400: Orders, Fulfillment & Shipping Menus

OVERVIEW

OPTION 400: Orders & Shipping Menu

* To Select the Order Menu:

411 Orders Fulfillment and Shipping Sub-Menu

440 Fulfillment Billing Sub-Menu

About Parcel Shipping:

UPS Shipping

FedEx and USPS Shipping

About Freight Shipping

OPTION 401: Work with Orders

Overview

* To Select Work with Orders:

Layout for Work with Orders selection screen

* To Display a List of ALL Orders:
* To Display Orders for One Customer Account:

Layout for Work with Orders list screen

* **To Add a New Order:**

Layout, Add an Order screens:

Shipping and Payment Entry:

Stock Entry

Ship-To Information

Remarks & Details Window

* To **Edit an Order**
* Select the Order to Change:
* Change Warehouse Status:

Release Order Holds

* Release an Order on Credit Hold:
* Release an Order on Back-Order Hold:
* Release an Order on Shipping Hold:
* Release a Tentative Order to Active Status:
* Release a Future-Ship Order:

Copy an Order

* To Copy an Order while Adding:
* To Copy an Existing Order:

Delete/Void an Order

* To Delete an Order:

Order Management with Back-Order Holds

* To Do Nothing:
* To Partial-Ship an Order with a Partial Back-Order Hold:
* To Place an ACT-PCKL Order on Full Back-Order Hold:
* To Place an ACT-WHSE Order on Full Back-Order Hold:

OPTION 410: Create Credit Memo

* To Create a Credit Memo for Returned Merchandise:
* To Enter a Fee as a Stock Number:
* To Save the Credit Memo:
* To Print the Credit Memo:

OPTION 440: Add a Tentative Order

About Tentative Order Status

* To Add a Tentative Order:
* To Delete a Tentative Order:
* To Release a Tentative Order to Active Status:

OPTION 419: Work with Default Orders

About Default Orders

* To Work with Default Orders:
* To Add a Default Order for a Customer Account:
* To Edit an Existing Default Order:
* To Copy a Default Order:
* To Delete a Default Order:

OPTION 407: Accounts Receivable Display

* To Display a Customer's AR Transactions:

Layout for Display AR by Customer list screen:

* To Navigate a Long List:
* To Display More Details:
* To Display Different Reference Fields:
* To Limit and/or Re-Sort the List:

Display/Find Payments:

* To Display a Specific Check Payment:
* To Display an AR Transaction's Payment History:
* To Display the Account's Payment History:

Layout for Customer Payment History list screen

* To Display Details for any Payment:
* To Display Customer Account Comments:
* To Display the Customer's records in a Different Menu:

OPTION 408: Customer Account Display

* To Display an Account by Customer Number:
* To Display the Customer List**:**
* To Search by Account Name:
* To Search by Phone Number:

Layout for Display a Customer screen

* To Display Shipping Options Window:
* To Use the [F7=Jump] Function:
* To Display Sales History for Prior Years:
* To Display the Account's Ship-To Address:
* To Display the Bill-To Address
* To Display Comments:
* To Display a Different Account:
* To Exit Display a Customer

OPTION 409: Display Sales History

* To Select Display Sales History:
* To Display All Sales for the Past 12 Months:

Layout, Display Sales History list screen:

History Search Options:

* To Display a Specific Customer Account:
* To Display Sales of a Stock Number:
* To Display Invoices for a Specified Date Range:
* To Display Invoices for a Number of Months:
* To Display Invoices without an Account Number:
* To Display Invoices by Customer PO:
* To Display Invoices for a Specific Ship-To Name/Address:
* To Display a Listed Invoice/Credit Memo:

Layout, Display Invoice/Credit Memo:

Display Record Details:

* To Display a Parcel Tracking Number:

Layout, Display Shipping Info window:

* To Display the Contents of a Specific Carton:

Layout, Display Packing List window:

* To Display the Order's Shipping Manifest:

Layout, Display Shipping Manifest window:

* To Display Daily Order Totals

* To Display Comments for a Transaction Record:
* To Display Comments for the Customer Account:
* To Search with the Details window:
* To Page through Records:

Print Sales History:

* To Print/Email one Invoice or Credit Memo:
* To Print Invoices by Date(s) and/or by Customer(s):
* To Email a Daily Sales Summary Report:
* To Email the Daily Orders Shipped/Stock Shipped Reports:

OPTION 420: Deleted Orders

About Default Orders

* To Display Deleted Orders:

Layout, Deleted Orders List

OPTION 415: Invoice Message

* To Create or Edit an Invoice Message:

OPTION 416: New Credit Holds Report

* To review orders placed on credit hold during the current run date:
  Layout for Credit Hold Report (Today's)

OPTION 417: Back-Order Report

* To Print a Back-Order Report:

Layout for Back-Order Report

OPTION 411. Orders Fulfillment & Shipping (Sub-Menu)

OPTION 981: Work with UPS Shipping

* To Select UPS Shipping:

Layout, Work with UPS Shipping Account list screen

* To Add a UPS Shipping Account to the System:
* To Display the Shipping Manifest screen:

Layout, Display for UPS Shipping Info (Manifest) screen

OPTION 983: Print-On-Demand Order Sheet

* To Print/Re-print an Order Sheet:

Layout, Order Sheet/Pick List

OPTION 984: Print Order Sheets by Company/Warehouse

* To Print a Group of Order Sheets:

OPTION 988: Order Scan Verify

* To select Order Scan/Verify:
* To specify the Order To Ship:

Layout, Order Scan/Verify detail screen

* To Fill an Order:

Bypass Order Verification: Special Permissions:

* To use Method A:
* To use Method U:
* To use Method Z:

Layout, Packing Slip

OPTION 986: Print Order Packing Slip:

* To Print an Order's Packing Slip:

OPTION 989: Pallet/Carton Shipping Label:

* To Print an Order's Shipping Label:

OPTION 990: Work with PRO Number:

* To Select Work with PRO Number:

OPTION 440. Fulfillment Billing (Sub-Menu)

OPTION 472: Generate Fulfillment Billing

This specialty Option processes third-party fulfillment services into Client Customer Invoices.

400: Orders, Fulfillment & Shipping Menus

OVERVIEW

The Orders, Fulfillment & Shipping Menus allow you to add, modify, fulfill, and ship customers' orders. Warehouse **picking**, **shipping**, and **inventory** functions are **integrated** with the order process.

Order Entry is the first step in the process. Orders may be

- manually entered,
- may be imported from a webstore, or
- can arrive through EDI.

Order **Status** issues, such as **Back-Orders** and **Shipping Holds,** are managed through this menu. **Default Orders** can be created with templates (Option 419), and are used to streamline customer service. A **Tentative Order** process (Option 423) allows unconfirmed orders to be considered, assisting with planning for optimal inventory levels.

Order Fulfillment is accomplished through

- The warehouse "Scanner/Gun Menu," designed for mobile computer-scanner use, or
- Option **988** Order Scan Verify in the 411 Fulfillment & Shipping Menu, or
- Bypassing fulfillment (and shipping) with the 401 Order List Option 7=Complete.

Both **Freight** and **Parcel Shipping** are incorporated in the system. For each order, the **Ship-Via Code** determines its status for "truck" process or "mail" process.

Ship-Via codes for freight **Common Carrier** services direct the order into the "**truck**" process. Working with (usually) pallet quantities, the system prepares the Bill of Lading (BOL), manifest, and comprehensive pallet/carton shipping labels.

Parcel Service Ship-Via codes direct orders into the "mail" process. Parcel shipping can be completed directly through UPS accounts, which are directly integrated through Option 981 Work with UPS Shipping. Parcels may also be shipped using any other online service.

Fulfillment Customer Accounts can be assigned to **Auto-Shipping** status, which bypasses the warehouse picking and shipping process, to directly create shipping labels and Packing Slips/Invoices for standardized packages. In this **special-use** system, stock is first deducted from inventory as a block; see the **final** section of Option 401, Work with Orders.

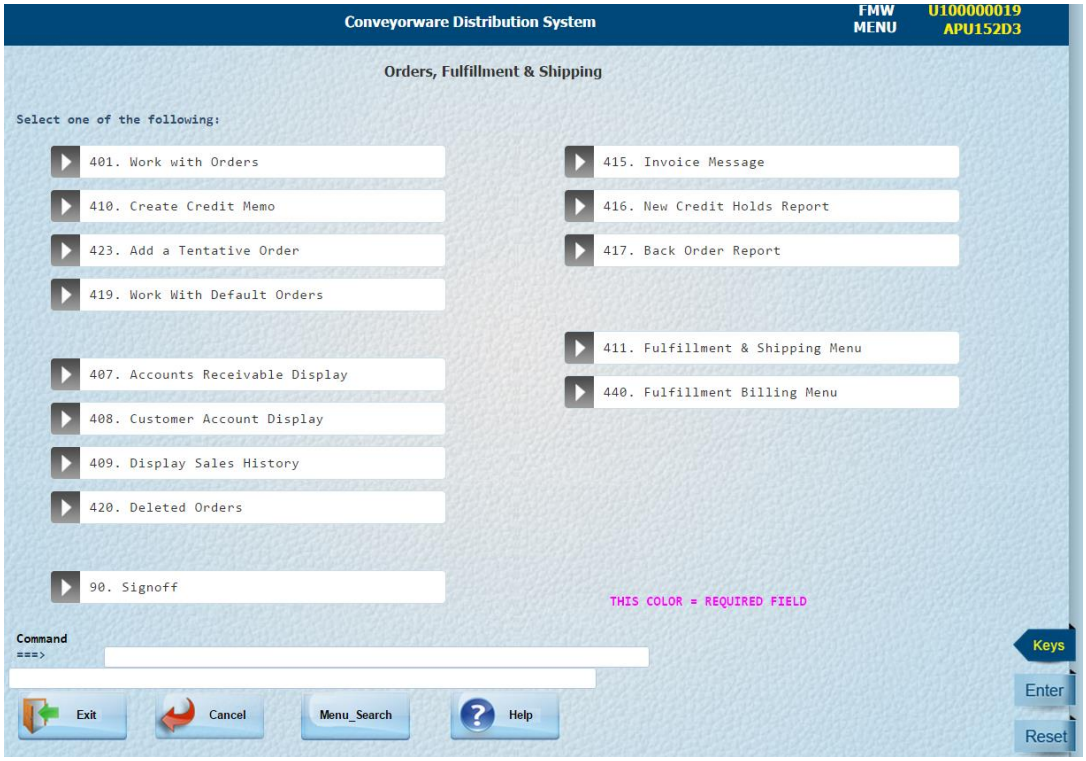
✱ To Select the Orders, Fulfillment, & Shipping Menu:

From the Main Menu,

➔ Click on **400. Orders, Fulfillment, & Shipping Menu**, or

➔ Key command **"400," [Enter].**

The Orders, Fulfillment, & Shipping Menu appears.



Orders, Fulfillment, & Shipping Menu screen

Note that this menu contains two **Sub-menus:**

- **411. Fulfillment & Shipping Menu**, and
- **440. Fulfillment Billing Menu.**

The Fulfillment and Shipping Menu holds the warehouse functions of Order Sheet/Pick List printing, order Stock verification and packing, and Parcel and Freight shipping.

Fulfillment Billing is a third-party order fulfillment process.

OPTION 401: Work With Orders

The 401 Order process lets you create, edit, and delete orders. Orders are the first step in the ConveyorWare order fulfillment process. When an order is ready, the system can automatically print the Order Sheet/Pick List to control warehouse fulfillment.

Open orders display here in **list** form, sorted by the customer's reference PO Number. Orders filled **today** stay on the list with "**COMP**" (complete) status until they are removed by the day-end process.

Every order must start with a **Customer:** an established Customer Account, or a Counter-Sale (Cust. 99)/Point-of-Purchase (Cust 1) account. See the 200 Customer Menu about creating customer accounts in ConveyorWare. Account settings create default entries in Order fields, simplifying this complex process.

Payment and **Shipping** info are added, and then the inventory **Stock**. Multiple screens allow for exacting details.

As orders are **manually keyed** (or **imported** from a webstore or other source), Order Sheets ("Pick Lists") **do not always** automatically print. An on-screen message (in a **banner** above the Ship-To Address) indicates if an Active order is automatically placed on a hold. A Ship Date later than today also holds the order. **Status** is displayed for each entry in the Work with Order screen list. Orders with priority shipping display in red.

If automatic printing is not set up, **print** the **Order Sheets/Pick Lists** of orders entered and eligible for shipment. Use the 411 Fulfillment and Shipping Sub-Menu) Option 983 On-Demand Print Order Sheet, or 984 Print Order Sheets by Co/Whse.

If an Order Sheet does not print, one of the following conditions exists:

- **New Customer Hold**: Every first order for a new customer account is placed on Credit Hold. This process helps assure adequate oversight. Manually **release** this first order's hold and **ship** it; the day-end program clears the new-customer hold setting.
- **Credit Hold**: Review the account. If the account's **Payment Terms/Credit Limit** is Prepay, each order must have a prepayment record. Credit Hold is triggered by either the dollar limit in the Customer Account, or by time limit (>30 days past-due).
- **Back-Order Hold**: When some--or all--of the order's stock is not available, assign a B/O Hold to free allocated stock to fulfill other orders.
- **Future-Ship Date**: This Active order is scheduled to ship on a specific future date. Order Sheets won't print until the **Ship-Date** field is current.
- **Short Stock**: This Active order can't be filled because some (or all) of the ordered items are not available now. The system has allocated available stock, and will automatically complete the order when the needed stock arrives.
- **Tentative Order**: The order is not active, but has been entered for planning purposes.
- **Entry Error**: A required field is empty, or data is wrong. An error **message** appears at the **bottom** of the Order screen.
- **Informal Hold**: The **Ship-Via** field can be used to prevent printing an order whose details aren't settled. **TBD** (To Be Determined) keeps an order in Picklist status.

If you find an **error**, or if a customer **cancels** it, you may **delete** the order. Find any printed order sheet (and destroy it) to prevent shipping errors.

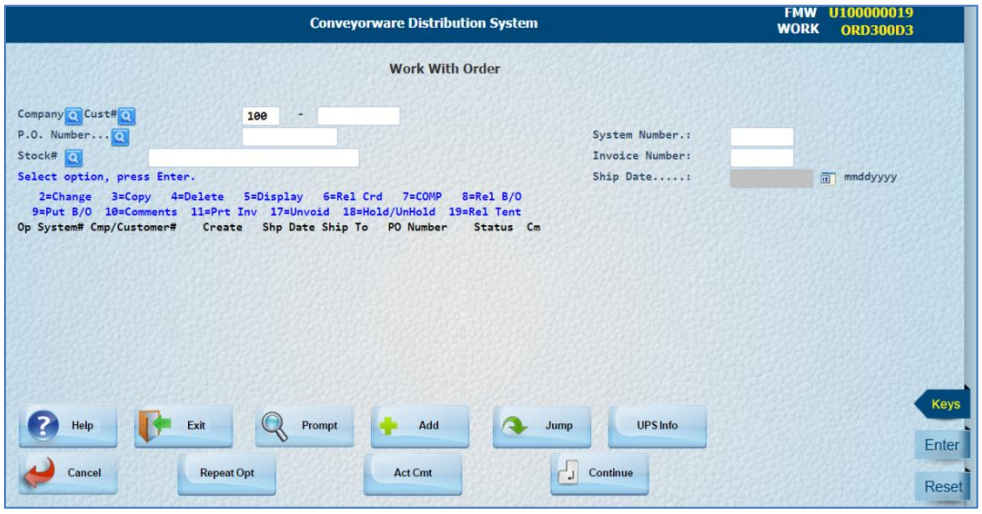
✱ **To Select Work with Orders:**

From the 400 Orders, Fulfillment, & Shipping Menu,

➔ Click on **401. Work with Orders**, or

➔ Key command **"401", [Enter].**

The Work with Order selection screen appears.



Work With Order selection screen

The Work with Order **selection screen** has **header fields** for specifying or **searching** for Customer Orders: **Company Number** is a required field for **any** search.

The **search/position-to** fields are:

- **Company /Customer Number:** These search fields will list Orders for a specific Customer Account. [Prompt] can be used to select. The list **sorts** by Customer **PO Number.**
- **Ship-To Name:** This search field displays orders that have a Ship-To Contact Name that starts with a letter/word keyed here. A Customer Number is not required. Note that only the **first word** in this field is searched. Only orders that match the search will display.
- **PO Number:** This position-to and sort field will **list ALL orders** if "**A**" is specified, or will position a long order list to any other entry. Using [Prompt] for this field requires a specific Customer Account.
- **System Number:** This position-to and sort field requires a specific order's SN, displaying it with all subsequent SNs in the list. System Number is assigned, in sequence, to each active Order as it is created. This can be thought of as this system's **Order Number**. (up to 7 digits, numeric.)
- **Stock Number:** A search field, Stock Number search will display a list of all orders with a specified inventory item ONLY if a **Customer Account** is first specified. [Prompt] can be used to select the Stock Number. This search **sorts** the orders by **Date**.
- **Ship Date:** A position-to and sort field, this field limits the list only if a **Customer Account** is specified first. Select (click on the calendar icon) an earliest date to display only orders with future-ship dates, to exclude held orders, or to **sort** orders **by Ship Date.**

- **Invoice Number:** A position-to field that **sorts by PO Number.** Use this field for orders with **COMP** status (completed today) that have assigned Invoice Numbers. Find, also, Customer Orders that originated through the **Returns/Repairs** Menu: these have the **System Number** in their **Invoice** field, and the R/R Order Number in the PO # field. **Key "1"** in the **Invoice** field to display **all** of these orders.

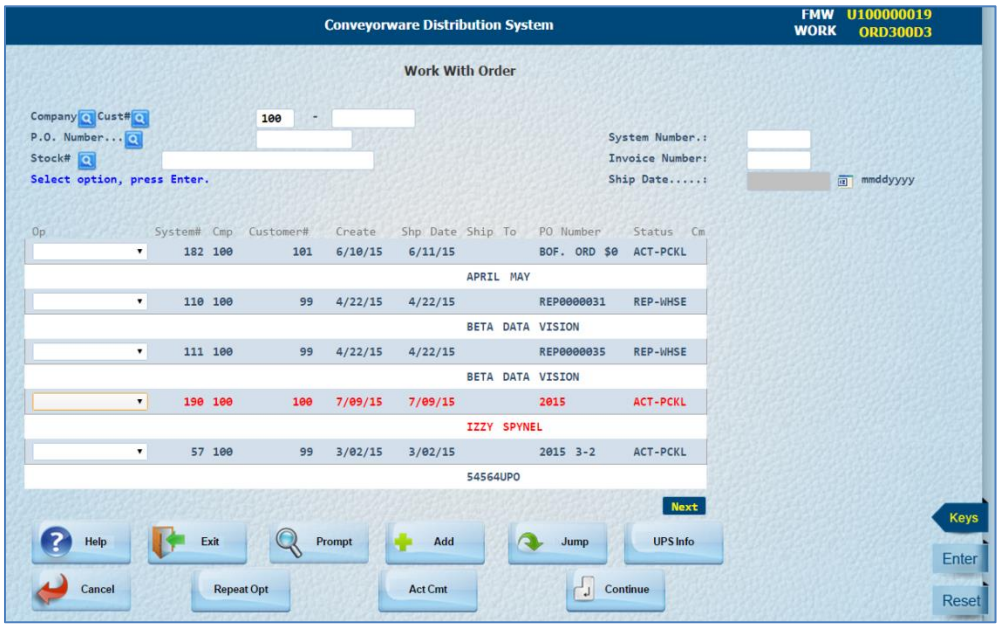
✱ To Display ALL Orders for the Company:

➔ View, select or key the **Company Number, [Tab]**
Up to 10 digits, numeric. Use **[Prompt]** to select, if desired. Leave the **Customer Account Number** field blank.

In the **Purchase Order Number** field,

➔ Key **'A', [Enter].**
Up to 10 digits, numeric. This value (A) selects for all possible alphanumeric entries.

The Work with Orders list appears, sorted by **Customer PO Number**, listing all of the company's orders. Active and pending orders, as well as tentative orders, are included.



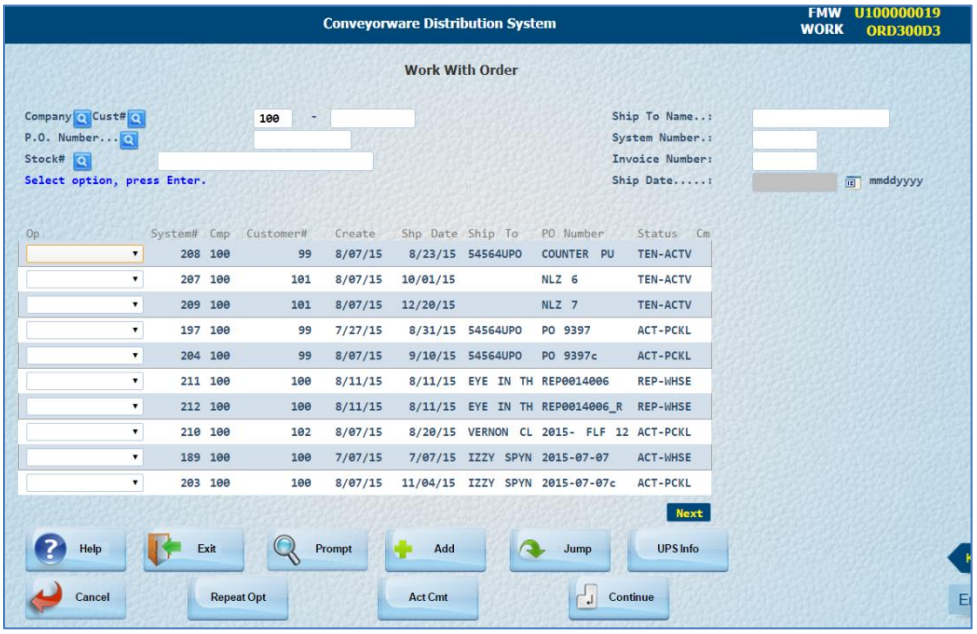
The system helps to **prioritize fulfillment** by displaying in **RED TEXT** the orders with Ship-Via codes for **Next-Day Delivery**.

✱ To Display the Orders for One Customer Account:

➔ *View*, select, or key the **Company Number, [Tab]**
Up to 3 digits, numeric. Use **[Prompt]** to select, if desired.

➔ Select or key the **Customer Account Number, [Enter]**
Up to 10 digits, numeric. Use **[Prompt]** to select, if desired.

The Work with Orders List detail screen appears, listing all of the Customer's orders. sorted by (Customer) **PO Number.**



Layout for Work with Order List detail screen:

Columns: **Opt:** Option List: Action:

2=Change	Displays and **permits editing** of the order.
3=Copy	Copies the existing order (which may then be edited). The new order **appears in the list**, with a new System Number, with the Ship Date today, and the original PO with the suffix "c".
4=Delete	**Voids** the order. Any allocated stock is returned to available inventory. The Day-End process removes the Order from the list.
5=Display	Provides a **no-editing** display of the order.
6=Rel Crd	Releases the order from an automated **Credit Hold**.
7=COMP	**Completes** the Order (bypasses the order fulfillment and shipping process). Order status becomes COMP, and the Invoice can be printed with Option 11=Prt Inv.

7=COMP can be **restricted** by the Sys-Admin; **permission** for this function resides in the Admin 900 Menu, 909. Work with User ID.

8=Rel B/O	Releases a **Back-Order Hold** for active processing. The system can allocate available stock and print the order if it is ready for processing.
9=Put B/O	Places the **entire** order on Back Order Hold (B/O) status, and releases any stock already allocated to the order. This hold must be **manually removed** (with Opt. 8) before new stock is allocated.
10=Comments	Display/Edit/Add a Local Comment for the Order. This **Order** Comment record will disappear when the Order is completed and saved to History.
11=Prt Inv	Print a Formal **Invoice** (only when status is **SHIP** or **COMP**) before day-end process removes the order from the list.
17=Unvoid	Restores a voided (today) order to Active Status. The system can allocate stock and print the order if it is ready for processing.

18=Hold/Unhold: **Shipping Hold**; toggles to hold/release a **parcel** order with **COMP** Status. Use this **manual hold** ONLY when an order is **not picked up** by the carrier before day-end. The order stays in the warehouse **overnight**, and is NOT removed from the Order List by the dayend process.

19=Rel Tent Changes (releases) a **Tentative** Order to confirmed, **Active** Status.

System #: System Number, the system's ID assigned at order creation.

Cmp/Customer#: Company and Customer Numbers.

Create: Date the Order was created.

Shp Date: Date the order is (or was) scheduled to ship.

Ship-To: Ship-To Address Name. This can be different from the Customer Account's Ship-To Address.

PO Number: **Customer's Reference** Number: input at order entry. If a customer doesn't supply a purchase order, the **System Number** defaults to this field.

Status: **Order Type** and **Current Status**:

Status: **ACT:** An **active order;** the system allocates available stock, and moves the order through the fulfillment process.

CRD: Order is on **Credit Hold**. The reports 462: Credit Hold Report (Complete), or 463: C.H.R. (Today's) provide lists with reason, history, and contact info. A **Customer Account's first order** has this status until released.

TEN: A **Tentative** order, for planning only, with no stock allocated to it. Order Sheet/Pick List will NOT print.

B/O: This order is on Back-Order Hold: it is either a

- **Full** Back-Order: an entire order purposely held by **Option 9=Put BO**, <OR>
- **Partial** Back-Order (the rest of the order has already shipped), created with the **line-item B/O** Column, or the Remarks window **B/O Short Stock** field of the order.

B/O Holds must be **manually released**.

Active orders **short-of-stock** do NOT have B/O Hold status; these are processed as soon as new stock is received/available.

REP: This **Active** order originated through the Returns/Repairs Menu. It may include standard Inventory Stock, or may be repaired (or return-as-is) items from the Returns Warehouse.

Process: **PCKL:** Pick List/Order Sheet is NOT yet printed. The order may be **unfinished** (waiting for more info), or may have an **error** or a **problem** (such as short-of-stock).

WHSE: Stock is allocated, Order Sheet is printed and is active in the warehouse.

COMP: (Parcel or Freight) Order is completed, and will be removed from the order list by the Day-End process.

SHIP: Freight (only) order is ready for carrier; Bill of Lading is not finalized/printed (waiting for truck arrival). Printing the final BOL changes this status to COMP.

HOLD: Completed **parcel** order is still in the warehouse overnight. This **manual** shipping hold prevents the day-end clearing of an order when the carrier doesn't make a same-day pickup (or has already finished pickup).

VOID: Order has been voided today; it will be removed from the order list by the Day-End process.

Cm: ***** indicates a Local Comment exists for the Order.

Active [Buttons] (FKeys)**:** Note that some [Buttons]/F-Keys are common to all ConveyorWare screens; some are **unique to this screen**. (*****=function is **unique** to this screen)

[Help] (F1)**:** Brings up a "Help" window with information about the cursor's field. From any [Help] (F1) window, press **[Extended Help]** (F2) for detailed information about the *entire* screen.

[Exit] (F3)**:** Cancels the current screen and returns to the menu.

[Prompt] (F4)**:** For fields with a "" (**lookup sign**): lists all data choices to fill the field.

[Add](F6)**:** Brings up a screen to add a new record or transaction.

[Jump] (F7)**:** Displays the current **Customer Account**'s screen in your choice of other Menus: **A**ccounts Receivable, **C**ustomer Account, Sales **H**istory, **O**rder List, and **R**eturn/Repairs.

***[UPS Info]** (F11)**:** With a specified Company/Customer Account, brings up the Display Parcel Shipping Info screen (the UPS Manifest) for today's shipments. Other carriers' manifests can't be displayed here.

[Cancel] (F12)**:** Cancels the current screen and returns to the previous screen.

***[Repeat Opt]** (F13)**:** This selection functions only with the non-GUI (i.e., only HOD "green screen") sign-in to repeat an action.

[Act Cmt] (F19)**:** Displays **Global Comments**, specific to a Customer Account. This window can be accessed in many system activities when working with the Account.

[Continue] (Enter): Saves any entries.

The Order Entry process proceeds through **several screens**, with:

1. **Shipping and Payment Entries,**
2. **Stock Entries,**
3. **Ship-To window,** and
4. **Remarks and Details window.**

ConveyorWare's Order entry process is **complex,** with hundreds of choices that are adaptable to a wide range of business needs. Your **Company defaults** and your **Customer Account records**, however, streamline the process:

- Many fields are filled with selections from your **Customer Account records**: Ship-To Address, Ship-Via, order fulfillment settings, etc.
- Some fields have generic **default entries**. Package Type defaults to the generic package; Ship Date assumes today's date.
- Some fields will be **irrelevant** to your business needs. Leave them blank, or keep the default entries.

✱ To Add a New Order:

From the 401 Work with Order screen,

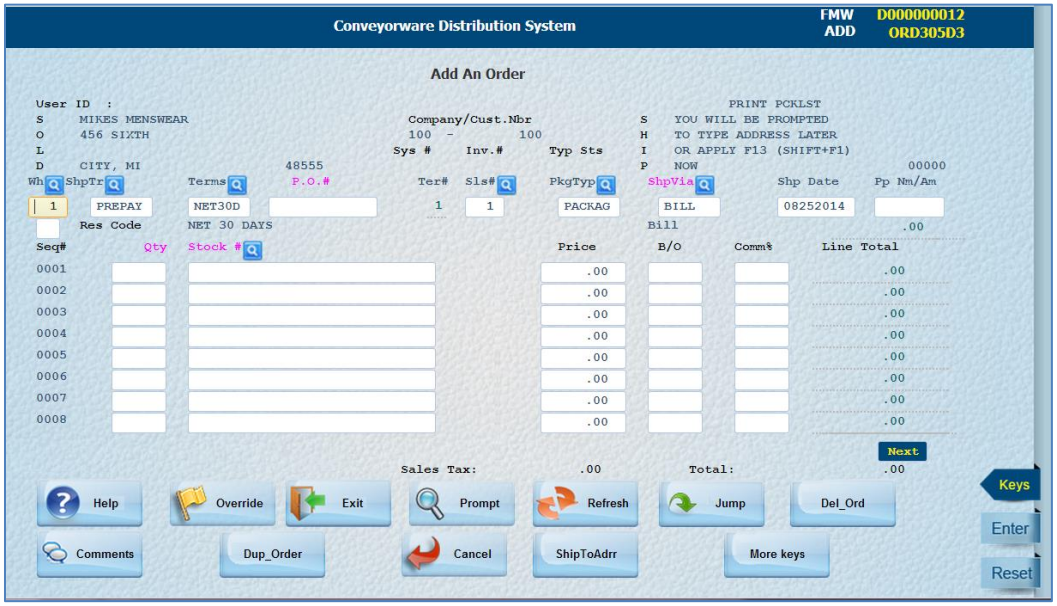
➔ View, select or key **Company Number**, **[Tab]**

➔ Select or key **Customer Account Number**, **[Add]** (F6).

The Add An Order **detail** screen appears with **default information** from the 201 Customer Account record. **Pink=** a **Required** Field. Any defaulted values may be changed, if appropriate.

If the Customer Account has a 417 Default Order, the **Line Items** and any (preliminary) **Purchase Order Number** from that template also appear.

If the order is **Prepaid** (thru AR 101), you'll need the Payment ID/Check Number.



Add An Order Screen

Layout, Add an Order primary detail screen:

Header Columns (display-only fields):

(Left) **User ID**: The order's originator (Still blank on the Add screen).

Sold: The Customer Account Bill-To Name and Address.

(Center)**Company/Cust.Nbr:** As specified on selection screen.

Sys #: Order's System Number (assigned after "Save").

Inv#: Order's Invoice Number (assigned after "Complete").

Typ: Order Status (Letter) Code (now blank).

Sts: Order Process Code (now blank).

(Right) **Status Message:** "Print Picklist" appears on new order screens.

Ship: The Customer Ship-To Name & Address fields default here, if not changed on the second (Ship-To) order screen.

Shipping and Payment section:

Wh: Warehouse Number (default is Whse 1).

ShpTr **Shipping Payment** Terms: **TS Code** (PARCEL or FREIGHT Payment) Terms. Some codes are specific to UPS services, (and other parcel services), and some to freight carriers.

This field specifies WHO pays the CARRIER. Each of the codes has a unique function. ONLY the UPS codes can be used to add actual parcel shipping cost to the order at the time of order fulfillment.

All Freight shipping REQUIRES printing a FINAL Bill-of-Lading (BOL) to clear an Order from SHIP status to COMP status.

-

C&F - Cost & Freight: UPS international-only shipping; specify the (Freight Collect) UPS Account to bill. The (Customs) Declared Value will be Invoice-plus-Shipping.

COD Code - UPS Collect-on-Delivery codes. UPS collects the Invoice Amount at delivery, and sends the payment to the Shipper.

COL - FREIGHT Collect: The Recipient pays the freight. The BOL prints with identical Ship-To and Bill-To information. The Invoice payment terms are not affected by the Shipping payment

FRTCOL - THIRD-PARTY-Billed FREIGHT. After the Order's Ship-To panel, the 3rd-Party Billing window appears. The 3rd-party info prints in the Bill-To section of the BOL. This code is often used for freight billed to the recipient's office address.

-

FRTTPB - Like FRTCOL, this freight code brings up a 3rd-Party Billing window, but the BOL prints with the Customer Bill-To info. Same as Prepaid Freight.

PREPAID- BOTH Parcel AND Freight Ship-Via codes.
---**Parcel Prepaid:** Your COMPANY Account is Billed for parcel shipping.
---**Freight Prepaid:** The CUSTOMER Account is Bill-To on the Bill of Lading.

PREOWN - **Freight** Prepaid, with the COMPANY as Bill-To on the BOL.
TPB - Parcel 3rd party shipping. The UPS Account window and 3rd-Party Billing window assign the shipping cost. UPS requires the EXACT Bill-To Account Name and Address, in addition to the Bill-To Account Number. Errors in the 3rd-Party window assign cost to the Company UPS Account.

TPBCOL - Freight 3rd Party Billed Collect. No 3rd-Party Bill-To window. Same as Prepaid Freight.

NOTE that the **Shipping** Terms **Prepaid** and **Collect** do NOT refer to WHEN the shipping cost is paid. This standard freight jargon only specifies **WHO pays** the freight **CARRIER**:

Prepaid means the **Consignor (shipper)** pays, and
Collect means the **Consignee (recipient)** pays the carrier.
Third Party means the carrier is paid by a third entity, specified on the BOL

These Ship Terms are only used for a (freight) **Bill of Lading**, the **shipper's contract** with the carrier.

Ship Terms, here, don't resolve the question of who will bear the freight cost: The shipper can pay for the freight (prepaid), and then add it to the recipient's sales invoice. The recipient might pay the freight (collect), but be allowed to subtract all or part of that amount from the sales invoice (as a "freight allowance").

Terms: **Invoice Payment** terms, **TR** Code. This order's default code comes from the Customer Account Payment Terms field. These Codes include:

NET15D	Net 15 Days
NET30D	(**default**) Net 30 Days
NET60D	Net 60 Days
N30210	Net 30, 2% 10 (2% Discount within 10 Days)
PREPAY:	Prepay Account (automatic Credit Hold if a Prepayment isn't specified). All web shopping cart orders are prepaid.
TPB:	Third Party Billing.

PO #: The Customer's PO/Reference Number. (No default from 201 Customer record). If left **blank**, a prompt appears to confirm adding the order's **System Number** to this field.

A **default PO Number** (from a 419 Default Order template) can be edited to be unique: add a date, or other suffix, to the basic PO Number.

Ter #: Territory Number. The Customer Account's assigned sales territory displays, and cannot be edited here.

Sls #: Sales Rep Number appears, if assigned in the Account record. [Prompt] allows selection of any other Rep assigned to the Customer's Territory.

Shp Date: (Scheduled) Ship Date; default is **today**. A **future** date holds the order for automatic fulfillment on that date. This date appears in sales reports, even if the order doesn't ship on this date.

Ship-Via: Code for a **Parcel** or **Freight** carrier; the code name displays beneath, after selection. This code determines the fulfillment process for the order, parcel ("mail") or freight ("truck"). **All Freight** carrier codes **require** printing a final **Bill of Lading,** Option 336. See Menu 411/980 Fulfillment and Shipping for more details.

Pkg Type: **UPS** requires the specified packaging in the [Prompt] list; for other shipping services, leave the default, or blank.

Pp Nm/Am: Pre-Payment Number, above Pre-Payment Amount. If the Order is **Pre-Paid,** the **Customer Check Number** and pre-payment Amount (non-check payments are number "9999999"). Web-based (imported) orders automatically populate this field.

Line Item Columns:

Seq: Line Number

Qty: Quantity Ordered

Stock #: Stock Number. The [Prompt] list also permits more specific selection, by **Mfr. Serial Number**, if used.

Price: Price per Unit (Blank=301 Inventory Record Price).

The **Price** field does NOT automatically change if the **Stock Number** field is edited; correct the price manually if Stock Number is changed after a line-item is entered.

B/O: Back-Order; Places a **partial** Quantity on B/O Hold.

Do NOT use the **BO** column for an **entire order**, or the Order Sheet will never (manually or automatically) print.

Comm%: Sales Commission Percentage. An entry here **overrides all** other commission rates from Customer, Stock Number, or Sales Rep records.

Line Total: **Quantity** times **Price**. This column can display a running **Subtotal;** use the **[LnTotal/Subtotal]** toggle button.

