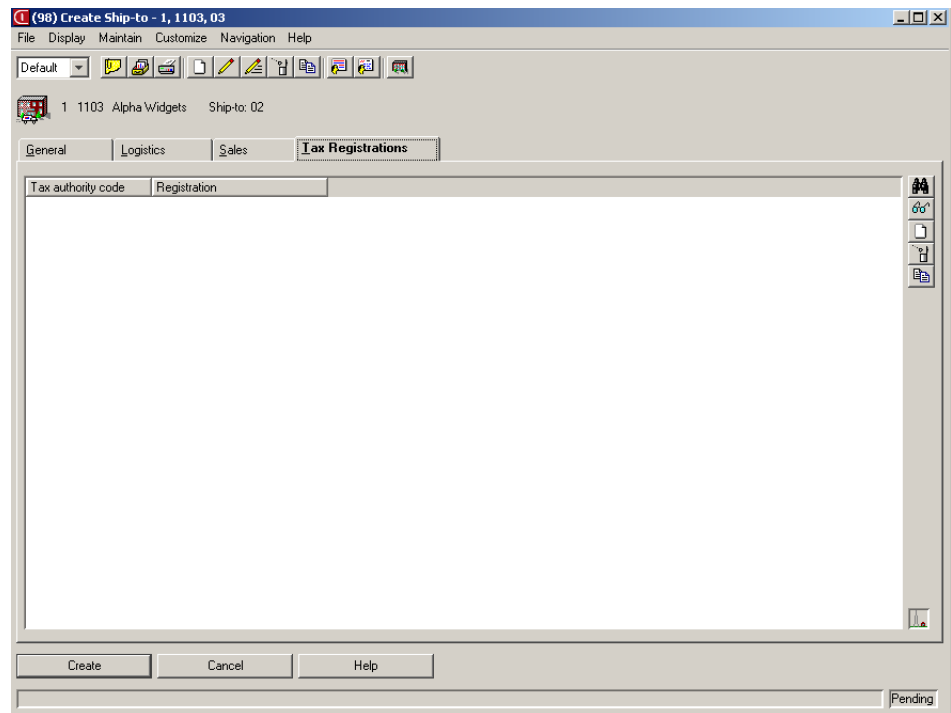
Create Cancel Help

Pending

The **Sales** tab contains information about the sales terms and conditions that apply to the customer at the ship-to address.



The **Tax Registrations** tab identifies the various taxes assessed based on the ship-to address. Use ship-to tax registrations records to create and maintain tax information for a ship-to address.



You create a new tax registration for a ship-to address by clicking the **Create** button on the **Tax Registrations** tab. The dialog for entering tax registration information is the same for a ship-to address as for the default ship-to address (see example shown on page 3-9). You can only create or delete tax registrations. If the information in a tax registration needs to be changed, delete the incorrect tax registration and create a new tax registration with the correct information.

Overrides

The Overrides tab shows a list of any addresses entered for the customer as override ship-to or sold-to addresses in customer orders. When creating a customer, the list is empty. Addresses are added to the list automatically when you enter a ship-to or a sold-to override address in an order or a line item for the customer.

You cannot change or create an override address in this list, but you can view address details.

The screenshot shows a software window titled '(98) Create Customer - 1, 1103'. The window has a menu bar with 'File', 'Display', 'Maintain', 'Customize', 'Navigation', and 'Help'. Below the menu bar is a toolbar with various icons. The main area of the window is divided into several tabs: 'Credit', 'Accounts Receivable', 'Logistics', 'Media', 'Customer Items', and 'Comments'. The 'Addresses' tab is currently selected, and it is further divided into 'General' and 'Pricing/Billing'. The 'Addresses' tab contains a table with the following columns: 'Override type', 'Addressee name', 'Address line 1', 'City', 'State', 'Postal code', 'Contact', 'Telephone', 'Fax', and a small icon column. The table is currently empty. At the bottom of the window, there are several buttons: 'Primary Address', 'Default Ship-to', 'Ship-tos', 'Overrides', and 'User'. Below these buttons are three buttons: 'Create', 'Cancel', and 'Help'. In the bottom right corner, there is a 'Pending' status indicator.

User-defined address

You can also define one or more addresses for your own use.

The screenshot shows a software window titled '(98) Create Customer - 1, 1103'. The window has a menu bar with 'File', 'Display', 'Maintain', 'Customize', 'Navigation', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is divided into several tabs: 'Credit', 'Accounts Receivable', 'Logistics', 'Media', 'Customer Items', and 'Comments'. The 'Addresses' tab is selected and active. Underneath, there are sub-tabs for 'General' and 'Pricing/Billing'. The 'Addresses' tab contains a table with the following columns: 'Address type', 'Addressee name', 'Address line 1', 'City', 'State', 'Postal code', 'Contact', 'Telephone', and 'Fax'. The table is currently empty. At the bottom of the window, there are buttons for 'Primary Address', 'Default Ship-to', 'Ship-tos', 'Overrides', and 'User'. Below these buttons are 'Create', 'Cancel', and 'Help' buttons. A 'Pending' status indicator is visible in the bottom right corner.

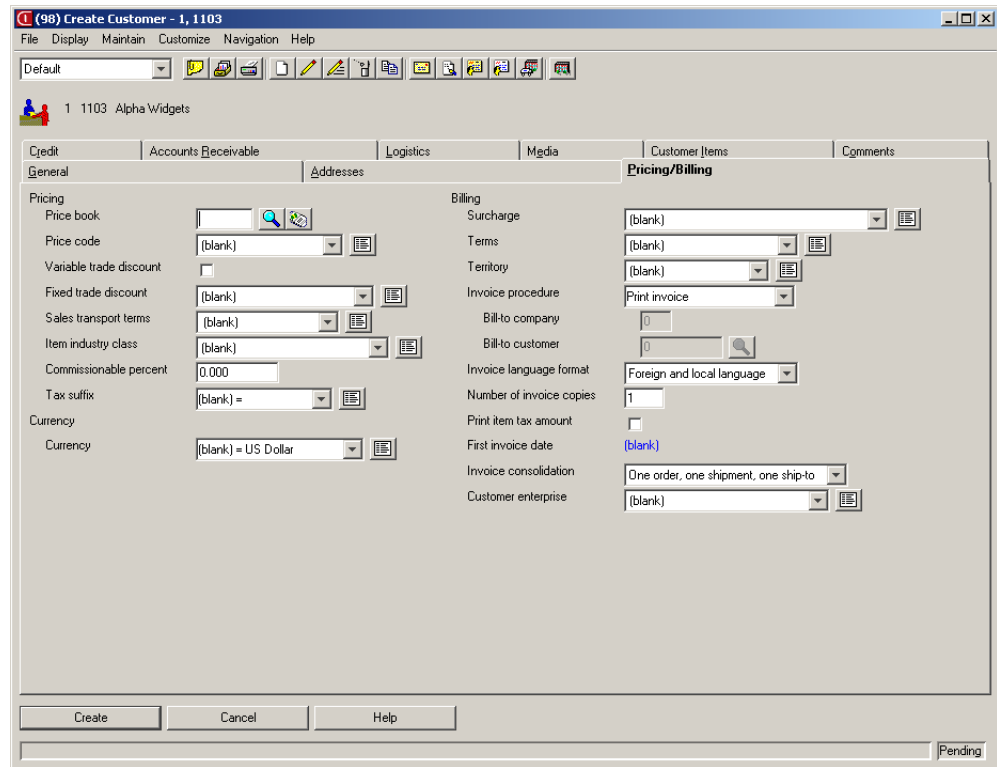
The user-defined addresses are organized by address type. Infor XA provides four address types:

- 1 = Customer default (primary address)
- 2 = Ship-to
- 3 = Transaction
- 4 = Ship-to override

You can create additional address types if you need additional categories for user-defined addresses you create.

Pricing/Billing card

The **Pricing/Billing** card contains information about the sales terms and conditions that apply to the customer at the ship-to address. Use it to enter information about the prices you charge the customer and how you bill the customer for goods or services your company provides.



If Multi-Currency Support (MCS) is active, these additional fields are used and are shown on the MCS version of the **Pricing/Billing** card: Alternate currency, Print alternate currency, and Euro customer.

If International Financial Management (IFM) is active, see “Creating customers when IFM is installed” on page 3-33 for information on the Pricing/Billing card and the other cards used for creating and maintaining customer information when IFM is active in an environment.

Credit card

Use the **Credit** card to enter information about the type of customer, when to perform a credit hold, and the amount of credit you want to extend to the customer. When you enter an order for this customer, you can have XA perform a credit check and hold the order if the order amount exceeds the amount of credit the customer currently has available.

The screenshot shows the 'Create Customer' dialog box with the 'Credit' tab selected. The window title is '(98) Create Customer - 1, 1103'. The 'Credit' tab contains the following fields and options:

- Customer type:** Standard (dropdown menu)
- Headquarters customer:** 0 (text field)
- Consolidate AR:**
- Automatic credit hold:**
- Require credit check:**
- Credit Limit:**
 - Credit limit currency:** Trading currency (selected), Local currency (radio buttons)
 - Credit limit amount:** 0 (text field)
 - Highest credit limit:** 0 (text field)
 - Credit:** (blank) (text field)
 - Changed by:** (blank) (text field)

Buttons at the bottom: Create, Cancel, Help. A 'Pending' status indicator is visible in the bottom right corner.

If International Financial Management (IFM) is active, see “Creating customers when IFM is installed” on page 3-33 for information on the IFM version of the Credit card.

Headquarters and branches

If Accounting Management Accounts Receivable (AR) is installed and interfacing with COM, you must define the customer as one of five types. The customer type depends on the values in the Customer type, Headquarters customer, and Consolidate AR attributes.

- Regular customer (set Customer type = Standard)
- Non-consolidated headquarters customer (set Customer type = Headquarters)
- Consolidated headquarters customer (set Customer type = Headquarters and select Consolidate AR)
- Non-consolidated branch customer (set Customer type = Branch and enter the Headquarters customer the branch belongs to)
- Consolidated branch customer (set Customer type = Branch, select Consolidate AR, and enter the Headquarters customer the branch belongs to)

Accounting for consolidated headquarters customers allows you to enter invoices against a branch customer or its headquarters. Branch invoices are posted to the headquarters customer number, referred to as the headquarters account in AR, but are identified by branch. Payments and adjustments are posted using the headquarters customer number.

For non-consolidated headquarters customers, you can post invoices and transactions to a branch customer number, referred to as the branch account in AR, but not to a headquarters customer number. If a non-consolidated headquarters customer must have invoices and transactions, it must be assigned another customer number as a branch of itself.

If branches of a headquarters have different currencies, the branches and the headquarters cannot be set up as consolidated. They must be set up as non-consolidated headquarters and non-consolidated branches.

In AR, non-consolidated headquarters customer numbers are used for printing the consolidated summary statement for a customer. However, these numbers are not recognized by CSM as valid customer numbers. You cannot place orders for a headquarters customer number. If you want to place orders for a headquarters customer, you must enter that headquarters customer as a branch customer number also.

The type of customer determines how the available credit for the customer is calculated when you enter an order for that customer. For a standard customer, the available credit is the sum of the invoice amount of the order being entered, the total invoice amount for all of the customer's open orders, and the customer's Accounts Receivable ledger balance. From this subtotal any unapplied cash is subtracted. The resulting amount is compared to the credit limit you enter on this card.

If you enter an order for a non-consolidated headquarters customer, you must use the branch number for the headquarters customer and the available credit is calculated as it would be for a standard customer. For consolidated headquarters customers, the available credit is calculated from the order being entered, the total invoice amount for all open orders for the headquarters customer and all of its branches, and the headquarter customer's Accounts Receivable ledger balance. Any unapplied cash for the headquarters customer is subtracted from the total. The resulting amount is the credit available for any of the branch customers assigned to that headquarters customer.

If a branch customer is not consolidated, the available credit is calculated the same way as for a standard customer. A consolidated branch customer's available credit is the available credit for the headquarters of the branch customer.

Credit information

When the **Automatic credit hold** option is selected, all orders entered for the customer are placed on hold regardless of the value of the order. These orders cannot be processed until the credit holds on the orders are released.

If you only want to hold orders for a customer when the outstanding balance on the customer's orders exceeds a certain amount, you select the **Require credit check** option. This option is available for selection if the Credit limit amount is not zero. You can specify whether you want to use trading currency or local currency for the credit limit amount.

When selected, the Require a credit check option causes an order to be placed on credit hold during end order processing if:

- The sum of the open order amounts for the customer plus the customer amount due from AR exceeds the credit limit amount.
- The delinquent amount in the customer's accounting summary information is greater than the delinquent balance minimum amount from the company the customer belongs to. The delinquent amount is the sum of the aging period amounts that are greater or equal to the delinquent period specified during application tailoring.

The Credit Limit information is where you specify the currency in which you are entering the credit limit. If multi-currency support is not active, the trading currency and local currency are the same currency. If multi-currency support is active, your choices for the currency of the credit limit are either the customer's trading currency or your local currency. For example, if the customer's currency is euros, and your local currency is dollars, selecting trading currency indicates that the credit limit amount is in euros. If you select local currency, the credit limit amount is in dollars.

In the **Credit limit** attribute, you specify the amount of credit you are extending to the customer. When the Require credit check option is selected, CSM places a hold on any orders that you enter for the customer that meet the credit limit conditions described in the preceding list.

Accounts Receivable card

Use the **Accounts Receivable** card to enter information about the receipt of payments from the customer.

If Accounts Receivable (AR) is installed, you must use the **Customer type**, **Headquarter customer**, and **Consolidate AR** fields to define how the customer will be used for accounting purposes:

- Regular customer (Customer type=Standard, Headquarters customer and Consolidate AR=not used)
- Consolidated headquarters customer (Customer type=Headquarters, Headquarters customer=not used, Consolidate AR=selected)
- Non-consolidated headquarters customer (Customer type=Headquarters, Headquarters customer=not used, Consolidate AR=not selected)
- Consolidated branch customer (Customer type=Branch, Headquarters customer=number identifying customer used as headquarters, Consolidate AR=selected)
- Non-consolidated branch customer (Customer type=Branch, Headquarters customer=number identifying customer used as headquarters, Consolidate AR=not selected).

Consolidated headquarters accounting allows you to enter invoices against a branch or its headquarters. Branch invoices are posted to the headquarters customer number but are identified by branch. Payments and adjustments are posted using the headquarters customer number.

For non-consolidated headquarters customers, you can post invoices and transactions to a branch customer number but not to a headquarters customer number. If a non-consolidated headquarters must have invoices and transactions, it must be assigned another customer number as a branch of itself.

If branches of a headquarters have different currencies, the branches and the headquarters cannot be setup as consolidated. They must be setup as non-consolidated headquarters and branches.

Non-consolidated headquarters customer numbers are used for printing the consolidated summary statement for a customer in AR. However, these numbers are not recognized by CSM as valid customer numbers. You cannot place orders for a headquarters customer number. If you want to place orders for a headquarters customer, you must enter that headquarters customer as a branch customer number also.

Logistics card

The **Logistics** card contains information about how the customer wants goods to be shipped to the ship-to address. Use this card to enter shipping information related to fulfilling orders from and delivering goods to the customer.

The screenshot shows a software window titled '(98) Create Customer - 1, 1103'. The window has a menu bar with 'File', 'Display', 'Maintain', 'Customize', 'Navigation', and 'Help'. Below the menu bar is a toolbar with various icons. The main area of the window is divided into several tabs: 'General', 'Accounts Receivable', 'Logistics', 'Media', 'Pricing/Billing', 'Customer Items', and 'Comments'. The 'Logistics' tab is currently selected. Under the 'Logistics' tab, there are several sections of fields:

- Packing and Shipping:**
 - Shipment lead time: 0
 - Carrier: (blank)
 - Back orders:
 - Partial ship:
 - Accept substitute:
 - Print backorder quantity:
 - Requires advance ship notice:
 - Consolidate packing: Consolidated packing allowed
 - Priority: (blank)
 - Zone: (blank)
 - Consolidate shipping: Consolidated shipping allowed
 - Shipping instructions: (empty text box)
 - Export designator:
 - Pack list: Multiple containers per page
 - Pack hierarchy: Item
- EU:**
 - Transaction type: (blank)
 - Delivery terms: (blank)
 - Transport mode: (blank)

At the bottom of the window, there are three buttons: 'Create', 'Cancel', and 'Help'. In the bottom right corner, there is a 'Pending' status indicator.

Warning: Changing the **Backorders** or **Partial ship** field on the **Logistics** card from Yes to No can affect open orders. In some instances, orders may have to be updated manually to prevent incorrect shipping and invoicing.

- **Backorder** field changed from Yes to No.

For previously entered shipments, if no changes are made to the shipped quantity, the backorder amount remains as entered. However, if any changes are made to the shipped quantity, the backorder quantity must be entered manually. If it is left blank, the backorder quantity reverts to zero.

For example, an order for this customer has a total request of 20 units, with 15 already shipped and 5 backordered. If the order is updated and the shipped quantity is changed from 15 to 17, a backorder of 3 must be entered manually to keep a backorder quantity. Otherwise, the backorder amount is calculated automatically to zero, because no backorders are allowed for this customer.

- **Partial ship** field changed from Yes to No.

All previous and future shipments will not allow a partial shipment. Any attempt to ship the backorder quantity forces the shipment of the total ship quantity, ignoring any quantity previously invoiced. This could result in over charging, if the total invoiced amount is the sum of the invoice amount for a partial shipment + invoice amount for a total shipment.

For example, an order for this customer has a total request of 20 units, with 10 already shipped. The units that are backordered will not ship until 20 can be fulfilled at the same time, regardless of the 10 that have already been invoiced. The customer receives and is invoiced for a total of 30 units.

Media card

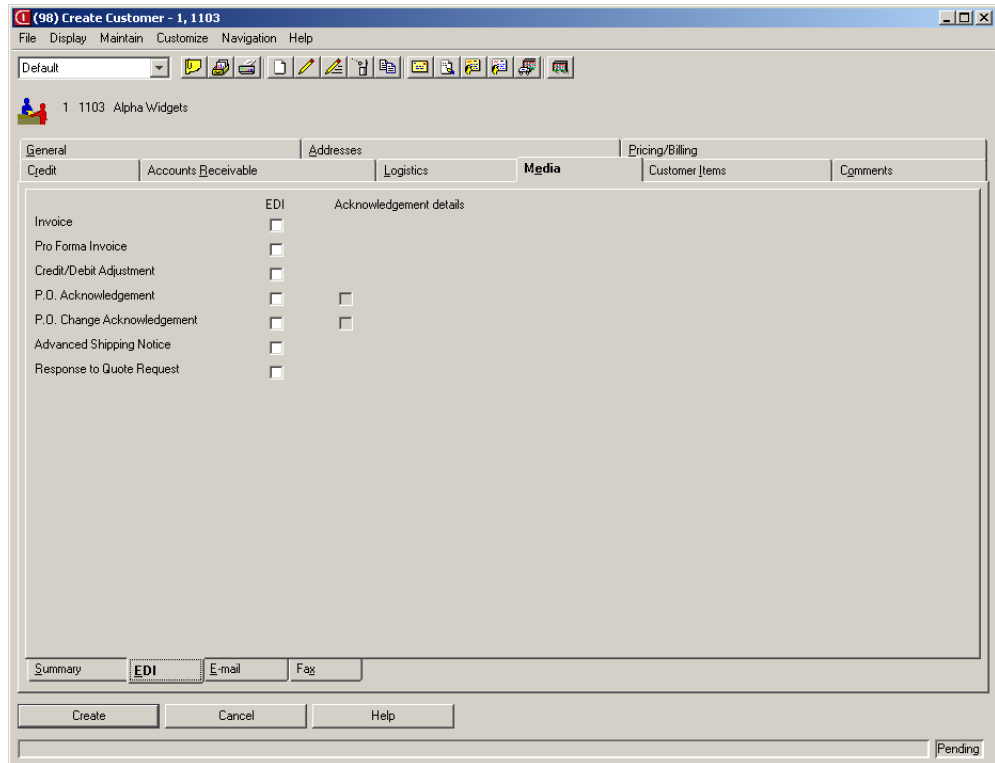
The **Media** card shows a list of all documents that can be printed or transmitted to the customer and the customer's selections for how each document can be sent. The **Summary** tab provides an overview of the methods of transmission selected for each document.

	Print	EDI	E-mail	Fax
Invoice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pro Forma Invoice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Credit/Debit Adjustment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P.O. Acknowledgement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P.O. Change Acknowledgement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced Shipping Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response to Quote Request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

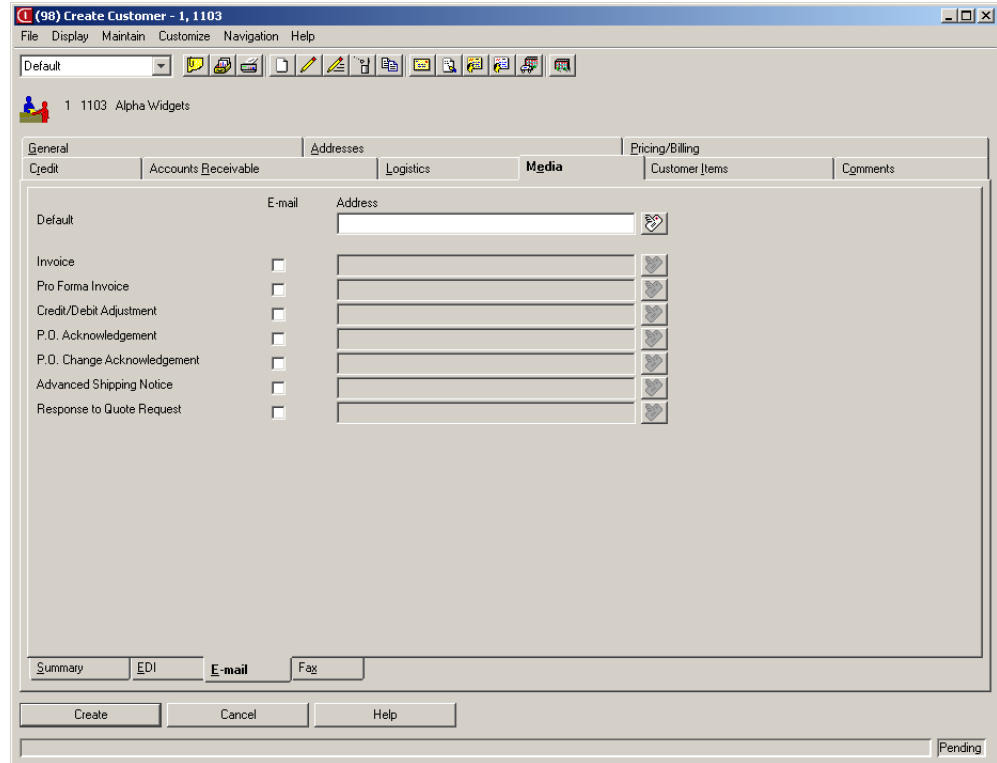
Use this card to set up and maintain the document media flags for this customer. The flags indicate to the system whether to print a document or send it via Electronic Data Interchange (EDI) or Fax.

Each document has four media options: **Paper**, **EDI**, **E-mail**, and **Fax**. The options for each document indicate to the system whether to print the document or send it to the customer through an EDI, e-mail, or fax transmission. The options can be combined; for example, a customer can choose to have invoices sent by both e-mail and fax. Other information can be entered, such as a fax number for Fax documents and an acknowledgment option for EDI documents.

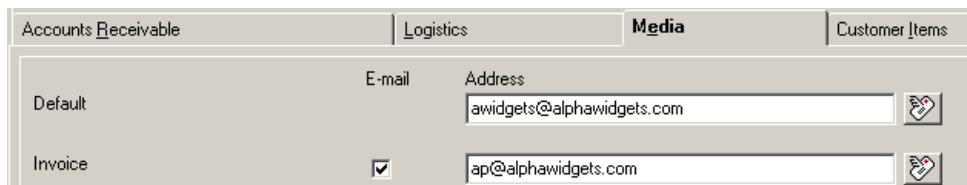
Use the **EDI** tab to select the documents that the customer wants to receive by EDI transmission. For purchase order acknowledgements and changes to those acknowledgements, this tab includes an option for including detailed information in the transmission.



Use the **E-mail** tab to select the documents that the customer wants to receive through e-mail.



The customer's e-mail address, if entered, appears as the default e-mail address. This e-mail address will be used for transmitting selected documents unless you enter an alternate e-mail address for a selected document. For example, the customer might have a primary e-mail address for most contacts but use a different e-mail address for the accounts payable department to receive invoices.



Use the **Fax** tab to select the documents that the customer wants to receive through fax transmissions.

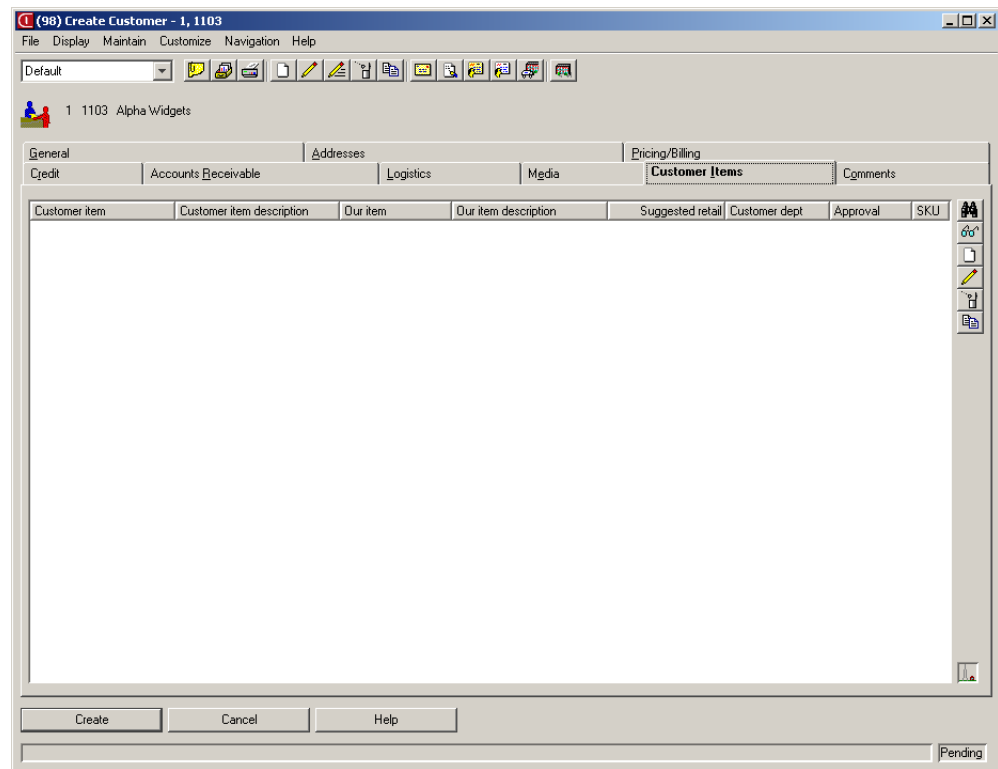
The screenshot shows a software window titled '(98) Create Customer - 1, 1103'. The window has a menu bar with 'File', 'Display', 'Maintain', 'Customize', 'Navigation', and 'Help'. Below the menu bar is a toolbar with various icons. The main area contains a tabbed interface with the following tabs: 'General', 'Addresses', 'Pricing/Billing', 'Customer Items', and 'Comments'. The 'Media' tab is currently selected. Under the 'Media' tab, there are sub-sections for 'Credit', 'Accounts Receivable', 'Logistics', and 'Media'. The 'Media' section contains a table with the following columns: 'Default', 'Fax', and 'Number'. The 'Default' column lists document types, and the 'Fax' column contains checkboxes. The 'Number' column contains input fields. The document types listed are: Default, Invoice, Pro Forma Invoice, Credit/Debit Adjustment, P.O. Acknowledgement, P.O. Change Acknowledgement, Advanced Shipping Notice, and Response to Quote Request. At the bottom of the window, there are buttons for 'Summary', 'EDI', 'E-mail', 'Fax', 'Create', 'Cancel', and 'Help'. A 'Pending' status indicator is visible in the bottom right corner.

Default	Fax	Number
Default	<input checked="" type="checkbox"/>	<input type="text"/>
Invoice	<input type="checkbox"/>	<input type="text"/>
Pro Forma Invoice	<input type="checkbox"/>	<input type="text"/>
Credit/Debit Adjustment	<input type="checkbox"/>	<input type="text"/>
P.O. Acknowledgement	<input type="checkbox"/>	<input type="text"/>
P.O. Change Acknowledgement	<input type="checkbox"/>	<input type="text"/>
Advanced Shipping Notice	<input type="checkbox"/>	<input type="text"/>
Response to Quote Request	<input type="checkbox"/>	<input type="text"/>

As with the default e-mail address on the E-mail tab, the customer's fax number appears as the default fax number if a fax number was entered in the customer contact information. This default fax number will be used for transmitting selected documents unless you enter an alternate fax number for a selected document.

Customer Items card

The **Customer Items** card contains a list that provides a cross-reference between the item numbers you use to identify the items you sell to the customer and the item numbers the customer uses for those same items. From this card, you can enter, change, or delete customer item numbers associated with your company's items.

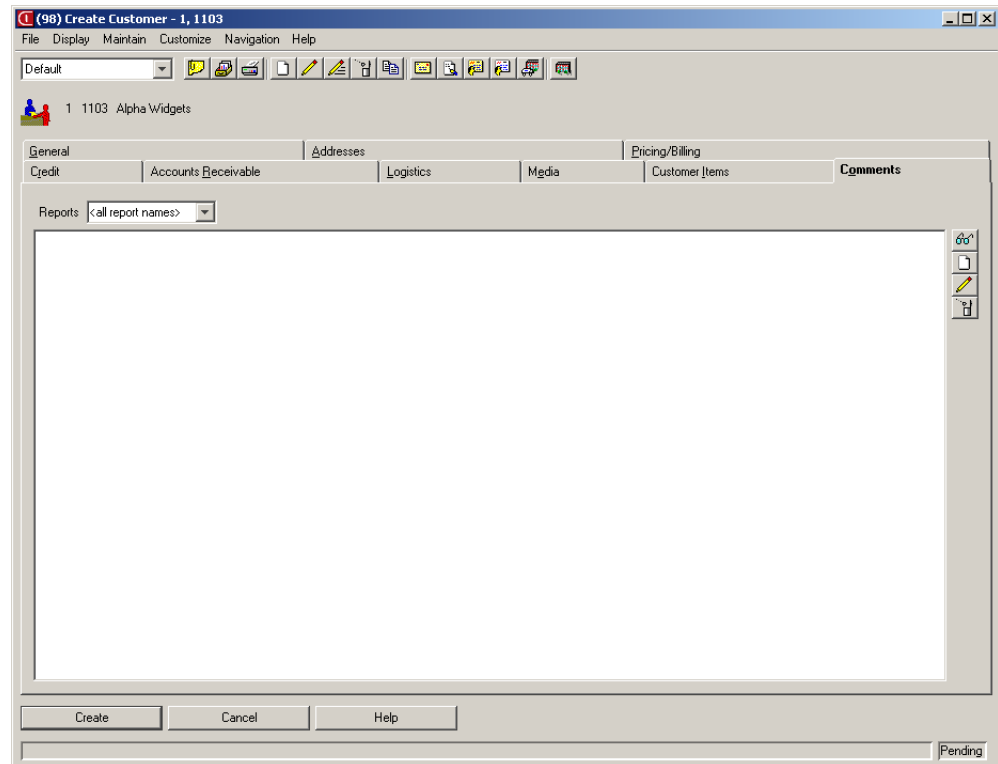


When you link your item number to a number the customer has established for the same item, you can then use the customer's item numbers on invoices and other documents you generate for the customer. The documents the customer receives from you can contain the item numbers the customer uses in his or her business to identify the items. By using the customer's item numbers in the documents, you give the customer immediately recognizable identifiers for the items in the transaction.

Customer item numbers can be up to 30 characters long. These customer numbers can be used for entering items on all types of orders. For more information about customer items, see the online help text for the Customer Items object.

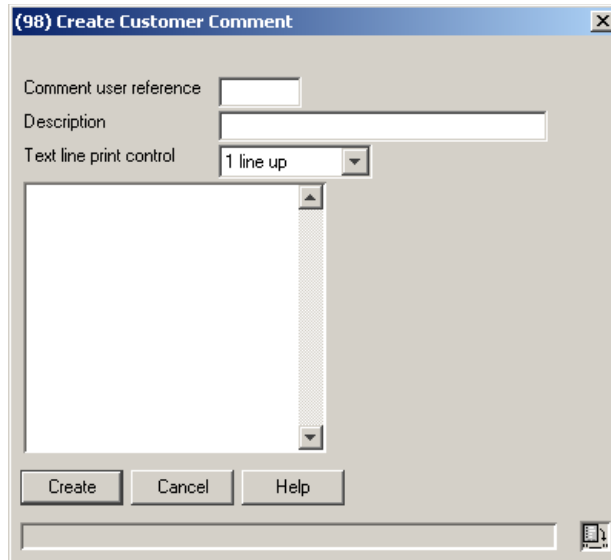
Comments card

The **Comments** card contains additional text related to the customer, such as special instructions, reminders of upcoming deals or deadlines, seasonal information, and so forth. Use this card to add, change, or delete comments for the customer.

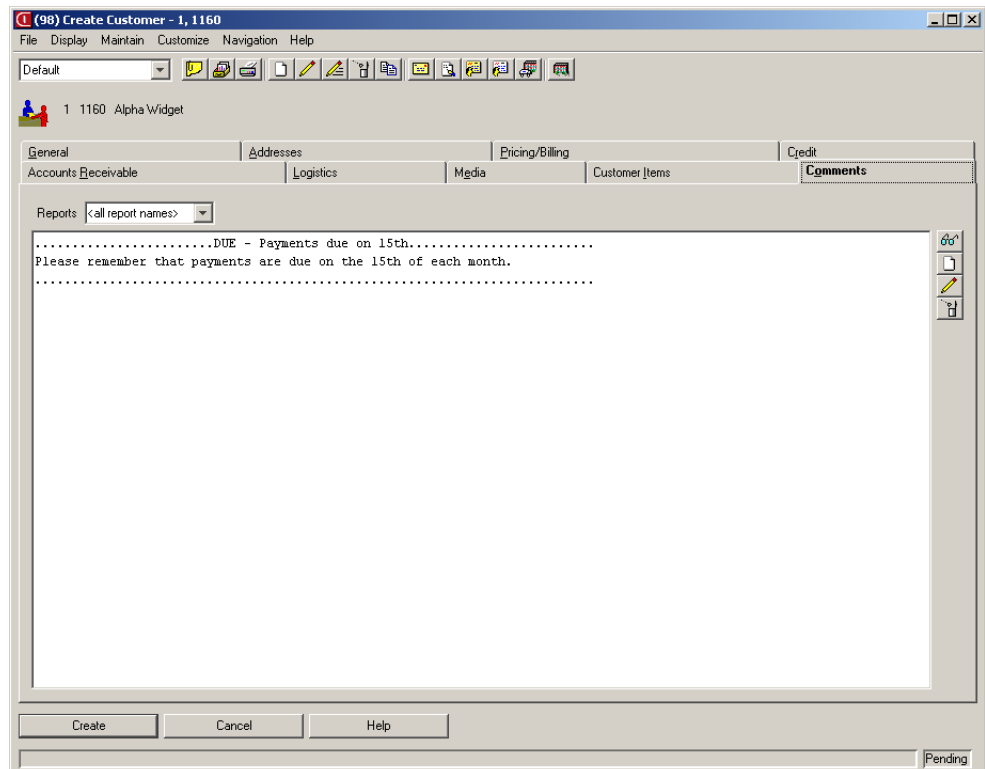


Customer comments can be included on a variety of reports, such as acknowledgements, invoices, and other documents transmitted to the customer. You control whether a comment prints either automatically on all reports or is selected individually for printing on specific reports. The default choice is to print the comment automatically on all reports.

To create a new comment, click the Create button. On the Create Customer Comment dialog, you enter the user reference you want to use to identify the comment, the description of the comment, the number of lines between the new comment and other comments, and the text of the comment.

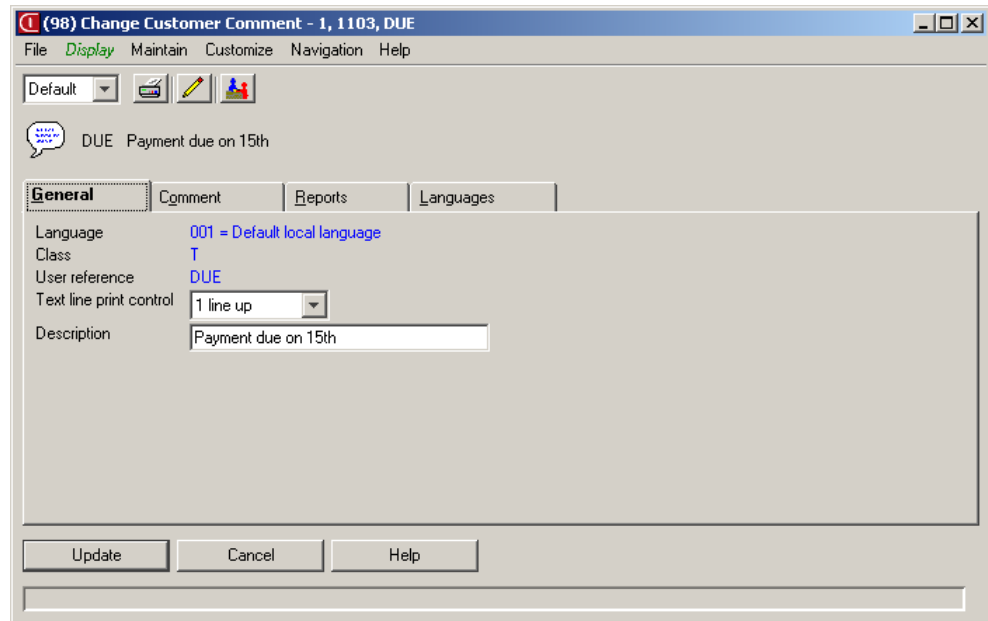


After you create the comment, it appears on the Comments card in the Customer card file.

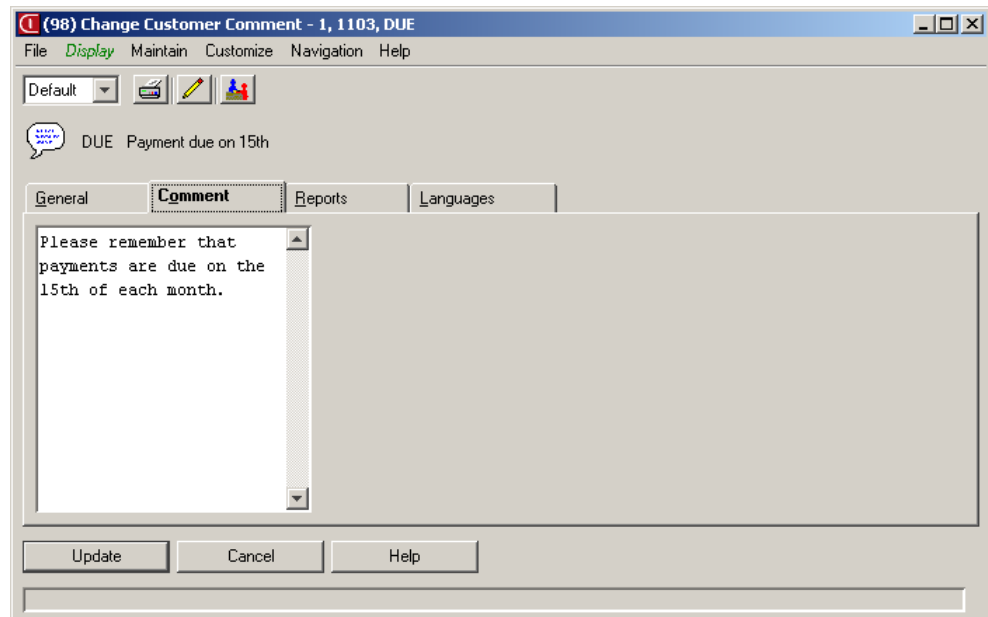


To enter additional information for the comment, such as modifying the reports on which the comment prints or entering versions of the comment in different languages, you must change the comment. Select the comment on the Comments card and click the Change button on that card to open the Change Customer Comments card file.

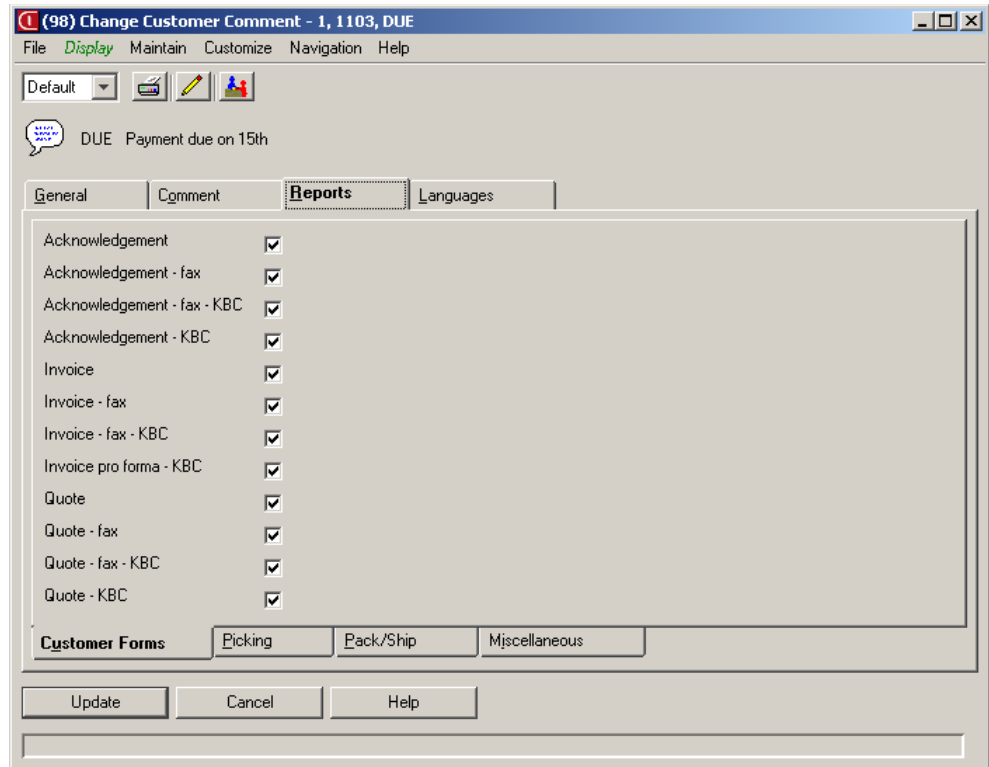
On the **General** card, you can change your selection for the number of lines between each comment and the description of the comment.



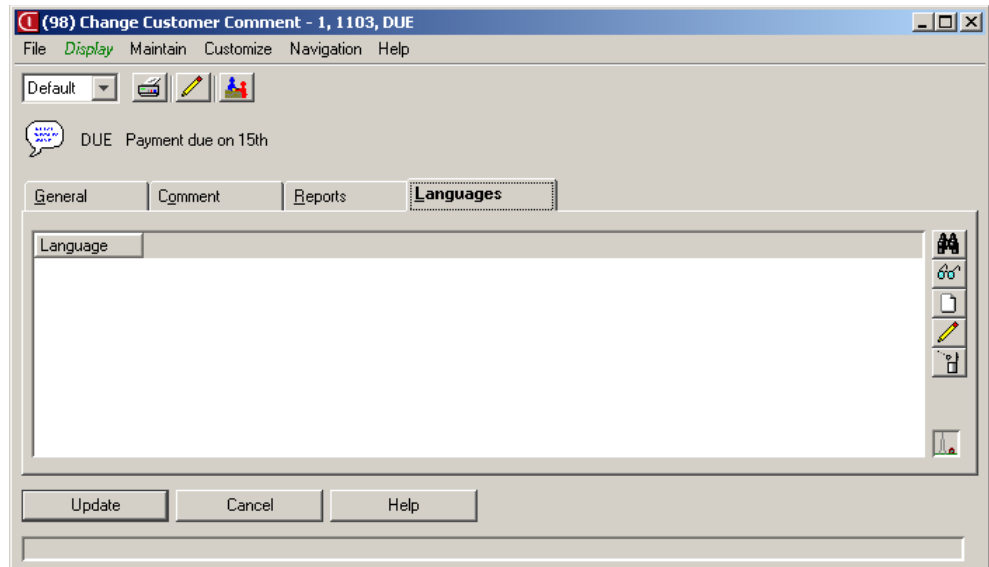
On the **Comment** card, you can modify the text of the comment.



Use the **Reports** card to select the reports or documents on which the comment is to be printed. The comment prints automatically on any report that you select. A comment that is not included automatically on a report can be selected to print on an individual report when you are entering options to print the report.



Use the **Languages** card to enter versions of the comment text in additional languages.



Creating customers when IFM is installed

When International Financial Management (IFM) is installed, a customer is defined as a type of entity. An entity is a person or institution with which you do business, such as a customer, vendor, or bank. An entity contains information used for processing accounts receivable and accounts payable transactions.

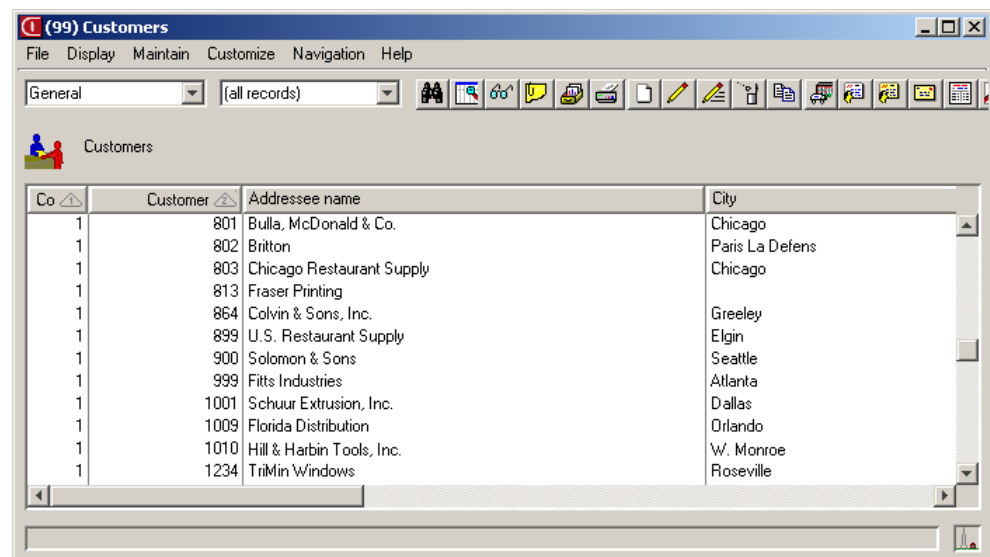
To process invoices for a customer, the customer must be associated with an active entity. This entity provides the billing address information within IFM for the customer. In CSM, this entity is the accounts receivable entity for the customer.

To identify the currency with which the customer does business, the customer must be associated with a ledger in IFM. The ledger identifies the currency in which the customer's receivable amounts are denominated. In CSM, this ledger is the accounts receivable ledger for the customer.

To record receivable transactions, a customer must be associated with a personal account. One personal account associates an entity with a ledger. The personal account contains the default values for the trading relationship between the entity, in this case a customer, and a financial institution. For customers, the personal account only contains information, such as payment terms or conditions, for the customer's receivable transactions.

Creating a new customer when IFM is installed

When IFM is installed, you initiate the creation of a customer the same way as when IFM is not installed. Double clicking the Customers icon in the main browser window opens the **Customers** list window.



