

Order Processing



ADVANCED DISTRIBUTION SYSTEM[®]

By Prelude Systems, Inc.

Tailored To Accommodate Growth

Revision History

June 2003

First Release

October 2003

User Group sample release. Moved Product Tagging screen to Getting Started chapter.

December 2003

Second Release



Copyright © 2003, Prelude Systems, Inc.

All rights reserved

Prelude Systems, Inc.

2740 N. Dallas Parkway Suite 250

Plano, Texas 75093

800-922-0099

ADS Version: 17

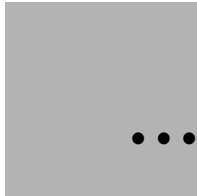
Documentation Version: 1.1

Prelude Systems® and Advanced Distribution Systems® are registered trademarks of Prelude Systems, Inc.

Microsoft® is a registered trademark of Microsoft Corporation in the United States or other countries.

UNIX® is a registered trademark of The Open Group in the United States and other countries.

Esker® and VSI-FAX® are registered trademarks of Esker Software in this and other countries.

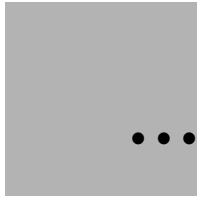


Contents

Chapter 1	Getting Started.....	1-1
1.1	About the Advanced Distribution System	1-1
1.2	About This Manual	1-2
1.2.1	Text Conventions	1-2
1.2.2	Icons.....	1-2
1.3	Getting Help	1-3
1.4	Logging In.....	1-4
1.5	Logging Out.....	1-6
1.6	Navigating	1-7
1.6.1	Menus.....	1-7
1.6.1.1	Submenus	1-8
1.6.1.2	Hot Keys.....	1-8
1.6.1.3	Arrow Keys	1-9
1.6.2	Slash Commands	1-9
1.6.3	Toolbar and Alerts	1-10
1.6.4	Screens	1-11
1.6.4.1	Navigating	1-12
1.6.4.2	Toolbar	1-12
1.6.4.3	Action Bar	1-12
1.6.4.4	Function Buttons	1-13
1.6.4.5	Default Sort Sequence	1-13
1.7	Printing	1-14
1.8	Working with Reports	1-15
1.8.1	Modifying Report Criteria.....	1-15
1.8.2	Modifying Selection Criteria.....	1-17
1.8.3	Saving Report Parameters	1-19
1.8.4	Using Saved Report Parameters.....	1-20
1.8.5	Understanding Report Output	1-20
1.9	Commonly Used Functions	1-21
1.9.1	Searching	1-21
1.9.2	Using the Product Tagging Entry Screen	1-23
1.9.3	Entering Dates.....	1-25
1.9.4	Working with Line Items	1-26
1.9.4.1	Inserting a Blank Line	1-26
1.9.4.2	Deleting a Line Item	1-27
1.9.4.3	Replacing a Line Item.....	1-27
1.9.5	Emailing Documents	1-28
1.9.6	Faxing Documents	1-29
1.9.7	Using the Location Retrieval Screen	1-30
1.9.8	Using the Calculator	1-31

Chapter 2	Processing Sales Orders	2-1
2.1	Entering a Sales Order	2-2
2.1.1	Understanding Order Types	2-3
2.1.1.1	Regular Order - Type 01	2-3
2.1.1.2	Ship Complete - Type 02	2-4
2.1.1.3	Tag and Hold - Type 03.....	2-4
2.1.1.4	Direct Ship - Type 04.....	2-5
2.1.1.5	Over the Counter - Type 05.....	2-5
2.1.1.6	Confirmation - Type 06.....	2-6
2.1.1.7	Consignment - Type 07	2-6
2.1.1.8	Confirmation Consignment - Type 08.....	2-6
2.1.1.9	RGA - Type 09	2-7
2.1.1.10	Repair - Type 10.....	2-7
2.1.1.11	Lease - Type 11	2-7
2.1.1.12	Invoice When Complete - Type 12	2-7
2.1.1.13	Ship Backorder Complete - Type 13	2-7
2.1.1.14	Ship Line Item Complete - Type 14.....	2-8
2.1.1.15	Show - Type 15	2-8
2.1.1.16	Order Projection - Type 16	2-8
2.1.1.17	Manufacturer Rep - Type 17	2-8
2.1.1.18	Crib Replenishment - Type 18.....	2-8
2.1.2	Starting a Sales Order	2-9
2.1.2.1	Selecting a Sales Order Number and Customer	2-9
2.1.2.2	Entering Header Information	2-13
2.1.3	Entering Line Items	2-17
2.1.3.1	Adding or Editing a Line Item	2-19
2.1.3.2	Adding Comments.....	2-23
2.1.3.3	Entering Accessories.....	2-25
2.1.3.4	Viewing Product Complements	2-26
2.1.3.5	Entering Work Orders.....	2-27
2.1.3.6	Entering a Kit Parent	2-28
2.1.3.7	Entering and Confirming Consignment Orders.....	2-31
2.1.3.8	Converting Line Items from Quotes.....	2-33
2.1.3.9	Entering a Special Order Product.....	2-34
2.1.3.10	Generating Transfers for Line Items.....	2-35
2.1.3.11	Generating Purchase Orders for Line Items.....	2-36
2.1.4	Finishing a Sales Order	2-37
2.1.4.1	Changing the Totals	2-38
2.1.4.2	Saving a Sales Order	2-39
2.1.4.3	Generating Transfers for a Sales Order	2-40
2.1.4.4	Generating Purchase Orders for a Sales Order	2-42
2.1.4.5	Using the Sales Order Completion Screen.....	2-44
2.1.4.6	Taking Payment for an Order	2-46
2.1.4.7	Understanding Holds.....	2-48
2.1.4.8	Printing Acknowledgements	2-53

	2.1.4.9	Releasing Tag and Hold Orders	2-55
2.2		Printing Pick Tickets	2-57
2.3		Confirming Releases	2-59
	2.3.1	Printing Packing Lists	2-61
2.4		Processing Invoices	2-63
	2.4.1	Previewing Invoices.....	2-63
	2.4.2	Processing Invoices	2-65
2.5		Canceling a Sales Order	2-67
	2.5.1	Deleting a Sales Order	2-67
	2.5.2	Reversing a Sales Order	2-69
2.6		Finding Information about Orders.....	2-72
	2.6.1	Using Order Log Inquiry	2-74
	2.6.2	Using Sales Order Inquiry	2-76
	2.6.3	Using Sales Order History Inquiry	2-78
	2.6.4	Using Suspended Order Inquiry	2-80
	2.6.5	Using Open Order Inquiry by Written By Inquiry	2-81
	2.6.6	Using Customer Price and Availability Inquiry.....	2-83
	2.6.7	Using Customer Sales History Inquiry.....	2-84
	2.6.8	Using Customer/Product History Inquiry	2-85
	2.6.9	Using Product Sales History Inquiry - Selling Warehouse Inquiry	2-86
	2.6.10	Using Order Pad Inquiry.....	2-87
	2.6.11	Using Universal Inquiry	2-88
	2.6.12	Using Universal Order Inquiry	2-90
2.7		Reporting Information About Orders.....	2-91
	2.7.1	Open Sales Order Summary Report	2-92
	2.7.2	Open Sales Order Detail Report	2-94
	2.7.3	Orders in Process Report.....	2-97
Appendix		Slash Commands	A-1
A	A.1	General Slash Commands	A-1
	A.2	Common Slash Commands by Module	A-2
Appendix		Glossary	B-1
B		Index.....	I-1



Figures

Chapter 1 Getting Started

Figure 1-1: SBClient Screen.....	1-4
Figure 1-2: UNIX System Login Prompt	1-4
Figure 1-3: SB+ Login Prompt.....	1-5
Figure 1-4: ADS Main Screen.....	1-6
Figure 1-5: ADS Logout Screen	1-6
Figure 1-6: Submenu Example Screen	1-8
Figure 1-7: Process Name Display Screen	1-9
Figure 1-8: Sales Order Header Screen.....	1-11
Figure 1-9: Sample Inquiry Screen.....	1-13
Figure 1-10: GRIM Example Screen	1-15
Figure 1-11: Execute Report Dialog Box.....	1-16
Figure 1-12: Output Method Dialog Box.....	1-16
Figure 1-13: Modify General Report Interface Parameters Screen.....	1-17
Figure 1-14: Report Heading Override Screen.....	1-19
Figure 1-15: Report Parameter Save Screen.....	1-19
Figure 1-16: Report Parameter Load Screen	1-20
Figure 1-17: Example Search Screen	1-21
Figure 1-18: Search Results Example Screen	1-22
Figure 1-19: Product Tagging Entry Screen.....	1-23
Figure 1-20: Calendar Screen	1-25
Figure 1-21: Update Lost Sales Dialog Box	1-27
Figure 1-22: Lost Sale Reason Code Screen.....	1-27
Figure 1-23: Email Information Screen.....	1-28
Figure 1-24: Fax Information Screen.....	1-29
Figure 1-25: Location Retrieval Screen.....	1-30
Figure 1-26: Calculator Screen.....	1-31