Active [Buttons] (F Keys)**:** Note that some [Buttons] are common to all ConveyorWare screens; some are **unique to this screen**. (*****=function is **unique** to this screen)

[Help] (F1)**:** Brings up a "Help" window with information about the cursor's field. From any [F1] Help window, press **[Extended Help]** (F2) for detailed information about the entire screen.

***[Override]** (F2)**:** Warning (or error) messages are built into the system. This key confirms awareness of below-cost pricing, or of a missing or duplicate PO#.

[Exit] (F3)**:** Cancels the current screen, returning to the Work with Orders list.

[Prompt] (F4)**:** For fields with a "" (**lookup sign**) in the field name: lists all data choices for this field.

[Refresh] (F5)**:** On this screen, [Refresh] updates a calculation without progressing to the next screen.

[Jump] (F7)**:** Displays the current **Customer Account**'s screen in your choice of other Menus: **A**ccounts Receivable, **C**ustomer Account, Sales **H**istory, **O**rder List, and **R**eturn/Repairs.

Note: Using **[Jump]** (F7) from a **new** (unsaved) record, or one in change-mode, will **lose any unsaved data**.

***[Del Ord]** (F8)**:** Deletes the on-screen order; **requires confirmation** of the command. The Order Status changes to VOID, and the order is removed from the list by the dayend process. Selecting 4=Delete in the Order List screen also voids the order.

[Comments] (F10)**:** Display and/or enter Comments for the current (order) record. Order Comments are NOT saved to Invoice records.

***[Dup Ord]** (F11)**:** Only when pressed while on **Add an Order** screen, this command creates an **identical** new order (with a different System Number) that appears in the Order list. The new order can be edited, but the Customer Account Number can't be changed.

[Cancel] (F12)**:** Cancels the current screen and returns to the previous screen.

***[Adrs/Remk]** (F13)**:** Displays the order's Ship-To Address window, and then [Enter] displays the Remarks & Details window.

***[More Keys] (F24)**: Click on this key to **display the following** Buttons/F-keys (active for the Work with Order screens, even when they're *not* displayed):

***[Itm Ser No]** (F15)**:** Displays a **2nd line** for each line-item, with 3 detail fields:

1. **Serial#** (this could be a **Manufacturer's** serial, or Mfr lot), an active field for recording a unique registered unit.
2. **System Serial #** (displays the stock lot **allocated** to this order), &
3. Customer **PO Line #,** an active field for the end-customer's tracking purposes; this reference prints on the **Packing Slip**, but not on an Invoice.)

***[Ln Total/Sub Total]** (F17)**:** Toggles the data display in the final Stock Entry column, alternating **Line Totals** and **Cumulative Sub-Total**.

***[Act Cmt]** (F19)**:** Displays Global comments, specific to the Customer Account.

Shipping and Payment Entry:

In the **first phase** of the order you need the following:

1. Expected **Payment** and **Shipping** terms: How will the order and any shipping costs be paid?
2. Transportation Method: **Carrier**, and **service** specifics.
3. Customer's Purchase Order Number (if one is provided)
4. Preferred Ship Date.
5. Any Prepayment information, if provided. Record the Prepayment in AR 101 **before** creating the order.

➔ *View* or select **Wh** , **[Tab]**

Warehouse Number. If more than one exists, use **[Prompt]** if desired. One order can be filled through only one warehouse.

➔ *View* or Select **ShpTr** , **[Tab]**

Shipping Payment, **TS Code**. Transportation Payment Terms Code. Use [**Prompt**] (F4) for selection. Note that for Shipping Terms, "Prepaid" means that the shipper pays the carrier/parcel service. "Collect" means that the recipient pays the carrier. **Third-Party Billing (TPB)** for shipping is complex: see the TPB section following Ship-To Information window.

➔ *View* or Select **Terms** , **[Tab]**

Invoice Payment terms, **TR Code.** A default value appears, as specified in the Customer Account Record. Another Invoice Terms Code can be selected with the **[Prompt]** button:

➔ Key (Customer) **PO #, [Tab]**

Up to 12 digits, alphanumeric. The customer's Purchase Order number. The 201. Customer Record may display a blanket PO Number, but that will not default here; key the PO, if provided. An *additional* Customer Reference Number can be entered on the Remarks and Details screen.

Note: If the **PO** field is left **blank**, a warning appears as the screen is saved, and the Order's **System Number** will default here. The Order List is **sorted** by this field, with alpha first, and then numeric sorting.

➔ *View* **Ter #, [Tab]**

2 digits, numeric. Territory Number. The Customer Account's assigned sales territory, a display-only field here.

➔ Key **Sls #** , **[Tab]**

3 digit, numeric. Sales Rep Number; if used. Default is "1". Any Sales Rep specified here must (already) be assigned to this Customer's Territory.

➔ *View* or Key **Shp Date:**

8 digit, numeric (mmddyyyy). Ship Date: Default is today.

Note: **Schedule** an order to **ship in the future:** Key the date to process the order. The order displays **active status**, but the order sheet/pick list will not print. On the **ship-date**, the system **automatically allocates** stock and **prints** the order.

Note also: If the **Account is on Credit Hold**, orders don't appear on the credit hold report until the **ship-date**. If short of stock, or errors exist, the order will continue to have **ACT/PCKL** status.

➔ Key or select **Ship Via**, **[Tab]**

Up to 6 digits, alphanumeric. **VI Code.** Use **[Prompt]** to select from the **Parcel** and **Freight** carriers and/or service.

Position the long Ship-Via [Prompt] list with **Fe** for **FedEx**, **UP** for **UPS**, or **US** for **USPS**.

The **Ship-Via** field controls the **order fulfillment** and **shipping process**. Each Code sends the order through either the "**mail**" process, with **parcel** service shipping, or the "**truck**" process, which prepares a Bill of Lading (**BOL**), shipping manifest, and comprehensive pallet/carton labels.

Special Ship-Via Codes:

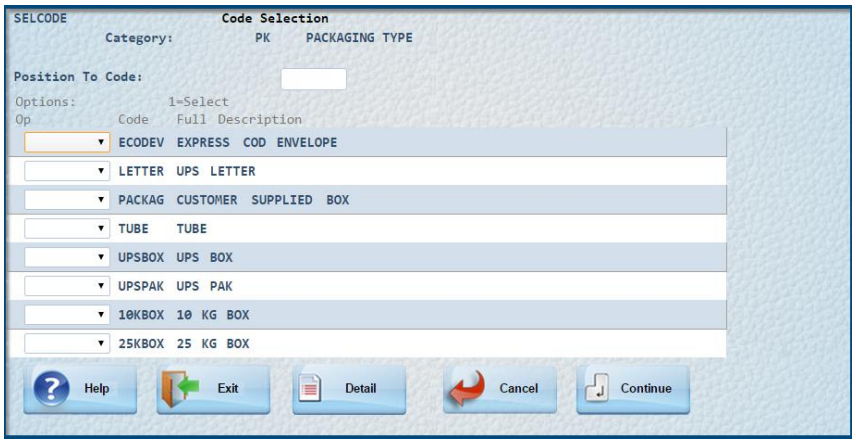
BILL: No shipping, no BOL (Bill of Lading).

CPU: Customer Pick Up: **Freight,** but not a commercial carrier. Printing the BOL is still required, but use the BOL as pick-up receipt.

TBD (To Be Determined) **holds** an incomplete order (with PCKL status) until a different code is selected.

➔ *View* or select **Pkg Type Code**, **[Tab]**

Up to 6 characters, alpha. Default is **Package**, generic. Use [**Prompt**] for a UPS-**required** selection, if shipping by **UPS**.



➔ *View* or key **Pp Nm/Am, [Tab]**

7 digits, numeric. **Pre-Payment Number** (active field), above **Pre Payment Amount** (display-only field). If the Order is Pre-Paid, key the **Customer Check Number** (non-check payments are number "9999999"). Post a manual pre-payment to **Accounts Receivable** *before* entering the order. Pre-paid **webstore orders** automatically populate these fields.

Stock Entries

In this section, enter the order's **merchandise**, including **non-stock** items and **service** charges. Order **Quantity** and **Stock Number** must be specified.

Price, **Back Order**, and **Commission** fields can be left **blank**; enter these only to **override** the defaults from **Inventory, Customer,** and **Sales Rep** records.

> Note: If there is a **Default Order** Template (Option 419) for this Customer Account, the Order Entry Screen has appeared with **Quantities, Stock Numbers**, **Prices**, and **Commissions** prefilled**.** Edit this order here; the Customer's default order template is not affected.

➔ Key **Qty, [Tab]**

5 digits, numeric. Key the full order quantity of the Stock Number, even if inventory is short. This ensures that quantity price breaks apply if a partial Back-Order results.

➔ Select or key **Stock #**, **[Tab]**

Up to 30 digits, alphanumeric. As listed in the 301 Inventory record.

If desired, press **[Prompt]** for the Stock Item Selection window:

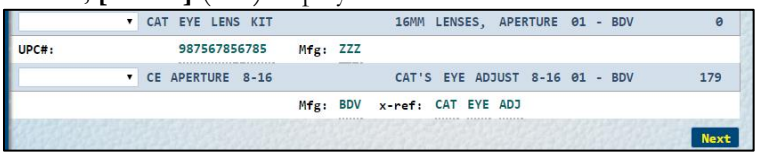
(Prompt) Stock Item Selection list window

The Stock Item Selection list appears.

- Use the **Pos. to** (Co./) **Stock** field to position the Stock List, if needed, or
- Navigate with the **[Next]** and **[Previous]** buttons, or
- Use **[Page Down]** & **[Page Up]** keys on a keyboard.

This list displays more than the **Stock Number:** The **On-Hand Quantity** is listed in the far right column. Is there **enough** stock to fill this order?

On this window, **[Detail]** (F11) displays a second line for each Stock Number:



This detail line can help to find or confirm a correct Stock Number, displaying the Unit UPC, the Manufacturer Abbreviation, and the X-Ref Number from the 301 record. Note that only the fields with existing entries are displayed.

For each Stock Number, there are two choices in the list's **Opt** column: **1=Select** and **2=Mfr Serial #.** If there are Manufacturer Serials (designated when stock is received thru the Warehouse Scanner Menu), a specific MS# can be selected.

Find the Stock; select by clicking on **1=Select**.

> **Note**: Add more Stock **Detail** with a **Second Item-Line**, displaying 3 more fields:
> **Manufacturer Serial Number** (active field)
> **System Serial Number**, (display-only field, for **allocated** stock) and
> (Customer) **PO Line Number** (active field).
> Press the **[Item Ser No]** button (F15) to display them.

> Notice that **F15** is not displayed on the Order screen; use **[More Keys]** (F24) to **toggle** display of **F15, F17,** and **F19,** alternating with the many other F-Keys.

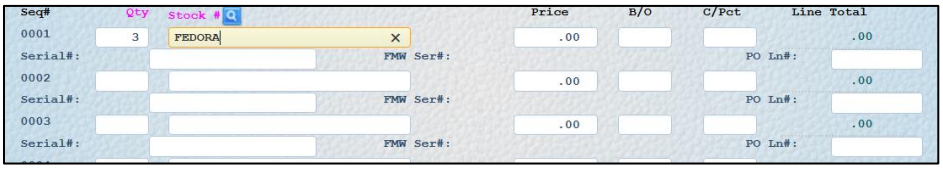
➔ View, or key **Price, [Tab]**
Up to 7 digits, numeric, (no assumed decimals). **Optional.** The 301 Inventory Record Price will default when the Order is saved, including any quantity price break. Any price keyed here will override other pricing.

➔ View, or key **B/O, [Tab]**
Up to 5 digits, numeric. **(Partial Back Order) Optional.** To back order **some (but not all)** of this line-item, key the number in this column. The system can allocate and ship the available stock for this order, and then **will create a new order** (with a Back-Order Hold) for the item/quantity specified. See the **Order Management section**, following.

➔ View, or key **Comm%,**
Up to 5 digits, numeric. **Optional. Commission Percentage**, if different from record defaults. A Sales Commission keyed here overrides any commissions specified in the Customer, Inventory, and Territory/Sales Rep Records.

✱ To Add/Display Second-Line Stock Details:

➔ Press **[Itm Ser No]** (F15).



Each second line has two active added fields, **Serial#**, and **PO Ln#**. Between them is the **System Serial#** display-only field.

➔ Key **Manufacturer Serial Number, [Tab]**
If these are used for your business, a Mfr Serial can be entered here, *or* one will be displayed when Stock is allocated by the system.

➔ Key **PO Line Number,**
If your Customer requires this reference to their Purchase Order, key it here. This field prints on the **Packing Slip** (but not on the Invoice).

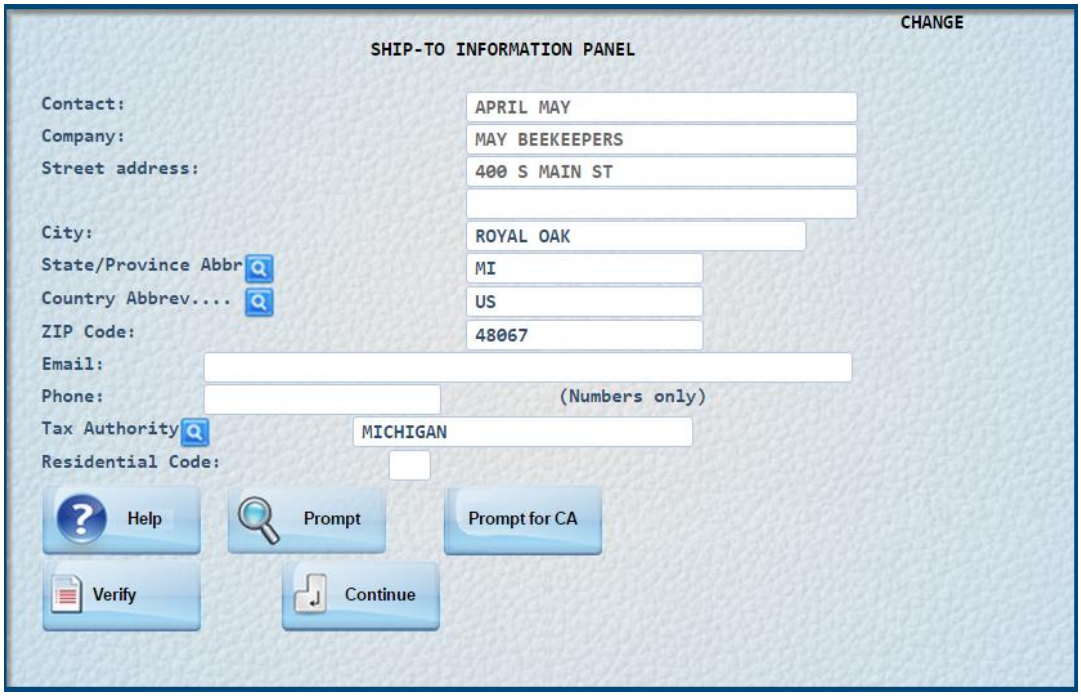
➔ **Press** [Enter] to Continue.

The Ship-To Information panel appears, <OR>:

If an **ERROR** exists **in the order,** a message appears in the lower left of the screen. Adjust entries. **[F2=Override]** allows below-cost pricing, and can confirm a Duplicate- or No- PO. Re-try saving the order with **[Enter].**

> Note: As the system **allocates** warehouse stock, **one** line-item may be split into **two or more** lines of partial quantity for a **single Stock Number**. This happens with **FIFO allocation**, when each System Serial Number (i.e, receiving lot) allocated to the order has its own item line.
>
> A line-item can also be split by the **Back-Order** process. See the Remarks and Details window, following.
>
> Even when you know a Line-Item will be split, enter the **entire quantity** of each Stock Number on a **single line**. This ensures accurate **automated price breaks**.

Ship-To Information:



Ship-To Information panel

Note: Only for orders with **UPS Ship-Via** codes, these two additional [Buttons] / F-Keys appear:

[Extra_UPS_Srv] (F8): Use the **Extra Services window** for high value insurance, hundredweight, delivery confirmation, signature restrictions/release, and/or Saturday Delivery, if applicable.

[UPS Info] (F8): After order fulfillment, display Shipping Manifest info here.

➔ Verify **the** Ship-To Contact, Company, and Address
Up to 35 characters per line, alphanumeric. The Customer Account's Ship-to address appears.

Note that this panel has a **[Verify]** (F11) **Address** Button. Use this function to authenticate an address through the **US Postal Service Address** database. The [Verify] button is also found on the 201 Customer Account's Bill-To Address and Ship-To Address panels.

<OR> If the **recipient** is **different** from the Account's Ship-To address for this Order, key any changes now:

➔ Key **Ship-To Name, Company, Address, City, [Tab]**

➔ Key **State Abbrev**, **Country Abbrev**, **Zip Code, [Tab]**
Up to 35 digits, alphanumeric. ALL State, Canadian Province, and Country codes are two digits. (United States= "US"). Use [Prompt] (F4), if desired, for US State. Use [CA_Prov] (F16) for Canada. The **Country Code** controls generation of **Customs** Documents.

➔ Key (5-digit only) **Zip Code (or Int'l Postal Code), [Tab]**

➔ Verify or key **Ship-To Email, [Tab]**
Up to 24 digit, alphanumeric. (Optional) If parcel shipping through UPS, USPS, or FedEx, the **carrier sends the tracking number** to this email address.

➔ Key **Ship-To Phone, [Tab]**
Up to *24 digits, numeric.* (Optional) The Contact's or Recipient's phone. Numbers only; no hyphens.

➔ View or select **Tax Authority**, **[Tab]**
Up to *30 digits, alphanumeric.* Required. Default is from the Customer Account record. Use [Prompt] (F4), if appropriate, to select a different locality for this shipment.

➔ ***View*, or Key Res Code, [Continue]** (Enter).
Blank (default) = a Commercial Delivery Address. "**R**" codes for a Parcel Carrier's **Residential Surcharge**.

The Remarks and Details window appears. In the center of the screen, the order's **System Number** (the system's Order Number) is displayed, and the **Invoice Total** appears. If there is a **status issue** with the order, a **red message displays** above the active fields.

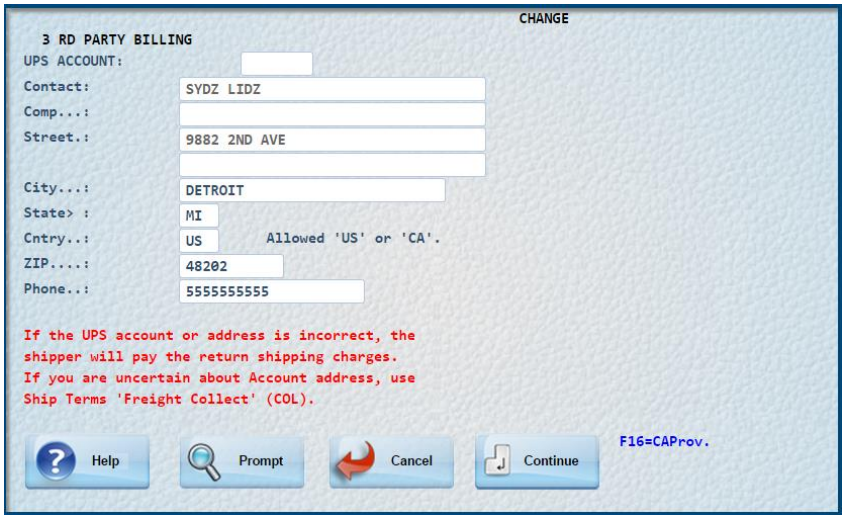
Third-Party Billed (TPB) Shipping

- **TPB <u>Freight</u>** requires an agreement with the freight carrier.
- **TPB <u>Parcel</u>** is available <u>only</u> for system-integrated UPS shipping. Note that **IF** the third-party charge is **refused**, or any the account info is **incorrect**, the shipping cost is charged back to the Shipper.

For **Third-Party-Billed** (parcel) **UPS** shipping: The UPS Account window appears:

➔ Key the **UPS Account Number, [Continue].**
6 digits, alphanumeric.

For **TPB Freight or Parcel**, the 3rd Party Billing window appears:

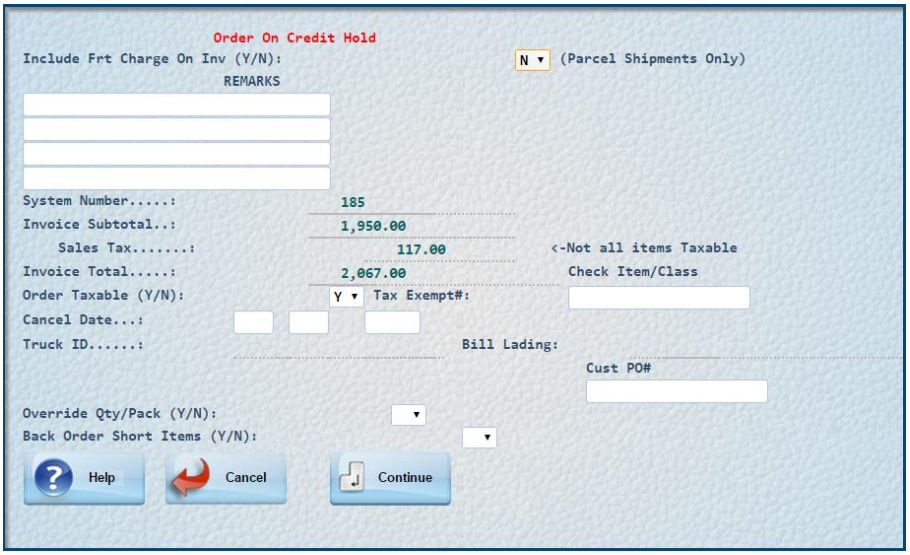


NOTE the **red warning message** on this window. If the **UPS Account** Number is not correct, or if other fields don't agree with UPS's billing information, the shipment might be billed to your Company UPS Account.

➔ Key the **UPS Account Number, [Tab]**

➔ Key **All Other fields, [Continue] (Enter).**

Remarks and Details window



Remarks and Details window

➔ View or key **Include Frt Charge on Invoice (Y/N), [Tab]**
Y is default. This field will add **Parcel Shipping Fees** to the **Invoice**. For **UPS** service, the charge is **immediately** added, and can be printed, shipping with the parcel. For **FedEx** and **USPS** service, the charge calculates with **Day End**, and appears on the invoices printed overnight.

➔ Bypass or key **Remarks, [Tab]**
Up to four lines: This note appears on the Pick Ticket, **Packing Slip,** and **Customer Invoice**. Enter instructions, or a **note to the customer** about the order. Orders originating from the Return/Repair process display reference fields here.

➔ *View* **System Number,**
7 digits, numeric. Display-Only field: the *system's* assigned Order Number appears.

➔ *View* **Subtotal, Sales Tax, and Invoice Total,**
Up to 9 digits, numeric. Display-Only fields: the system's computed Subtotal amount for all ordered stock (whether available or not), for applicable Sales Tax, and Order Total.

➔ Key **Cancel Date, [Tab]**
8 digits: mm dd yyyy. **(Optional).** Key a date to **time-limit** order fulfillment. This prevents the order from shipping after a deadline, but does NOT cancel or void the order. Date must be no earlier than today.

➔ *View* **Truck ID** field: (Blank)
Up to 10 digits, numeric. Display-Only field. Displays the Truck ID for a finalized freight shipment.

➔ *View* **Bill of Lading** field: (Blank)
Up to 18, alphanumeric. Display-Only field. Displays the Bill of Lading Number for a finalized freight shipment

➔ Key a second **Customer PO#, [Tab]**
(Optional). A Customer may specify a **second Reference** or Purchase Order Number for this shipment. This field also prints on the Order Sheet and Bill of Lading.

➔ Key **Override Qty/Pack (Y/N):**
The default is "N." "Y" allows shipping non-standard case packs. (Example: A case-pack normally contains 12 units, but you have some containing less or more than 12).

➔ Key **Back Order Short Items (Y):**
(Optional) Blank (default) keeps an order that is **short-of-stock** on the Order list with status **ACT-PCKL.** The order will be automatically fulfilled when all stock becomes available.

"Y" automatically creates a **second Order** with **Back-Order (hold)** for all stock not in inventory. The new order Status will be **BO/PCKL**; this hold must be **manually released** to fulfill that order.

Complete the Order:

➔ **Press [Enter] to save the order.**

.

When required fields have all been completed, the system returns to the Work with Order list page. The new order appears in the list.

Display an Order

Display any Order in the list, regardless of its Status codes. The Primary Order Screen displays with the list Option **5=Display**.

To display the Ship-To Panel and Remarks Window, first click on **[Ship-To Adrr],** and then on **[Continue].**

Edit an Order

All **active** fields in an order can be changed, and additions made.

The **Company**, **Customer Account**, and **System Numbers** cannot be changed. (Notice that these fields are display-only). An order for the wrong Customer Account must be voided, and then re-entered correctly.

Order Status affects the editing process:

- There are no restrictions for editing any order with **PCKL** status.
- For **ACT-WHSE** orders, only the **Shipping Payment Terms** and **Ship-Via** fields may be changed without changing the order Status (and reprinting the Order Sheet). This feature allows the warehouse to prepare freight orders whose transit arrangements aren't definite.
- To change any **other fields** for an **ACT-WHSE** order, the system reverts its Status to **PCKL.** Be sure to retrieve the original Order Sheet, and reprint it.

Do be careful, when changing the stock section of an order, to **verify customized pricing** (if used). The system will default to **standard** pricing when it **re-computes** price amounts.

✱ **To Edit an Order:**

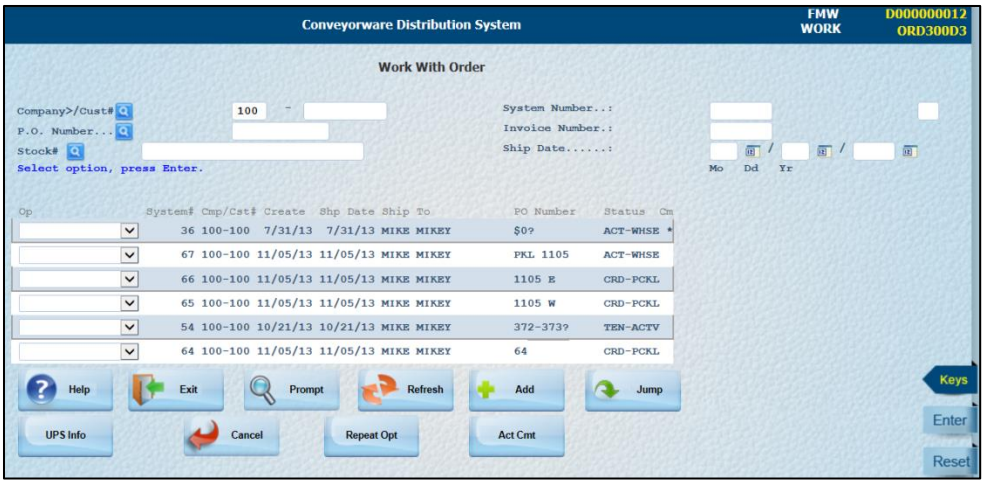
From the 401 Work With Order selection screen, display the order/list.

➔ Select, or key **Company Number, [Tab],**
Up to3 digits, numeric. Use [Prompt] to select, if desired.

➔ Select, or key **Customer Account Number, [Enter].**
Up to10 digits, numeric. Use [Prompt] to select, if desired.

Note: **Any** of the Header fields may be used to search for or specify an order.

The Work With Order List screen appears with the Customer's order(s).



Work With Order list screen

From the **Opt** box on the order line,

➔ Click on **2=Change.**

If the Order's status is **-PCKL** (any status that means the order's Pick List hasn't yet printed), the Change an Order primary screen appears.

However, if the Order's status is **ACT-WHSE**, a selection window appears:

2=Change Order selection window

Choose to change the Shipping if only the **Shipping Terms** and/or **Ship-Via** fields will be different.

To change **other fields** of the Order, remember to **destroy** the Order Sheet.

If you:

➔ Click on **[Change Shipping]** (F8),

The Change an Order, **Change Shipping** screen appears.

Change an Order, **Change Shipping** screen

➔ Select or key **Shipping Terms, [Tab]**
Use [Prompt] to select, if desired.

Note: For **TPB, Freight or Parcel**, use the Change an Order screen. The Third Party Billing window does not work here.

➔ Select or key **Ship-Via, [Enter].**
Use [Prompt] to select, if desired.

Note: For an order with **SHIP** status, only a **Freight** carrier can be selected; the order cannot be changed to a parcel carrier after fulfillment.

The system saves the shipping change. When the order is prepared, the new information will appear on the Invoice (as well as on the Bill of Lading).

If you:

➔ Click on **[Change Order]** (F11),

The [Change Order] selection window appears.

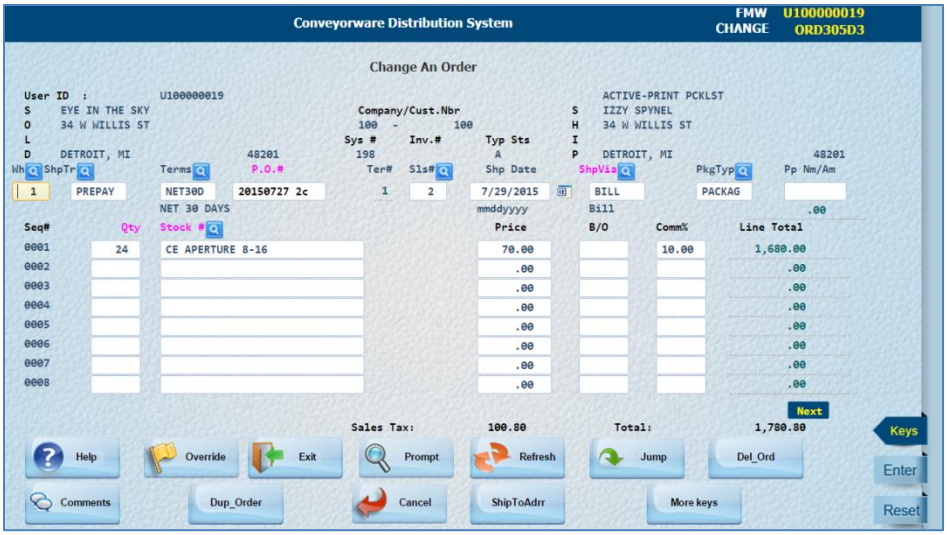
[Change Order] selection window

Note: The **[Change Order]** process changes the order's **Process Code** to **PCKL,** even if **no changes** are made or saved. A second (corrected) Order Sheet/Pick List will print with the normal process.

When the printed Order Sheet is retrieved,

➔ Press **[Continue].**

The Change an Order primary screen appears.



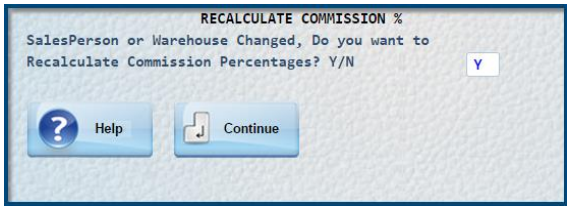
Change an Order primary detail screen

See the section **"Add a New Order"** for **detailed** screen instructions. **All** of the active Shipping and Payment, Stock Item Entry, Ship-To Info, and Remarks and Details fields may be changed.

Note that a **newly-added** Stock Number in an existing order will display with **RED Quantity** and **Price** until the system has allocated stock to them. **[Itm_Ser_No.]** (F15) displays the second item-line with the (allocated) **System Serial Number**.

The **Stock Number** field will be red only when there **isn't enough stock** to fill the order.

The Order's **Sales Rep** Number and/or **Warehouse** Number may be edited. The same Stock Number in different Warehouses can have different commissions, and Sales Reps can have specified commissions, too. When changing these fields, a confirmation window prompts to **Recalculate Commission**:



Recalculate Commission window

➔ Press **[Enter]** to confirm.

"**Y**" is the default. Key "**N**" to keep the existing commission accrual calculation.

Note that Sales Rep or Warehouse **reassignment** also strips out any **manual** entries in the Order's **C/Pct** column. Commission will be re-calculated according to **pre-set rates**, **unless** a manual rate is re-entered.

Recalculating Prices

When an Order is edited, be aware that prices **do not automatically recalculate**. This feature prevents the automated override of any manually entered pricing, but it also requires user attention:

- When a line-item's **Stock Number** is changed, the line-item's price does not change. Deleting the displayed price will not make the system insert the correct price.

When changing the **Stock Number** of a line-item, manually key the Stock Number's correct **Price**.

- Be aware that Quantity **Price Breaks** do NOT re-compute. Price Breaks from the 301 Stock Record are computed only when **adding** a Stock Numbers, not when **changing Quantity** of a Stock Number. The line total will recalculate when the new Quantity is saved, but the line total would just reflect the new quantity at the old price.

When changing the **Quantity** of a Stock Number with Price Breaks, manually key the new **Quantity Price**.

✱ To Save the Edited Order,

➔ Press **[Enter] to Save** changes.

Press **[Enter]** to progress through **all** order screens. Changes to the primary order screen will not be saved until the final Remarks & Details screen is saved.

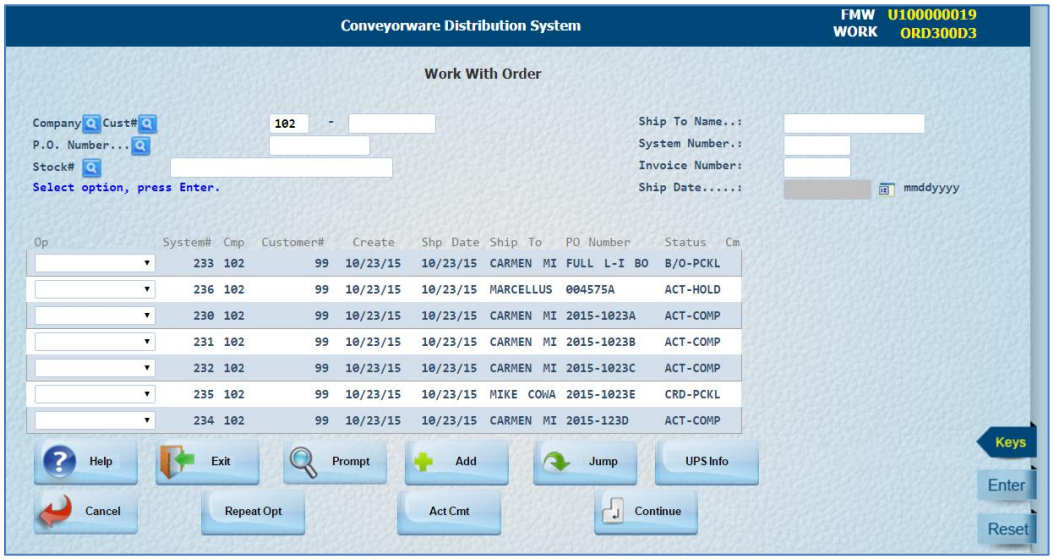
NOTE: **Track down** and **destroy** obsolete printed documents (Pick Ticket/Order Sheet) to prevent order fulfillment and shipping errors.

Release Order Holds

Any order with a status/process codes for **Credit Hold, Back-Order (Hold)**, (**Shipping) Hold**, or **Tentative**, or with a **Future-Ship Date** can be released to Active status.

The system then allocates Stock to the order, and the Order Sheet/Pick List will print **if** the order can be filled now. **Option** box selections automatically save the status change, and the system returns to the Work with Order List screen.

Future-Ship Orders already have ACT (active) status. They may be released to immediate fulfillment by changing the **Ship Date** on the Order detail screen.



Work With Order List screen

✱ To Release an Order with a Credit Hold:

From the 401. Work with Order List screen, in the Order's Opt box,

➔ Click on **Opt 6 =Rel Crd.**

The system releases the hold, bypassing credit limit and payment terms issues. Unless another issue exists, the Order's status is now **ACT-PCKL.**

✱ To Release an Order with a Back-Order Hold:

See the following section, "Order Management with Back-Order Hold".

➔ Click on **Opt 8 =Rel B/O.**

The system releases the hold. Unless another issue exists, the Order's status is now ACT-PCKL.

✱ To Release an Order with Shipping Hold:

A Manual Shipping Hold maintains a **completed**, not-picked-up **Parcel** order in the warehouse **overnight.** This hold keeps the Order in the active list, bypassing the normal Day-End removal.

➔ Click on **Opt 18 =Hold/Unhold.**

The system releases the hold. The Order's status is now ACT-COMP, and will disappear from the Order List with the Day-End process.

✱ To Release a Tentative Order to Active Status:

➔ Click on **Opt 19 =Rel Tent.**

The system releases the hold. Unless another issue exists, the Order's status is now **ACT-PCKL**. Normal order fulfillment takes place.

✱ To Release a Future-Ship Order for Fulfillment:

A Future-Ship Order status is *already* ACT-PCKL, but the **Shp Date** field prevents fulfillment. From the 401 Work with Order Customer List screen, in the Order's **Opt** box,

➔ Click on **2=Change.**

The Order detail screen appears. In the **Shp Date** field,

➔ Key **Today's (or any desired) Date, [Enter].**

Press **[Enter]** to progress through **all** Order screens. Changes to the primary order screen will not be saved until the final Remarks & Details screen is saved.

Unless another issue exists, the Order's status is now ACT-PCKL.

Copy an Order

It can be useful to duplicate an existing order. There are **two** ways to copy an order, but it is not possible to change the Customer Account when doing so. Active fields in the new order can be edited. Choose the method that meets the customer's needs:

- Copy the order as it is being **Added**. Only **one copy** of an order can be created this way. The **PO Number** field in the copy can be changed before the copy is saved.
- Copy an **Existing** order from the Work with Orders list. The new order will have the same **PO Number** as the original, with suffix "c", and the PO field cannot be changed.