Co	Customer	Addressee name	City
1	801	Bulla, McDonald & Co.	Chicago
1	802	Britton	Paris La Defens
1	803	Chicago Restaurant Supply	Chicago
1	813	Fraser Printing	
1	864	Colvin & Sons, Inc.	Greeley
1	899	U.S. Restaurant Supply	Elgin
1	900	Solomon & Sons	Seattle
1	999	Fitts Industries	Atlanta
1	1001	Schuur Extrusion, Inc.	Dallas
1	1009	Florida Distribution	Orlando
1	1010	Hill & Harbin Tools, Inc.	W. Monroe
1	1234	TriMin Windows	Roseville

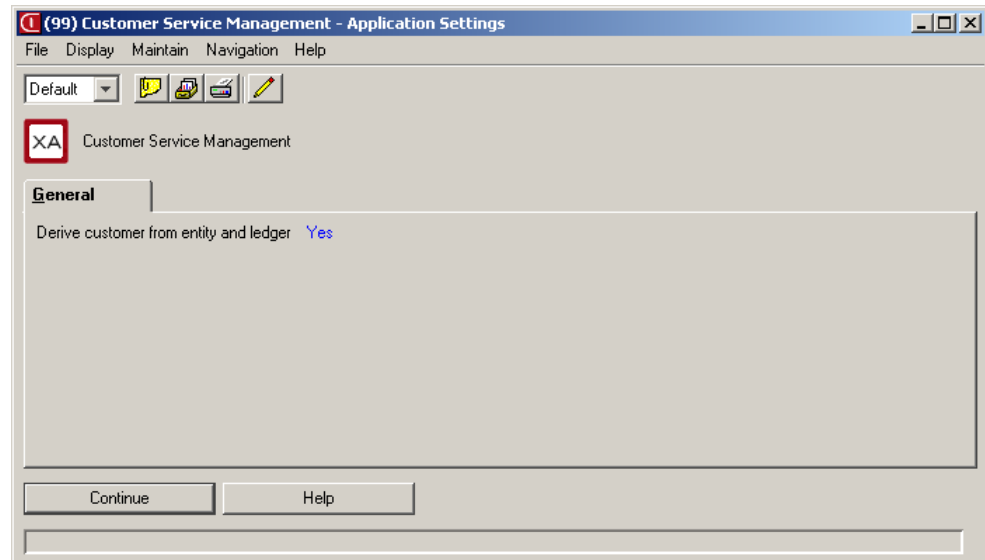
From the list of the customers defined to date, you can create information for a new customer or copy an existing customer record to use information from the copied customer for a new customer. Copying an existing customer when IFM is installed can be done under certain conditions. The new customer must be associated with a different entity or ledger than the existing customer if XA derives the customer number

automatically. Otherwise, the setting for deriving the customer number must be turned off.

Assigning customer numbers when IFM is installed

Regardless of whether IFM is installed, XA requires that a customer record have a customer number. However, when IFM is installed, the customer number is either derived automatically, based on the entity and ledger to which the customer is assigned, or entered manually. Which method you use for assigning customer numbers depends on your situation. If you have been using IFM previously, then the customer numbers for your existing customers were derived. If your customer records were created prior to the installation of IFM, then you might prefer to continue to enter customer numbers manually according to the scheme you have in place.

When IFM is installed, the CSM application setting for **Derive customer from entity and ledger** controls how a customer number is assigned. (In a non-IFM environment, this application setting is ignored and cannot be changed.)



XA generates a customer number if the **Derive customer from entity and ledger** option is set to Yes, which is the default setting. This option prevents you from entering a customer number directly but activates the **Derive customer number** button next to the Customer attribute on the Create Customer dialog. Before you can derive the customer number, the accounts receivable entity and the accounts receivable ledger for the customer must be entered. When that information is available, clicking the Derive customer number button assigns the customer number automatically. The process for deriving the customer number combines the ID of the accounts receivable entity with the ledger suffix of the accounts receivable ledger and assigns that unique number to the customer.

Note: The Ledger suffix is not shown in the detailed information for the accounts receivable ledger. However, you can customize a card in the Ledgers object to include the Ledger suffix attribute and include that card in an existing or new card file to see the suffix value. For example, the ledger suffix for the ARUSD ledger in the preceding example is 03. Combined with the entity ID of 12, the ledger suffix produces a customer number of 1203 when you click the Derive customer number button.

The screenshot shows a software dialog box titled "(99) Create Customer". It features a "Template" dropdown menu set to "Default (IFM)". Below this are several input fields, each with a search icon and a refresh icon: "Company" (1), "Customer" (1203), "Sales representative" (502), "Accounts receivable entity" (12), and "Accounts receivable ledger" (ARUSD). At the bottom of the dialog, there are two checkboxes: "Return here to create another" (unchecked) and "Preview before create" (checked). Three buttons are located at the very bottom: "Create", "Cancel", and "Help".

Alternatively, if the Derive customer from entity and ledger option for is set to No, the customer number is available for entry. You can enter a customer number manually following the same rules and recommendations that apply when entering a customer number if IFM is not installed. This method for assigning customer numbers might be applicable if you have customer records that existed prior to the installation of IFM and you want to continue to use a specific pattern for the customer numbers you enter.

Maintaining customer information when IFM is installed

When IFM is installed, the Default (IFM) or the Default (MCS and IFM) card files in the Customers object contain the cards with the IFM-specific information. You should set the Preferences options for the Customers object to use the Default (IFM) card file if IFM only is installed or to use the Default (MCS and IFM) card file if Multi Currency Support (MCS) is also active. You use the cards in these card files to enter and review information about a customer when IFM is installed.

The Default (IFM) and Default (MCS and IFM) card files group the customer information in the same nine cards as the Default or Default (MCS) card files, but includes an additional card containing an overview of information in the accounts receivable entity. Some cards appear in all of the card files, while other cards are specifically used when IFM is installed, as noted in the following list:

- General
- Addresses (IFM)
- Pricing/Billing (IFM)
- Credit (IFM)
- AR Entity Overview
- Accounts Receivable (IFM)
- Logistics
- Media
- Customer Items
- Comments.

General card

Use the **General** card to enter standard information about the customer, such as customer class and shipping instructions. This card is unchanged when IFM is installed.

The screenshot shows a software window titled '(99) Create Customer - 1, 1203'. The window has a menu bar with 'File', 'Display', 'Maintain', 'Customize', 'Navigation', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is divided into several tabs: 'AR Entity Overview', 'Accounts Receivable', 'Logistics', 'Media', 'Customer Items', and 'Comments'. The 'General' tab is selected, and it contains the following fields:

- Company: 1
- Customer status: Active
- Customer class: (blank)
- Warehouse: [Search icon]
- Stage area: [Search icon]
- Require purchase order:
- Language: 001 = Default local language
- Maintenance log:
- Salesrep: 502
- Market analysis: (blank)

At the bottom of the window, there are three buttons: 'Create', 'Cancel', and 'Help'. A status bar at the very bottom shows 'Pending'.

Addresses card

Whether IFM is installed or not, the Addresses card contains the same five types of addresses: primary address, default ship-to address, other ship-to addresses, override addresses entered through customer orders, and user-defined addresses.

Note: The **Addresses** card is by default the first card you will see when you are creating a new customer.

Primary address. The Primary Address tab contains the mailing address and contact information for the customer. This address can also serve as the default address your company uses for shipping goods to the customer. When IFM is installed, XA must keep the primary address synchronized with the address information in the current revision of the accounts receivable entity. Contact information is synchronized with the contact information for the current revision of the personal account associated with the customer. This synchronization ensures that the address for billing the customer, or for contacting the customer for billing questions, is always accurate.

You choose how you want to keep the address and contact information in the customer synchronized with the billing address information in the current entity revision and contact information in the current personal account revision. IFM allows you either maintain the address as part of the customer information or as part of the

current entity revision. The **Update billing address** attribute indicates your choice. If not selected, the address and contact information is maintained in IFM. If selected, you maintain the address and contact information through the customer in CSM. By default, the attribute is not selected.

General	Addresses
Update billing address <input checked="" type="checkbox"/>	

If you are maintaining the address as part of the current entity revision and contact as part of the current personal account revision, the address and contact attributes are not available for maintenance in the customer information. XA automatically updates the primary address information shown for the customer with any changes made to address information in the current entity revision or to contact information in the current personal account revision.

The screenshot shows a software window titled '(99) Create Customer - 1, 1203'. The 'Addresses' tab is active, and the 'Update billing address' checkbox is unchecked. The form includes the following fields and options:

- Update billing address:**
- Addressee name:** Beta Widgets
- Address format:** City, state, postal, country
- Address:** 1001 Beta Blvd
- City:** Betaville
- State:** NC = North Carolina
- Postal code:** 27383
- Country:** USA = United States
- Logistics:** Shipping instructions (empty), Shipping location (blank), Zone (blank)
- Tax:** Tax city (blank), Tax county (blank)
- Contact:** Contact (empty), Office (empty), Fax (empty), Mobile (empty)
- Web address:** (empty)
- E-mail address:** (empty)

Buttons at the bottom include 'Create', 'Cancel', and 'Help'. A 'Pending' status indicator is visible in the bottom right corner.

Conversely, if you want to maintain this information in the customer, the address and contact attributes are available for maintenance. With this choice, the address information in the current entity revision and the contact information in the current personal account revision cannot be maintained. XA updates the address and contact information in IFM automatically when you change the primary address for the customer.

Default Ship-to address. Use the Default Ship-to tab to enter the mailing address and contact information for the address your company uses for shipping goods to the customer. XA allows you either to set the default ship-to address to match the primary address or to specify a separate address to use for shipping.

When IFM is installed, this card contains two additional attributes, tax city and tax county. The function of this card is unchanged when IFM is installed. For a detailed explanation of this card, see “Default Ship-to address” on page 3-5.

The **Default ship-to address** attribute indicates whether the primary address for the customer is to be used as the default shipping address or whether the customer uses a different address for shipping. If you select the Customer address value for this attribute, XA sets the default ship-to address to match the primary address. You cannot maintain the default ship-to address information directly. XA automatically updates the default ship-to address when the primary address is changed.

Note: The primary address can be maintained either by maintaining the customer information or by maintaining address information in the current entity revision and contact information in the current personal account revision. See “Primary address” on page 3-36 for more information.

The screenshot shows a software window titled "(99) Create Customer - 1, 1203". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main area displays a customer record for "1 1203 Beta Widgets". There are several tabs: "AR Entity Overview", "Accounts Receivable", "Logistics", "Media", "Customer Items", and "Comments". The "Logistics" tab is active, and within it, the "Addresses" sub-tab is selected. The "Default ship-to address" is set to "Customer address". The address information is as follows:

- Addressee name: Beta Widgets
- Address format: City, state, postal, country
- Address: 1001 Beta Blvd
- City: Betaville
- State: NC = North Carolina
- Postal code: 27383
- Country: USA = United States
- Tax city: (blank)
- Tax county: (blank)
- Web address: (empty field)
- E-mail address: (empty field)
- Contact: (empty field)
- Telephones: Office, Fax, Mobile (empty fields)

At the bottom of the window, there are buttons for "Update", "Cancel", and "Help".

For those customers whose shipping address is different from their primary address, the Default ship-to address attribute should be set to the User entered value. When this value is selected, XA breaks the connection between the primary address and the default ship-to address.

The screenshot shows a software window titled "(99) Create Customer - 1, 1203". The window has a menu bar (File, Display, Maintain, Customize, Navigation, Help) and a toolbar. Below the toolbar, there are tabs for "AR Entity Overview", "Accounts Receivable", "Logistics", "Media", "Customer Items", and "Comments". The "Addresses" tab is active, with sub-tabs for "General", "Addresses", "Pricing/Billing", and "Credit".

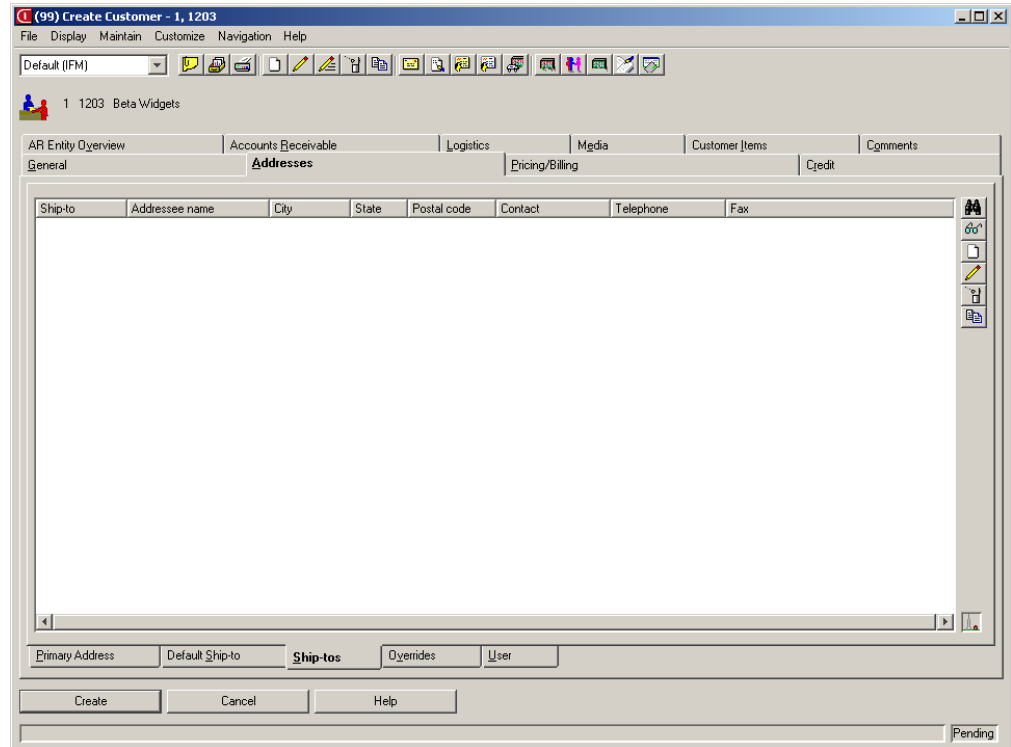
The "Addresses" tab contains the following fields and options:

- Default ship-to address:** Radio buttons for "User entered" (selected) and "Customer address".
- Addressee name:** Text field containing "Beta Widgets".
- Address format:** Text field containing "City, state, postal, county".
- Address:** Text field containing "919 West Second Street".
- City:** Text field containing "Newton".
- State:** Dropdown menu containing "NC = North Carolina".
- Postal code:** Text field containing "27410".
- Country:** Dropdown menu containing "USA = United States".
- Tax city:** Dropdown menu containing "(blank)".
- Tax county:** Dropdown menu containing "(blank)".
- Web address:** Text field containing "www.betawidgets.com/newton".
- Contact:** Text field containing "Ed Smith".
- Telephones:**
 - Office: Text field containing "704-555-1234".
 - Fax: Text field containing "704-555-9876".
 - Mobile: Text field containing "704-555-5555".
- E-mail address:** Text field containing "esmith@betawidgets.com".

At the bottom of the form, there are sub-tabs for "Address", "Logistics and Sales", and "Tax Registrations". Below these are buttons for "Primary Address", "Default Ship-to" (highlighted), "Ship-tos", "Overrides", and "User". At the very bottom are "Create", "Cancel", and "Help" buttons. A "Pending" status indicator is visible in the bottom right corner.

Other than the addition of the tax city and tax county on the Address tab, the information in the default ship-to address is the same regardless of whether IFM is installed. See "Default Ship-to address" on page 3-5 for information on the **Address**, **Logistics and Sales**, and **Tax Registrations** tabs.

Ship-to address. Use the **Ship-tos** tab to enter one or more additional shipping addresses for the customer. These additional ship-to addresses can be used to override the default ship-to address for an entire order or for individual line items on the order. The additional addresses are useful when the customer has more than one location that regularly receives shipments from your company. Having the additional shipping addresses predefined in the customer information eliminates the need to enter additional address information manually when entering an order or line item for the customer.

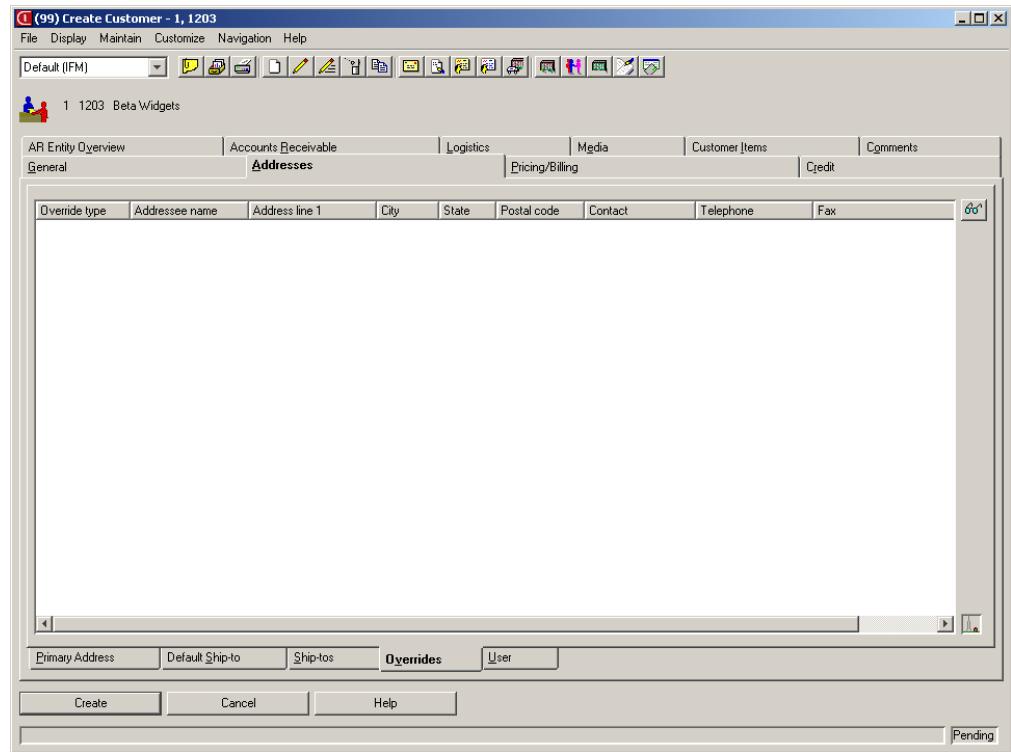


After a new customer has been created, the Ship-tos tab also includes the customer's default ship-to address, which has a ship-to number of 00000001. The default ship-to address can be viewed but not maintained from this tab. (Use the Default Ship-to tab to work with the default ship-to address information).

The information on the Ship-tos tab, and the detailed General, Logistics, Sales, and Tax Registrations information for an individual ship-to address, is the same regardless of whether IFM is installed, with the addition of the tax city and tax county attributes. For additional information on working with ship-to addresses, see "Ship-to address" on page 3-10.

Overrides. The **Overrides** tab shows a list of any addresses entered on an order or a line item for the customer as override ship-to or sold-to addresses. This list is empty when creating a customer. Addresses are added to the list automatically when you enter a ship-to or a sold-to override address in an order for the customer.

You cannot change or create an override address in this list, but you can view address details.



This tab is unchanged when IFM is installed.

User-defined address. The **User** tab contains a list of customer addresses you define for your own use.

The screenshot shows a software window titled '(99) Create Customer - 1, 1203'. The window has a menu bar with 'File', 'Display', 'Maintain', 'Customize', 'Navigation', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is divided into several tabs: 'AR Entity Overview', 'Accounts Receivable', 'Logistics', 'Media', 'Customer Items', and 'Comments'. Under 'Accounts Receivable', there are sub-tabs: 'General', 'Addresses', 'Pricing/Billing', and 'Credit'. The 'Addresses' sub-tab is active, showing a table with the following columns: 'Address type', 'Addressee name', 'Address line 1', 'City', 'State', 'Postal code', 'Contact', 'Telephone', and 'Fax'. The table is currently empty. Below the table are buttons for 'Primary Address', 'Default Ship-to', 'Ship-to's', 'Overrides', and 'User'. At the bottom of the window are 'Create', 'Cancel', and 'Help' buttons, and a 'Pending' status indicator.

The user-defined addresses are organized by address type. Infor XA provides four address types:

- 1 = Customer default (primary address)
- 2 = Ship-to
- 3 = Transaction
- 4 = Ship-to override

You can create additional address types if you need additional categories for user-defined addresses you create.

This tab is unchanged when IFM is installed.

Pricing/Billing card

The **Pricing/Billing** card contains information about the sales terms and conditions that apply to the customer. Use it to enter information about the prices you charge the customer and how you handle the accounting and invoicing of the goods or services your company provides to the customer.

The screenshot shows the 'Create Customer - 1, 1203' window with the 'Pricing/Billing' tab selected. The window title is '(99) Create Customer - 1, 1203'. The menu bar includes File, Display, Maintain, Customize, Navigation, and Help. The toolbar contains various icons for file operations. The main area is divided into tabs: AR Entity Overview, Accounts Receivable, Logistics, Media, Customer Items, and Comments. The 'Pricing/Billing' tab is active, showing the following fields:

Pricing		Billing	
Price book	[blank]	Accounts receivable ledger	ARUSD
Price code	(blank)	Payment terms	01 = NET 30
Variable trade discount	<input type="checkbox"/>	Currency	(blank) = US Dollar
Fixed trade discount	(blank)	Tax suffix	(blank) =
Sales transport terms	(blank)	Surcharge	(blank)
Item industry class	(blank)	Territory	(blank)
Commissionable percent	0.000	Invoice procedure	Print invoice
		Bill-to company	<input type="checkbox"/>
		Bill-to customer	<input type="checkbox"/>
		Invoice language format	Foreign and local language
		Number of invoice copies	1
		Print item tax amount	<input type="checkbox"/>
		First invoice date	(blank)
		Invoice consolidation	One order, one shipment, one ship-to
		Customer enterprise	(blank)

At the bottom of the window, there are buttons for 'Create', 'Cancel', and 'Help'. A 'Pending' status indicator is visible in the bottom right corner.

When IFM is installed, the selected accounts receivable ledger determines the currency, payment terms, and tax suffix that apply to the customer. You can specify choices for the pricing information and the billing information related to surcharges, territory, invoicing, and the customer enterprise.

If Multi-Currency Support (MCS) is active, these additional fields are used and are shown on the MCS version of the **Pricing/Billing** card: Alternate currency, Print alternate currency, and Euro customer.

Credit card

When IFM is installed, use the **Credit** card to specify:

- Whether the customer is subject to an automatic credit hold.
- Whether the customer requires a credit check.
- The type of credit rating that applies to the customer.

The screenshot shows a software window titled '(99) Create Customer - 1, 1203'. The window has a menu bar with 'File', 'Display', 'Maintain', 'Customize', 'Navigation', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is divided into several tabs: 'AR Entity Overview', 'Accounts Receivable', 'Logistics', 'Media', 'Customer Items', and 'Comments'. The 'Credit' tab is currently selected. Under the 'Credit' tab, there are several fields and options: 'Automatic credit hold' with a checkbox, 'Require credit check' with a checkbox, 'Credit rating' with a dropdown menu set to '(blank)', 'Credit check type' set to 'Personal account', 'Currency' set to 'USD', 'Effective credit limit' set to '0.00', 'Net credit available' set to '0.00', and 'Updated' set to '03/26/2008 1:46:56 PM'. At the bottom of the window, there are three buttons: 'Create', 'Cancel', and 'Help'. A 'Pending' status indicator is visible in the bottom right corner.

When the automatic credit hold option is selected, all orders entered for the customer are placed on hold regardless of the value of the order or the amount of credit available. These orders cannot be processed until the credit holds on the orders are released.

If you only want to hold orders for a customer when the outstanding balance on the customer's orders exceeds a certain amount, you select the Require credit check option. This option is available for selection if the credit check type is personal account and the balance limit for the personal account is not zero. If the credit check type is personal account and the balance limit for the personal account is zero, this option is not available. If the credit check type is not personal account, this option is selected automatically and cannot be changed.

When IFM is installed and interfacing, you can tailor credit checking to fit the way you do business with your customers. If you have multiple companies, you might want to base credit decisions on your customers' dealings with all of your companies. Conversely, if your customer has many companies you might want to handle all of the companies as one company for credit purposes.

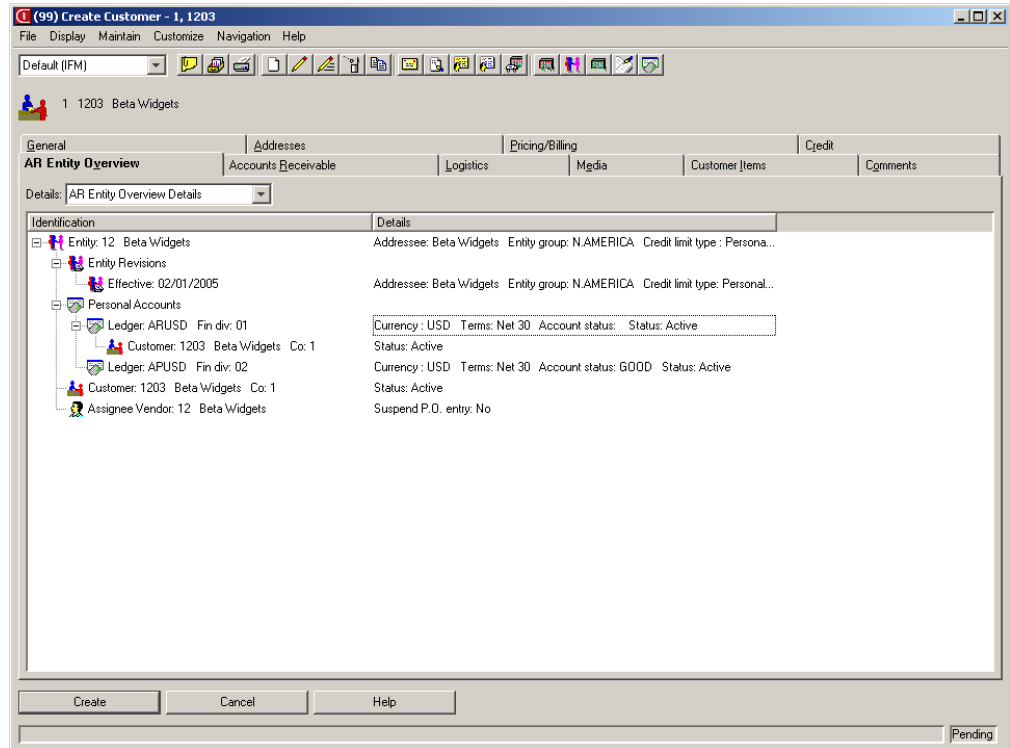
In IFM, you set up entities and entity groups to use regular credit checking calculations, but for the groups you define rather than for individual customers. To check credit at the entity level, you have to calculate the credit amount available for every customer of an entity. To check credit for an entity group, you have to calculate the credit amount available for every customer of every entity in the entity group. For more information about entities and entity groups, refer to the IFM User's Guide. For more information on credit checking and credit totals, refer to the online help text.

Credit checking is performed at six levels when IFM is installed:

- 1 Personal account.** Each customer is assigned to a personal account, and credit checking is performed at that level. Use this method when you want to perform a credit check for a single customer.
- 2 Entity.** Credit checking at the entity level combines all customers across all CSM companies/IFM financial divisions for credit checking. Entity credit checking sums all of the AR personal account revision balance amounts for all customers associated with the entity and uses that amount for credit checking.
- 3 Entity override.** Credit checking at the entity level combines all customers across all CSM companies/IFM financial divisions for credit checking. You can enter a credit limit for the entity on the entity revision records, based on the entity currency. This amount overrides the sum of the AR personal account revision balance amounts. Use this method when you want to enter a credit available balance for an entity instead of using the calculated balance amounts.
- 4 Group.** Use this method to perform credit checking for a group of entities. On the entity revision record, an entity group must be defined to attach that entity as a member of that group. On the entity group record, the group credit check type and currency will be defaulted into the entity revision record. All AR personal accounts revision amounts in the balance attribute for all entities in the group are used for the credit check.
- 5 Group override.** Use this method to perform credit checking for a group of entities. On the entity revision record, an entity group must be defined to attach that entity as a member of the group. On the entity group record, the group credit check type and currency will be defaulted into the entity revision record. On the group record, if a credit type of group override is entered, you can define the credit limit amount for the entire group. This credit limit amount overrides the sum of all AR personal accounts revision amounts in the balance for all entities in the group.
- 6 Multiple currency customers.** Use this method to perform credit checking for all customers of one entity within one company. The open orders for all customers for the entity within the company are summarized. The AR amount due is the sum of all the AR personal ledgers for the entity within the CSM company/IFM financial division. This amount is converted into the credit check currency defined in the entity revision record.

AR Entity Overview card

When IFM is installed, the **AR Entity Overview** card shows the hierarchy of relationships between the customer and the entity and other financial objects the customer information references when providing payment to your company.



You can navigate to information about the entity the customer is assigned to, revisions for the entity, and personal account ledgers used by the customer by double-clicking an entry in the overview.

Accounts Receivable card

When IFM is installed, use the **Accounts Receivable** card to select or change the accounts receivable ledger for the customer.

The screenshot shows the 'Create Customer - 1, 1203' window with the 'Accounts Receivable' tab selected. The window title bar includes 'File', 'Display', 'Maintain', 'Customize', 'Navigation', and 'Help'. The main content area is divided into several sections:

- Accounts receivable ledger:** A dropdown menu is set to 'ARUSD'. To its right are icons for 'Assign personal ledger', 'Display Ledger', and 'Display Personal Account'.
- Interest/service charge percent:** A text field containing '0.00'.
- Payment terms:** A text field containing '01 = NET 30'.
- Dates:** Three text fields: 'Customer established' (03/26/2008), 'Last order' (//), and 'Last payment' (//). Each has a calendar icon to its right.
- Tax:** Two empty text fields for 'Tax ID 1' and 'Tax ID 2'.
- Bank:** A text field containing '(blank)' with a bank icon to its right.
- Bank account number:** A text field containing '(blank)'.

At the bottom of the window, there are three buttons: 'Create', 'Cancel', and 'Help'. A 'Pending' status indicator is visible in the bottom right corner.

You can select or change the default accounts receivable ledger for the customer by clicking the **Assign personal ledger** button and selecting the accounts receivable ledger you want to use for the customer. You can also use the **Display Ledger** and **Display Personal Account** buttons to see detailed information in the selected accounts receivable ledger and in the personal account to which the customer is assigned. The interest/service charge percent and payment terms information shown below the accounts receivable ledger is specified in the ledger; it cannot be changed on this card. Additionally, the bank information at the bottom of the card is specified in the personal account the customer is associated with and cannot be changed here.

Information for the settlement terms from the current revision of the personal account associated with the customer appear below the selected accounts receivable ledger. The interest/service charge percent is the settlement terms late payment interest rate. The interest rate period is the settlement terms late payment interest rate period. The payment terms are the settlement terms code; the name of the settlement terms code appears to the right of the payment terms. This information is maintained in IFM and is for display only on this card.

This card also provides information on when the customer was established, the date of the customer's last order, and the date of the customer's last payment to your company. This information can be useful for a quick check on the customer's activity with your company.

If you want the customer's tax ID information to print on invoices you send to the customer, you can enter those identification numbers in the Tax ID 1 and Tax ID 2 attributes. Note that these values are only used for printing on invoices.

The current entity bank details record in IFM provides the bank ID and name and bank account number. These attributes are display only on this card.

Logistics card

The **Logistics** card contains information about how the customer wants goods to be shipped to the ship-to address. Use this card to enter shipping information related to fulfilling orders from and delivering goods to the customer.

Note: This card is unchanged when IFM is installed.

Warning: Changing the **Backorders** or **Partial ship** field on the **Logistics** card from Yes to No can affect open orders. In some instances, orders may have to be updated manually to prevent incorrect shipping and invoicing.

- **Backorder** field changed from Yes to No.

For previously entered shipments, if no changes are made to the shipped quantity, the backorder amount remains as entered. However, if any changes are made to the shipped quantity, the backorder quantity must be entered manually. If it is left blank, the backorder quantity reverts to zero.

For example, an order for this customer has a total request of 20 units, with 15 already shipped and 5 backordered. If the order is updated and the shipped

quantity is changed from 15 to 17, a backorder of 3 must be entered manually to keep a backorder quantity. Otherwise, the backorder amount is calculated automatically to zero, because no backorders are allowed for this customer.

- **Partial ship** field changed from Yes to No.

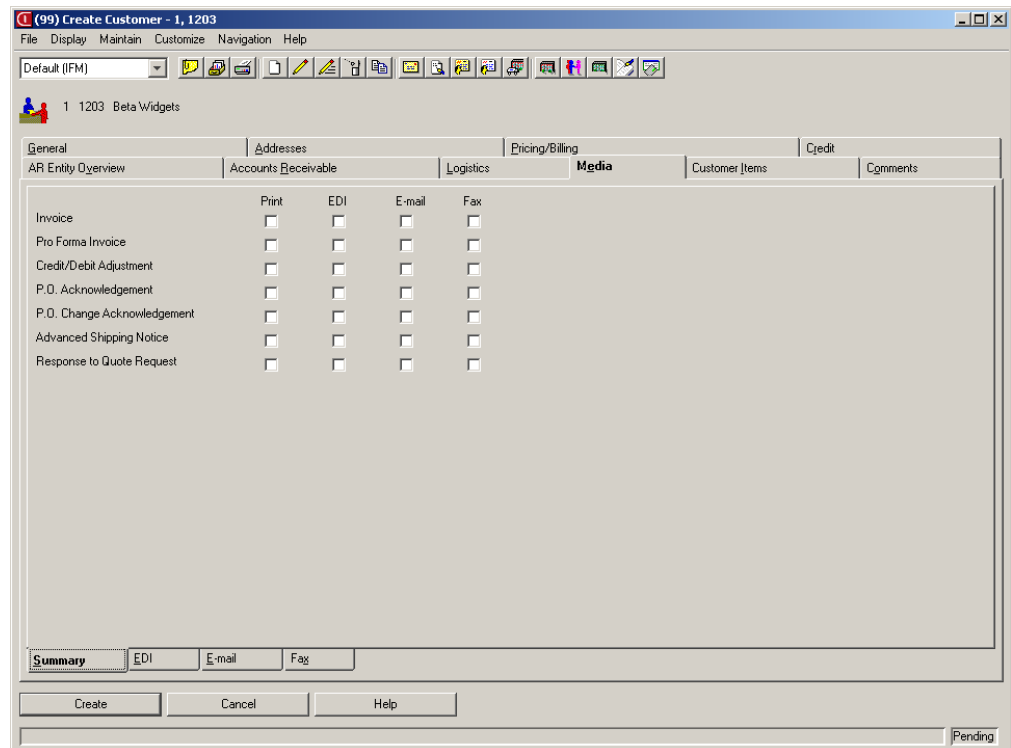
All previous and future shipments will not allow a partial shipment. Any attempt to ship the backorder quantity forces the shipment of the total ship quantity, ignoring any quantity previously invoiced. This could result in over charging, if the total invoiced amount is the sum of the invoice amount for a partial shipment + invoice amount for a total shipment.

For example, an order for this customer has a total request of 20 units, with 10 already shipped. The units that are backordered will not ship until 20 can be fulfilled at the same time, regardless of the 10 that have already been invoiced. The customer receives and is invoiced for a total of 30 units.

Media card

The **Media** card shows a list of all documents that can be printed or transmitted to the customer and the customer's selections for how each document can be sent, either by Electronic Data Interchange (EDI), e-mail, or Fax.

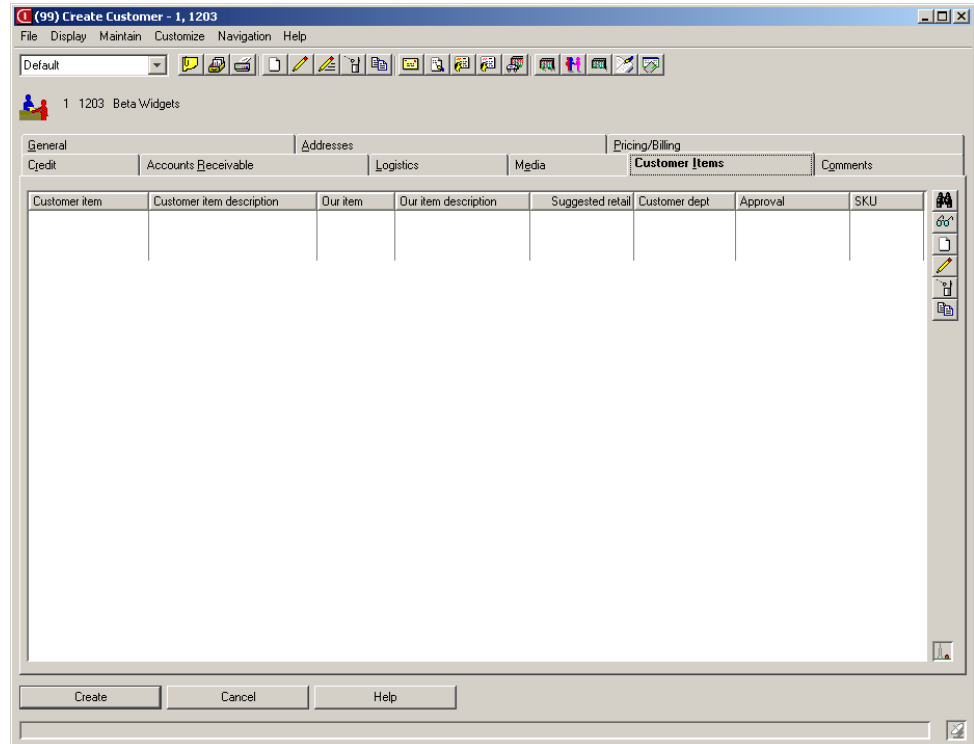
Note: This card is unchanged when IFM is installed. For detailed information on all of the options and tabs on this card, see "Media card" on page 3-24.



Customer Items card

The **Customer Items** card contains a list that provides a cross-reference between the item numbers you use to identify the items you sell to the customer and the item numbers the customer uses for those same items. From this card, you can enter, change, or delete customer item numbers associated with your company's items.

Note: This card is unchanged when IFM is installed.

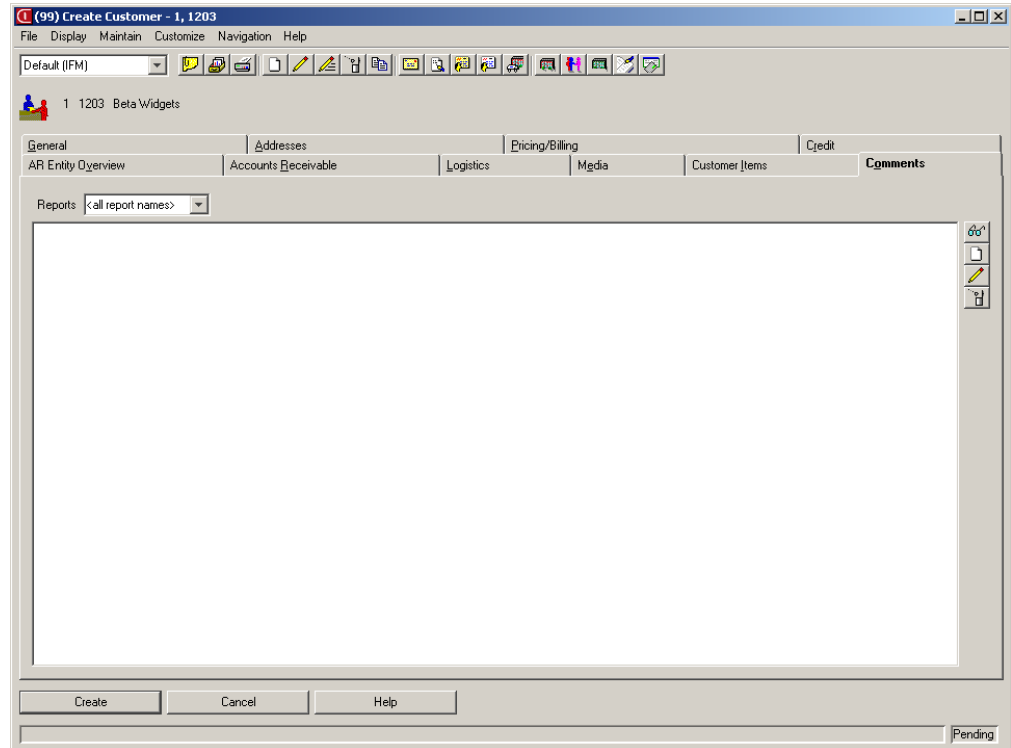


When you link your item number to a number the customer has established for the same item, you can then use the customer's item numbers on invoices and other documents you generate for the customer. The documents the customer receives from you can contain the item numbers the customer uses in his or her business to identify the items. By using the customer's item numbers in the documents, you give the customer immediately recognizable identifiers for the items in the transaction.

Customer item numbers can be up to 30 characters long. These customer numbers can be used for entering items on all types of orders. For more information about customer items, see the online help text for the Customer Items object.

Comments card

The **Comments** card contains additional text related to the customer, such as special instructions, reminders of upcoming deals or deadlines, seasonal information, and so forth. Use this card to add, change, or delete comments for the customer.

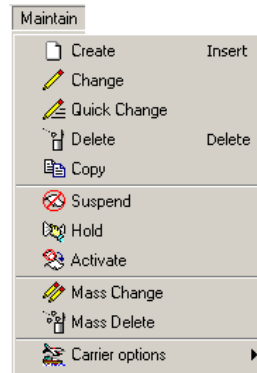


Customer comments can be included on a variety of reports, such as acknowledgements, invoices, and other documents transmitted to the customer. You control whether a comment prints either automatically on all reports or is selected individually for printing on specific reports. The default choice is to print the comment automatically on all reports.

Note: This card is unchanged when IFM is installed. For more information on customer comments, see “Comments card” on page 3-29.

Changing the status of a customer

You can change a customer’s status by using the **Suspend**, **Hold**, and **Activate** options on the **Maintain** menu. These options are available from the Customers list window and card file and from the Customer options on the Maintain menu of other objects, such as Customer Orders and Quotes.



Option	Action
Suspend	The customer will not be able to place orders, receive credit memos, or request quotes until it has been activated.
Activate	The customer will be able to place orders, receive credit memos, and request quotes.
Hold	No new orders can be processed for the customer until it has been activated.

Chapter 4. Price Books

Pricing customer order line items with price books	4-2
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Creating a price book version.....	4-6
Maintaining pricing information.....	4-8

Price books contain the collection of information that can be used to calculate the selling price of line items on customer orders. Pricing information includes discounts, markups, and quantity breaks expressed as absolute amounts, percentages, or by currency. A customer can be assigned a price book in the Customer object. This price book becomes the default price book assigned to customer orders for that customer. The default price book assignment can be overridden by a different price book during order entry.

Each price book consists of a header, one or more price book versions, and five cards that contain different types of prices:

Price book version card	Type of price
Base Prices	Base selling price for items by currency ID and customer price code
Discount/Markup	Discounts or markups for items and surcharges for exported items
Quantity Price Break	Price breaks based on the quantity of the item ordered
Customer Item Discounts	Item price class and customer code matrix
Group Discounts	Group pricing discounts

Discount/Markup and Quantity Price Break discounts have two formats. The Amounts format calculates changes to prices in absolute amounts in the specified currency ID. The Percents format calculates changes to prices as percentages.

Each price book header contains the price book name, description, and a discount/markup type that indicates how the system calculates discounts or markups:

- Discount or markup from unit price
- Markup from unit cost.

Each price book can have multiple versions based on the effective date. The versions allow you to create and maintain pricing information that will become effective immediately at a future date. You cannot maintain two versions with the same effective date. Each version contains an effective date and a description of the version.

Within a price book version, an item can be assigned to the following types of prices:

- Base prices
- Discount/markup amounts or discount/markup percents
- Quantity break amounts or discount/markup percents
- Customer item discounts
- Group discounts.

Depending on which types of pricing an item is assigned to, the system calculates the appropriate discount or markup to the item's price when the item is entered on the customer order.

Pricing customer order line items with price books

Price books are one of three types of automatic pricing that can be applied to customer orders. Automatic pricing occurs when no pricing values are entered that override the prices normally used. The automatic pricing calculation first checks for a contract on the customer order line item. If a contract is in effect, the contract price becomes the actual selling price.

Next, the automatic pricing calculation checks for a promotional price for the line item. If a promotional price is in effect, that price becomes the actual selling price, overriding any contract price. If the customer is trading in a foreign currency, the promotional price is converted to the trading currency of the order. This converted value becomes the actual selling price of the line item.

If no promotional price exists for the line item and the base price has not been overridden, the automatic pricing calculation checks for price book pricing.

1. The system searches the price book for the price book version currently in effect. In the price book version card file, the system checks the Base Price card for an entry that matches the item, currency, and customer price code combination for the line item. If a matching entry is found on the Base Price card, the amount from that entry becomes the actual selling price of the line item.

- If Base Price entry is found and the price book has a discount/markup type of markup from unit cost, the unit cost becomes the unit price and is converted to the pricing unit a measure terms.

Note: The discount/markup type is defined in the header of the price book.

- If the customer is trading in a foreign currency, the unit cost is converted to the order currency before more pricing occurs.
- If the price book has a discount/markup type of discount or markup from unit price, the system retrieves the unit price from the item record in the Items object.
- If the customer is trading in a foreign currency, the system searches the foreign price file to find an entry for the line item in the currency of the order. If a matching entry exists, the system retrieves the unit price from this entry. If no matching entry exists for the order currency, the system searches the foreign price file to find an entry for the item in the primary currency of the order. If a matching entry is found, the system retrieves the unit price from this entry.
- If the customer is trading in a foreign currency and no entry exists for the line item in the foreign price file, the system retrieves the unit price from the item base price file and converts it to the order currency before additional pricing.

At this point, a unit price has been established for the line item. Pricing continues with Discount.Markup pricing.

2. The system checks the Discount/Markup card in the price book version card file. The Discount/Markup card has two tabs for two different types of entries, Amounts and Percents. Entries are identified by the item number and the customer price code. An item can have entries on the Amount tab or on the Percent tab, but not on both. If the line item has a match on the Amounts tab, the amount of that entry is added to the unit price. If the line item has a match on the Percents tab, the percentage in that entry is either added to or subtracted from the unit price, based on the discount/markup type assigned in the header of the price book.

An item is not required to have any entries on the Discount/Markup card.

3. The system checks the Quantity Price Break card in the price book version card file. The Quantity Price Break card contains two tabs for two different types of entries, Amounts and Percents. The entries on both tabs are identified by the item number and the quantity of the line item ordered. The quantity ordered is in terms of the pricing unit of measure. An item can have entries on the Amounts tab or on the Percents tab, but not on both tabs. If the line item has a match on the Amounts tab, the amount in the entry is subtracted from the unit price. If the line item has a match on the Percents tab, the percentage is discounted from the unit price.

An item is not required to have any entries on the Quantity Price Break card.

4. The system checks the Customer Item Discounts card in the price book version card file. The Customer Item Discounts card contains entries identified by the item price class and the customer price code. If a line item matches an entry on this card, the percentage in the entry is either added to or subtracted from the unit price, based on the discount/markup type assigned in the header of the price book.

An item is not required to have any entries on the Customer Item Discounts card.

5. The system checks the Group Discounts card in the price book version card file. Entries on the Group Discounts card are identified by the item price class and the quantity of all the line items on the order with the same item price class. All items with a common item price class must have the same pricing unit of measure. If a line item matches an entry on the Group Discounts card, the percentage contained in that entry is discounted from the unit price. Group Discount pricing is calculated at the end of the order so that the total quantity of the line items in the item price class can be determined.

An item price class is not required to have any entries on the Group Discounts card.

Note: The following values are true for Base Prices, Discount/Markup Amounts, Discount/Markup Percents, Quantity Price Break Amounts, Quantity Price Break Percents, Customer Item Discounts, and Group Discounts:

- Positive amount = markup
- Negative amount = discount
- Positive percentage = discount
- Negative percentage = markup.

Price book pricing is cumulative. If an item has a Discount/Markup entry, a Quantity Price Break entry, a Customer Item Discounts entry, and a Group Discounts entry, all of the entries are applied to the unit price. When price book pricing is finished, the resulting price is the actual selling price. An item is not required to have any entries in the price book. In this case, the unit price becomes the actual selling price.

If necessary, the actual selling price is then converted to the order unit of measure. The converted selling price multiplied by the quantity ordered is the net sales amount for the line item.

Note: Calculated discount amounts are not rounded up. Calculated markup amounts are rounded up.

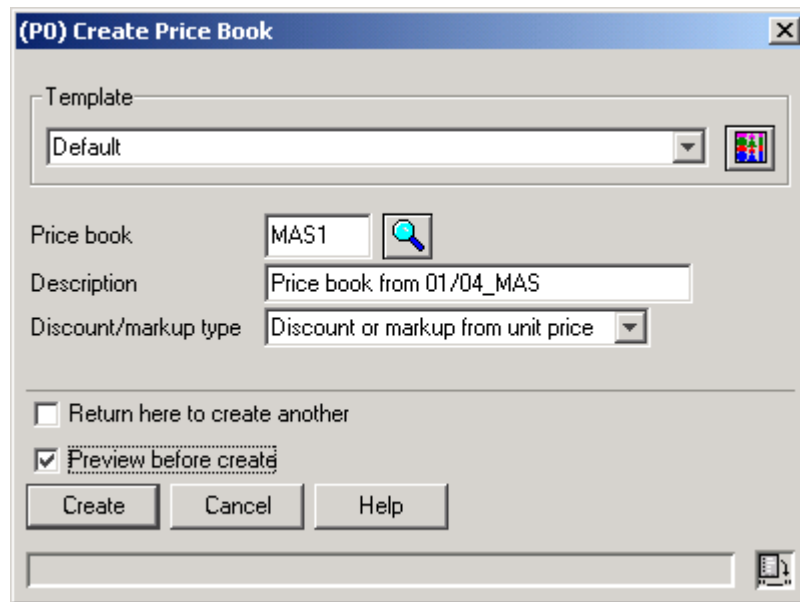
Creating a new price book

When you create a new price book, you first create the price book header. The price book header consists of a unique price book identifier and a text description. It also includes the type of discount or markup to be applied when pricing the items in the new price book.