Chapter 2 Processing Sales Orders

Figure 2-1: Order Processing Flowchart..... 2-1

Figure 2-2: Sales Order Entry Screen 2-9

Figure 2-3: Customer Ship-to Verification Screen 2-11

Figure 2-4: Customer Verification Screen 2-11

Figure 2-5: Sales Order Header Screen..... 2-13

Figure 2-6: Ship-To Address Screen 2-14

Figure 2-7: Order Additional Information Screen..... 2-14

Figure 2-8: Additional Information Screen 2-15

Figure 2-9: Ship-To Address Screen 2-15

Figure 2-10: Tax Jurisdiction Information Screen..... 2-15

Figure 2-11: Credit Information Screen 2-16

Figure 2-12: Sales Order Entry Screen 2-17

Figure 2-13: Sales Order Entry Screen 2-19

Figure 2-14: Line Item Detail Screen..... 2-20

Figure 2-15: Line Item Detail Screen..... 2-22

Figure 2-16: Comment Description Entry Screen..... 2-24

Figure 2-17: Accessory Items Entry Dialog Box 2-25

Figure 2-18: Accessory Product Order Selection Screen..... 2-25

Figure 2-19: Product Complementary Inquiry Screen 2-26

Figure 2-20: Generate Work Orders Dialog Box 2-27

Figure 2-21: Sell Assembled Kits Dialog Box 2-28

Figure 2-22: Kit Entry Dialog Box 2-29

Figure 2-23: Sales Order Kit Entry Screen 2-29

Figure 2-24: Explode Kit Components Dialog Box 2-30

Figure 2-25: Consignment Types Screen..... 2-31

Figure 2-26: Consignment Order Detail Screen 2-32

Figure 2-27: Convert Line Item Dialog Box 2-33

Figure 2-28: Quote Line Item Conversion Screen..... 2-33

Figure 2-29: Product Description Screen 2-34

Figure 2-30: Cost Prompt Screen..... 2-34

Figure 2-31: N/S Additional Information Screen 2-34

Figure 2-32: Automatically Generate Transfer Dialog Box 2-35

Figure 2-33: Auto Transfer Generation Screen 2-35

Figure 2-34: Cost Prompt Screen..... 2-36

Figure 2-35: Automatically Generate P/O Dialog Box 2-36

Figure 2-36: Automatic Purchase Order Vendor Screen..... 2-36

Figure 2-37: Order Totals Screen..... 2-38

Figure 2-38: Lot Billing Dialog Box 2-38

Figure 2-39: Save Sales Order Dialog Box 2-39

Figure 2-40: Proceed with Transfer Dialog Box.....	2-40
Figure 2-41: Generate Stock Transfers Screen.....	2-40
Figure 2-42: Transfer Dialog Box	2-41
Figure 2-43: Generate P/O Dialog Box.....	2-42
Figure 2-44: Generate P/Os for Backorder Screen	2-42
Figure 2-45: Send P/O Dialog Box	2-43
Figure 2-46: Sales Order Completion Screen	2-44
Figure 2-47: Invoice Print Dialog Box.....	2-45
Figure 2-48: Invoice Confirmation Dialog Box.....	2-45
Figure 2-49: Cash Application Screen.....	2-46
Figure 2-50: Additional Check Information Screen.....	2-46
Figure 2-51: Additional Credit Card Information Screen.....	2-46
Figure 2-52: Additional Gift Certificate Information Screen	2-47
Figure 2-53: Invoice Print Dialog Box.....	2-47
Figure 2-54: Order Log Inquiry Screen.....	2-48
Figure 2-55: Credit Release Message Screen	2-52
Figure 2-56: Acknowledgement Printing Screen	2-53
Figure 2-57: Load Acknowledgement Forms Dialog Box	2-53
Figure 2-58: Printing Confirmation Dialog Box	2-53
Figure 2-59: Process Dialog Box.....	2-54
Figure 2-60: Tag and Hold Release Entry Screen.....	2-55
Figure 2-61: Release Tag and Hold Dialog Box.....	2-55
Figure 2-62: Line Item Detail Screen.....	2-56
Figure 2-63: Pick Ticket Printing Screen	2-57
Figure 2-64: Load Pick Ticket Forms Dialog Box	2-57
Figure 2-65: Print Confirmation Dialog Box.....	2-57
Figure 2-66: Release Confirmation Entry Screen.....	2-59
Figure 2-67: Release Header Screen.....	2-59
Figure 2-68: Confirm Release Dialog Box.....	2-60
Figure 2-69: Packing List Print Screen.....	2-61
Figure 2-70: Load Pick Ticket Forms Dialog Box	2-61
Figure 2-71: Print Confirmation Dialog Box.....	2-61
Figure 2-72: Process? Screen.....	2-62
Figure 2-73: Invoice Preview Report Screen.....	2-63
Figure 2-74: Execute Report Dialog Box.....	2-63
Figure 2-75: Invoice Preview Output Dialog Box.....	2-63
Figure 2-76: Invoice Print Prompts Screen.....	2-65
Figure 2-77: Load Invoice Forms Dialog Box	2-65
Figure 2-78: Invoice Printing Confirmation Dialog Box.....	2-66
Figure 2-79: Process Verification Dialog Box.....	2-66

Figure 2-80: Delete Confirmation Dialog Box	2-67
Figure 2-81: Reason for Deletion Screen	2-67
Figure 2-82: Update Lost Sales Dialog Box	2-67
Figure 2-83: Lost Sale Reason Code Screen.....	2-68
Figure 2-84: Auto Reverse Order Screen.....	2-69
Figure 2-85: Save Sales Order Dialog Box	2-69
Figure 2-86: Sales Order Completion Screen	2-70
Figure 2-87: Designate an Open Invoice Dialog Box	2-70
Figure 2-88: Invoice Application Entry Screen	2-70
Figure 2-89: Release Invoice Dialog Box	2-71
Figure 2-90: Order Log Inquiry Screen.....	2-74
Figure 2-91: Sales Order Inquiry Screen.....	2-76
Figure 2-92: Sales Order History Inquiry Screen.....	2-78
Figure 2-93: Suspended Orders Inquiry Screen.....	2-80
Figure 2-94: Sales Order Inquiry for Written By Screen	2-81
Figure 2-95: Customer Price/Availability Inquiry Screen	2-83
Figure 2-96: Customer Sales History Inquiry Screen	2-84
Figure 2-97: Customer/Product History Inquiry Screen.....	2-85
Figure 2-98: Product Sales History Inquiry - Selling Warehouse Screen	2-86
Figure 2-99: Order Pad Inquiry Screen	2-87
Figure 2-100: Universal Inquiry Screen.....	2-88
Figure 2-101: Sales Orders/Quotes Lookup Screen	2-88
Figure 2-102: Purchase Order/History Lookup Screen	2-88
Figure 2-103: Work Order/Quote/History Lookup Screen	2-89
Figure 2-104: Universal Inquiry Sample Results Screen.....	2-89
Figure 2-105: Universal Order Inquiry Screen.....	2-90



Chapter 1 Getting Started

.....

1.1 About the Advanced Distribution System

The Advanced Distribution System (ADS) fully integrates your operations, allows immediate transfer of information between departments, and permits flexible on-line inquiry into its database. ADS is a feature-rich distribution package with the following standard modules:

- Order Processing.
- Purchasing.
- Inventory.
- Financial (Accounts Receivable, Accounts Payable, General Ledger).
- Sales Analysis.

ADS also offers optional integrated modules such as Rental, Marketing/Contact Management, Shop/Repair, Warehousing, BMW/Work Orders, and much more. The optional modules are not covered in this manual.

1.2 About This Manual

This manual describes how to use ADS. It is intended for users who are new to ADS or who need a quick refresh on a specific procedure.

The procedures provided follow the standard process with the most commonly used flag settings and without modifications or optional modules (e.g., work orders, rental). Therefore, your company's procedures may differ from those described here depending on your company's flag settings and use of modifications or optional modules.



This manual does not discuss all required flag settings or describe every field and its options. For that information, please go to our website at www.prelude.com (refer to Section 1.3 on page 1-3).

1.2.1 Text Conventions

This manual uses the following conventions.

Convention	Indicates	Example
<i>Italics</i>	Field name.	Enter the <i>Customer Number</i> .
Bold, Mixed Case	Menu item.	Select Order Processing .
BOLD, UPPER CASE	Key on the keyboard.	Press ENTER .
Bold, Courier	Text to type in.	Type /MS .
Angle brackets <>	Variable to replace with the appropriate data.	Enter the standard description number/name in <std desc>.
Right angle bracket only >	Menu structure.	Order Processing > Batch Ticket Printing > Acknowledgement Printing

1.2.2 Icons

The following icons are used in this manual.

Icon	Indicates
	Suggestion, note, or other non-critical information (e.g., easier ways to find information).
	Warning or other critical information. If you do not use this information, you may not be able to complete the procedure.

1.3 Getting Help

To get help using ADS, use any of the following methods:

- Read this manual.
- Refer to the Customer Support section of Prelude Systems' website.
 - 1 Go to www.prelude.com.
 - 2 Click **Customer Access**.
 - 3 Enter your web *User ID* and *Password* and click **Login** (if you do not have a web login, see your System Administrator).
 - 4 Click **ADS Info Central** and review the help available by module or enter search criteria.
- In ADS, press **F1** for help on a field. If you see F1-More in the help text, press **F1** to see a second level of help is available. If F1-More is in that help text, press **F1** to see a third level of help. Your company may also have its own level of help. For more information, see your System Administrator.
- Type **/HELP** to view the general help menu. The same menu appears after you exhaust all available levels of **F1** help.
- To see a list of options, press **F3** to search. Refer to Section 1.9.1 on page 1-21.
- Refer to your company's documentation, your company help desk, or your System Administrator.

1.4 Logging In

To log in to ADS:


- 1 Double-click on  (SB+ icon). The SBClient screen appears.



Figure 1-1: SBClient Screen



If you do not have any sessions, contact your System Administrator.

- 2 Highlight the name of the session you want to start and click the start session bell or double-click on the session name. The UNIX[®] system login prompt appears.