Expect the new order's **status/process codes** to be the **same** as the original order; any holds or a future shipping date still apply. If, however, the original order is already ACT-WHSE or ACT-COMP, the new order status will be ACT-PCKL.

✱ **To Copy an Order while Adding:**

From the Add an Order primary screen,

➔ Complete the **Shipping, Payment,** and **Stock Entry** sections for the primary screen of the first new order.

➔ Click on **[Dup Order]** (F11)**.**

The Duplicate Order is created with the same primary screen as the original; the duplicate will display after completing the screens of the first order.

➔ Press **[Enter]** to **Continue.**

➔ Complete the **Ship-To Information Panel,** then **[Enter] to Continue.**

➔ Complete the **Remarks Panel,** then **[Enter] to Continue.**

A **second** Primary screen appears, with a different **System Number**, and with "DUPLICATE ORDER" at lower left. The **PO Number** field is the same as the original order; it can be edited now.

➔ **Edit** the **Duplicate Order.**

Click through all screens to save any changes the duplicate.

Any active fields in the new order can be changed, if desired. Continue through the Ship-To and Remarks windows, completing the second order.

The Work with Orders List screen displays both new orders. To display any changes to the duplicate order, refresh the list screen.

✱ To Copy an Existing Order:

From the Work With Order Customer Account List screen, in the **Opt** box of the Order to be copied,

➔ Click on **3=Copy.**

➔ Press **[Cancel]** or **[Exit],**

This backs out of the Order list, exiting to the Order Menu. This process will re-compile the Order list.

➔ Click on 401 **Work with Order,**

➔ Re-display the **Order List.**
Select the Customer Number, or position the list as desired.

The **New Order**, with today's **Create Date** and a new **System Number**, is on the list. The **PO Number** has an added suffix **"c"**.

Note: **Many** copies of a single order can be created with **3=Copy**. Subsequent copies have **progressing letter suffixes.** The second copy's is "d", followed by "e", "f", etc.

In the copy's **Opt** box,

➔ Click on **2=Change.**

The Work with Order primary screen displays.

➔ **Edit** the **Duplicate Order.**
Click through all screens to save any changes the duplicate.

Any active fields in the new order (except the PO)can be changed, if desired. Continue through the Ship-To and Remarks windows, completing the second order.

The Work with Orders List screen displays both new orders. To display any changes to the duplicate order, refresh the list screen.

Delete/Void an Order

Deletion cancels an order **prior to completion/shipping**. This process is useful if:

- The **customer cancels** the order,
- A single order has been **entered twice**, or
- The order was created for the **wrong Customer** Account.

Other order problems can be corrected with the **2=Change** editing process. If the order has the status **ACT-WHSE**, be sure to **track down and destroy** the Pick List/Order Sheet; a warning window prompts for confirmation.

Note that the system can allow an order to be deleted when it has **COMP** or **SHIP** status; **permission** for this function resides in the Admin 900 Menu, 909. Work with User ID. The "deleted" order will remain in the system, but an automated, "internal" Credit Memo is generated to offset the transaction.

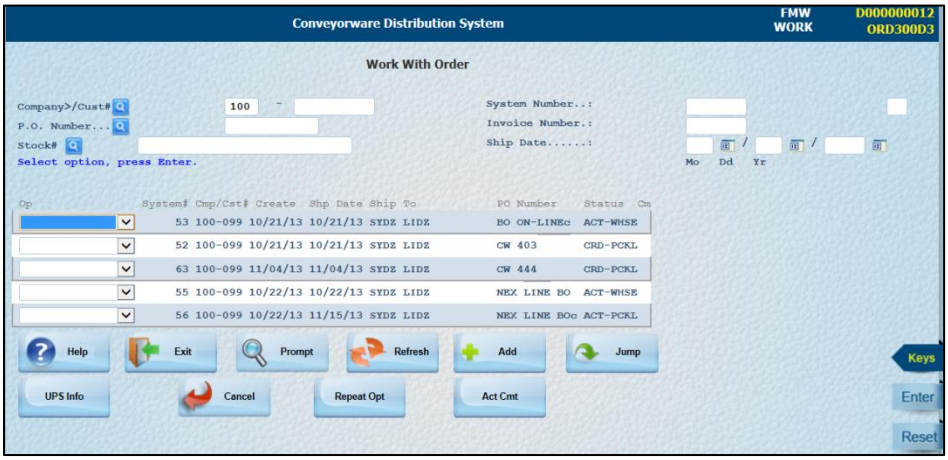
✱ To Delete an Order from the List screen:

From the 401. Work with Order selection screen,

➔ Select or key **Customer Account Number**, **[Enter]**

Up to10 digit, numeric: Use **[Prompt]** to select, if desired.

The Work With Order List detail screen appears, with the Customer's orders.



Work with Order list screen

On the Order's line, in the **Opt** box,

➔ Click on **4=Delete**

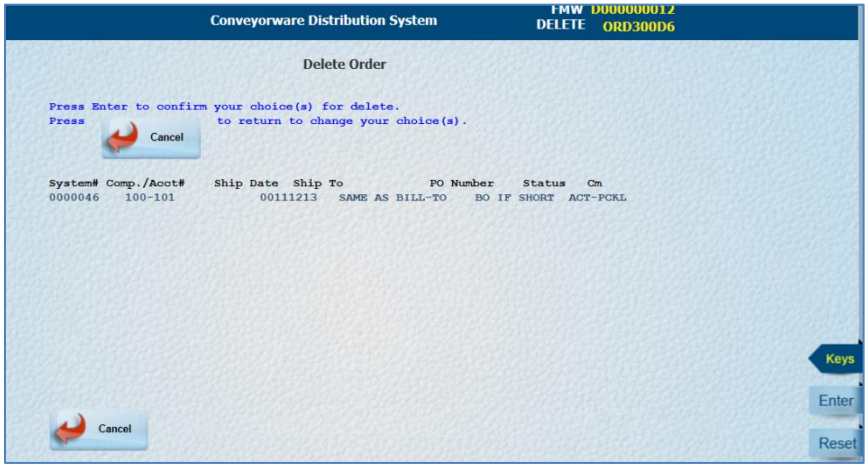
If the Order process code is **PCKL**, a Delete Order confirmation screen appears.

If the Order process code is **WHSE**, the Order Sheet Warning appears:

Order Sheet Warning

➔ Press **[Continue]** to **confirm.**
Or, press [Cancel] to return to the Order List screen.

The Delete Order confirmation screen appears.



Delete Order confirmation screen.

➔ Press **[Enter]** to **confirm deletion.**

➔ Press **[Cancel]** to **preserve the order.**

The system returns to the Work with Order List screen. The deleted order has status ACT (or CRD, etc.)/**VOID**, and will be removed from the list by the Day-End process.

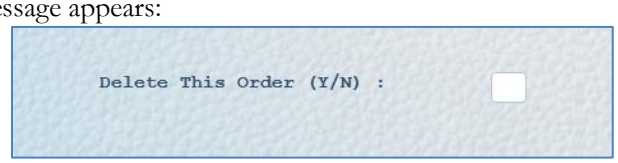
A second **Delete Order** option exists in the system: When the **2=Change** option is used, the Change an Order screen displays a **[Del Ord]** button (F8).

✱ To Delete an Order from the Change Order screen:

From the Change an Order primary screen,

➔ Press **[Del Ord].**

A confirmation message appears:



In the response field,

➔ Key **"Y", [Enter].**
(Key **"N"** to preserve the order, returning to the Change Order screen).

The system voids the order and returns to the Work With Order list detail screen. The order is still listed, but the status column indicates the order is **ACT/VOID**. The order will be removed from the list by the **Day-End** process.

Order Management with Back-Order Hold:

ConveyorWare **allocates stock** in time-based, **System Number order**. Stock is assigned to active orders, and if there is not enough stock for even one line item, the order will not print for fulfillment. The order list shows the order as active, but it keeps the PCKL status. The Order remains with ACT/PCKL status until there is stock available to fill the **entire** order.

An unfilled order's ACT/PCKL **pending** status may cause **two** problems:

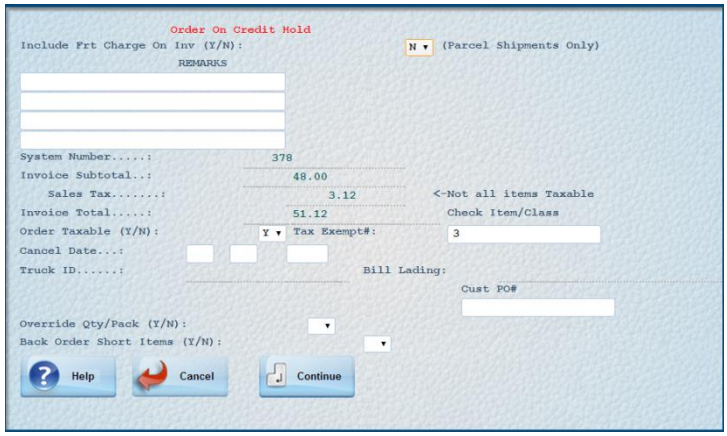
1. The customer receives NONE the order.
2. The available **stock** that *is* **allocated** to the order sits in the warehouse.

A **Back Order Hold** can manage these situations.

During Order entry, the Remarks window (third Order screen) has this **final field**:

Back Order Short Items (Y/N):

"Y" in this field will **automatically ship** available stock for the order, and will **automatically back-order** the remainder. The system will print an Order Sheet for available stock (if any) and will **create a (second) order** with Back Order Hold status.



Remarks and Details window

> Note: A **Back-Order status must be actively assigned**. Back-Order status **removes** all stock **allocated** to the order, freeing the stock to be allocated to other orders. Back-Order is a **HOLD** status, and must be **manually released to re-activate the order.**

Check stock status: During manual **order entry**, use the **[Prompt]** for each Stock Number selection, to display the Stock List showing On-hand Quantities.

Or, check stock status **after saving** the order. From the Work with Order List screen, display the order with the **2=Change** option.

If an **item line** is **RED,** there's **not enough stock** to completely fill the order. You have three choices:

1. **Do Nothing**.
2. **Partial-Ship** *with* **Partial Back-Order**, or
3. **Full Back-Order**.

✱ To Do Nothing:

The **pending** status may not be a problem for your customer, or for you. If sufficient stock is expected in, leave the order for **automatic** stock **allocation** and fulfillment when stock is available.

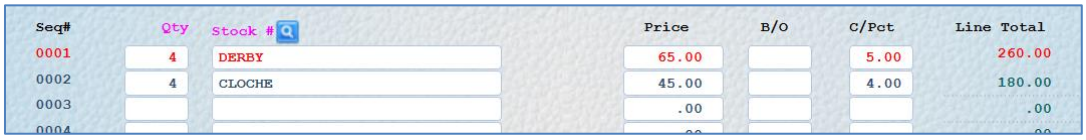
✱ To Partial-Ship an Order with a Partial Back-Order:

BEWARE: Do **not** use the **Back Order Quantity** field(s) for an **entire order**. If the **Order** Quantity **equals** the **B/O** Quantity, there is NO PARTIAL to fulfill, and the order will NEVER be processed.

From the 401. Work with Order list screen, in the Order's **Opt** field,

➔ Click on **2=Change.**

The Change an Order detail screen appears.



Seq#	Qty	Stock #	Price	B/O	C/Pct	Line Total
0001	4	DERBY	65.00		5.00	260.00
0002	4	CLOCHE	45.00		4.00	180.00
0003			.00			.00
0004						

Change an Order detail screen, Short-of-Stock line item

On the Order screen, any **short-of-stock** line item is **red.**

➔ Find the **Available Quantity** of the Stock Number,

➔ Subtract this (if any) from the **Order Qty,** and

In the **Back-Order** (B/O) **Column** of the line item,

➔ Key the **Quantity to Back Order,**

➔ Press **[Enter] to save.**

When the edit is saved, ConveyorWare creates **two line items** for the partial stock quantities. Only the out-of-stock, back-order quantity line is red. Now, the order sheet will print, be partially filled, and ship. The **out-of-stock quantity** will be carried (by the Day-End process) to a **New Order**, with Back Order Hold status, and with a **New System Number**.

The new Sales Order carries all the specifications of the original order, including quantity price breaks. The system adds a **prefix "BO"** to the original **Purchase Order** field.

If the software's normal **warehouse management process** is not followed, stock allocated to one printed Order can be taken for a different order.

See 983 On-Demand Order Sheet and 988 Order Scan Verify (Fulfillment) for more Short Stock/Back Order options.

✱ To Place an ACT-PCKL Order on Full Back-Order Hold:

If the **Order Status** is **ACT-PCKL**: The Pick List has **not** been printed. From the 401. Work with Order list screen, in the Order's Opt box,

➔ Click on **9=Put B/O.**

The Order's Status is now **B/O-PCKL.** The stock allocated to the order has been released from it. The entire order will be held until the Back-Order status is manually released.

✱ To Place an ACT-WHSE Order on Full Back-Order Hold:

If the Order Status is ACT-WHSE: The Order Sheet/Pick List has been printed. Prevent problems:

➔ **Retrieve** the Pick List!

When you are certain the order isn't in the process of being shipped: from the 401. Work with Order list screen, in the Order's **Opt** box,

➔ Click on **2=Change.**

A selection window appears:

2=Change Order selection window

➔ Click on **[Change_Order].**

A window appears, with an Order Sheet warning:

➔ Press **[Continue]** to confirm the Pick List retrieval.

The panel disappears. The Order may now be edited. **Change the order status** to PCKL by continuing through ALL order screens:

➔ Press **[Enter], [Enter], [Enter].**

The system displays the Ship-To window, and then the Remarks window, and returns to the **Work with Order list** screen. To place the Back Order hold, in the Order's **Opt** field,

➔ Click on **9=Put B/O.**

The Order's Status is now **B/O-PCKL.** The **stock allocated** to the order has been **released** from it. The entire order will be held until the Back-Order status is manually released; see the previous section, "**Release an Order Hold**."

Note: When a Back-Order Hold is released, available stock is allocated based on the System Number. The system does *not* **re-allocate stock** from existing orders unless *these* orders are placed on Back-Order hold, *or* the 411 Order Fulfillment & Shipping Menu Option 983 **Print On-Demand Order Sheet** process is used with "**Print with Reallocation of Items=Y**".

OPTION 410: Create a Credit Memo

This process posts credits to a Customer Account; it is the opposite of an invoice. Issue a Credit Memo:

- for **returned stock**,
- to correct a **pricing error**, or
- for a (non-inventory) **service** or **intangible**.

For any **Return/Repair Order** that was processed through 701 R/R Orders, a **Return Authorization** was **required**, and a Credit Requisition worksheet has printed.

If **commissions** applied, or if a credit involves stock from **multiple invoices**, do use a credit requisition. If a Return Authorization isn't needed (as in the 701 process), use Option 708: Create a Credit Requisition, before creating a Credit Memo here.

For returned Stock, a **Credit Requisition** searches the Customer Account's history and**:**

- verifies that the customer **purchased** the stock,
- retrieves the **price paid** (unit price or discounted), and
- pulls any **commission** paid into the crediting process.

For a **simple stock credit**, the requisition process can be skipped, but the (sales) **Invoice Number** is required. **Verify pricing** and **stock** entries to ensure the correct amount of credit.

For a non-inventory, intangible customer account credit,

To correct an **over-pricing error**, a simple credit (with an intangible Stock Number) for the difference might seem simple and easy. That process, however, won't capture **accurate pricing** for reporting and accounting functions.

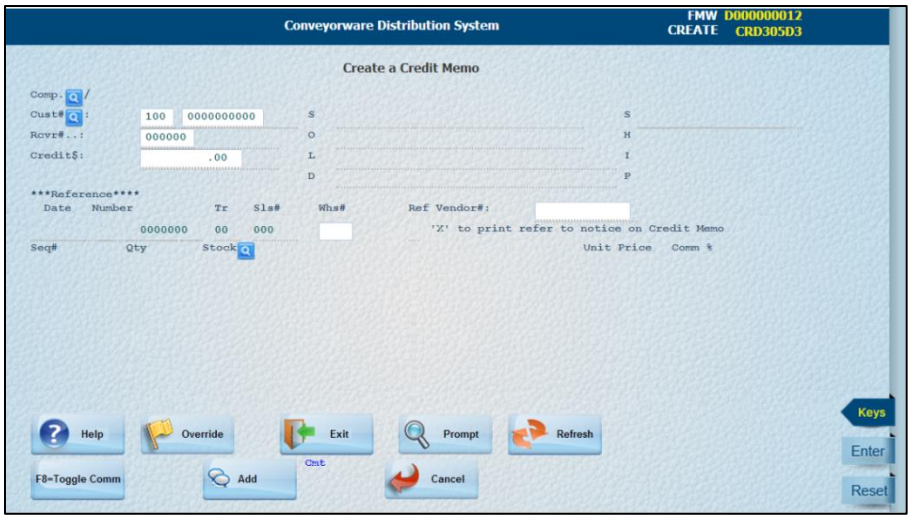
✱ To Post a Credit Memo for Returned Merchandise:

From the 400 Order Menu,

➔ Click on **410. Create Credit Memo**, or

➔ Key command "**410**", **[Enter]**

The Create a Credit Memo selection screen appears.



Create a Credit Memo selection screen.

At this time, many of the fields on the selection screen are visible, but not active yet. Complete the following active fields:

➔ *View,* select, or key **Company Number , [Tab]**

Up to 3 digits, numeric.

➔ Key **Customer Number , [Tab] <OR> [Enter]**

Up to 10 digits, numeric. Key or select the Customer Account Number.

➔ Press either **[Tab],** <OR> **[Enter].**

- For a Credit Req from the **701 Return/Repair** process, use **[Tab]**, and key the Return/Repair (Rcvr) Number.
- If the Credit doesn't involve a 701 Requisition, use **[Enter].** [Enter] bypasses the Rcvr field, and **activates** the rest of the screen's fields.

➔ Key **Rcvr Number, [Tab]**

Up to 7 digits, numeric. Warehouse Return/Repair Number. Optional: Use only if a credit requisition was created for the return through the 700 R/R Menu.

➔ Key **Credit Dollar Amount,** then **"-", [Tab]**

9 digits, numeric. The **total must match** that on the Credit Requisition. **This field may be edited later**.

NOTE: Key all Credit Memos with **"–" (negative sign)** to post as a negative to Accounts Receivable. A Credit Memo is a negative Invoice.

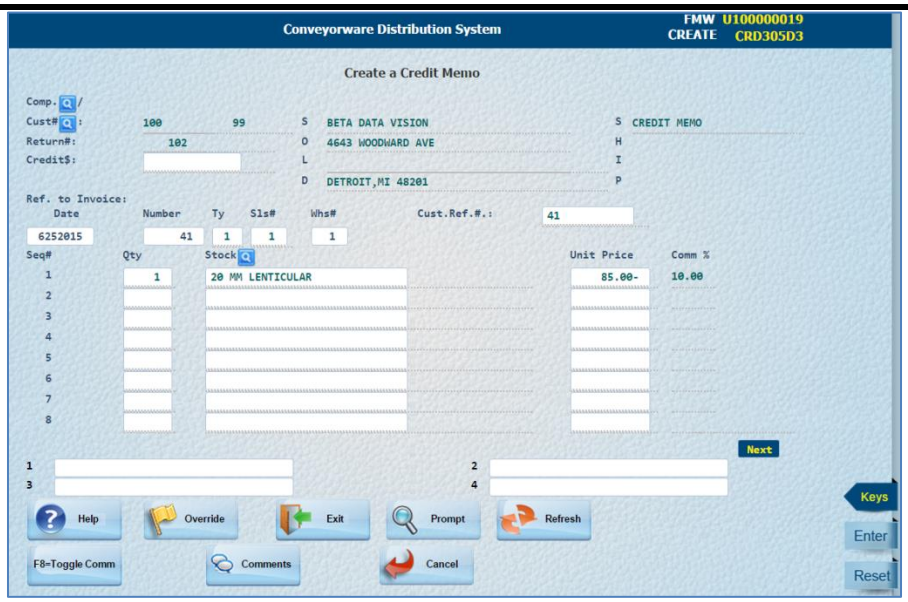
➔ Key **Cust Ref#, [Tab]**

Upt to 12 digits, numeric. This reference field will carry to the Remarks field that prints on the Credit Memo.

➔ Key **Warehouse Number, [Enter]**

Up to 10 digits, numeric. Enter the **Shipping** (not the Returns) Warehouse Number.

The Create a Credit Memo detail screen displays the specified information.



Create A Credit Memo detail screen

In this screen, more of the displayed fields are active, and some are now filled with information from the Credit Requisition, and from the Customer Account record.

➔ Review the **Credit Total**

Up to 9 digits, numeric. If decreasing the total with a restocking fee, **adjust the total** now.

➔ Review **Sold-To Name & Address**

Up to *4 lines*. The Customer Account's billing Name and Address; may not be edited here.

➔ *View* **Ship-To field: Credit Memo**

Up to *2 digits, numeric*. There is no ship-to process for account credits.

➔ View **Ty, [Tab]**

Up to 2 digits, numeric. The Customer Account's assigned **Territory** appears, and may not be edited here.

➔ View **Sls #, [Tab]**

Up to 3 digits, numeric. **Sales Rep Number,** from the original transaction. A deduction might be taken from the Sales Rep's commission earnings.

➔ View **Ref. to Invoice Date, [Tab]**

8 digits, numeric, format mmddyyyy. The Invoice or Debit Memo date this credit applies to, retrieved from the Account's sales history.

➔ View **Ref. to Invoice Number, [Tab]**

7 digits, numeric. Invoice number for the first item line of the requisition worksheet, retrieved from the Account's sales history.

NOTE: when posting a credit from a completed requisition, prices and quantities are pulled from the requisition record into the credit memo. If the Requisition originated from the 700 Returns Menu, the requisition uses the price from the specified Invoice from the Return Authorization. Otherwise, the price paid on the most recent Invoice is used.

If all of the returned stock was **from a single invoice**, enter the Invoice Number and Date in those fields.

Add the stock:

➔ Key **Qty, [Tab]**

Up to 5 digits, numeric. Enter the Unit Quantity.

➔ Select or key **Stock Number , [Tab]**

Up to 30 digits, alphanumeric. Enter the item stock number as listed in the inventory file, or use **[F4]** to choose the item.

➔ Key **Unit Price, [Tab]**

Up to 7 digits, numeric.

➔ Key **Comm %, [Tab]**

4 digits, numeric. I (Optional: use F8 to activate this column.) Key
the order's commission percentage; For example:
For a 5% commission, key "5"
For a 3.5% commission, key "3.5".

➔ Key **Remarks.**

In the four numbered lines across the bottom of the screen, any note to the customer will print on the Credit Memo.

Restocking Fee

Create a Stock Number (with intangibles manufacturer ZZZ) for restocking fees.. Enter the restocking fee in the stock item section. A separate total appears in sales analysis reports for the fees.

✱ To Enter a Fee as a Stock Item:

➔ Key **Qty, [Tab]**

5 digits, numeric. A per-unit quantity, or a single charge may be entered, but a **number** is **required**.

➔ Key **Stock Number, [Tab]**

30 digits, alpha/numeric. Use [F4=prompt] if desired.

➔ Key **Unit Price**

7 digits, numeric. Key as a **positive** amount, to **reduce** the amount of the credit.

✱ To Save the Credit Memo:

➔ Press **[Enter].**

If there are no errors the system returns a cleared screen with the Credit Memo Number and System Number.

For an error message: "**Credit Memos Refer to the Same Invoice**":
This credit and another one in history refer to the same invoice. To override the message:

➔ Press **[F2=Override]**

✱ To Print the Credit Memo:

The Credit Memo appears in today's 401 Orders List.

➔ Click on **641 Display Sales History.**

The Display Sales History selection screen appears. Display the Customer Account's Invoices and Credit Memos:

➔ Key **Company** and **Customer Account Numbers, [Enter].**
Use [Prompt] to select, if desired.

The Customer Account's History list appears. Navigating the list, on the Credit Memo's **Opt** field

➔ Click on **5=Display.**

The Credit Memo is displayed. At the bottom of the display screen,

➔ Click on **[F13=Print].**

The system displays a Confirmation window. In the **Print Invoice Y/N** field,

➔ Key "**Y**", **[Enter].**

The Credit Memo prints. The CM can also be displayed and printed, after the day-end, through the Accounts Receivable Menu, Option 109 Sales History.

Reverse a Credit Memo

A Credit Memo can be **deleted** from the 401 Work with Orders List, with list Option **4=Delete.** This process Changes the CM status to Void, and it is removed from the Order list by the DayEnd program. This process completely deletes the Credit Memo. The Sales History will have no record of the credit.

OPTION 423: Add a Tentative Order

Tentative orders are helpful in inventory management, for planning stock levels. They appear in the 318. Stock Forecast Report, along with active orders that have Ship Dates in the future.

A tentative order is added like any standard order. It appears in the customer's 401 Order files, but it is noted as **tentative** on the Order list **Status** field, and displays "Tentative Order" on the Order screen. Unlike a committed, active order, the Order Sheet/Pick list is **not printed**, and inventory stock is **not allocated**.

The tentative order may be deleted, or it may be changed to active status when confirmed. Note that if/when the order is confirmed, the **PO Number** field can be edited.

.

✱ To Add a Tentative Order:

➔ Click on **441, Add a Tentative Order**, or

➔ Key command **"441", [Enter].**

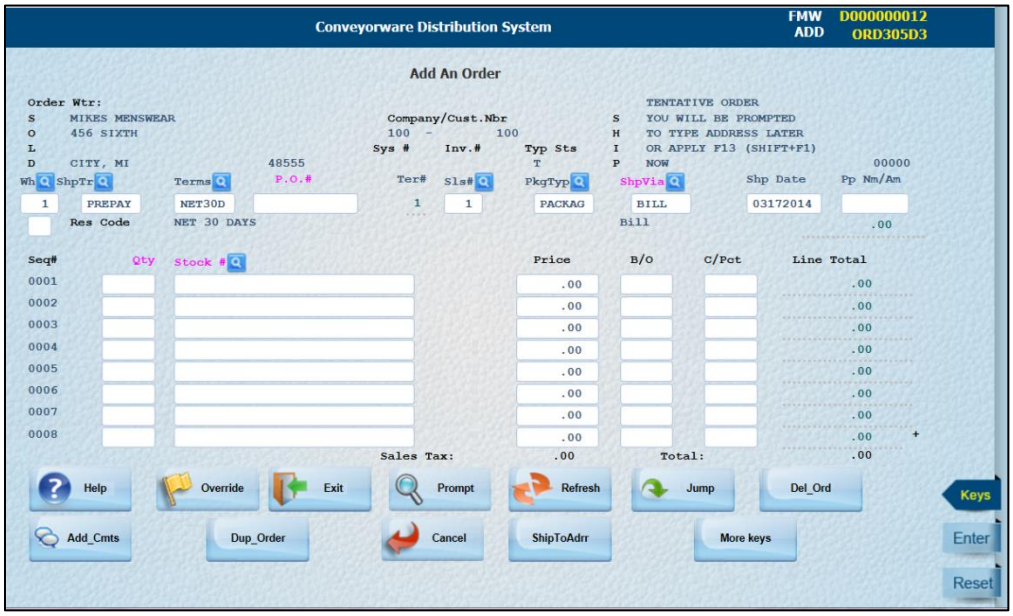
The Add a Tentative Order Customer selection screen appears.

Add a Tentative Order Customer selection screen

➔ View, select, or key **Company Number, [Tab]**
Up to 3 digits, numeric. Use [Prompt], if desired, to select.

➔ Select or key **Customer Account Number, [Enter]**
Up to 10 digits, numeric. Use [Prompt], if desired, to select.

The 401. Add an Order screen appears.



Add an Order screen, Tentative order.

"Tentative Order" status appears at the top right of the screen. The Customer Account's settings and information default to the order.

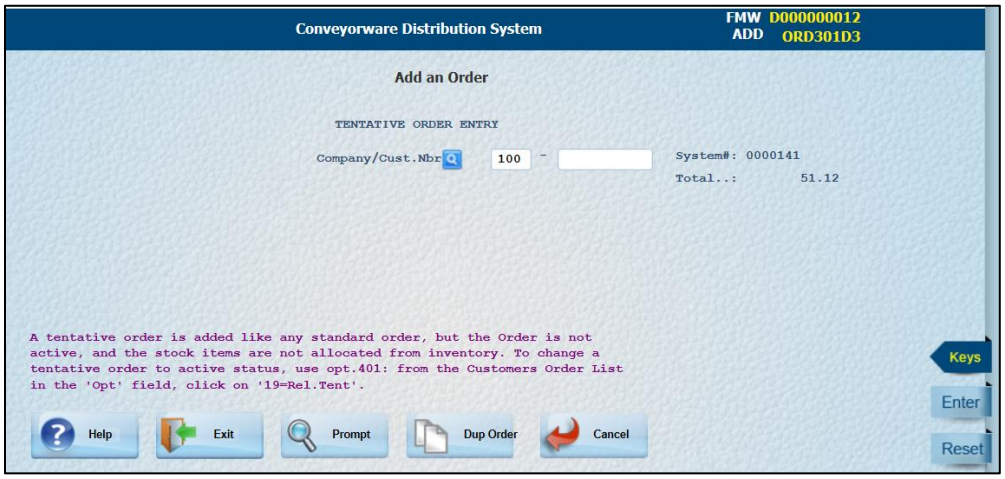
Complete the order as desired; remember to save all three Order screens. More **detailed instruction** for adding customer orders is found in **401. Work with Orders.**

➔ Include the **projected Ship Date.**

Ship Date is important for the Stock Forecast Report.

➔ When finished, press **[Enter] to save.**

The system returns to the 441 Add Tentative Order screen.



The new Tentative Order's **System Number** and **Total Amount** are displayed. The tentative order appears in the 401 Order List, with status TEN-ACTV.

✱ To Delete a Tentative Order:

From the 401 Work with Order list, in the order's **Opt** box,

➔ Click on **4=Delete**, then

➔ Press **[Enter]** to **confirm** deletion.

A tentative order may also be deleted, when displayed with 2=**Change**, using the **[F8=Del Ord]** key.

✱ To Release a Tentative Order to Active Status:

From the 401 Work with Order list, in the order's Opt box,

➔ Click on **19=Rel Tent.**

The order is now active; the system can allocate stock to it.

Note: Be certain that the **PO Number, Ship Date,** and other details are correct. As it becomes an active order, the system checks **Credit Status** (first) and then **stock levels.** Check the order status after using 19=Release Tentative Status.

OPTION 419: Work with Default Orders

A Default Order sets up a Customer-specific template with commonly ordered stock, and with (optional) pre-set price and commission. It won't be necessary to key (and price) each Stock Number entry if these are included in the customer's default order template.

With default orders, stock prices and commissions percentage can be unique for each Customer Account. As you create any order for this customer, all of the default line-items appear on the Add an Order screen.

A blanket purchase order number, if used, may be included with the order template. The ConveyorWare 401 Order process alerts the user if a PO Number has been used already; just override that message, or add a sequential suffix with each new order.

✱ To Work with Default Orders:

➔ Click on **419, Work with Default Orders**

➔ Key command **"419", [Enter]**

The Work with Default Order list screen appears, with a list of all customers with default Orders for the default Company Number. Specify another Company Number, and its Default Order list appears.

Work With Default Order selection/list screen

The Default Orders list columns include the **Opt** field, **Customer Account Number** and **Name, Blanket PO Number,** and (Number of) **Line Items** on the Default Order.

Opt box choices are:

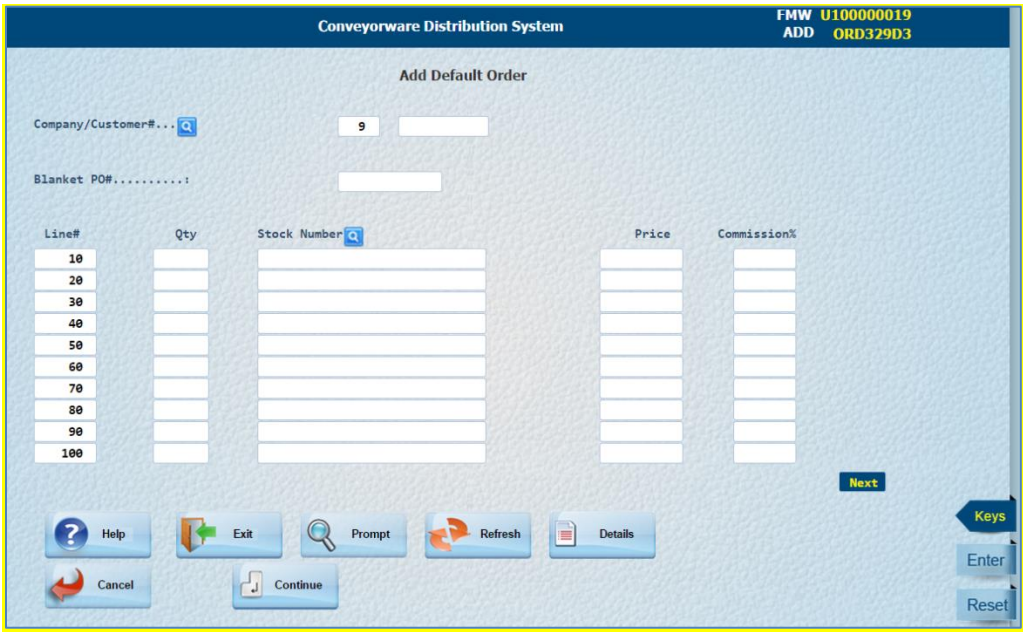
2=Change:	Edit the Blanket PO and/or line-items of the template.
3=Copy:	Create a Default Order for a different Customer Account, with identical line-items.
4=Delete:	Deletes the Default Order for the Customer Account.
5=Display:	Displays a read-only copy of the Default Order.

Note the **[Acct Cmt]** (F19) button. With a Customer Number specified, this brings up the Customer's Global Comments window.

✱ To Add a Default Order for a Customer:

➔ Click on **[AddCust]** (F6).

The Add Default Order screen appears.



Add Default Order detail screen

Each Customer's Default Order has specified line-Items, and each line-item can have customized pricing and commission. The **[Details]** (F11) button adds a second line with Stock Description for each line-item.

If the **Blanket PO**, **Price** and **Commission** fields are left blank:

- A PO Number can be specified as each new order is created.
- The Unit Price and Commission Percentage that are specified elsewhere in the system will default to new orders.

➔ View, key or select **Company Number**, **[Tab].**
Use [Prompt] (F4) to select Company, if desired.

➔ Key or select **Customer Number**, **[Tab].**
Use [Prompt] (F4) to select, if desired.

➔ Key **Blanket P.O. Number, [Tab]**
Up to 12 characters, alphanumeric. (Optional) If there is a blanket PO number for **all** invoices, enter it in this field; otherwise leave it blank.

In the Stock Entry section,

➔ Key **Quantity, [Tab]**
Up to 5 digits. Enter **at least 1** as a quantity for all line-items.

➔ Select or key **Stock Number**, **[Tab]**

Up to 30 characters, alphanumeric. Use **[Prompt]**(F4) to select, if desired.

➔ Key **Price, [Tab]**

Up to 7 digits, (Optional). Whole dollars assumed; add a decimal, if needed. Price for this customer for this item.

➔ Key **Commission Percent, [Tab]**

Up to 5 digits, including decimal. (Optional). Commission paid for this Customer, for this Stock Number.

➔ Key **Additional Line Items.**

As desired. When finished,

➔ Press **[Enter] to save.**

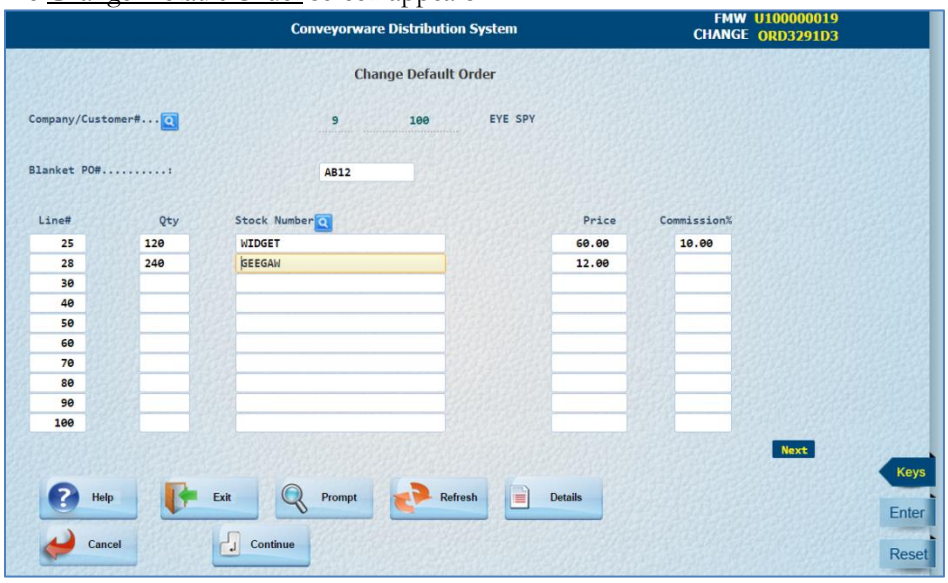
The system stores the PO and default Stock for this Customer. The Purchase Order number and the line items may be edited in each order, as desired.