To create the price book header, select the Customer Service application tab, then double click the Price Books icon on the Customers and Orders tab. This selection opens the Price Books list window that shows a list of all price books defined for your environment.

Price book	Description	Discount/markup type
@0002	From 01/FFR/ASH23444	Discount or markup from unit price
@0003	From 01/FFR/tttttt	Discount or markup from unit price
@0004	From 02/FFR/FILCVd	Discount or markup from unit price
@0005	From 01/FFR/SMG1	Discount or markup from unit price
@0006	From 01/FFR/BTES2222	Markup from unit cost
@0007	From 01/FFR/PBID1	Markup from unit cost
@0008	From 01/FFR/SMG2	Discount or markup from unit price
@0009	From 02/FFR/SMG2	Discount or markup from unit price
@0010	From 01/FFR/UI1	Discount or markup from unit price
@0011	From 02/FFR/UI1	Discount or markup from unit price
@0012	From 01/DM/SMG2	Discount or markup from unit price
@0013	From 02/DM/SMG2	Discount or markup from unit price

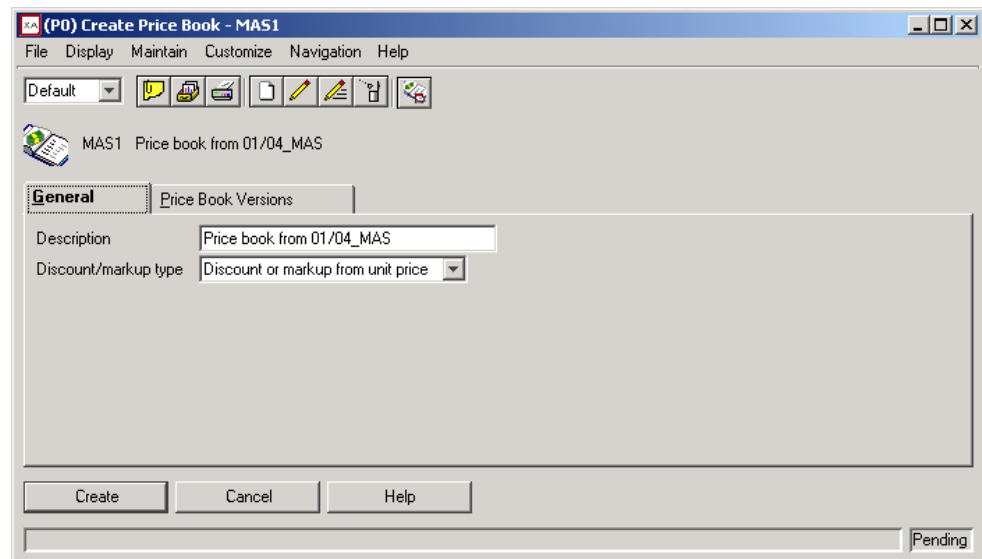
On the Price Books list window, select the Create option on the Maintain menu. The Create Price Book dialog opens and shows the fields required for the price book header. In addition to the price book identifier and description, the price book header also contains your choice of the discount/markup type that will apply to all versions of the price book.



If you select the **Preview before create** option, the system displays the card file for the price book you are creating.

General card

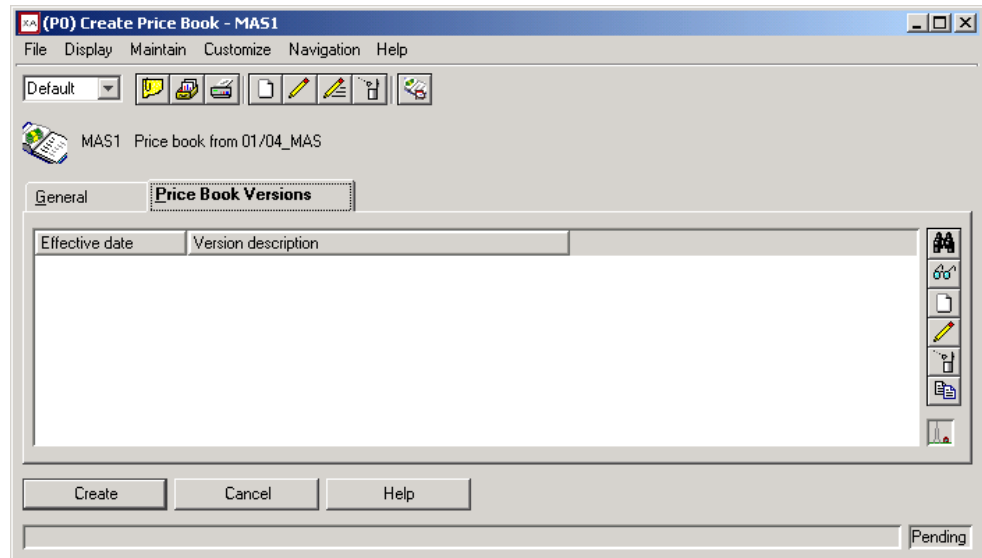
In the Price Book card file, the General card shows the price book ID, description, and discount type for the new price book.



Price Book Versions card

The Price Book Versions card shows a list of all versions of the price book. When you are creating a new price book, you need to create at least one version. Each price book version has a unique effective date to control when the prices contained in that version are applied.

By creating price book versions with different effective dates, you can change your pricing seasonally or at specific time intervals.



Creating a price book version

To create a price book version, click the Create icon on the Price Book Versions card in the Price Book card file. (If you are creating a price book, the Price Book card file is shown automatically if you select the **Preview before create** option on the Create Price Book dialog.)

(P0) Create Price Book Version

Template
Default

Price book MAS1

Version effective date 04/01/2004

Version description Pricing for April 04

Return here to create another

Preview before create

Create Cancel Help

Valid Format : MM/DD/YYYY Pending

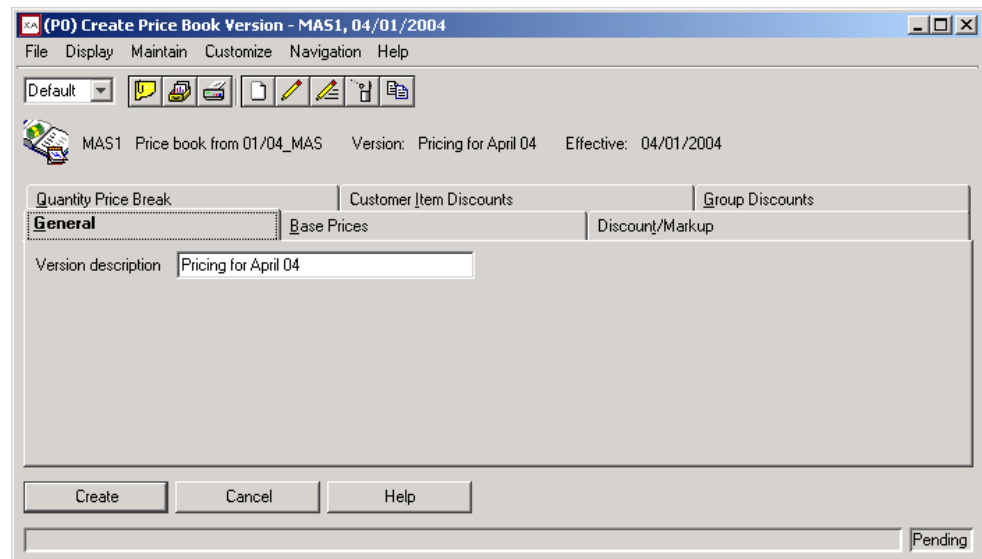
The Create Price Book Version dialog opens and shows the fields you enter to create the price book version. The effective date is required for the price book version. This date indicates the first day on which the item pricing information contained in that version applies to customer orders. Any price book versions with earlier effective dates are no longer valid as of the effective date entered for this price book. For example, if the effective date for this version is April 1, 2004, and the price book contains another price book version with an effective date of October 1, 2003, the price book version of October 1, 2003 would become invalid on April 1, 2004.

The version description is text that can be used to distinguish this price book version from other versions of the price book or to identify the purpose of the price book. The version description appears in lists of price book versions and in the header area of the detailed information for individual price book versions.

If you select the **Preview before create** option when you create the price book version, the system displays the card file for the new price book version. The cards in the Price Book Version card file contain the pricing information used to calculate the actual selling price for items. An exception is the General card, which contains the description entered on the Create Price Book Version dialog.

General card

In the price book version card file, the General card shows the description for the price book version. Initially, this description is the text entered for the description on the Create Price Book Version dialog. You can change the description for the price book version on this card. (The effective date for the price book version cannot be changed.)



The other cards in the Price Book Version card file contain entries for different types of pricing discounts and markups. The standard set of pricing cards includes:

- Base Prices card
- Discount/Markup card
- Quantity Price Break card
- Customer Item Discounts card
- Group Discounts card.

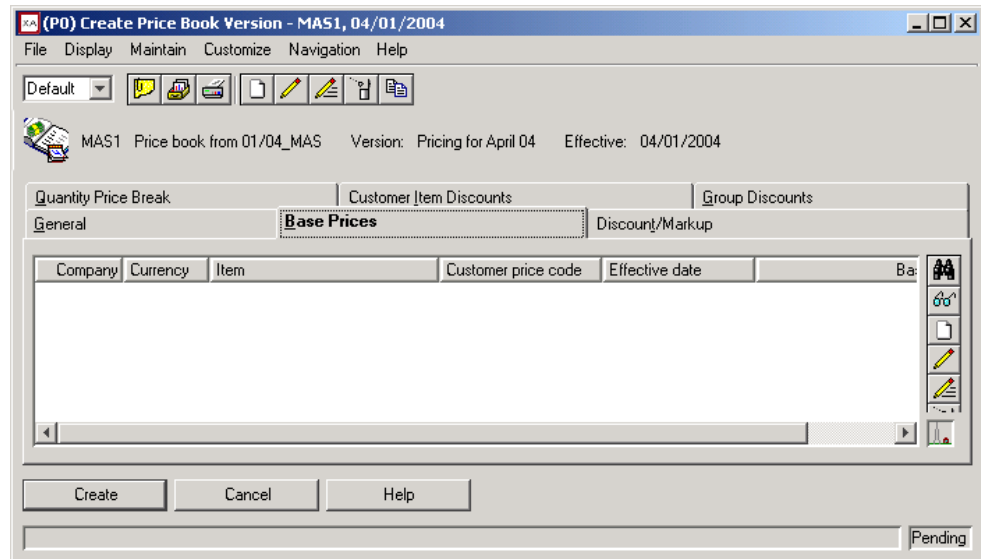
Maintaining pricing information

To complete the price book version, you need to add entries to at least one of the pricing cards in the price book version card file. Depending on the type of price discount or markup you want to create, you need to know:

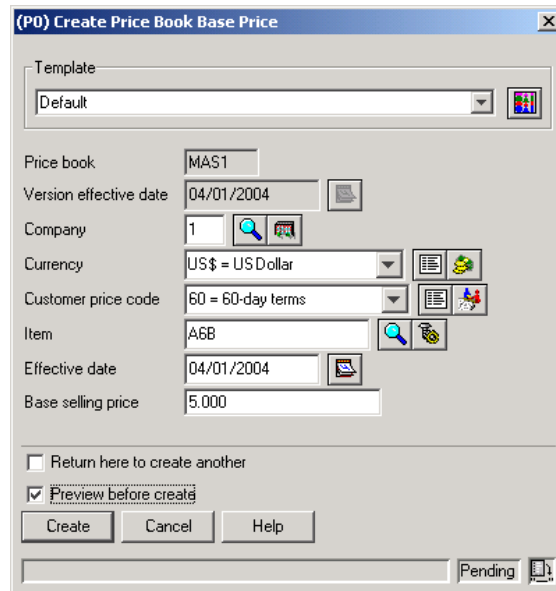
- Item number (for Base Price, Discount/Markup, and Quantity Price Break cards)
- Customer price code (for Base Price, Discount/Markup, and Customer Item Price cards)
- Selling price (for Base Price card)
- Discount/markup amount (for the Amounts tabs on the Discount/Markup and Quantity Price Break cards)
- Discount/markup percent (for the Percents tag on the Discount/Markup and Quantity Price Break cards)
- Quantity (for the Quantity Price Break and Group Price Discount cards)
- Item price class (for the Customer Item Price and Group Price Discount cards).

Base Prices card

The Base Prices card contains the selling price for an item if the selling price is different from the price specified in the item record in the Items object.



To add a selling price to the Base Prices card, click the Create icon.



On the Create Price Book Base Price dialog, you specify the currency, the customer price code, the item, and the selling price. The effective date defaults from the price book version effective date. If a line item on a customer order matches the currency, customer price code, and item, the base selling price specified here becomes the actual selling price for that item on that order.

(P0) Create Price Book Version - MAS1, 04/01/2004

File Display Maintain Customize Navigation Help

Default [Icons]

MAS1 Price book from 01/04_MAS Version: Pricing for April 04 Effective: 04/01/2004

General Base Prices Discount/Markup

Quantity Price Break **Customer Item Discounts** Group Discounts

Item price class	Customer price code	Customer item discount effective date	Customer item discount percent
REP	30	04/01/2004	5.000

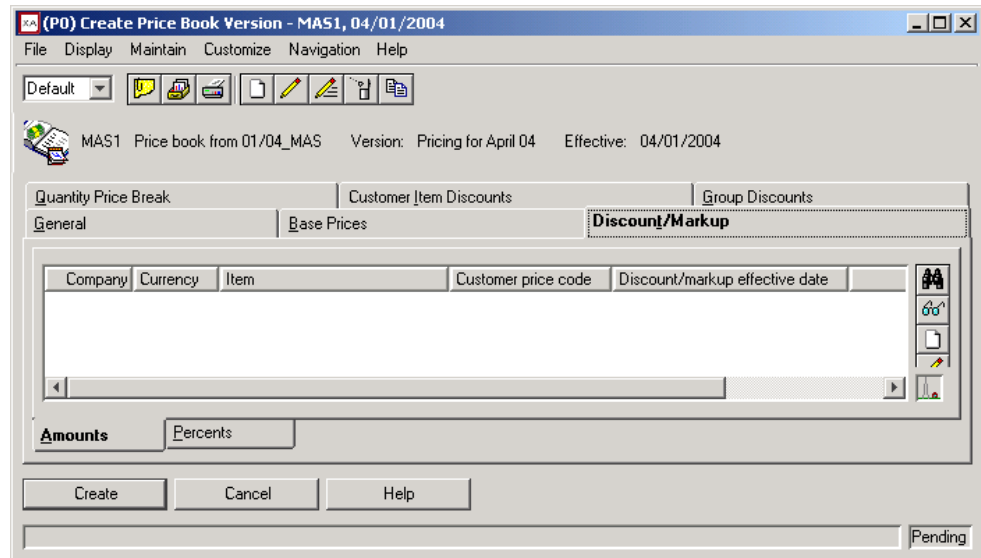
Create Cancel Help

Pending

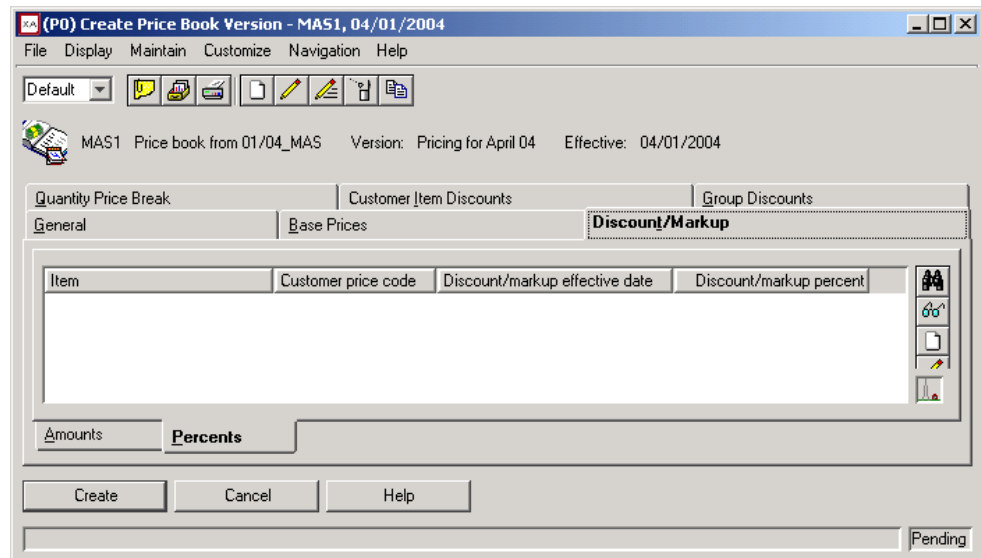
Discount/Markup card

The Discount/Markup card contains either an amount to be added to the unit price or a percentage to be added to or subtracted from the unit price, based on the discount/markup type assigned to the price book. Entries on this card are identified by the item number and the customer price code.

The Discount/Markup card contains two tabs. The Amounts tab contains entries that use an absolute amount to mark up the unit price.

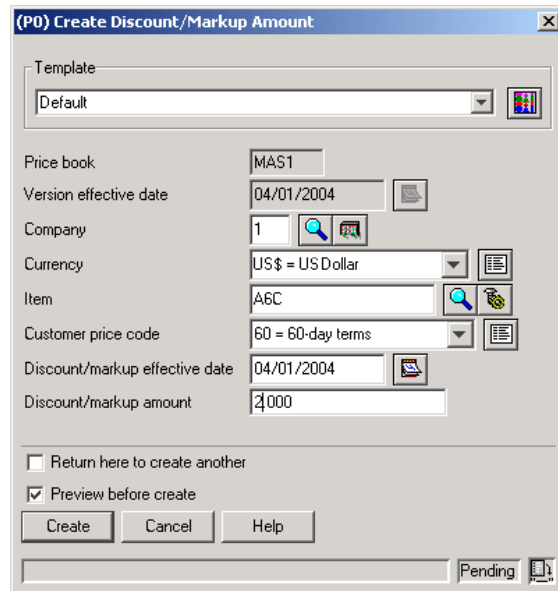


The Percents tab contains entries that apply a percentage as an increase or decrease to the unit price.

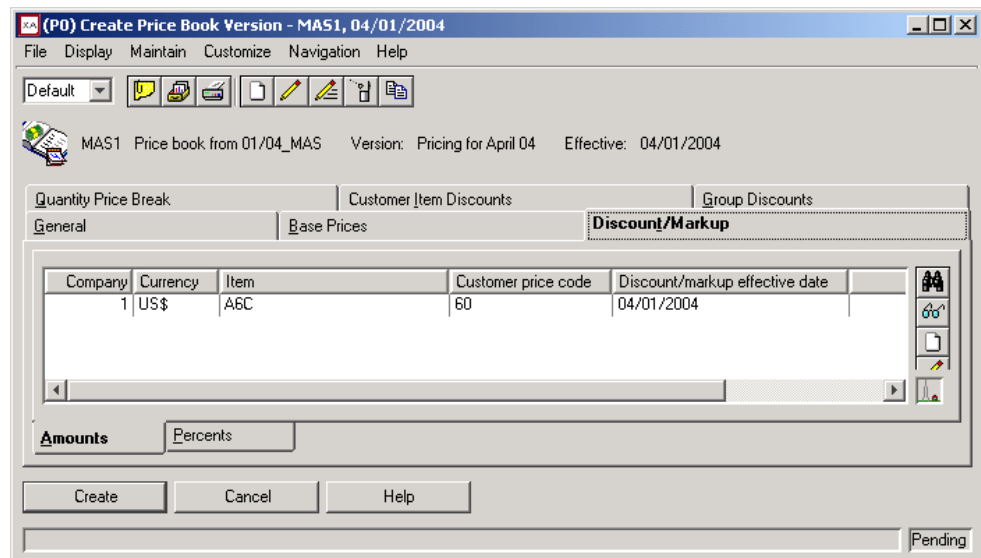


An item can have an entry on the Amounts tab or on the Percents tab, but not on both. To add a discount amount to the Discount/Markup card, select the Amounts tab, then click the Create icon.

On the Create Discount/Markup Amount dialog, you specify the currency, the customer price code, the item, and the amount to be added to the unit price of the item. The effective date defaults from the price book version effective date.

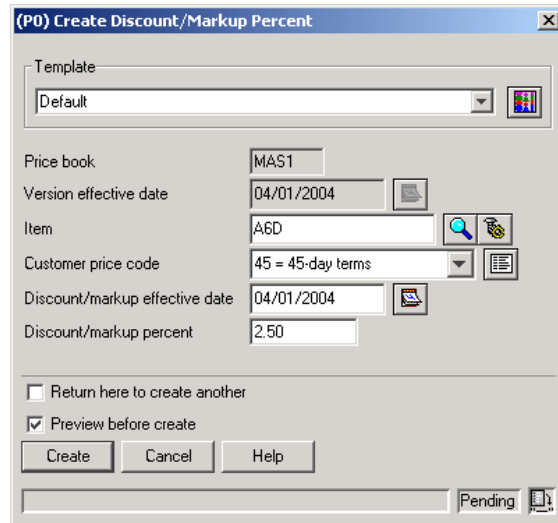


If a line item on a customer order matches the customer price code and item, the unit price for the item is increased by the amount specified here.

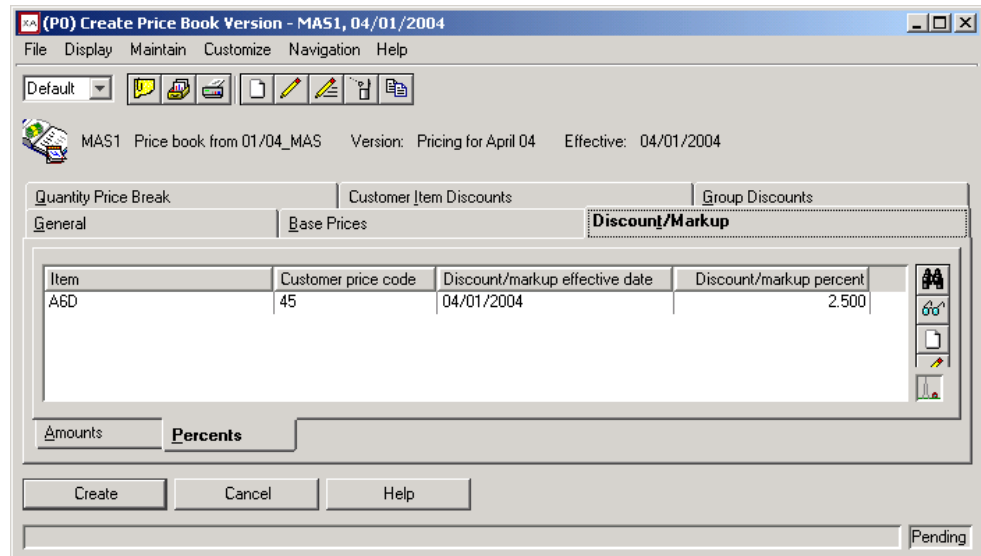


To add a discount percent to the Discount/Markup card, select the Percents tab, then click the Create icon.

On the Create Discount/Markup Percent dialog, you specify the customer price code, the item, and the percentage that is to be added to or subtracted from the item's unit price. The effective date defaults from the price book version effective date.



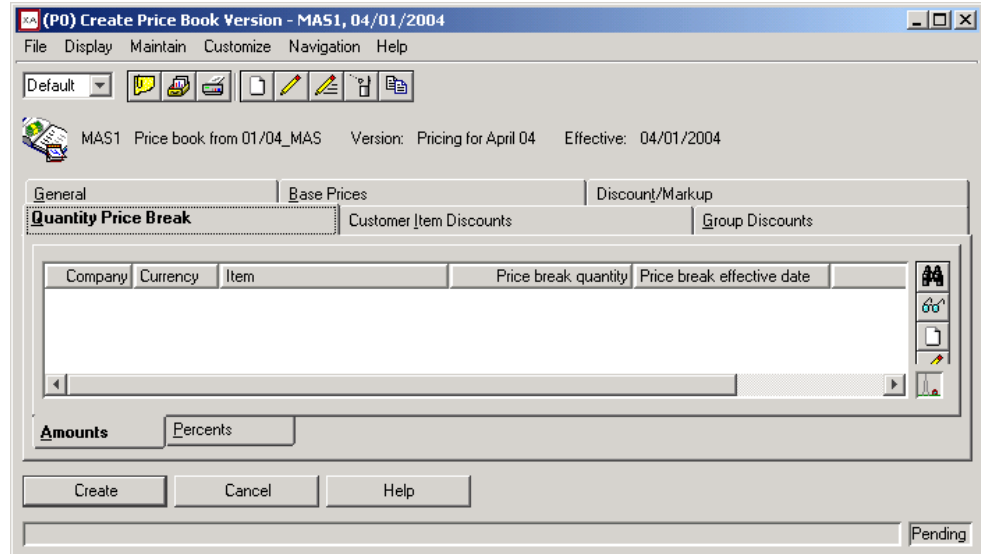
If a line item on a customer order matches the customer price code and item, the unit price for the item is increased or decreased by the amount specified here.



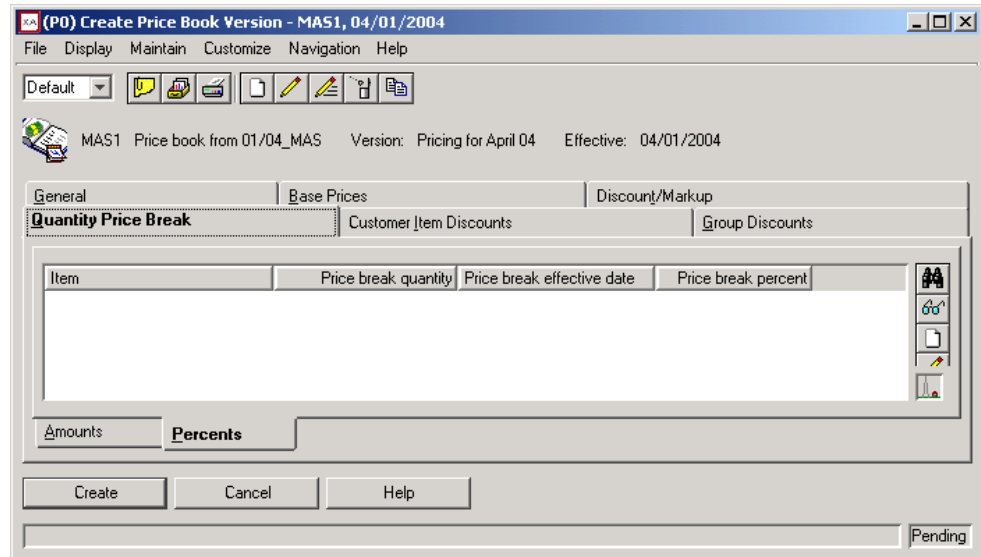
Quantity Price Break card

The Quantity Price Break card contains either an amount to be added to the unit price or a percentage to be added to or subtracted from the unit price, based on the discount/markup type assigned to the price book. The quantity ordered is entered in the pricing unit of measure. Entries on this card are identified by the item number and the quantity of the line item being ordered.

The Quantity Price Break card contains two tabs. The Amounts tab contain entries that add an absolute amount to the unit price.



The Percents tab contains entries that apply a percentage to increase or decrease the unit price.



An item can have an entry on the Amounts tab or on the Percents tab, but not on both. To add a quantity break amount to the Quantity Break card, select the Amounts tab, then click the Create icon.

On the Create Quantity Break Amount dialog, you specify the currency, the customer price code, the item, the quantity required for the price break, and the amount to be subtracted from the unit price of the item. The price break quantity is in terms of the quantity of the item being ordered, expressed in the pricing unit of measure.

If a line item on a customer order matches the item number and has a quantity ordered equal or greater than the price break quantity, the unit price for the item is decreased by the amount specified here.

Company	Currency	Item	Price break quantity	Price break effective date
1	US\$	CUSHION	50.000	04/01/2004

To add a quantity break percent to the Quantity Price Break card, select the Percents tab, then click the Create icon.

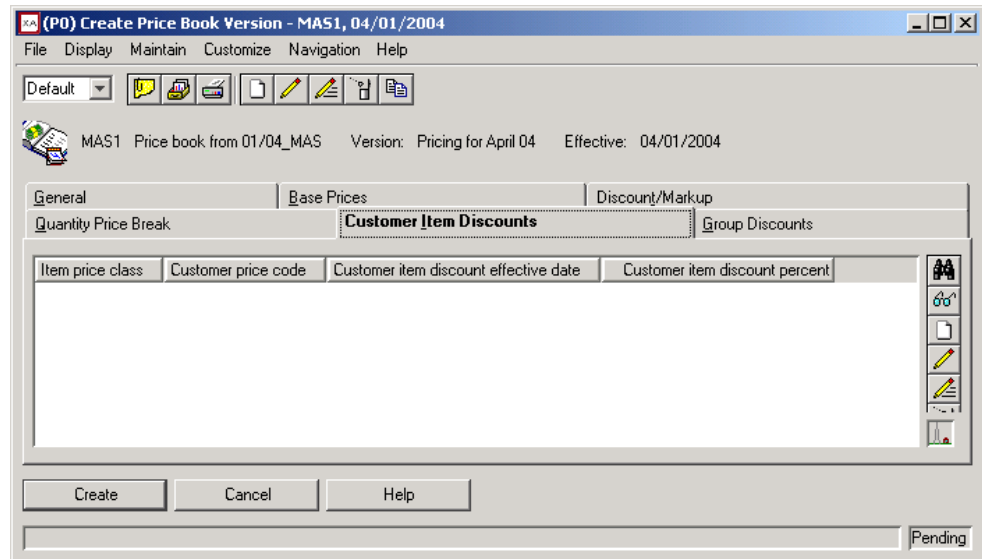
On the Create Quantity Price Break Percent dialog, you specify the item, the quantity required for the price break, and the percentage which is to be subtracted from the unit price of the item. The price break quantity is in terms of the quantity of the item being ordered, expressed in the pricing unit of measure.

If a line item on a customer order matches the item and has a quantity ordered equal or greater than the price break quantity, the unit price for the item is decreased by the percentage specified here.

Item	Price break quantity	Price break effective date	Price break percent
CUSH01	50.000	04/01/2004	2.500

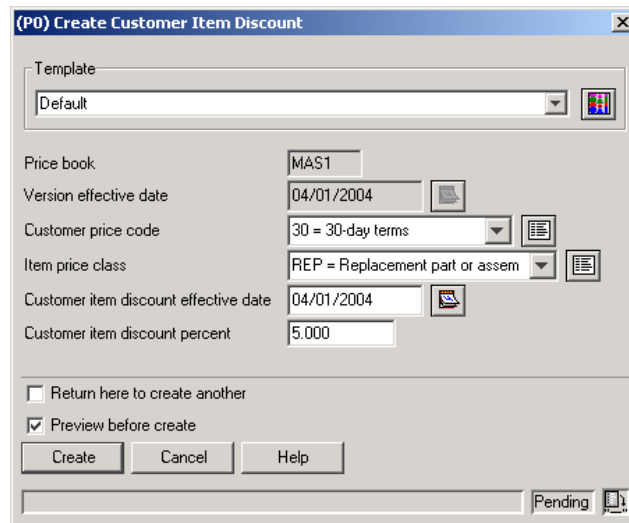
Customer Item Discounts card

The Customer Item Discounts card contains entries with a percentage that is either added to or subtracted from the base price, based on the discount/markup type specified in the price book. Entries on this card are identified by the item price class and the customer price code.

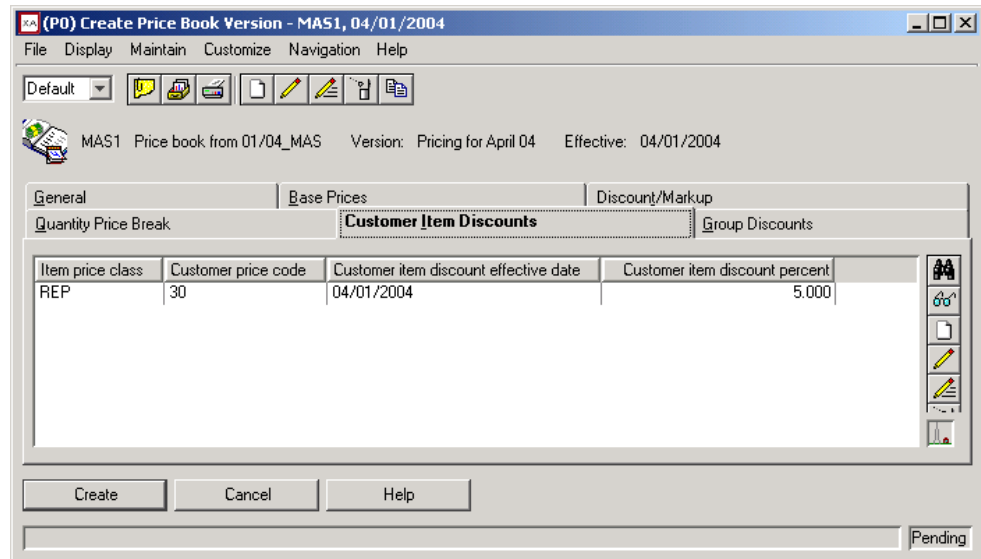


To add an entry to the Customer Item Discount card, click the Create icon.

On the Create Customer Item Discount dialog, you select the customer price code and item price class, then enter the percent discount to be applied to the unit price. The customer item discount percent cannot be negative if the discount type for the price book version is a markup from unit cost. The discount applies to line items on customer orders that match the customer price code, specified in the customer record in the Customers object, and item price class, specified in the item record in the Items object. The effective date defaults from the price book version effective date.

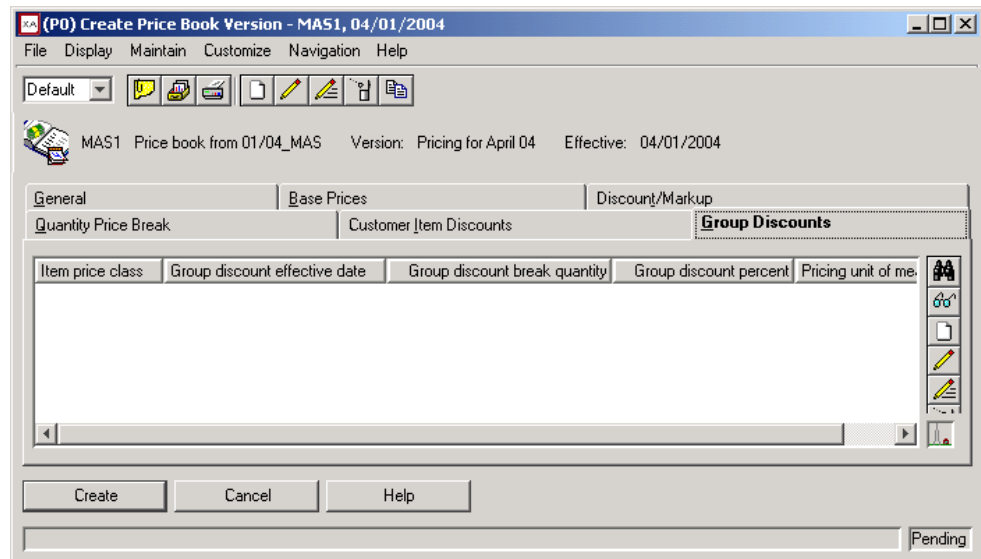


If a line item on a customer order matches the customer price code and the item price class specified here, the item selling price is decreased by the applicable percentage.



Group Discounts card

The Group Discounts card contains entries with a percentage that is discounted from the unit price. This type of discount is applied based on the item price class and the quantity of the line items on the order with the same item price class. The quantity ordered is expressed in the pricing unit of measure. All items with the same item price class must have the same pricing unit of measure.



To add an entry to the Group Discounts card, click the Create icon.

On the Create Group Discount dialog, you select the item price class, then enter the quantity required for the group discount and the discount percentage. The customer

item discount percent cannot be negative if the discount type for the price book version is a markup from unit cost. The discount applies to line items on customer orders that match the item price class, which is set in the item record in the Items object. The effective date defaults from the price book version effective date.

If a line item on a customer order matches the item price class specified here and the quantity of the item ordered equals or exceeds the group discount break quantity, the item selling price is decreased by the applicable percentage.

Item price class	Group discount effective date	Group discount break quantity	Group discount percent	Pricing unit of me.
ASM	04/01/2004	100.000	5.000	Each

Chapter 5. Customer Orders and Quotes

Creating a customer order using Flex Entry	5-2
Creating a customer order, quote, standing order, or credit memo	5-6
Maintaining orders	5-7
Creating line items	5-29
Maintaining line items	5-35
Ending an order	5-64
Copying orders	5-69
Calculating available to promise	5-87
Entering comments	5-92
Entering s-numbers	5-100
Entering kits	5-107
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An order is a request from a customer for goods to be delivered or services to be performed. When you receive an order from a customer, you enter this information into the system so that the request can be fulfilled.

There are four types of orders you can maintain in CSM:

- Customer order
- Quote
- Standing order
- Credit memo

All order types are created and maintained in a similar way. A typical order consists of general information, line items, and special charges. General information includes the shipping warehouse, shipping and billing addresses, payment terms, and shipment dates. Line items are the specific items that the customer is purchasing from you, requesting price information from you, or returning to you. Special charges include additional charges for freight, packaging, and insurance.

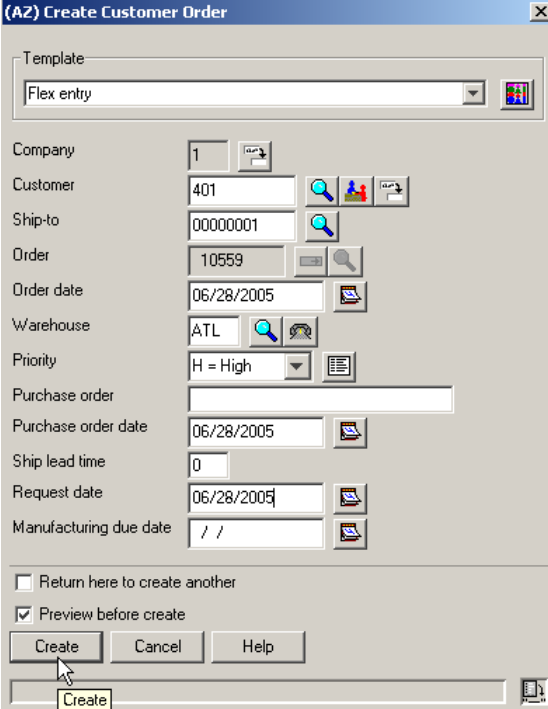
You can use the Customer Orders and Quotes object to view, create, change, compare, and delete customer order information.

Creating a customer order using Flex Entry

Flex Entry is a set of customizable definitions that simplify the entry of customer orders, allowing you to enter order header and detail information using a subset of fields from the Customer Order and Customer Order Line Items objects. You can use the default fields on the **Flex Entry** template, or you can customize the fields to suit your needs.

To use Flex Entry, select **Flex Entry** from the drop-down list of templates on the **Create Customer Order** window.

You cannot use Flex Entry, as shipped, to create quotes, standing orders, or credit memos. However, you can provide the Flex Entry capability for Quotes, Standing Orders, and Credit Memos by creating similar templates, card files, and cards for those objects.



The screenshot shows the "(A2) Create Customer Order" window. The "Template" dropdown menu is set to "Flex entry". The form contains the following fields and values:

Company	1
Customer	401
Ship-to	00000001
Order	10559
Order date	06/28/2005
Warehouse	ATL
Priority	H = High
Purchase order	
Purchase order date	06/28/2005
Ship lead time	0
Request date	06/28/2005
Manufacturing due date	/ /

At the bottom, there are two checkboxes: "Return here to create another" (unchecked) and "Preview before create" (checked). Below the checkboxes are three buttons: "Create", "Cancel", and "Help". A mouse cursor is pointing at the "Create" button. At the very bottom of the window, there is a single "Create" button.

Enter the basic information, select **Preview before create**, and click **Create** to go to the Flex Entry card file. The Flex Entry card file contains two cards: **Order Header** and **Line Items**.

An order created using Flex Entry is maintained in the same way as a regular order after it is entered.

Order Header card

Use the **Order Header** card to enter basic information about the order, such as contract number and carrier information.

The screenshot displays a software window titled "(AZ) Create Customer Order - 1, 1, 10559". The window includes a menu bar (File, Display, Maintain, Customize, Navigation, Help) and a toolbar with various icons. Below the toolbar, the header information reads "1 Customer: 401 MAPICS, Inc Order: CO 10559".

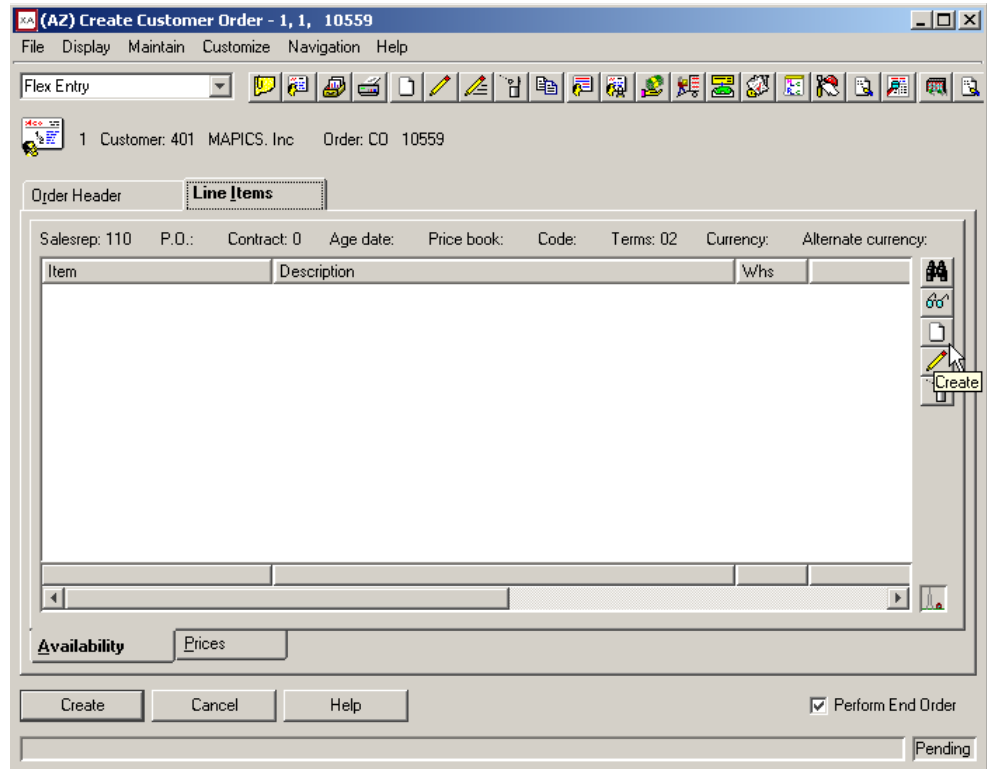
The main area is divided into two tabs: "Order Header" (selected) and "Line Items". The "Order Header" tab contains the following fields:

- Salesrep: 110
- Contract: 0
- Age date: / /
- Price book: [empty]
- Price code: (blank)
- Terms: 02 = 2% 10 Days / Net 30
- Carrier: (blank)
- Shipping instructions: [empty]
- Currency: (blank) = US Dollar
- Alternate currency: [empty]
- Personal ledger: [empty]

At the bottom of the window, there is an "Entry" section with three buttons: "Create", "Cancel", and "Help". To the right of these buttons is a checked checkbox labeled "Perform End Order". In the bottom right corner, there is a "Pending" button.

Line Items card

Use the **Line Items** card to enter line items on the customer order. This card has two tabs that organize line item information: **Availability** and **Prices**.



Select the tab that displays the information you want to see as you enter information. Click the **Create** button on the right side of the card to go to the **Create C.O. Line Item** window.

The screenshot shows a software dialog box titled "(AZ) Create C.O. Line Item". It contains several input fields and controls:

- Template:** A dropdown menu with "Line item" selected.
- Company:** A field containing the number "1".
- Order:** A field containing "10559".
- Sequence:** An empty text field.
- Item:** An empty text field with search and refresh icons.
- Quantity:** A field containing "0.000".
- Order U/M:** A dropdown menu with "(blank)" selected.
- Warehouse:** A field containing "AT" with a search icon.
- Allocation type:** A dropdown menu with "None" selected.
- S-number:** An empty text field.
- Manufacturing start date:** A field containing "//" with a calendar icon.
- Tax indicator:** A dropdown menu with "(blank)" selected.
- Contract/promotion:** A field containing "0".
- Promise date option:** A dropdown menu with "Default to request date" selected.

At the bottom, there are two checkboxes: "Return here to create another" (unchecked) and "Preview before create" (checked). Below these are three buttons: "Create", "Cancel", and "Help". At the very bottom right, there is a "Pending" status indicator and a small icon.

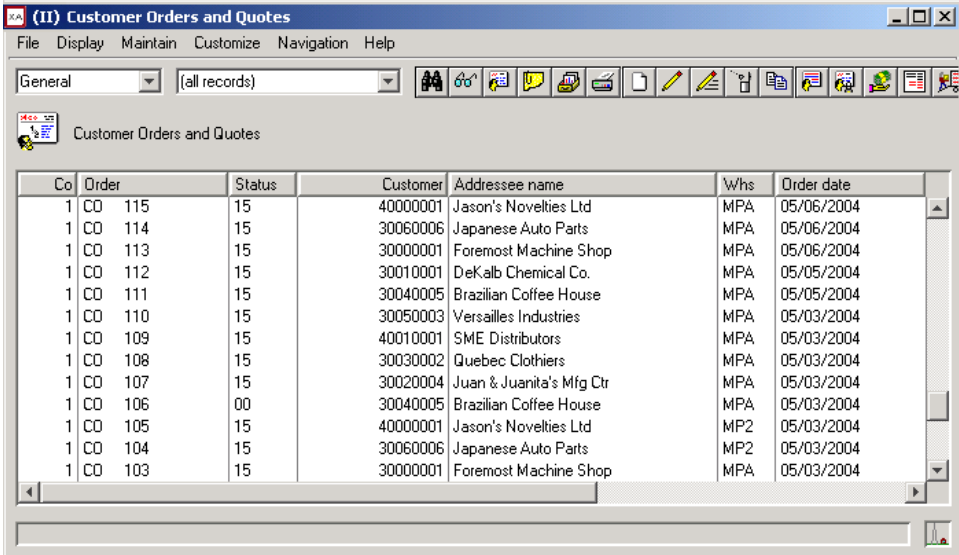
The **Flex Entry** template will be active. This template allows you to enter basic non-credit line item information.

You can select another line item template to enter a different type of line item, such as credit items, customer items, and items with blanket releases.

For more information about entering line items, see the "Maintaining line items" section in this chapter.

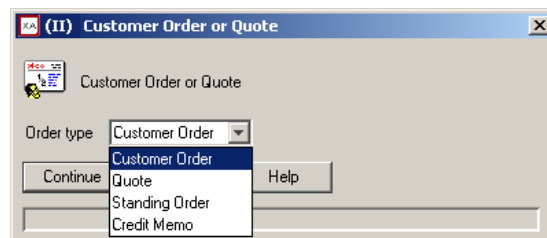
Creating a customer order, quote, standing order, or credit memo

Double click the Customer Orders and Quotes icon in the main Customer Service Browser window. This opens the **Customer Orders and Quotes** list window that shows a list of all open orders, including quotes, customer orders, standing orders, and credit memos.



Co	Order	Status	Customer	Addressee name	W/hs	Order date
1	CO 115	15	40000001	Jason's Novelities Ltd	MPA	05/06/2004
1	CO 114	15	30060006	Japanese Auto Parts	MPA	05/06/2004
1	CO 113	15	30000001	Foremost Machine Shop	MPA	05/06/2004
1	CO 112	15	30010001	DeKalb Chemical Co.	MPA	05/05/2004
1	CO 111	15	30040005	Brazilian Coffee House	MPA	05/05/2004
1	CO 110	15	30050003	Versailles Industries	MPA	05/03/2004
1	CO 109	15	40010001	SME Distributors	MPA	05/03/2004
1	CO 108	15	30030002	Quebec Clothiers	MPA	05/03/2004
1	CO 107	15	30020004	Juan & Juanita's Mfg Ctr	MPA	05/03/2004
1	CO 106	00	30040005	Brazilian Coffee House	MPA	05/03/2004
1	CO 105	15	40000001	Jason's Novelities Ltd	MP2	05/03/2004
1	CO 104	15	30060006	Japanese Auto Parts	MP2	05/03/2004
1	CO 103	15	30000001	Foremost Machine Shop	MPA	05/03/2004

When you create a new order, you are prompted to select the order type from the available types.



