

Customer Order Flowchart

401 Work with Order

Insert Company and Customer Number

Choose **ADD** and Complete Order.

The system will verify inventory levels and will print if accurate.

(Status of order is ACT-PCKL)

Order Sheet will automatically print to HOD printer within 15 minutes; if not, or if need immediately:

411 Fulfillment and Shipping

983 Print On Demand Order Sheet

Order sheet will print and status of order will change to ACT-WHSE.

Once the order sheet is printed, the order is now ready to be picked and processed for shipping.

988 Order Scan/Verify BOXES

Complete processing of Order.

Order will show as '**shipped**', status code will change to ACT COMP

Order will be moved to Sales History at day end.

Invoice will print to the HOD printer at day end.

Finalize shipping through previously identified method. (FedEx, USPS, LTL)

100. Accounts Receivable

109. Display Sales History

Next Step:

Month End Process

ORDER STATUS ABBREVIATIONS

Active Orders

ACT-PCKL – Order has been entered but not yet printed. Check these to be sure the order is accurate; i.e. no short stock, accurate shipping method, backorders, if ShipVia = TBD, no “Ship to” address.

ACT-WHSE – Order has been printed and is on the warehouse floor being filled. The Customer cannot make changes to an order when it is in this status.

ACT-SHIP – Order has not been finalized.

ACT-COMP – Order has been scanned out of the system and is complete. These orders will move to history after the day-end routine.

ACT-VOID – Order has been deleted. These orders will be removed from your active order list after the day-end routine.

Credit Issues

CRD-HOLD – The Customer has reached the credit limit set in their customer master file. Stock will not be allocated to this order until it is manually released.

CRD-PCKL – The FIRST ORDER for a new customer will always list as a credit hold. Stock will not be allocated to this order until it is manually released.

Backorder

B/O-PCKL – Order is waiting to print due to back-ordered items. NOTE: Some of these orders are created automatically during the day-end process if you have your account set to “yes” = Back Order Short Items.