✱ To Edit an Existing Default Order:

From the 419 Work with Default Orders list, in the Customer Account's **Opt** box,

➔ Click on **2=Change.**

The Change Default Order screen appears.



Change Default Order screen

This screen displays the Company and Customer Numbers, Blanket PO Number, and the Stock Numbers with Quantities, Prices and Commission Rates.

➔ View, or edit **Blanket PO Number, [Tab]**
Up to 12 characters, alphanumeric. A PO may be displayed, but it may not be changed on this screen.

➔ View or edit **Default Quantity, [Tab]**
5 digits, If desired

➔ View or edit **Stock Number, [Tab]**
Up to 30 characters, alphanumeric. If desired

➔ Edit **Price, [Tab]**
Up to7 digits, no assumed decimals. Unit Price for this customer for this item.

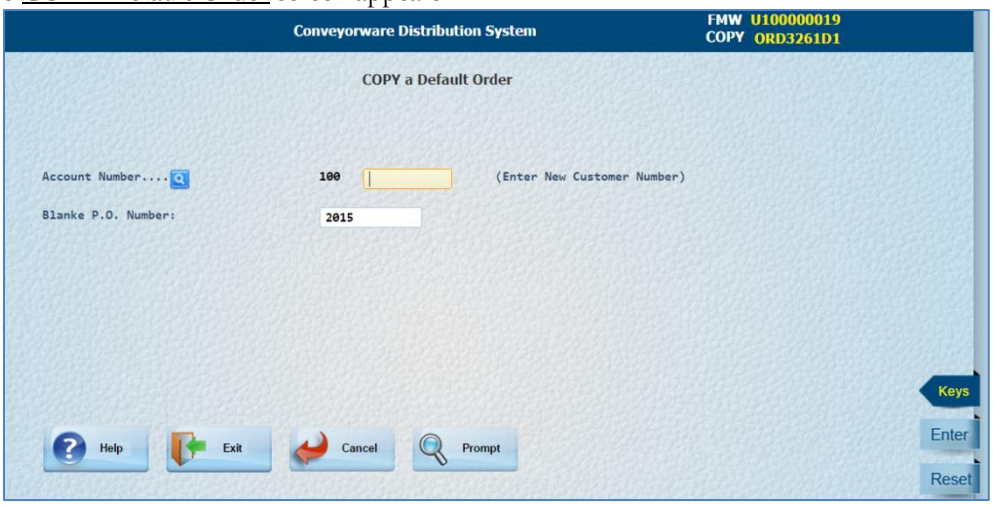
➔ Edit **Commission Percent, [Tab]**
Up to 5 digits, including decimal. Commission assigned to this customer for this item.

The system returns to the Work with Detault Order Items screen.

✱ **To Copy a Default Order:**
From the 419 Work with Default Orders list, in the Customer Account's **Opt** box,

➔ Click on **3=Copy.**

The COPY Default Order screen appears.



Copy Default Order screen

➔ Select or key **Customer Account Number, [Tab]**

Up to 10 digits, numeric. Key the new Account Number, or use [Prompt] (F4) to select a Customer.

➔ View or edit **Blanket PO Number, [Enter].**

Up to 12 characters, alphanumeric. (Opitonal).

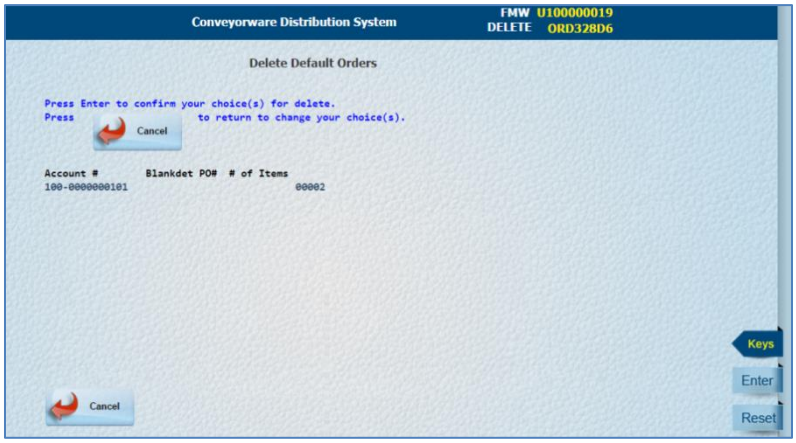
The system saves the Default Order, and returns to the Default Order list. The new Default Order is in the list.

✱ To Delete a Default Order:

From the Work with Default Orders list, in the Order's **Opt** box,

➔ Click on **4=Delete.**

The Delete Default Orders screen appears, asking for confirmation of the deletion.



➔ Press **[Enter] to confirm deletion.**

The system saves the change and returns to the Work with Default Orders list.

OPTION 407: Accounts Receivable Display

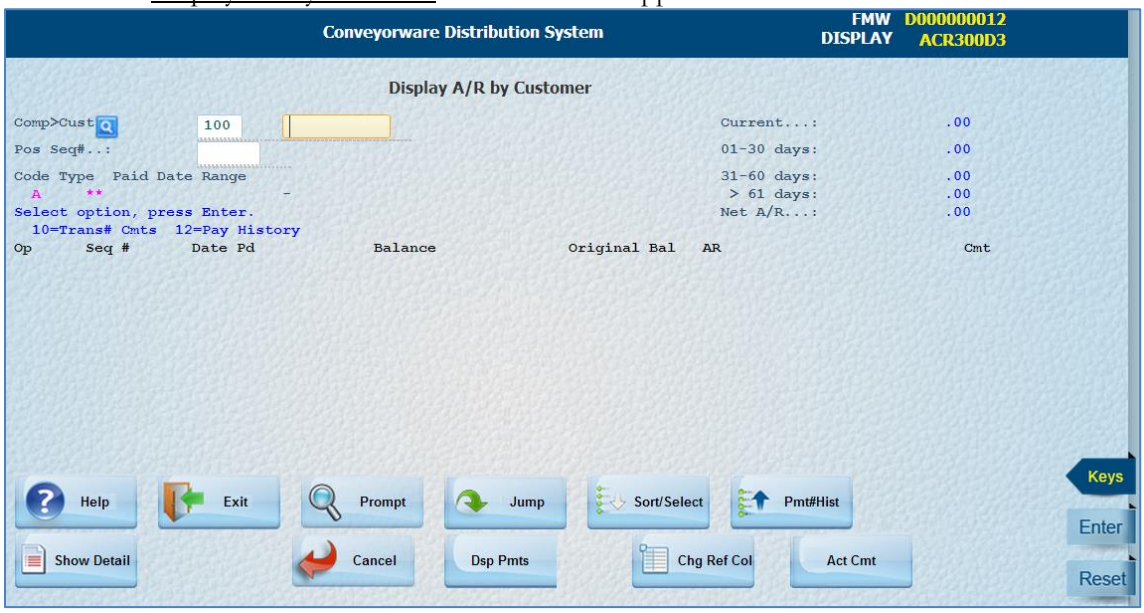
This option displays a Customer's Accounts Receivable records. The system sorts the list from the most recent transactions to the oldest. Only open transactions appear on the list. Transactions cleared through payment or cash correction are removed by the Month-End process. Use [Sort/Select] (F8) to expand or limit the list.

*** To Display a Customer's AR Transactions:**

➔ Click on **407. Display AR by Customer,** or

➔ Key command **"407", [Enter].**

The Display AR by Customer selection screen appears.

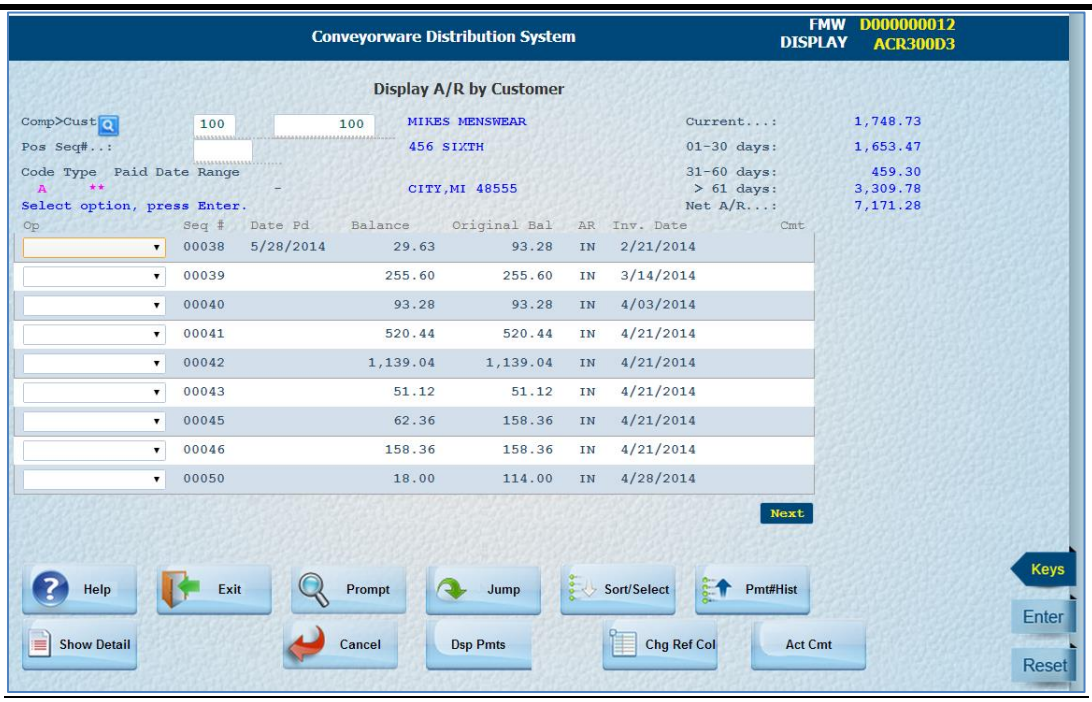


Display AR by Customer selection screen

➔ Select or key **Company Number, [Tab]**
3 digit, numeric. Use **[Prompt]** to select, if desired.

➔ Select or key **Customer Account Number, [Enter].**
10 digits, numeric. Use **[Prompt]** to select, if desired.

The Display AR by Customer detail screen appears.



Display AR by Customer list screen

Layout, Display AR by Customer list screen

Header Section is the same as selection screen.

Open AR Transaction **Columns:**

Opt: Options field: 10=Transaction Comment
12=Payment History

Seq #: Account Sequence Number: the line-item number in the Customer's AR history.

Date Paid: Date of last payment, or activity, for this item.

Balance: Current Amount Still Owing

Original Bal: Amount of the Original Transaction

(AR) Type: AR Code for the account debit or credit:

- **IN** Invoice
- **CB** Charge Back for unauthorized deduction
- **CM** Credit Memo
- **DM** Debit Memo
- **NF** NSF Check (payment reversal)
- **PP** Pre-Payment, or an Unapplied Balance
- **SP** Stopped Payment (a payment reversal)

Invoice Date: Original Transaction Date (Reference column: display different fields with [Chg Ref Col] (F15).

Cmt: * means a Comment exists for the transaction. To display the (active) Comment window, in the item's **Opt** box, click on **10=Comments**.

Active [Buttons] (F Keys) for the **Display AR by Customer** screen:

[Help] (F1): Brings up a "Help" window with information about the cursor's field. From any [Help] window, press **[Extended Help]** (F2) for detailed information about the *entire* screen.

[Prompt] (F4): Brings up the list of entries for fields with a lookup icon.

[Jump] (F7): Displays this Customer Account's screen from your choice of other Menus: AR, Customer Accounts, Sales History, Order Status, and Return/Repairs

[Sort/Select] (F8): Brings up the Sort/Select window. Choose to SORT by Sequence Number (1=Seq#) or by Invoice Number (2=Transaction#). Choose to SELECT by Active Code, AR Type Code, and/or Date Paid range.

[Pmt Nbr] (F9): Displays a specific Check payment for this Account, with the posting date, amount, any discount, and remark fields, along with the check's application to receivables.

[Details] (F11): Displays a second line of data for each entry, including Due Date, Invoice Terms, and Aging Slot (as Column#).

[Cancel] (F12): Returns to the previous screen without saving changes.

[Payments] (F13): Displays the list of ALL the account's payments, with the further option to display the **application to receivables.**

[ChgRef Col] (F15): Toggles thru displaying **five fields** from the AR transaction:
Invoice Date (default),
Invoice Number,
System Number,
PO Number, and
Customer PO Number (3rd party ref., on order's Remarks window).

[Acct Cmt] (F19): Displays a **Global** Comments window, specific to the **Customer Account**, which can be accessed in many system menus.

*** To Navigate a Long List:**
If the lower right screen displays "**Next"**, and/or **"Previous"**,
➔ Click on **[Next]** and **[Previous]**
--OR--
➔ Press **[Page Up]** and **[Page down]** on a keyboard.

✱ **To Display More Details in the Transactions List:**

➔ Click on **[Show Detail]** (F11).

The Display AR by Customer screen appears with a second line of data for each list entry.

Display Open Items with [Show Detail] lines

This function **toggles** to display a second line of data for each entry, including Code (an inactive field), Invoice **Due Date**, Invoice **Terms**, and (Aging) **Slot.** The Aging Slot refers to **past-due** periods: 1=up to one month, 2=up to two months, 3=more than two months.

✱ **To Display Different Reference fields in the list:**

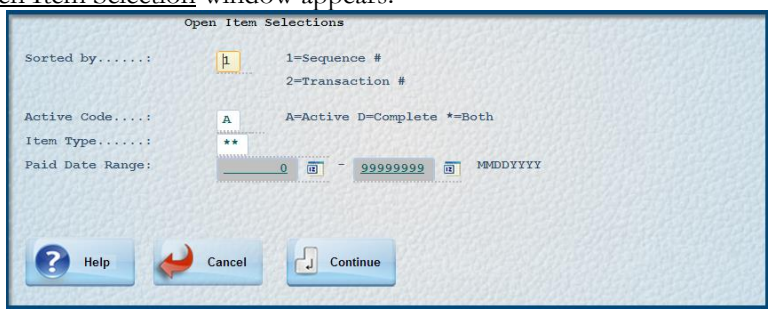
➔ Click on **[Chg Ref Col]** (F15).

Toggle thru displaying five fields on the list: **Invoice Date** (default), **Invoice Number**, **System Number**, **PO Number**, and ***Customer* PO Number** (a 3rd-party reference from the Remarks window of the Order).

✱ **To Limit or Re-Sort the Display AR List:**

➔ Click on **[Sort/Select]** (F8).

The Open Item Selection window appears.



Open Item Selection window

➔ Choose to SORT by account **Sequence Number** (1=Seq#, default) or by **Invoice/CM Number** (2=Transaction#). Transaction Number sorting assigns all non-numbered AR Types (CB, DM, LF, and SP) with "9999999". Pre-Payments (PP) carry the Check Number of the payment.

➔ Choose to SELECT by **Active Code**:
A=Active (**Open** Balance, and $0 Balance-Paid this month), or

D=Complete (**Closed**-Paid only, Previous months), or

*****=**ALL** receivables, open and closed.

➔ Choose to SELECT by **AR Type Code**:
****=ALL** transactions (default), or key any of these AR codes:

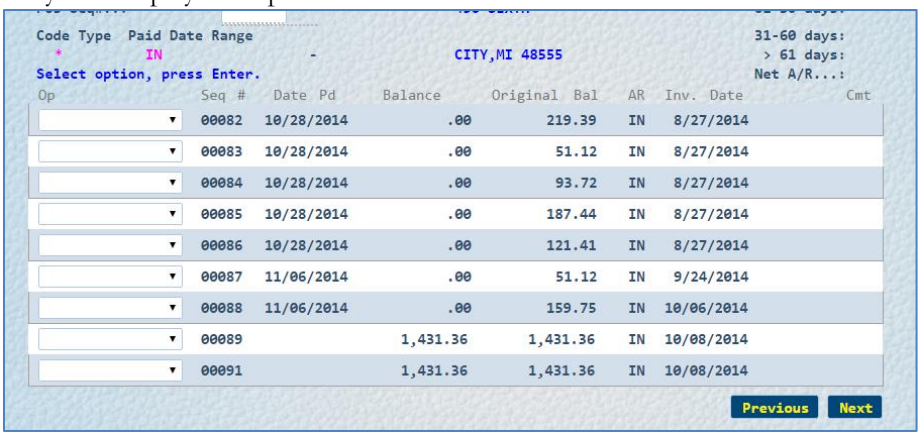
CB=Charge Back (Unauthorized Customer Deduction)
CM=Credit Memo
DM=Debit Memo (Unauthorized Customer Deduction)
IN=Invoice with Terms
LF=Late Fee
NF=Nonsufficient Funds (Payment Reversal)
PP=Pre-Payment, or Unapplied Balance
SP=Stopped Payment (Payment Reversal)

➔ Choose to SELECT by **Payment Date Range**:
Default is <u>NO</u> payment range=**ALL Transactions**, open and paid. Click on the **Calendar Icons** to select a payment date range.

Key any number ("1" works) in the first Date field to display **only** transactions with **Current Month payments.**

➔ Press **[Enter]**.

The system displays the specified list.



<u>Display AR by Customer</u> list,
Active Code=* (both "A" active, and "D" complete),
Item Type=IN (Invoices only)

Display/Find Payments:

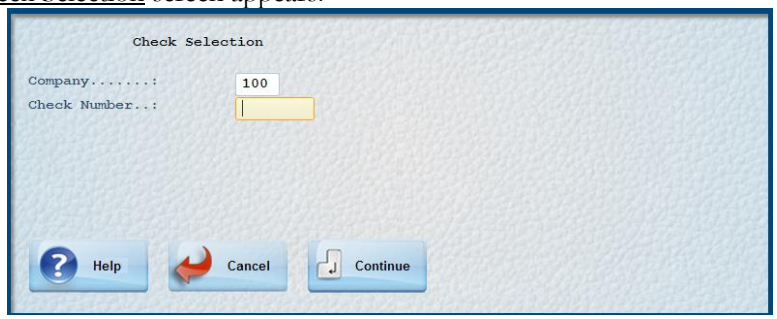
If you have a Customer's Check Number, display the receivables it was applied to with [Pmt#Hist] (F9).

The entire Payment History list is available with the **[Payments]** (F13) button. ALL Payment Types are included: Cash, Checks, Wire Transfer/EFT, Pre-Payments, Cash Corrections, and Write-Offs, in reverse-date order.

✱ **To Display a Specific Check Payment for this Account:**
All other payment types have "Check Number" 9999999, which can't be unique here.

➔ Click on **[Pmt#Hist]** (F9).

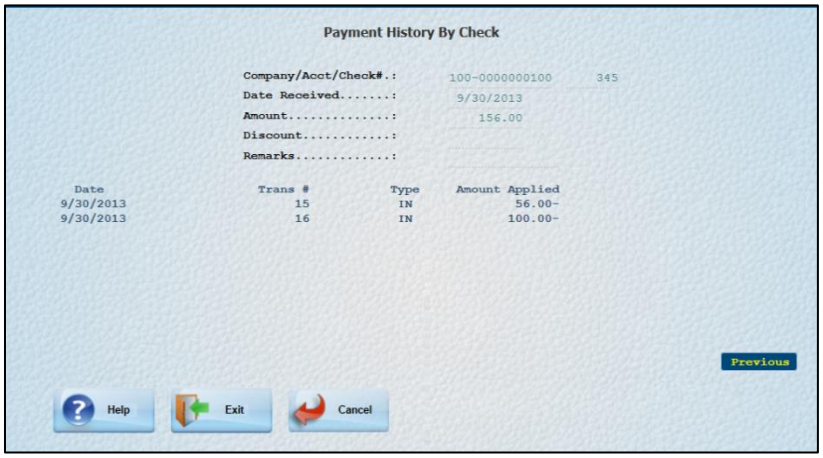
The Check Selection screen appears.



Check Selection screen

➔ Key the **Check Number** to display, **[Enter].**
Up to 7 digits, numeric.

The Payment History by Check screen appears.



Payment History by Check screen

The check's posting **Date**, **Amount**, any **Discount**, and **Remarks** fields display, along with the payment's application to receivables.

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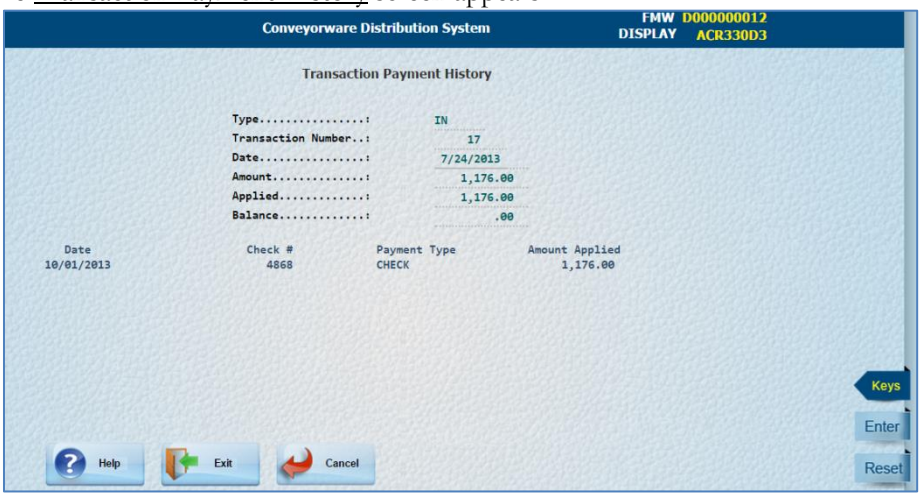
✱ **To Display an AR Transaction's Payment History:**

In the Opt field of the line-item,

➔ Click on **12=Pay History.**

The Transaction Payment History screen appears.

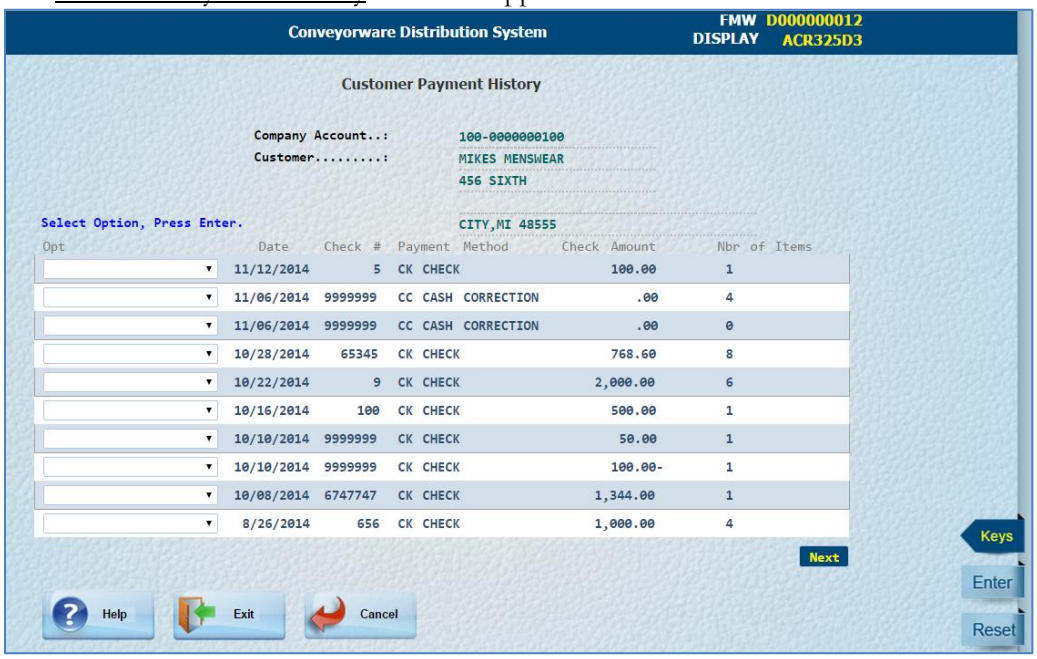


Transaction Payment History screen

✱ **To Display the Account's Payment History list:**

➔ Click on **[Dspl Pmts]** (F13).

The Customer Payment History list screen appears.



Customer Payment History list

Layout, Customer Payment History list:

Columns:

Opt: Option for each Payment: 12=View Detail Items

Date: Payment/Activity date.

Check #: Check Number (display Transaction ID field with Opt 12).

Pmt Method PY Code and Description

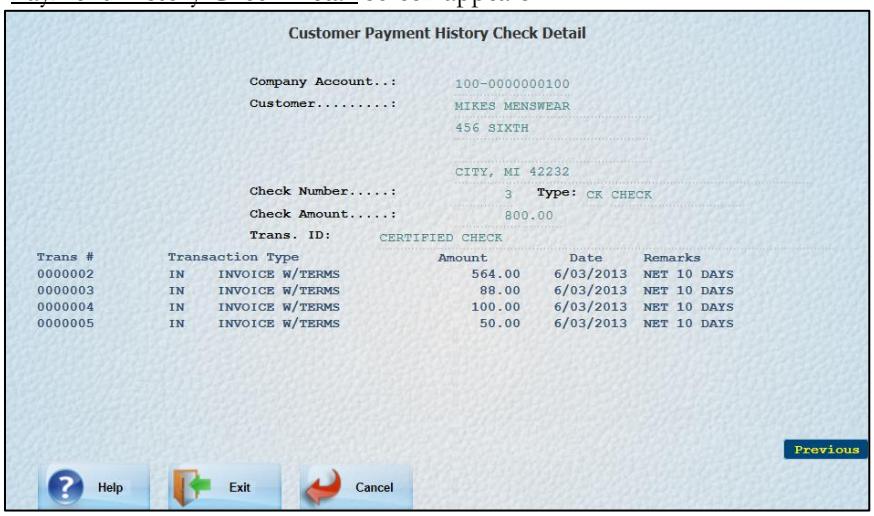
Check Amount: Payment Amount.

# of Items: Count of the receivables (invoices, credits, and debits) this payment was applied to.

✱ **To Display Details of any Payment:**
In the line's **Opt** Box,

➔ Click on **12=View Detail Items.**

The Payment History Check Detail screen appears.



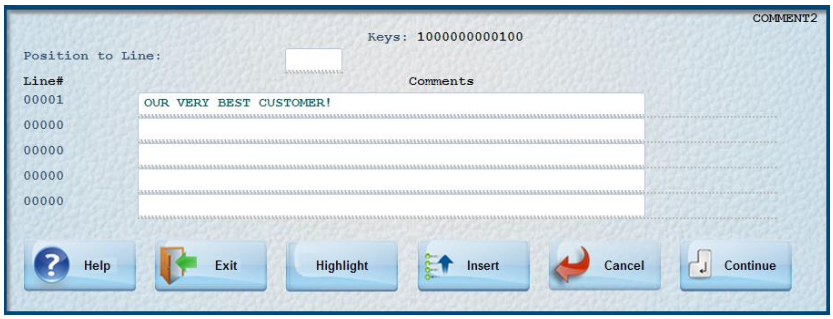
Customer Payment History Check Detail screen

The payment detail screen includes the alphanumeric Trans. ID field. The **AR Transaction Numbers** (Invoice/Credit Memo, or 9999999 for other AR Types)**, AR Type, Amount**, **Date**, and **Invoice Terms** or **Remarks** fields of the payment's application to receivables are listed
.

✱ **To Display Customer Account Comments:**
From the Display AR by Customer list screen,

➔ Click on **[Act Cmt]** (F19).

The global Customer Account Comments screen appears.

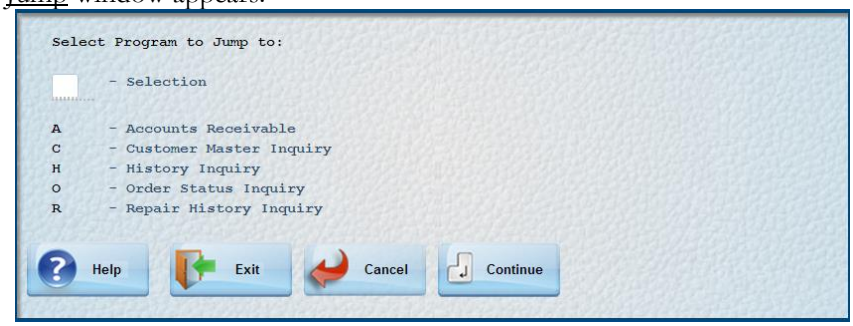


Customer Account Comments screen

✱ **To Display this Customer's Records in a Different Menu:**

➔ Click on **[Jump]** (F7).

The Jump window appears.



➔ Key **[Letter], [Enter].**

The current Customer Account is displayed in the selected module display screen.
To return to the original function, repeat the **[Jump].**

OPTION 408: Display a Customer Account

This option provides non-editing display of Customer Account records. Both local Customer [Comments] (F10) and global [Account Comments] (F19) can be displayed and edited here.

✱ To Display a Customer Account record:

From the 400 Order Menu,

➔ Click on **408 Display Customer Account**, or

➔ Key command **"108", [Enter].**

A Display Customer Account screen appears.

Display Customer Account selection screen

✱ To Display a Customer Account with an Account Number ,

With cursor in the **Work with Custom.#** field:

➔ Select or key the **Customer Account Number**, **[Enter].**
Up to 10 digits, numeric. *Use [Prompt] (F4) to select, if desired.*

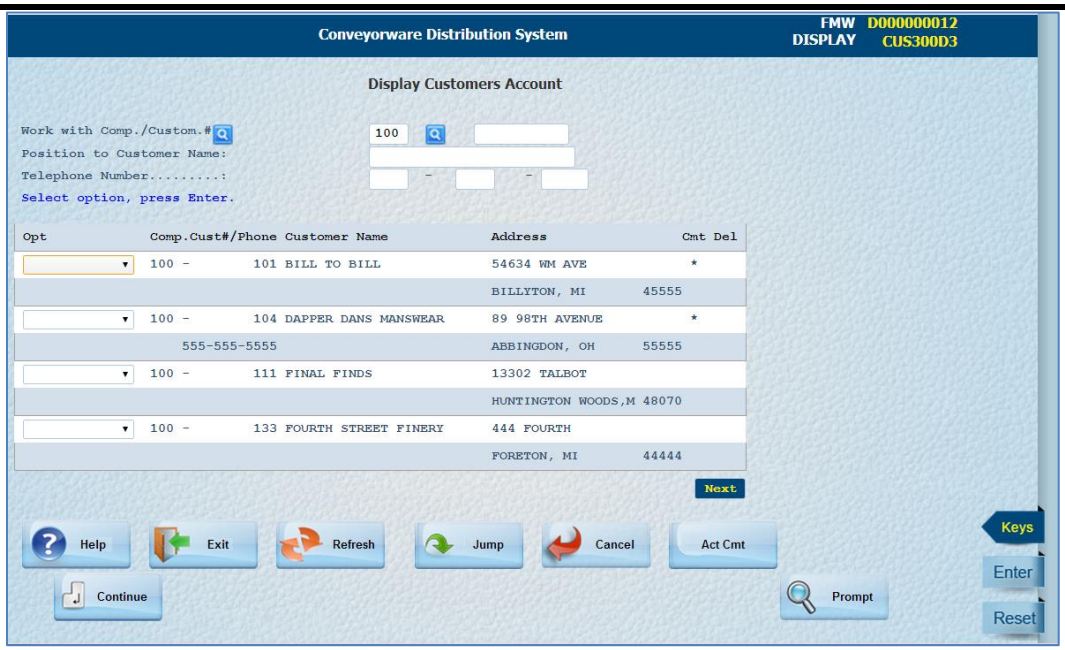
The Display Customer Account detail screen appears.

✱ To Display the Customer Account List :

With cursor in ANY field, display the list of ALL accounts:

➔ Press **[Enter].**
The [Prompt] button also works here, but requires more steps to display the list.

The Display Customer Account list screen reappears, with the list of accounts **sorted** by **Customer Name.**



Display Customer Account list screen

To navigate the list, click on **[Next]** and **[Previous],** or use a keyboard's **Page Down** and **Page Up**.

In any selected record's **Options** field, click on **5=Display.**

✱ To Search for an Account by Customer Name:

In the **Position-to Customer Name** field:

➔ Key **Customer Name**, an **Initial**, or a **Partial Name, [Enter].**

The Work With Customers screen reappears, with a list of accounts that **match** or **include** the name or initial letters entered. The list is **sorted** by **Customer Name.**

To navigate the list, click on **[Next]** and **[Previous],** or use a keyboard's **Page Down** and **Page Up**.

In the correct record's **Options** field,

➔ Click on **5=Display.**

The Customer Account detail record displays.

✱ To Sort and Search for Customer Account by Customer Phone:

With cursor in the **Area Code** field,

➔ Key **Any Number, [Enter].**

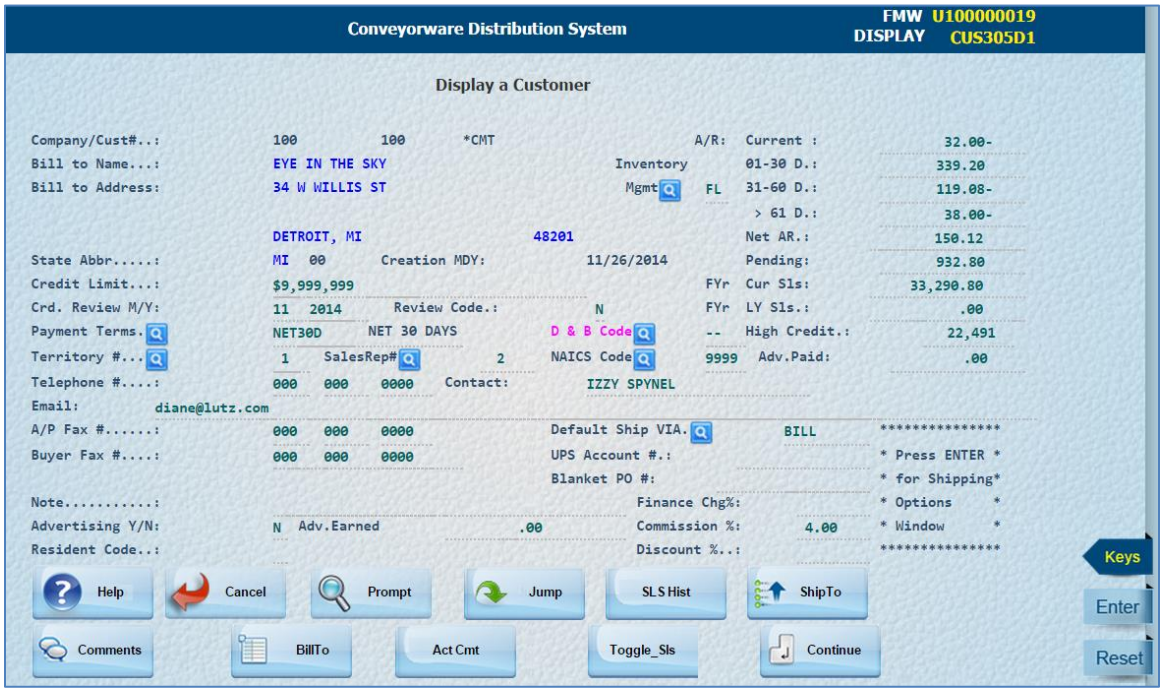
To limit the list, enter an Area Code, or enter an entire phone number to display one account.

The Customer Account list displays, sorted by Customer Phone Number. Accounts with no phone number are not included in the list.

In the correct record's **Options** field,

➔ Choose **5=Display.**

The Display a Customer detail record displays.



Display A Customer detail screen

Layout for the Display Customer Account screen

On the Top Right corner of the screen:

These ten data fields, beginning with AR Current, show the customer's Accounts Receivable, Sales, and Credit History.

On the Left and Center of Screen**:**

Company Number** and **Customer Account Number

***CMT**: This flag, next to Customer Account #, indicates that notes exist in the local **Comments** [F10) window. The global Customer Account Comment (F19) does not have a flag/indicator.

Bill-to Name:	Company Account Name
Bill-to Address:	Address for invoicing.
Inventory Mgt:	The Inventory Management code affects receiving, storage, and order allocation for stock.
City & State:	City and State for invoicing.
Zip Code:	5 Digit Zip Code for US addresses, or postal code.
State Abbreviation:	*2 digit* USPS State code.
Creation MDY:	Month, Day & Year the account was created.
Credit Limit:	Highest Amount on the Account to ship new orders.
Crd. Review M/Y:	mm/yyyy. Month when the account's credit was last reviewed.

Review Code:	N=New: Credit assessment took place when the account was new. Other entries can be subscriber-defined.
Payment Terms:	Defaults to each new order.
Dun & Brad®:	Dun and Bradstreet financial rating, if used.
Territory #:	The assigned Sales Territory (default is 01).
Sales Rep:	The assigned Sales Rep, if used.
NAICS Code:	Specifies the customer's industry sector, 4 digits shown. If unknown, or not used, default is "9999."
Telephone Number:	Contact Phone
Contact:	Primary (usually Billing) Contact Name.
Email:	Email address for the primary contact. A shipping recipient email can be added to the Ship-To panel in orders.
A/P Fax #:	Accounts payable/primary contact fax.
Default Ship Via:	Preferred shipping service. This field defaults to the account's new orders.
B/Y Fax #:	Buyer's/Shipping recipient's fax
Blanket PO:	A Customer-specified Purchase Order Number for all orders. Information-only field: this does NOT default to new orders.
Note:	A short comment about this account; this field appears on Credit Hold and AR Aging Reports. .
Finance Chg%:	If the system is set up to generate Late Fee Invoices, it will charge this percentage for all past-due amounts.
Advertising Y/N:	Default is N. "Y" If the customer accrues advertising credit.
Adv. Earned:	Current advertising credit amount accrued.
Commission %:	4 digits, no assumed decimal. If specified here, the system assigns this sales commission for <u>all</u> stock sold to this customer. This rate can be overridden by rates entered in inventory records and order screens.
Resident. Code:	Blank (default)=Commercial address. R=Residential, for parcel shipping surcharge.
Discount %:	Discount rate given on each invoice (computes **in addition to** volume price breaks).