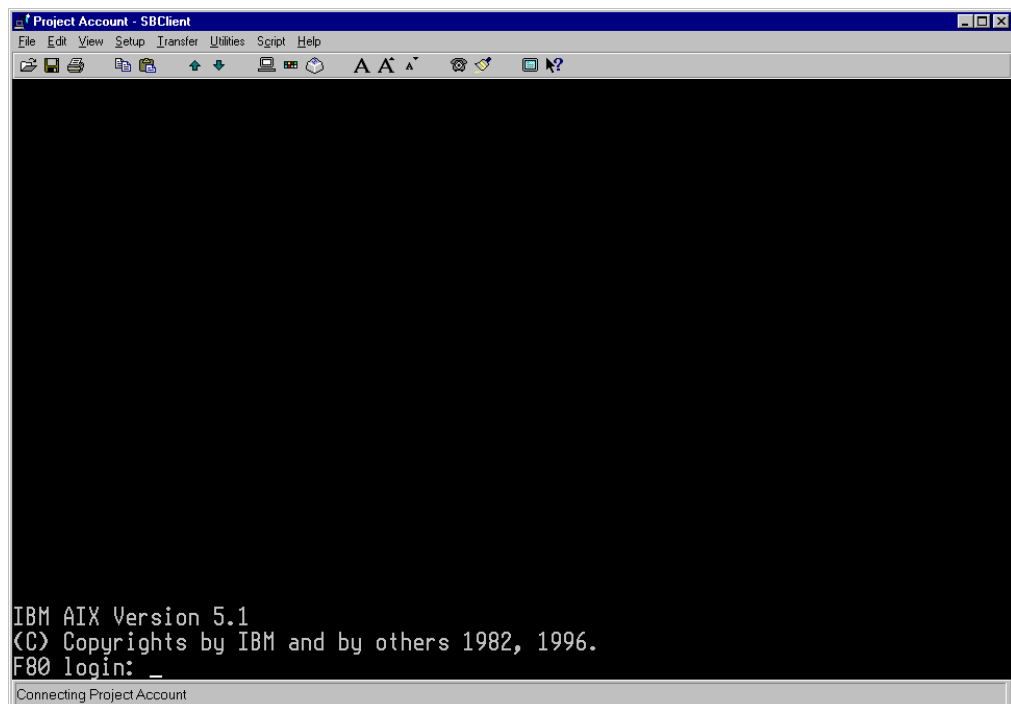


Figure 1-2: UNIX System Login Prompt

1. UNIX[®] is a registered trademark of The Open Group in the United States and other countries.

- 3 Enter your UNIX system login (probably lowercase) and press **ENTER**.
- 4 If prompted, enter your UNIX system password (probably lowercase) and press **ENTER**. The SB+ login prompt appears.

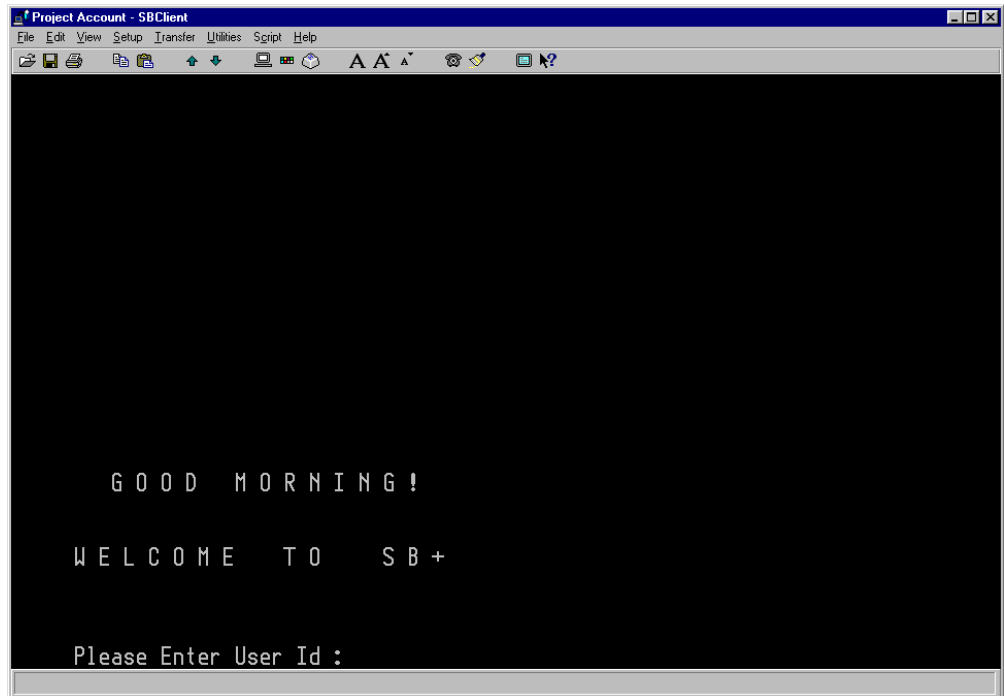


Figure 1-3: SB+ Login Prompt



Your UNIX system login may be set up to automatically log you into SB+. If so, skip to step 7.

- 5 Enter your SB+ login and press **ENTER**.
- 6 Enter your SB+ password and press **ENTER**.
- 7 If your terminal ID is automatically set for you, skip to step 8. If the Terminal ID prompt appears, choose one of the following:
 - Press **ENTER** to accept the terminal in parentheses (if present).
 - Enter a terminal ID (e.g., **TU.WYSE60** for character or **TU.WYSE60.GUI** for GUI) and press **ENTER**.
 - Type ***** (asterisk) and press **ENTER** see a list of available terminal IDs. Then enter a terminal ID and press **ENTER**.

- 8 The main ADS screen appears. A sample is shown below. Your main screen may vary.

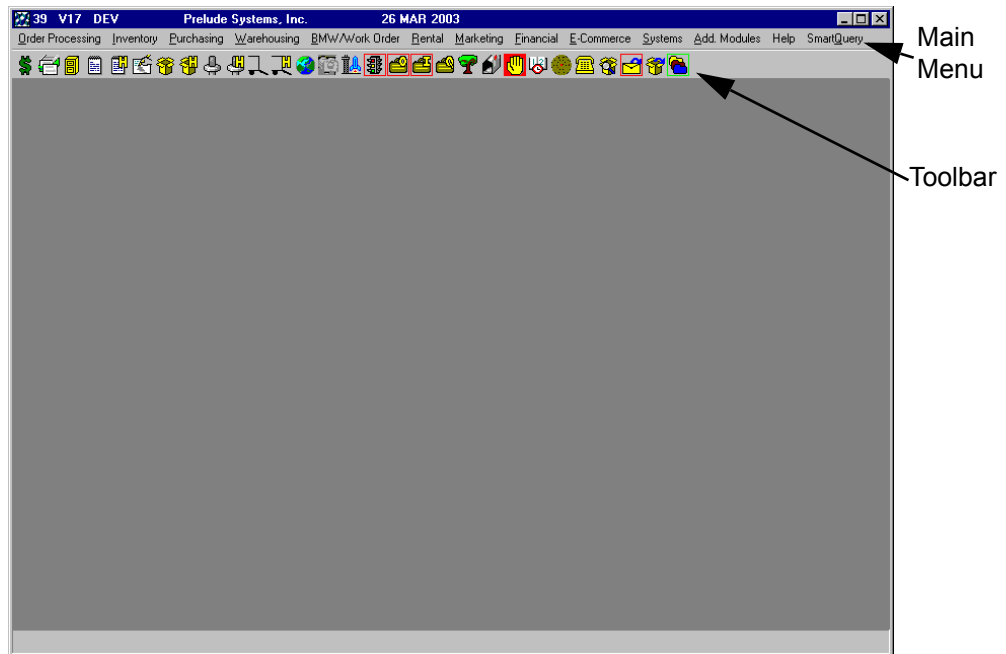


Figure 1-4: ADS Main Screen

1.5 Logging Out

To log out of ADS:

- 1 Close all open screens.
- 2 Press **ESC** three times. The following dialog box appears.

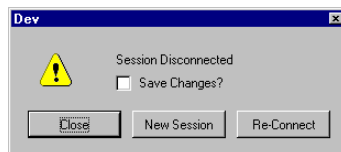


Figure 1-5: ADS Logout Screen

- 3 Choose **Close**.

1.6 Navigating

To use ADS, you must know how to navigate through the system with:

- Menus (refer to Section 1.6.1 on page 1-7).
- Slash commands (refer to Section 1.6.2 on page 1-9).
- Toolbar and alerts (refer to Section 1.6.3 on page 1-10).
- Screens (refer to Section 1.6.4 on page 1-11).

1.6.1 Menus

The menus that appear on your screen may be different from those shown in Figure 1-4 on page 1-6. Also, you may not see some of the standard or optional menus based on your group or user setup. For example, you may be set up as part of a Sales group that does not have access to the **Financial** menu. Also, within a menu, you may not see all available options. You may have access to the **Order Processing** menu, but not the **Commissions Subsystem** submenu. If you see a menu path in this document that you cannot access, and you feel that you need access, please see your System Administrator.

1.6.1.1 Submenus

Each menu may have a submenu. The screen below shows an example.

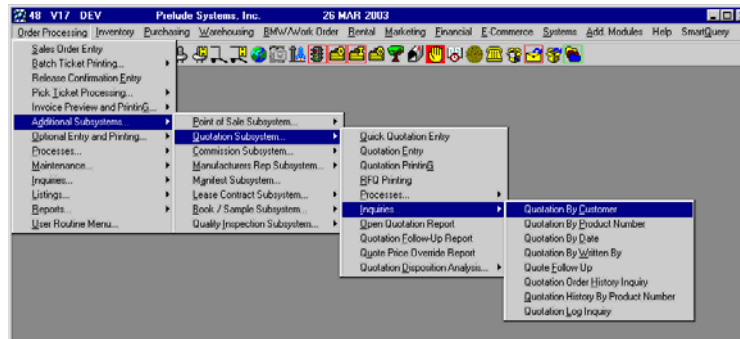


Figure 1-6: Submenu Example Screen

If an item on a menu has ellipses (...) or an arrow, select that item to see its submenu. If the item does not have ellipses or an arrow, select that item to launch a process (e.g., display a screen).