If you do not want to be prompted for the order type each time you create an order, select the **Preferences** option on the Customize menu for Customer Orders and Quotes. Select your preferred order type, and place a check in the **Do not prompt for order type each time** checkbox. The next time you create an order, the system automatically begins to create the type of order you selected.

To see the prompt again, select the Preferences option, and uncheck the **Do not prompt for order type each time** checkbox.

On the **Create Customer Order** dialog, enter the requested information for the order you are creating, then click the Create button. At this point, you have created an order containing the basic header information and having a status of 00. To add additional header information, line items and line item releases, special charges, commissions, or comments to the order, you need to maintain the newly created order. If you have selected the **Preview before create** option, the card file containing the detailed

information for the new order opens when you click Create. Otherwise, you can select the new order from the list of orders on the Customer Orders and Quotes list window to continue working with the new order.

The screenshot shows a software dialog box titled "(II) Create Customer Order". It features a "Template" dropdown menu currently set to "Default". Below this are several input fields, each with a search icon to its right: "Company" (value: 1), "Customer" (value: 300), "Ship-to" (value: 00000001), "Order" (value: 101854), "Order date" (value: 03/28/2006), "Warehouse" (value: 1), "Purchase order" (empty), "Ship lead time" (value: 0), "Request date" (value: 03/28/2006), "Manufacturing due date" (value: 03/28/2006), and "Salesrep" (value: 0). At the bottom of the dialog, there are two checkboxes: "Return here to create another" (unchecked) and "Preview before create" (checked). Three buttons are located at the very bottom: "Create", "Cancel", and "Help".

Maintaining orders

Customer orders, quotes, standing orders, and credit memos all contain similar information and have similar card files. The default card files contain the following cards that group the order information by type, such as pricing and billing information. Use these cards to enter and review information about a customer order, standing order, quote, or credit memo.

When you are maintaining an order in CSM, the order is locked and cannot be maintained by another user in CSM or COM. When you finish your maintenance task and close the order window, the order is no longer locked and can be maintained by other users in both CSM and COM.

In addition to the Flex Entry card file, there are four card files that are shipped with CSM: Default, Default (IFM), Default (MCS), and Default (MCS and IFM). If you have either International Financial Management (IFM) or Multi-Currency Support (MCS) active, you should set your user Preferences to match your installation.

The standard cards in the default customer order, quote, standing order, or credit memo card file include:

- General
- Pricing/Billing
- Sold-to
- Ship-to
- Order Shipments (customer order and credit memo only)

- Commissions
- Line Items
- Holds
- Special Charges
- Overview
- Comments
- Order Totals
- Print Options
- Contract Accounting

General card

Use the **General** card to enter basic information about orders, including order dates and shipping instructions.

The screenshot shows the 'Create Customer Order' window with the 'General' card selected. The window title is '(11) Create Customer Order - 1, 1, 101854'. The 'General' card is active, displaying the following fields:

- Warehouse: 1
- Ship-to: (default)
- Sales: Regular credit sale
- Order reference:
- Salesstep: 300
- Language: 001 = Default local language
- Dates:
 - Order: 03/28/2006
 - Request: 03/28/2006
 - Manufacturing due: 03/28/2006
- Purchase Order:
 - Number:
 - Date: //
 - Revision:
 - Totals:
 - Volume: 0.000
 - Weight: 0.000
 - Value: 0.00
 - Invoice amount: 0.00

The bottom of the window has 'Create', 'Cancel', and 'Help' buttons, and a 'Perform End Order' checkbox.

If Multi-Currency Support (MCS) is active, additional fields are used on the **General (MCS)** card:

- Print alternate currency
- Value (local currency)
- Value (alternate currency)
- Invoice amount (alternate currency)

Pricing/Billing card

Use the **Pricing/Billing** card to enter information about pricing variables such as the contract, discounts, taxes, and currency that apply to the order.

If either or both International Financial Management (IFM) and Multi-Currency Support (MCS) are active, additional fields are used on the appropriate versions of the **Pricing/Billing** card:

IFM only	IFM & MCS	MCS only
Tax transaction type, Personal ledger, Installment method, and Note method	Tax transaction type, Alternate currency, Personal ledger, Installment method, and Note method	Alternate currency

If either or both International Financial Management (IFM) and Multi-Currency Support (MCS) are active, the **Manual invoice number** field does not appear on the **Pricing/Billing** card.

You cannot maintain an order that has a note method or an installment method in CSM. See the *COM User's Guide* for more information.

Sold-to card

Use the **Sold-to** card when the order is to be sold to a name and address that is different than the one in the Customer record.

This card also shows the default address for the customer. You can accept the information shown here, change it, or add additional information. For example, perhaps you want to sell the order to a division of the customer's company that has a different name and address from the default, and you want to add the name of the contact at the new customer location. In this case, you would type over the information shown in the addressee name and address fields, and then type the name of the contact in the Contact name field.

The screenshot shows a software window titled "(11) Create Customer Order - 1, 1, 101854". The window has a menu bar (File, Display, Maintain, Customize, Navigation, Help) and a toolbar. Below the toolbar, it displays "1 Customer: 300 Colvin & Sons, Inc. Order: CO 101854".

The main area is divided into several tabs: Holds, Special Charges, Overview, Comments, Order Totals, Print Options, and Contract Accounting. The "Overview" tab is active, and within it, the "Sold-to" card is selected. Other cards visible include General, Pricing/Billing, Ship-to, Order Shipments, Commissions, and Line Items.

The "Sold-to" card contains the following fields:

- Sold-to: (default)
- Addressee name: Colvin & Sons, Inc.
- Address line 1: 1505 10th Ave.
- Address line 2: (empty)
- Address line 3: (empty)
- Address line 4: (empty)
- Address line 5: (empty)
- City: Greeley
- State: CO = Colorado
- Postal code: 80631
- Country: USA = United States Of America
- Contact: John McMillan
- Telephone: (612) 555-0980
- Fax: (612) 555-0344

At the bottom of the window, there are three buttons: "Create", "Cancel", and "Help". To the right of these buttons is a checkbox labeled "Perform End Order" which is checked. In the bottom right corner, the status "Pending" is displayed.

Ship-to card

Use the **Ship-to** card to override the customer ship-to address for the order.

The Ship-to card contains three tabs. The Addresses tab shows the default shipping location for the customer. You can accept the information shown here, change it, or add additional information. For example, perhaps you want to ship the order to a division of the customer's company that has a different name and address from the default, and you want to add the name of the contact at the new shipping location. In this case, you would type over the information shown in the addressee name and address fields, then type the name of the contact in the Contact name field.

The screenshot shows a software window titled "(11) Create Customer Order - 1, 1, 101854". The window has a menu bar (File, Display, Maintain, Customize, Navigation, Help) and a toolbar. Below the toolbar, it displays "1 Customer: 300 Colvin & Sons, Inc. Order: CO 101854".

The main area contains several tabs: "Holds", "Special Charges", "Overview", "Comments", "Order Totals", "Print Options", and "Contract Accounting". Below these are sub-tabs: "General", "Pricing/Billing", "Sold-to", "Ship-to", "Order Shipments", "Commissions", and "Line Items". The "Ship-to" sub-tab is selected.

The "Ship-to" card shows a dropdown menu set to "[default]". Below it are fields for:

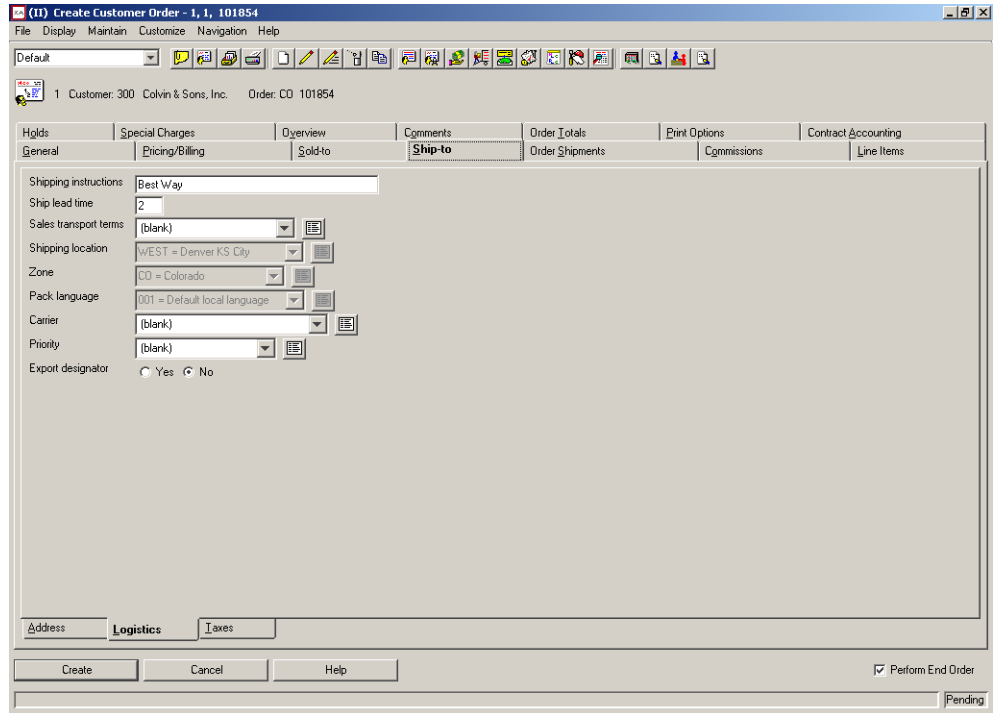
- Addressee name: Colvin & Sons, Inc.
- Address line 1: 1505 10th Ave.
- Address line 2: (empty)
- Address line 3: (empty)
- Address line 4: (empty)
- Address line 5: (empty)
- City: Greeley
- State: CO = Colorado
- Postal code: 80631
- Country: USA = United States Of America

Below the address fields is a "Contact" section with fields for:

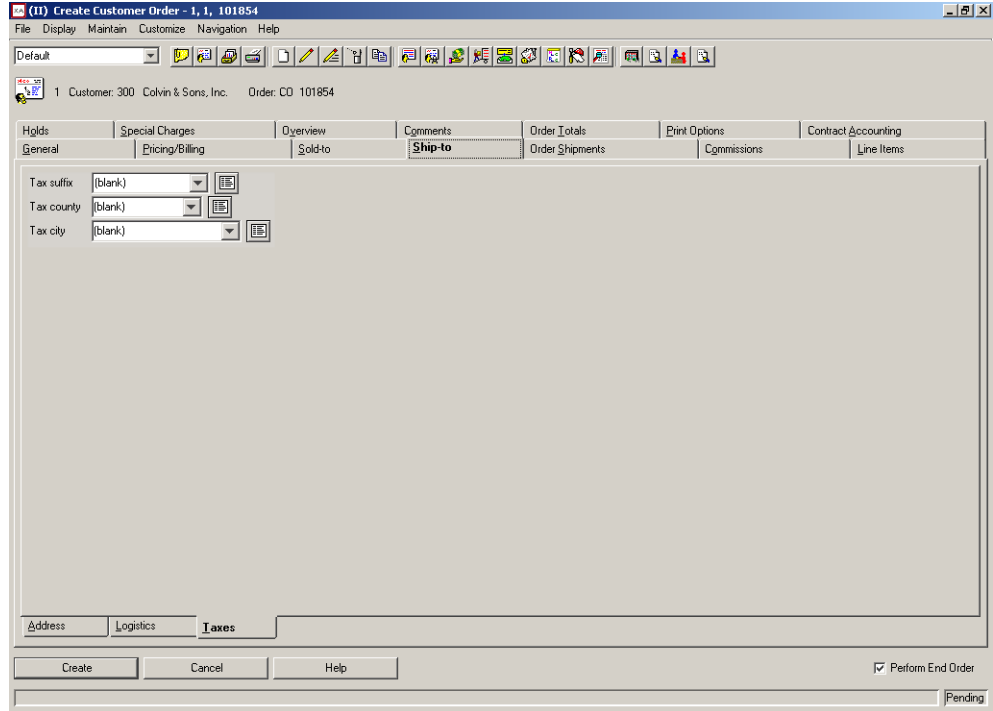
- Contact: John McMillan
- Telephone: (612) 556-0980
- Fax: (612) 556-0344

At the bottom of the card are three tabs: "Address", "Logistics", and "Taxes". Below the card are "Create", "Cancel", and "Help" buttons. In the bottom right corner, there is a checkbox for "Perform End Order" which is checked, and a status indicator showing "Pending".

The **Logistics** tab shows information about how the customer wants the order transported to the shipping location.



If International Financial Management (IFM) is active, the **Tax county** and **Tax city** fields are used on the **Taxes** tab.

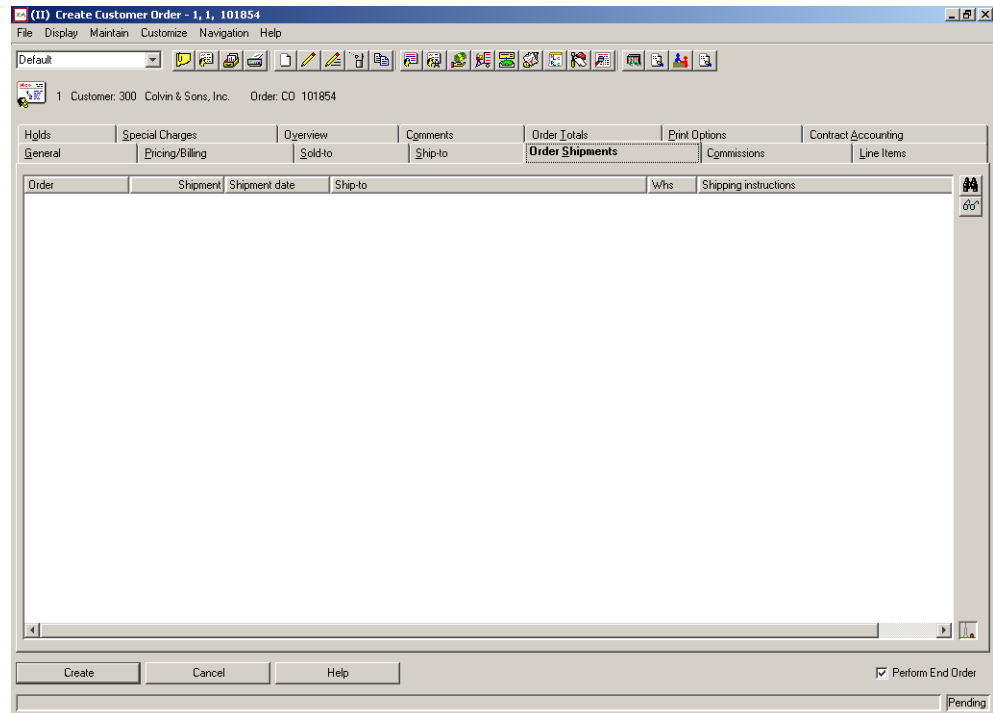


Order Shipments card

Use the **Order Shipments** card to view a list of the shipments made to fulfill the customer order, the date of the shipments, and the addressees to whom the shipments were sent.

This card does not appear in the Quotes card file.

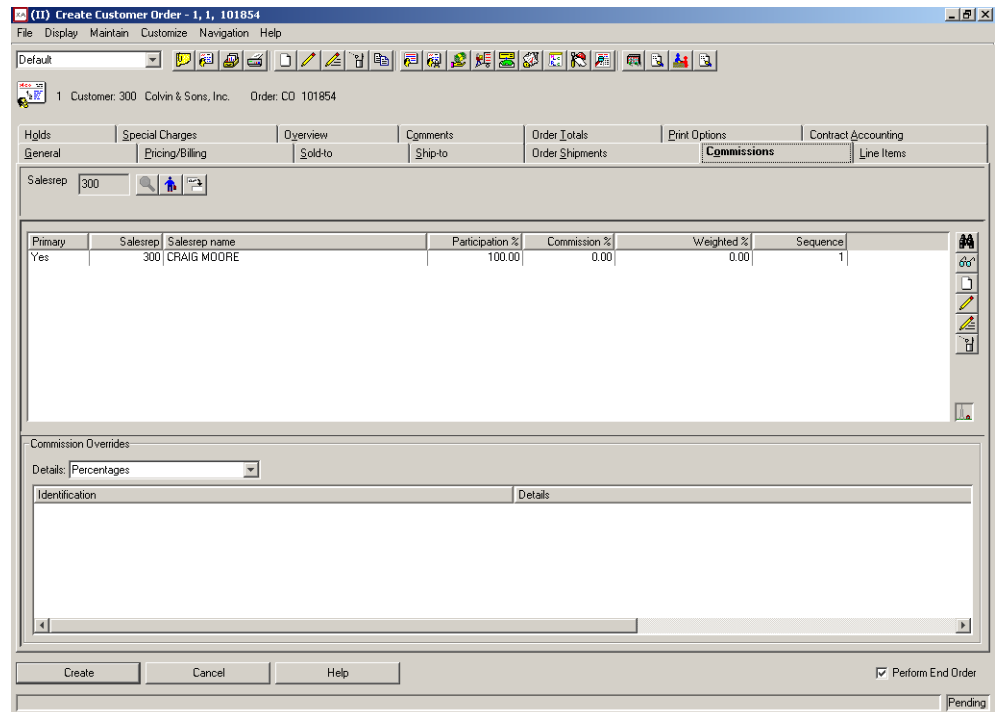
To view the details of an order shipment, click the details button on the right side of the card.



Commissions card

Use the **Commissions** card to view a list of the sales representatives who participated in the customer order, their participation percentage, and their commission percentage. The overview at the bottom of the card will show any commission overrides you enter when you add line items to the customer order.

This card provides access to the **C.O. Commissions** object. To create, change, view, or delete a commission, use the buttons on the right side of the card.



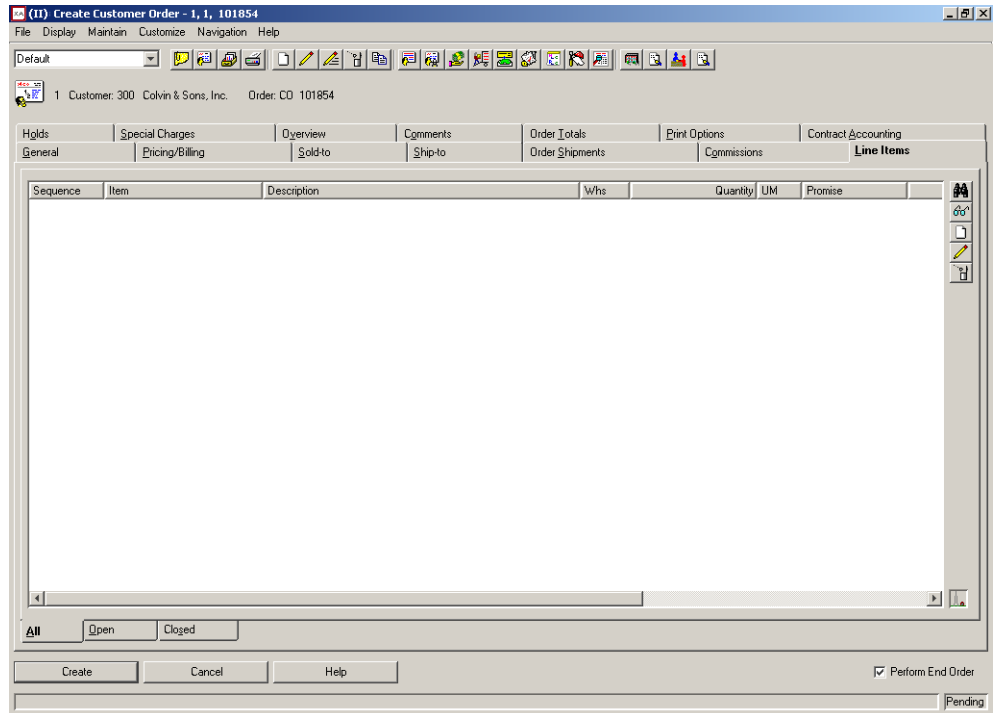
If the customer for the order has a default sales representative, or if you enter a sales representative on the General card, CSM assigns that salesrep to the order and adds a commission record for that salesrep. If you need to add a commission and specify a new salesrep for the order, you use the Assign Salesrep button at the top of the **Commissions** card. You can add commissions for additional salesreps without changing the salesrep assigned to the order by clicking the Create button on the **Commissions** card. Clicking either button invokes the Create C.O. Commission dialog.

When you are entering a new commission, you can select the Remove all existing commissions options to clear all of the current commissions from the order. In this situation, the new commission you enter is the only commission for the order. In addition, if you used the Assign Salesrep button to create the new commission, the salesrep for that commission becomes the salesrep assigned to the order.

When you Change button to modify a commission, you invoke the C.O. Commissions card file. The **General** card contains information about the sales representative's share of the commission. The commission percentages apply to the entire order. If the commission you are changing does not belong to the primary salesrep, you can specify the new salesrep as the primary salesrep.

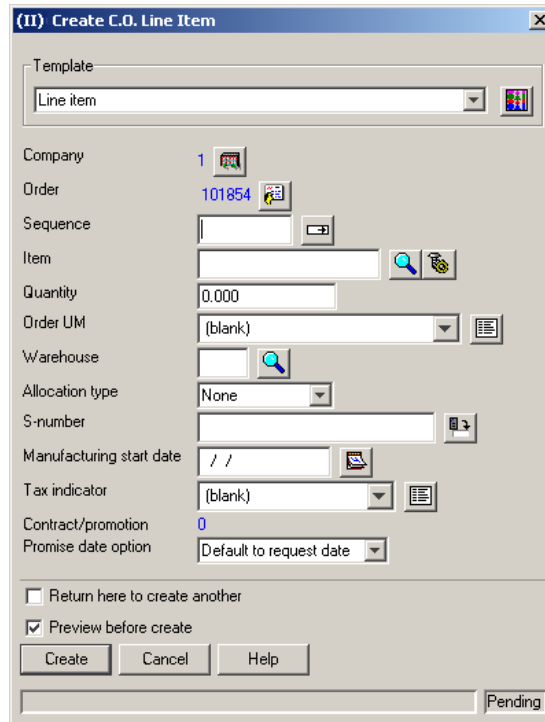
Line Items card

Use the **Line Items** card to view a list of the items entered on the order, quote, or credit memo. Use the tabs at the bottom of the card to view items that are open and awaiting fulfillment, that have been fulfilled and closed, or all of the items. You cannot maintain a line item that is closed.



This list card that provides access to the **Create C.O. Line items** and **Change C.O. Line items** windows. To create, change, view, or delete a line item, use the buttons on the right side of the card.

When you select the Create button, the **Create C.O. Line items** window appears.



The screenshot shows a dialog box titled "(II) Create C.O. Line Item". It contains the following fields and controls:

- Template: Line item
- Company: 1
- Order: 101854
- Sequence: (empty)
- Item: (empty)
- Quantity: 0.000
- Order UM: (blank)
- Warehouse: (empty)
- Allocation type: None
- S-number: (empty)
- Manufacturing start date: / /
- Tax indicator: (blank)
- Contract/promotion: 0
- Promise date option: Default to request date

At the bottom, there are two checkboxes: "Return here to create another" (unchecked) and "Preview before create" (checked). Below these are three buttons: "Create", "Cancel", and "Help". A "Pending" status indicator is visible in the bottom right corner.

The **Preview before create** field allows you to enter or change detailed information for the line item before adding it to the customer order. To insert multiple items, select the **Return here to create another** option.

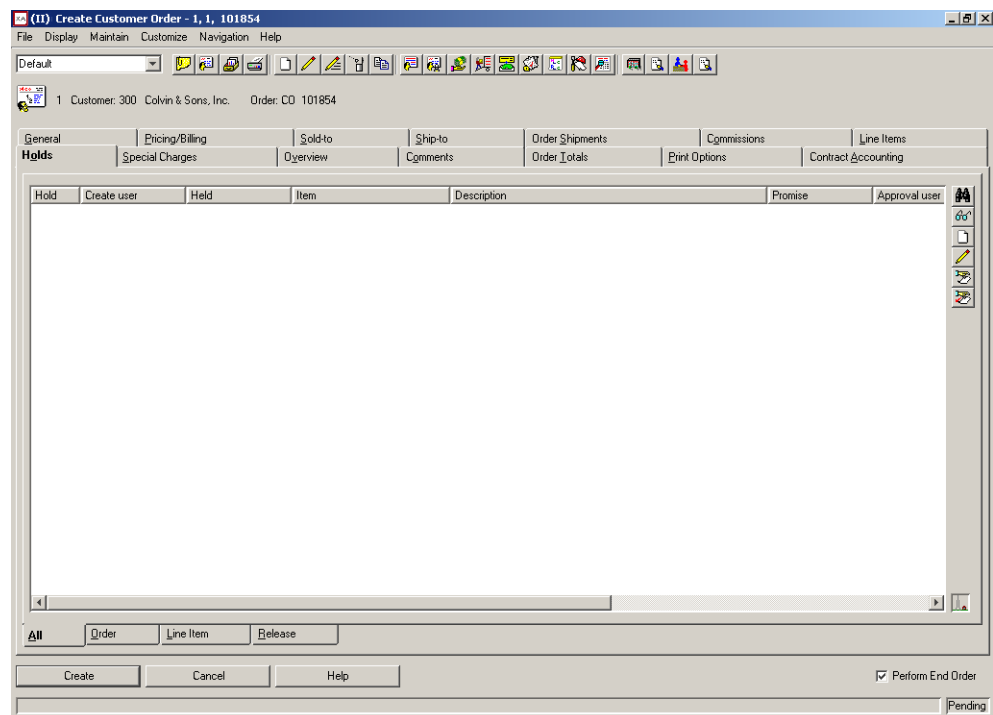
For more information on entering line items, see the "Maintaining line items" section in this chapter.

Hold card

Use the **Holds** card to view a list of holds and releases that have been placed against the order or the line items. Use the tabs at the bottom of the card to view all of the hold records, order holds, line item holds, or releases.

Holds indicate that the order, line item, or release requires attention before it can be released and shipped.

If an open hold exists on an order, no items can be shipped on that order until the hold has been released. If an open hold exists on a line item, but not the order, the items not on hold can be shipped.

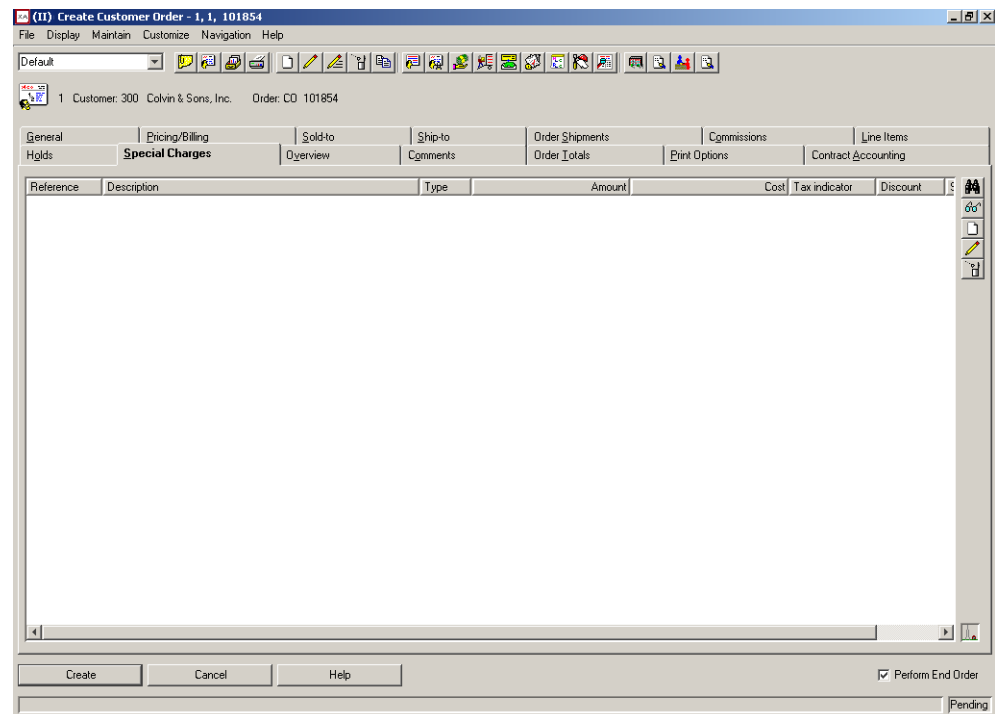


This list card provides access to the Customer Order Holds object. To create, change, view, or delete a hold, or to release a hold, use the buttons on the right side of the card. For more information on maintaining holds, see the “Holding and releasing orders” section in this chapter.

Special Charges card

Use the **Special Charges** card to view a list of charges that have been entered on the order, such as freight costs, special packaging materials, insurance, and multiple ship-to addresses.

This is a list card that provides access to the Customer Order Special Charges object. To create, change, view, or delete a special charge, use the buttons on the right side of the card.



Special charges are used to bill customers for services and expenses not included in the cost of the items being purchased on a customer order. There are four types of special charges:

- 0 = Comment only. Your company incurs no cost or expense and no amount is billed to the customer.
- 1 = Freight. Your company incurs no cost, but bills the customer for freight charges.
- 2 = Charge only. Your company incurs no cost, but bills the customer for charges other than freight. Examples are early delivery, multiple ship-to addresses, and special packaging.
- 3 = Charge with cost. Your company incurs costs and bills the customer for charges and records the cost.

The Customer Order Special Charges object is shipped with four card files: Default, Default (IFM), Default (MCS), and Default (MCS and IFM). If you have either International Financial Management (IFM) or Multi-Currency Support (MCS) active, you should set your user preferences to match your installation.

The Customer Order Special Charges Default card file contains two cards that organize information for a special charge:

The **General** card contains basic information about the special charge.

The **Comments** card is a special card that contains comments that have been entered for this special charge. For more information on entering comments for a special charge, see the “Entering comments” section in this chapter.

The screenshot shows a software window titled "(II) Create C.O. Special Charge - 1, 1, 101854, 1". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. A status bar at the top indicates "1 Order number: CO 101854 Liquid-tight packaging". The main area is divided into two tabs: "General" (selected) and "Comments". The "General" tab contains the following fields:

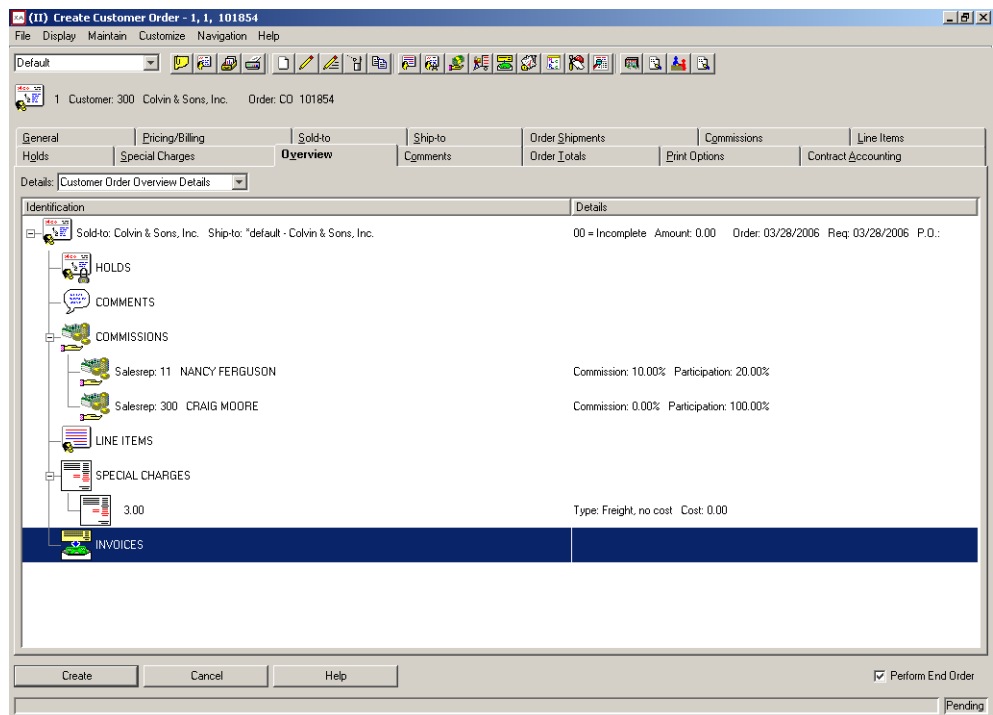
- Reference: (blank)
- Type: Freight, no cost
- Description: Liquid-tight packaging
- Foreign language description: Liquid-tight packaging
- Amount: 3.00
- Cost: 0.00
- Discount applies: Yes No
- Tax indicator: T00 = T00
- Surcharge: (blank)
- Item reference: (empty field)
- Credit: No

At the bottom of the window are three buttons: "Create", "Cancel", and "Help". A "Pending" status indicator is visible in the bottom right corner.

Overview card

Use the **Overview** card to view a visual summary of the order. The Overview organizes the order information into four main categories: Header, Line Items, Special Charges, and Invoices. Each category can contain additional lines and categories of order information. The Line Items, Special Charges, and Invoices categories only appear if the order contains that type of information.

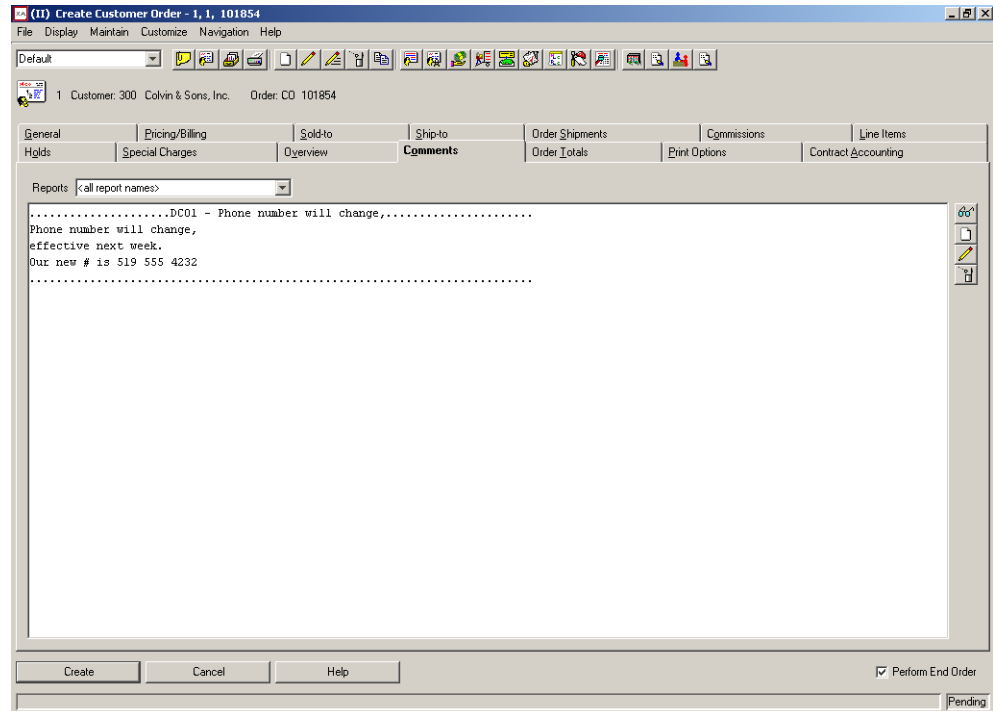
The categories in the Overview can be expanded to show more lines of information or collapsed to hide information. You can navigate to detailed information about the order by double-clicking lines in the Overview.



Comments card

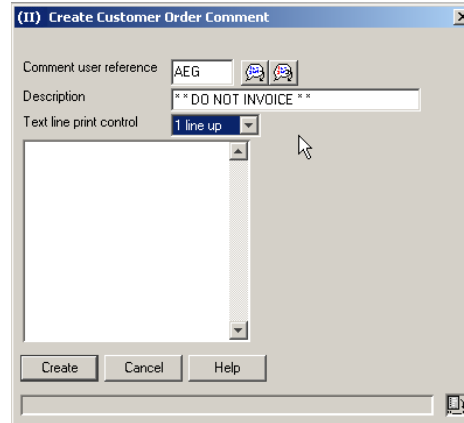
Use the **Comments** card to view a list of comments about the order, quote, or credit memo, such as special instructions. The comments shown on this card apply to the entire order.

Select a comment and click the drop down arrow on the reports list to see on which reports this comment will appear.



This is a special card that provides access to the Customer Order Comments object. To create, change, view, or delete a comment, use the buttons on the right side of the card.

You can also use the **Copy general comment** and **Copy specific comment** buttons to insert predefined comments.



The screenshot shows a dialog box titled "(11) Create Customer Order Comment". It contains the following fields and controls:

- Comment user reference:** A text field containing "AEG" and two small icons to its right.
- Description:** A text field containing " ** DO NOT INVOICE ** ".
- Text line print control:** A dropdown menu currently set to "1 line up".
- A large empty text area with a vertical scrollbar.
- At the bottom, there are three buttons: "Create", "Cancel", and "Help".

For more information on entering comments for an order, see the “Entering comments” section in this chapter.

Order Totals card

Use the Order Totals card to review totals for the order. The card displays total amounts for items, special charges, surcharges, trade discounts, taxes, invoice, and any terms discount, as well as a count of special charges and line items and the weight and volume of the total order.

The Order Totals card has three tabs. The Local Currency tab shows totals in your local currency. The Trading Currency and Alternate Currency tabs show the same totals in those currencies.

The screenshot shows a software window titled "(11) Create Customer Order - 1, 1, 101854". The window contains a menu bar (File, Display, Maintain, Customize, Navigation, Help) and a toolbar. Below the toolbar, the customer information is displayed: "1 Customer: 300 Colvin & Sons, Inc. Order: CD 101854".

The main area is divided into several tabs: General, Pricing/Billing, Sold-to, Ship-to, Order Shipments, Commissions, and Line Items. Under the "Order Totals" tab, there are sub-tabs: Holds, Special Charges, Overview, Comments, Order Totals (selected), Print Options, and Contract Accounting.

The "Order Totals" card displays the following data:

Last calculation		
(blank) [Refresh]		
Counts		
Special charge	1	
Line item	0	
Quantity hash total	0.000	
Measurements		
Weight	0.000	LB = Pounds
Volume	0.000	(blank)
Amounts		
Total items	0.00	
Total special charges	3.00	
Total surcharges	0.00	
Trade discount	0.00	
Taxes	0.00	
Invoice	3.00	
Terms discount	0.00	

At the bottom of the window, there are three tabs: "Local Currency" (selected), "Trading Currency", and "Alternate Currency". Below the tabs are buttons for "Create", "Cancel", and "Help". In the bottom right corner, there is a checkbox for "Perform End Order" (checked) and a "Pending" status indicator.

When you enter a customer order, CSM automatically calculates the counts, measurements, and amounts as you enter line items and special charges. When you change a customer order, CSM automatically updates the counts, measurements, and amounts to reflect any line items or special charges that you add, change, or delete. If you are performing end order processing, CSM recalculates all of these amounts, including line items and special charges that were unchanged, to reflect any changes to values set up outside of the order, such as surcharges, trade discounts, taxes, and terms discounts.

The **Recalculate order totals** button on the Order Totals card allows you to update all of the order total amounts any time that you are viewing or changing an order. Clicking this button refreshes the counts, measurements, and amounts with calculated amounts based on the latest line items and special charges and the latest surcharges, trade discounts, taxes, and terms discounts. You cannot use the Recalculate order totals button if you are creating or copying a customer order. In those situations, CSM automatically calculates the order totals as part of creating the new order.

Print Options card

Use the Print Options card to specify choices for printing pick lists, such as whether to print bar codes for items and locations. You can leave room for serial numbers, select the sequence in which items should be printed, and discretely allocate selected items. You can also elect to print acknowledgements, preliminary packing lists, and preliminary invoices, as well as print document amounts in the alternate currency.

The screenshot shows a software window titled "(11) Create Customer Order - 1, 1, 101854". The window has a menu bar (File, Display, Maintain, Customize, Navigation, Help) and a toolbar. Below the toolbar, it displays "Customer: 300 Colvin & Sons, Inc. Order: CD 101854". The main area is divided into several tabs: General, Pricing/Billing, Sold-to, Ship-to, Order Shipments, Commissions, and Line Items. The "Print Options" tab is selected, showing the following settings:

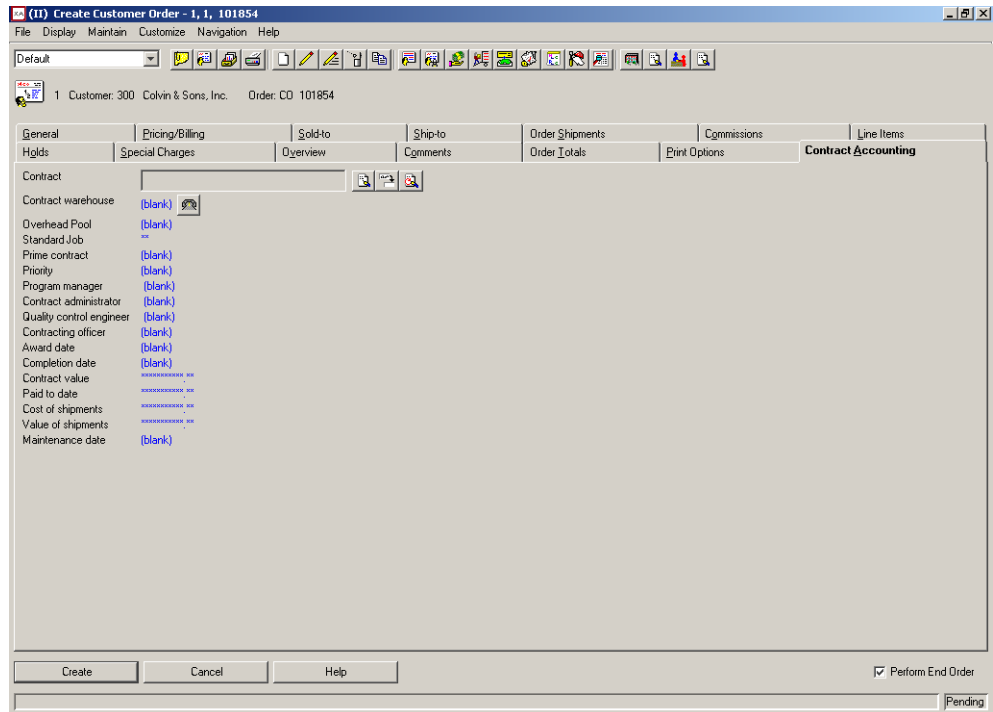
- Pick list:
- Bar code items:
- Bar code locations:
- Print packing list:
- Space for serial numbers:
- Sequence option: Location (dropdown)
- Discrete allocation:
- Location options: Number to fill order (dropdown)
- Additional locations: 0 (text input)
- Print kit components:
- Acknowledgement:
- Pro forma packing list:
- Pro forma invoice:
- Print alternate currency:

At the bottom of the window, there are buttons for "Create", "Cancel", and "Help". On the right side, there is a checkbox for "Perform End Order" which is checked, and a "Pending" status indicator.

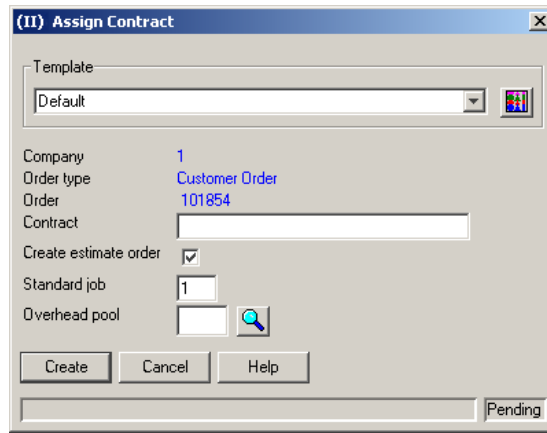
The selections you make on this card override the default print options specified in Preferences. The override choices apply only to the customer order you are working with and only while you are entering or changing the order. The next time you change that order, the options on this card are reset to the options specified in Preferences.

Contract Accounting card

If CA Plus is installed, use the Contract Accounting card to view and assign a Contract Accounting (CA) contract to the customer order and view applicable information from the assigned contract. The CA contract associates costing elements and factors with the customer order that are then used to categorize and determine the costs for the order.



To assign a CA contract, click the Assign Contract button. You enter the contract number you want to assign to the order and specify whether you want to create estimate orders under the terms of the contract. You also specify the standard job and overhead pool you want to use with the contract. After you assign a CA contract to the customer order and complete the creation of the order, CSM adds the new contract to the CA Contract object in the CA Plus application. Clicking the Display CA Contract button shows you the CA contract associated with the customer order.



After a CA contract has been assigned to the order, you can view updated contract information by clicking the Update Contract button. Clicking this button refreshes the information on this card with the results of applying the latest costing elements and factors associated with the customer order.

Creating line items

Customer order, quote, standing order, and credit memo line items are created in a similar way.

There are four types of orders that can be entered through CSM. You can enter four types of line items for each order type. The following table shows the line item templates that are available for entering line items for customer orders, quotes, standing orders, and credit memos.

Item types	Templates	Customer order	Quote	Standing order	Credit memo
Item	-Line item -Line item--blanket releases -Flex entry -Credit line item	Default: Line item Default from Flex Entry card file: Flex entry	Default: Line item Credit not supported Flex entry not provided	Default: Line item Flex entry not provided	Default: Credit line item Flex entry not provided
Customer item	-Customer item -Customer item--blanket releases -Credit customer item		Credit not supported		
Industry item	-Customer item -Customer item--blanket releases -Credit customer item		Credit not supported		
Non-inventory item	-Non-inventory item -Non inventory item--blanket releases -Non-inventory customer item		Credit not supported		

Blanket release templates provide the ability to enter the quantity of the first release.

To enter a line item, select the **Create** button on the right side of the **Line Items** card in the Customer Order or Flex Entry card file. The **Create C.O. Line Item** window appears.

The screenshot shows a window titled "(1) Create C.O. Line Item". It contains the following fields and options:

- Template: Line item
- Company: 1
- Order: 3700
- Sequence: [empty]
- Item: [empty]
- Quantity: 0.000
- Order U/M: (blank)
- Warehouse: [empty]
- Allocation type: None
- S-number: [empty]
- Manufacturing start date: / /
- Tax indicator: (blank)
- Contract/promotion: 0
- Promise date option: Default to request date

At the bottom, there are three checkboxes:

- Return here to create another
- Preview before create

 Below the checkboxes are three buttons: Create, Cancel, and Help.

To enter multiple items, select the **Return here to create another** option.

Entering customer/industry items

Use the **Customer Item** template to enter items using your customer's item numbers, your customer's industry item numbers, or your company's internal item numbers. You can enter customer/industry items for customer orders, quotes, and credit memos.

The **Credit customer item** and **Customer item – blanket releases** templates work the same way as the **Customer item** template for entering item numbers.

Customer and industry items are created in COM. For more information, see the *COM User's Guide*.

The screenshot shows a dialog box titled "(11) Create C.O. Line Item". It contains several input fields and buttons. The "Template" dropdown is set to "Customer item". The "Company" field is "1", "Order" is "228", and "Sequence" is empty. The "Customer item" field is empty and has three "Find" buttons to its right. "Quantity" is "0.000", "Order UM" is "(blank)", "Warehouse" is empty and has one "Find" button to its right. "Allocation type" is "None", "Tax indicator" is "(blank)", "Contract/promotion" is "0", and "Promise date option" is "Default to request date". The "Action" button is "Create". There are two checkboxes: "Return here to create another" (unchecked) and "Preview before create" (checked). At the bottom are "Create", "Cancel", and "Help" buttons. A "Pending" status indicator is at the bottom right.

Enter the customer, industry, or internal item number in the **Customer item** field, or use the **Find** buttons to select an item from a list. Use the left button to find customer items, the middle button to find industry items, and the right button to find internal items.

The item number must be defined for the industry identified in the customer record.

The system determines the type of item you have entered or selected by checking to see if it is a valid customer item number. If it is not, it checks to see if it is a valid industry item for this customer. If it is not, it checks to see if it is a valid internal item number. The first valid item number that is found is used.

To see the type of item actually entered, use the **Preview before create** option to display the card file. The banner text on the card file identifies the type of item and item number as well as the internal item number.