On **Lower Right corner** of screen:

➔ Press **[Enter]** to view the <u>Shipping and Sales Tax</u> window:

The <u>Shipping and Sales Tax</u> window appears.

Shipping and Sales Tax window

Bypass Credit Limit: "**Y**" ships new orders without dollar limit.

Bypass 60 Day Limit: "**Y**" ships new orders without overdue limit.

Print Packing Slip: "**Y**" prints a packing slip at order completion

Print Price on Packing Slip: "**Y**" prints prices on order sheet and packing slips.

Print Invoice: "**Y**" prints an Invoice for each shipped order at order completion (see next field), or with the day-end process.

Put Invoice in Carton: "**Y**" to print and include the Invoice with the shipment.

Include Frt Chg in Inv.: "**Y**" to add parcel shipping charge to each invoice. This can be done at order completion for integrated-UPS shipping accounts, or with the day-end process for Indicia and FedEx.

BOL Remark: A message here prints on all freight shipment Bills of Lading.

Charge Sales Tax (Y/N)**:** Y= Calculate Sales Tax. N= Customer's purchases are sales tax-exempt.

Tax Exempt Number: If applicable. Most jurisdictions require that sellers keep customers' exemption certificates on file.

Tax Authority: The locality for Sales Tax for this customer.

✱ **To Return to the Display a Customer detail screen:**

➔ Click on **[Cancel]** (F12).

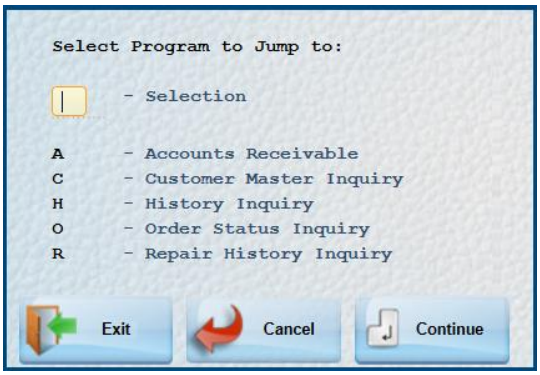
The system returns to the Display a Customer detail screen.

Note: **[Continue]** (Enter) and **[Exit]** (F3) exit the Customer Account record, and return to the Display Customer List screen.

✱ To Display *this* Customer's Record(s) in a Different Menu:

➔ Click on **[Jump]** (F7).

The Jump selection window appears.



Choices are: **A=A**ccounts Receivable (Option 107),
C=Customer Account (Option 207),
H=Sales **H**istory (Option 109)
O=Order List (Option 401), and
R=Return/Repairs (Option 701).

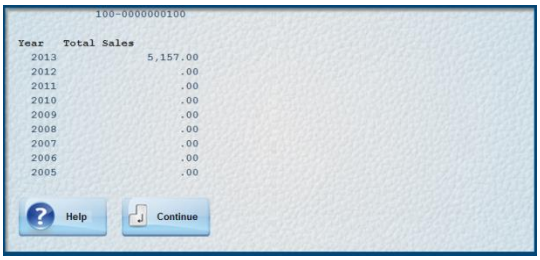
➔ Key **[Letter], [Enter].**

The current Customer Account is displayed in the selected display screen.
To return to the original module, repeat the **[Jump].**

✱ To Display the Customer's Sales History for Prior Years:

➔ Click on **[Sls Hist]** (F8).

The Sales History window appears. Data only appears for customers with previous years' history in the system. The most recent year is listed first.



Sales History window

✱ To Exit the Sales History window:

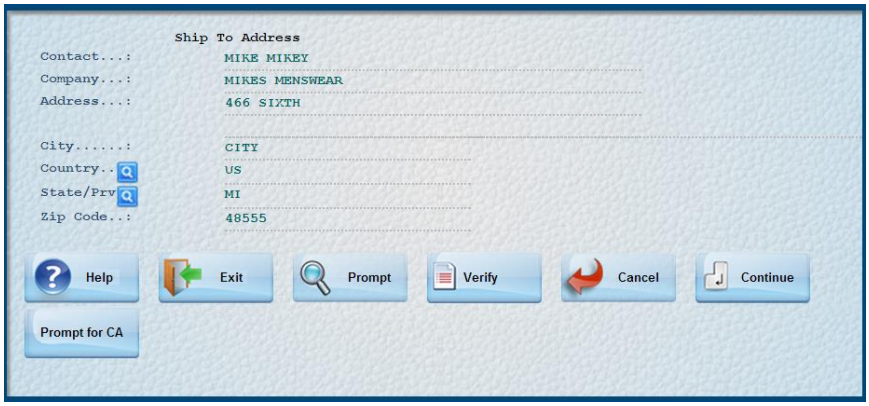
➔ Press **[Enter],** or **[Exit]** (F3) or **[Cancel]** (F12).

The system returns to the Display a Customer screen

✱ To Display the **Ship To Name and Address:**

➔ Click on **[Ship-To]** (F9).

The Ship To Address window appears.



Ship-To Address screen

✱ To Exit **Ship To** Name and Address Screen**:**

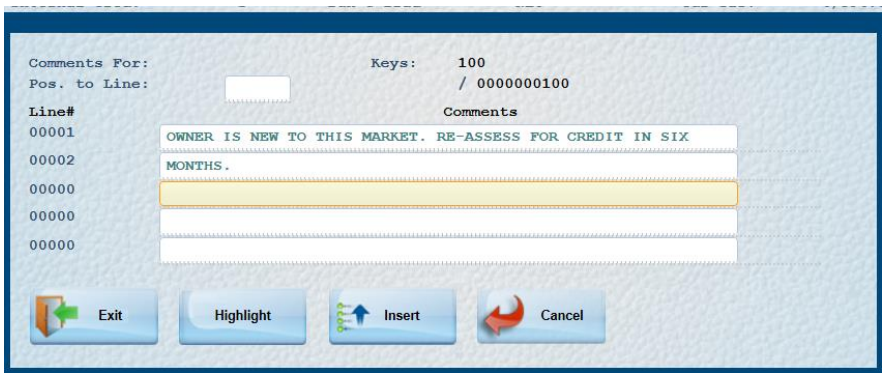
➔ Press **[Cancel]** (F12)
to return to Display a Customer, or

➔ **[Exit]** (F3) exits to the AR Menu.

✱ **To Display Account Comments:**

➔ Click on **[Acct Cmts]** (F19).

The global Account Comments window appears.



(F19) Account Comments window

This **Account Comments** window can be displayed while working with the Customer Account in any activity. Display and/or add Account Comments in AR, Orders, Sales History, and Returns.

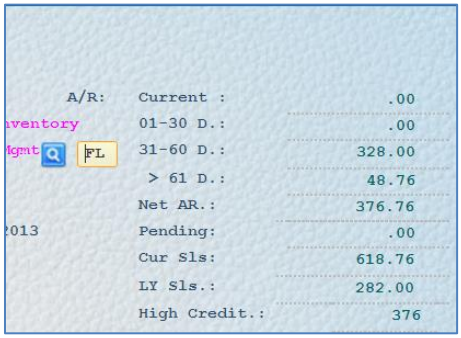
The Account Comments window is **active**, and may be edited. Both **[Exit]** and **[Cancel]** return to the Display a Customer screen.

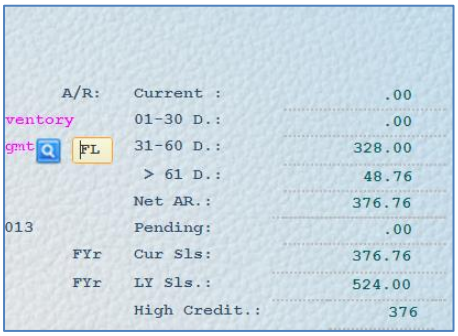
✱ To Display (Non-Calendar) Fiscal Year Sales:

The display assumes a calendar-based fiscal year. If your Company operates on a **non-calendar fiscal year,** display current and last fiscal year sales:

➔ Click on **[Toggle_Sls]** (F20)**.**

The **Cur Sls** and **LY Sls** fields change to fiscal year net totals with the **FYr flag.**





✱ To Return to the <u>Orders Menu:</u>

➔ Press **[Exit]** (F3) or **[Cancel]** (F12) **twice.**

The System returns to the 400 <u>Orders Menu</u> screen.

OPTION 409: Sales History Display

This option provides lists of sales transactions, and can be used to locate and display detailed records. Transactions created today will appear in history records only after Day-End.

Only **Invoices** and **Credit Memos** are included in Sales History. Other receivables transactions (including pre-payments and payment reversals- any item with a AR Code) may be found with Option 107 Display AR by Customer. Customer **Payments** may be displayed there, as well.

Search for, and sort by: **Company, Customer Account Number, Customer Purchase Order, Invoice Number, System Number,** and **Stock Number.**

A list of transactions can be positioned to a specific value in a search field. The **default time limit** is **12 Months**, but any number of months may be entered, OR a specific **Date Range** may be listed. Remember to **empty the Months #** field for an **unlimited date range.**

Company Number is always required. Customer Number is needed for most searches.

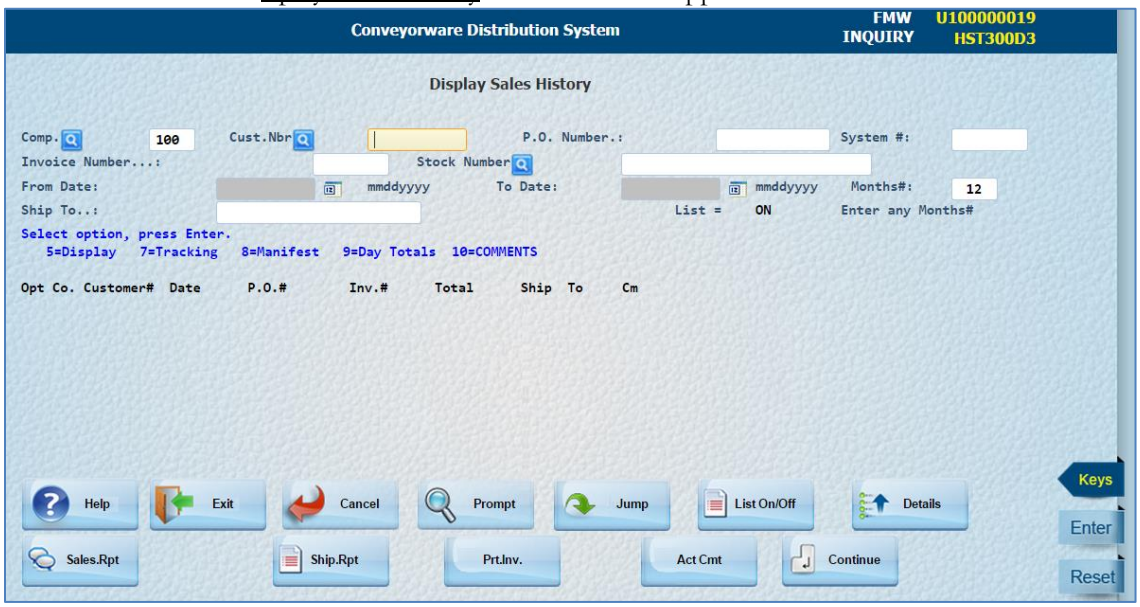
✱ To Select Display Sales History:

From the Mobile Menu screen,

➔ Click on **409. Display Sales History**, or

➔ Key command **"409", [Enter]**

The Display Sales History selection screen appears.

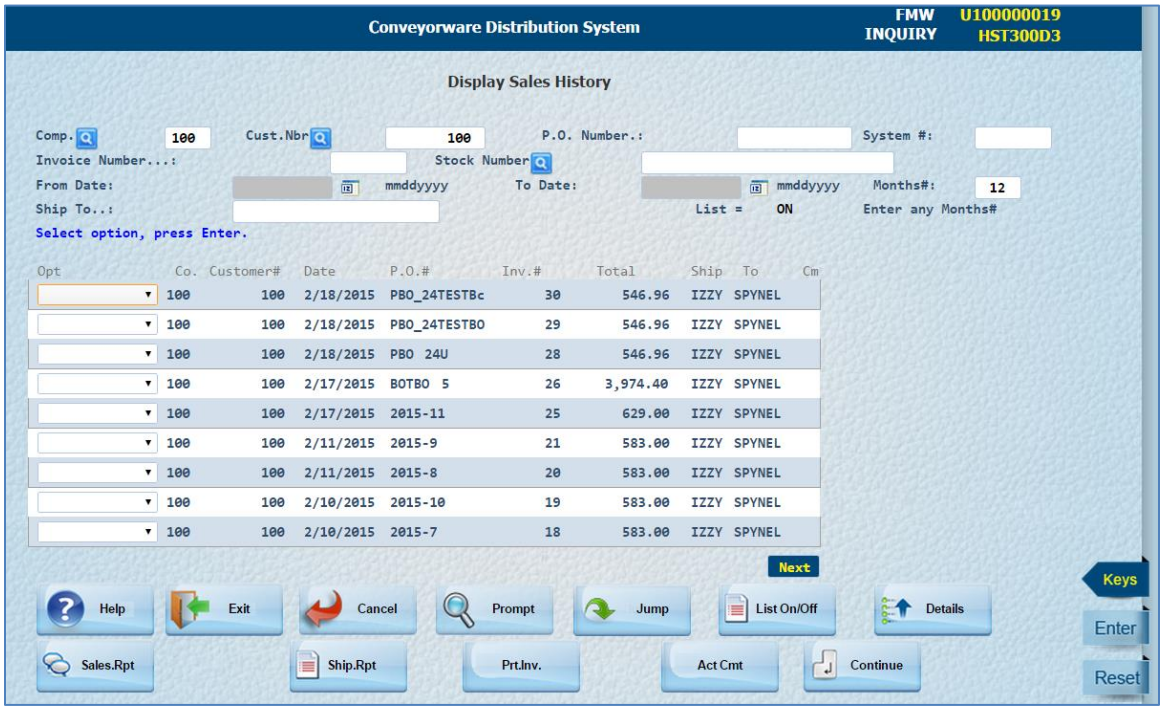


Display Sales History selection screen

✱ To Display All Company Sales History for the Past 12 Months:

➔ *View*, select or key **Company Number, [Enter].**
Up to 3 digits, numeric. Use **[Prompt],** if desired.

The Display Sales History screen displays the company's sales transaction list. The list is in **reverse date** order, and then sorted by **Invoice Number**.



Display Sales History list screen

Layout for Display Sales History (list/selection) screen:

Header: Center: **Screen Name**

Right: **User ID** and **Screen ID** (HST300D3)

Selection Fields:

Company Number: Select only this field for ALL sales transactions.

Customer Number: Displays only one Customer Account's sales.

P.O. Number: The Customer's Reference/Purchase Order Number. An entry here **sorts the list** by PO, positioning the list to the entry.

System Number: The system's Order Number. Displays the detail screen for the transaction.

Invoice Number: Invoice or Credit Memo Number. Displays the detail screen for the transaction.

Stock Number: For one Customer's transaction list containing the Stock Number.

From Date & **To Date:** Empty the **Months#** field to search a date range. The system searches the time period without regard to the order of the dates.

Months #: Search default is **12 months**. To search through a specific **Date Range**, **empty** the field. For an **unlimited time** span, key "**999**".

Ship To: When a Customer Account is specified, search for any **word** of the Ship-To Name.

List=On or **Off** : Indicator for the [List On/Off] (F8) display; List Off presents records as sequential pages.

Sales Orders list **Columns:**

Opt:	**5=Display**	Display the Invoice/Credit Memo record.
	7=Tracking	Display the Parcel Shipping Info screen with Tracking Numbers for each of the shipment's cartons.
	8=Manifest	Display the Day's (Parcel Account) Shipping Manifest containing this order.
	9=Day Totals	Display the day's Daily Sales Report (F10) summary data, with net stock sales, freight/shipping, tax and net total invoiced.
	10=Comments	Display the record's Local Comment window. An ***** in the **Cm** column indicates an existing Comment.

Co./Cust Nbr:	Company and Customer Account Numbers
Date:	Invoice/Order Ship Date
P.O.#:	Customer's Purchase Order
Inv.#:	Invoice Number
Total:	Invoice Total
Ship To:	Order's Ship-To Name, or Credit Memo
Cm:	***** Indicates a local Comment exists.

Unique Active **[Buttons]** (F Keys) **for this screen:**

[List On/Off] (F8)**:**	The List key **toggles the display** between a **transaction list** and a **page-by-page** series of records.
[Details] (F9)**:**	Brings up a window to **search for/limit** details: **Invoices** or **Credit Memos** only, Text in the transaction **Remarks** fields, and **POS Receipt** Numbers. See following instructions.
[Sales Rpt] (F10)**:**	Emails a spreadsheet (CSV file) of Daily Sales (orders and dollars) with specified limits, in a date range. See following instructions.
[Ship. Rpt] (F11)**:**	Email Orders Shipped and Inventory Sold reports in CSV format, with specified limits, in a date range. See following instructions.
[Prt.Inv] (F18)**:**	Print transactions (Invoices and Credit Memos) by Customer Number/Number Range, and by Date/Date Range. See following instructions.
[Acct.Cmt] (F19)**:**	Account Comment; when a Customer Number is specified, display the Account Comments window.

Display History Search Options:

✱ To Display a Customer Account's History:

➔ *View*, key, or select **Company Number , [Tab]**
Up to 3 digit, numeric. Use **[Prompt],** if desired.

➔ Key, or select **Customer Account Number , [Enter].**
Up to10 digits, numeric; (Optional). Use **[Prompt],** if desired.

The Display Sales History list screen displays the Account's sales within the **past twelve months**. To display older sales, change the **#Months** field.

✱ To Display Sales History of a Specific Stock Number:

Customer Account is required for this search.

➔ Key **Company # , [Tab]**
Up to 3 digits, numeric. Use **[Prompt],** if desired.

➔ Key **Customer Account # , [Tab]**
Up to 10 digits, numeric. Use **[Prompt],** if desired.

➔ Key **Stock # , [Enter].**
Up to 10 digits, numeric. Use **[Prompt],** if desired.

The system displays the Customer's invoices and credits containing the specified Stock Number, listed from **most recent to older.**

NOTE: Display records in a date range with the "**From Date**" and "**To Date**" fields. EMPTY the **Months #** field when searching a **date range.**

***OR*:** Display any **Number of Months** history with the **Months #** field. EMPTY the **Date Range** fields when you search with a **Months Number**.

✱ To Display Invoices for a Date Range:

➔ Key, or select **Company Number , [Tab]**
Up to 3 digit, numeric. Use **[Prompt],** if desired.

➔ Key, or select **Customer Account Number , [Tab]**
Up to10 digits, numeric; (Optional). Use **[Prompt]** (F4), if desired.

➔ Select or key **From Date, [Tab]**

8 digits, numeric. (mmddyyyy). The dates can be entered in recent-to-older or older-to-recent order. Default is blank. Use the Calendar Icon to select any date.

➔ Select or key **To Date, [Tab]**

8 digits, numeric. (mmddyyyy). Default is blank. Use the Calendar Icon to select any date.

➔ *Clear* **Months#, [Enter].**

The system displays a list of the Customer's invoices and credits in the date range.

✱ To Display Invoices for a Number of Months:

➔ View, key, or select **Company Number, [Tab]**

Up to 3 digit, numeric. Use **[Prompt],** if desired.

➔ View, key, or select **Customer Account Number, [Tab]**

Up to10 digits, numeric; (Optional). Blank=All Customers. Use [Prompt] (F4) to select, if desired.

➔ Clear **From Date, [Tab]**

8 digits, numeric (mmddyyyy). Default is blank; delete the date, if one appears.

➔ Clear **To Date, [Tab]**

8 digits, numeric. (mmddyyyy). Default is blank; delete the date, if one appears.

➔ Key **Months#, [Enter].**

12 Months is the default; "999" for ALL months.

The system displays the list of invoices and credits in the date range.

✱ To Display an Invoice without an Account Number:

Use an **Invoice** or **Credit Memo Number**, or **System Number**, to display the record directly, without selecting from a list.

➔ Key, or select **Company Number , [Tab]**

Up 3 digits, numeric. Use [Prompt], if desired.

➔ Key **Invoice Number,**

Or the Credit Memo Number (a negative invoice).

-- **OR** --

➔ Key **System Number,**

Press **[Enter].**

The specified detail record displays.

With or without the **Customer Number**, find the invoice(s) for a specific **Customer Purchase Order**. If needed, change the default date range.

✱ To Display Invoices for a Customer's Purchase Order:

➔ Key, or select **Company Number , [Tab]**
Up to 3 digit, numeric. Use **[Prompt],** if desired.

➔ Key, or select **Customer Account Number , [Tab]**
Up to10 digits, numeric; **(Optional)**. Use [Prompt], if desired.

➔ Key **Purchase Order Number, [Enter].**

The system displays a list, sorted by Customer PO, positioned to the search entry.

✱ To Find Invoices to a Specific Ship-To Name or Address:

➔ Key, or select **Company Number , [Tab]**
Up to 3 digit, numeric. Use **[Prompt],** if desired.

➔ Key, or select **Customer Account Number , [Tab]**
Up to10 digits, numeric; (Optional). Use **[Prompt],** if desired.

➔ Key **Ship-To:**
This is the name & address the shipment was sent to. Key any (even **partial**) **word or number** sequence.

➔ Press **[Enter].**

The list of the Customer Account's shipments to that address appears.

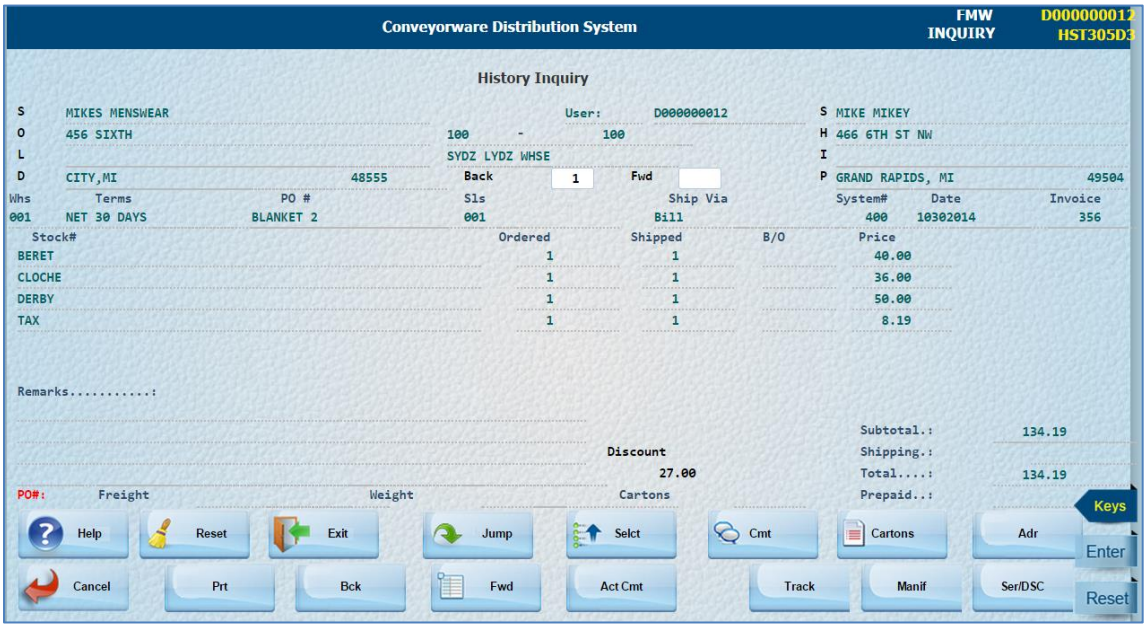
A History Display of a transaction is similar to the original Order screen. In History, however, the order's **fulfillment, shipping** and **tracking information** can be displayed, and the original document can be **reprinted.**

✱ To Display a (listed) Invoice or Credit Memo:

In the **Opt** box on the line of the Invoice,

➔ Click on **5=Display.**

The History Inquiry Invoice detail screen appears.



Display History Invoice detail screen

Layout, Display Sales History Transaction detail screen:

Header: (Left) **Sold:** The Customer Account Bill-To Name and Address

(Center) **Company Number—** and **Customer Account Number**

Warehouse Name

ACTIVE fields: **Back/Fwd:** These three-digit fields can be used to PAGE through ALL sales and credit records. Key any number (up to 999) of records [Enter], to page or jump to.

(Right) **Ship:** The Ship-To Name & Address

Whs: Warehouse Number, for the Warehouse Name, above

Terms: Order Payment Terms

P.O. Number: The Customer's Reference/Purchase Order Number

Sls: Sales Rep Number

Ship-Via: Order's Freight Carrier or Parcel Carrier/Service.

System #: The system's Order Number.

Date: Order Fulfillment or Credit Memo Date.

Invoice: Invoice or Credit Memo Number.

Stock Columns:

Stock #: Inventory Stock Number.

Ordered Quantity Ordered. (for a Credit Memo, Quantity Credited).

Shipped: Quantity Shipped with this Invoice.

B/O: For a partial shipment, Quantity placed on Back Order.

Price: Unit price charged. Includes any customer or quantity discount.

(Left) **Remarks:** Notes from the order's Remarks panel. **Automated references** appear here, also, noting a related order/invoice (back order, credit memo. POS receipt #, etc).

(Center) **Discount:** All Stock Quantity and Customer Account Discounts for the order; This is displayed here for information only; the amount is not included in the order charges.

(Right) **Subtotal:** Subtotal from all line-items.

Shipping: If Parcel Shipping Charges are added through **integrated UPS,** the charge appears here, rather than as a line-item.

Total: **Invoice Total** charges.

Prepaid: Any Pre-payment is referenced here, but is <u>not</u> subtracted from the Invoice Total.

Active [Buttons] (F Keys) **for this screen:**

[Reset] (F2): Reset <u>Display</u>. After paging through records (with [List Off]) with [Back] and [Forward], returns the screen to the first record displayed.

[Jump] (F7): Displays the current **Customer Account**'s screen in your choice of other Menus: **<u>C</u>**ustomer Account, Sales **<u>H</u>**istory, **<u>O</u>**rder List, and **<u>R</u>**eturn/Repairs, as well as **<u>A</u>**ccounts Receivable,.

[Select] (F9)**:** Brings up a window to **search for/limit** details: Invoices or Credit Memos only, Remarks field text, or Point-of-Sale Receipt Number.

[Cartons] (F11)**:** Displays the Order's packing (and carton) details

[Adr] (F8)**:** Displays the <u>Ship-To Address</u> detail panel from the Order, and several fields from the <u>Remarks and Details</u> window.

[Prt] (F13): Window to Print or Email the document.

[Bck] (F14)**/[Fwd]** (F15) page through ALL sales and credit records.
[Bck] pages DOWN the history record list, **Back** in time.
[Fwd] pages UP a list, **Forward** in time.

[Track] (F20) Brings up a window to display the Parcel Tracking Info.

[Manif] (F21) Displays the Parcel's (Carrier) Manifest for that day's shipment.

[Ser/Dsc](F22): Displays a **2nd line** for each line-item, with 3 detail fields:

4. **DSC:** **Description** (from the 301 Stock record).
5. **MS:** **Manufacturer Serial#** (this could be a Mfr lot#).
6. **SS:** **System Serial #** (the stock lot allocated to the order).

✱ **To Display Parcel Tracking Info:**

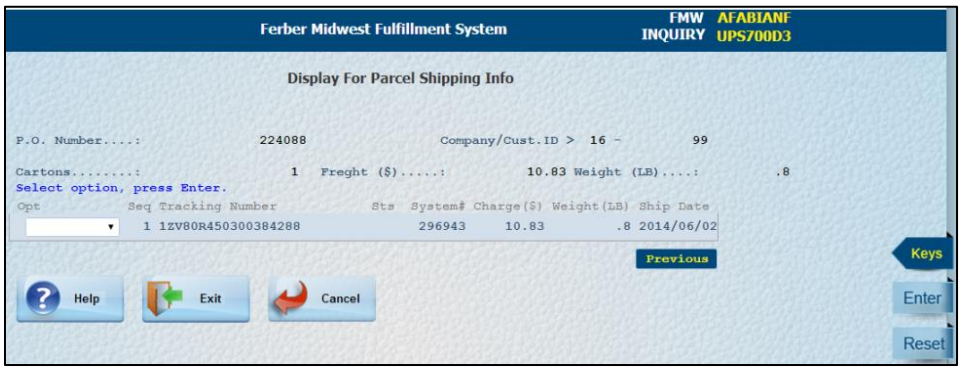
From the Invoice detail screen,

➔ Click on **[Track]** (F20)**,**

<OR> From the History list screen, in the Invoice **Opt** field,

➔ Click on **7=Track.**

The Display for Parcel Shipping Info screen appears.



Display for Parcel Shipping Info screen

Layout for Display Shipping Info window

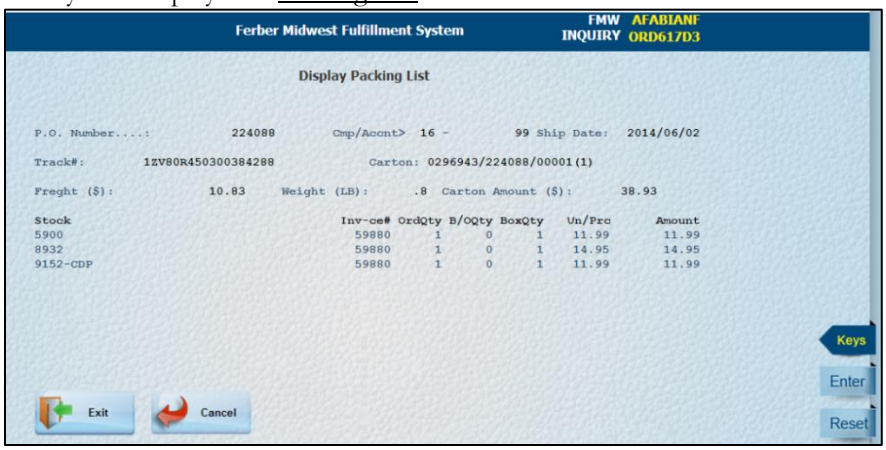
Opt:	Option: click on **5=Display** (Carton)
Seq:	Sequence; Number of the carton. In a **multi-carton** shipment, each has its **own line-item** here.)
Tracking Number:	Number assigned by the parcel carrier.
System #:	Sales Order Number.
Charge ($):	Carrier's Shipping Cost
Weight (Lb):	Weight in pounds, with partial pound as decimal.
Ship Date:	Year/Month/Day: yyyymmdd.

✱ To Display a Carton's Contents:

The Packing List has this information. In the Parcel's **Opt** field,

➔ Click on **5=Display**

The system displays the Packing List for this carton.



Display Packing List window

Layout for Display Packing List window

Header:

PO Number:	Customer's Purchase Order.
Cmp/Account:	The Company and Customer Account numbers.
Ship Date:	Format is Year/Month/Day – yyyymmdd.
Tracking Number:	Number assigned by the parcel carrier.
Carton:	This ID combines **System Number** + **PO Number + Carton Number**.
Freight:	Carrier's Shipping Cost**.**
Weight:	Weight in pounds, with partial pound as decimal.
Carton Amount:	Sales Price of Stock in the carton.

Columns:

Stock:	Stock Number
Inv--ce #:	Invoice Number
Ord Qty:	Ordered quantity
B/0 Qty:	Quantity on back order
Box Qty:	Quantity in this box
Un/Prc:	Unit Price
Amount:	Box quantity times unit price.

✱ **To Return to the Display History Detail Screen:**

➔ Click on **[Cancel]** (F12).

✱ **To Display the Order's Shipping Manifest:**

The Manifest lists all orders shipped on this date, with this order, on this shipping account.

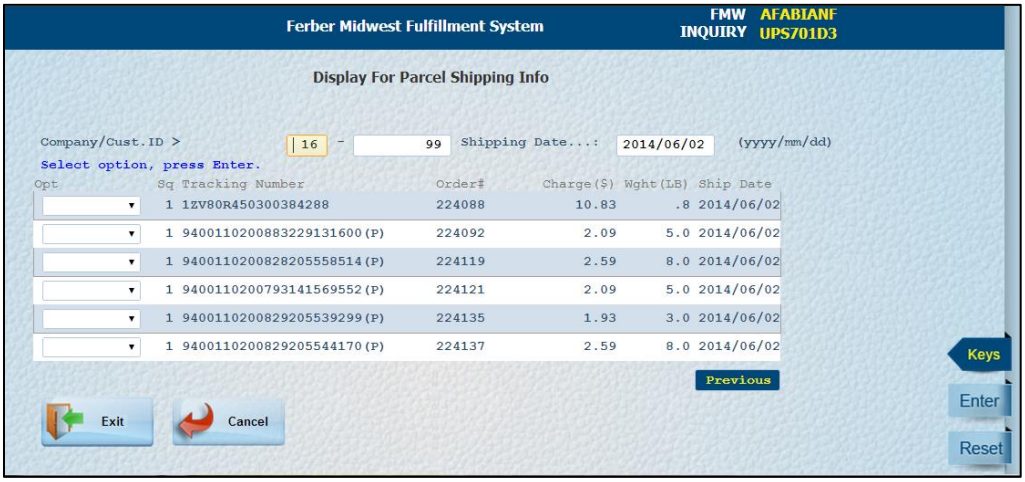
From the Invoice detail screen,

➔ Click on **[Manif]** (F21)**,**

<OR> From the History list screen, in the Invoice **Opt** field,

➔ Click on **8=Manifest.**

The Parcel Shipping Info, Manifest screen appears.



Parcel Shipping Info, Manifest screen

Layout for Display Parcel Shipping Manifest window

Header:

Cmp/Account:	The Company and Customer Account numbers.
Ship Date:	Format is Year/Month/Day – YYYYMMDD.

Columns:

Opt:	Option field: **5=Display (**Carton)
Sq:	Sequence; Number of the carton. In a **multi-carton** shipment, each carton has its **own line-item** here.)
Tracking Number:	Number assigned by the parcel carrier.
Order #:	Customer PO Number.
Charge ($):	Carrier's Shipping Cost
Freight:	Carrier's Shipping Cost**.**
Weight:	Weight in pounds, with partial pound as decimal.
Ship Date:	Format is Year/Month/Day – **yyyymmdd.**

✱ To Return to the Display History Detail Screen:

➔ Click on **[Cancel]** (F12).

✱ To Display Daily Order Totals:

From the History list screen, in an Invoice **Opt** field for the Date,

➔ Click on **9=Day Totals.**

The Day Totals window lists the day's summary:

Orders: Number of all Invoices and Credit Memos.
Sales: Net Stock Sales (from Invoices and Credit Memos).
Freight: Net Parcel Shipping invoiced.
Tax: Net Sales Tax invoiced.
Total: Net Total Invoiced.

This is the same data included in the Email Daily Sales Summary report [Sales.Rpt] (F10).

✱ To Display Comments for a Record:

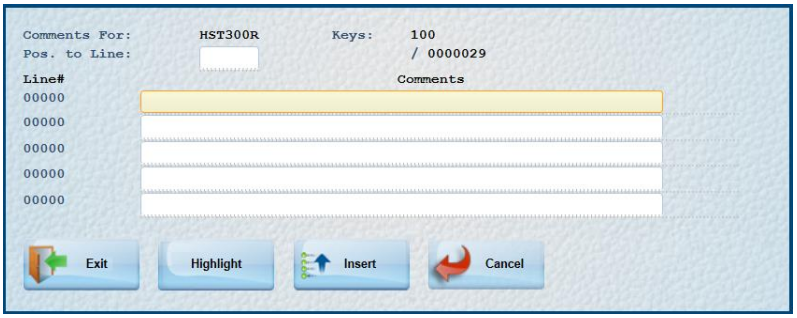
From the Invoice detail screen,

➔ Click on **[Cmt].**

<OR> From the History list screen, in the Invoice **Opt** field,

➔ Click on **10=Comments.**

The Comments window is active; comments may be added or edited.



Comments window

This Comment window is local, specific to this record.

✱ To Display Comments for a Customer Account:

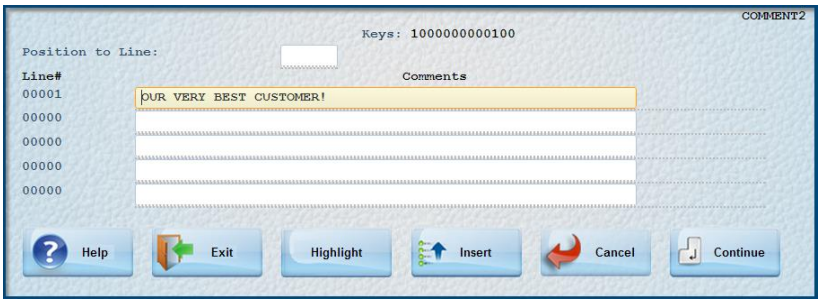
From the Invoice detail screen,

➔ Click on **[Act Cmt]** (F19).

<OR> From the History list screen, with the Customer Account Number selected,

➔ Click on **[Act Cmt]** (F19).

The Comments window is active; comments may be added or edited.