1.6.1.2 Hot Keys

You can use your mouse to point-and-click through the menus, or you can use hot keys. Each menu item has a hot key, which is indicated by an underline. For example, the hot key for the **Order Processing** menu is **O**; the hot key for **Inquiries** is **I**. To access a main menu or process (e.g., Order Processing, Purchasing), press **ALT+<HOT KEY>**. For example, to access the **Financial** menu, press **ALT+F**. To access each subsequent submenu, just type the hot key.



Hot keys are not case sensitive. You can use upper or lower case to access the menus and submenus.

To get to the submenus shown in Figure 1-6 on page 1-8, type:

- 1 **ALT+O** to access the **Order Processing** menu.
- 2 **D** to access the **Additional Subsystems** submenu.
- 3 **Q** to access the **Quotation Subsystem** submenu.
- 4 **I** to access the **Quotation Inquires** submenu.
- 5 Type a hot key for any inquiry to use that inquiry (e.g., **F** for **Quote Follow Up**).

1.6.1.3 Arrow Keys

You can use the arrow keys to move around the system. Use the left and right arrow keys to move back and forth between main menu items and to view submenus. Use the up and down arrows to move within a menu. Once you highlight the process you want to run, press **ENTER**.

1.6.2 Slash Commands

In addition to the mouse and hot keys, you can use slash commands to move around the system. Slash commands (also called processes) are shortcuts that allow you to jump to another screen or process from anywhere in the system. To use a slash command type a / (forward slash - on the key with ?) followed by the process name. Most slash commands are acronyms or abbreviations of the menu item. For example, to get to the Sales Order Entry screen, type **/SOE**; to get to Purchase Order Inquiry, type **/POI**. Refer to Appendix A on page A-1 for a list of commonly used slash commands.

If you do not know the slash command for a menu item, highlight that item, type **/MS**, and press **ENTER**. The Process Name Display screen appears.

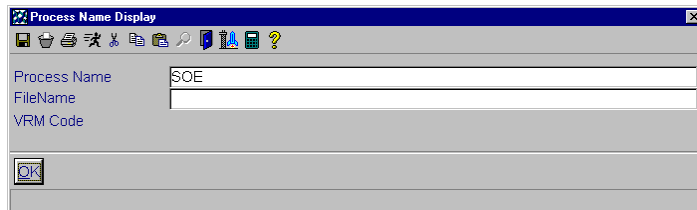































Figure 1-7: Process Name Display Screen

Process Name is the slash command to access that menu item.

1.6.3 Toolbar and Alerts

The main ADS screen also has a toolbar that allows you to quickly access inquiries. Items with an asterisk (*) turn red to alert you that something requires your attention.

Main Toolbar

Icon	Opens	Icon	Opens
	Price and Availability Inquiry		Credit Release Inquiry*
	Inventory Inquiry		Administrative Order Inquiry*
	Transaction Audit Inquiry		Administrative Invoice Inquiry*
	Open Sales Order Inquiry		Administrative Quote Inquiry*
	Sales Order Inquiry History		Branch Hold Inquiry*
	Quote Inquiry		Sales Representative Message Inquiry*
	Open Purchase Order Inquiry		Suspended Order Inquiry*
	Purchase Order History Inquiry		Quote Follow Up Inquiry*
	Open Work Order Inquiry		Final Price Inquiry
	Work Order History Inquiry		Marketing Activity Inquiry*
	Transfer Inquiry		Quality Control Inspection Inquiry*
	Transfer History Inquiry		Accounts Payable Release Inquiry*
	Universal Inquiry		Freight Invoice Release Inquiry*
	Accounts Receivable Inquiry*		Buyer Queue Inquiry*
	Launch process (slash command)		



All of these buttons appear regardless of how your User ID is set up. However, you may not be able to use the inquiries based on your User ID set up. For example, the Credit Release Inquiry button appears even if your User ID is not set up to be a credit manager. The Credit Release Inquiry button will never turn red because credit holds will not be sent to your attention.

1.6.4 Screens

To use the screens in ADS, you must know how to:

- Navigate through the screens (refer to Section 1.6.4.1 on page 1-12).
- Use the toolbar (refer to Section 1.6.4.2 on page 1-12).
- Use the Action Bar (refer to Section 1.6.4.3 on page 1-12).
- Use function buttons (refer to Section 1.6.4.4 on page 1-13).
- Use the default sort sequence (refer to Section 1.6.4.5 on page 1-13).

The Sales Order Header screen below shows an example of an Action Bar, toolbar, and function buttons.

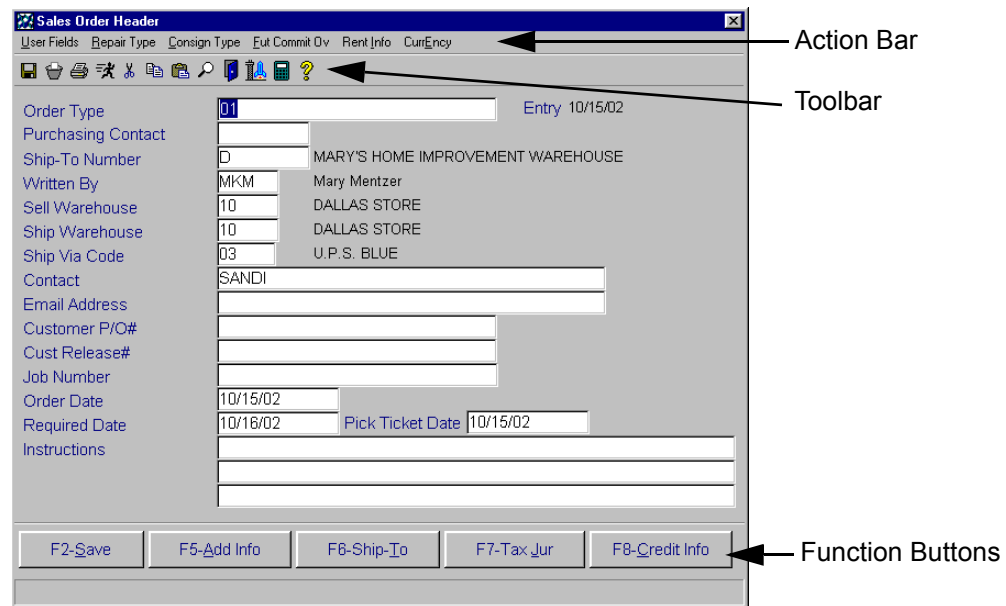


Figure 1-8: Sales Order Header Screen

1.6.4.1 Navigating













Use the following to navigate through a screen:

- **ENTER** to move from one field to the next.
- Arrow keys (up and down) to move between fields.
- **ESC** to close a screen or undo any edits to the field your cursor is in. If you press **ESC**, all changes are lost. Some screens do not allow you to escape without saving (e.g., Sales Order Entry).
- **CTRL+X** to close a screen. This feature is especially useful for inquiry screens where you may need to press **ESC** 2 or 3 times to close a screen. For those screens, press **CTRL+X** to close the screen immediately. If you press **CTRL+X**, all changes are lost.
- **/<#>** to jump to the field on the screen that corresponds to #. For example, *PO Number* is the tenth field on the Sales Order Header screen (refer to Figure 1-8 on page 1-11). To jump straight to *PO Number* from anywhere on the screen, type **/10** and press **ENTER**. This navigation technique may take some trial and error to find the correct number.

1.6.4.2 Toolbar

Each screen also has a toolbar with buttons shown in the following table.

Screen Toolbar

Icon	Allows you to	Keyboard Alternate	Icon	Allows you to	Keyboard Alternate
	Save the record	F2		Paste cut or copied text	CTRL+V
	Delete a record	F4		Search for available choices	F3
	Print a screenshot of your desktop	CTRL+P		Close the screen	CTRL+X
	Close the screen	ESC		Launch process (slash command)	/
	Cut highlighted text	N/A		Use the SB+ calculator	/CALC
	Copy highlighted text	CTRL+C		Access the help menu	/HELP

1.6.4.3 Action Bar

Most screens also have an Action Bar above the toolbar. The Action Bar provides additional functionality. To access these functions, click on the item or press **ALT+<HOT KEY>**. If your company has user fields (data your company asked to have collected that is not part of the standard software), you can access them through the **User Fields** option on the Action Bar.

1.6.4.4 Function Buttons

The table below describes the function buttons available on each screen.

Function Buttons

Key	Description
F1	On-line help. Never shown but always available.
F2	Save current information or documents; in inquiries, close the screen.
F3	Search for and display valid choices if present (refer to Section 1.9.1 on page 1-21). Never shown but usually available.
F4	Delete entire record (to delete a line item, refer to Section 1.9.4.2 on page 1-27).
F5-F9	Varies (e.g., Additional Information, Contact Info, Header).
F9	Usually to go-to: <ul style="list-style-type: none"> • a line item. • a reference number (e.g., order number). • a page number. • the bottom of page (type B). • the top of page (type T). To use this button, your cursor must be on the controlling field (typically the left-most column) of the inquiry or entry screen.



The function buttons may appear with text only. If you only see text and would like to see the function button to press, see your System Administrator. This manual references the function buttons only, not the text.

1.6.4.5 Default Sort Sequence

Most inquiries have a sort sequence. The default for the sort sequence is established in Default Sort Sequence Maintenance (**Systems > System Parameter > Maintenance > Option Parameters > Default Parameters Maintenance**). To change the default, go to Default Sort Sequence Maintenance, locate the inquiry you want to change, and choose a different sort sequence option.