Use the **Find** button to the right of the **Warehouse** field to see the internal item number that is referenced by the number entered in the **Customer items** field.

Entering quote price breaks

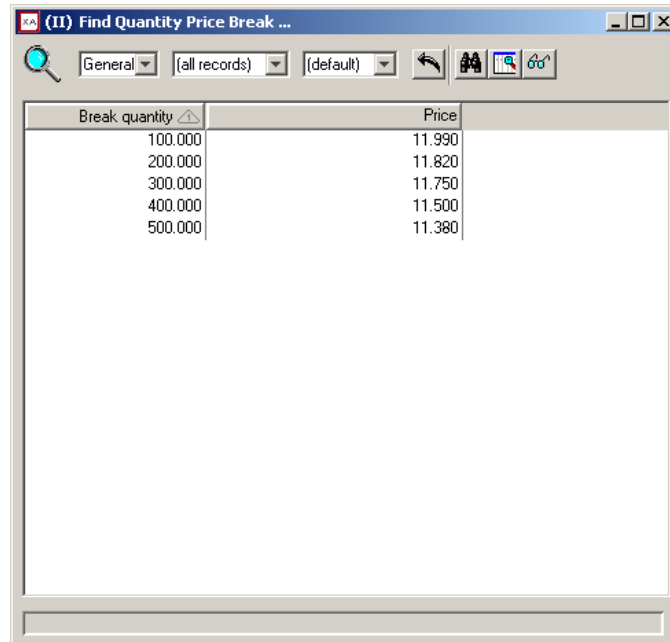
When entering a line item for a quote, the **Quantity Price Break** button is available to the right of the **Quantity** field. Use this button to display any price breaks that are defined for the item in the price book that is defined on the quote header. The **Quantity Price Break** button is also available on the **Entry** and **General** cards in the Quote Line Item card file.

You must enter the item number before clicking the button.

The screenshot shows a software dialog box titled "(II) Create Quote Line Item". It contains the following fields and controls:

- Template:** A dropdown menu showing "Line item" with a search icon to its right.
- Company:** A text field with the value "1" and a search icon.
- Order:** A text field with the value "5" and a search icon.
- Sequence:** An empty text field with a search icon.
- Item:** An empty text field with a search icon and a magnifying glass icon.
- Quantity:** A text field with the value "0.000" and a magnifying glass icon.
- Order UOM:** A dropdown menu with the value "(blank)" and a search icon.
- Warehouse:** An empty text field with a search icon.
- Tax indicator:** A dropdown menu with the value "(blank)" and a search icon.
- Contract/promotion:** A text field with the value "0".
- Action:** A blue text label "Create".
- Return here to create another
- Preview before create
- Buttons:** "Create", "Cancel", and "Help".
- Status:** A text field with the value "Pending" and a search icon.

When you click the **Quantity Price Break** button, the **Find Quantity Price Break** window appears.



The screenshot shows a window titled '(II) Find Quantity Price Break ...'. The window has a menu bar with 'General', '(all records)', and '(default)'. Below the menu bar is a toolbar with icons for search, back, and refresh. The main area contains a table with two columns: 'Break quantity' and 'Price'. The table data is as follows:

Break quantity	Price
100.000	11.990
200.000	11.820
300.000	11.750
400.000	11.500
500.000	11.380

The **Find Quantity Price Break** window shows each quantity price break associated with the item and price book. Each line shows the break quantity and its calculated selling price in the entry currency.

The banner text contains the item's base price, selling price, and net sales amount as of the last price calculation. The price book and entry currency is also shown. The base price, selling price, and net sales amount in the banner will show zeros.

On the **Find Quantity Price Break** window, you can select a quantity price break to have the quantity returned to the **Quantity** field. To enter a quantity that is not displayed, you can return without making a selection and enter the quantity manually.

The affect of the entered quantity and its associated price break is displayed in the price fields when they are recalculated. The price fields are calculated when you:

- Click the **Create** button.
- Select the **Recalculate prices** action.
- Select the **Create** or **Update** action.

For more information on setting up price books, see the *COM User's Guide*.

Selecting the currency

When you are creating or changing a line item, you can select the currency type to be used for displaying and entering price information. Use the **Entry currency type** field on the **Entry** or **Pricing Overrides** card to enter the currency type.

You can customize your user preferences to set the default entry currency.

Use the **Entry currency type** field to toggle from local currency to trading currency to alternate currency, if you have created an alternate currency. The trading currency is based on the currency default in the Customer file. The **Entry currency type** list box will show only the valid currency types for the order.

Once you have changed the currency type, the **Entry currency field** will display the actual currency ID that you selected. The **Base price**, **Selling price**, **Converted selling price**, and **Net sales amount** values will be displayed in the selected currency.

Multi-Currency Support (MCS) must be active to have multiple currency types available.

Maintaining line items

Customer order, quote, standing order, and credit memo line items are maintained in a similar way. Use the Customer Order Line Items object to view and maintain detailed information about the items on the order including quantity, price, and quantities on-hand in the specified warehouse.

For the most part, the cards used to enter line items for customer orders, quotes, standing orders, and credit memos are similar. However, there may be slight differences, such as additional fields or the location of fields, depending on the order type. Not all cards are used by each item type. The examples shown in this section are based on entering line items for a regular customer order.

The Customer Order Line Items object is shipped with 8 card files. The “default entry” card files are used when you create a line item. Each of these card files has an **Entry** card that contains the most common entry fields to simplify your entry task. The “default” card files are used when you maintain a line item.

- Default
- Default (MCS)
- Default (MCS and IFM)
- Default (IFM)
- Default Entry
- Default Entry (MCS)
- Default Entry (MCS and IFM)
- Default Entry (IFM)

If you have either International Financial Management (IFM) or Multi-Currency Support (MCS) active, you should set your user Preferences to match your installation.

The Customer Order Line Items default card file contains the following cards that organize line item information:

- General
- Pricing
- Non-inventory
- Customer/Industry Item
- Holds
- Releases
- Ship-to
- Commission Overrides
- Comments
- Overview
- Allocations (customer order only)
- ATP Details (Available to Promise) (if line item is not a kit)
- ATP Kit Details (Available to Promise) (if line item is a kit)

General card

Use the **General** card to enter general information about the line item, such as quantity, unit of measure, and request date.

The screenshot shows a software window titled "(11) Create C.O. Line Item - 1, 1, 101854, 700". The window contains a "General" card with the following fields and values:

Field	Value
Customer	50010003
Addressee name	R5 USD Customer
Sequence	[Empty]
Warehouse	MPA
Line item status	10 = Open
Allocation type	Discrete
Quantity	10.000
Order	10.000
Stock	10.000
Backorder	0.000
Shipped (stock)	0.000
Date	03/28/2006
Request	03/28/2006
Promise	03/28/2006
Manufacturing due	03/28/2006
Unit of Measure	EA = Each
Order UM	EA = Each
Stocking UM	EA = Each
Total	9,982,100
On-hand	59,000
Allocated	9,954,100
Available	31,000
On-order	
Credit	No
Credit Type	Standard sale
Reason	[blank]
Features and Options	
S-number	[Empty]
Manufacturing start date	04/15/2006

Buttons at the bottom include "Update", "Cancel", "Help", and "Pending".

If the quantity of the item ordered or the request date are changed, you can have the system calculate a new promise date by clicking the **Calculate promise date** button next to the Promise date field.

Pricing card

Use the Pricing card to enter detailed information about the price the customer pays for the line item.

Use the tabs at the bottom of this card to see local currency and overrides information. The **Local Currency** tab contains information related to the established local currency, such as base price and converted selling price. The **Overrides** tab provides the ability to enter and change pricing information.

You can maintain pricing fields only from the **Overrides** tab.

If International Financial Management (IFM) is active, the **Transaction type** and **Class** fields are used on the **Pricing (IFM)** card. If Multi-Currency Support (MCS) is active, the **Trading Currency** and **Alternate Currency** tabs are used on the **Pricing (MCS)** card.

When you override a pricing field on a line item, you can click the **Recalculate prices** button see the actual price of the item after you have changed a pricing field. The **Recalculate prices** button is to the right of the **Base price**, **Selling price**, and **Net sales amount** fields.



The price fields are automatically calculated when you click the **Create** or **Update** button.

For more information on pricing, see the *COM User's Guide*.

Non-inventory card

Use the **Non-inventory** card to enter information about a line item that your company does not stock, including description, cost, and source.

The screenshot shows a software window titled "(II) Create C.O. Line Item - 1, 1, 101854, 700". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main area displays "1 Order: CO 101854 Item: MPA401 MPA ASSEMBLY 401".

The window is divided into several tabs: "Ship-to", "Commission Overrides", "Comments", "Overview", "Allocations", and "ATP Details". The "Non-inventory" card is active, showing the following fields:

General	Pricing	Non-inventory	Customer/Industry Item	Hold	Releases
Non-inventoried item			Commodity	[blank]	
Description			Weight	0.000	
Foreign description			Weight UM	[blank]	
Item class	[blank]		Volume	0.000	
Item type			Volume UM	[blank]	
Item source	[blank]				
Item price class	[blank]				
Unit cost	0.00000000				

At the bottom of the window, there are buttons for "Update", "Cancel", and "Help". A "Pending" status indicator is visible in the bottom right corner.

Customer/Industry Item card

Use this card to view the customer item number or the industry item number for this line item. These are the numbers used by your customer and vendor to identify an item, which is different than the number you use to identify the same item.

Customer and industry item numbers are entered on the **Customer item** templates when you are entering the items on an order.

The screenshot shows a software window titled "(II) Create C.O. Line Item - 1, 1, 101854, 700". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main area displays "1 Order: CO 101854 Item: MPA401 MPA ASSEMBLY 401". There are several tabs: "Ship-to", "Commission Overrides", "Comments", "Overview", "Allocations", and "ATP Details". Under "Comments", there are sub-tabs: "General", "Pricing", "Non-inventory", "Customer/Industry Item", "Holds", and "Releases". The "Customer/Industry Item" tab is active, showing the following fields:

Customer Item	
Number	(blank)
Description	(blank)
Industry Item	
Number	(blank)
Description	(blank)
Class	(blank)

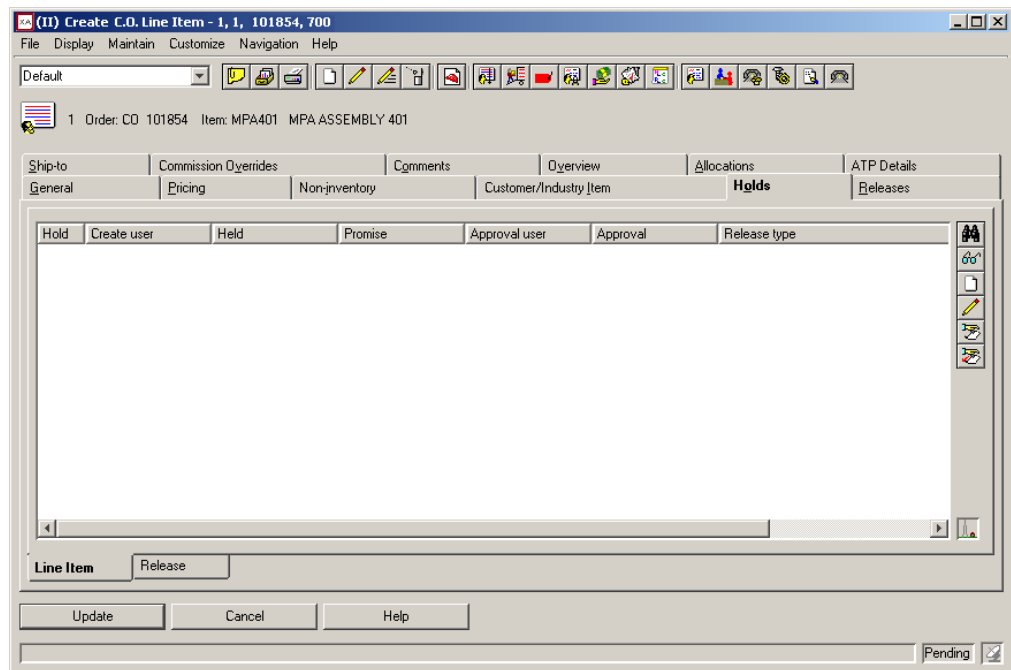
At the bottom of the window, there are buttons for "Update", "Cancel", and "Help". A status bar at the bottom right shows "Pending" with a small icon.

Hold card

Use the **Hold** card to view a list of holds and releases that have been placed against the line items. Use the tabs at the bottom of the card to view line item holds or releases.

Hold indicates that the line item or release requires attention before it can be released and shipped. When a line item or release has been placed on hold, the line item cannot be shipped until the hold has been released.

Only authorized users can release holds from orders, line items, and releases.



This is a list card that provides access to the Customer Order Holds object. To create, change, view, or delete a hold, use the buttons on the right side of the card. For more information on maintaining holds, see the "Holding and releasing orders" section in this chapter.

Releases card

Use the **Releases** card to enter and change blanket releases for a line item. You can also use this card to display kits and their components for a kit line item.

A customer order line item has at least one release for each item entered. A release record is always created when the Line Item record is created.

A blanket release is an item with two or more line item release records or with one line item release record that has a release quantity that is not equal to the line item order quantity. For example, your customer wants to have one item delivered each month. You would create a customer order with one blanket line item that has 12 release dates, one for each month.

You can enter blanket releases for internal items, customer items, industry items, and non-inventory items.

You can switch a non-blanket release item to a blanket release item by changing the quantity on the first release record to be different than the line item quantity or by adding a second release record.

You can switch a blanket release item to a non-blanket release item by deleting all but one release record, or by changing the quantity of the remaining release to equal the line item quantity.

The screenshot shows a software window titled "(II) Create C.O. Line Item - 1, 1, 101854, 700". The window has a menu bar (File, Display, Maintain, Customize, Navigation, Help) and a toolbar. Below the toolbar, it displays "1 Order: CO 101854 Item: MPA401 MPA ASSEMBLY 401". The main area is divided into several tabs: "Ship-to", "Commission Overrides", "Comments", "Overview", "Allocations", and "ATP Details". The "Releases" tab is active, showing a sub-tab "Blanket release" set to "No". Below this is a table with columns: "Release", "Kit", "Item", "Request", "Ordered", "UM", and "Shipped (stoc)". The table is currently empty. To the right of the table is a vertical toolbar with icons for adding, deleting, and editing records. At the bottom of the window are buttons for "Update", "Cancel", and "Help", and a "Pending" checkbox.

This is a list card that provides access to the Customer Order Line Item Releases object.

To create, change, view, or delete a release, use the buttons on the right side of the card.

The screenshot shows a software dialog box titled "(1) Create C.O. Line Item Release". It contains various input fields and controls:

- Template: Default
- Company: 1
- Order type: Customer Order
- Order: 101854
- Warehouse: MP2
- Item: MPC105
- Line item sequence: 700
- Release sequence: 4
- Remaining quantity: 10,000
- Quantity (order UM): 5,000
- Request date: 05/12/2006
- Request time: 12:57 PM
- Promise date: 05/12/2006
- Manufacturing due date: 05/12/2006
- Promise date option: Default to request date
- Allocation type: Discrete

At the bottom, there are two checkboxes: "Return here to create another" (unchecked) and "Preview before create" (checked). Below these are buttons for "Create", "Cancel", and "Help". A "Pending" status indicator is visible in the bottom right corner.

The system automatically assigns the next release number. The quantity of ordered items that have not been assigned to other releases is displayed in the **Remaining quantity** field.

You can quickly enter all releases and quantities by selecting **Return here to create another** and not selecting **Preview before create**.

If the **Allocation type** is 2 = Discrete, you must select **Preview before create** to allocate the items using the **Allocations** card.

The Customer Order Line Item Releases object contains detailed information about the quantity and shipment dates for line items. The release information also includes any holds that have been placed against the release.

You cannot maintain the release record of a non-blanket item.

The Customer Order Line Item Release card file contains these cards that organize the line item release information:

- General
- Holds
- Allocations
- ATP Details (if line item is not a kit)
- ATP Kit Details (if line item is a kit)

General card

The **General** card shows information associated with the selected customer order line item release, including the shipped quantity and the allocation type.

The screenshot shows a software window titled "(1) Create C.O. Line Item Release - 1, 1, 101854, 700, 3, 0". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main area displays the following information:

1 Order: CD 101854 Item: MPC105 W/hs: MP2 Order quantity: 5.000 Release: 3

The "General" tab is selected, showing the following fields:

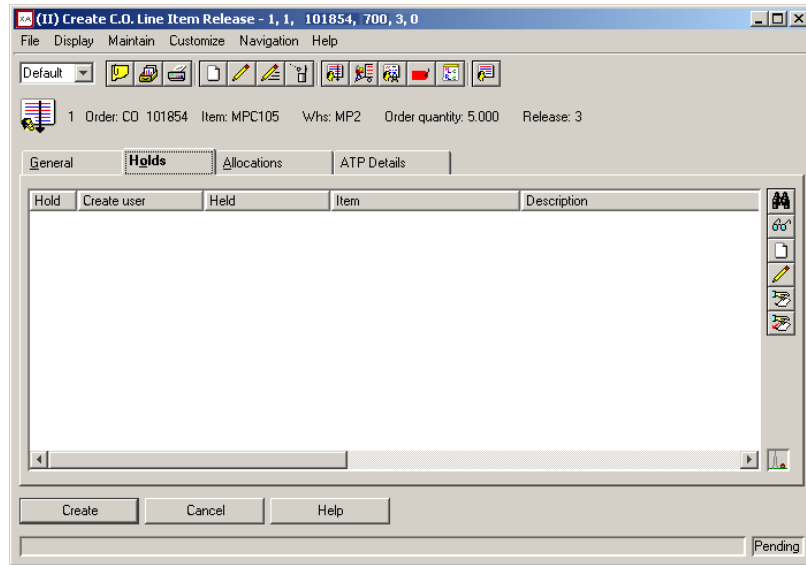
Order quantity (stock UM)	5.000
Stocking UM	EA = Each
Shipped quantity (stock UM)	0.000
Quantity (order UM)	5.000
Order UM	EA = Each
Backorder quantity (stock UM)	0.000
Request date	05/12/2006
Manufacturing order number	(blank)
Manufacturing due date	05/12/2006
Scheduled by APS	No
Promise date	05/12/2006
Promised using CTP with APS	No
Allocation type	None

At the bottom of the dialog box are three buttons: "Create", "Cancel", and "Help". A "Pending" status indicator is visible in the bottom right corner.

If the quantity of the item ordered or the request date are changed, you can have the system calculate a new promise date by clicking the **Calculate promise date** button next to the Promise date field.

Hold card

The **Hold** card shows a list of holds that have been placed against the customer order line item release.



Allocations card

The **Allocations** card shows available inventory and discrete allocations associated with the selected customer order line item release. You can use this card to allocate inventory for line item blanket releases. (For non-blanket release line items, you can allocate inventory at the line item level.)

File Display Maintain Customize Navigation Help

Default

1 Order: CD 101854 Item: MPC105 Whs: MP2 Order quantity: 5,000 Release: 3

General Holds **Allocations** ATP Details

Allocation type: None Warehouse: MP2 Stocking UM: EA Required quantity: 5,000 Unallocated quantity (stock UM): 5,0...

Location	Batch/lot	FIFO	Available	Allocated
MPC5		04/14/2005	88,000	17,000

Available Inventory Discrete Allocations

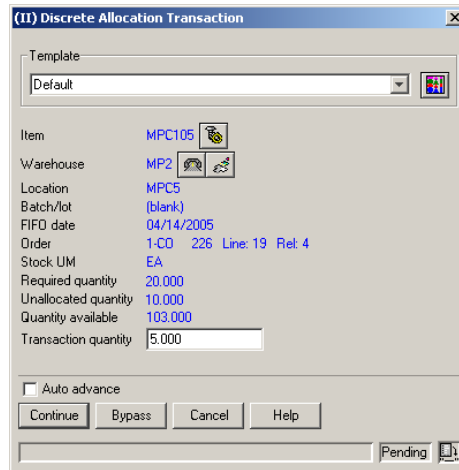
Create Cancel Help

Pending

The Allocations card has two tabs, **Available Inventory** and **Discrete Allocations**. The Available Inventory tab shows all locations within the selected warehouse that contain the line item release. If the line item release has an allocation type of Discrete allocation, selecting a location and then clicking the **Allocate inventory** button on the Available Inventory tab allows you to choose inventory from that location to fulfill the line item release.



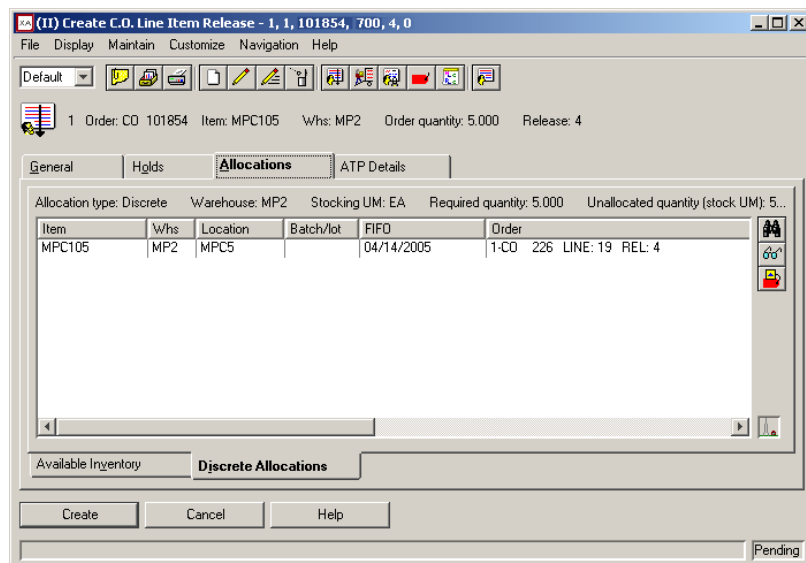
When you allocate inventory, you enter a transaction quantity for the quantity of the line item release to be allocated from the selected location. This quantity represents an incremental change quantity, not the total quantity allocated at the location.



For example, if the line item release quantity required for the order is 20, and the allocated quantity is 10, you might enter a transaction to create a total allocated quantity of 15. To change the allocated quantity to 15, you enter a transaction quantity of 5. This transaction quantity increases the allocated quantity to 15, which when subtracted from the required quantity of 20, yields an unallocated quantity of 5.

Quantities that have been allocated from locations within the warehouse are shown on the **Discrete Allocations** tab. The list on this tab shows all quantities of the line item that have been allocated, the locations from which the allocations were made, and any inventory qualifiers, such as batch/lot number or FIFO date.

To change a selected allocation quantity, you use the Deallocate Inventory button and enter a transaction quantity that changes or reverses the original allocation quantity.



ATP Details card

The **ATP Details** card shows the dates and quantities used in calculating the promise date for the line item release. This information includes the quantity available on each date where availability changes, and the supply and demand information used to calculate the availability.

Date	Available to promise	Expected receipts	Demand	Projected inventory	Future unmet demand
05/12/2...	93.000	0.000	10.000	93.000	0.000

This card contains information if you chose the **ATP with details** option for the Promise date option field on the Create C.O. Line Item Release dialog, or when you select the **Calculate promise date** button next to the Promise date when creating or changing the line item release.



The system determines the promised delivery date for the line item release by first calculating when the required quantity is or will be available to ship. This calculation is based on the current plan from either Materials Requirements Planning (MRP), Master Production Schedule Planning (MPSP) and MRP, Advanced Planner (AVP), or Supply Chain Management (SCM). The system sets the manufacturing due date to the available to ship date. It then adds the order shipment lead time to the manufacturing due date to determine the promised delivery date.

For more information, see the “Calculating available to promise” section of this chapter.

ATP Kit Details card

The **ATP Kit Details** card shows the dates and quantities used in calculating the promise date for a line item release that is both a kit parent item and is a blanket release item. As for a regular line item, this information includes the quantity available on each date where availability changes and demand information used to calculate the availability.

Kit component	Component	Available to promise	Demand	Projected inventory
03/14/2006	ACRYLIS	97,469.000	3.000	97,484.000
03/14/2006	MPA201	111,025.000	6.000	111,031.000
03/27/2006	PIN	-26.000	6.000	-26.000
03/27/2006	410	-52.000	12.000	-52.000

This card contains information if you chose the **ATP with details** option for the Promise date option field on the Create C.O. Line Item Release dialog, or when you select the **Calculate promise date** button next to the Promise date when creating or changing the line item blanket release. For a kit parent item that is a blanket release, the promise date is calculated at the line item release level. (For a kit parent line item that is not a blanket release, the promise date is calculated at the line item level.)



For a kit parent line item blanket release, the system first calculates the promise date for each component item in the release. The system determines the promised delivery date for each component item by calculating when the required quantity is or will be available to ship. This calculation is based on the current plan from either Materials Requirements Planning (MRP), Master Production Schedule Planning (MPSP) and MRP, Advanced Planner (AVP), or Supply Chain Management (SCM). The system sets the manufacturing due date to the available to ship date. It then adds the order shipment lead time to the manufacturing due date to determine the promised delivery date. The latest calculated promise date is used as the promise date for the kit parent line item release.

For more information, see the “Calculating available to promise” section of this chapter.

Ship-to card

Use the **Ship-to** card to view the default shipping information for the line item or to override the customer ship-to address for the line item.

The screenshot shows a software window titled "(II) Create C.O. Line Item - 1, 1, 101854, 700". The window contains a menu bar (File, Display, Maintain, Customize, Navigation, Help) and a toolbar. Below the toolbar, it displays "1 Order: CO 101854 Item: MPA401 MPA ASSEMBLY 401". The main area is divided into several tabs: "General", "Pricing", "Non-inventory", "Customer/Industry Item", "Holds", and "Releases". Under "General", there are sub-tabs: "Ship-to", "Commission Overrides", "Comments", "Overview", "Allocations", and "ATP Details". The "Ship-to" sub-tab is selected, showing an "Address" section with fields for "Ship-to" (set to "(default)"), "Addressee name" (Colvin & Sons, Inc.), "Address line 1" (1505 10th Ave.), "City" (Greeley), "State" (CO = Colorado), "Postal code" (80631), and "Country" (USA = United States). To the right, a "Contact" section shows "Contact" (John McMillan), "Telephone" ((612) 555-0980), and "Fax" ((612) 555-0344). At the bottom of the "Address" section are buttons for "Address", "Logistics", and "Indexes". The main window has "Update", "Cancel", and "Help" buttons at the bottom, and a "Pending" status indicator in the bottom right corner.

The Ship-to card contains three tabs. The Addresses tab shows the default shipping location for the line item.

You can accept the information shown here, override it with a different address for the line item, or add additional information. To override the address for the line item, click the **Assign ship to** button and select another address for the customer or select the (override) option.

The screenshot shows a smaller dialog box titled "(II) Assign Ship-to". It has a "Ship-to" dropdown menu with "override" selected and a search icon to its right. Below the dropdown are three buttons: "Continue", "Cancel", and "Help". At the bottom right, there is a "Pending" status indicator.

If you select another address for the customer, the address information is filled in from that address. The new ship-to information appears but you cannot change it on this card. If you select the **(override)** option, the default information appears and you can make changes to it on this card.

For example, perhaps you want to ship the line item to a division of the customer's company that has a different name and address from the default, and you want to add the name of the contact at the new shipping location. In this case, you would type over the information shown in the addressee name and address fields, then type the name of the contact in the **Contact** name field.

The screenshot shows a software window titled "(II) Create C.O. Line Item - 1, 1, 101854, 700". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main area of the window is divided into several tabs: "General", "Pricing", "Non-inventory", "Customer/Industry Item", and "Holds". The "Ship-to" tab is currently selected. Below the tabs, there is a header bar with "1 Order: CO 101854 Item: MPA401 MPA ASSEMBLY 401". The main content area is divided into two sections: "Address" and "Contact". The "Address" section contains fields for "Ship-to" (with a dropdown menu showing "override"), "Addressee name" (with the value "Colvin & Sons, Inc."), "Address line 1" (with the value "123 Spruce Ave"), "Address line 2", "Address line 3", "Address line 4", "Address line 5", "City" (with the value "Roswell"), "State" (with a dropdown menu showing "GA = Georgia"), "Postal code" (with the value "30076"), and "Country" (with a dropdown menu showing "USA = United States"). The "Contact" section contains fields for "Contact" (with the value "J. Jones"), "Telephone" (with the value "770-555-0000"), and "Fax" (with the value "770-555-9999"). At the bottom of the window, there are buttons for "Update", "Cancel", and "Help". In the bottom right corner, there is a "Pending" status indicator.

The **Logistics** tab shows information about how the customer wants the line item to be transported and delivered.

The screenshot shows a software window titled "(II) Create C.O. Line Item - 1, 1, 101854, 700". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main content area is divided into several tabs: "General", "Pricing", "Non-inventory", "Customer/Industry Item", "Holds", "Releases", "Ship-to", "Commission Overrides", "Comments", "Overview", "Allocations", and "ATP Details". The "Logistics" tab is currently selected and active. It contains the following fields and values:

- Shipping instructions: Always On Time
- Shipping location: (blank)
- Zone: (blank)
- Sales transport terms: (blank)
- Ship lead time: 0
- Pack language: 001 = Default local language

At the bottom of the window, there are three buttons: "Update", "Cancel", and "Help". A "Pending" status indicator is visible in the bottom right corner.

The **Taxes** tab shows information about taxing jurisdictions that apply to the ship-to address.

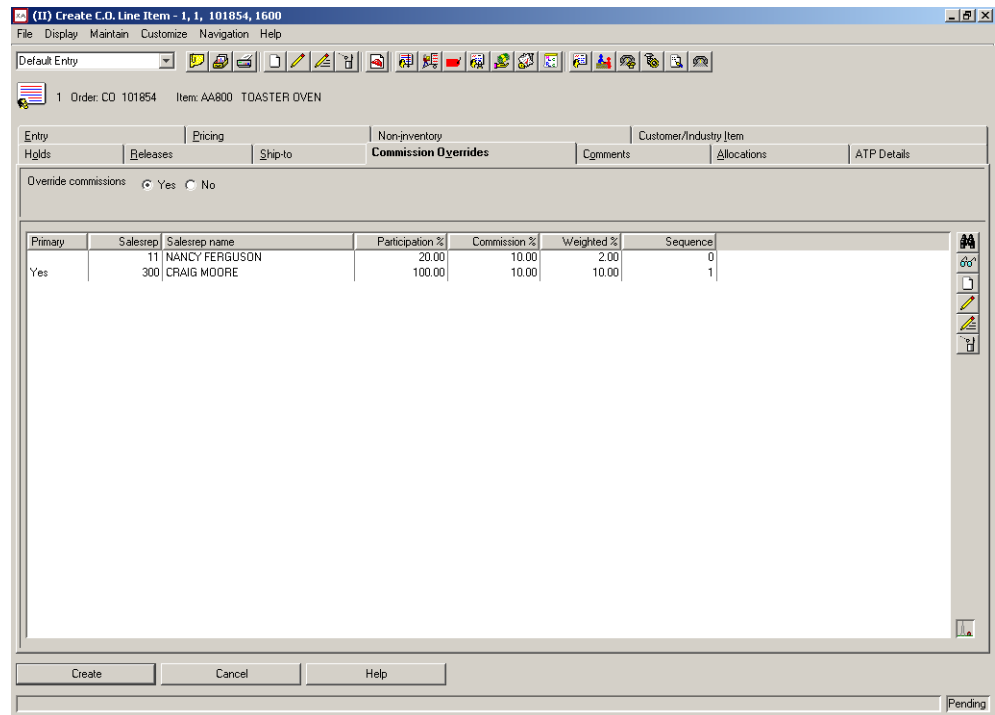
The screenshot shows the same software window as above, but with the "Taxes" tab selected and active. The "City" and "County" fields are visible, both containing the value "(blank)". The "Update", "Cancel", and "Help" buttons are still present at the bottom, along with the "Pending" status indicator.

Commission Overrides card

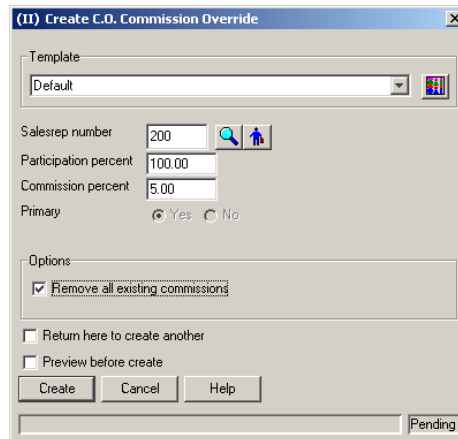
Use the **Commission Overrides** card to see a list of sales representatives who participated in the order for this line item at a commission percentage different than the commission percentage for the order. If the sales representatives and commission percentages are the same for this line item as for the overall order, no sales representatives appear in the list.

The screenshot shows a software window titled "(II) Create C.O. Line Item - 1, 1, 101854, 700". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main area of the window is divided into several tabs: "General", "Pricing", "Non-inventory", "Customer/Industry Item", "Holds", and "Releases". The "Commission Overrides" tab is currently selected. Under this tab, there is a section for "Override commissions" with radio buttons for "Yes" and "No", where "No" is selected. Below this is a table with the following columns: "Primary", "Salesrep", "Salesrep name", "Participation %", "Commission %", "Weighted %", and "Sequence". The table is currently empty. At the bottom of the window, there are three buttons: "Update", "Cancel", and "Help". In the bottom right corner, there is a "Pending" status indicator.

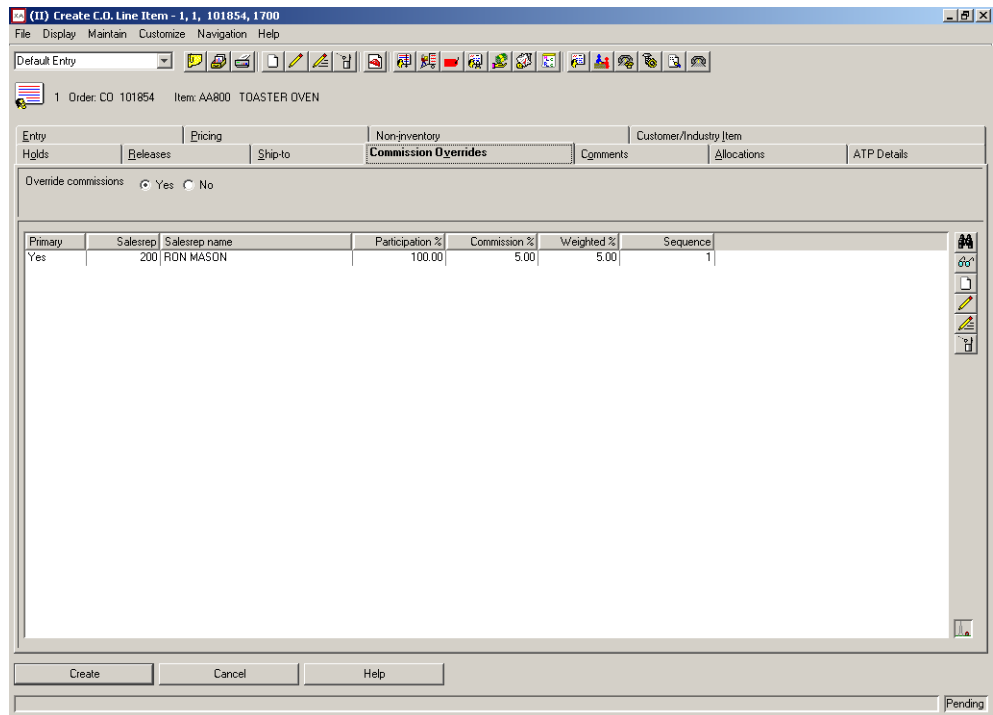
To enter a commission override for a line item, the Override commissions option at the top of this card must be set to Yes. At that point, CSM creates a commission override for the salesreps specified for the customer order.



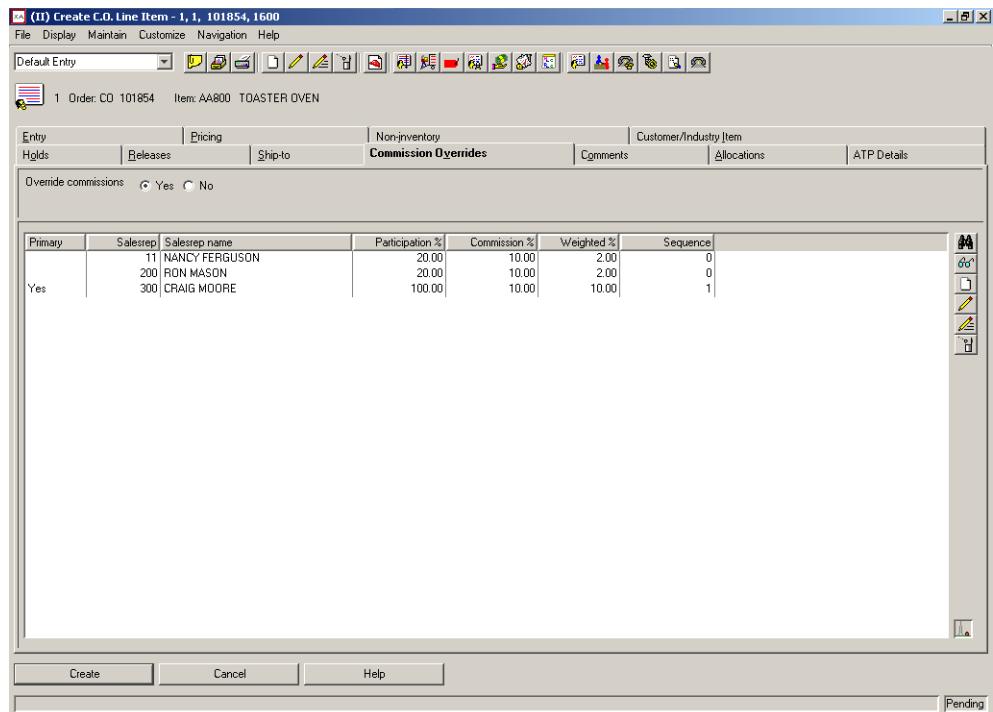
You can add another commission override, change a commission override, or delete a commission override. When you add a new commission override, you specify the salesrep, the participation percent, the commission percent, and whether the new salesrep is the primary salesrep for the order.



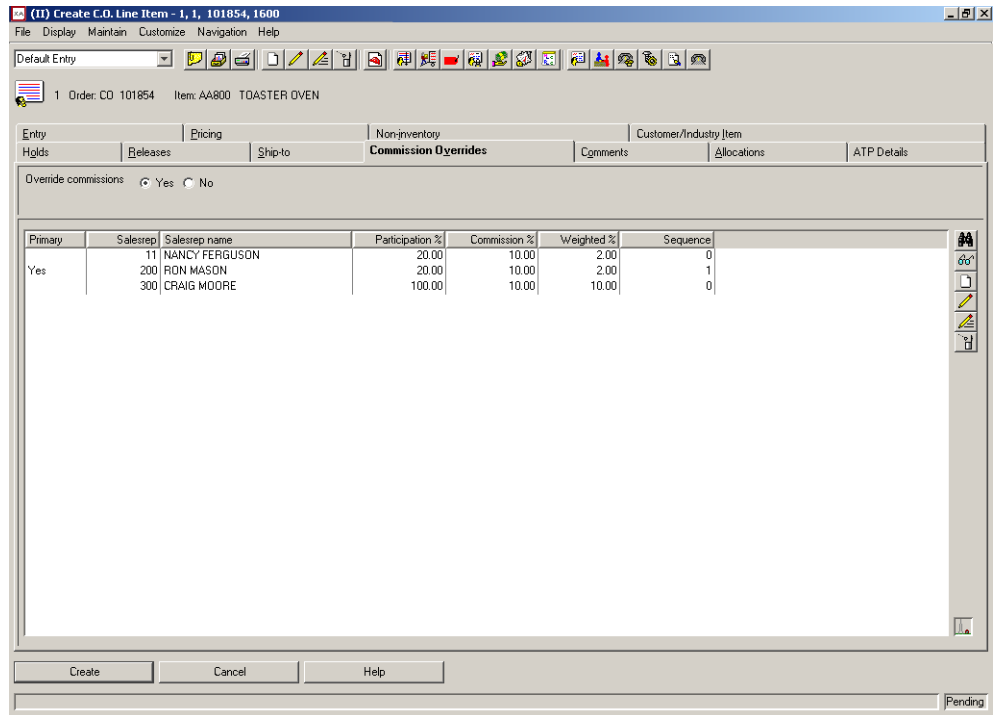
When you are adding a new commission override, you can specify that commission override as the only commission for the line item by selecting the **Remove all existing commissions** option. This option provides a quick way to clear the commission overrides defaulted to the line item from the customer order and replace them with the new commission override. The salesrep for the new commission override automatically becomes the primary salesrep for the line item.



If you choose not to replace the existing commission overrides, the commission override for the new salesrep is added to the Commission Overrides card.



If you specify that the salesrep for the new commission override is the primary salesrep, CSM automatically changes the Commission sequence entry sequence number from 1 to 0 for the existing primary salesrep and sets the Commission entry sequence number for the new salesrep to 1.

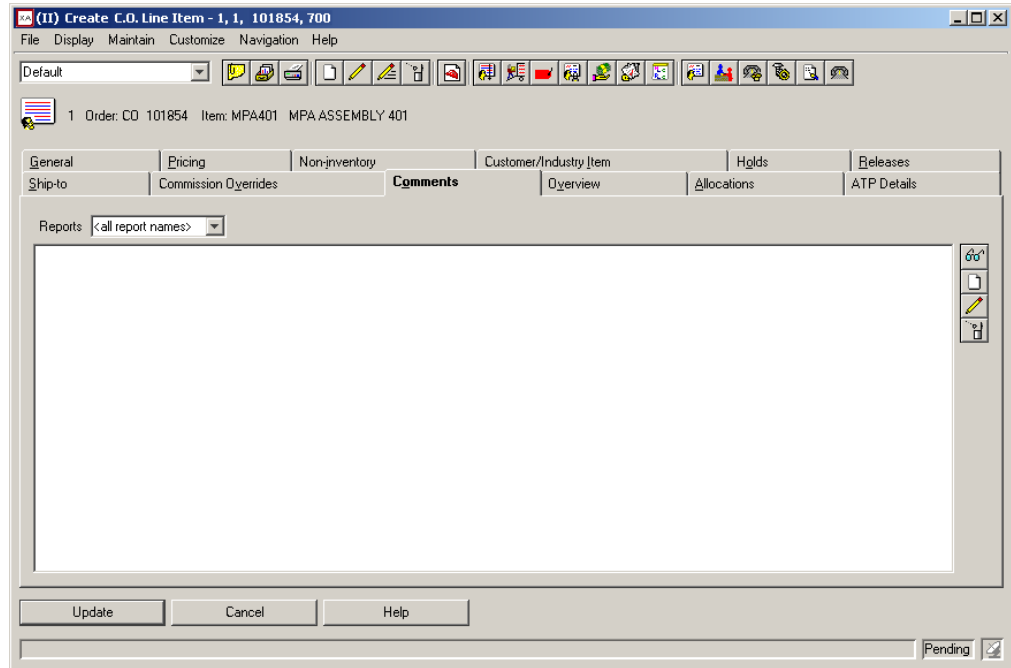


Changing the Override Commissions option to No removes all commission overrides entered for the line item, including commission overrides that were created from the commissions entered for the customer order. At this point, the sales representatives and commission percentages specified for the customer order apply to the line item and no commission overrides exist.

Comments card

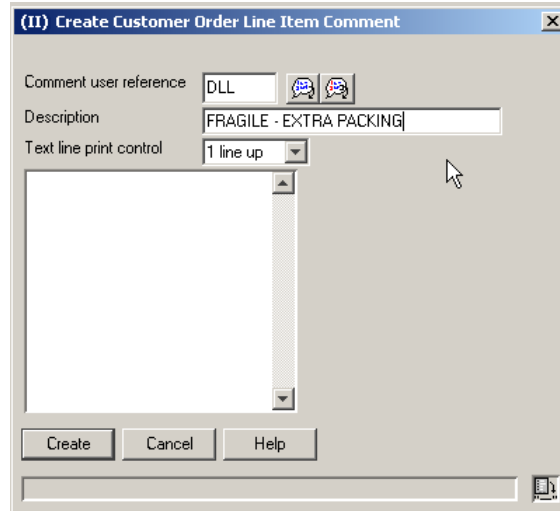
Use the **Comments** card to view a list of comments about the line item, such as special instructions. The comments shown on this card apply only to the line item.

Select a comment and click the drop down arrow on the reports list to see on which reports this comment will appear.



This is a special card that provides access to the Customer Order Line Item Comment object. To create, change, view, or delete a comment, use the buttons on the right side of the card.

You can also use the **Copy general comment** and **Copy specific comment** buttons to insert predefined comments.

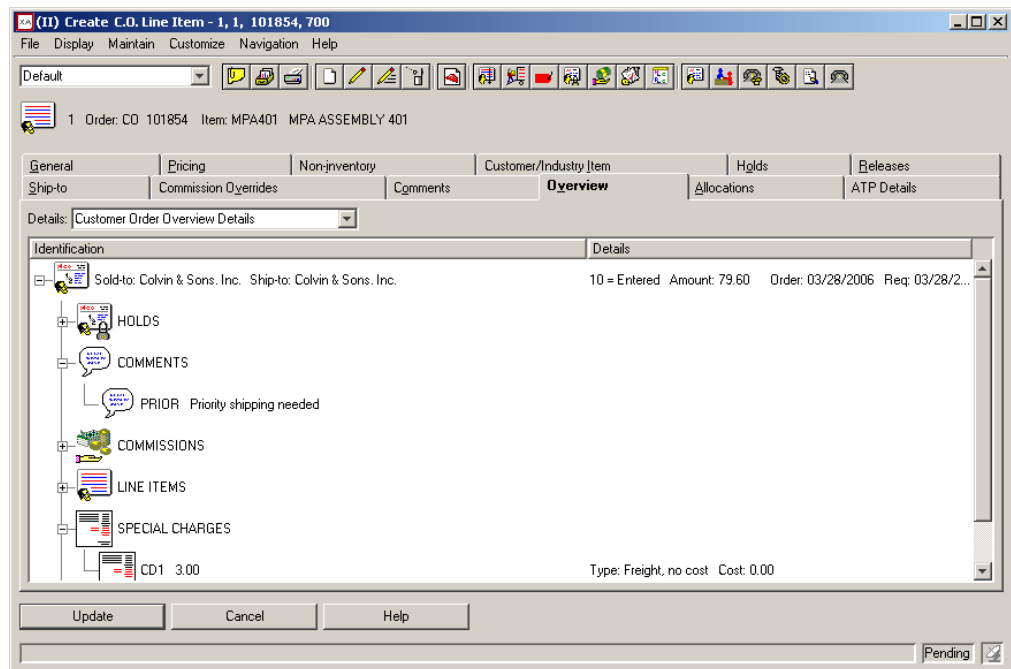


For more information on entering comments for an order, see the “Entering comments” section in this chapter.

Overview card

Use the **Overview** card to view a visual summary of the order. The Overview organizes the order information into four main categories: Header, Line Items, Special Charges, and Invoices. Each category can contain additional lines and categories of order information. The Line Items, Special Charges, and Invoices categories only appear if the order contains that type of information.

The categories in the Overview can be expanded to show more lines of information or collapsed to hide information. You can navigate to detailed information about the order by double-clicking lines in the Overview.



Allocations card

Use the **Allocations** card to view a list locations with available inventory and a list of the discrete allocations associated with the selected customer order line item. The allocations maintained on this card are for non-blanket release items.

Blanket release items are maintained on the Line Item Releases **Allocations** card.

An item can be assigned one of four allocation types:

- None. No allocation is given to this line item.
- Item balance. This option updates the quantity in the Pick List Requirements field in the Item Balance file, but does not create a detailed allocation.
- Discrete. This option updates the quantity in the Pick List Requirements field in the Item Balance file. It also creates records in the Allocation Quantity file. You can manually allocate quantities using this allocation type.
- Auto discrete. This option updates the quantity in the Pick List Requirements field in the Item Balance file. It also creates records in the Allocation Quantity file.

Discrete allocations in CSM depend on settings in the Items and Warehouses objects. For the Discrete and Auto discrete options to work, the Discrete allocations field in the item record must be set to Yes, and the warehouse selected must be controlled. For more information on how discrete allocations affect inventory records, see the *Inventory Management User's Guide*.

1 Order: CO 101854 Item: MPC105 MPA COMPONENT 105

Location	Batch/lot	FIFO	Available	Allocated
MPC5		04/14/2005	93.000	12.000

Allocation type: Discrete Warehouse: MP2 Stocking UM: EA Required quantity: 20.000 Unallocated quantity (stock UM): 10.000 Allocated quantity: 10.000

Available Inventory Discrete Allocations

Create Cancel Help

Pending

The Allocations card has two tabs, **Available Inventory** and **Discrete Allocations**. The Available Inventory tab shows all locations within the selected warehouse that contain the line item.