Customer Account Comments window

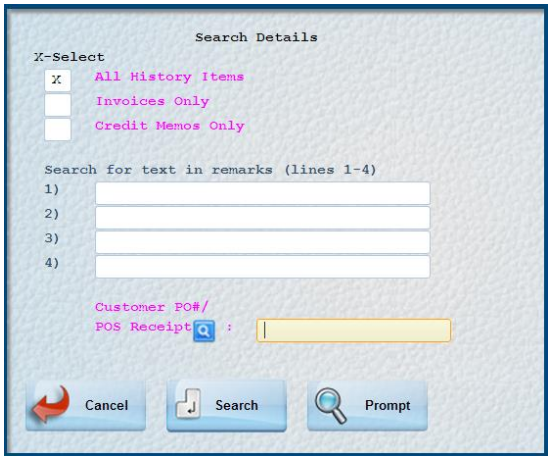
This Comment window is global, specific to the Customer Account, and can be displayed in other functions that work with Customers.

✱ To Use the Search Details Window:

From the Sales History list screen,

➔ Click on **[Details]** (F9)**.**

The Search Details selection window appears. **All History Items** (default) is selected.



Search Details selection window

Display **all Transactions**, or only **Credit Memos**:

➔ **Clear** the **"X"** from the **All History Items** field,

➔ Key **"X"** next to the record type to display, and press **[Enter] twice.**

The system displays the list with only the specified record type(s).

Display transactions with **Remarks field** text. If searching for a single Customer's records, select the customer account before clicking on [Details].

➔ Key **"Text", [Search].**

Use **any word**, number, or beginning of a word. The search finds **manual** notes added to an order. **Automated** messages ("Customer Reference", "B/O", etc.) are searchable, too.

The system returns to the History list screen. If no selections are displayed,

➔ Press **[Enter]** again.

Records containing the text are in the list.

Display a **Point-of-Sale (POS) Transaction**. POS transactions can be displayed in the History list simply by selecting **Customer Number 1.** When the **Receipt Number** is known, the transaction can be displayed by searching for that number here.

This search might also be helpful when the Receipt Number is not known. On the History list screen, in the **Company Number** field,

➔ Key **"1".**

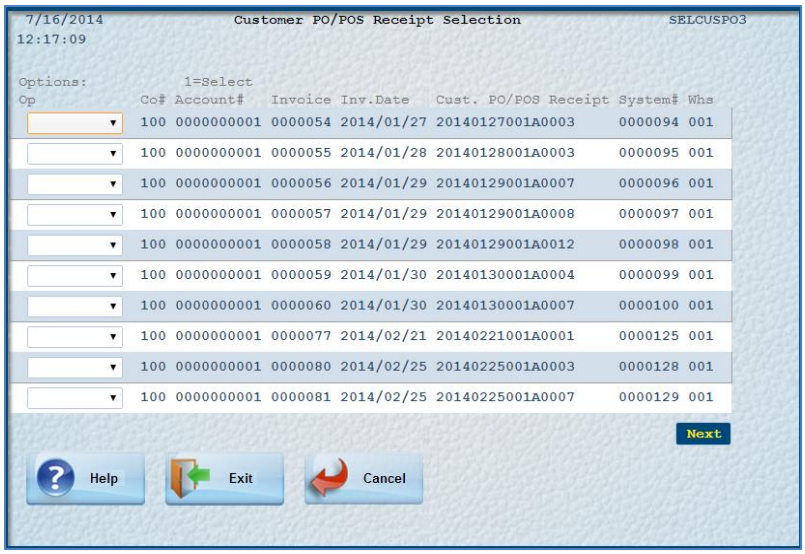
All POS transactions are for Customer Number 1.

➔ Click on **[Details].**

With **cursor** in the Customer PO#/**POS Receipt** field,

➔ Click on **[Prompt]** (F4).

[Prompt] lists all POS transactions, **Year-to-Date,** in date/time order. This search only works for Customer 1.



In the Order's **Op** field,

➔ Click on **1=Select.**

The History List screen appears with this order. In the Order's **Opt** field,

➔ Click on **5=Display.**

Order (or Return) detail screen displays. Use this search for OTHER Customer Numbers to find a **Customer PO** entry. This is NOT the primary order screen's PO field, but the specialized Remarks Window field used for 3rd party fulfillment.

✱ To Page through Records (from a List):

➔ Click on **[List On/Off]** (F8).

This button **toggles** the display from a **list form** to a **page-by-page** presentation of records. Navigate through the records, one at a time, using:

- **[Bck]** (F14) and **[Fwd]** (F15)**,** at the bottom of the screen, **<OR>**
- Key **"1", [Enter]** in the **Back** and **Fwd** fields at the City, State, Zip level of the screen.

Print Invoice/Credit Memo:

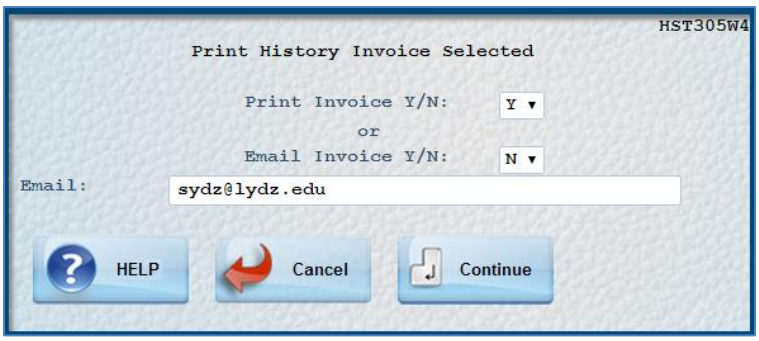
Invoices and Credit Memo can be printed from History records any time after the Day-End process. Choose to print a single document, or print by dates and/or customers. This process can be used to batch-print invoices daily, or to reprint records as needed.

✱ To Print a single Invoice or Credit Memo:

With the order displayed on the screen,

➔ Press **[Prt]** (F13).

The Print History Invoice window appears. Choose to send the record to an email address, or to your selected printer (Your selected printer may also be email). Select **"Y"** for **one** of these fields:



In the **Print Invoice Y/N** field,

➔ *View* "**Y**", and press **[Continue]** (Enter).
Default is Y=Send to Printer.

<OR>

In the **Email Invoice Y/N** field,

➔ Select "**Y**", **[Tab]**

➔ *View,* or key **Email**, **[Continue].**
Default is **Customer** Email Address, from the 201 Customer Account record. Specify a different address, if desired.

The formal Invoice prints on the user's designated printer, or is sent as an email PDF attachment.

BETA DATA VISION
4643 WOODWARD
DETROIT, MI 48202 US

webwebweb
fpeker@ferbermidwest.com

PHONE (248)555-1212
FAX (248)555-1212

INVOICE

44

100-0000000100
EYE IN THE SKY
34 W WILLIS ST
DETROIT, MI 48201

IZZY SPYNEL
34 W WILLIS ST
DETROIT, MI 48201

TERMS	ORDER #	SALES #	SHIP VIA	SHIPPING ORD. #	DATE	INVOICE #
NET 30 DAYS	BOPBO 24U	002-01	Bill	0000042	3/02/15	44

STOCK # - UPC - DESCRIPTION	ORDER	SHIP	B/O	UNIT PRICE	EXTENSION
20 MM LENTICULAR 094803984 5 MULTIFOCAL GLASS LENS X-REF# MULTIFOC 5	24	24		85.00	2,040.00

STOCK#	CARTON DISTRIBUTION						
CARTON #--->	1						
20 MM LENTICULAR	**24**						
CARTON WEIGHT--->							

We appreciate your business; thank you.

SUBTOTAL 2,040.00

B/O INV 0000028/0000035

SALES TAX $122.40

INVOICE TOTAL $2,162.40

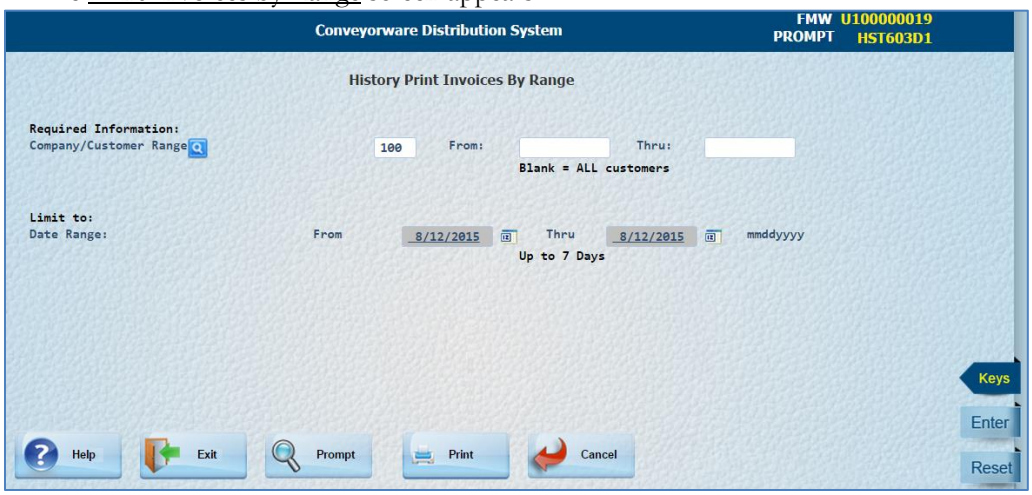
PAGE: 1

✱ **To Print Invoices by Date(s) and/or by Customer(s):**

From the History list screen,

➔ Click on **[Prt.Inv.]** (F13).

The Print Invoices by Range screen appears.



➔ *View,* select, or key **Company Number, [Tab]**

Use [Prompt] (F4) to change default, if needed.

➔ View or key **From Customer Number, [Tab]**

Blank (default)=ALL Customers. A Customer Number that was selected on the previous screen can be edited or deleted. An entry in FROM requires an entry in THRU. To avoid printing POS (Cust. No. 1) and Cash-and-Carry (Cust. No. 99) invoices, specify Customer Number 100 or HIGHER (Up to 10 digits, numeric). [Prompt] does NOT work for these Customer fields.

➔ View or key **Thru Customer Number, [Tab]**

Blank (default)=ALL Customers. An entry in FROM requires an entry in THRU. [Prompt] does NOT work for these Customer fields.

➔ *View* or key **From Date, [Tab]**

EARLIEST Invoice Date to print. Default date is YESTERDAY (most recent history date; today's invoices can be printed from the 401 Order list). The date-range maximum is **seven days.** Use the calendar icon to select a date, or key the date, format mmddyyyy. BOTH date fields are required.

➔ *View* or key **Thru Date, [Print]** (F10).

LATEST Invoice Date to print. Default date is YESTERDAY (most recent history date; today's invoices can be printed from the 401 Order list). The date-range maximum is **seven days.** Use the calendar icon to select a date, or key the date, format mmddyyyy. BOTH date fields are required.

The records print on the User's designated printer.

Daily Sales Summaries [SalesRpt]

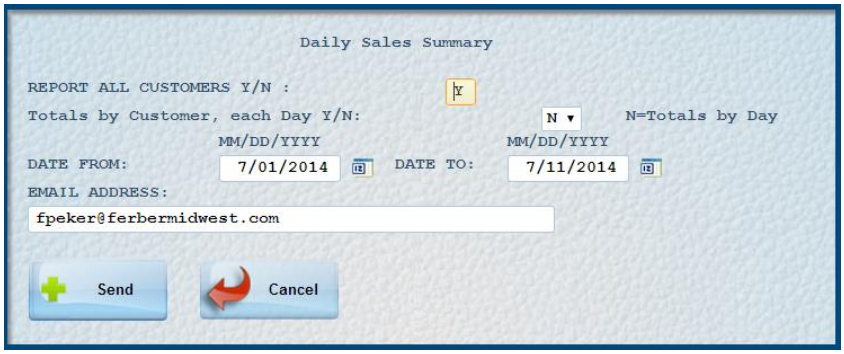
Email a daily sales summary as a CSV file for spreadsheet or table format. Each day's number of orders and net sales amounts are listed. Print the summary for **one account**, or for **all customers**, in any **date range**.

Because this is a CSV file, it cannot be sent to your system-selected printer. Be sure to verify the email address before pressing [Print]. When opened with a spreadsheet program, the report data can be sorted by any column, and summarized as desired.

The **selection** for a **single Customer** is done on the primary Sales History screen: first select the Customer, and then click on [Sales Rpt].

✱ To Print or Email a Daily Sales Summary:

➔ Click on **[Sales Rpt.]** (F10).



The **Report All Customers** field is set to **"N"** if one Customer Account was selected on the History list screen. Otherwise, the default is **"Y",** to report for all sales.
N may be changed to Y here. Y can only be changed by returning to the History screen to select a Customer Account.

➔ *View* or key **Totals by Customer, each Day Y/N:**
N (default), **Totals by Day,** yields company summary sales orders and amounts for each day.
Y, Totals by Customer, yields a more detailed summary, with sales for **each customer**, for **each day**.

➔ *View* or key **Date From:**
8 digits, numeric, ddmmyyyy. Default is first day of the current month. Use the **calendar icon** to select any date, or key the date.

➔ *View* or key **Date To:**
8 digits, numeric, ddmmyyyy. Default is today. Use the **calendar icon** to select any date, or key the date. For a **single day**, use the same date in this field; **both** date fields are **required.**

➔ *View* or key **Email Address, [Send].**
A **default email** address appears: The Company setup email for an All Customers selection, or the Customer Contact email for single customer. Verify the address, editing it if needed.

The email is sent, and the system returns to the Sales History screen. The email subject line: Day total sales history report from Conveyorware Distribution System. Open the attached file with a spreadsheet or other program.

Note that there is no header for this csv file, but the attachment's Title contains the specified Date Range. The single Customer report does not specify the Customer Account Number or Name:

Date	Number of Orders	Sales, $	Freight, $	Tax, $	Total, $
20140603	1	-20.00	.00	.00	-20.00
20140617	1	328.00	.00	.00	328.00
20140626	3	2588.00	.00	202.67	2790.67
20140627	4	854.00	.00	47.41	901.41
20140630	5	593.50	.00	31.25	624.75
20140701	4	392.00	.00	34.52	426.52
20140703	1	-14.00	.00	.00	-14.00
20140707	8	.00	.00	.00	.00
20140708	19	720.00	.00	316.88	1036.88
20140709	3	-300.00	.00	16.25	-283.75

DayTotalSalesRpt_100_20140601_20140710, All Customers=Y, **Total by Day** (N).

Company	Customer#	Cus. Name	Date	Number of Orders	Sales, $	Freight, $	Tax, $	Total, $
100	0000100	MIKES MENSWEAR	20140603	1	-20.00	.00	.00	-20.00
100	0000101	BILL TO BILL	20140617	1	328.00	.00	.00	328.00
100	0000099	SYDZ LIDZ AR	20140626	2	2218.00	.00	144.17	2362.17
100	0000100	MIKES MENSWEAR	20140626	1	370.00	.00	58.50	428.50
100	0000001	POS CUSTOMER	20140627	3	324.00	.00	12.96	336.96
100	0000100	MIKES MENSWEAR	20140627	1	530.00	.00	34.45	564.45
100	0000001	POS CUSTOMER	20140630	5	593.50	.00	31.25	624.75
100	0000100	MIKES MENSWEAR	20140701	4	392.00	.00	34.52	426.52
100	0000100	MIKES MENSWEAR	20140703	1	-14.00	.00	.00	-14.00
100	0000099	SYDZ LIDZ AR	20140707	8	.00	.00	.00	.00
100	0000099	SYDZ LIDZ AR	20140708	19	720.00	.00	316.88	1036.88
100	0000099	SYDZ LIDZ AR	20140709	3	-300.00	.00	16.25	-283.75

DayTotalSalesRpt_100_20140601_20140710, All Customers=Y, **Total by Customer** (Y), (and each day).

Company	Customer#	Cus. Name	Date	Number of Orders	Sales, $	Freight, $	Tax, $	Total, $
100	100	EYE IN THE SKY	20150707	2	1650.00	.00	99.00	1749.00
100	100	EYE IN THE SKY	20150724	1	-16.00	.00	.00	-16.00
100	100	EYE IN THE SKY	20150728	1	1920.00	46.00	120.48	2086.48
100	100	EYE IN THE SKY	20150729	1	1680.00	.00	100.80	1780.80
100	100	EYE IN THE SKY	20150731	1	396.00	.00	.00	396.00

DayTotalSalesRpt_100_20140601_20140710, All Customers=N, (specified Customer #100, Mikes Menswear) Total by Customer or Day.

Daily Orders Shipped/Inventory Shipped [ShipRpt]

The Orders Shipped and Items Shipped reports can compile for any date range. These reports are CSV files, ready for spreadsheet or table format. The Shipped Orders Feedback report provides details of each order: Customer, PO#, Ship-To, Carrier, tracking, and more, in date sequence.

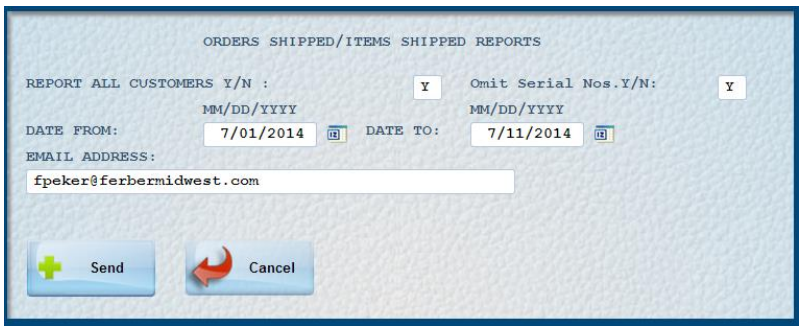
The Shipped Items Feedback report includes (for each order, in date sequence) all Stock Numbers shipped, with or without Manufacturer and System Serial Numbers.

Because this is a CSV file, it cannot be sent to your selected printer. Be sure to **verify the email** address before pressing [Print]. When opened with a spreadsheet program, the report data can be sorted by any column, and summarized as desired.

Print the reports for **one account**, or for **all customers**. The **selection** for a **single Customer** is done on the **primary** Sales History selection screen: first select the Customer Account, and then click on [Sales Rpt].

✱ To Print or Email the Daily Shipments Reports:

➔ Click on **[Ship.Rpt.]** (F11).



The **Report All Customers** field is set to **"N"** if one Customer Account was selected on the History list selection screen. Otherwise, the default is **"Y",** report for all sales. "**N**" may be changed to Y here. "**Y**" can only be edited by returning to the History screen to select a customer account.

➔ *View* or key **Omit Serial Nos. Y/N:**
Y=Omit (default) lists each line-item in each order, but omits all Serial number columns and lines. "**N"** will include any Manufacturer Serial Numbers, as well as the warehouse System Serial Numbers for each stock line.

➔ *View*, select, or key **Date From:**
8 digits, numeric, ddmmyyyy. Default is first day of the current month. Use the **calendar icon** to select any date, or key the date.

➔ *View*, select, or key **Date To:**
8 digits, numeric, ddmmyyyy. Default is today. Use the calendar icon to select any date, or key the date.

➔ *View* or key **Email Address, [Send].**
A **default email** address appears: The Company setup email for an All Customers selection, or the Customer Contact Email for a single customer (selected on the list screen). **Verify the address,** editing it if needed.

The email is sent, and the system returns to the Sales History screen. The email subject line is: Shipping info feedback from Conveyorware Distribution System. Open the attached file with a spreadsheet or other program.

Note that there is **no header** for these reports, but the attachment Titles contain the Company Number and specified Date Range.

Company	Customer#	Cust. Name	Ship Date	Order #	Company Name	Attention Name	Invoice Total	Ship Service	Tracking #	Weight LB	Freight$	3rd Party Acc#	Warehouse
100	0000000100	MIKES MENSWEAR	20140603	0000184-CM	MIKES MENSWEAR	MIKE MIKEY	-20.00	Credit Memo		00.0			001
100	0000000101	BILL TO BILL	20140617	CB 78786	SAME AS BILL-TO	SAME AS BILL-TO	328.00	CCX CARRIERS	TRL# ID Pallets: 1	02.0			001
100	0000000100	MIKES MENSWEAR	20140626	FISH	MIKES MENSWEAR	MIKE MIKEY	428.50	Bill		00.0			001
100	0000000099	SYDZ LIDZ AR	20140626	GHOTI	SYDZ LYDZ INC	SYDZ LIDZ	2174.73	Bill		00.0			001
100	0000000099	SYDZ LIDZ AR	20140626	METHOD Uc	SYDZ LYDZ INC	SYDZ LIDZ	187.44	Bill		00.0			001
100	0000000100	MIKES MENSWEAR	20140627	BOFISH	MIKES MENSWEAR	MIKE MIKEY	564.45	Bill		00.0			001
100	0000000001	POS CUSTOMER	20140627	0000192	POINT OF SALE REGISTER SALES	POS	201.28	Bill		00.0			001
100	0000000001	POS CUSTOMER	20140627	0000193-cm	POINT OF SALE RETURNS	POS	-93.28	Credit Memo		00.0			001
100	0000000001	POS CUSTOMER	20140627	0000194	POINT OF SALE REGISTER SALES	POS	228.96	Bill		00.0			001
100	0000000001	POS CUSTOMER	20140630	0000196	POINT OF SALE REGISTER SALES	POS	137.80	Bill		00.0			001
100	0000000001	POS CUSTOMER	20140630	0000197	POINT OF SALE REGISTER SALES	POS	8.63	Bill		00.0			001
100	0000000001	POS CUSTOMER	20140630	0000198	POINT OF SALE REGISTER SALES	POS	207.76	Bill		00.0			001
100	0000000001	POS CUSTOMER	20140630	0000199	POINT OF SALE REGISTER SALES	POS	127.20	Bill		00.0			001
100	0000000001	POS CUSTOMER	20140630	0000200	POINT OF SALE REGISTER SALES	POS	59.36	Bill		00.0			001
100	0000000100	MIKES MENSWEAR	20140701	0000201-CM	MIKES MENSWEAR	MIKE MIKEY	-96.00	Credit Memo		00.0			001
100	0000000100	MIKES MENSWEAR	20140701	0000202-CM	MIKES MENSWEAR	MIKE MIKEY	-88.00	Credit Memo		00.0			001
100	0000000100	MIKES MENSWEAR	20140701	0000203-CM	MIKES MENSWEAR	MIKE MIKEY	-50.00	Credit Memo		00.0			001
100	0000000100	MIKES MENSWEAR	20140701	988 M	MIKES MENSWEAR	MIKE MIKEY	660.52	Bill		00.0			001
100	0000000100	MIKES MENSWEAR	20140703	0000204-CM	MIKES MENSWEAR	MIKE MIKEY	-14.00	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140707	321-CM	SYDZ LYDZ INC	SYDZ LIDZ	-1100.00	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140707	321-DL	SYDZ LYDZ INC	SYDZ LIDZ	1100.00	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140707	456-CM	SYDZ LYDZ INC	SYDZ LIDZ	-1278.00	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140707	456-DL	SYDZ LYDZ INC	SYDZ LIDZ	1278.00	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140707	777-CM	SYDZ LYDZ INC	SYDZ LIDZ	-1000.00	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140707	777-DL	SYDZ LYDZ INC	SYDZ LIDZ	1000.00	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140707	888-CM	SYDZ LYDZ INC	SYDZ LIDZ	-745.50	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140707	888-DL	SYDZ LYDZ INC	SYDZ LIDZ	745.50	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	A_444-CM	SYDZ LYDZ INC	SYDZ LIDZ	-1065.00	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	A_444-DL	SYDZ LYDZ INC	SYDZ LIDZ	1065.00	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	0000219-CM	SYDZ LYDZ INC	SYDZ LIDZ	-290.00	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	0000222-CM	SYDZ LYDZ INC	SYDZ LIDZ	-65.00	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	111	SYDZ LYDZ INC	SYDZ LIDZ	380.13	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	1212	SYDZ LYDZ INC	SYDZ LIDZ	106.50	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	123-CM	SYDZ LYDZ INC	SYDZ LIDZ	-1065.00	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	123-DL	SYDZ LYDZ INC	SYDZ LIDZ	1065.00	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	1288	SYDZ LYDZ INC	SYDZ LIDZ	159.75	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	1888	SYDZ LYDZ INC	SYDZ LIDZ	53.25	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	233	SYDZ LYDZ INC	SYDZ LIDZ	159.75	Bill		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	333-CM	SYDZ LYDZ INC	SYDZ LIDZ	-213.00	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	333-DL	SYDZ LYDZ INC	SYDZ LIDZ	213.00	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	444-CM	SYDZ LYDZ INC	SYDZ LIDZ	-532.50	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	444-DL	SYDZ LYDZ INC	SYDZ LIDZ	532.50	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	555-CM	SYDZ LYDZ INC	SYDZ LIDZ	-159.75	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	555-DL	SYDZ LYDZ INC	SYDZ LIDZ	159.75	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	789	SYDZ LYDZ INC	SYDZ LIDZ	266.25	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140708	98765	SYDZ LYDZ INC	SYDZ LIDZ	266.25	USPS Global Express Mail – Insured		00.0			001
100	0000000099	SYDZ LIDZ AR	20140709	0000234-CM	SYDZ LYDZ INC	SYDZ LIDZ	-500.00	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140709	0000235-CM	SYDZ LYDZ INC	SYDZ LIDZ	-50.00	Credit Memo		00.0			001
100	0000000099	SYDZ LIDZ AR	20140709	212	SYDZ LYDZ INC	SYDZ LIDZ	266.25	USPS Global Express Mail – Insured		00.0			001

ShpOrderFeedbackRpt_100_20140601_20140710.csv

Company	Customer#	Cust. Name	Ship Date	Order #	Item	Item Description	Ordered Qty	B/O Qty	Ship Qty	Item Price	Warehouse
100	0000000100	MIKES MENSWEAR	20140701	988 M	AVIATOR	BROWN LEATHER AVIATOR	1	0	1	110.00	001
100	0000000100	MIKES MENSWEAR	20140701	988 M	BALMORAL	MCLEAN TARTAN BALMORAL	2	0	2	48.00	001
100	0000000100	MIKES MENSWEAR	20140701	988 M	BERET	MENS LAMBSWOOL BERET	1	0	1	38.00	001
100	0000000100	MIKES MENSWEAR	20140701	988 M	CLOCHE	CAMEL CLOCHE	1	0	1	48.00	001
100	0000000100	MIKES MENSWEAR	20140701	988 M	DERBY	BUFFALO FELT DERBY	1	0	1	65.00	001
100	0000000100	MIKES MENSWEAR	20140701	988 M	FEDORA	BROWN BEAVER FEDORA	1	0	1	50.00	001
100	0000000100	MIKES MENSWEAR	20140701	988 M	PAKUL	LAMBSWOOL ROLL-UP PAKUL	1	0	1	45.00	001
100	0000000100	MIKES MENSWEAR	20140701	988 M	SKIMMER	WHITE STRAW SKIMMER	1	0	1	42.00	001
100	0000000100	MIKES MENSWEAR	20140701	988 M	SKIMMER	WHITE STRAW SKIMMER	1	0	1	44.00	001
100	0000000100	MIKES MENSWEAR	20140701	988 M	SMOKEY	TAN FELT SMOKEY	1	0	1	50.00	001
100	0000000100	MIKES MENSWEAR	20140701	988 M	TAX	TAX	1	0	1	34.52	001
100	0000000100	MIKES MENSWEAR	20140701	988 M	TOUQUE	CASHMERE TOUQUE BLUE	1	0	1	38.00	001
100	0000000100	MIKES MENSWEAR	20140701	0000201-CM	CLOCHE	CAMEL CLOCHE	2	0	2	48.00	001
100	0000000100	MIKES MENSWEAR	20140701	0000202-CM	BERET	MENS LAMBSWOOL BERET	2	0	2	44.00	001
100	0000000100	MIKES MENSWEAR	20140701	0000203-CM	FEDORA	BROWN BEAVER FEDORA	1	0	1	50.00	001
100	0000000100	MIKES MENSWEAR	20140703	0000204-CM	FEDORA	BROWN BEAVER FEDORA	7	0	7	2.00	001

ShpItemFeedbackRpt_100_20140601_20140710.csv
Selection: Omit Serial Numbers=Y.

Company	Customer#	Cust. Name	Ship Date	Order #	Item	Item Description	Ordered Qty	B/O Qty	Ship Qty	Item Price	Mnf Serial Nmr	WHS Serial Nmr	Warehouse
100	0000000100	MIKES MENSWEAR	20140603	0000184-CM	PORK PIE	6" PORK PIE	4	0	4	5.00			001
100	0000000101	BILL TO BILL	20140617	CB 78786	DEERSTALKER	GREEN TWEED DEERSTALKER	3	0	3	48.00		FM00000059	001
100	0000000101	BILL TO BILL	20140617	CB 78786	SMOKEY	TAN FELT SMOKEY	4	0	4	46.00		FM00000049	001
100	0000000100	MIKES MENSWEAR	20140626	FISH	BERET	MENS LAMBSWOOL BERET	7	0	7	44.00		FM00000066	001
100	0000000100	MIKES MENSWEAR	20140626	FISH	BERET	MENS LAMBSWOOL BERET	5	5	0	44.00			001
100	0000000100	MIKES MENSWEAR	20140626	FISH	DERBY	BUFFALO FELT DERBY	1	0	1	62.00		FM00000050	001
100	0000000100	MIKES MENSWEAR	20140626	FISH	DERBY	BUFFALO FELT DERBY	5	5	0	62.00			001
100	0000000100	MIKES MENSWEAR	20140626	FISH	TAX	TAX	1	0	1	58.50			001
100	0000000099	SYDZ LIDZ AR	20140626	GHOTI	BERET	MENS LAMBSWOOL BERET	14	0	14	34.00		FM00000066	001
100	0000000099	SYDZ LIDZ AR	20140626	GHOTI	DERBY	BUFFALO FELT DERBY	27	0	27	58.00		FM00000050	001
100	0000000099	SYDZ LIDZ AR	20140626	GHOTI	TAX	TAX	1	0	1	132.73			001
100	0000000099	SYDZ LIDZ AR	20140626	METHOD Uc	CLOCHE	CAMEL CLOCHE	3	0	3	0.00		FM00000058	001
100	0000000099	SYDZ LIDZ AR	20140626	METHOD Uc	ROARING '20S HIS N HERS	CLOCHE AND SKIMMER SET	2	0	2	88.00			001
100	0000000099	SYDZ LIDZ AR	20140626	METHOD Uc	SKIMMER	WHITE STRAW SKIMMER	2	0	2	0.00		FM00000057	001
100	0000000099	SYDZ LIDZ AR	20140626	METHOD Uc	TAX	TAX	1	0	1	11.44			001
100	0000000100	MIKES MENSWEAR	20140627	BOFISH	BERET	MENS LAMBSWOOL BERET	5	0	5	44.00		FM00000076	001
100	0000000100	MIKES MENSWEAR	20140627	BOFISH	DERBY	BUFFALO FELT DERBY	5	0	5	62.00		FM00000077	001
100	0000000100	MIKES MENSWEAR	20140627	BOFISH	TAX	TAX	1	0	1	34.45			001
100	0000000001	POS CUSTOMER	20140627	0000192	ROARING '20S HIS N HERS	CLOCHE AND SKIMMER SET	1	0	1	88.00			001
100	0000000001	POS CUSTOMER	20140627	0000192	TAX	TAX	1	0	1	5.28			001
100	0000000001	POS CUSTOMER	20140627	0000192	WINTER WARMER DUO	AVIATOR TOUQUE HAT SET	1	0	1	108.00			001
100	0000000001	POS CUSTOMER	20140627	0000193-cm	ROARING '20S HIS N HERS	CLOCHE AND SKIMMER SET	1	0	1	88.00			001
100	0000000001	POS CUSTOMER	20140627	0000193-cm	TAX	TAX	1	0	1	5.28			001
100	0000000001	POS CUSTOMER	20140627	0000194	TAX	TAX	1	0	1	12.96			001
100	0000000001	POS CUSTOMER	20140627	0000194	WINTER WARMER DUO	AVIATOR TOUQUE HAT SET	2	0	2	108.00			001
100	0000000001	POS CUSTOMER	20140630	0000196	AVIATOR	BROWN LEATHER AVIATOR	1	0	1	88.00		FM00000073	001
100	0000000001	POS CUSTOMER	20140630	0000196	DEERSTALKER	GREEN TWEED DEERSTALKER	1	0	1	42.00		FM00000059	001

ShpItemFeedbackRpt_100_20140601_20140710.csv.
Selection: Omit Serial Numbers=

OPTION 420: Deleted Orders

This option lists previously deleted (voided) orders. Only the data columns in the list are retrieved. After the day-end program removes an order from the 401 Order list, the full order record no longer exists.

The Customer, PO and System Number fields are all Position-To and Sort-By, so orders can be located easily. For Company Number and Company/Customer lists, the orders are sorted by date, from oldest to most recent/today.

Each 4=Delete command is listed. Because an order with VOID status can be restored (with 401 Order list Option 17=Undelete), there can be multiple records for the same order.

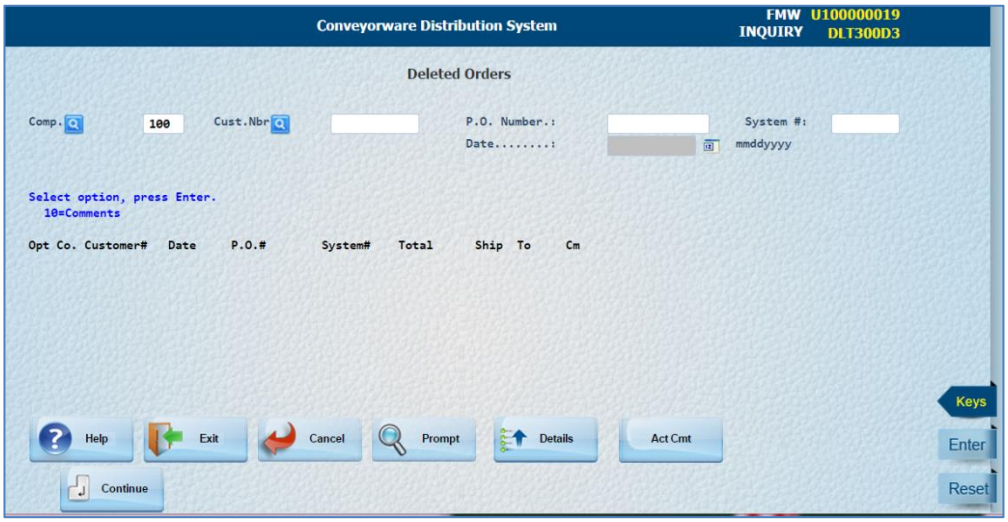
∗ To Display Deleted Orders:

From the 400 Order Menu,

➔ Click on **420. Deleted Order Inquiry,** or

➔ Key command **"420", [Enter].**

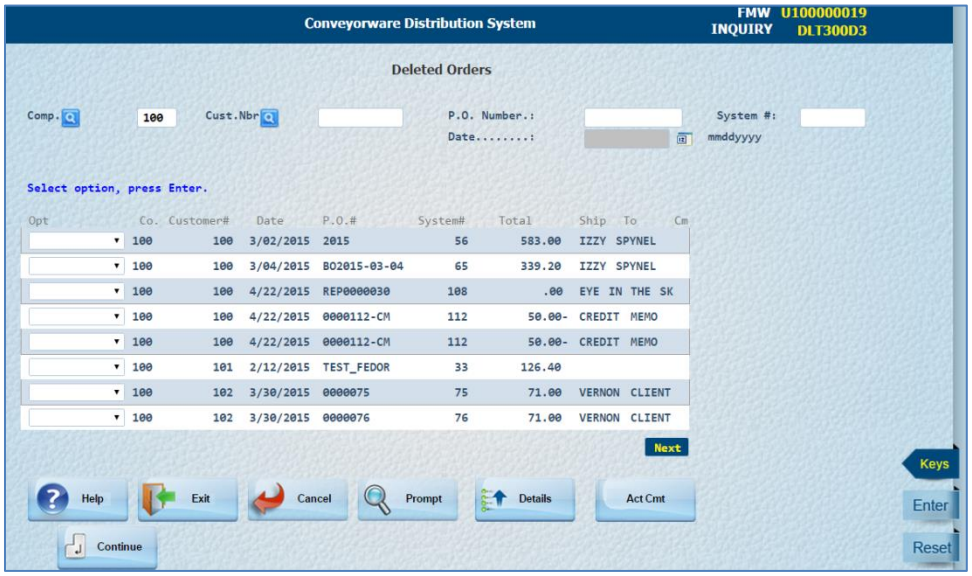
The Display Deleted Order selection screen appears.



Deleted Order Inquiry selection screen

➔ View, select or key **Company Number , [Enter].**
3 digits, numeric. Use [Prompt] to select Company, if desired.

The Display Deleted Order list screen appears, with all deleted orders for the company.



Display Deleted Order list

Layout, Display Deleted Order list screen

Header:

Comp.: Company Number.

Cust. Nbr.: Customer Account Number

P.O. Number: Customer's Purchase Order

System #: System Number

Date Order Creation Date

Columns:

Opt: **10=** (local) **Comments**; this Comment is created and displayed only here; any Comments for the Order record were deleted.

Co./Cust.Nbr: Company and Customer Account Numbers

Date: Order Creation Date

P.O.#: Customer's Purchase Order.

System #: The system's Order Number.

Total: Amount of the Original Transaction.

Ship To: Recipient Name.