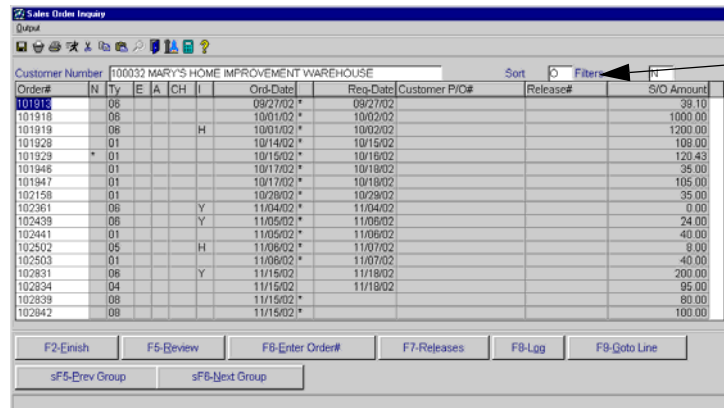


Figure 1-9: Sample Inquiry Screen

1.7 Printing

ADS provides two ways to print documents:

- **Continuous** - documents that are set to print continuously are printed as soon as they are ready. For example, if your pick tickets are set to print continuously and the criteria are met, pick tickets print when you select **Pick Ticket**.
- **Batch** - documents that are set to batch print are held until a process is run to print them. For example, if your pick tickets are set to batch print, they are held in a queue when you select **Pick Ticket**. The pick tickets wait in the queue until **Pick Ticket Printing (/PTP)** is run.

Although this document uses the term “print,” most documents can be faxed and emailed both continuously and by batch. For example, if a customer is set to have invoices faxed, when you print invoices, that customer receives a fax.

Other documents, like purchase orders, give you an option to print, fax, and/or email when you save. The first option provided is the customer or vendor’s preferred method of receiving the document; however, you may choose one of the other options.

1.8 Working with Reports

Reports in ADS uses the General Report Interface, also called GRIM. GRIM allows you to modify selection criteria for each report and save that criteria.



You can modify report criteria based on your user settings. If you would like to modify reports but do not have permission, see your System Administrator.

1.8.1 Modifying Report Criteria

When you select a report to run, the standard GRIM screen appears. A sample is shown below.

Figure 1-10: GRIM Example Screen



Only hierarchy levels that your company uses appear in GRIM screens. For example, if your company does not use department number but does use cost center number, *Cost Center Number* appears instead of *Department Number* in the screen above.

To run a report:

- 1 Enter selection criteria in any or all fields.
 - If you wish to use all available criteria for a field (e.g., all divisions or locations), leave that field blank. If data is mandatory, a warning dialog box appears.
 - To select multiple criteria, separate the data with commas. For example to view results for warehouse 10 and 20, enter 10 ,20 for *Warehouse Number*.
 - Put your cursor in the field you want to search and press **F3** to search for criteria, if available. For more information, refer to Section 1.9.1 on page 1-21.
 - Use brackets ([]) as wildcards, if allowed. For example, to lookup P/Os that begin with 123, enter 123] .

- 2 After entering criteria, press **F2** to run the report. The following dialog box appears.

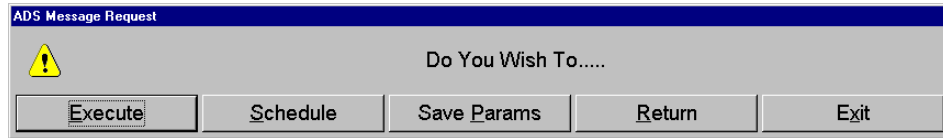


Figure 1-11: Execute Report Dialog Box

- 3 Choose one of the following:
 - **Execute** to run the report. The following prompt appears. Continue to step 4.

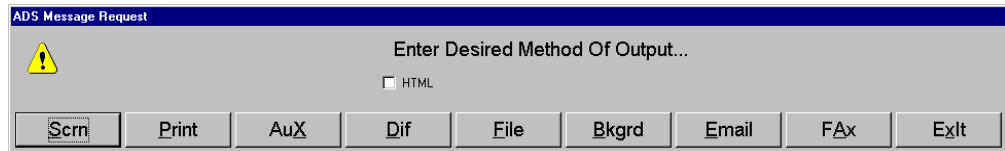


Figure 1-12: Output Method Dialog Box

- **Schedule** to schedule a report. See your System Administrator.
 - **Save Params** to save report criteria. Refer to Section 1.8.2 on page 1-17.
 - **Return** to return to the GRIM screen and change criteria.
 - **Exit** to close the GRIM screen and return to the menu without running the report.
- 4 Choose an output option:
 - **HTML** - displays the report in HTML format. Only **Scrn** and **Aux** are available if you check **HTML**.
 - **Scrn** - displays the report on your desktop.
 - **Print** - sends the report to a printer.
 - **Email** - emails the report to the email address(es) you specify. For more information on emailing, refer to Section 1.9.5 on page 1-28.
 - **Fax** - faxes the report to the fax number you specify. For more information on faxing, refer to Section 1.9.6 on page 1-29.
 - **Exit** - closes GRIM without generating the report.

To use **Aux**, **Dif**, **File**, or **Bkgrd**, see your System Administrator. You may also see an option to export to Microsoft® Excel. See your System Administrator for more information.

1.8.2 Modifying Selection Criteria



You may or may not be able to modify selection criteria based on your User ID. If you cannot modify selection criteria, but would like to, see your System Administrator.

You can use GRIM to modify selection criteria and then save that criteria. To modify selection criteria:

- 1 On the main report screen, press **F5**. The Modify General Report Interface Parameters screen appears.

Dictionary Name	Description	Oper	Mult	Man	Cnv	Sel	W	Add
DIV NUM	Division Number	=	Y	N		Y	N	Y
SEL WHSE	Warehouse Number	=	Y	N		Y	N	Y
DEP NUM	Department Number	=	Y	N		Y	N	Y
CUST NUM	Customer Number	=	Y	N		Y	N	Y
SLSM NUM	Salesrep Number	=	Y	N		Y	N	Y
WB	Written By	=	Y	N		Y	N	Y
ORD TYPE	Order Type	=	Y	N		Y	N	Y
REQ DATE	Required Date	>=	N	N	D2/	Y	N	Y
REQ DATE	Required Date	<=	N	N	D2/	Y	N	Y
WORK<4>	Sort By Cust,Salesrep, WB	=	N	Y		N	N	Y

F2-Save

Figure 1-13: Modify General Report Interface Parameters Screen

- 2 Enter the *Dictionary Name* that you want to add or press **F3** to search.
- 3 Change the *Description* if necessary.
- 4 For *Oper*, choose an operator:
 - = - equal (default).
 - # - not equal.
 - > - greater than.
 - < - less than.
 - >= - greater than or equal to.
 - <= - less than or equal to.
- 5 For *Mult*, choose one of the following:
 - **Y** - to allow multiple values to be entered (default).
 - **N** - to allow only one value to be entered.
- 6 For *Man*, choose one of the following:
 - **Y** - to make this field mandatory.
 - **N** - to make this field optional (default).
- 7 For *Cnv*, accept the default conversion code.
- 8 For *Sel*, choose one of the following:
 - **Y** - to use this criteria to select data (default).
 - **N** - to not use this criteria to select data.

- 9** For *W*, choose one of the following:
- **B** - to allow brackets at the beginning and end of a string as wildcards (e.g., [**text**]).
 - **L** - to allow brackets at the left (beginning) of the string (e.g., [**text**]).
 - **R** - to allow brackets at the right (end) of the string (e.g., **text**]).
 - **N** - to not allow wildcards (default).
- 10** Repeat steps 2-9 for each *Dictionary Name* you want to add.
- 11** Press **F2**. Your changes appear in the GRIM screen.

1.8.3 Saving Report Parameters

You can save any changes to a report, including criteria changes and/or data entered in the GRIM screen (refer to Section 1-10 on page 1-15). For example, if you always want to run a report for a specific warehouse/salesrep combination, enter the warehouse and salesrep number(s) in the GRIM screen and save the report parameters.

To save report parameters:

- 1 Modify the report criteria (refer to Section 1.8.2 on page 1-17) and/or enter data in the GRIM screen.
- 2 To change the report heading to reflect your changes, press **F7**. The Report Heading Override screen appears.

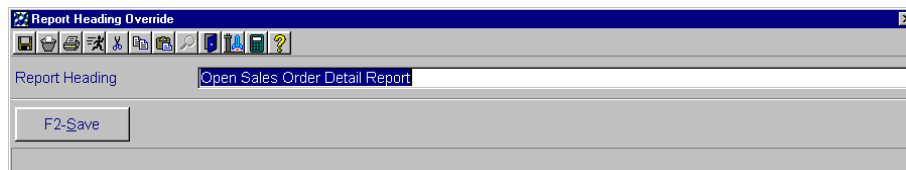


Figure 1-14: Report Heading Override Screen

- 3 Enter a new *Report Heading* and press **F2** on the Report Heading Override screen.
- 4 Press **F2** on the GRIM screen.
- 5 On the dialog box that appears, choose **Save Params**. The Report Parameter Save screen appears.

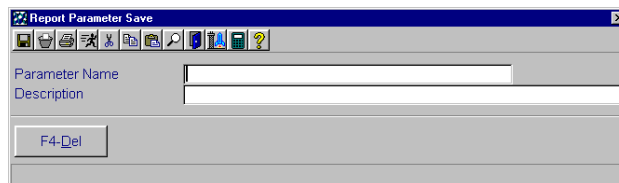


Figure 1-15: Report Parameter Save Screen

- 6 Enter a *Parameter Name*. The name should be brief, but descriptive. Append identifying initials to the name (e.g., **CUST.ZIP.PSI**).
- 7 Enter a *Description* and press **F2**.

1.8.4 Using Saved Report Parameters

To use saved report parameters:

- 1 On the GRIM screen, press **F6**. The Report Parameter Load screen appears.

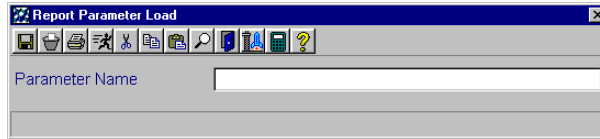


Figure 1-16: Report Parameter Load Screen

- 2 In *Parameter Name*, enter the name of the saved report parameters you want to use or press **F3** to search. Continue with the report as usual (refer to Section 1.8.1 on page 1-15).