If the line item has an allocation type of Discrete allocation, selecting a location and then clicking the Allocate inventory button on the Available Inventory tab allows you to choose inventory from that location to fulfill the line item.

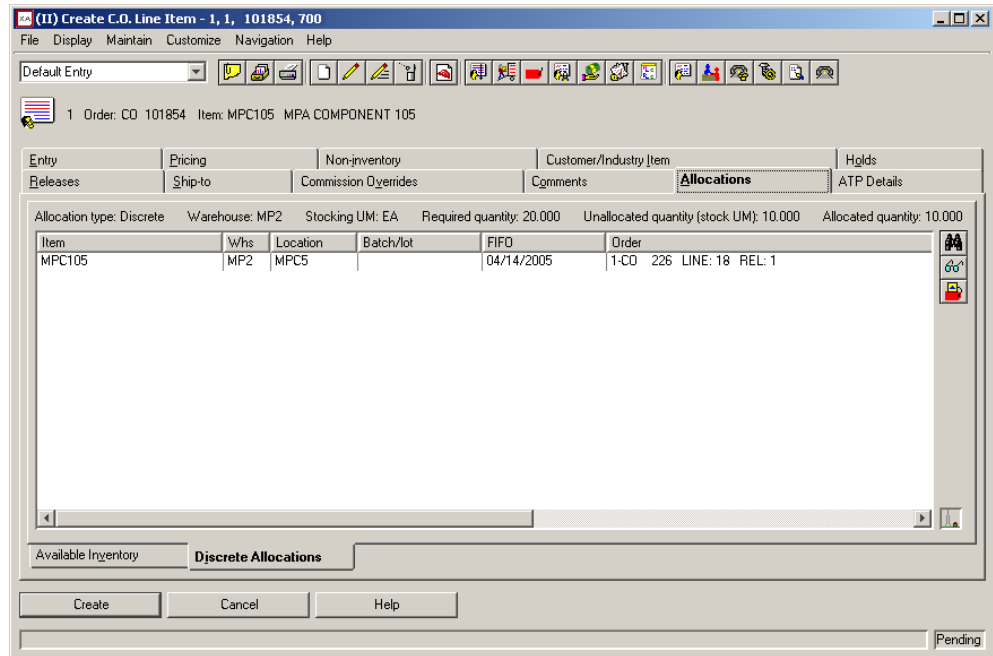


When you allocate inventory, you enter a transaction quantity for the quantity of the item to be allocated from the selected location. This quantity represents an incremental change quantity, not the total quantity allocated at the location.

A screenshot of the '(II) Discrete Allocation Transaction' dialog box. The dialog has a title bar with a close button. Below the title bar is a 'Template' dropdown menu set to 'Default'. The main area contains a list of fields: 'Item' (MPC105), 'Warehouse' (MP2), 'Location' (MPC5), 'Batch/lot' (blank), 'FIFO date' (04/14/2005), 'Order' (1-CD 226 Line: 18 Rel: 1), 'Stock UM' (EA), 'Required quantity' (20.000), 'Unallocated quantity' (10.000), 'Quantity available' (103.000), and 'Transaction quantity' (5.000). At the bottom, there is an 'Auto advance' checkbox, and a row of buttons: 'Continue', 'Bypass', 'Cancel', and 'Help'. A 'Pending' status indicator is visible in the bottom right corner.

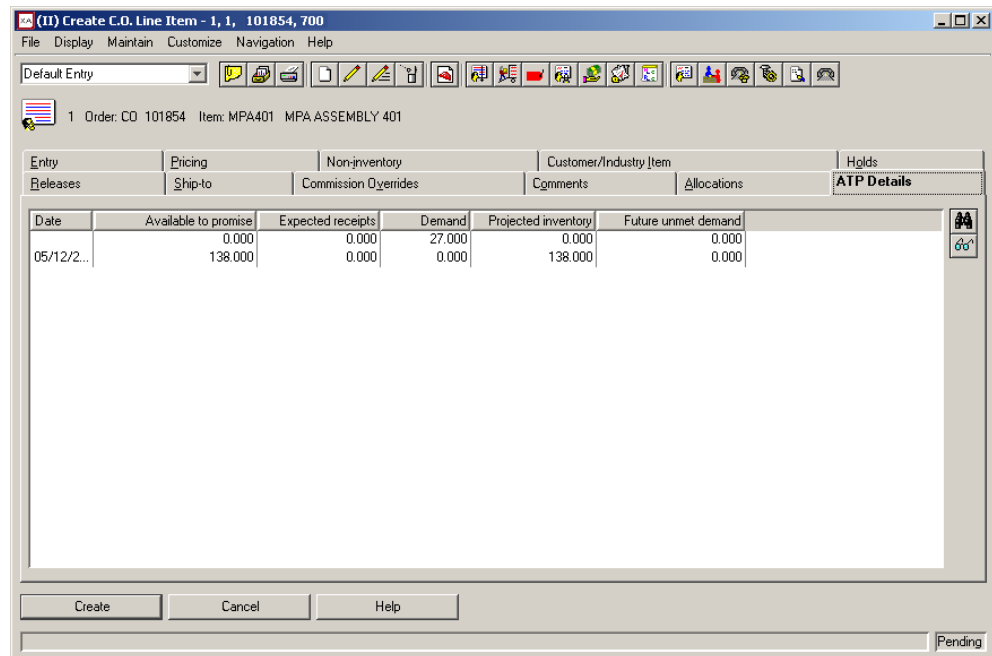
For example, if the quantity of the item required on the order is 20, and the allocated quantity is 10, you might enter a transaction to create a total allocated quantity of 15. To change the allocated quantity from 10 to 15, you enter a transaction quantity of 5. This transaction quantity increases the allocated quantity to 15, which when subtracted from the required quantity of 20, yields an unallocated quantity of 5.

Quantities that have been allocated from locations within the warehouse are shown on the **Discrete Allocations** tab. The list on this tab shows all quantities of the line item that have been allocated, the locations from which the allocations were made, and any inventory qualifiers, such as batch/lot number or FIFO date. To change a selected allocation quantity, you use the **Deallocate Inventory** button and enter a transaction quantity that changes or reverses the original allocation quantity.



ATP Details card

The **ATP Details** card shows the dates and quantities used in calculating the promise date for the line item. The information also includes the quantity available on each date where availability changes, and the supply and demand information used to calculate the availability.



This card contains information if you chose the **ATP with details** option for the Promise date option field on the Create C.O. Line Item dialog, or when you select the **Calculate promise date** button next to the Promise date when creating or changing the line item.



The system determines the promised delivery date for the line item by first calculating when the required quantity is or will be available to ship. This calculation is based on the current plan from either Materials Requirements Planning (MRP), Master Production Schedule Planning (MPSP) and MRP, Advanced Planner (AVP), or Supply Chain Management (SCM). The system sets the manufacturing due date to the available to ship date. It then adds the order shipment lead time to the manufacturing due date to determine the promised delivery date.

ATP Kit Details card

The **ATP Kit Details** card shows the dates and quantities used in calculating the promise date for a line item that is a kit parent item. The promise date for each component item in the kit parent item are shown on this card. The information on this card also includes the quantity available on each date where availability changes and demand information used to calculate the availability.

Kit component	Component	Available to promise	Demand	Projected inventory
04/25/2005	ACRYLIS	97,469,000	8,000	97,484,000
04/25/2005	MPA201	111,025,000	8,000	111,031,000

This card contains information if you chose the **ATP with details** option for the Promise date option field on the Create C.O. Line Item dialog when entering the kit parent item on the customer order line item, or when you select the **Calculate promise date** button next to the Promise date when creating or changing the line item.



For a kit parent line item, the system first calculates the promise date for each component item in the kit. The system determines the promised delivery date for each component item by calculating when the required quantity is or will be available to ship. This calculation is based on the current plan from either Materials Requirements Planning (MRP), Master Production Schedule Planning (MPSP) and MRP, Advanced Planner (AVP), or Supply Chain Management (SCM). The system sets the manufacturing due date to the available to ship date. It then adds the order shipment lead time to the manufacturing due date to determine the promised delivery date. The latest calculated promise date is used as the promise date for the kit parent line item.

Ending an order

Ending an order consists of two steps. The Perform End Order option allows you to implement the various processes that occur when you finish entering or changing an order. The Order Totals & Options card file associated with the order displays current order totals after you enter or change an order and any unique printing options.

Perform end order

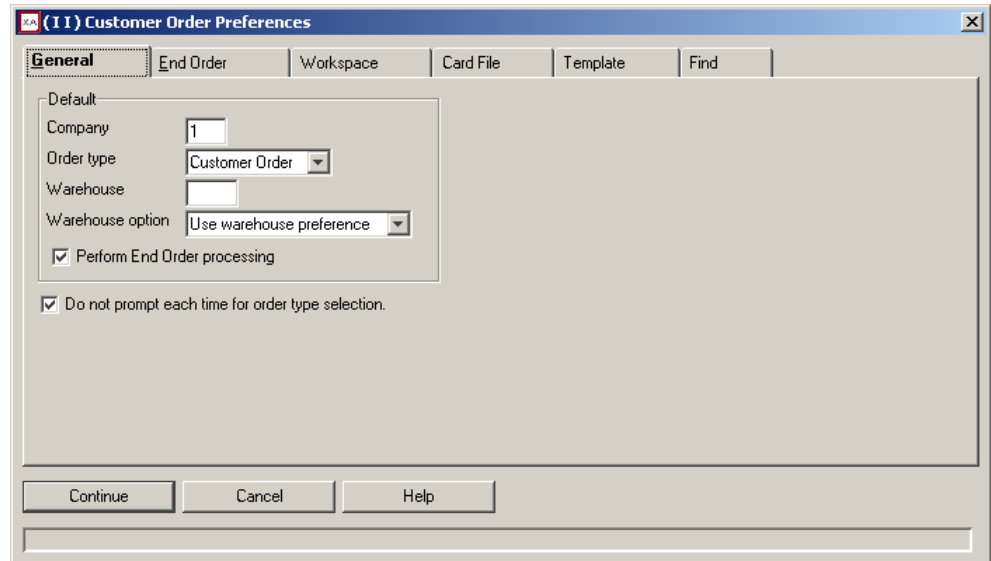
The **Perform End Order** option appears in the lower right corner of the Create Customer Order or Change Customer Order card files.

The Perform End Order option initiates the following processes:

- Calculating taxes and total amounts for the order.
- Updating the order status.
- Processing any applicable COM user exits.
- Printing customer order documents, based on choices specified in Preferences.

In the Preferences for the Customer Orders and Quotes object, you choose the options you want to use for ending the order. First, the General card in the

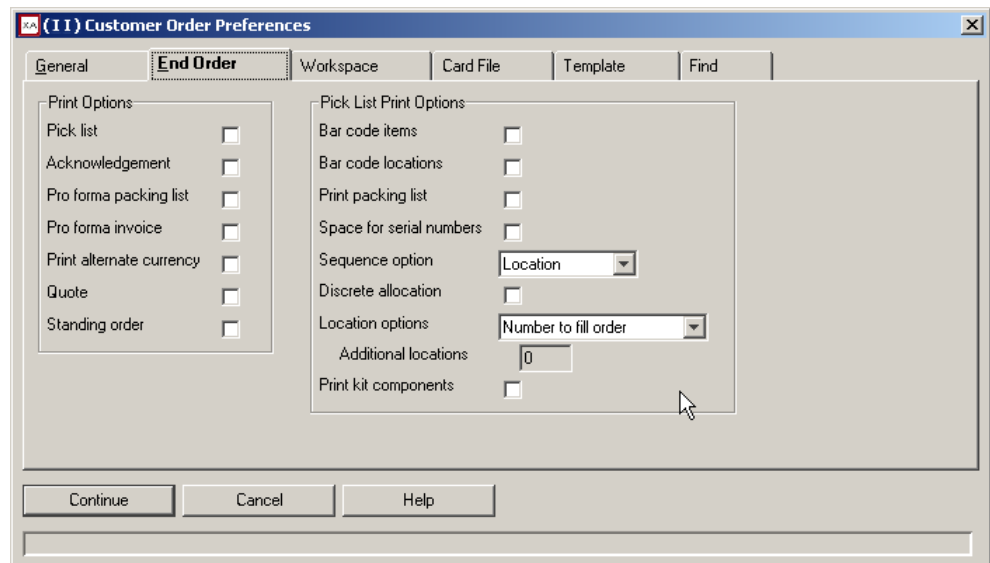
Preferences card file contains an option for whether you want to perform End Order processing.



Selecting this option causes the Perform End Order option to be selected automatically when you enter or maintain a customer order. You can override this choice for individual customer orders by deselecting the Perform End Order option in the order card file.

The Preferences for End Order also includes options for printing the documents related to a customer order, which consist of the following choices:

- Pick list
- Acknowledgment
- Pro forma packing list
- Pro forma invoice
- Print alternate currency
- Quote
- Standing order



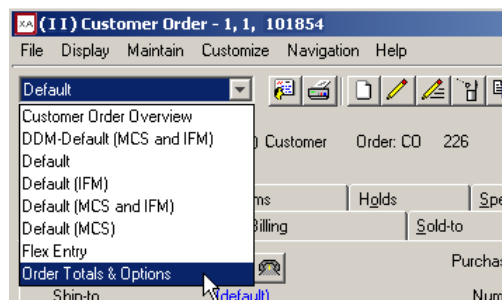
It also provides choices for pick list reporting for a selected customer order.

- Bar code items
- Bar code locations
- Print packing list
- Space for serial numbers
- Sequence option
- Discrete allocation
- Location options, including additional locations
- Print kit components

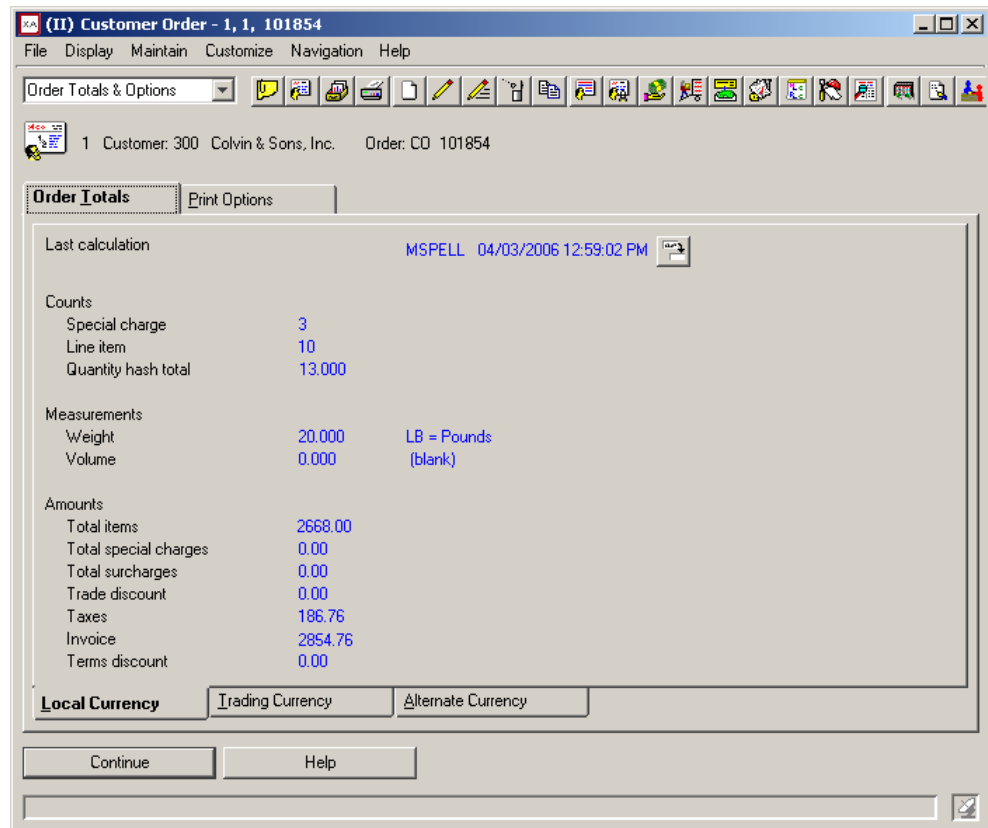
The choices in Preferences for printing customer order documents apply to all customer orders, not just to a selected customer order. Any changes you make to these choices in Preferences become effective the next time you select the Perform End Order option for any customer order.

Viewing order totals and options

The Order Totals & Options card file provides a quick way to view only the total amounts calculated for a customer order and the print options to be implemented during end order processing of that order.



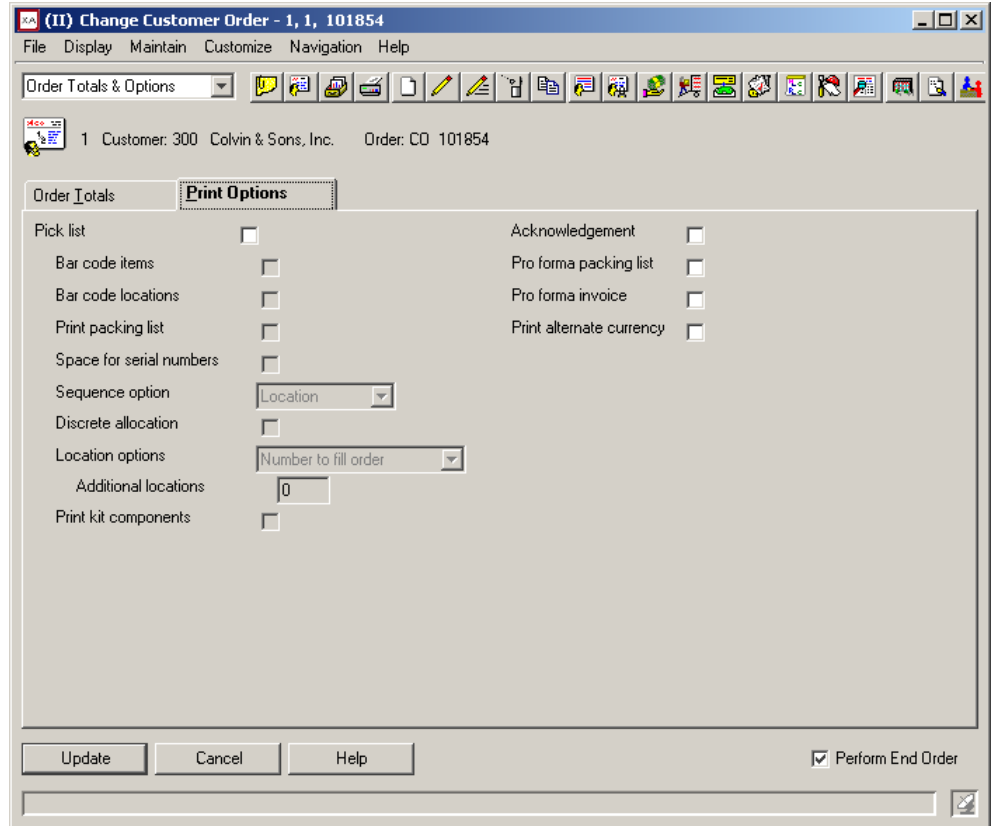
The Order Totals card displays totals for the order and is the same card that is available in the Customer Order card file when you are creating, viewing, or maintaining a customer order. CSM calculates the total weight, volume, and number of items in the order and the total amounts for the items, special charges, surcharges, discounts, and taxes. These quantities and amounts are calculated when you enter a customer order, when the Perform End Order option is selected and the order is maintained, or when the Recalculate order totals button is selected on the Order Totals card. CSM displays the calculated amounts in the local currency, trading currency, or the customer's alternate currency.



These include the total weight, volume, and number of items in the order and the total amounts for the items, special charges, surcharges, discounts, and taxes. These quantities and amounts are calculated whenever the Perform End Order option is selected and the order is maintained or whenever the Recalculate order totals button is selected on the Order Totals card. You can view these totals in the local currency, trading currency, or the customer's alternate currency.

The Print Options card provides choices for documents and pick list reporting. For the selected customer order, the options on this card allow you to override printing options specified on the End Order tab in Preferences for the Customer Order object. The selections you make on this card override the default print option preferences only

while you are entering or changing the customer order. The next time you change the order, the options on this card are reset to the options specified in Preferences.



Copying orders

Copying an order can be an efficient way to create a new order by reusing an entire order or parts of an order. CSM allows you to copy four types of orders (customer orders, quotes, standing orders, and credit memos) to create new orders. In the following chart, the order being copied is the source order; the new order created from the copy is the target order.

Source order	Can be copied to target order
Customer Order	Customer Order
Customer Order	Quote
Customer Order	Standing Order
Customer Order	Credit Memo
Quote	Customer Order
Quote	Quote
Quote	Standing Order
Quote	Credit Memo
Standing Order	Customer Order
Standing Order	Quote
Standing Order	Standing Order
Standing Order	Credit Memo
Credit Memo	Customer Order
Credit Memo	Quote
Credit Memo	Standing Order
Credit Memo	Credit Memo

Note that CSM supports copying both open orders and orders that have been archived to history files. In the following chart, the source order being copied is an order that has been archived to history; the new open order created from the copy is the target order.

Source history order	Can be copied to target order
Customer Order History	Customer Order
Customer Order History	Quote
Customer Order History	Standing Order
Customer Order History	Credit Memo
Credit Memo History	Customer Order
Credit Memo History	Quote
Credit Memo History	Standing Order
Credit Memo History	Credit Memo

The order copy process allows a great deal of flexibility for how an order, quote, or credit memo can be copied. However, with that flexibility are rules that you need to understand in order to use the copy function effectively.

Considerations for copying a customer order, quote, standing order, or credit memo

The following rules apply when copying any type of customer order to any other type of customer order. Other rules specific to each type of customer order are described under considerations for copying those specific types of orders.

Copying order header information

When you copy an order, the following rules apply to information copied from the order header. Order header information is contained in the Customer Orders and Quotes object.

Order numbers. An order number is not copied. If the company associated with the order is set up for automatic order numbering, the system assigns the next available order number for the company to the target order. If the company is set up for manual order number assignment, you must enter the order number for the target order.

Order header addresses. The order address information is copied according to these rules.

The following rules apply when copying the **ship-to address** from a customer order, quote, standing order or credit memo or from a customer order or credit memo from history.

Open Order/ History Order	Source/Target Customer	Address Overridden in Source	Result in Target
Open	Same	Yes	Ship-to override address from source order is copied to the ship-to address in the target order.
Open	Same	No	Ship-to address from source order is copied to target order
Open	Different	N/A	Ship-to address information is not copied if customers are different. The Ship-to override code is set to No in the target order.
History	Same	Yes	New ship-to address is created by copying the ship-to address from the source order. The new ship-to address is used in the target order.
History	Same	No	If the ship-to address copied from the source order is still valid for the target customer, that address is used. If the ship-to address is not valid, the default ship-to address for the target customer is used.
History	Different	N/A	The default ship-to address for the target customer is used.

The following rules apply when copying the **sold-to address** from a customer order, quote, standing order or credit memo or from a customer order or credit memo from history.

Open Order/ History Order	Source/Target Customer	Address Overridden in Source	Result in Target
Open	Same	Yes	Sold-to address is copied to the sold-to address in the target order.
Open	Same	No	Target order uses target customer's current primary address.
Open	Different	N/A	Target order uses target customer's current primary address.
History	N/A	N/A	Target order always uses the target customer's primary address as the sold-to address, regardless of whether or not the customer is the same as the source customer or whether or not the sold-to address was overridden in the source order.

Customers. The following information in the target order is determined by default values for the customer you enter on the Copy to Customer Order, Copy to Credit Memo, or Copy to Customer Quote dialog.

- Alternate currency ID
- Bill-to company
- Bill-to customer
- Currency ID
- Delivery terms code
- Invoice procedure code
- Language
- Personal ledger
- Price book
- Price code
- Print alternate currency
- Print item tax amount
- Priority
- Salesrep
- Shipping instructions
- Surcharge
- Tax suffix
- Tax transaction type (if IFM is installed)
- Terms
- Territory
- Trade discount percent

If you are copying from a customer order or credit memo from history, the following fields are copied from the source order instead of from the default values for the target customer.

- Alternate currency ID
- Bill-to company
- Bill-to customer
- Carrier
- Currency ID
- Customer price code
- Delivery terms code
- EEC transaction code
- Export designator
- Invoice procedure code
- Language
- Personal ledger
- Price book
- Print alternate currency
- Print item tax amount
- Priority
- Salesrep
- Sale code
- Shipment lead time
- Shipping instructions
- Surcharge
- Tax suffix
- Terms
- Territory
- Trade discount code
- Warehouse

In addition to the field values copied from the source order, if the customers for the source order and target order are different, the following fields are set to values from the target customer: ship-to number, ship-to override flag, customer number, and customer item number. If the customer is the same for both the source and target orders, these fields are copied from the source order.

Currency. The following rules apply to copying currencies when the source order is a customer order, quote, standing order, or credit memo.

Source/ Target Currency	Reprice Yes/No	Condition	Result in Target
Same	No	Currencies for source order and target customer are the same.	Source order is copied to target order. Any values for currency ID, exchange rate date, and override date in the source order that can override default values for the source customer are copied to the target order.
Different	Yes	Currency for source order is different than currency for target customer and AR is not installed.	Source order is copied to target order and automatically repriced in the currency defined for the target customer.
Different	N/A	Currency for source order is different than currency for target customer and AR is installed.	Order cannot be copied if the source order currency and the target customer currency do not have the same primary currency.
N/A	N/A	Target customer currency and/or target customer alternate currency are inactive.	Order cannot be copied.
N/A	N/A	Customer for source order is different from customer for target order.	Alternate currency for target order is set to alternate currency for target customer.
N/A	N/A	Customer is the same for both the source and target orders.	Alternate currency from the source order is copied to the target order.
N/A	Yes	Source order currency and primary currency for target customer are the same, AR is installed, and the reprice option is selected.	Pricing information copied to the target order is revalued or converted. The system uses the current exchange rates to revalue the target order in the local currency defined for the target customer.
N/A	No	Source order currency and primary currency for target customer are the same, AR is installed, and the reprice option is not selected.	Pricing information in the target order is revalued or converted. The system automatically converts the pricing information to the currency of the target customer.
N/A	No	Source order currency and primary currency for target customer are the same, AR is not installed, and the reprice option is not selected.	Source order cannot be copied to target order without repricing, regardless of whether the source order currency and the target customer currency have the same primary currency.

The following rules apply to copying currencies when the source order is a customer order or credit memo from history.

Source/ Target Currency	Reprice Yes/No	Condition	Result in Target
Same	Yes	Currencies for source order and target customer are the same.	Source order is copied to target order and automatically repriced, using current pricing information, in the currency defined for the customer.
Same	No	Currencies for source order and target customer are the same and AR is not installed.	Copying an order from history without repricing is not allowed, regardless of whether or not the source order currency and target customer currency belong to the same currency family or not.
Different	Yes	Currency for source order is different than currency for target customer and repricing is selected.	Copying an order from history with repricing is allowed, regardless of whether the source order currency and the target currency customer currency belong to the same family or not. The special charge amount, special charge cost, and tax incorporated special charge amount are converted to the target customer currency. Price source code in the target order is set to Selling price overridden.
Different	No	Currencies for source order and target customer are different and AR is installed.	Copy is allowed if the source order currency and the target customer currency belong to the same currency family. Price source code in the target order is set to Selling price overridden.

Pricing and repricing. The following rules apply to copying pricing information when the source order is a customer order, quote, standing order, credit memo, customer order from history, or credit memo from history. Note that rules that apply only when copying from history are identified by “History customer order” and “History credit memo” in the Source column. Otherwise, rules apply to both the open and history version of the order specified in the Source and Target columns.

Source	Target	Reprice Yes/No	Condition	Result
Credit memo with credit memo code of Return	Customer order	N/A	Either net sales amount or order quantity is negative in source credit memo.	Net sales amount or order quantity is positive in target order.
Credit memo	Quote	N/A	Either net sales amount or order quantity is negative in source credit memo	Net sales amount or order quantity is positive in target order.
Quote	Any	Yes	Price source code is neither Contract price in effect nor Promotion price in effect.	Prices are recalculated in the target order.
Quote	Any	No	Price source code is either Contract price in effect or Promotion price in effect.	Prices are not recalculated in the target order.
Customer order, quote, standing order	Credit memo	N/A	Net sales amount is positive or order quantity is positive.	in the target credit memo, the following values have the opposite sign (positive or negative) from the values in the source order: Net sales amount, Net sales amount - local currency, Tax include net sales, Tax include net sales - local currency, Order quantity in order U/M, and Stocking quantity.
Any	Any	Yes	Prices that are recalculated on the target order use current price information.	Recalculated prices on the target order are handled as if the target order had been entered manually instead of created from a copy.
Any	Any	Yes	Repricing option is selected.	Prices are recalculated on the target order using current price information, as if the order had been entered manually.

Source	Target	Reprice Yes/No	Condition	Result
Any	Any	Yes	Two or more contracts or promotions exist for an item that has a price source code set to contract or promotion.	The system assigns the first contract or promotion price found to the item in the target order.
Quote	Credit memo or quote	No	Company for source order is not the same as the company for target order.	Prices are copied as selling price overrides. Price source code is set to Selling price overridden.
Any	Any	Yes	A non-inventoried item in the source order is copied to the target order.	The price on the source order is assigned to the non-inventory item in the target order. If the currencies for the source and target orders are different, the local currency amount from the source order is used to calculate the price.
Any	Any	N/A	A no-charge item in the source order is copied to the target order.	Item remains no charge.
Any	Any	No	Source order is copied without repricing.	Any prices calculated by price book, base price overrides, or selling price overrides are copied as selling price overrides in the target order.
Any	Any	No	Contract price is used in the source order.	Contract price is copied as a selling price override in the target order.
Any	Any	No	Promotion price is used in the source order.	Promotion price is copied as a selling price in the target order.
History customer order, History credit memo	Any	No	Order is copied from history without repricing.	Price source code in the target order is set to Selling price overridden.

Taxes and tax indicators.

- If the source order does not contain any tax override information, the system assigns the tax suffix from the target customer to the target order. If the source order does contain tax override information, the tax suffix and tax override date are copied from the source order to the target order if the customer of the target order is the same as the customer of the target order or if the customer of the target order uses the same tax data as the customer of the source order.
- Tax override information is not copied when the customer of the source order has a different tax suffix or tax indicator than the customer of the target order.
- The tax indicators for the items and surcharges are copied from the source order to the target order.
- If the source order is a customer order or credit memo from history, and if IFM is installed and interfacing, the tax transaction type is determined by processing in IFM. If IFM is not installed, the source tax transaction type is copied to the target order.
- If the source order is a customer order or credit memo from history, and if IFM is installed and interfacing, and if the company for the source order is different from the company for the target order, the tax in price flag from the target company is used in the target order. If the company for both the source and target orders is tax in price flag is set to the source order value.
- If the source order is a customer order or credit memo from history, and the tax in price flag for the target company is set to Yes, the IFM tax calculator is used to calculate and validate taxes in the target order. If the source order and target order have different currencies, the amounts are converted from the local to the foreign currency and taxes are set for the special charge.
- If the source order is a customer order or credit memo from history, and if IFM is not installed and interfacing, the tax in price flag value is set to No tax in price in the target order.

Special charges. Refer to the following table for the results of copying special charges.

Special charge type	Source order	Target order	Copied special charge result
Credit - negative	Credit memo Customer order	Credit memo Customer order	Credit - negative
Credit - negative	Credit memo Customer order	Quote	Debit - positive
Credit - negative	Quote	Customer order Credit memo	Credit - negative
Debit - positive	Quote	Customer order Quote	Debit - positive
Debit - positive	Credit memo	Customer order Quote	Debit - positive
Debit - positive	Credit memo	Credit memo	Credit - negative
Debit - positive	Customer order	Customer order Quote	Debit - positive
Debit - positive	Customer order	Credit memo	Credit - negative
Debit - positive	Quote	Credit memo	Credit - negative

- If the target order is a quote and the special charge costs are negative, the costs are converted to positive amounts.
- If the target order is a credit memo and the special charge costs are positive, the costs are converted to negative amounts.
- If the currency for the source order is different from the currency for the target order, the system converts the special charge from the currency of the source order to the currency of the target order. This conversion applies to the special charge amount, special charge cost, and foreign tax including special charge.

Order holds. If the source order has a user-defined hold for the order, the system copies the hold to the target order. Automatic holds and manually applied automatic holds are not copied. However, the system checks the target order for conditions that invoke automatic holds, and if any of those hold conditions apply, the applicable automatic holds are set in the target order.

Commissions. If the customers for the source order and the target order are the same, CSM copies the commission information to the target order when copying:

- A quote to a customer order
- A standing order to a customer order
- A customer order to a credit memo.

Otherwise, CSM creates a commission in the target order with the target customer's default sales representative as the primary salesrep and participation percent of 100.

Purchase order. If the customers for the source order and the target order are the same, the system copies the purchase order number, date, and revision number from the source order to the target order. If the customer for the source order is different from the customer for the target order, purchase order information is not copied.

Warehouse. If the customer for the source order and the target order are the same, the system copies the warehouse from the source order to the warehouse for the target order. If the customer for the source order is different from the customer for the target order, the system uses the default warehouse from the target customer as the warehouse in the target order header.

Allowances. Allowances and returns are handled as indicated below.

Credit type	Source order	Target order	Copy result
Return	Credit memo	Customer order	Detailed item - positive quantity
Return	Credit memo	Quote	Detailed item - positive quantity
Return	Credit memo	Standing order	Detailed item - positive quantity
Return	Credit memo	Credit memo	Return
Allowance	Credit memo	Customer order	Allowance
Allowance	Credit memo	Credit memo	Allowance
Allowance	Credit memo	Quote	Detailed item - positive quantity
Allowance	Credit memo	Standing order	Detailed item - positive quantity
Allowance	Customer order	Credit memo	Allowance

Note that credit returns are not supported on customer orders.

Credit/debit reason code. If the target order is a credit memo, a credit /debit reason code must be entered to process the target order.

If the source order is a customer order from history, and the target order is a credit memo, and the target company requires a maintenance reason code, the credit/debit reason code must be entered. Otherwise, the credit/debit reason code is blank in the target credit memo.

Credit memo code. If the source order is a customer order and the target order is a credit memo, and the credit memo code is set to Standard credit sale, the system sets the credit memo code in the target credit memo to Return to inventory.

If the source order is a customer order from history, and the target order is a credit memo, and the credit memo code is set to Standard credit sale, the credit memo code in the target order is set to Return to Inventory.

Invoice number. If the source order is a customer order or credit memo from history, the target order is not a credit memo, and if IFM is installed and interfacing, the system determines the invoice number for the target order from the invoice series ID in the source order. If the target order is a credit memo, the system determines the invoice number from the invoice series ID specified for the company.

Copying quotes

These additional considerations apply only when the source order is a quote.

Commissions. Split commissions in the source quote are not copied to the target order.

Contract price. If the reprice option is not selected on the Copy a Customer Quote dialog, a contract price in the source quote is copied as a contract price to the target order if the source quote and the target order have the same customer. If the customer is different for the source quote and the target order, the contract price is copied as a selling price override.

Promotion. If the reprice option is not selected on the Copy a Customer Quote dialog, a promotion price in the source quote is copied as a promotion to the target order if the source quote and the target order have the same company. If the company is different for the source quote and target order, the promotion price is copied as a selling price override.

Credit memo code. If the source order is a quote and the target order is a credit memo, and the credit memo code is set to Standard credit sale, the system sets the credit memo code in the target credit memo to Return to inventory.

Copying credit memos

The following considerations apply only when the source order is a credit memo.

Credit memo code. If the target order is a credit memo, the credit memo code in the target credit memo is set to the credit memo code, either Return or Allowance, from the source credit memo. If the target order is a customer order and credit memo code in the source credit memo is set to Allowance, the credit memo code is set to Allowance in the target customer order.

Copying line item information

The follow rules apply when copying customer order line items.

User-entered line sequence numbers. Any line item sequence numbers in the source order that were entered manually, instead of automatically assigned by the system, are copied to the target order. Otherwise, the system assigns line item sequence numbers in the target order.

Ship-to overrides. If the customer for the source order and the customer for the target order are the same, any ship-to override addresses for line items in the source order are copied to the target order. If the customer for the source order is different from the customer for the target order, any ship-to override addresses for line items in the source order are not copied. Instead, the system uses the target customer's default ship-to address for the line items copied into the target order.

If the source order is a customer order or credit memo from history, ship-to override addresses for line items are not copied, regardless of whether the customers for the source and target orders are the same or not.

Recosting. If the source order is a customer order or credit memo from history, the system recalculates the cost for all line items copied to the target order except KBC items.

Warehouse. The warehouse specified for line items in the source order is used for line items in the target warehouse, regardless of whether the warehouse for the source order is different than the warehouse for the target order.

Line item releases. If the target order is a customer order or quote, line item releases are copied as part of the detail of line items. If the target order is a credit memo, the line item releases are copied as credit returns, not as releases.

Blanket releases.

- Blanket releases are copied if the blanket release value is set to Yes. If the blanket release value is set to No, the blanket releases are not copied.
- If the target order is a credit memo, blanket releases are not copied.
- If the source order does not contain any blanket releases, the line item status in the target order is set to 10 (Open).

Shipment quantities. If the source order is a customer order or credit memo from history, the system copies shipment quantities in the source order to item quantities in the target order. Items in the source order that have a shipment quantity of zero are not copied.

Non-inventoried items. Non-inventoried items in the source order are copied as credit returns when the target order is a credit memo. Otherwise, these items are copied as non-inventoried items into the target order. When copying a non-inventoried item to a target order, the system creates a record for the item in the Non-Inventory file.

Allocations.

- On the Copy to Customer Order, Copy to Customer Quote, or Copy to Credit Memo dialogs, if you are copying line items, you can choose the type of allocation to be performed for the target order. The choices are either no allocation or item balance allocation.
- If you do not choose an allocation type on the copy dialogs, the allocation type is set based on your **Default allocation status** value in the COM Data Defaults file. If your default allocation status is set to discretionary allocation or auto discretionary allocation, the allocation type on the copy dialog defaults to item balance allocation. You cannot perform discretionary allocation while copying an order.
- If the target order is a credit memo, the only allocation type allowed is no allocation. Releases copied to the target credit memo do not have allocations.
- If the source order is a customer order or credit memo from history, the target is not a credit memo, and the warehouse is uncontrolled, the system overrides the allocation type to the allocation type specified in Item Warehouses. If the target order is a credit memo, allocations cannot be performed.

Customer items.

- If the line item in the source order has a customer item number assigned to it, and the item number on the Copy C.O. Line Item dialog is blank, the system uses the item number associated with the source customer and customer item number in the Customer/Item Cross Reference file.
- If the source order is a customer order, and the target order is a credit memo or quote, the item is copied as a customer item if the source order customer is the same as the target order customer. If the source order customer and target order customer are different, the item is copied as a detailed item or non-inventoried item. The customer item number is not copied in this case.
- If the source order is a quote or credit memo, line items and line item releases that have customer item numbers are copied as customer items if the source order and the target order have the same customers. If the customers for the source order and target order are different, the line items and line item releases are copied as detailed items.
- A customer item is copied as a credit return if the target order is a credit memo.

Detailed items. Detailed items in the source order are copied as detailed items if the target order is a customer order or quote. Detailed items are copied as credit returns if the target order is a credit memo.

Unit of measure. The following rules apply to line item units of measure.

- The cost per stock unit of measure for a line item is copied from the source order if the item is a non-inventory item. For inventoried items that are not KBC items, the cost per stock unit of measure defaults to the value for that item in the Item Warehouses or Items objects. The order to stocking unit of measure is calculated using the item number, stocking unit of measure, and dimension unit of measure.
- If the source order is a customer order or credit memo from history, and the stocking unit of measure in the target order is different than the order unit of measure in the target order, the system converts the order quantity to the stocking unit of measure. If the stocking unit of measure is unspecified in the target order, the system sets it to the order unit of measure.
- If the source order is a customer order or credit memo from history, the stocking quantity and order quantity in order unit of measure in the target order cannot be set to the original order quantity because a different quantity could be shipped for the target order.

KBC and APC. If an order contains line items that are KBC or APC, those items are not copied. All other line items can be copied.

Kits and Features and Options. Items that are kit parent items or that have features and options (also known as s-number items) are copied to the target order.

Surcharges. Surcharges at the line item level in the source order are copied to the target order.

If the source order is a customer order or credit memo from history, and the surcharge code at the line item level is blank, the surcharge code from the source order header is copied to the line item surcharge in the target order.

Copying dates for customer orders

When you copy a customer order, you can choose to reset the dates in the target order to the system date. Otherwise, the system determines the order dates for the target order according to the following rules. The order dates are not copied directly from the source order to the target order.

Order header dates. When you copy a customer order, these rules determine the order dates that appear in the target order.

- The order date defaults to the system date unless you enter another date on the Copy to Customer Order dialog when you copy the order. The same rule applies to the credit memo date, if the target order is a credit memo, and to the quote date, if the target order is a quote.
- The request date is copied from the source order if this date is later than the order date on the target order. If the request date on the source order is earlier than or equal to the order date on the target order, the target order date is used for the request date in the target order.
- If the target order is a quote, the date order needed date follows the same rule as the request date.
- If the request date and the quote or order date on the target order are the same, then that date is used for the manufacturing due date. If the request date on the target order is later than the target order date, the manufacturing due date is calculated by subtracting the ship lead time for the customer associated with the target order from the target request date. If this date is not a valid shipping date, the system adjusts the date backwards to a valid shipping date, but not to a date earlier than the target order date. If the calculated manufacturing due date is earlier than the order or quote date on the target order, then the manufacturing due date is set to the target order or quote date.
- The purchase order date is copied directly from the source order to the target order if the customer is the same for both the source and target orders. Purchase order information is not copied if the customer are different for the source and target orders.
- If the target order is a quote, the quote expiration date is calculated according to the quote expiration days for the company associated with the target order.

An additional rule applies to order dates when the source order is a customer order or credit memo copied from history.

- If the request date on a shipment release is earlier than the order date or quote date on the target order, or if the reset dates option is selected, the target order uses the target request date. Otherwise, the latest source request date is copied to the target release date.

- If the request date in the source order is later than the order date of the target order, dates other than the order date are set to the request date of the source order. The system determines the manufacturing due date for the target order based on the ship lead time for the target order customer.

Line items dates. When you copy line items from a customer order, quote, standing order, or credit memo, you can reset the order dates for the copied line items in the target order. If you do not reset the order dates for the line items, and the order dates associated with the line items in the source order would cause an error in the target order, the system automatically resets the dates using the rules applicable to the target customer.

The following rules always apply to order dates for line items.

- If the request date for the line item in the source order is later than the order date or quote date of the target order, the request date in the source order is used for the line item in the target order. If the source order request date is not later, or if you choose to reset dates when you copy the line item, then the request date for the line item in the target order is set to the request date for the target order.
- If your **Automatic available to promise** data default in COM set to yes, the system calculates the promise date and the manufacturing due date for line items and line item releases in the target order.
- If the promise date for the line item in the source order is later than the request date for the target order, the promise date for the line item in the target order is set to the promise date used for the item in the source order. If the source order request date is not later, or if you choose to reset dates when you copy the line item, then the promise date for the line item in the target order is set to the request date for the target order.
- The manufacturing due date for the line item is always calculated based on the ship lead time for the customer associated with the target order. If the resulting manufacturing due date is later than the order date or quote date of the target order, then the manufacturing due date for the line item is set to the promise date for the line item of the target order.

These additional rules apply to order dates for line items when the source order is a customer order or credit memo copied from history.

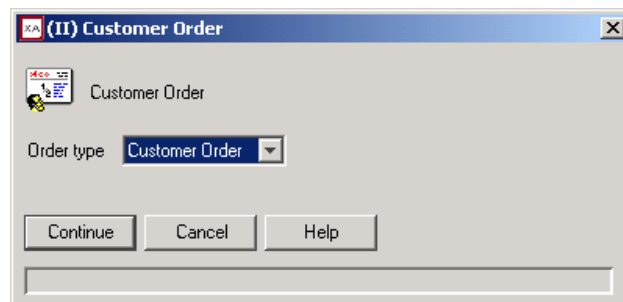
- If the item is an inventoried item or not being copied to a credit memo, the system calculates the manufacturing date. If the calculated manufacturing date is earlier than the order or quote date, the target order uses the latest promise date as the manufacturing date. If the manufacturing date cannot be determined by either of these methods, that date is blank in the target order.
- If the credit memo code in the source order is set to standard credit sales, and if the latest promise date is later than the latest request date, or if the reset dates option is selected, the latest request date in the target order is used as the latest promise date. Otherwise, the latest promise date from the source order is copied to the target order.

Blanket release dates. The following rules always apply when you copy blanket release items.

- If you choose to reset the dates when you copy the blanket release item, or if the request date in the source order is earlier than the order date or quote date of the target order, then the promise date and request date for the blanket release item are set to the request date specified at the order header level of the target order.
- The manufacturing due date for the blanket release item in the target order is set to the manufacturing due date of the target order.
- If the request date for the blanket release item in the source order is later than the order date or quote date in the target order, then the following dates are copied directly from the source order to the blanket release item in the target order:
 - Promise date
 - Request date
 - Manufacturing due date.

Copying a customer order

To copy a customer order, quote, standing order, or credit memo to a customer order, you first select the order you want to copy. This order is the source order. Next, you select the type of order to be the target order. If you are copying order information to a customer order, you select Customer Order on the Customer Order dialog.



In addition to selecting the type of order to be the target of the copy, there are additional options you can select to control how the information in the source order is copied to the target order. Clicking the Continue button takes you to the Copy to Customer Order dialog, where you enter your selections for copying the order.

The Target section of the Copy to Customer Order dialog shows information that you are likely to change in the target order. This information includes:

- The company number, customer number, order number, and order type. The company number and customer number can be changed by clicking the Change button next to these fields.
- The order number can be changed if the company is not set to have order numbers assigned by the system.
- The order date, request date, and manufacturing due date can be changed. The default dates are set according to the rules discussed earlier in this section.
- The warehouse, purchase order, and ship lead time can be entered. If you leave these fields blank, the system sets the warehouse, purchase order, and ship lead time values in the target order according to the rules discussed earlier in this section.

The Options section of the Copy to Customer Order dialog contains choices for which parts of the source order you want to copy into the target order. These choices include:

- Order comments.
- Line items. If you choose to copy line items, you can also choose to copy line item comments and blanket releases. In addition, you can choose the allocation type to apply to the copied line items.
- Special charges. If you choose to copy special charges, you can also choose to copy special charge comments.
- Repricing the target order.
- Resetting dates in the target order.
- Deleting the quote after copying, if the source order is a quote and the target order is a customer order.

The screenshot shows the 'Copy to Customer Order' dialog box. The 'Target' section contains the following fields: Company (1), Customer (50010003), Order (228), Order type (Customer Order), Order date (05/10/2004), Warehouse (MPA), Purchase order (empty), Ship lead time (0), Request date (05/28/2004), and Manufacturing due date (05/28/2004). The 'Options' section includes checkboxes for 'Include order comments', 'Include line items', 'Include line item comments', 'Include blanket releases', 'Include special charges', and 'Include special charge comments'. There are also radio buttons for 'Allocation type' (None selected, Item balance) and checkboxes for 'Reprice', 'Reset dates', 'Return here to create another', and 'Preview before create'. At the bottom, there are 'Copy', 'Cancel', and 'Help' buttons.

Clicking the Copy button processes your choices for copying the source order to the target order. If you select the Preview before create option, you see the detailed information in the card file for the target customer order. You can perform additional maintenance to the target order at this time. See “Maintaining orders” and “Maintaining line items” for information on changing order header and line item information. See “Ending an order” for information on the processing that completes the copied order.

Calculating available to promise

You can have the system determine the promise date, which is the scheduled delivery date, and the manufacturing due date, which is the scheduled shipment date, for line items and line item releases as they are created by using the Promise date option on the Create C.O. Line Item and Create C.O. Line Item Release dialogs. The **Promise date option** field defaults to the Automatic available to promise data default setting in COM. However, you can change the setting for individual line items or line item releases. The three choices available for this field are:

- Default to request date.
- ATP without details. The system automatically calculates the promise date based on the availability of the item.
- ATP with details. The system automatically calculates the promise date based on the availability of the item, and shows information about the availability dates and quantities on the ATP Details card, if the item is not a kit, or on the ATP Kit Details card, if the item is a kit.