Cm: * (Asterisk) indicates a local (deletion) Comment.

[Buttons] F-Keys:

[Prompt] (F4): For fields with a **lookup icon,** lists all data choices for the field.

[Details] (F9): Displays a second item line with
Customer (Bill-To) **Name,**
Deletion Date and **Time**, and
User ID for the deletion.

[Act Cmt] (F19): Displays global Account Comments, specific to a Customer Account. This window can be accessed in many menu options when working with the Account.

OPTION 415: Invoice Message

Create or change a **Company** Message that prints on ALL Invoices under the Carton Distribution section. Thank customers, describe monthly promotions, or publicize new products with this message.

A *different* message can be added in small print on the Invoice footer; see Admin 908 Work with Codes, Category IN. This code category adds 3 "codes" that print as text across the lower margin of the page. That message is appropriate for a returns policy or restocking fee notice. This message, however, this will print for **ALL Companies** in the environment (if more than one exists).

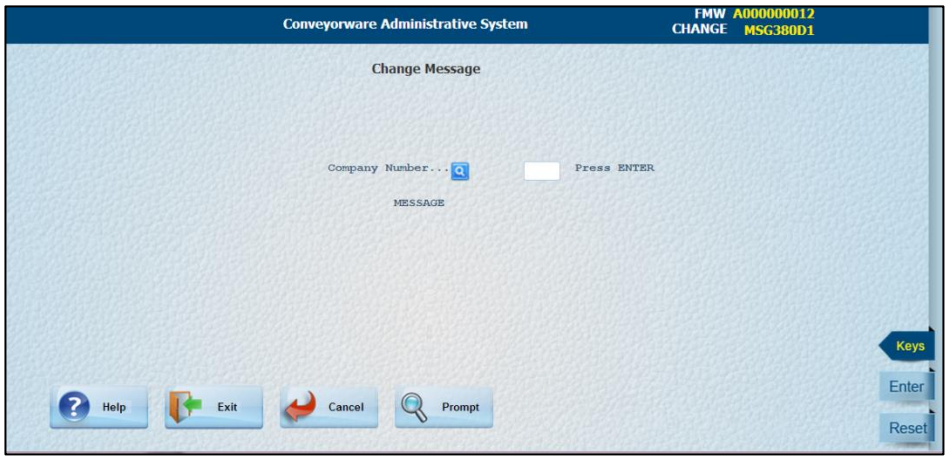
Note, also, that a default message can be added to **all orders** for a **specific Customer** Account. This message prints in the Invoice **Remarks** section. Only the Order Management (Java) login can be used to access this Customer Account feature.

* To Work with the Invoice Message:

➔ Click on **415. Invoice Message**, or

➔ Key command **"415", [Enter].**

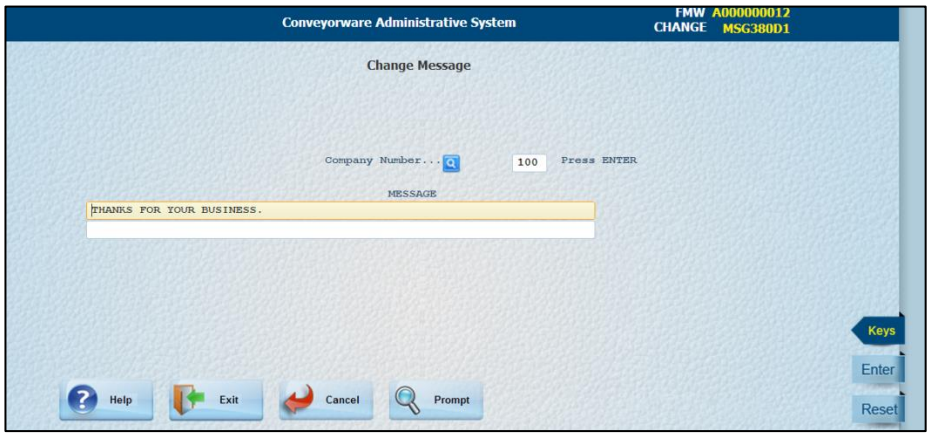
The Invoice Message screen appears.



Change Message screen

➔ Select or key **Company Number , [Enter]**
3 digits, numeric. Use [Prompt] (F4) to select a Company, if desired.

The Change Message detail screen appears, displaying any existing message.



Change Message detail screen

➔ Key **Message, [Enter]**

Each line has 72 spaces for any message. The system can print all standard keyboard characters.

The system returns to the 400 Order Menu. The new message appears on all Invoices printed (or emailed) after this editing.

OPTION 416: New Credit Holds Report

Use this report to review **today's** orders placed on credit hold. This report lists Customer Account info for each NEW order on Credit-Hold. The report includes AR aging, Sales History, Credit, and Customer Contact information from the Customer Account record, the reason for hold, and the dollar amount of the order.

Orders are placed on Credit-Hold if the **Customer Account** has:

- a balance owing in the 31-60 or >60 days **past due** fields; or
- an order placing the account above the **assigned dollar limit**,
- **any first order** on a new Customer Account.

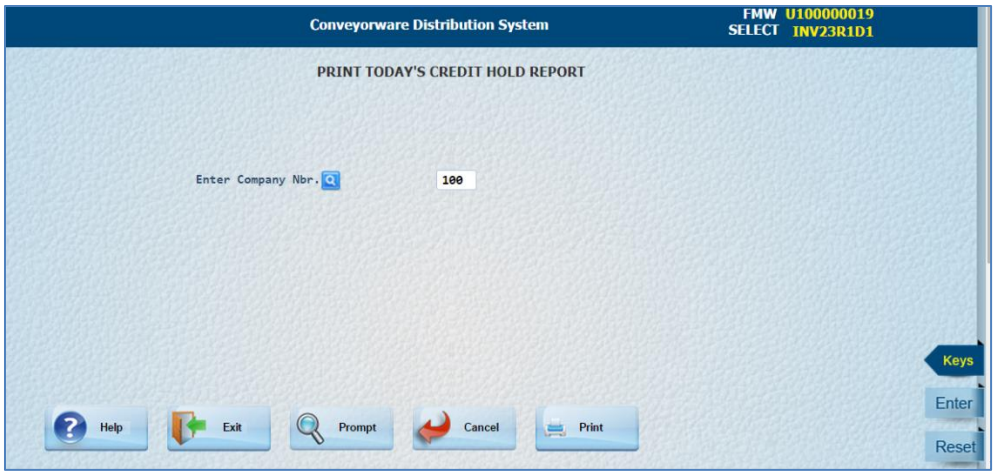
✱ **To Print a New Credit-Holds Report:**

From the 450 Credit Menu,

➔ Click on **416 New Credit Hold Report**, or

➔ Key command **"416", [Enter].**

The Today's Credit Hold Report selection screen appears.



Today's Credit Hold Report selection screen

➔ Select or key **Company Number, [Print].**

The system prints the report, and returns to the 450 Credit Menu.

```
INVD23                                   Ferber Midwest Fulfillment System Test 1
                                           CREDIT HOLD REPORT
TEST                                         FOR  5/02/12                                          PAGE   1

ACCT#/TERR#    ACCOUNT NAME                 PRESENT A/R    CREDIT LMT  RATING    SYS #   ORDER AMT  REASON

  9-0000000103 MY NEWEST CUSTOMER      NET            .00                P NLO                 200.40  CREDIT EXCEEDED.
               333 333                 CUR          .00                          0157813              *PREPAY ACCT
    01                                1-30           .00
             CITY,MI 4444444         31-60           .00
                            7/2011 N   60+           .00                                               HIGH CREDIT          0
                                      PEND           .00                                               SALES Y-T-D           .00
```

Today's Credit Holds Report

Layout for Today's Credit Holds Report

For each order, columns:

Acct#/Sales#: **Company** & **Customer Account** Numbers, above
Sales Rep Number.

Account Name: **Customer Name**,
Billing Address &
Phone Number, with last **Credit Review Date** (or new account date) and **Review Code** (N=Credit Assessment on new account date).

Present A/R: Accounts Receivable Aging:
NET: Total. Includes Invoiced and Pending Orders.
CUR: (Current) Amount Invoiced, Not-Yet-Due.
1-30: Past Due 01-30 Days.
31-60: Past Due 31-60 Days.
>60: Past Due 61+ Days.
PEND: Total Amount of **Active** Orders (with allocated stock, but not completed), plus **Credit-Held** orders.

Credit Lmt Amount in Credit Limit field.

D&B Code **Dunn & Bradstreet** credit rating, which may include:
" - - ": Not Used, or Not Listed or Rated.
LNR: Listed Not Rated by D & B.

Sys # (Credit Held) New Order **System Number.**

Order Amt Dollar Value of the order.

Reason Why the order is on Credit Hold, **above:**
Order **Payment Terms** (May differ from the Account Payment Terms).
Contact Name.
Note (field from 210 Customer Account record).
High Credit: Maximum credit ever extended to the customer.
Sales YTD: Net Sales Amount, this calendar year-to-date.

OPTION 417: Back-Order Report

This report lists all orders with BO Hold status, with details of the Stock Numbers and current Inventory levels, as well as Customer contact. It does not include Active orders that are short of stock; Inventory Report 372. Out-of-Stock Pending Orders will detail those.

This same BO Report compiles with each **Day-End**, and can be scheduled to print with Admin 901 Work with Report Distribution.

The report can be helpful while allocating scarce or newly-received stock, or before/after releasing or canceling a number of back-orders.

An entry appears for each order with Back-Order Hold status, so a customer can be listed more than once.

The list prints in chronological (System Number) order.

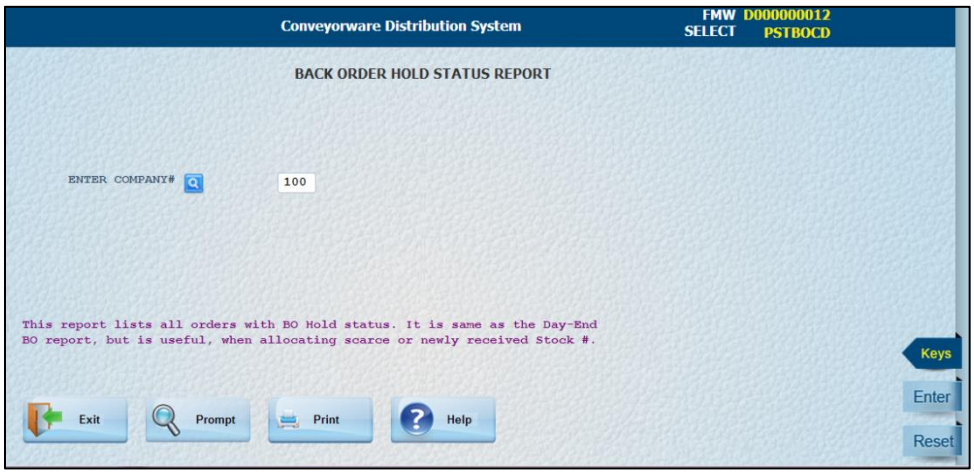
✱ **To Print a Back-Order Hold Status Report:**

From the 400 Order Menu:

➔ Click on **417 Back Order Report**, or

➔ Key command **"417", [Enter].**

The Back Order Hold Status Report selection screen appears.



➔ Key or Select **Company Number**, **[Print].**

Use [Prompt] to select, if desired.

The report prints, with entries in **System Number** order. The system returns to the 400 Orders, Fulfillemt & Shipping Menu.

```
PROGRAM:  STBOC2R                          Ferber Midwest Fulfillment System Test 1                          3/21/13  9:09:11
128  SIDZ LIDZ                                          BACK ORDER REPORT                                          PAGE    1
SYSTEM| ACCOUNT NBR./| BILL TO / CONTACT      |WHS|  ORIG.   | ORIG.|    INV.   | ORDER| BO | ON-HND|AVAIL.|STOCK NUMBER
NUMBER|   PHONE NBR. |                       |NBR|  DATE    | INV. |   TOTAL   |  QTY | QTY|   QTY |  QTY |
0157925 128-0000000100 WARM HANDS, WARM HEADS  001 3/20/2013            48.00      2                  0  BUNNY EARS
                            HANNAH NA                                                                0
0157926 128-0000000102 NEWS TO YOU             001 3/20/2013            84.00      2                  0  BUNNY EARS
                            TYEW                                                    1           67    67  FAROE FUZZIES
0157928 128-0000000101 MIKES MOVIES            001 3/20/2013           792.00     24                  0  BUNNY EARS
                            MIKE                                                    6                  0  FAROE FUZZIEST
END OF THE REPORT
```

Back-Order Report

Layout for Back-Order Hold Report

Header: **Program Code, Company Number & Name**

Report Title

Print Date & Time

Columns:

System Number:	System Order Number.
Account Number /	Company and Customer Account Numbers,
Phone Number:	above Bill-To Phone
Bill-To/Contact:	First Line of the Bill-To Address, and Account Contact from the 201 Customer Record.
Whse Nbr:	Warehouse Number.
Orig. Date:	Original Order Date, YYYYMMDD.
Orig. Inv.:	Original Invoice and System Numbers, if this is a partial BO.
Inv. Total:	Invoice Amount – Gross Price of the back-ordered stock.
Order Qty:	Quantity of the Stock Number needed to fill this order.
BO Qty:	Quantity of the stock designated as back-ordered.
On-Hnd Qty:	Current On-Hand quantity (in the warehouse).
Avail. Qty:	Current unallocated quantity (in the warehouse).
Stock Number:	Line-Item Stock Number.

OPTION 472: Fulfillment Billing Menu

This Menu Option creates the Client Service Invoices for third-party order fulfillment companies. This complex program follows an extensive setup process that is not included in this manual.

In the program, a Fulfillment Company is set up with Client Customer Accounts. Each Client Customer is linked to a Client Company that has its own End-Customers.

411: Fulfillment & Shipping Menu

OVERVIEW

This Menu contains the order fulfillment and shipping processes of Conveyorware.

The system requires **printed** Order Sheets/Pick Tickets for all orders that have parcel or freight shipping. This fulfillment process assumes that staff use the order sheets to gather stock, scanning the sheet's barcode, and stock barcodes, to assure that the correct stock is packed for the correct order. Orders with no shipping ("Bill" Ship-Via code) can bypass the fulfillment process with the 401 Order list Option 7=COMP (Complete).

Order fulfillment is accomplished **either** here, with the 988 Order Scan Verify process, or through the "Gun Menu," designed for mobile computer-scanner use.

Parcel shipping can be completed through UPS accounts, which are integrated through Option 981 Work with UPS Shipping. Parcels may also be shipped with any other online service. Parcel Shipping fees (real-time, actual cost) for UPS can be added to Invoices as orders are shipped. Fees for Endicia (USPS) and FedEx can be added to Invoices only after day-edn.

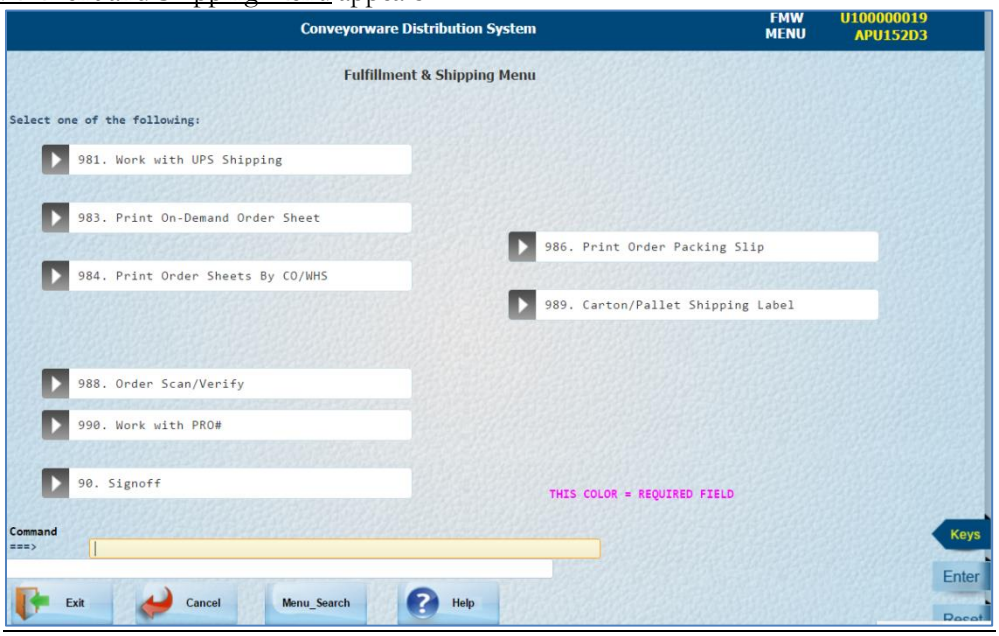
Freight shipping is completed through the 335 Barcode Inventory Menu, Option 336 Bill of Lading and Manifest, or through the Gun Menu.

✱ To select the Shipping Menu:

➔ Click on **411. Fulfillmant and Shipping**, or

➔ Key **command "411", [Enter].**

The Fulfillment and Shipping Menu appears.



Fulfillment and Shipping Menu screen

OPTION 981: Work with UPS Shipping

System-integrated UPS Shipping Accounts are listed and accessed here. Conveyorware can send parcel shipping information to USPS (Endicia) and to FedEx, but the system is directly integrated to UPS. **With UPS** shipping, the system has

- immediate label printing,
- real-time addition of verified shipping costs to customer invoices, and
- automatic creation of the electronic shipping manifest.

In addition to adding an account here, there are several **other steps** to take, on different screens in Conveyorware, to set up UPS shipping:

- In the Company Setup process (Admin 625/626): add the UPS Account Number to the company's main screen. Save this change, which links the Warehouse 1 address to the UPS Account, creating the account's **Pickup Address.** Additional UPS accounts can be added to warehouse(s) on that screen, too.

- For UPS shipping, the system also requires a **specific computer** name for communicaton as a **Shipping Station**. The Shipping Station connects an **attached scale** and **label printer** with the Conveyorware system. The Computer Name can be only **7 characters** (or less) to fit within IBM parameters.

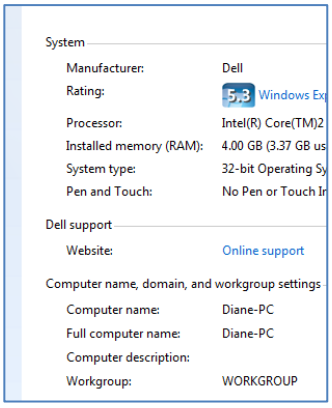
To **find this name** on a Windows PC:

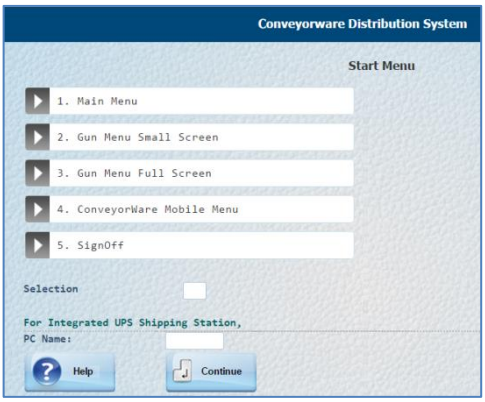
1: Click on the (Windows Icon) **Start** button,

2: Right-click on "Computer", and

3: Select "Properties". **Computer Name** is on this screen:

4: For a Name more than **7 characters**, change the name!





Specify this computer name at the **bottom** of the Start Menu screen (up to SEVEN characters, alphanumeric).

Then, **before** adding a UPS account to the system here, use the PLD Certification Tool at https://www.pld.ups.com/ct. You'll need the UPS Account Number, and the account's User ID and Password. UPS will assign two **Book Numbers** (for generating pickup records); they are required information here.

Some of the UPS Shipping functions described here will be visible ONLY on the Shipping Station PC.

This portal for United Parcel Service shipping allows the direct creation of:

- the electronic manifest (PLD file- Package Level Detail), and
- the PSR (Pickup Summary Barcode Report) that the UPS courier signs at pickup.

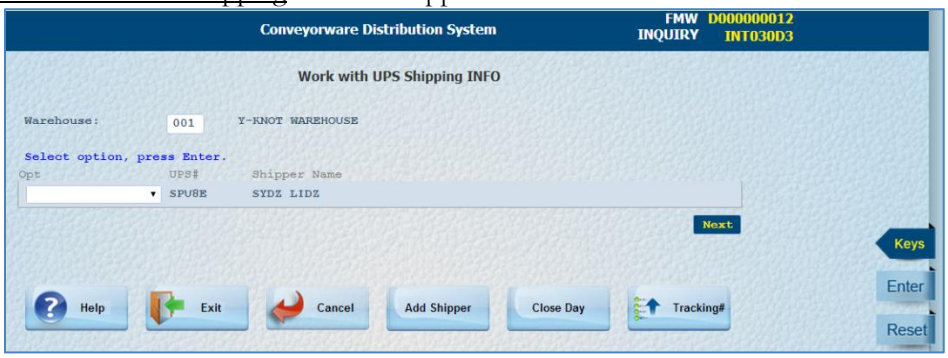
Use **[Close Day]** (F7) to send ALL Warehouse PLDs to UPS. ALL UPS accounts close at the same time. Then, click on Option **9=PSR Lbl** for each active account, to print the day's Pickup Summary Barcode Report.

✱ **To Select Work with UPS Shipping:**

➔ Click on **981. Work with UPS Shipping,** or

➔ Key command **"981", [Enter].**

The Work with UPS Shipping list screen appears.



Work with UPS Shipping list screen

The Work with UPS Shipping selection screen lists the **active UPS accounts** for the Company, in addition to any authorized accounts that belong to, and are used on behalf of, Third-Party Fulfillment Customer Accounts.

Layout of the Work with UPS Shipping Account list screen

Header: **Warehouse Number** (displayed default, Whse. 001)
Columns:

Opt: **2=Change:** Display and Edit a Shipper Account record.

4=Delete: Deactivates a Shipper Account.

5=View Manifest: Displays the UPS Account's Shipping Manifest screen. Display completed orders still in the warehouse, as well as orders already shipped.

UPS#: UPS Account Number.

Shipper Name: UPS Account Name.

Active [Buttons] (F-Keys):

[Help] (F1): Brings up a window with information about the cursor's **field**.

[Exit] (F3): Cancels the current screen and returns to the Menu (or to the previous screen).

[Add Shipper] (F6): Integrate an *existing* UPS Account to the system *after* using the UPS PLD Certification Tool. The account must be approved by UPS; Pickup Book Numbers are required.

[Close Day] (F7): Closes the Day (and transmits the electronic manifest) for **all** UPS accounts hosted in the system.

[Tracking#] (F9): Search for a specific parcel by its UPS Tracking Number.

[Cancel] (F12): Cancels activity and returns to the previous screen.

✱ To Add a UPS Shipping Account to the System:

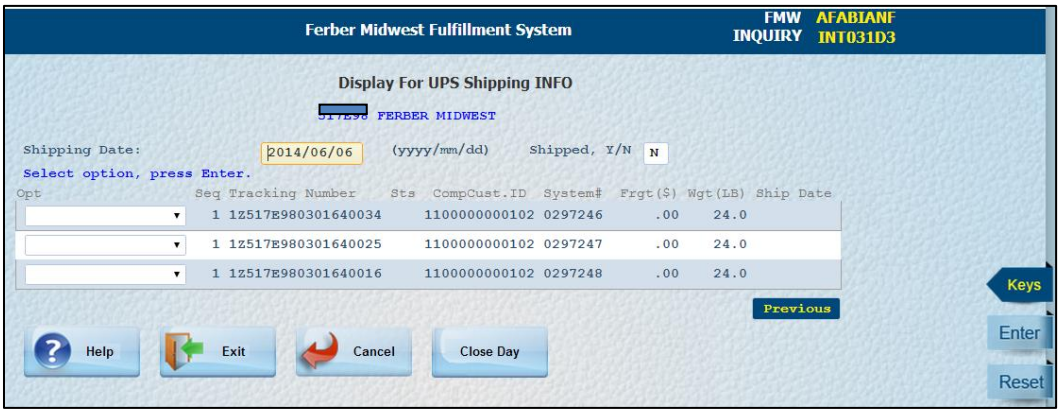
➔ Click on **[Add Shipper]**.

The Shipper Information - Warehouse window appears. An alert provides the URL of the UPS PLD Certification Tool. The authorized administrator for the UPS account must complete this process, or supply the necessary proprietary information.

✱ To Display the Shipping Manifest screen:

➔ Click on **[5=View Manifest]**.

The Display for UPS Shipping Info screen appears. The UPS Account Number and Name



Layout of the Display for UPS Shipping Info (Manifest) screen

Header: **UPS Account Number** and **Account Name**

Shipping Date: Format (yyyy/mm/dd). Default is today. Key any date to display that day's manifest.

Shipped Y/N: Default is N. Change to "Y" for closed (i.e., picked up) manifests.

Columns:

Opt: Options field. Select:

- **5=Disp:** Display the Carton's Packing List.
- **6=View Ord**: Display the shipment's Order screen.
- **7=Reprint Lbl:** Reprint this order's UPS Shipping Label.
- **8=Reprint Manfst:** Reprint the Day's Manifest for this UPS Account.
- **9=PSR Lbl:** Prints the Pickup Summary Barcode Report, required for each shipping account, each day, each pickup.
- **10=Costs:** Display the Day's….

Seq: Sequence; Number of the carton. In a multi-carton shipment, each box has its own line-item here.

Tracking Number: Assigned by UPS.

CompCust.ID: Company (1st 3 digits) and Customer (final 10 digits) Numbers.

System#: Sales Order Number.

Frgt($): UPS Shipping Cost.

Wgt(Lb): Weight in pounds, with **partial pound as decimal.**

Ship Date: For an open Manifest, blank. Format **yyyy**/mm/dd.

Active **[Buttons]** (F-Keys)**:**

[Help] (F1): Brings up a window with information about the cursor's **field**.

[Exit] (F3): Cancels the current screen and returns to the Menu (or to the previous screen).

[Cancel] (F12): Cancels activity and returns to the previous screen.

[Close Day] (F7): Closes the Day (and transmits the electronic manifest) for **all** UPS Accounts hosted here.

5=Disp: Display the Carton's Packing List.

[Stock Description] (F11)

6=View Ord:

OPTION 983: Print-On-Demand Order Sheet/Pick List

This option prints (or reprints) a Pick List/Order Sheet for any Order that is **ready** for **warehouse fulfillment**. Use this option to print a **single order**'s Pick List, or use Option 984 to print all eligible orders for the company.

This screen has selections that can:

- Print an Order Sheet for an order that is short-of-stock.
- **Re-allocate inventory stock**—for **one order**, or for **ALL orders** active in the warehouse (i.e., orders with the same affected stock numbers). Reallocation of already-printed orders (i.e., ACT-WHSE orders) can permit shipping a **priority order** that's short of stock.
- S**electively Back Order** stock to print a **short-of-stock** order.
- Check that each Order printed has a **Ship-To Address.** This feature doesn't verify the address; it only assures that the address fields are populated.

When reallocating **already-printed** orders, always assure that the **original sheets** for those orders are **retrieved** and **destroyed!**

This option prints the Order Sheet/Pick List for**:**

- Orders whose **Status Code** (see the 401 Order List) is **ACT** or **REP.** Both are active orders; the Rep order originates from a return/repair.
- Orders whose **Process Code** is **PCKL** or **WHSE:**
  - **PCKL** indicates that the Order Sheet has not yet printed.
  - **WHSE** means the Order Sheet has **already** been printed. The system will prompt you to **confirm** that the existing Order Sheet is tracked down and **destroyed**—especially important if the order has been changed since the previous print.

See the "Layout for 401 Work with Order detail screen" section (near the beginning of the Orders, Fulfillment and Shipping menu) for more information about **Order Status** and **Process Codes**.

All Orders with parcel or freight **shipping must print** before they can be fulfilled by the 988/982 Scan-Verify process. Orders that will be completed by the 401 Order List Option **7=COMP** do not need Pick Lists.

The (Order) **System Number** is required to print (and/or reallocate stock for) the Order Sheet.

✱ To Select Print On-Demand Order Sheet/Pick List:

From the 411 Fulfillment and Shipping Menu,

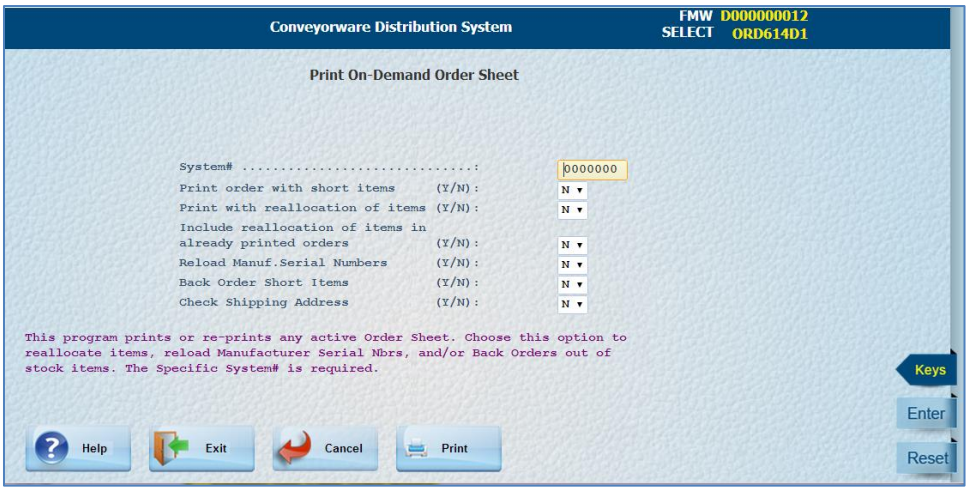
➔ Click on **983. On-Demand Print Order Sheet**, or

➔ Key command **"983" [Enter].**

The Print On-Demand Order Sheet screen appears

Note that the **System Number** field is **filled with zeros**. To key data in the field, **either:**

- **Click and drag** to **highlight the zeros**, and then key the entry, --OR—
- **[Tab]** to the next field, and **[Shift]+[Tab]** backwards to highlight the field, and key the entry.



Print On-Demand Order Sheet screen

✱ To Print an Order Sheet/Pick List:

➔ Key **System Number, [Tab]**

➔ *View* or select **Print order with short items (Y/N), [Tab]**
"N" is default. Select or key "Y" to print the Order Sheet with ALL ordered stock. Available stock is included with the allocated System Serial Number. Unavailable Stock Numbers have line-items with no System Serial Numbers.

Note: Printing the Order Sheet normally **changes** an Order's **status** from PCKL to WHSE. If any of the ordered stock is NOT allocated (not available), however, the status remains **PCKL** in the Order List, and the system will not recognize the System Number for order fulfillment.

➔ *View* or select **Print with reallocation of items (Y/N), [Tab]**
"N" is default. Select "Y" to have the system re-allocate stock to this order. Only stock with ACT-PCKL status will be affected.

➔ *View* or select **Include reallocation of items, [Tab]**
in already printed orders (Y/N):
"N" is default Select "Y" to reallocate stock for all active, affected orders, including those with ACT-WHSE status

➔ *View* or select **Reload Manuf. Serial Numbers (Y/N): , [Tab]**
"N" is default Select "Y" to reload/reallocate individual Serial Numbers.

➔ *View* or select **Back Order Short Items (Y/N), [Tab]**
"N" is default. Select "Y" to create a separate Back Order for any short stock.

➔ *View* or select **Check Shipping Address (Y/N):**
"N" is default Select **"Y"** to be sure that the Ship-To Address fields are populated.

➔ Click on **[Print]** (F6).

The system message line **confirms printing** the Order Sheet.

If the message appears:

"Order/system# is not printed, check inventory or shipping date or ship-to addr."

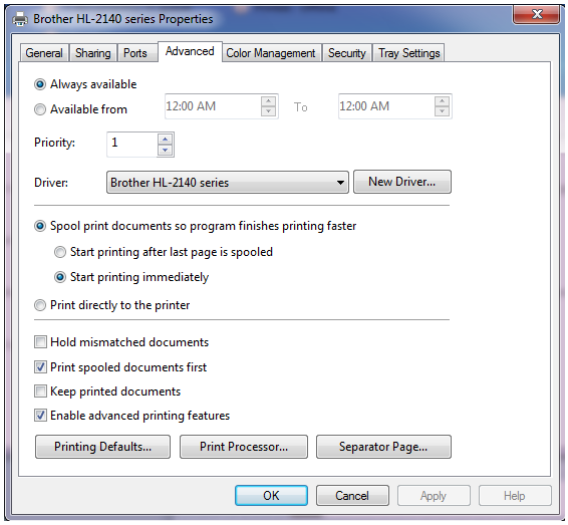
- There may be a **shortage of stock** for the order.
- There may be a **future Ship Date**.
- The **Ship-To Address** may contain an error, or is not found in the USPS database.

Check these variables. **Re-try printing**, if appropriate, with the **choice boxes** set differently**.**

NOTE, for first-time use of DIRECT printing (i.e., a new IBMiACS-configured printer):

The Order Sheet's **barcode** may be **missing.** Fix this with a setting in your Printer's Properties window.

Select "**Enable advanced printing features**", click **[OK]**, and then reprint an Order Sheet.



```
    SYDZ LIDZ                                          O R D E R   S H E E T                    11/08/13  11:11:22          WAREHOUSE:  001                Page 1 of 1
                                                       --------------------                              WRITTEN BY:_____________________
FROM .   100-0000000100                          SHIP TO . MIKE MIKEY
     .   MIKES MENSWEAR                                  . MIKES MENSWEAR                                INPUT BY:_______________________
     .   456 SIXTH                                       . 466 SIXTH
     .                                                   .                                               PICKED BY:______________________
     .   CITY, MI 48555 US                               . CITY, MI 48555 US
-------------------------------------------------------------------------------------------------------
* TERMS         *ORDER#       *SLS-#  *SHIP VIA      * SYSTEM#  * DATE     * PO#                  * SHIP TERMS
-------------------------------------------------------------------------------------------------------
NET 30 DAYS     *PKL 1105c   *001-01 * UPS GROUND    * 0000070  * 20131106 *                      * PREPAY ACCT
*******************************************************************************************************************************************************************
PO LINE#      *STOCK                         *SERIAL#                                    *      DESCRIPTION       *  UN/PRC  *  ORD  * BACK ORD*     AMOUNT * LOCATION *NMFC* SHIP
*******************************************************************************************************************************************************************
             *KARAKU                         *FM00000014                          P      *PERSIAN LAMB KARAKUL     *    42.00 *    1  *         *      42.00 *         * 085*    1
-------------------------------------------------------------------------------------------------------------------------------------------------------------------
             *                               *                                           *                        *         *      *         *           *         *   *
-------------------------------------------------------------------------------------------------------------------------------------------------------------------
             *                               *                                           *                        *         *      *         *           *         *   *
-------------------------------------------------------------------------------------------------------------------------------------------------------------------
             *                               *                                           *                        *         *      *         *           *         *   *
-------------------------------------------------------------------------------------------------------------------------------------------------------------------
-------------------------------------------------------------------------------------------------------------------------------------------------------------------
                                                                  *SHIP*                                                  * LOCATION *NMFC*
-------------------------------------------------------------------------------------------------------------------------------------------------------------------
                                                         CARTON WEIGHT ----- *    *   *   *   *   *   *         *      *         *   *
REMARKS-----------------------------------------------------------------------------------------------------------------------------------------------------*
.                                                                                   ORDER TOTAL -        42.00        CHECKED BY:_____________________
.                                                                                                                     PACKED BY:______________________
.                                                                                                                     B/L PREPARED BY:________________
.
.
```

PO#:PKL 1105c

Order Sheet/ Pick List

Layout for Order Sheet/Pick List

Header: Your Company Name, **"Order Sheet",** Print **Date & Time,** Warehouse, Page.

Header Columns:

From: Company and Customer Number
Company Name and Address

Ship-To: Recipient Name and Address

Order Staff: Written By: _____
Input By: _____
Picked By: _____

Blank signature lines: These can be used for warehouse quality control.

Order Control Fields:

Terms: Order Payment Terms
Order Number: Purchase Order Number: the Customer's Reference. This reference also appears in LARGE print at the right side.
SLS: Territory--Sales Rep Numbers
Ship-Via: Freight or Parcel Carrier
System Number: Order System Number
Date: Date Order was Placed/Created
PO#: Customer's SECOND Reference Number, from the Remarks panel field **Customer PO**
Ship Terms: Payment Terms for Shipping Costs

In large text: the Customer's **Purchase Order Number**

Stock Section Columns:

PO Line #: Purchase Order's Line-Item Number (this field is displayed and specified with [Itm Ser No] (F15) during stock entry.
Stock: **Stock Number**
Serial #: **System Serial** Number of the Stock allocated this order
Description: From the Inventory Record
Un/Prc: **Unit Price**
Ord: Quantity Ordered
Back Ord: Quantity Back-Ordered
Amount: **Unit Price** times **Ship Quantity**
Location: Stock Location, either Warehouse or Shelf location
NMFC: National Motor Freight Class (determines freight rates)
SHIP: **Quantity to Ship** on this Order

Bottom Section: *SHIP* * LOCATION * NMFC *
Carton Weight ---- **********18.00 **

Remarks Text in this section comes from the 401 Order's **Remarks window**, or from the **Java** Customer Record.

Barcode: Order's **System Number**

Order Total $

Warehouse Staff: Checked By: _____
Packed By: _____
B/L Prepared By: _____

Blank signature lines: These can be used for warehouse quality control.