You can also run a report with saved parameters by typing `/<report.name>,<parameter.name>`. For example, if you saved parameters named DIV1 for the Monthly Invoice Register Report, type `/MLY.INV.REG.RPT,DIV1` to open the GRIM screen and load the parameters.

1.8.5 Understanding Report Output

The first 3 lines of each report contain the same kind of information:

- Line 1 - company name, user ID, page number.
- Line 2 - report name, date, time.
- Line 3 - selection criteria.

A sample is shown below.

```
Development Company                               User Id MKM   Page 1
Open Sales Order Summary Report As Of 10:32:48 On 01/30/03
CUST.NUM = "000111" [Sort By Cust, W/B, Slsm = "C"]
```

1.9 Commonly Used Functions

1.9.1 Searching

ADS allows you to search either by pressing **F3** and entering search criteria or by simply entering criteria in a field (for products, customers, vendors, and prospects) and pressing **F3** or **ENTER**.



When searching in a maintenance screen, use a period (.) before the criteria. For example, to find DALLAS, enter **.DALLAS**. If you do not use the period, ADS assumes that you are entering a new record.

When you press **F3**, a search screen appears (if you are on a date field, a calendar appears - refer to Section 1.9.3 on page 1-25). The search screen typically has only one field, but may have more.

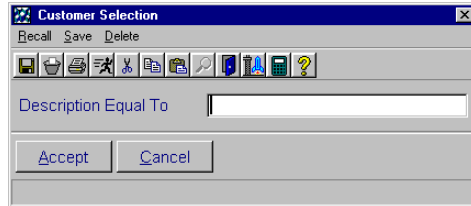


Figure 1-17: Example Search Screen

Press **ENTER** to see all values or search using the following criteria (depending on the data required):

- **Keyword.** For example, when searching for a customer or vendor, you can use the standard keywords *Description*, *City*, *State*, and/or *ZIP*. Your company may also specify additional keywords. You can enter the whole keyword or just the first few letters. You can also combine keywords. For example, if you're looking for a restaurant supply customer in Georgia, you could enter **REST GA**.
- **Description.** For example, if you're searching for a code for a salesperson and you know the salesperson's name is Jane Smith, you can enter **JANE**.



You can only search for characters at the beginning of a word or code. For example, if you enter **DRIVE**, **SCREWDRIIVER** does not appear. To find the keyword **SCREWDRIIVER**, you have to enter text from the beginning of the word (e.g., **SCR**).

When you enter criteria and/or press **ENTER**, a results screen appears.



Figure 1-18: Search Results Example Screen

If you only want to select one item, scroll through the list, highlight the item you want, and press **F2** or **ENTER**.

If you want to select multiple items (e.g., for a report and some screens) you can use item tagging:

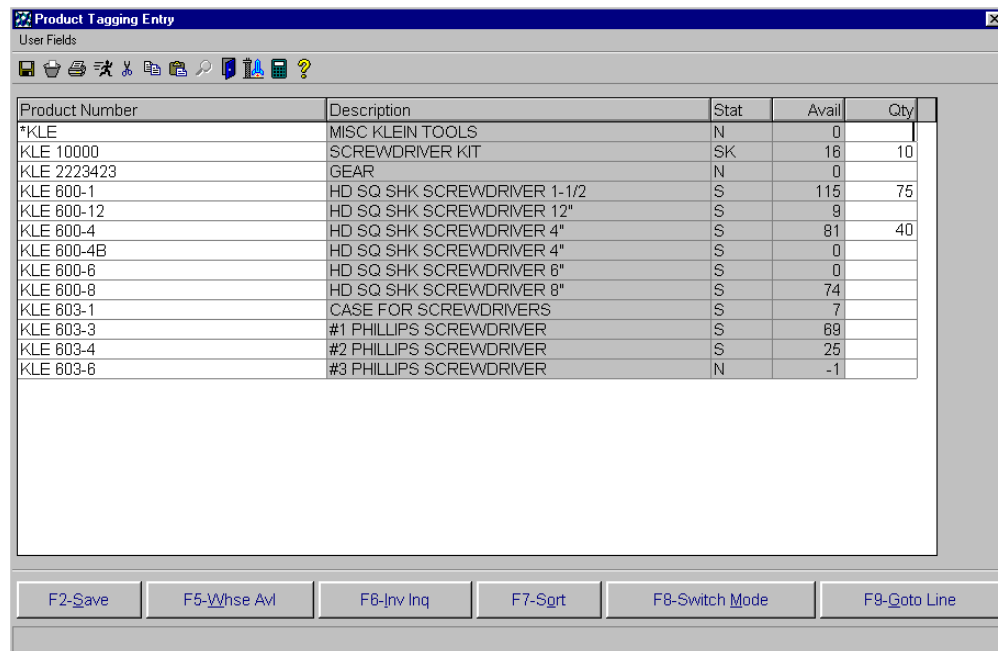
- To tag items, hold **CTRL** and use your arrow keys to move up and down the list. Continue holding **CTRL** and press **F5** or **SPACE** on each item you want to select.
- To untag items, hold **CTRL** and use your arrow keys to move up and down the list. Without holding **CTRL**, press **SHIFT+F5** or **SHIFT+SPACE** on each item you want to untag.
- To tag all items, press **F9**.
- To untag all items, press **SHIFT+F9**.
- To tag only items that contain specific text, press **F8**. In the screen that appears, enter a text string that you want to select and press **ENTER**. Items with text that match that string are selected.
- To untag only items that contain specific text, press **SHIFT+F8**. In the screen that appears, enter a text string that you want to search for and press **ENTER**. Items with text that match that string are untagged.



After you choose a customer, product, vendor, or prospect from a selection screen, you can look at the next and previous items on the list without repeating the search. Type **NN** to look at the next item or **BB** to look at the previous item. Use **.NN** and **.BB** on maintenance screens.

1.9.2 Using the Product Tagging Entry Screen

When you search for a product from a transaction entry screen (e.g., Sales Order Entry, Transfer Entry) a Product Lookup screen or Product Tagging Entry screen appears based on your systems settings. Both screens list the product number, product description, status, and availability. Only the Product Tagging Entry Screen provides a column for you to enter a quantity. You can use the quantity column to enter a quantity to order for each product the search returned. An example of the Product Tagging Entry screen is shown below.



Product Number	Description	Stat	Avail	Qty
*KLE	MISC KLEIN TOOLS	N	0	
KLE 10000	SCREWDRIVER KIT	SK	16	10
KLE 2223423	GEAR	N	0	
KLE 800-1	HD SQ SHK SCREWDRIVER 1-1/2	S	115	75
KLE 800-12	HD SQ SHK SCREWDRIVER 12"	S	9	
KLE 800-4	HD SQ SHK SCREWDRIVER 4"	S	81	40
KLE 800-4B	HD SQ SHK SCREWDRIVER 4"	S	0	
KLE 800-8	HD SQ SHK SCREWDRIVER 8"	S	0	
KLE 800-8	HD SQ SHK SCREWDRIVER 8"	S	74	
KLE 803-1	CASE FOR SCREWDRIVERS	S	7	
KLE 803-3	#1 PHILLIPS SCREWDRIVER	S	69	
KLE 803-4	#2 PHILLIPS SCREWDRIVER	S	25	
KLE 803-6	#3 PHILLIPS SCREWDRIVER	N	-1	

Figure 1-19: Product Tagging Entry Screen

The codes in *Stat* indicate:

- N - non-stock item.
- B - BOM parent.
- K - kit parent.
- R - rental item.
- S - stock item.
- X - obsolete item.
- Null - no warehouse record exists.

These codes can be combined (e.g., SK = stock kit parent).

Refer to the table below for more information on the function buttons on the Product Tagging Entry screen.

Press	To	Comments
F2	Put any lines for which you entered a <i>Qty</i> on the sales order. If you press F2 without entering a <i>Qty</i> , a detail screen for the product the cursor is on appears.	Use if you know you want to go the detail screen.
F5	Open the Warehouse Availability screen to see how much of the item is available at all warehouses.	
F6	Open the Inventory Inquiry screen to see the status of the item's inventory (e.g., on order, committed).	Refer to the Inventory Manual.
F7	Switches between resorting the list according to <i>Description</i> or <i>Product Number</i> .	
F8	Switches between placing the cursor in <i>Qty</i> or <i>Product Number</i> . Default placement is set with the <i>Product Tagging Entry Mode</i> flag in Default Parameters Maintenance.	
F9	When the cursor is on the product number, identify a reference number on the screen that you want to jump to.	



If you press **F2** on a product without entering a *Qty*, a detail screen appears for that product.

To use the Product Tagging Entry screen:

- 1 For each item, review cost, dates, quantities, and any other information as necessary.
- 2 For each item that the customer wants to order, enter the quantity in *Qty*.
- 3 Press **F2**. The order items for which you entered quantities appear in the screen.

To view the detail screen for a product, put your cursor on that product and press **ENTER**.

1.9.3 Entering Dates

ADS provides several shortcuts for entering dates in a date field:

Enter	To
T	Use today's date.
+<#>	Add # days to today's date. For example, if today is 3/1 and you enter +14 , the date that appears is 3/15.
-<#>	Subtract # days from today's date. For example, if today is 3/15 and you enter -14 , the date that appears is 3/1.
<#>	Use that day in the current month. For example, if the month and year is 3/03 and you enter 15 , the date that appears is 3/15/03.

Although dates appear in ADS separated by a forward slash (/), you can enter a period (.) or dash (-) as a separator. Also, if you do not specify a year, ADS uses the current year.

You can view a calendar by pressing **F3** from any date field or typing **/DATE** from anywhere in the system. An example of the calendar is shown below.