If you select the **Preview before create** option when creating the line item or line item release, you can see the calculated dates and take further action if required. You can review the details of the calculation by viewing the ATP Details card. You can change the quantity of the line item or line item release, the request date, or both, and have the system recalculate the dates by clicking the **Calculate promise date** button next to the Promise date. You can also enter other dates for these fields. Note that manufacturing planning uses the manufacturing due date in planning the item, so if you change the promise date, you should change that date accordingly.

The available to promise function first calculates the item availability. This calculation assumes that no items are available for other users as long as any demand within the horizon is not covered by on-hand inventory and projected receipts. In calculating availability, the system surveys demand to the end of the ATP horizon. If demand exceeds projected supply in the future, the system reserves inventory to cover that demand before it shows any quantities as available.

For example, the demand for an item exceeds the supply on days 16 and 17. The demand is equal to supply on day 15, and demand is less than supply on days 13 and 14. The system subtracts the uncovered or unmet demand on days 16 and 17 from the excess supply on day 14 before it shows an available quantity on day 14. If the excess supply on day 14 is not enough to cover the excess demand on days 16 and 17, the system subtracts the remaining demand from the excess on day 13. Even though supply exceeds demand on day 14, no items are available to promise because all of the excess on day 14 is needed to cover future demand.

Available to promise horizon

The system calculates daily quantities for up to three years. The system stops calculating ATP quantities at the end of significant information or at the three year limit, whichever comes first. For each item, the system stops calculating on the last day that contains one of the following:

- The CMLT (cumulative material lead time) Time Fence
- The Demand Time Fence
- The last customer order
- The last option backlog for an item
- The last open order (manufacturing or purchasing)
- The last manufacturing allocation (for a component item)
- The last firm planned order. Planned orders may appear within the horizon, but they do not affect the length of the horizon.

As information for an item changes, the length of the ATP horizon can also change.

Demand and supply quantities in ATP

Demand information includes customer orders, component allocations for manufacturing orders and repetitive production schedules, and planned component demand for orders and schedules.

- Customer orders for end items and component items.
- Customer order backlog for option items.
- Manufacturing allocations for component items.
- Planned component requirements for orders and schedules. This demand, included if requested in the install/tailor options for COM, is maintained by MRP (with or without MPSP), AVP, or SCM.

The system gets information about supply (receipts) from the following sources:

- Open manufacturing orders and repetitive production schedules.
- Open purchase orders.
- Purchase order blanket releases.
- Open intersite orders.
- Firm planned orders and planned orders, maintained by MRP (with or without MPSP), AVP, or SCM.

Notes:

1. The system includes information about planned orders only if their due date is on or after the Demand Time Fence date.
2. If you have maintained orders extensively since you last transferred master schedule orders during an MRP run, the ATP information you see for master schedule items may be different from the information in the MPSP files.

How CSM calculates available to promise

The system calculates ATP quantities in three steps:

1. Calculate projected ending inventory (PEI) for each day. This quantity appears as **Projected inventory** on the ATP Details card for line items and line item releases.
2. Calculate the future unmet demand (FUD) for each day. This quantity appears in the **Future unmet demand** column on the ATP Details card.
3. Calculate the ATP quantity for each day.

The calculation uses the following information:

Demand: The total customer backlog and manufacturing allocations due each day. It can also include generated demand from planning, if requested.

Expected receipts/Supply: Total expected receipts each day including open, firm planned, and planned orders.

Projected ending inventory (PEI): Beginning balance plus supply minus demand for each day.

Future unmet demand: The amount of demand that is not covered by supply in future days. This calculation is made starting at the end of the ATP horizon and working back to the current date.

Required starting inventory (RSI): Demand minus supply plus the future unmet demand (FUD). This total represents the amount of inventory needed to meet the demand on a specific day plus any shortage in coverage against future demand. The calculation for RSI for a day is demand minus supply plus FUD.

Available to promise (ATP): Projected ending inventory (PEI) minus the future unmet demand (FUD) for each day

The following table shows a full set of ATP information and calculated results for a horizon of ten days. The item has a past due of 325 and no on-hand inventory.

Type	Past Due	Days									
		1	2	3	4	5	6	7	8	9	10
Demand	325	---	---	---	20	---	---	30	840	---	6
Supply		400	---	---	---	345	---	---	843	---	---
PEI	(-325)	75	75	75	55	400	400	370	373	373	367
RSI		<0	20	20	20	<0	33	33	3	6	6
FUD		20	20	20	0	33	33	3	6	6	0
ATP		55	55	55	55	367	367	367	367	367	367

ON-HAND = 0 PAST DUE = 325

Note: Sample ATP information

The steps used in calculating ATP are as follows:

1. Calculate the projected ending inventory.

The information needed for calculating the projected ending inventory is shown in the following table. Projected ending inventory (PEI) = PEI for the previous day - demand for the day + supply for the day.

Type	Past Due	Days									
		1	2	3	4	5	6	7	8	9	10
Demand	325	---	---	---	20	---	---	30	840	---	6
Supply		400	---	---	---	345	---	---	843	---	---
PEI	(-325)	75	75	75	55	400	400	370	373	373	367

ON-HAND = 0 PAST DUE = 325
 Note: Calculating projected ending inventory

In the preceding table, the past due demand is 325 and on-hand inventory is zero. The overdue demand is added to demand for day 1. Therefore, the PEI for day 1 is:

0	on-hand inventory
-325	demand on day 1, including overdue demand
+400	supply on day 1
75	projected ending inventory for day 2

The PEI for day 2 is:

75	previous PEI
-0	demand on day 2
+0	supply on day 2
75	projected ending inventory for day 2

2. Calculate the FUD and RSI.

This step determines how much inventory must be reserved to cover demand that is not met in the future (Future Unmet Demand). It requires calculating a required starting inventory (RSI) for each day as a basis for the future unmet demand (FUD). The calculation begins with the last day in the horizon. Calculating the FUD starting at the end of the horizon means that large demands in later days commits or reserves inventory for earlier days until all demand is covered.

The calculation begins with the last day showing demand and works back to the earliest day. The required starting inventory for a day becomes the future unmet demand for the previous day. For example, in the following table, the RSI of 6 for day 10 becomes the FUD for day 9.

The FUD for the last day is always zero since no demand exists past this day.

The following table shows the information used for step 2 of the ATP calculation.

Type	Past Due	Days									
		1	2	3	4	5	6	7	8	9	10
Demand	325	---	---	---	20	---	---	30	840	---	6
Supply		400	---	---	---	345	---	---	843	---	---
PEI	(-325)	75	75	75	55	400	400	370	373	373	367
RSI		<0	20	20	20	<0	33	33	3	6	6
FUD		20	20	20	0	33	33	3	6	6	0

ON-HAND = 0 PAST DUE = 325
 Note: Calculating projected ending inventory

In the preceding table, the future unmet demand quantity for day 10 (the last day) is zero. The required starting inventory for day 10 is:

6	demand for day 10
-0	supply for day 10
+0	future unmet demand
6	required starting inventory for day 10

To satisfy demand for day 10, the required starting inventory should be six. The RSI of six becomes the future unmet demand for day 9.

The required starting inventory for day 8 is:

840	demand for day 8
-843	supply for day 8
+6	future unmet demand
3	required starting inventory for day 8

For day 5, the RSI is less than zero (supply exceeds demand and FUD). In this situation, the FUD for day 4 is shown as zero and not as a negative value.

3. Calculating available to promise.

The available to promise for a day is the projected ending inventory (PEI) for the day minus the future unmet demand (FUD) for the day.

The following table shows the information needed to calculate the available to promise (ATP) quantities for the day.

Table 5-1.

Type	Past Due	Days									
		1	2	3	4	5	6	7	8	9	10
PEI	(-325)	75	75	75	55	400	400	370	373	373	367
FUD		20	20	20	0	33	33	3	6	6	0
ATP		55	55	55	55	367	367	367	367	367	367

ON-HAND = 0 PAST DUE = 325

Note: Using future unmet demand to calculate ATP.

Available to promise for day 6 is:

400	projected ending inventory for day 6
-33	future unmet demand for day 6
367	available to promise for day 6

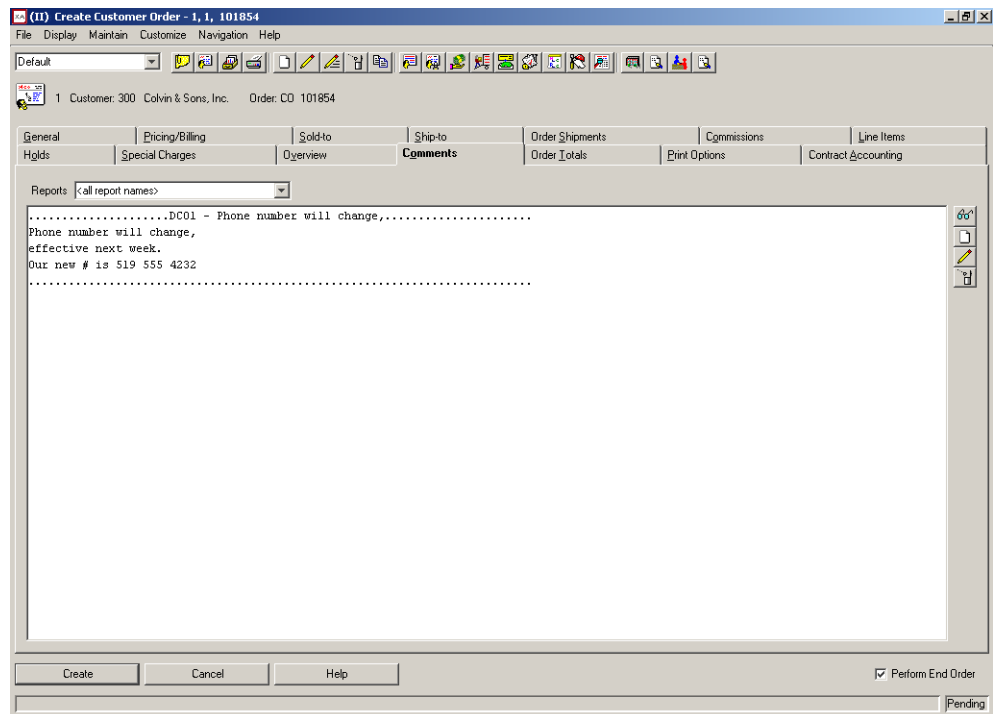
Negative available to promise quantities are shown as appropriate to indicate that your inventory plus current and planned production is not enough to meet known demand. Additional demand increases the imbalance.

Entering comments

Comments provide additional text descriptions for customer orders. You can use comments to extend descriptions of items and provide additional information such as instructions, warnings, and handling procedures to both personnel and customers.

You can enter comments using the **Comments** card in any of these objects:

- Customer Orders and Quotes
- Customer Order Line Items
- Customer Order Special Charges



All comments are created and maintained in a similar way. To create a new comment, click the **Create** button on the right side of the **Comments** card.

(II) Create Customer Order Comment

Comment user reference: PRIOR

Description: Priority shipping needed

Text line print control: 1 line up

Priority order--please expedite!

Customer must have order no later than 5pm on Friday.

Create Cancel Help

Pending

The **User reference** is the identification that you assign to this comment. It is used to sequence comments within the comment list.

Use **Text line print control** to determine how comments appear on reports. A group of comments may have a mixture of **Text line print control** values. Two spaces separate columns on reports.

- 1 line up = one column
- 2 line up = two columns
- 3 line up = three columns

Select **Preview before create** to view the card file for the comment. The card file contains three cards: **General**, **Reports**, and **Language**.

General card

The **General** card contains information that identifies the comment and how it is printed on customer order documents. If you are maintaining a comment, you can change the text line print control and the description.

Note: Changes made to the line print control for a line item comment affect only the specific line item, not all line items on the order.

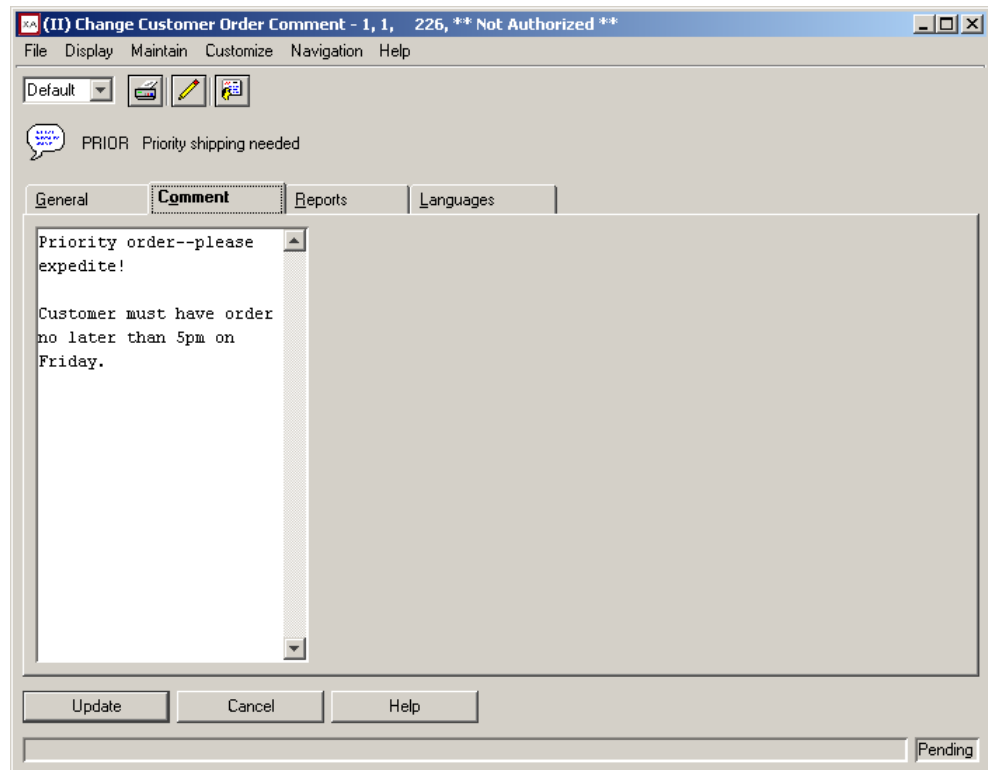
The screenshot shows a software window titled "(II) Change Customer Order Comment - 1, 1, 226, ** Not Authorized **". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with a "Default" dropdown and three icons. The main area displays a comment icon and the text "PRIOR Priority shipping needed". Below this is a tabbed interface with "General", "Comment", "Reports", and "Languages" tabs. The "General" tab is active and shows the following fields:

Language	001 = Default local language
Class	T
User reference	PRIOR
Text line print control	1 line up
Description	Priority shipping needed

At the bottom of the window are three buttons: "Update", "Cancel", and "Help". A status bar at the very bottom right shows the word "Pending".

Comment card

The **Comment** card contains the comment text. You can enter or change comment text on this card. Each line of a comment can be up to 25 characters long. Each comment can have an unlimited number of lines. The text is displayed in a non-proportional font and spaced to simulate how it will appear on a report.



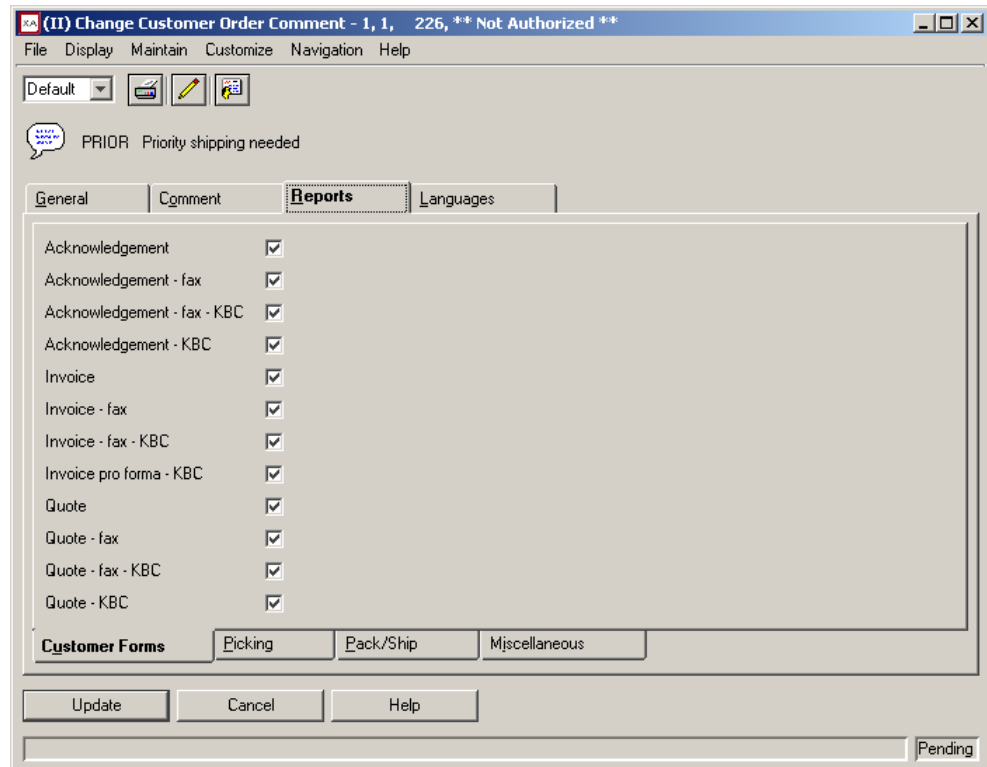
The screenshot shows a software window titled "(II) Change Customer Order Comment - 1, 1, 226, ** Not Authorized **". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with a "Default" dropdown and three icons: a printer, a pencil, and a document. A status bar at the top shows a speech bubble icon, "PRIOR", and "Priority shipping needed". The main area has four tabs: "General", "Comment", "Reports", and "Languages". The "Comment" tab is active, displaying a text area with the following text:
Priority order--please
expedite!

Customer must have order
no later than 5pm on
Friday.
At the bottom of the window are three buttons: "Update", "Cancel", and "Help". A "Pending" status indicator is located in the bottom right corner.

Reports card

Use the **Reports** card to select the reports on which this comment should be printed. The reports are organized on four tabs: The list of reports varies depending on the applications installed and is not customizable.

- Customer Forms, which shows options for different types of acknowledgments, invoices, and quotes.
- Picking, which shows options for different types of picking lists.
- Pack/Ship, which shows options for different types of packing lists and for the bill of lading.
- Miscellaneous, which shows options for additional documents, such as reports showing open orders or back orders by customer, by date, or by item.

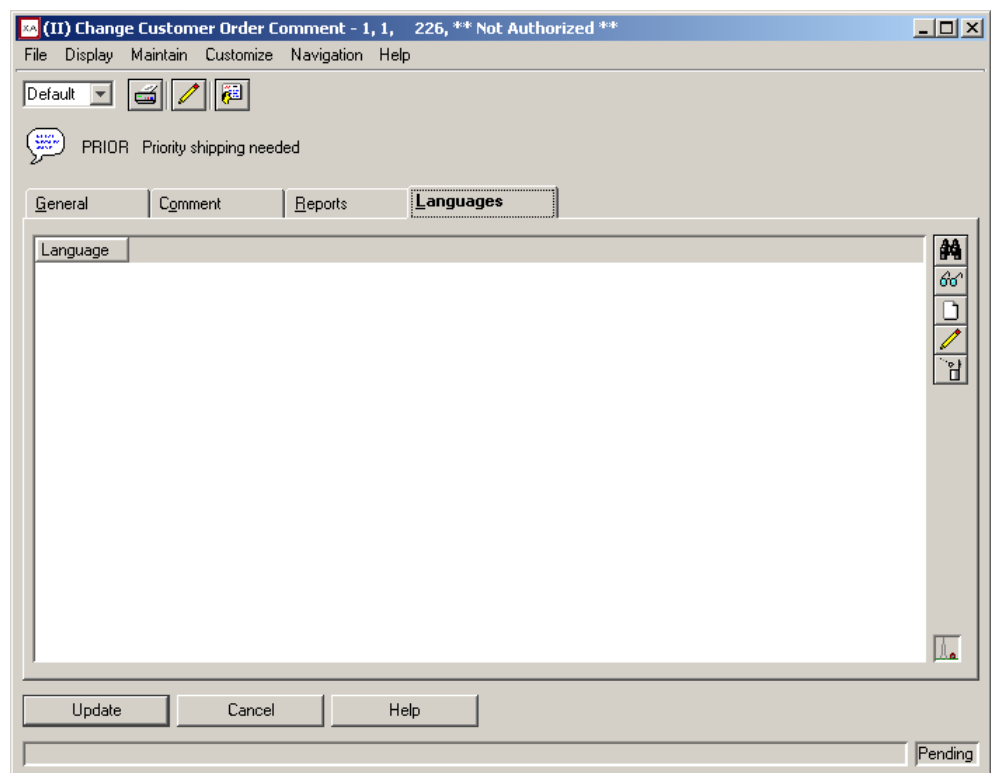


Languages card

Use the **Languages** card to enter a comment in a different language. If you have alternate languages defined, you can select one of those defined languages when you are creating the comment.

You can enter the alternate language comment text directly in the text box on this card.

Note: This card is not available if the language selected for the order is the default language (language code = 001). The default language is set up in the Customer record, but can be overridden when you create an order.

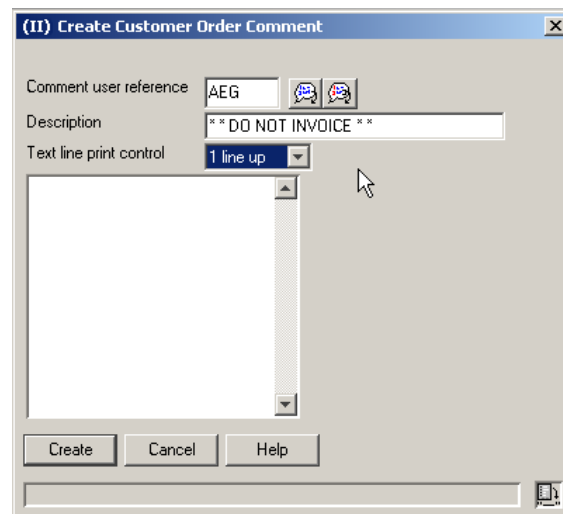


Copying comments

A quick way to create a comment is to copy an existing comment. There are two types of comments you can copy: general and specific.

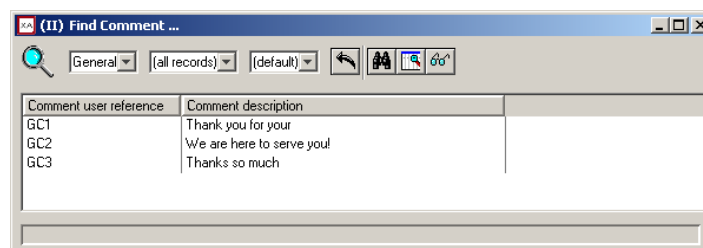
- Specific comments are linked to specific customer orders, items, and special charges. A specific comment is entered by using Specific order comment file maintenance in COM. For more information on specific comments, see the *COM User's Guide*.
- General comments can be applied to any order, item, or special charge. You can modify the specific or general comment to suit your needs or enter your own original comments.

Use the **Copy general comment** and **Copy specific comment** buttons on the right side of the **Comment user reference** field to copy general and specific comments.



The screenshot shows a dialog box titled "(II) Create Customer Order Comment". It has a "Comment user reference" field with the value "AEG" and two small icons to its right. Below it is a "Description" text box containing "*** DO NOT INVOICE ***". Underneath is a "Text line print control" dropdown menu currently showing "1 line up". A large empty text area is below the dropdown. At the bottom of the dialog are three buttons: "Create", "Cancel", and "Help".

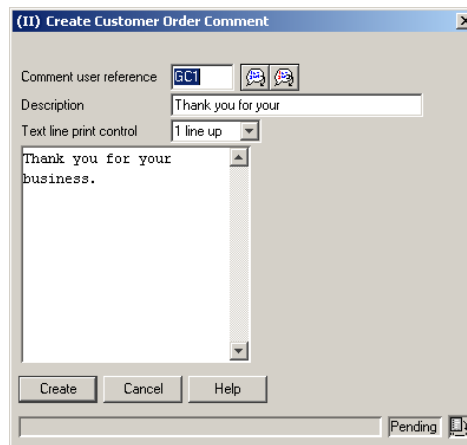
Selecting either of these buttons opens a list of comments that can be copied. The lists of general and specific comments are created and maintained in COM.



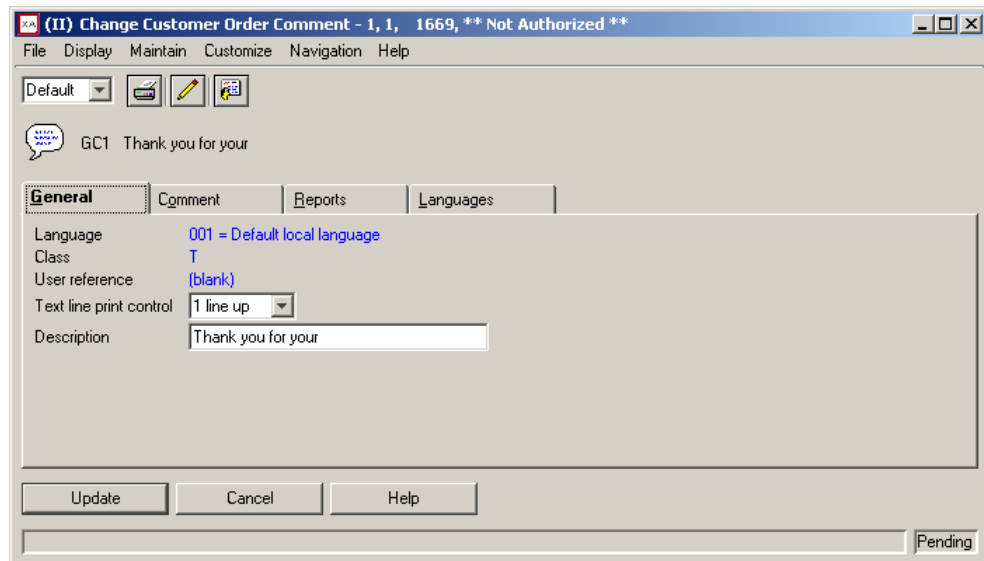
The screenshot shows a dialog box titled "(II) Find Comment ...". It has a search icon and three dropdown menus: "General", "(all records)", and "(default)". Below these are several icons. The main area is a table with two columns: "Comment user reference" and "Comment description".

Comment user reference	Comment description
GC1	Thank you for your
GC2	We are here to serve you!
GC3	Thanks so much

When you select a comment, the comment user reference, description, text line print control, and comment text are copied to the Create Customer Order Comment dialog.



Click the Create button to add the copied comment to the customer order, line item, or special charge. When you copy a comment, you also copy the selections for reports and language. To change any of this information, select the copied comment and click the Change button. You can maintain the detailed information in the card file for the copied comment.



Entering s-numbers

Some line items offer features and options that can be configured in various combinations to meet the requirements of a customer's order. This type of configured item is identified by an s-number, which indicates the combination of features and options to be used for a customer order line item.

Considerations for features and options items

The structure of a features and options item is stored in the Bills of Material object, which is available when PDM or EPDM is installed. In addition, the Features/options option must be set to Yes during application tailoring of PDM or EPDM. The template for s-numbers is set up during installation of PDM or EPDM. This template defines the number of characters in the s-number used to indicate a feature. Features can be indicated by either a one- or two-position alphanumeric code representing the option selected for the feature. The s-number template defines which positions of the s-number are two-character options and which positions are one-character options. The s-number is 20 characters long. The maximum number of features for a features and options item is 20 one-position options or 10 two-position options, or any combination of the two, provided that the total length of the s-number does not exceed 20 characters.

The features and options item, the features available for that item, and the options that can be chosen for each feature must all have records in the Items object, if PDM is installed, or in the Item Revisions object, if EPDM is installed. The features and options item, which is the top-level item that represents the configuration of the features and options, must also have a record in the Item Processes and in the Bills of Material objects. The features and options item record in the Bills of Material object must define the items used as features and the items used as options for each feature.

The effective from date for the features and options item, as defined in the Bills of Material object, must be less than or equal to the manufacturing start date specified when entering the features and options item as a line item on a customer order. Similarly, the effective to date for the features and options item must be greater than or equal to the manufacturing start date, unless the effective to date is blank.

The Available to promise calculation cannot be performed for features and options items. Instead of a system-calculated promise date, the promise date defaults to the request date. You can change this date by choosing the **Preview before create** option when entering the line item or by maintaining the line item information after it has been entered.

Features and options line items can be copied when copying a customer order.

If AR and IM are installed, and the option item is not a phantom item, it must exist in the Item Warehouses object in order to be selected for the s-number.

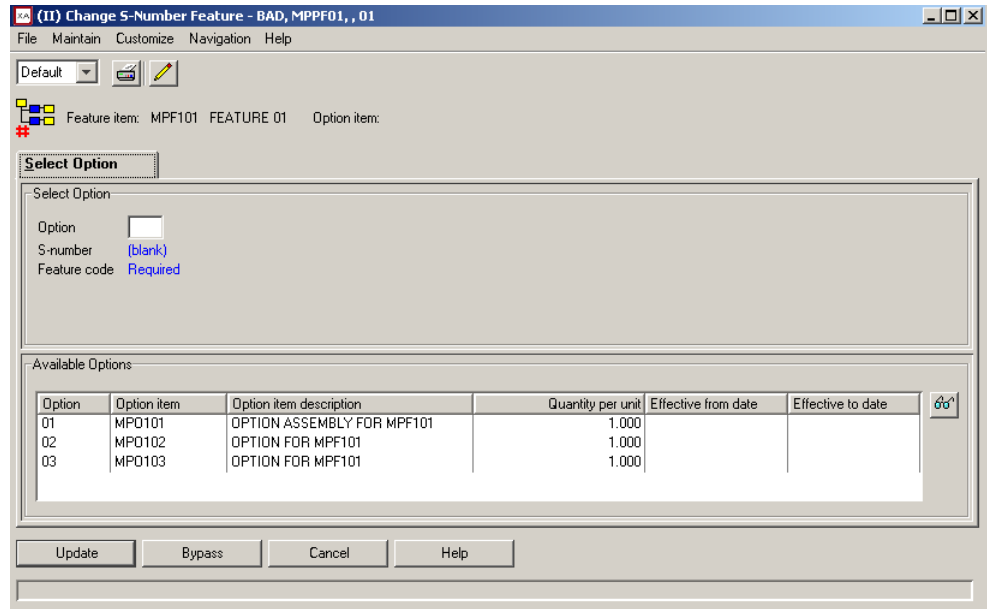
Entering features and options line items

CSM provides two ways for you to enter the s-number for a features and options item on a customer order. If you know the configuration the customer wants for the item, you can enter the number directly in the S-number field on the **Create C.O. Line Item** dialog.

Alternatively, you can build the s-number configuration by choosing an option for each of the features available for item. The S-Number Builder function allows you to see the set of options available for each feature and choose the options the customer wants for the features and options item.

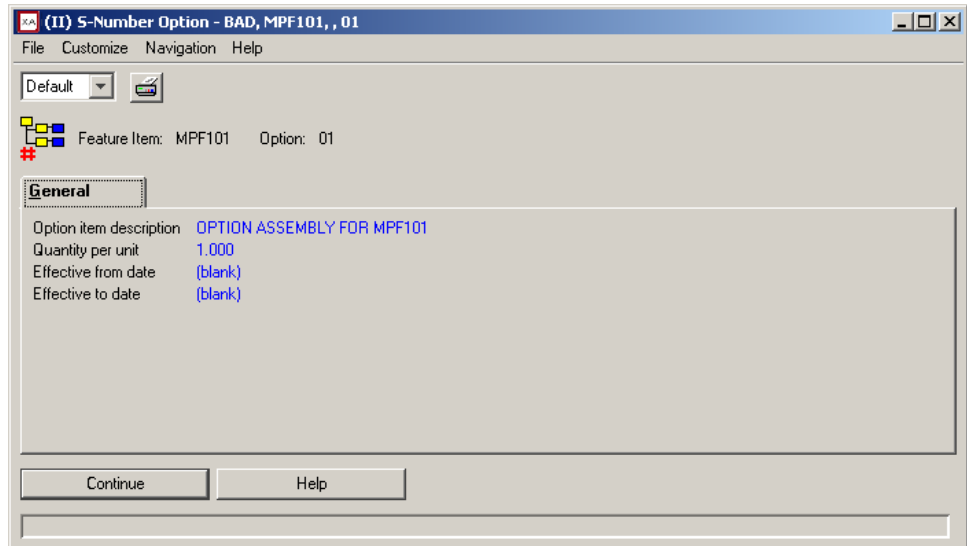
To build the s-number, click the **S-Number Builder** button next to the S-number field on the **Create C.O. Line Item** dialog.

The **S-Number Builder** initially displays the first feature defined for the item and the available options.

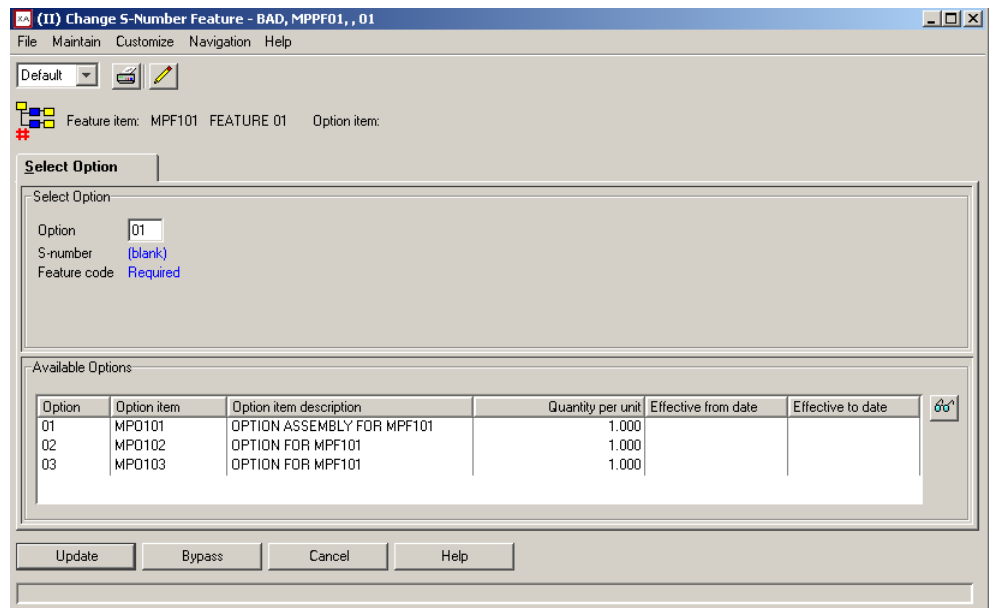


For each feature, you enter the number of the option you want to use in the **Option** field. Clicking the **Update** button moves you to the list of options available for the next feature. If the features and options item contains a feature that is not required, you can click the **Bypass** button to skip that feature and move to the next one. The features and options item record in the Bills of Material object defines which features are required.

To see more information about an option, you can select the option and click the **S-Number Option** button on the right side of the **Available Options** card. The detailed information for an option shows you the description of the option item, the quantity of the item required for one unit of the features and options item, and the beginning and ending dates for which the option item is effective in the Bills of Material definition for the features and options item.

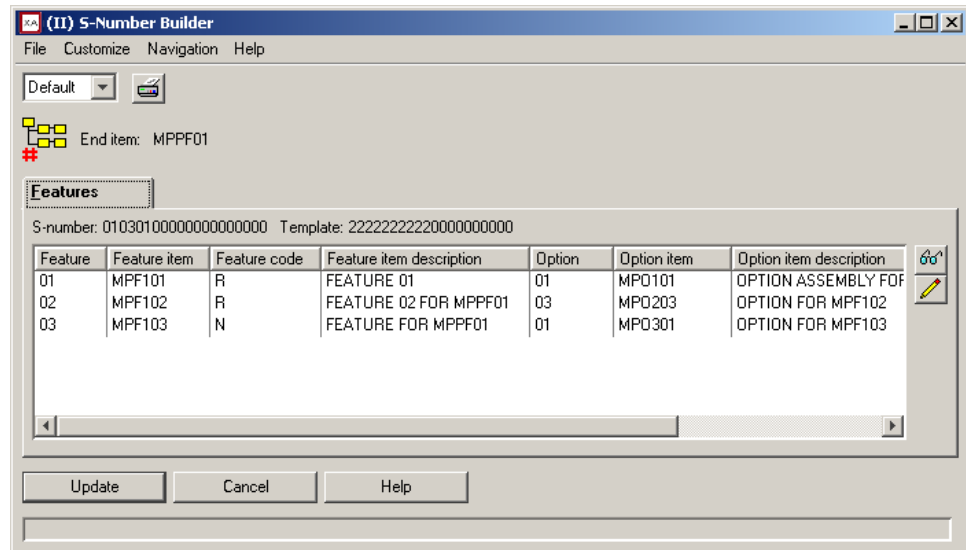


Clicking the **Continue** button returns you to the **Change S-Number Feature** dialog, where you can enter the number of the option you want to use. For example, if you want to use the first option for the first feature, you enter **01** in the Option field.



Clicking the **Update** button takes you to the options available for the next feature. When you finish entering the options you want to use for the features, the system captures your choice of options in the **S-number** for the features and options item.

The **S-Number Builder** displays the completed s-number on the **Features** card. For example, if you entered the first option for the first feature, the third option for the second feature, and the first option for the third feature, the resulting s-number would contain **010301**. The **S-Number Builder** also shows a list of the features for the features and options item and the option selected for each feature.



The s-number can be changed by selecting a feature and clicking the **Change** button on the right side of the **Features** card. This action opens the **Change S-Number Feature** dialog where you can enter a different option number for the selected feature.

Clicking the **Update** button on the **S-Number Builder** returns the s-number that you built to the **Create C.O. Line Item** dialog.

The screenshot shows the 'Create C.O. Line Item' dialog box with the following fields and values:

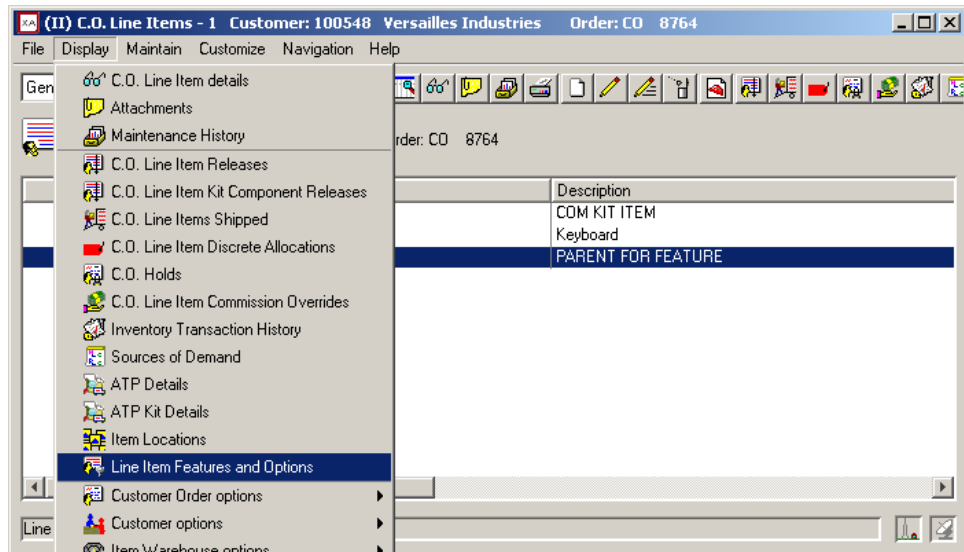
- Template: Line item
- Company: 1
- Order: 8776
- Sequence: (empty)
- Item: MPPF01
- Quantity: 1.000
- Order UM: (blank)
- Warehouse: (empty)
- Allocation type: None
- S-number: 01030100000000000000
- Manufacturing start date: / /
- Tax indicator: (blank)
- Contract/promotion: 0
- Promise date option: Default to request date

At the bottom, there are two checkboxes: 'Return here to create another' (unchecked) and 'Preview before create' (checked). Below these are three buttons: 'Create', 'Cancel', and 'Help'.

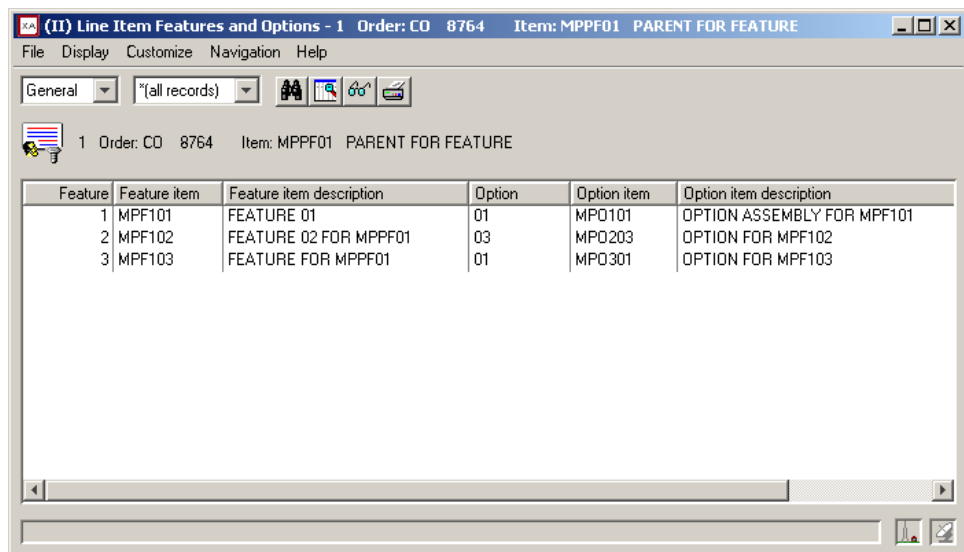
The s-number can be changed after the item has been added to the customer order as long as the order status is Open (status = 0). Once the order status changes to Active (status = 10), the s-number cannot be changed.

Viewing line item features and options

When an s-number is entered for a customer order, the system creates a record for each option item in the **Line Item Features and Options** object. This object is displayed by selecting the **Line Item Features and Options** option on the **Display** menu of the **C.O. Line Item** object.

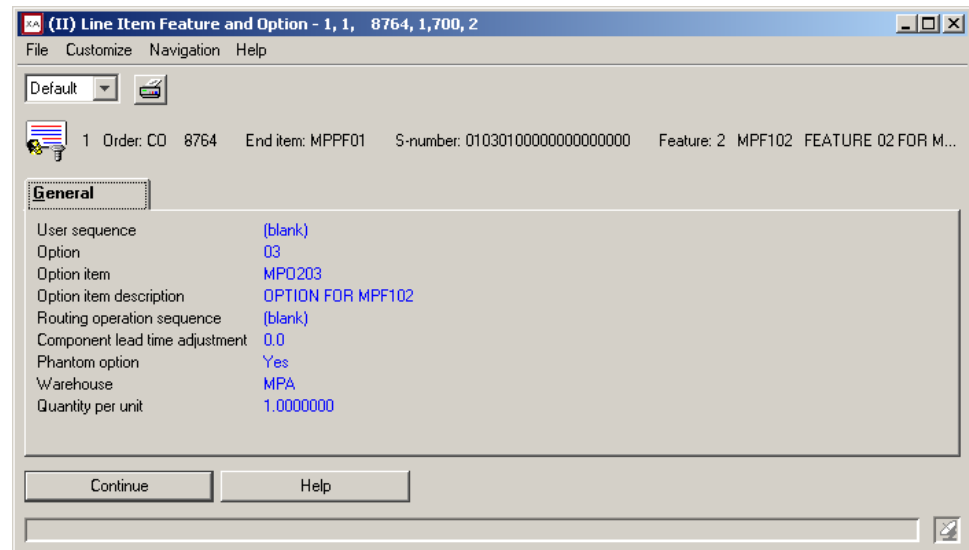


If any of the first-level components are phantom items, the system explodes the phantom item and creates one record in the Line Item Features and Options object for each component of the phantom item. The system does not create a record for the phantom item itself in the Line Item Features and Options object unless it is an option of a feature. In that case, the system creates a Line Item Features and Options record for the phantom item.



The Line Item Features and Options object is for display purposes only. It shows the same information available in the S-Number Builder, but information cannot be

changed in this object. You can view detailed information for a feature from this object by selecting the feature, then selecting the **Line Item Feature and Option details** option on the **Display** menu.



In addition to the information shown for an option item in the S-Number Builder, the Line Item Feature and Option object shows information about the option item that is maintained in other objects. In the Bill of Material Components object, the record for the feature item contains the component lead time adjustment and quantity per unit information. In the Routing Operations object, the feature item record contains the routing operation sequence for the option item. The phantom option and warehouse information come from the feature item record in the Items object, if PDM is installed, or from the Item Revisions object, if EPDM is installed.

The phantom option information in the Line Item Features and Options object indicates whether or not the item type for the option item, defined in the Items object or Item Revisions object, is set to phantom.

Entering kits

A kit is a set of items that may be ordered, packaged, and shipped together. In effect, a kit is an item that is a place holder for a group of other items. The kit item is referred to as the kit parent; the items in the group that make up the kit parent are referred to as kit components. Every component item, as well as the kit parent item, must exist as a regular item in the Items object, if PDM is installed, or in the Item Revisions object, if EPDM is installed. The kit parent item must have an item type of Kit.

Entering kit line items

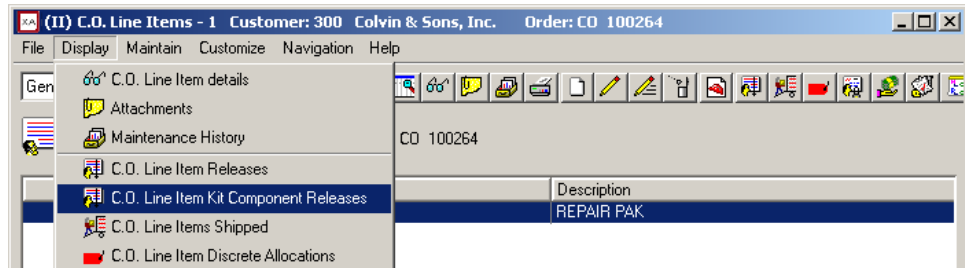
A kit parent item can be entered on a customer order wherever regular line item entry is allowed. For a kit parent item entered as a customer order line item, you can maintain information related to the order, such as the quantity ordered or the request date, but you cannot change the set of components that make up the kit parent item. That type of change must be made in the Kit Parents object.

For a customer order, you enter a kit line item the same way you enter a regular line item. The kit item must have an item type of Kit in the Items object, if PDM is installed, or in the Item Revisions object, if EPDM is installed.

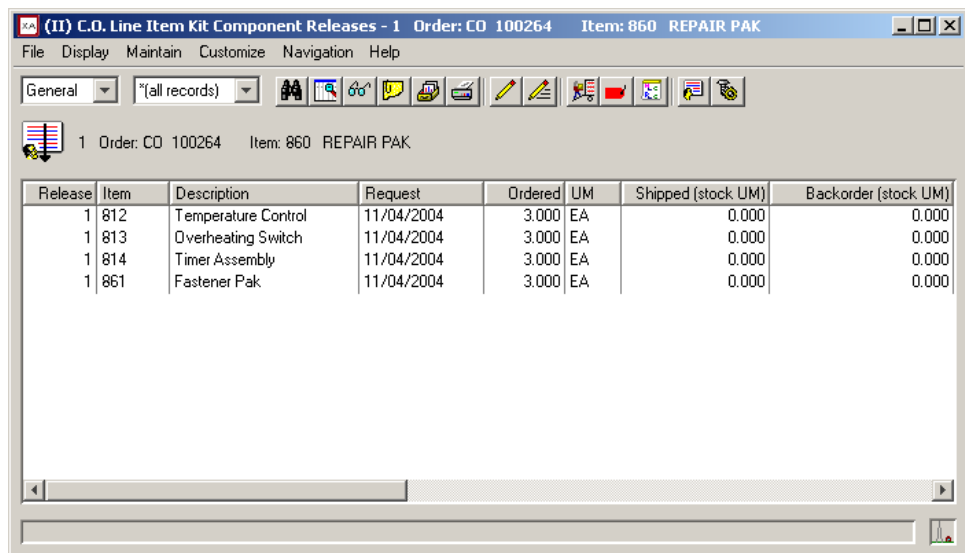
When you enter a kit as a line item on a customer order, CSM creates one release record for the kit parent item.

Release	Request	Promise	Qty (order UM)	UM	Kit indicator	Item
1	11/04/2004	11/04/2004	3.000	EA	1 = Kit parent	860

Because the kit parent item is not stocked, CSM also creates release records for each kit component item contained in the kit parent item. These release records are shown in the **C.O. Line Item Kit Component Releases** object. You access the information in this object by selecting the kit parent line item, then selecting the **C.O. Line Item Kit Component Releases** option on the **Display** menu.