OPTION 984: Print Order Sheet by Company/Warehouse

This option prints a Pick List/Order Sheet for all Orders that are **ready** for **warehouse fulfillment**.

This option prints the Order Sheet/Pick List for**:**

- Orders whose **Status Code** (see the 401 Order List) is **ACT** or **REP.** Both are active orders; the Rep order originates from a return/repair.
- Orders whose **Process Code** is **PCKL, which** indicates that the Order Sheet has not yet printed.

See the "Layout for 401 Work with Order detail screen" section (near the beginning of the Orders, Fulfillment and Shipping menu) for more information about **Order Status** and **Process Codes**.

Orders that will be completed by the 401 Order List Option **7=COMP** do not need Pick Lists, but all other **orders must be printed** before they can be fulfilled by the 988/982 Scan-Verify process.

✱ To Print Order Sheets/Pick Lists:

➔ *View,* select or key **Company Number** , **[Tab]**

➔ *View,* select or key **Warehouse** , **[Print].**

➔ *View* , select or key **Print Order with Short Items (Y/N),**

➔ Click on **[Print].**

The Order Sheets print, and the system returns to the Shipping Menu. Check the 401 Order List screen: all printed orders now have process status WHSE.

Any order with a problem will still have status PCKL. Check these orders for errors and omissions. Confirm available stock, Ship Date, Ship-To Address, and the Ship-Via selection.

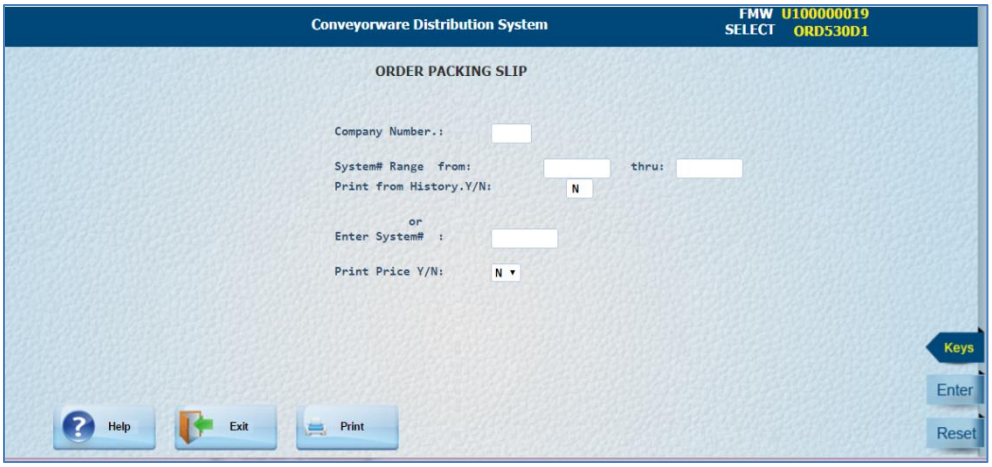
OPTION 986: Print Order Packing Slip

Use this option to print-- or re-print—an order's standard Packing Slip. This can be useful:

- for an incorrect "Print Price" selection,
- for an incorrect "Print Packing Slip" selection,
- when a Packing Slip is spoiled, or
- when an order's Ship-Via (freight carrier) is changed after order fulfillment.

An order's Packing Slip can be sent with a shipment, instead of an Invoice, especially if the order is prepaid. If a Customer Account is set up to do so, the Customer's Stock Numbers/SKUs will print on the Packing Slip instead of (not in addition to) your own Stock Numbers.

The order's **System Number** is required.



Print Order Packing Slip screen

✱ To Print Order Packing Slip(s):

➔ Key **Company Number, [Tab]**
(3 digits) This field has no default.

➔ Key **System Number Range, from, [Tab]**
(up to 7 digits) Key the first order System Number for a range of active orders.

➔ Key **System Number thru, [Tab]**
(up to 7 digits) Key the final order System Number for a range of active orders.

➔ Key **Print from History Y/N, [Tab]**
Default is **N,** print only orders from the 401 Order List. Key "Y" to include orders in History records, already cleared from the Order list.

<OR> For a single Packing Slip:

➔ Key **System Number, [Tab]**

➔ Select or key **Print Price, [Print].**
Default is N, no prices. Click on "Y" to include Unit Prices and Invoice Total on the Packing Slip.

The Packing Slip prints, and the system returns to the Shipping Menu.

PACKING SLIP

BETA DATA VISION
4643 WOODWARD
33 34TH
DETROIT, MI 48202
248-555-1212

DATE: 12/01/15
TIME: 13:29:35
PAGE: 1

SYSTEM#: 0000285

INVOICE#: 0000000

BILL TO ARLO AND SON
13102 TALBOT
HUNTINGTON WOODS, MI 48070 US

SHIP TO ARLO AND SON
ARLO ABBOT
13102 TALBOT
HUNTINGTON WOODS, MI 48070 US

TERMS	PO NUMBER	CARRIER	DATE SHIPPED	BOL NO.
NET 30 DAYS	PACK LIST	Bill	12/01/2015	

Stock Number	Description	Qty Ord	Qty Shp	Unit Price	Extension	Carton#	PO Line #
CE APERTURE 8-16	CAT'S EYE ADJUST 8-16 MM	2	2	88.00	176.00		
TAX		1	1	28.92	28.92		
24 M LENTICULAR		2	2	120.00	240.00		
4D LENS 16MM		1	1	66.00	66.00		

REMARKS:

WEIGHT	lbs.	PALLETS		CARTONS	

INVOICE TOTAL: 510.92

Packing Slip, with prices.

OPTION 988: Order Scan-Verify Program

Order Scan-Verify is the **Order Fulfillment** function of ConveyorWare. This process starts with a printed Pick List/Order Sheet to assure the correct **stock selection**, **documentation**, and **packing** of stock for the Order.

Use this Scan-Verify process for orders that will be **shipped** by **parcel carriers**. The system records the **size, contents, and weight of each box** of an order.

Weight is calculated from the 301 Inventory Unit and Pack Weights, or comes from a system-integrated-scale.

Use this Scan-Verify process, also, for **freight** orders that don't need pallet-based shipping management. The **Truck ID** field (with the Company/Customer Account numbers) identifies an order in the 336. **Bill of Lading** program. For orders that need an itemized shipping label on each pallet, use the Scanner Menu's Pallet Out process.

Note that **Option 982** is the Scanner Gun **small-screen, "green screen"** version of the parcel order fulfillment program. **Option 988** is the **easier-to-use version** of the same program, with **On-Screen Field Names** and **field-sensitive Help**.

This order fulfillment process was designed for use with the (small-screened) **RF scanner gun**, so the screens, options, and **navigation** are different from the rest of ConveyorWare.

- Scan the Order Sheet's **System Number barcode** to specify the correct order. Key the System Number, if needed.
- Enter the count and size of each Box/Carton, as each one is packed.
- **Scan** (or manually input) the Quantity and the Item ID Numbers. On this screen, **"Item ID" is NOT the Stock Number.** The Item ID field requires EITHER the item **UPC** OR the **System Serial Number** for each line item.
    - The **UPC** assures that the correct **Stock Number** and **Unit/Pack** is selected.
    - The (System) **Serial Number** (if used) assures that the correct **stock** from the correct (lot) **location** is packed, with the correct **FIFO allocation**.
- **Weight** can be displayed from a system-integrated scale, automatically calculated from Inventory records, or (for system-integrated UPS shipping) entered manually.

A **Method** Option Line appears for **Special-Permissions** users. This field lets the user **bypass** the controls of the warehouse picking/packing process, and can **overrule** the system's automated **stock allocation**.

✱ **To Select Order Scan-Verify:**

From the 411 Fulfillment and Shipping Menu,

➔ Click on 988 Order Scan-Verify Program, or

➔ Key command **"988", [Enter].**

The Order Scan Verify Program selection screen appears.

> **Note** that the **System Number** field is **filled with zeros**. To key data in the field, **either:**
> - **Click and drag** to **highlight the zeros**, and then key the entry, --OR—
> - **[Tab]** to the next field, and **[Shift]+[Tab]** backwards to highlight the field, and then key the entry.

Order Scan Verify Program selection screen

✱ **To Specify the Order to Ship:**

From the printed Pick List/Order Sheet, In **the System #** field,

➔ Scan the Order Sheet's **Barcode,** or

➔ Key the **System Number, [Enter].**

The Order Scan-Verify detail screen appears.

Scan-Verify detail screen

For User IDs with advanced shipping permissions, the **Method** field is active, and the field's option codes are displayed. This option is selected in the Admin 900 Menu, Option 904, Work with Users; 2=Change User screen, with **Advanced Shipping Option Y/N= "Y".**

The standard fulfillment process is explained here first. Then the Method field descriptions follow.

Layout for the Scan-Verify detail screen

System#: The Order's System Number displays.

Company: Company Number, Customer Account Number, & Name display.

Method: **Special-Permissions.** These codes bypass some controls of the standard Scan-Verify process:

A= One box: No Stock scanning, automatic "Complete" status.

U= No Stock scanning; select the stock from the order's stock list as each item is packed. This method lists the **Stock Numbers** for the order, not the UPCs.

Z= Fill order with Reallocation of Stock, and with selection from the order's stock list.

Blank= Normal Scan-Verify this order's fulfillment.

Truck ID: "**Mail**" displays for Ship-Via **Parcel Carrier** Orders. Fulfilled Parcel orders will be ready for shipping via an integrated UPS Account, or for shipping via other parcel service softwares.

For **Freight** Orders, the Truck or Trailer Number, etc. **Remember this Truck ID!** It is required to retrieve and print the Bill of Lading (with Option 336, or Scanner Menu A, Option 4).

Number of Boxes: Displays the **Count** of completed Boxes for this Order, updating as each new box is added to the **Box Number** field.

Box Dimensions: key each, in **inches: Length: Width: Height:**

Weight: A Display-only field. Weight comes, in order of priority:

- from a system-installed commercial scale,
- calculated from Inventory Records, or
- manually keyed on a separate window (prompted for UPS-shipped orders only, if displayed weight=0.)

Box Number: Default is 1. Add more cartons with this field. UPS-shipped orders will prompt for *current* box weight when a *new* box is added here.

Shipped: This field appears only while a Stock Number is partially scanned. Format is **N(Ntotal)**, with N= units in the latest scan, and (Ntotal)= total units scanned. This field computes from all Unit, Inner Pack and Master Pack UPCs scanned. When **(Ntotal)** equals the Order Sheet's **Ship** quantity, key "Y", done.

Quantity: EITHER Number of **scans** of the current Item ID, OR the **keyed** quantity of the Item ID in this carton.

Item ID: **UPC** of the Unit, the Inner Pack, or the Case Pack of Stock, <OR> the **System Serial Number** of this item.

Remember that Item ID is NOT the Stock Number here!

Function: This field completes, cancels, or suspends fulfillment for this order:

Y=Done: Order is filled, ready for status **COMP** (or, for freight, **SHIP)**.

C=Cancel: Order is not completed; cancel this fulfillment record.

B=Backorder: Order is filled with available stock. **Complete** this order, and create a **new order**, with Back-Order Hold, for the **short stock.**

E=Exit: Order is partially filled. **Suspend fulfillment**, save the current fulfillment data, and exit this screen. When the Order is again specified here, fulfillment can resume.

Last Stock ITEM #: Displays the Stock Number of the last-scanned Item ID.

Description: Displays the Description of that Stock Number.

∗ To Fill an Order:

On the 988 Order Scan Verify detail screen,

If the cursor appears in the **Method** field, bypass the field to use the **Standard Scan-Verify** process:

➔ Press **[Tab].**

For a **freight** order, in the **Truck ID** field,

➔ Key the **Truck ID, [Enter].**
Optional: up to 10 digits, alphanumeric. "Truck" is the default; the field does not require a unique entry. Key the Carrier Truck or Trailer Number, etc., if desired.

This field prints on the order's Manifest, and on the Invoice, (as "Trl#") but does not appear on the Bill of Lading.

Remember this Truck ID! It is required to retrieve and print the Bill of Lading (with Option 336, or Scanner Menu A, Option 4).

➔ Press **[Enter].**

The **Method** field and its options disappear. The **Truck ID** field is now display-only (and can be changed only by canceling the screen).

Next to the Truck ID field, **Number of Boxes** counts the completed cartons for the order. The cursor is now in the **Item ID** field.

➔ View, or key Box **Length, Width,** and **Height, [Tab]**

Always specify box size in inches. These fields are only required for integrated UPS parcel shipping.

➔ *View* or key the **Box Number, [Tab]**

Default is "1". Key each sequential box number, as needed for this order. Key "2" to start a second carton.

➔ *View* or key **Quantity, [Tab]**

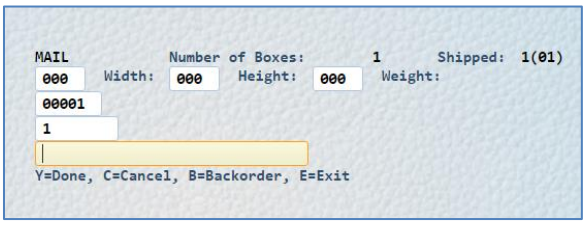
Default is "1." When scanning each unit/pack UPC, or each SS# label, leave the default; the system will **count** the scanned quantities.

The system knows (from the 301 Inventory UPC/Pack record) the unit quantity of an Inner Pack or Case Pack. If you scan one of these Multi-Pack UPCs, enter only the number of packs.

With cursor in the **Item ID** field,

➔ Scan the item's **Barcode, [Enter].**

Use the **System Serial Number** on system-generated labels, or scan the package **UPC.**

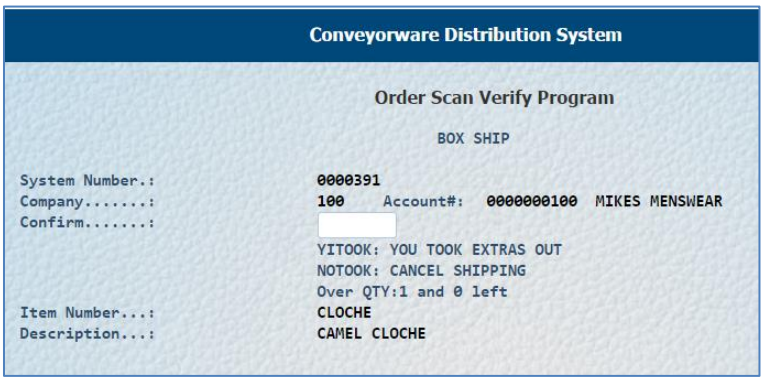


Note that the **Shipped:** field (next to Number of Boxes) appears only while a Stock Number is partially scanned. Format is **N(Ntotal)**, with N= Units in the latest scan, and (Ntotal)= total units scanned. This field computes from all Unit, Inner Pack and Master Pack UPCs scanned. When **(Ntotal)** = **Ship Quantity** on the Order Sheet:

➔ Key **"Y", [Continue].**

Repeat for each line-item until the box is filled.

If the quantity scanned is greater than the ordered quantity, an error screen appears:



Scan-Verify: Over-Quantity error

➔ Key a **Confirmation Code, [Enter].**

Key "YITOOK" to confirm correct count now.
Key "NOTOOK" to cancel this line-item's fulfillment entries.

The system returns to the Scan-Verify screen.

If an **additional box** is needed to complete the order, move the cursor to the **Length** field (for UPS):

➔ Key Box **Length, Width,** and **Height, [Tab]**

Always specify box size in **inches**.

➔ Key the **Box Number, [Enter].**

Key "2" to start a second carton.

Continue this process until the order is completed; all available stock is included in the order. After scanning the final **Item ID,**

➔ Press **[Enter].**

Move the cursor to the **Function** field.

➔ Key the **Function Code, [Enter].**

"Y"=Done: The order is filled, ready for status **COMP** (or, for freight, **SHIP)**.

"C"=Cancel: Order is not completed; cancel this fulfillment record.

"B"=Backorder: Order is filled with available stock. **Complete** this order, and create (during the day-end process) a **new order**, with Back-Order Hold, for the **Shorted Stock.**

"E"=Exit: Order is partially filled. **Suspend fulfillment**, **save** the current fulfillment data, and exit this screen. When the Order is again specified here, fulfillment can resume.

The system returns to the Order Scan Verify screen. A confirmation message appears at the bottom of the screen: "**0000391: Order Shipped**" (391=the order's System Number).

Bypass Order Verification: Special-Permissions

The **Method** field sidesteps the normal order fulfillment controls of Conveyorware.

A= One box: no Stock scanning. **"A", [Enter]** generates an automatic "Complete" status. This simplest of fulfillment options is useful for companies that commonly have single-stock, single-unit orders.

U= No Stock Scanning. Instead, a Stock Selection window (with the order's stock list) appears. Order packing fields are active, and can document multi-carton orders. Select stock from the window for each carton, adding cartons as needed.

> Method **U** gets around the control of scanning barcodes, and can sidestep FIFO allocation. Stock selection without scanning also increases the risk of shipping incorrect stock.

Z= Fill order with Reallocation of Stock. This option functions as "U", but will reallocate stock from other active orders. "Z" is practical for overriding the system's order-of-entry stock allocation. Use Z to fill one large order instead of several small ones, or to fill small orders instead of a large one.

> Note that **Z creates allocation discrepancies** for **other orders** that have been printed and are active in the warehouse.

Blank (default): If the **Method** field appears for a user, **[Tab] bypasses** the choice, and each line-item must be added to the shipment with scan verification.

∗ To Use Method A:

For a parcel order in a single box. From the 988 Order Scan Verify detail screen, in the **Method** field,

➔ Key **"A", [Enter].**

A message appears: **" Order # xxx is shipped."** The Packing List prints (if pre-selected).

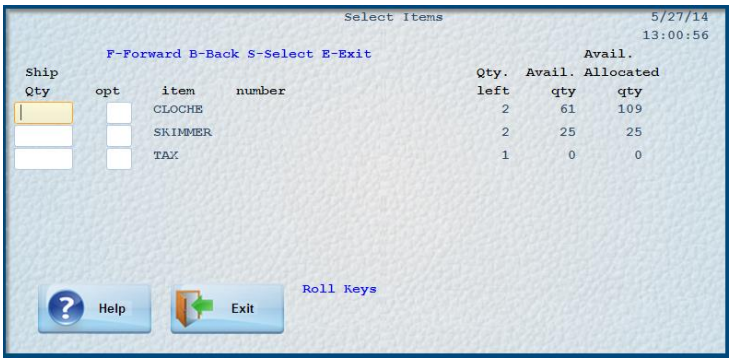
The shipping record is forwarded to the appropriate parcel carrier. That carrier will issue the shipping label.

∗ To Use Method U:

From the 988 Order Scan Verify detail screen, in the **Method** field,

➔ Key **"U", [Enter].**

The order's Stock Selection window appears.



This window has two columns of active fields, for **Quantity** and **Option.** The Quantity field accepts only number entries. The Option field accepts one of these (four) entries:

S=Select: Select this line-item, adding it to the 988 Scan-Verify detail screen. On the detail screen, press **[Enter]** to save the line-item and [Enter], again, to return to the Stock Selection window.

F=Forward and **B=Back: May** go forward **or** back, but then there's no way to return.

E=Exit: Cancels the Stock Selection window AND cancels the U-method. The system returns to the 988 Scan-Verify detail screen, with the cursor in the (empty) Item ID field.

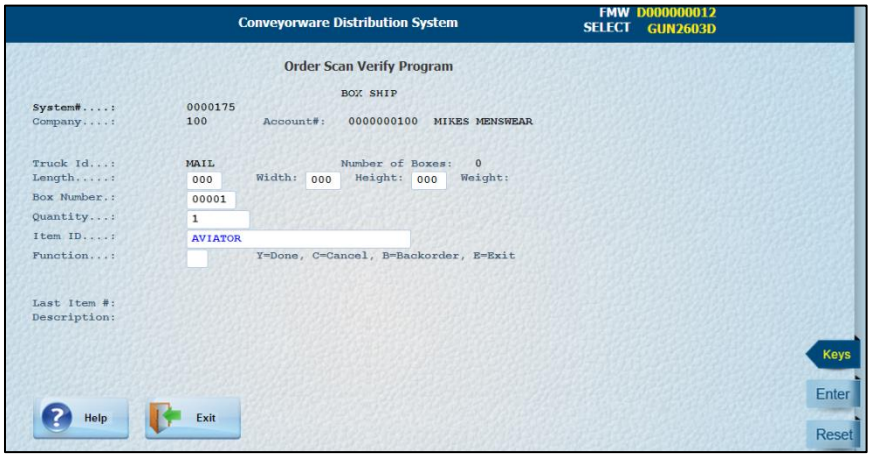
Note: If **more than one box** is needed for the order, select only the stock being packed in the current box.

For each line-item in the box,

➔ Key **Qty, [Tab].**
Key only the quantity being packed in this box/carton.

➔ Key **"S", [Enter].**
Default is blank. Use **S=Select** to select the line-item quantity.

The system returns to the Scan-Verify detail screen, with the selected **Stock Number** in the **Item ID** field.



➔ Press **[Enter] to save.**

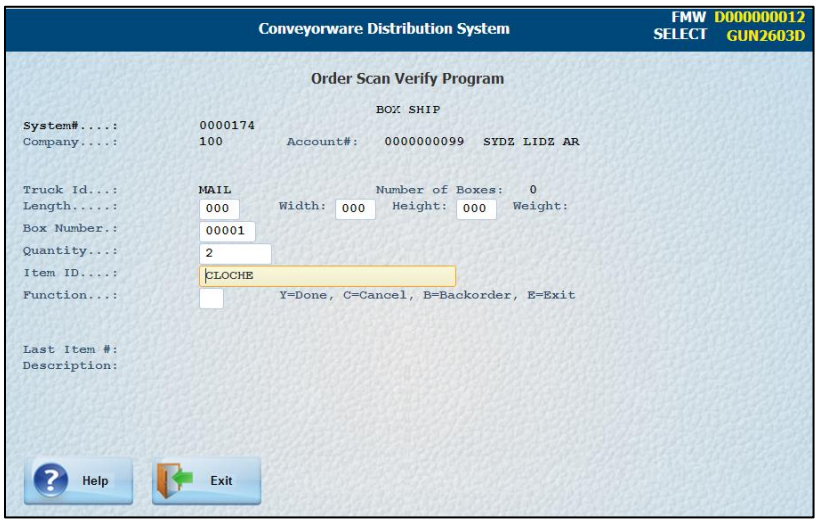
The Item ID field empties. The **Last Stock #** and **Description** fields display the Stock Number just saved. Again,

➔ Press **[Enter].**

The Stock Selection window reappears. Continue stock selection until the box is filled, or the order is complete.
When the box is full, in the **Box Number** field:

➔ Key **"2", [Enter].**

The Number of Boxes field displays "1"; one box is completed, the second box is in progress.



Continue this process until the order is completed; all available stock is included in the order. After scanning the final **Item ID,**

➔ Press **[Enter].**

Move the cursor to the **Function** field.

➔ Key the **Function Code, [Enter].**

Y=Done: The order is filled, ready for status **COMP** (or, for freight, **SHIP)**.

C=Cancel: Order is not completed; cancel this fulfillment record.

B=Backorder: Order is filled with available stock. **Complete** this order, and create (during the day-end process) a **new order**, with Back-Order Hold, for the **short stock.**

E=Exit: Order is partially filled. **Suspend fulfillment**, save the current fulfillment data, and exit this screen. When the Order is again specified here, fulfillment can resume.

The system returns to the Order Scan Verify screen. A confirmation message appears at the bottom of the screen: "**0000391: Order Shipped**" (391=the order's System Number).

✱ To Use Method Z:

Follow directions for **Method U**. Remember that Method Z **reallocates** stock from **other Active orders** with printed Pick Slips.

If the Customer Account is set up to **automatically print** a Packing Slip or Invoice, one prints for this order.

To **manually** print a Packing Slip, see Option 986 Print Order Packing Slip.

To **manually** print an Invoice, see Option 401 Work with Orders list, Opt 11=Print Invoice.

SYDZ LIDZ
102 COMPANY STREET
CITY, MI 45555
444-444-4444

PACKING SLIP

DATE: 7/21/14
TIME: 15:38:06
PAGE: 1

SYSTEM#: 0000185

INVOICE#: 0000217

BILL TO MIKES MENSWEAR
456 SIXTH
CITY, MI 48555 US

SHIP TO MIKE MIKEY
350504 BOX AVENUE
CITY, MI 44445 US

TERMS	PO NUMBER	CARRIER	DATE SHIPPED	BOL NO.
NET 30 DAYS	TENT 34	Bill	7/18/2014	

Stock Number	Description	Qty Ord	Qty Shp	Unit Price	Extension	Carton#	PO Line #
BALMORAL	MCLEAN TARTAN BALMORAL	20	20	48.00	960.00	1	
SKIMMER	WHITE STRAW SKIMMER	10	10	44.00	440.00	1	
TAX	TAX	1	1	91.00	91.00		

REMARKS:

WEIGHT	lbs.	PALLETS		CARTONS	1

INVOICE TOTAL: 1,491.00

Note that the Packing Slip (but **not** Order Slip/Pick List or Invoice) can print with a Customer Account's SKU instead of your Stock Number.

Layout, Packing Slip

Header, Left: **Company Name, Address** and **Phone**

Right: **Date & Time** of Pack Slip Printing, **Page Number,**
Order's System Number, and
Invoice Number.

Bill To: Name and Address from the 201 Customer Account record.

Ship To: Either the 201 Customer Ship-To, or an address keyed in the Order's Ship-To panel.

Terms: Order Payment Terms

PO Number: Customer's Purchase Order

Carrier: Parcel Service or Freight Carrier

Date Shipped: Order Fulfillment Date

BOL No.: Bill of Lading Number, for freight.

Stock Section columns:
Stock Number and **Description**

Qty Ord: Original Order Quantity

Qty Ship: Quantity in this shipment

Unit Price: (Optional field)

Extension: (Optional field)

Carton#: Specific box containing this stock

PO Line#: Customer's Purchase Order item-line number for this stock

Remarks: Manual order notes and system messages appear in this section.

Weight: In pounds, for this shipment
Pallets: Number of pallets in this shipment, and/or
Cartons: Number of cartons in this shipment.

Invoice Total: (Optional field). This total does not reflect any payments.

Note that a Customer Account may be set up (in Option 201) to print a **customized set** of Stock Numbers on Packing Slips. These **SKUs** are specified in a list used only for this account.

OPTION 989: Carton/Pallet Shipping Label

Use this option to print 4"x 6" Shipping/Packlist labels for an EXISTING **Order**. The labels have the order's seller and ship-to names/addresses. Select the stock for each carton/pallet from the order's stock list. The specified order can have ANY status; even orders with unallocated stock will print labels here.

This process requires a system-integrated label printer, with an active system sign-on, selected by the User.

Note that Option 368 prints **manually-addressed** stock-list labels in the same format, no Order/System Number required.

✱ To Select Generic Shipping Label:

From the 980 Fulfillment and Shipping Menu,

➔ Click on **989 Generic Shipping Label**, or

➔ Key command **"989", [Enter].**

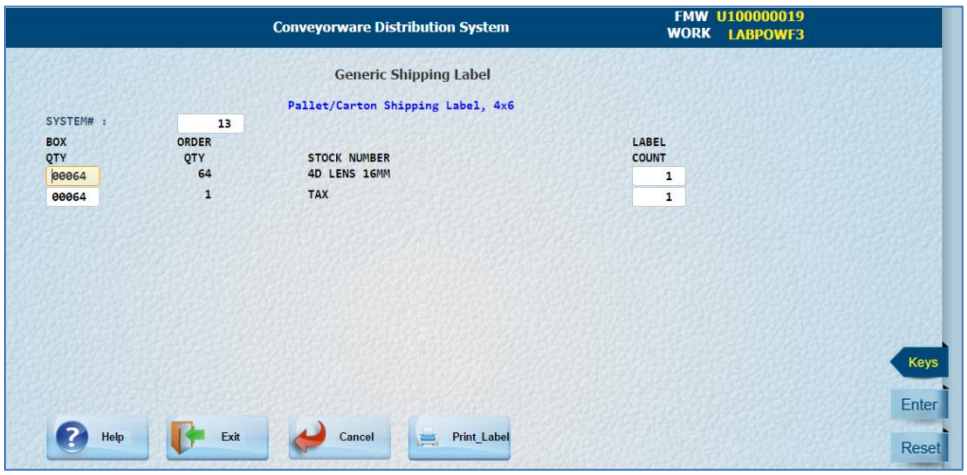
The Generic Shipping Label selection screen appears.

Generic Shipping Label selection screen

✱ To Print Labels for an Order:

➔ Key the **System Number**, **[Continue].**

The Shipping Label detail screen appears.



Shipping Label detail screen

For **each line-item** of the order,

➔ Key or confirm the **Box Quantity, [Tab]** for the designated Box/Pallet.

➔ Key or confirm the **Label Count, [Tab]**

When the carton/pallet is complete,

➔ Click on **[Print Label].**

The label prints, and the system returns to the Fulfillment and Shipping Menu.

OPTION 990: Work with Shipment PRO

This Option can record the PRO (Progressive) Number of each **freight** shipment sent by Common Carrier freight. Each carrier assigns the PRO Number as their **Shipment ID**, usually using barcoded pallet stickers with their SCAC code and the PRO number. This Shipment ID corresponds to the Conveyorware **Bill of Lading** Number.

Use the **Shipment Description** and **Remarks** fields to record the order's **Bill of Lading Number,** the **System Number**, the Carrier's **SCAC** Code, and/or the **Customer's PO**.

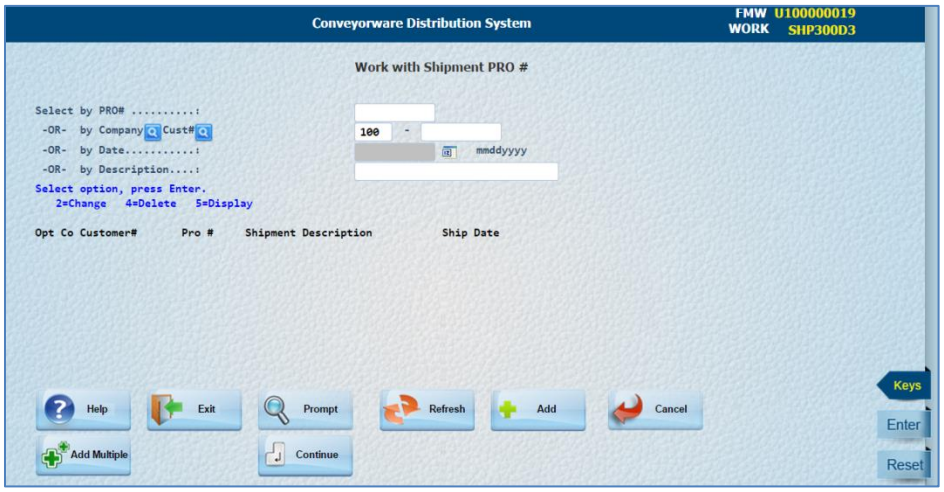
✱ To Select Work with Shipment PRO Number:

From the Fulfillment and Shipping Menu

➔ Click on **990 Work with PRO Number**, or

➔ Key command **"990", [Enter].**

The Work with Shipment PRO Number selection/list screen appears.

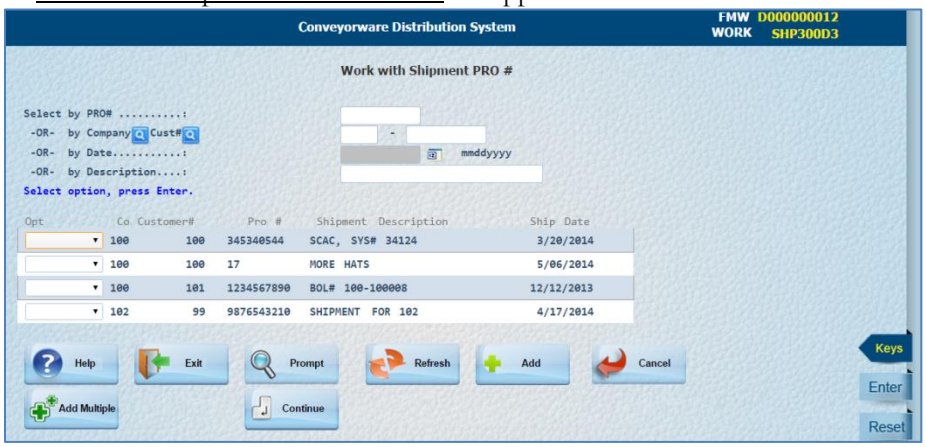


Work with Shipment PRO Number selection screen

✱ To Display a Customer Account's Shipment PRO Number list:

➔ Select or key **Customer Account Number, [Enter]**.

The Work with Shipment PRO Number list appears.



Work with Shipment PRO Number list

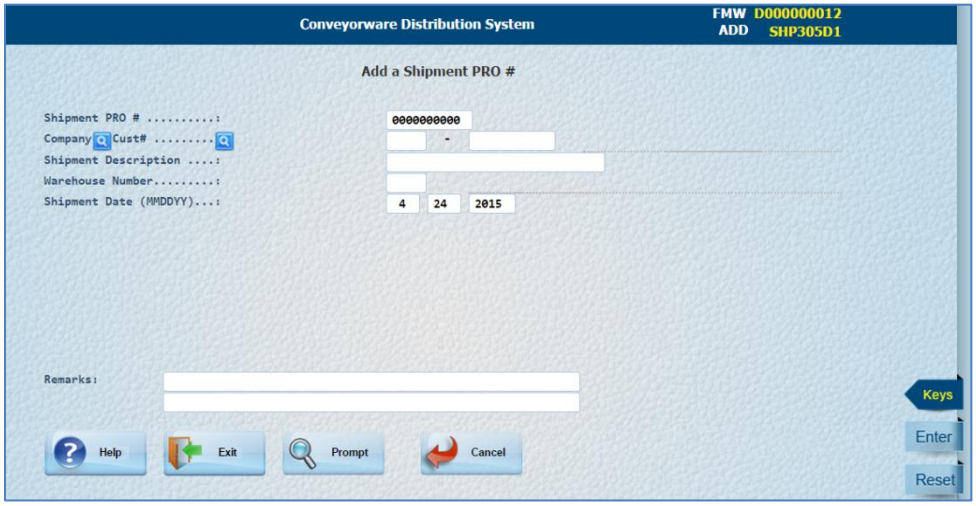
✱ To Add a Shipment PRO Number record:

➔ Click on **[Add]** (F6).

When adding multiple shipment records, use [Add Multiple] (F18) for sequential Add screens.

The Add a Shipment PRO Number detail screen appears.

> **Note** that the **PRO Number** field is **filled with zeros** on the detail screen. To key data in the field, **either:**
> - **Click and drag** to **highlight the zeros**, and then key the entry, --OR—
> - **[Tab]** to the next field, and **[Shift]+[Tab]** backwards to highlight the field, and key the entry.



Add a Shipment PRO Number detail screen

➔ Key **PRO Number, [Tab]**

7 to 10 digits, numeric. The Carrier's Shipment ID, usually on the barcode pallet labels, following the SCAC code.

➔ Select or key **Company Number** , **[Tab]**

Use [Prompt] to select, if desired.

➔ Key or Select **Customer Number** , **[Tab]**

Use [Prompt] to select, if desired.

➔ Key **Shipment Description, [Tab]**

Up to 30 characters, alpha. Include SCAC, BOL Number, order's System Number, etc. This field displays on the PRO # List screen.

➔ Key **Warehouse Number, [Tab]**

➔ View, or key **Shipment Date, [Tab]**
Default is today. Format mm, [Tab], dd, [Tab], yyyy.

➔ Key **Remarks, [Enter].**
Up to 120 characters, alpha. Include **SCAC, BOL Number,** order's **System Number,** etc. This field does not display on the list screen.

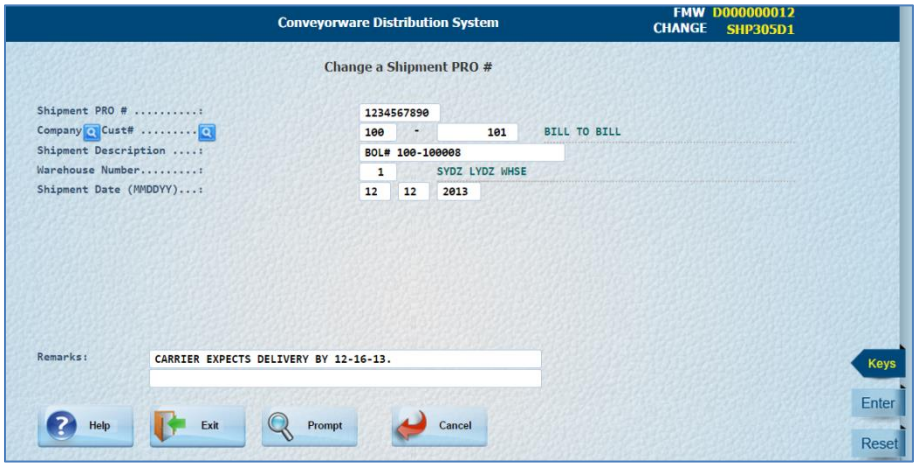
The system saves the record and returns to the Work with Shipment PRO Number list screen.

✱ To Edit a Shipment PRO Number record:

From the Work with Shipment PRO Number selection/list screen, in the record's **Opt** field:

➔ Click on **2=Change**.

The Change a Shipment PRO Number detail screen appears.



Change a Shipment PRO Number detail screen

All fields in the record are active, and may be edited at any time.