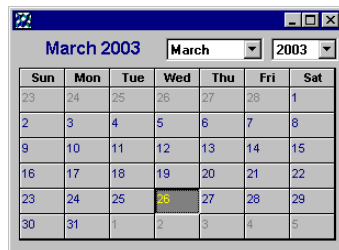


Figure 1-20: Calendar Screen

1.9.4 Working with Line Items

Line items appear throughout ADS (e.g., Sales Order Entry, Purchase Order Entry). Use the following procedures to work with line items:

- Insert a blank line (refer to Section 1.9.4.1 on page 1-26).
- Delete a line item (refer to Section 1.9.4.2 on page 1-27).
- Replace a line item (refer to Section 1.9.4.3 on page 1-27).

1.9.4.1 Inserting a Blank Line

To insert a blank line between line items:

- 1 Put the cursor on the line below where you want to insert a blank line.
- 2 Press **CTRL+INSERT**. The new line appears above the cursor.
- 3 In the blank line, add a new line item or comment.



Your terminal type may affect how you insert a blank line. Type **/KEYS** to view how your keys are set up.

1.9.4.2 Deleting a Line Item

To delete a line item:

- 1 Put the cursor on the line you wish to delete. It is automatically highlighted.
- 2 Type \ and press **ENTER**.



You cannot delete an item that is linked to a P/O, W/O, or transfer. If an item is linked, a warning message appears and you cannot proceed. You must first delete the linked P/O, W/O, or transfer. Warning messages appear if a pick ticket exists. Find the pick ticket before continuing.

- 3 If you are deleting a line from a sales order and your company tracks lost sales, the following dialog box appears.



Figure 1-21: Update Lost Sales Dialog Box

- 4 Choose one of the following:
 - Select **Yes** to update lost sales (e.g., the product is out of stock or the price is too high).
 - Select **No** not to update lost sales (e.g., you initially entered the wrong product).
- 5 If you select **Yes**, the Lost Sale Reason Code screen appears.

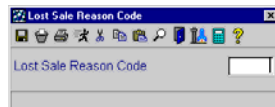


Figure 1-22: Lost Sale Reason Code Screen

- 6 Enter the *Lost Sale Reason Code* or press **F3** to search for the code and press **ENTER**.

1.9.4.3 Replacing a Line Item

You cannot replace a line item with another. You must:

- 1 Delete the incorrect line item (refer to Section 1.9.4.2 on page 1-27).
- 2 Enter the correct line item.

1.9.5 Emailing Documents

ADS allows you to email documents such as reports, invoices, purchase orders, and many others. If you choose the email option, the Email Information screen appears.



For emailing to work properly, you may need to update your user forms. For more information, see your System Administrator.

Figure 1-23: Email Information Screen

To email a document:

- 1 Change *Email From*, if necessary. Defaults to the email in your User ID.
- 2 Enter as many addresses as necessary in *Email To*.
- 3 Enter a *Subject*.
- 4 Enter *Coverpage Notes*. Any text entered here appears as the body of the email.
- 5 For *File Type*, enter the file extension for the attachment:
 - **TXT** - opens in Microsoft® Notepad.
 - **RTF** - opens in Microsoft Word or Microsoft WordPad.
 - **PDF** - see your System Administrator before using this option.
- 6 For *Format*, choose the stationery type for the attachment:
 - **P** - portrait.
 - **L** - landscape.
 - **U** - user-defined. Typically used to send data to another computer. See your System Administrator before using this option.
- 7 For *File Name*, enter the name of the attachment. If you do not enter a name, ADS generates a name.
- 8 Press **F2**.

1.9.6 Faxing Documents

ADS allows you to fax documents such as reports, invoices, and purchase orders to your customers and/or vendors. If you choose the fax option, the Fax Information screen appears.



For faxing to work properly, you must use faxing software (e.g., VSI-FAX®). For more information, see your System Administrator.

The screenshot shows a window titled "Fax Information" with a standard Windows-style toolbar. The main area contains the following fields:

- Fax Number
- To Name
- Company
- From Name
- Company
- From Phone
- From Fax
- Subject

Below these fields is a large text area labeled "Coverpage Notes". At the bottom left of the window is a button labeled "F2-Save".

Figure 1-24: Fax Information Screen

To enter fax coverpage information:

- 1 Enter a *Fax Number*, *To Name*, and *Company*.
- 2 *From Name*, *Company*, *From Phone*, and *From Fax* default from the information in your User ID. Edit them as necessary.
- 3 Enter a *Subject* and *Coverpage Notes*.
- 4 Press **F2**.

1.9.7 Using the Location Retrieval Screen

The Location Retrieval screen may appear when you enter orders or other transactions. An sample screen is shown below.

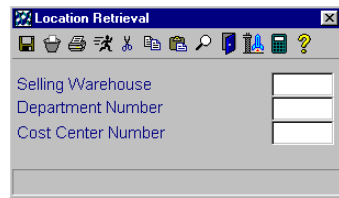


Figure 1-25: Location Retrieval Screen

This screen appears depending on your User ID settings. If your User ID has a set warehouse, department, and/or cost center, this screen never appears. If they are not set in your User ID, this screen appears and allows you to change the warehouse, department, and/or cost center in which to enter the transaction. Your company may or may not use department or cost center.

1.9.8 Using the Calculator

To access the calculator ADS provides, type `/CALC`.

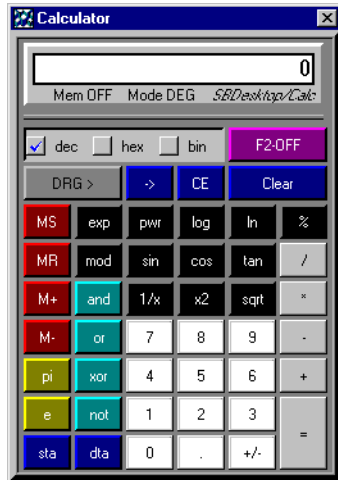


Figure 1-26: Calculator Screen

The table below lists the function of each button on the calculator.

Button	Function	Button	Function
Gray Buttons - Base, Mode, and Basic Mathematical Functions			
/	Divide	*	Multiply
-	Subtract	+	Add
=	Equals (show total)	dec	Decimal base
hex	Hexidecimal base	bin	Binary base
DEG>	Toggle between Degree and Radian modes. Current mode is shown under the display as Mode DEG or Mode RAD.		
Blue Buttons - Deletion and Statistics Functions			
->	Delete right-most character	CE	Clear entry (clears current entry but retains total)
Clear	Delete current entry and total	sta	Open Statistics screen, where you can find the sum, average, or standard deviation of a list of values.
dta	Open the Statistics screen, where you can find the sum, average, or standard deviation of a list of values. Load a value from the calculator display into the Statistics screen.		
Red Buttons - Memory Functions			
MS	Turn memory functions on and off. Noted under the display as Mem OFF or Mem ON.	MR	Display the total in memory
M+	Add the value displayed to the memory total	M-	Subtract the value displayed from the memory total
Yellow-Green Buttons - Constants			
pi	3.14 (π)	e	2.718 (base of natural logarithms)

Button	Function	Button	Function
Blue-Green Buttons - Bitwise Functions (Hexidecimal base only)			
and	Bitwise AND	or	Bitwise OR
xor	Bitwise exclusive OR	not	Bitwise inverse
Black Buttons - Advanced Mathematical Functions			
exp	Raise the constant e to the value displayed (e^x)	pwr	Raise the value displayed to a power (e.g., to see the value of 5^3 , press 5, pwr, 3, =)
log	Logarithm (base 10)	ln	Natural logarithm (base e)
%	Percent	mod	Modulus (remainder). For example, to see the remainder of 15 divided by 6, press 15, mod, 6 .
sin	Sine	cos	Cosine
tan	Tangent	1/x	Reciprocal
x2	Square	sqrt	Square root
White Buttons - Numbers			
0-9	Enter number on button	.	Enter decimal point
+/-	Change the value displayed to positive or negative		

A small screen also appears with the following buttons:

- **F7 - Run Process.** The ADS Process Request screen appears. Refer to Section 1.6.2 on page 1-9 for more information.
- **F9 - Expression.** The Build Expression screen appears. Either enter text for the expression press **F3** to search for expression and operator options.

Chapter 2 Processing Sales Orders

This section explains how to:

- Enter a sales order (refer to Section 2.1 on page 2-2).
- Print pick tickets (refer to Section 2.2 on page 2-57).
- Confirm releases (refer to Section 2.3 on page 2-59).
- Process invoices (refer to Section 2.4 on page 2-63).
- Cancel a sales order (refer to Section 2.5 on page 2-67).
- Find information about orders (refer to Section 2.6 on page 2-72).
- Generate reports about orders (refer to Section 2.7 on page 2-91).



WARNING If you only want to view information about a sales order, use Sales Order Inquiry (/SOI). If you use Sales Order Entry (/SOE), you must save the order, even if you do not change anything. These extra saves create extremely long log files and make tracking activity on the order difficult. Refer to Section 2.6 on page 2-72 for more information on inquiries.

The figure below shows the order processing flowchart.