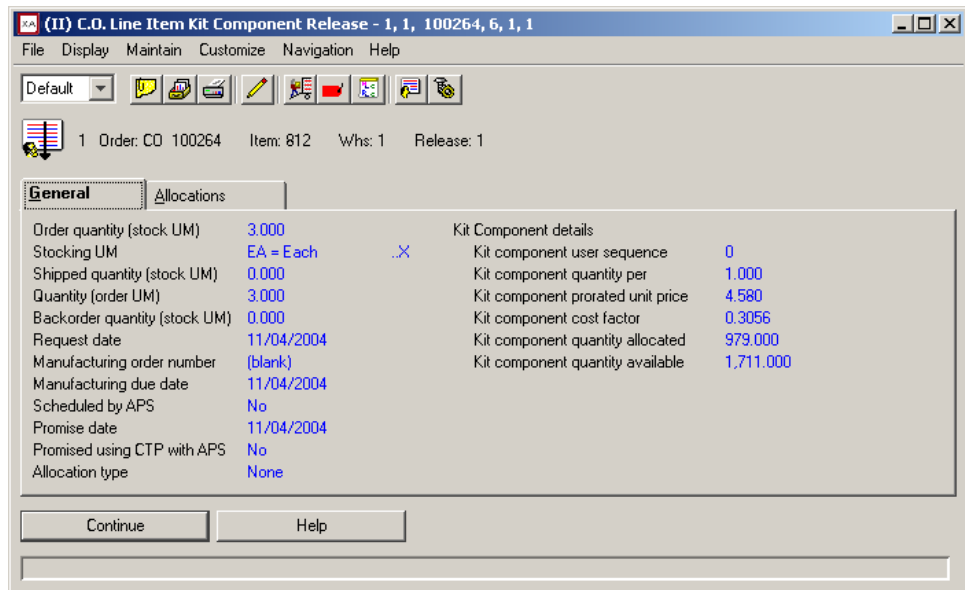


The C.O. Line Item Kit Component Releases object contains an entry for each component item in the kit parent line item.

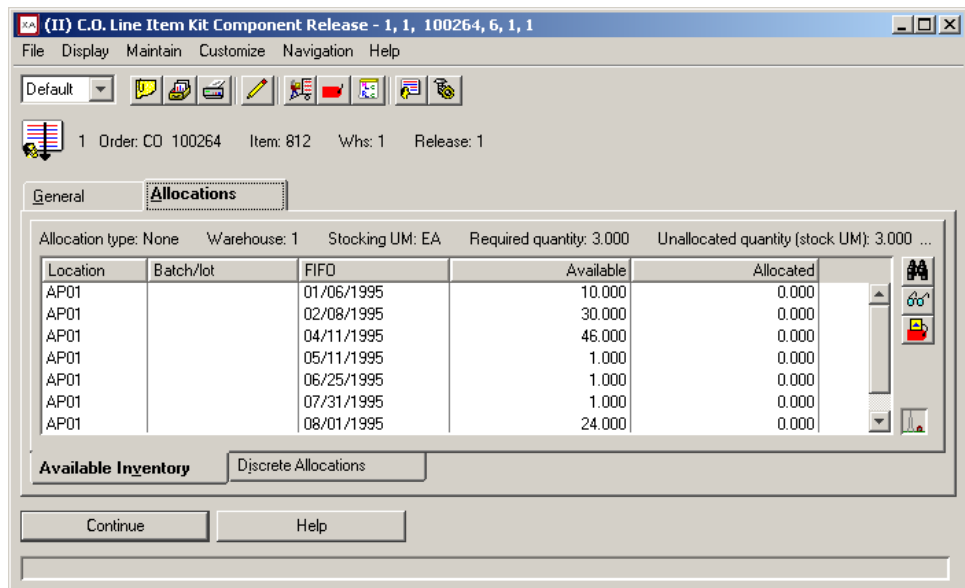


For each kit component item, the C.O. Line Item Kit Component Releases object shows information about the item, the request date, the quantity of the component item ordered, which is calculated from the quantity ordered of the kit parent item, the stocking unit of measure assigned to the component item, and quantity of the kit component per kit parent item. As the customer order is processed, additional information is available, such as the quantity shipped and quantity backordered, manufacturing order number and manufacturing due date, promise date, type of allocation, quantity of the kit component item allocated for other customer orders, and the quantity of the kit component item available for allocation to this customer order.

To see additional information related to scheduling the component item with APS and the cost of the component item, select a component item in the list, then select the **C.O. Line Item Kit Component Releases details** option on the **Display** menu.



The **Allocations** card shows information about locations with available inventory for the kit component item and locations from which inventory has already been discretely allocated for the kit component item.



Allocations are made for the kit component items, not the kit parent item. For information on performing allocations, see “Allocations card” on page 5-45.

Maintaining kit parents and kit components

A kit is an unstocked, single-level assortment of items that are priced and sold as a unit. To distinguish between the item number of the kit and the item numbers of the items that make up the kit, the kit is referred to as the kit parent item and the items in the kit as the kit components or kit component items.

How you work with kit information depends on whether PDM Plus or EPDM is installed. If PDM Plus is installed, you use the Kit Parent object in CSM to define and work with a kit parent item and the associated component items. If EPDM is installed, you define a kit through the bill of material for the kit parent item's record in the Item Revisions object.

Maintaining kits with PDM Plus installed

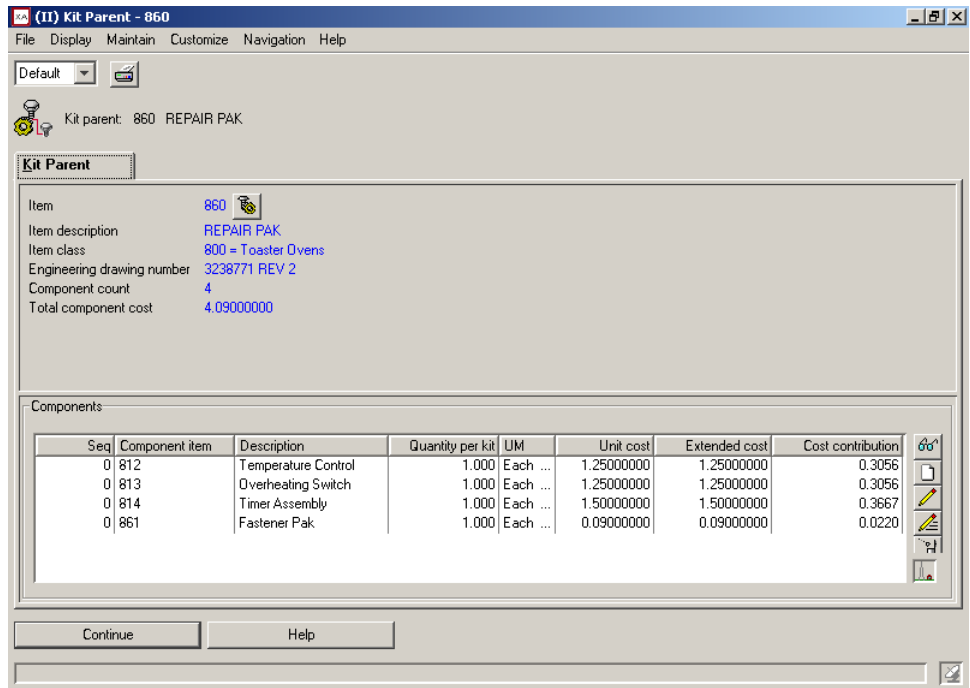
The Kit Parents object contains the definitions of the components that comprise a kit parent.

The screenshot shows a software window titled "(II) Kit Parents" with a menu bar (File, Display, Maintain, Customize, Navigation, Help) and a toolbar. Below the toolbar, there is a "Kit Parents" section with a table of data. The table has six columns: Item, Description, Engineering drawing number, Item class, Base price, and Price UM. The data rows are as follows:

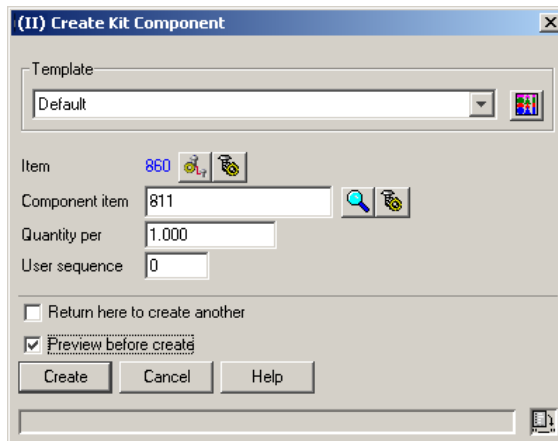
Item	Description	Engineering drawing number	Item class	Base price	Price UM
BPC486	PC486 KIT ASSEMBLY			56.340	EA
EPC486	PC486KIT ASSEMBLY			1,500.000	EA
GPC486	PC486 KIT ASSEMBLY			0.000	EA
KPC486	PC486			37.490	EA
860	REPAIR PAK	3238771 REV 2	800	14.990	EA

For an individual kit parent, the information on the **Kit Parent** card shows the item number, item description, item class, and engineering drawing number from the associated record in the Items object as well as the quantity and total cost of the components. The list in the lower portion of the card shows the individual component items assigned to the kit parent item.

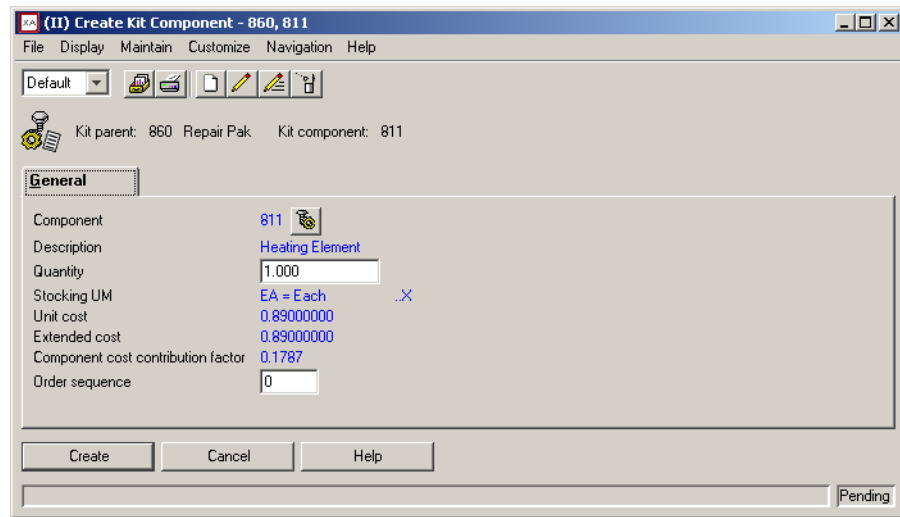
The kit parent item is not associated with a warehouse because this type of item is not stocked. The component items assigned to the kit parent item are stocked. The warehouse information for the component items comes from the Item Warehouses object. You can also see the information on the warehouses stocking the component item in the Items object if PDM Plus is installed.



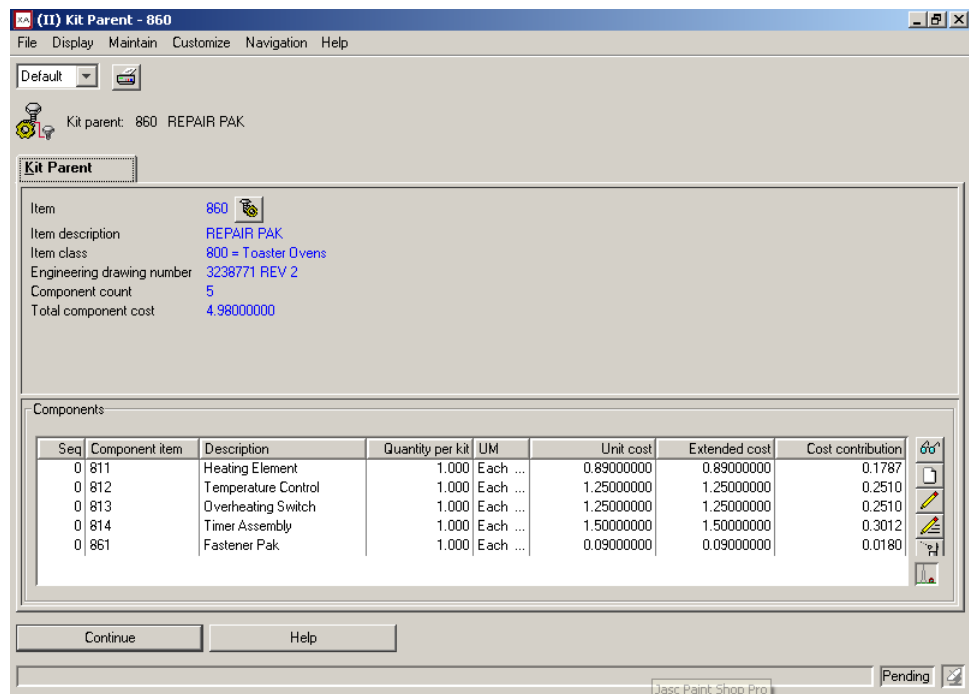
The options next to the list of components allow you to work with a selected component or create a new component for the kit parent item. For example, clicking the **Create** button takes you to the **Create Kit Components** dialog.



To be used as a kit component, an item must have a record in the Items object when PDM Plus is installed. The item must also have a stocked quantity, which is shown in the Item Warehouses object. The only information that you can maintain directly for an item used as a kit component is the quantity of the component item to be used in the kit parent item and the sequence of the component item in the series of components for the kit.



The component number, description, stocking unit of measure, and unit cost values come from the component item record in the Items object. The extended cost and cost contribution factor values are calculated by the system.

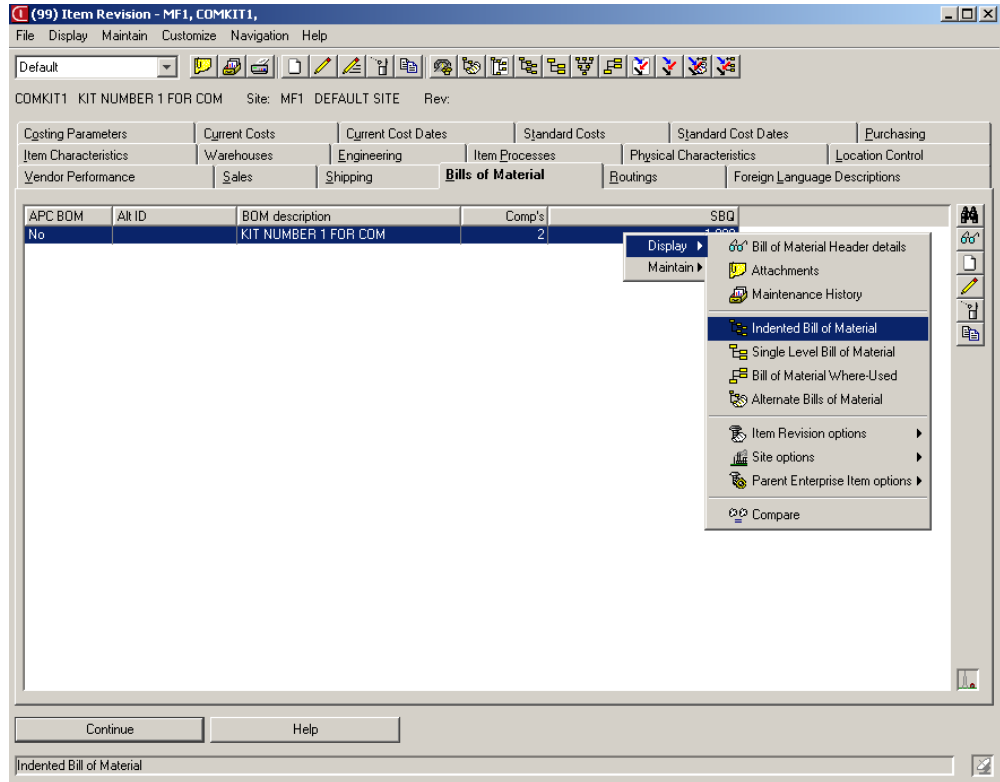


The set of component items specified for the kit parent is the set of items that are ordered when you enter the kit parent item as a line item on a customer order.

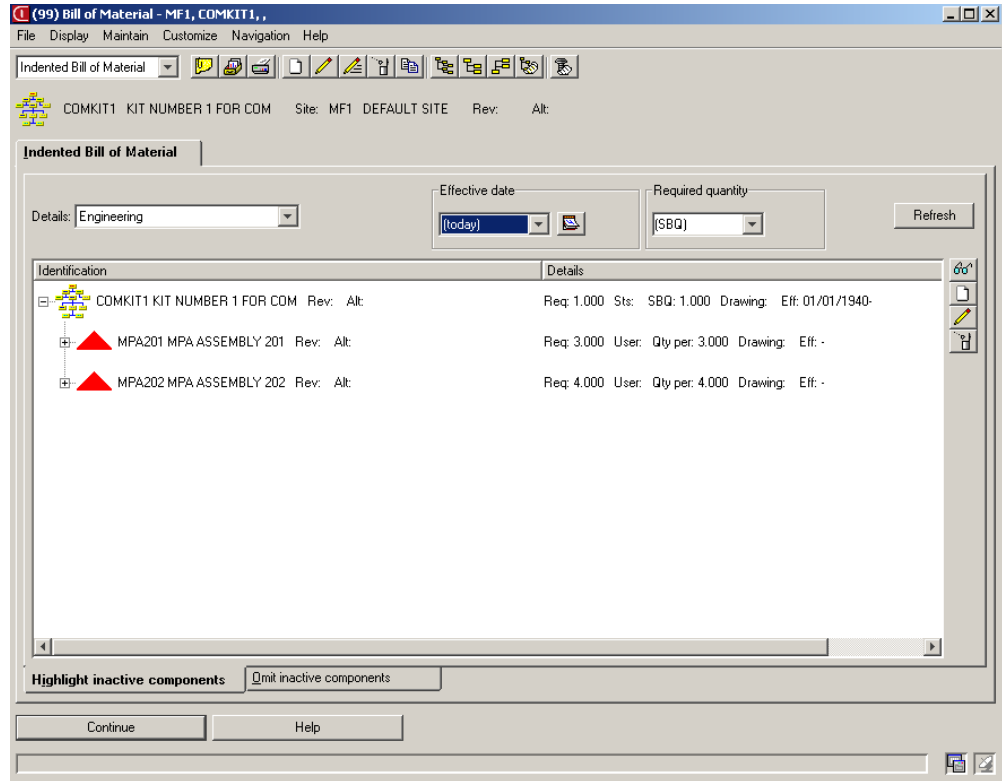
Maintaining kits with EPDM installed

When EPDM is installed, the Kit Parents object is not available. Instead, the definition of the components that comprise a kit parent item are specified in the bill of material for the item in the Item Revisions object.

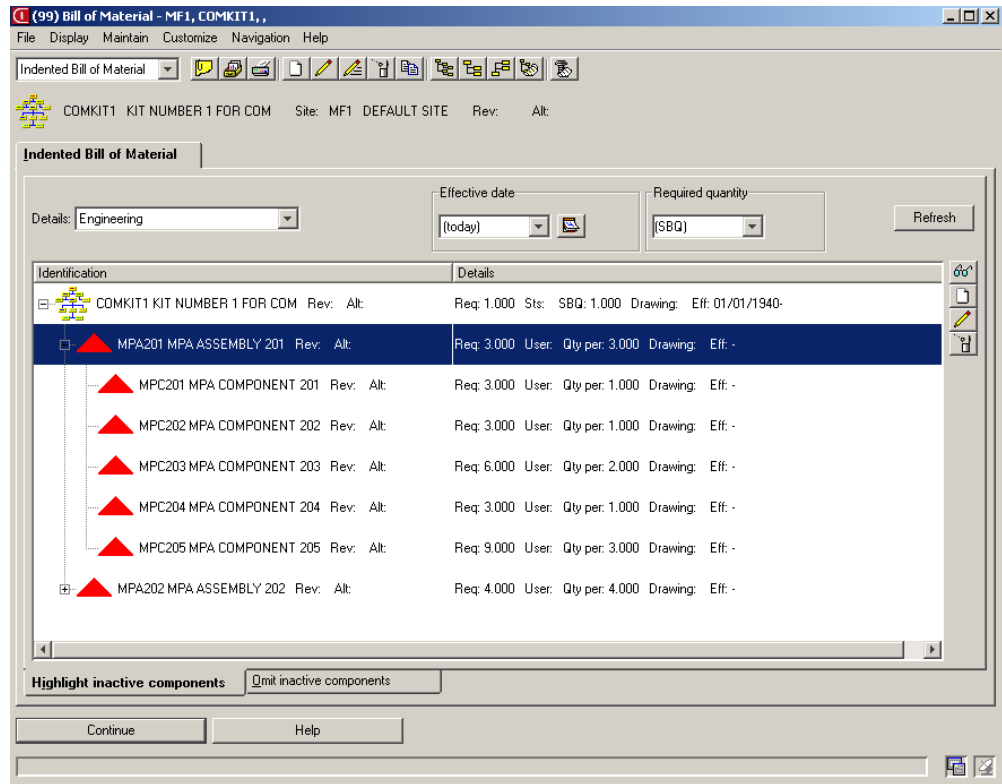
For a selected kit parent item, the **Bill of Material** card in the Item Revision card file shows the bill of material header information. To see information about the component items defined for the kit parent item, right-click the bill of material header and select one of the bill of material options from the Display popup menu.



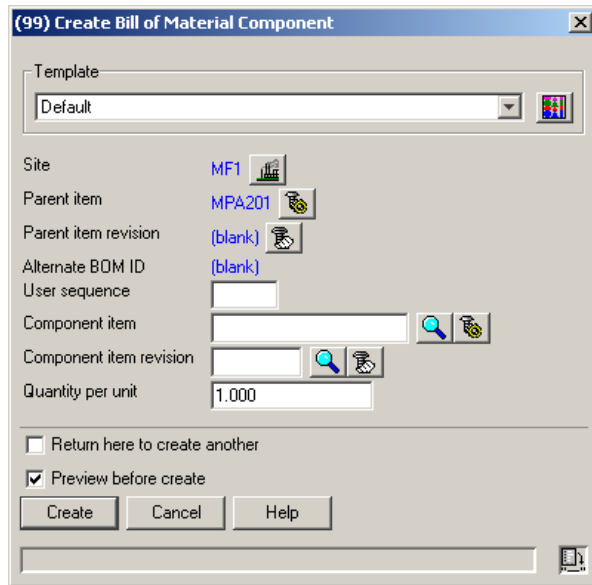
The Bill of Material for the kit parent item shows the kit parent item and the component items defined for that kit. To be used as a kit component, an item must have a record in the Item Revisions object. The component item must also have stocked quantity, which is shown in the Item Warehouses object. The Details column in the bill of material indicates the quantity of the component item required for the kit.



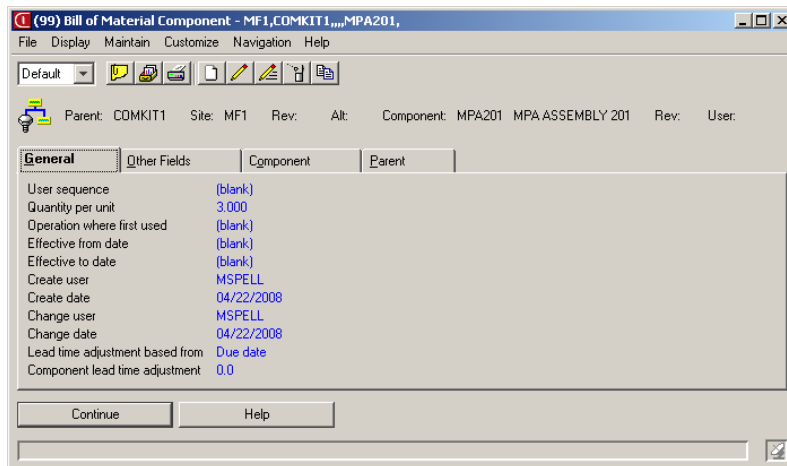
For any kit component items in the bill of material that are manufactured items, the information in the bill of material can be expanded to show the component items and quantities required for that kit component item.



The bill of material is also where you add, change, or delete components for the kit. For example, you use the Create button to add a kit component to the kit parent item in the bill of material. On the **Create Bill of Material Component** dialog, you enter the quantity of the item to be used in the kit and the sequence of the component item in the series of components for the kit.



The detailed information you can enter for the component item used in a kit is the same as the detailed information you can enter for a component item used in an item you manufacture. Some of the detailed information, therefore, might not be appropriate for the kit component item, such as operation where first used and lead time adjustment. Other than the user sequence and the quantity, the detailed information for the kit component item can be left to default values or ignored.



Holding and releasing orders

When an order, line item, or release has been placed on hold the order or line item cannot be shipped until the hold has been released.

Use Customer Order Holds to review and maintain orders or line items that have been placed on hold. From this object, you can both hold and release orders, line items, and line item releases.

You can also review hold information from the **Hold** card in the following objects:

- Customer Orders and Quotes
- Customer Order Line Items
- Customer Order Line Item Releases
- End Order

However, when you access the hold information via a **Hold** card within an object, you can only maintain that object's type of hold. For example, when you are using the **Holds** card in the Customer Order Line Item object, you can only hold and release line items.

Note: Only authorized users can release holds from orders, line items, and releases.

To see a list of holds that have been defined to date for orders, line items, and line item releases, click **C.O. Holds** in the main Customer Service Browser window. This opens the **C.O. Holds** list window. You can use subsets to limit the types of holds that are displayed.

Co	Order	Line	Release	Hold	Hold code description	Create user
1	CO 156	0	0	MH	Margin hold	JONEANG
1	CO 157	0	0	MH	Margin hold	JONEANG
1	CO 158	0	0	MH	Margin hold	JONEANG
1	CO 160	0	0	MH	Margin hold	JONEANG
1	CO 161	0	0	EC	Electronic Commerce hold	TOUSET
1	CO 162	0	0	MH	Margin hold	JONEANG
1	CO 177	0	0	MH	Margin hold	TOUSET2
1	CO 180	0	0	MH	Margin hold	MOSHER
1	CO 183	0	0	MH	Margin hold	TOUSET
1	CO 184	1	0	UL	User Line Item Hold	MOSHER
1	CO 184	1	0	UL	User Line Item Hold	MOSHER
1	QT 2	0	0	MH	Margin hold	TOUSET
1	QT 48	0	0	MH	Margin hold	MOSHER

You can create a new hold or release an existing hold. To release a hold, select one or more records from the list and select **Release** or **Release with recheck** from the **Maintain** menu. The **Release with recheck** option releases the order or line item, but automatically performs a check for hold conditions each time you maintain the order.

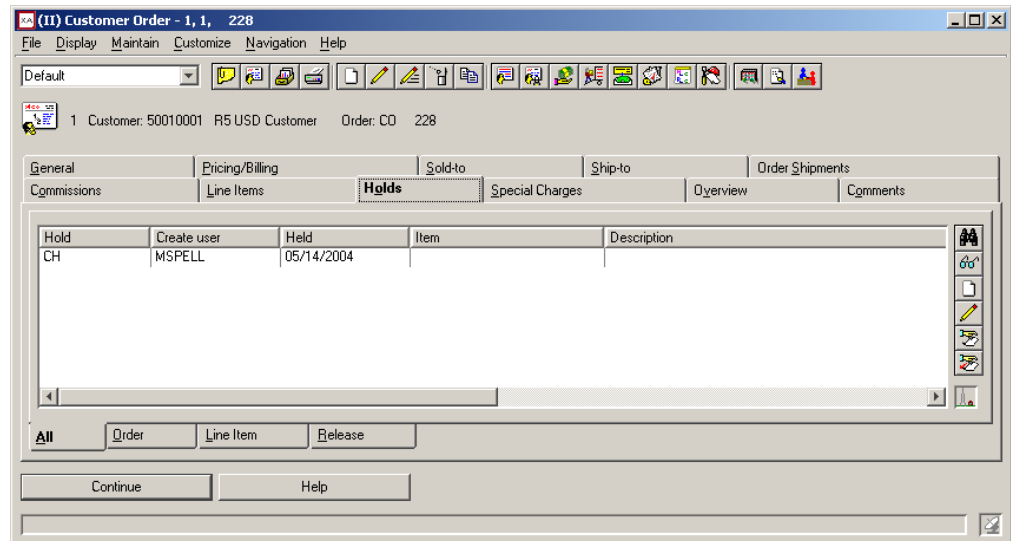
Holds can be added to customer orders, quotes, and credit memos, in addition to line items and releases. To create a new hold, select a single record in the list and select **Create** from the **Maintain** menu.

You can define your own hold codes or use the five pre-defined hold codes:

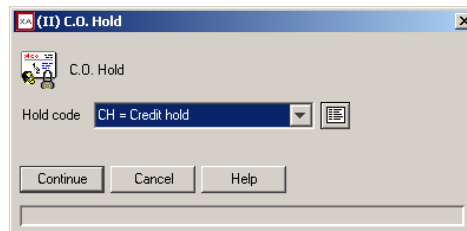
- CH = Credit hold
- EC = Electronic Commerce hold
- MH = Margin hold
- NP = Purchase order required
- FE = Monetary field exceeded

Note: You cannot release NP or FE holds. You must first update the order to satisfy these hold conditions, then the system releases these hold types when the conditions are met.

Holds can be added to customer orders, quotes, and credit memos, in addition to line items and releases. To create a new hold, select the customer order, line item, or line item release to which you need to add the hold. Open the card file for the customer order, line item, or line item release, and go to the Holds card.



On the Holds card, select the **Change** button. The system prompts you to select the type of hold you want to create.



On the Holds card, select the type of hold you need to apply. On the Create C.O. Hold dialog, enter the remaining information to create the hold.

The screenshot shows a dialog box titled "(II) Create C.O. Hold". It contains the following fields and controls:

- Template: Default
- Company: 1
- Order type: Customer Order
- Order: 228
- Line item sequence: 0
- Release number: 0
- Hold code: CH = Credit hold
- History Reason: CREDIT
- Return here to create another:
- Preview before create:
- Buttons: Create, Cancel, Help

Select **Preview before create** to see the detailed information in the **C.O. Hold** card file.

The C.O. Hold default card file contains different cards that organize information for a hold record, depending on the type of hold. Some commonly used cards in this card file are:

- General card
- Credit card
- Margin card
- User Fields card

General card

The **General** card contains information about the customer order hold, including release type and approval date.

The screenshot shows a software window titled "(II) Create C.O. Hold - 1, 1, 228, CH, -10". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main area displays the following information:

1 Order: CO 228 Hold code: CH Credit hold

General | Credit | User Fields

Held

User	MSPELL
Date	05/14/2004

Approval

User	(blank)
Date	(blank)
Release type	(blank)

Data security group 9999

At the bottom of the window are three buttons: "Create", "Cancel", and "Help". A status bar at the very bottom shows "Pending".

Credit card

The **Credit** card contains information about the credit history of the customer associated with the order. If either or both International Financial Management (IFM) and Multi-Currency Support (MCS) are active, additional information relating to local and trading currencies are used on the corresponding versions of this card.

Note: This card is only shown for Credit holds.

The screenshot shows a software window titled '(II) Create C.O. Hold - 1, 1, 228, CH, -10'. The window has a menu bar with 'File', 'Display', 'Maintain', 'Customize', 'Navigation', and 'Help'. Below the menu bar is a toolbar with various icons. The main area of the window is divided into three tabs: 'General', 'Credit', and 'User Fields'. The 'Credit' tab is currently selected. The data is organized into several sections:

- Customer Information:**
 - Number: 50010001
 - Name: R5 USD Customer
 - Telephone: (blank)
 - Currency: USD
 - Established date: 05/05/1998
- Purchase Order Information:**
 - Number: (blank)
 - Date: (blank)
- Dates:**
 - Order: 05/11/2004
 - Request: 05/28/2004
 - Last payment: 06/24/1999
- Last Run:**
 - Date: (blank)
 - Time: (blank)
- Credit Details:**
 - Rating: (blank)
 - Require credit check: Yes
 - Credit limit: 151,645,297
 - Credit exceeded: 0.00
 - First age period amount: 0.00
 - Second age period amount: 0.00
 - Third age period amount: 0.00
 - Fourth age period amount: 0.00
 - Delinquent period: 4
 - Delinquent AR: 0.00
 - Future AR: 0.00
 - Delinquent exceeded: 0.00
- Totals:**
 - Invoice amount: 0.00
 - Due: 4,759.11
 - Open orders: 4,759.11
 - Customer amount due: 0.00
 - Billing period amount: 0.00
 - AP amount due: 0.00


At the bottom of the window, there is a 'Local Currency' section, three buttons labeled 'Create', 'Cancel', and 'Help', and a status indicator showing 'Pending'.

Margin card

The **Margin** card contains information associated with the profit margin of the order. Only users with sufficient security can view cost information.

Note: This card is only shown for Margin holds.

The screenshot shows a software window titled "(II) C.O. Hold - 1, 1, 177, MH, 1". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main content area is divided into three tabs: "General", "Margin", and "User Fields". The "Margin" tab is selected and displays the following information:

Customer	
Number	50050004 
Name	R5 CAN Customer
Order	
Date	01/21/2004
Request date	01/21/2004
Current cost	0.00
Value (local currency)	115.50
Margin percentage	100.000
Terms	02 = 2% 10 Days / Net 30
Minimum profit percent	0.000
Purchase Order	
Number	(blank)
Date	(blank)

At the bottom of the window, there are two buttons: "Continue" and "Help".

User fields card

The **User Fields** card contains fields which you can customize for your own use.

The screenshot shows a software window titled "(1) Create C.O. Hold - 1, 1, 228, CH, -10". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with various icons. The main area of the window is divided into three tabs: "General", "Credit", and "User Fields". The "User Fields" tab is currently selected and contains the following fields:

- User field - code a:
- User field - code b:
- User field - date 1:
- User field - date 2:
- User field - quantity 1:
- User field - switch a: Yes No
- User field - switch b: Yes No

At the bottom of the window, there are three buttons: "Create", "Cancel", and "Help". In the bottom right corner, there is a "Pending" status indicator.

Chapter 6. Daily Recap Transactions

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The Daily Recap Transactions object shows you a financial view of your company that can be used to monitor business performance and customer service. The information provided is based on master file records, the status codes within the records, and certain application tailoring options at the company and warehouse level.

The daily recap information is selected by company number and date range and is presented in local currency.

The summary data that is captured by the Daily Recap Transactions object is categorized and displayed as the following results:

- **Daily Recap.** Displays order summary information, including total sales, total line items, total cost of invoices, and total deferred items.
- **Backlog Snapshot.** Displays open orders, quotes, and invoices.
- **Logistics Measurements.** Displays the shipping performance for customers and warehouses.
- **Service Level.** Displays the service level percentages by historical order value, line items shipped, and the quantity shipped service level by item class.

Creating a new daily recap transaction

To create a new daily recap transaction, click **Daily Recap Transactions** in the main Customer Service Browser window. This opens the **Daily Recap Transactions** window that shows you a list of daily recap transactions that have been defined to date. Select **Create** from the **Maintain** menu.

Note: Once you view a transaction, you must delete it to remove it from the list.

The screenshot shows a window titled "Daily Recap Transactions" with a menu bar (File, Display, Maintain, Customize, Navigation, Help) and a toolbar. Below the toolbar is a section with a "General" dropdown and "(all records)" dropdown, followed by several icons. A small icon and the text "Daily Recap Transactions" are also present. The main area contains a table with the following data:

Status	Desc	Co	From date	To date	Daily recap	Bac
0 = Cor	123	1	06/25/2000	06/25/2000	Yes	No
0 = Cor	Recap #4000	1	06/25/2000	06/25/2000	No	Yes
0 = Cor	Recap #4020	1	06/07/2000	06/07/2000	Yes	No
0 = Cor	Recap #4030	1	06/02/2000	06/02/2000	Yes	Yes
0 = Cor	Recap #4040	1	06/02/2000	06/02/2000	Yes	No
0 = Cor	Recap #4050	1	06/02/2000	06/02/2000	Yes	No
0 = Cor	Recap #4060	1	06/02/2000	06/02/2000	Yes	Yes
0 = Cor	Recap #4070	1	01/01/2000	12/31/2000	Yes	Yes
0 = Cor	Recap #4080	1	01/01/2000	06/25/2000	Yes	Yes
0 = Cor	Daily Recap all warehouses	1	08/05/1995	08/05/1996	Yes	No
3 = Fail	Daily Recap ATL	1	12/29/1999	05/30/2000	Yes	Yes

You can choose to review any or all of the summary types. For the logistics measurements criteria, you can only specify a warehouse or a customer, not both.

The screenshot shows a dialog box titled "Create Daily Recap Transaction" with the following fields and options:

- Templates:** A dropdown menu set to "Default" and a "Templates..." button.
- Company:** A text field containing "1" with a search icon.
- From date:** A date field set to "01 / 01 / 2000" with a checkmark.
- To date:** A date field set to "06 / 25 / 2000" with a checkmark.
- Description:** A text field containing "YTD for #4000".
- Select daily recap:** Radio buttons for "Yes" (selected) and "No".
- Select backlog:** Radio buttons for "Yes" (selected) and "No".
- Select service level:** Radio buttons for "Yes" (selected) and "No".
- Select logistic measurements:** Radio buttons for "Yes" (selected) and "No".
- Warehouse:** A text field with a search icon.
- Customer number:** A text field containing "4000" with a search icon.
- Logistics return credit reason:** A dropdown menu set to "(blank)".
- Logistics allowance credit reason:** A dropdown menu set to "(blank)".
- Return here to create another:** An unchecked checkbox.
- Buttons:** "Create", "Cancel", and "Help" buttons.

Once you have completed the fields in the **Create Daily Recap Transaction** window and clicked **Create**, you must verify the status of the transaction before you can view the transaction data.

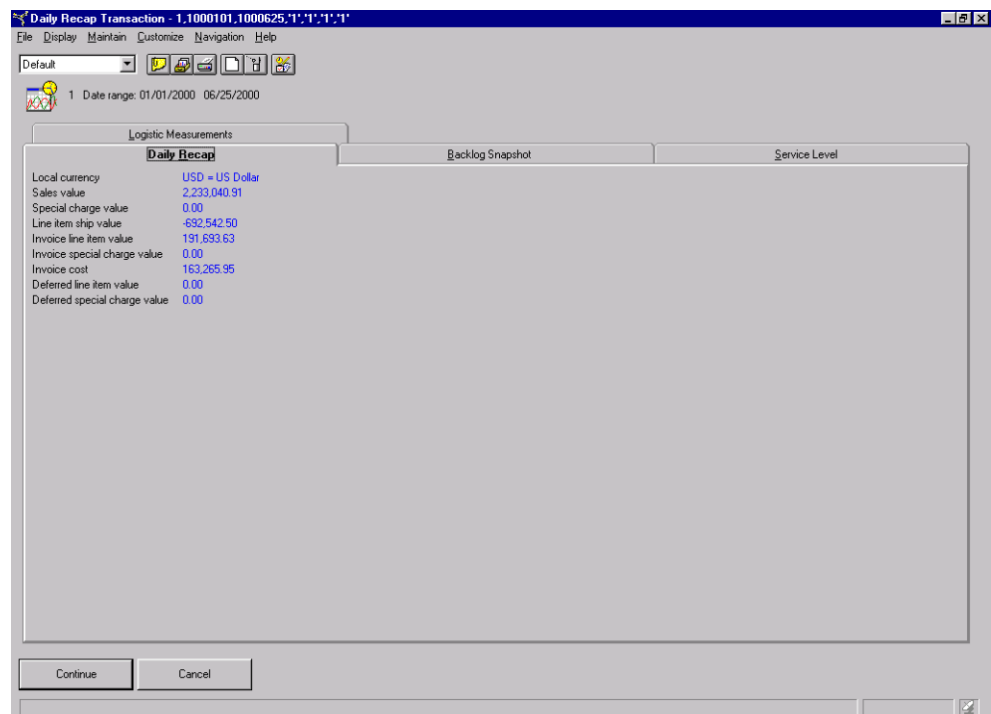
To verify the status, select your transaction from the list of daily recap transactions. Select **Verify Status** from the **Display** menu. Selecting this option checks the status of the selected transaction on the host, and immediately updates its status to “pending,” “in process,” “complete,” or “failed.” When the transaction has a “complete” status, double-click on the transaction to view the detailed recap information.

The Daily Recap Transactions object contains four cards that organize the recap information:

- Daily Recap card
- Backlog Snapshot card
- Logistic Measurements card
- Service Level card

Daily Recap card

The **Daily Recap** card shows basic sales, special charge and invoice values. The values on this card are based on the order or invoice date, not the date/time stamp. They are shown in local currency.



Backlog Snapshot card

The **Backlog Snapshot** card shows information about the open orders, quotes, and credit memos, including backorders. The values shown are the sum of the net sales amount for items or orders without special charges or taxes. These amounts appear in local currency.

In the backlog snapshot, an order can be counted in more than one category; for example, the same order might be counted as an open order, on credit hold, and on margin hold.

Logistic Measurements	
Daily Recap	
Local currency	USD = US Dollar
Open orders count	2,511
Open orders value	146,836,240,374.05
Open quotes count	45
Open quotes value	494,549.30
Open credit memos count	91
Open credit memos value	-3,157,593.59
Credit hold count	33
Credit hold value	4,468,057.47
Margin hold count	103
Margin hold value	1,056,780.56
All other holds count	53
All other holds value	15,240.76
Backorders count	452
Backorders value	22,750,796,325.49
Overdue count	2,444
Overdue value	239,203,618,110.59
In pick count	824
In pick value	65,053,932.22
In ship count	322
In ship value	3,616,083.91

Logistic Measurements card

The **Logistic Measurements** card shows basic warehouse, shipment, and return credit information. This card shows you percentages for line item releases shipped to arrive on or before the customer's request date and for orders shipped complete in one shipment.

The percentages that appear on the **Logistics Measurements** card are calculated for the warehouse or customer number you enter on the **Create Daily Recap Transaction** window. If you do not enter a warehouse or customer number on the window, the percentages on this card include all warehouses and customers.

You can also specify credit reason codes for returns and allowances by using the **Logistics return credit reason** and **Logistics allowance credit reason** fields on the **Create Daily Recap Transactions** window. If you do not enter reason codes, the system does not perform any calculations, and the fields on this card are blank.

Credit return analysis shows a percentage of items that have been returned for the reason code you selected. **Credit allowance analysis** shows a percentage of billing errors that have been corrected for the reason code you selected. **On time releases** is a percentage of the line items released that were shipped to arrive on or before the customer request date. **Single shipment orders** is a percentage of orders for which all line items were shipped in one shipment.

The screenshot shows a software window titled "Daily Recap Transaction - 1,1000101,1000625,1,1,1,1,1". The window has a menu bar with "File", "Display", "Maintain", "Customize", "Navigation", and "Help". Below the menu bar is a toolbar with several icons. A status bar at the top indicates "Date range: 01/01/2000 06/25/2000". The main area of the window is divided into three tabs: "Service Level", "Logistic Measurements", and "Backlog Snapshot". The "Logistic Measurements" tab is active and displays the following data:

Warehouse	(blank)
Customer number	4000
On time releases	0.000
Single shipment orders	0.000
Credit return analysis	0.000
Logistics return credit reason	(blank)
Credit allowance analysis	0.000
Logistics allowance credit reason	(blank)

At the bottom of the window, there are two buttons: "Continue" and "Cancel".

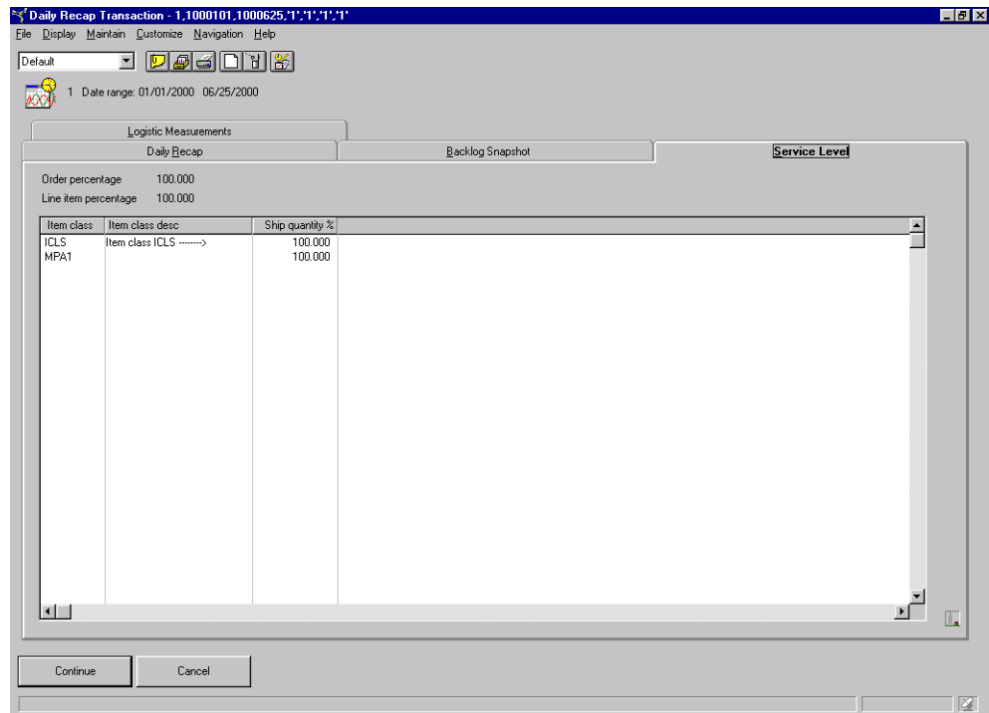
Service Level card

The **Service Level** card is a special card that provides information contained in a table. The header contains order percentage and line item percentage summary information, while the detail consists of shipped quality level percentages by item class. This card provides information at the order, line item, and item class level for the date range you specify.

The service level information is based on historical customer orders only. The percentage is calculated on the value invoiced and value ordered for all orders booked during the time period you specify on the **Create Daily Recap Transactions** window.

The **Order percentage** shows how often customer orders are met. These are orders whose quantity has been completely shipped regardless of how many shipments. This percentage is based on the shipped quantity in the first shipment and the order quantity for all line item releases.

The **Line item percentage** shows the percentage of line items shipped complete in the first shipment based on the number of all line items on all orders in the date range you specify. For example, if there are 10 line items and only nine are shipped complete the first time, the result is 90%.



Glossary

This glossary defines terms that are important for this application. It does not include all XA terms nor all terms established for your system. If you do not find the term you are looking for, refer to the Index in this book or to glossaries in other XA publications.

acknowledgment. A notice to the customer that his order has been received by the vendor activity.

application. A program that performs a particular data processing task.

backlog. Customer orders or customer backlog of orders not yet filled.

backorder. An order prepared to cover items which cannot be included in the original shipment, but which will be sent when available.

blanket order. A customer order allowing multiple shipments, or releases, of an item over time. Blanket orders may be fixed or not fixed. A fixed blanket contains a pre-established quantity and a latest due date. Releases added to the blanket may not exceed either the quantity or date limits.

blanket release. A purchase order that contains multiple shipments of an item on different due dates.

button. Rectangular shape containing text or a symbol that identifies an action that can be taken a window.

card file. A set of detailed information for a single object. Each set contains groupings of related information, shown as a stack of tabbed index cards. Each grouping is shown as a card.

check box. Type of selection field that allows you to turn a field value on and off.

customer item. The number your customer uses to identify an item.

default. An attribute, option, or value that is assumed when none is specified by the user.

discrete allocation. The ability to selectively allocate items to customer orders.

EDI. See Electronic Data Interchange.

Electronic Data Interchange. The process of transmitting electronic documents or transactions containing pre-defined types of data, using telecommunications networks.

industry item. The number used to identify an item as belonging to an industry class.

internal item. The number your company uses to identify an item.

item. Any raw material, manufactured or purchased part, subassembly, assembly, or end-item.

line item. A line of information appearing on a customer order that identifies the item wanted.

list windows. A window that contains a list of objects, such as a list of items or a list of customers, with multiple columns of information per object.

on hand. (1) Pertaining to stock that is immediately available for shipment. (2) Pertaining to items available in the stockroom and within shelf life. Stock now on the receiving dock or issued to the shop floor is not considered on hand stock.

on-order. Pertaining to stock that has been requested on manufacturing or purchase orders but has not been received.

release. (1) To specify a date and quantity to be shipped under a blanket order. (2) To ship goods to a customer.

service level. The number of items shipped compared to the number of items ordered.

unit of measure. A code indicating the measurement basis for inventory such as each, pound, tons, gallons, or feet.

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