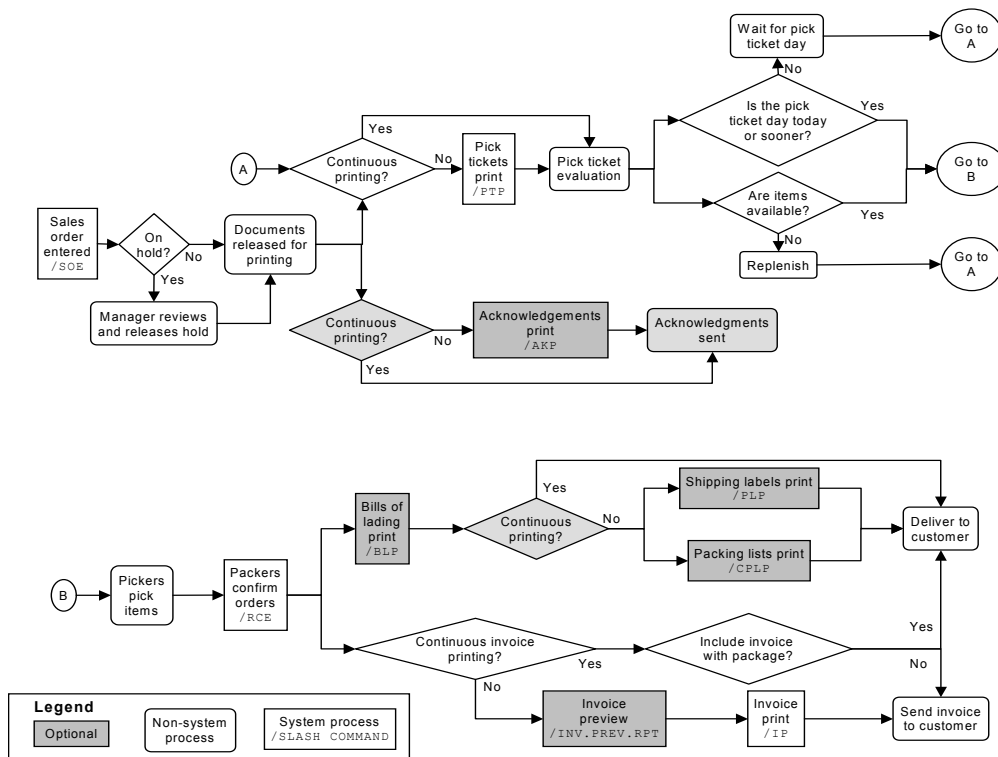


Figure 2-1: Order Processing Flowchart

2.1 Entering a Sales Order

To enter a sales order, you must:

- Understand sales order types (refer to Section 2.1.1 on page 2-3).
- Start a sales order (refer to Section 2.1.2 on page 2-9).
- Enter line items (refer to Section 2.1.3 on page 2-17).
- Finish a sales order (refer to Section 2.1.4 on page 2-37).

2.1.1 Understanding Order Types

Order types are established at a system level. Your company probably does not use all of the types described in this section. Overrides and defaults can be established for each customer. Also, order types can be restricted for each user. To determine which order type to use, ADS first looks for cash terms and uses the 05 order type. If the order is not cash, ADS looks in Customer Maintenance for a default order type. If one does not exist, ADS uses the system-level default order type.

In *Order Type* on the Sales Order Header (refer to Section 2.1.2.2 on page 2-13), press **F3** to see valid order types for your company and User ID. The valid sales order types are:

- 01 – Regular (refer to Section 2.1.1.1 on page 2-3).
- 02 – Ship Complete (refer to Section 2.1.1.2 on page 2-4).
- 03 – Tag and Hold (refer to Section 2.1.1.3 on page 2-4).
- 04 – Direct Order (refer to Section 2.1.1.4 on page 2-5).
- 05 – Over the Counter (refer to Section 2.1.1.5 on page 2-5).
- 06 – Confirmation (refer to Section 2.1.1.6 on page 2-6).
- 07 – Consignment (refer to Section 2.1.1.7 on page 2-6).
- 08 – Confirmation Consignment (refer to Section 2.1.1.8 on page 2-6).
- 09 – RGA (refer to Section 2.1.1.9 on page 2-7).
- 10 – Repair (refer to Section 2.1.1.10 on page 2-7).
- 11 – Lease (refer to Section 2.1.1.11 on page 2-7).
- 12 – Invoice When Complete (refer to Section 2.1.1.12 on page 2-7).
- 13 – Ship Backorder Complete (refer to Section 2.1.1.13 on page 2-7).
- 14 – Ship Line Item Complete (refer to Section 2.1.1.14 on page 2-8).
- 15 – Show (refer to Section 2.1.1.15 on page 2-8).
- 16 – Order Projection (refer to Section 2.1.1.16 on page 2-8).
- 17 – Manufacturer Rep (refer to Section 2.1.1.17 on page 2-8).
- 18 – Crib Replenishment (refer to Section 2.1.1.18 on page 2-8).

2.1.1.1 Regular Order - Type 01

A regular order prints a pick ticket if inventory is available to pick, the order is not on hold, and the pick ticket is scheduled to be printed that day. After the pick ticket prints, the material is shipped, the order is confirmed, and an invoice prints.

2.1.1.2 Ship Complete - Type 02

This order type indicates that the material will not ship until all lines on the sales order are available. It behaves differently based on material availability and the staging flag:

- **If all of the inventory is available** upon initial entry of the sales order and the order is available for pick ticket printing, a Ship Complete pick ticket prints and is processed as a Regular Order pick ticket.
- **If some of the inventory is unavailable and the staging flag is set to Y**, the unavailable inventory is backordered and the available inventory is staged. If your company stages partial orders in hold areas until complete and ready to ship, a staging ticket prints for only the line items and quantities that are available. The staging ticket contains the customer name and “Ship Complete” instead of the ship-to address or shipping instructions so that warehouse personnel cannot attempt to ship the incomplete order. The order may be associated with a hold area where it is being staged. As the backorder material is received, it is allocated to the order and additional staging tickets are printed (releases are not created). When the last item is received and the order is ready to ship complete, the final pick ticket that prints shows the ship-to address so that the material may be shipped to the customer. A release is generated when the final pick ticket and final staging ticket print.
- **If some of the inventory is unavailable and the staging flag is set to N**, the unavailable inventory is backordered and the available inventory is allocated. If your company does not stage ship complete orders (e.g., because of bulky material, insufficient space for staging, small orders), staging tickets do not print. When the order is entered, available inventory is committed to the order and unavailable inventory is backordered. As the backordered material is received, it is allocated to the order. After all material is received and available to pick, a complete pick ticket prints and a release is created.

2.1.1.3 Tag and Hold - Type 03

A tag and hold order is used for customers who want material picked and held until they call back with shipping or other additional instructions. These orders allow you to release only what the customer needs (e.g., customer is building a house and needs items in stages). Tag and hold orders are processed like ship complete orders because the initial pick ticket contains the customer's name and “Tag & Hold/Staging Document” instead of a ship-to address so that warehouse personnel cannot ship the order. When the customer calls back with shipping instructions, the order is released in Tag and Hold Release Entry (refer to Section 2.1.4.9 on page 2-55) by entering quantities for the products being released to the customer. The released products and quantities print on a pick ticket so they can be shipped to the customer. The order is confirmed and invoiced as normal.

2.1.1.4 Direct Ship - Type 04

For a direct ship order (also called a drop ship), material is shipped directly from the vendor to the customer. Each direct ship line item, regardless of its stock status, is backordered because the inventory is shipped directly from the vendor and not from stock.

Entering Direct Ship Sales Orders

Direct ship orders are entered using one of 2 methods:

- If the entire order is being shipped direct, use the order type 04.
- If a line item is to be direct shipped in an order type that is not 04 (e.g., 01 regular order), enter the direct line item using a supply code of D (refer to Section 2.1.3 on page 2-17).

Entering Direct Ship Purchase Orders

Regardless of how the direct ship purchase order is created, each direct ship purchase order line item is linked to a direct ship sales order line item (refer to the Purchasing Manual for more information on purchase orders).

The direct ship purchase order can be entered using one of 3 methods:

- During sales order entry, if you can enter purchase orders, follow the procedures in Section 2.1.3.11 on page 2-36.
- If you do not create the direct purchase order during sales order entry, it may be entered manually through purchase order entry, linking each purchase order line item to a sales order line item (automatic if the vendor is flagged as a primary vendor).
- If you do not create the direct purchase order during sales order enter, the lines immediately appear in the Buyer Queue Inquiry for conversion.
- If you do not enter the direct purchase order during sales order entry and it is not entered manually, Nightly Processing creates a recommended purchase order linked to the direct sales order line items.

When the vendor invoice is received and processed for the direct purchase order, the customer's sales order is automatically invoiced for the direct sales order if the *A/P Auto D/S Inv Setup* flag in Accounts Payable Options Parameters is set to **Y**. If the flag is set to **N**, the sales order must be manually released for invoicing.

2.1.1.5 Over the Counter - Type 05

Use an over-the-counter sales order to create a counter invoice when the customer is at your counter purchasing an item. As each line item is entered, the quantity available is allocated and confirmed as shipped. At the end of order entry, you can either print a pick ticket or complete the order and print a counter invoice. Refer to Section 2.1.4.5 on page 2-44.

2.1.1.6 Confirmation - Type 06

For this order type, the order is created and invoiced in one step. As line items are entered, the quantities are picked and shipped. At the end of order entry, the order is completed and is invoiced continuously or with the next batch of invoices. Use this type to correct billing or prices or for transactions that have already taken place. It can also be used for credit memos when the material is already returned without any paperwork. Other order types (e.g., 01, 02) become 06 when confirmed.

2.1.1.7 Consignment - Type 07

The consignment order is used when material is to be removed from onhand inventory and shipped (or reserved for one customer) but is invoiced later. It allows you to track inventory at a location based on the type of consignment:

- 01 - Salesperson Sample.
- 02 - Trade Show Display.
- 03 - Consigned To Customer.
- 04 - Reserved For Customer.
- 05 - Invoice When Complete.

A pick ticket is produced like a regular order. When the pick ticket release is confirmed, a zero dollar invoice is created and the inventory is moved from onhand to consigned inventory. An 07 becomes an 08 order type when material is invoiced. The line items accumulate on the 08 order according to the *Accumulate* flag set at the beginning of the 07 order. For more information on consignments, refer to Section 2.1.3.7 on page 2-31.

2.1.1.8 Confirmation Consignment - Type 08

An 08 order type is automatically created when the 07 is invoiced. The 08 is used to invoice/bill the customer when they use the consigned material or return it to stock (refer to Section 2.1.3.7 on page 2-31).

2.1.1.9 RGA - Type 09

An RGA (returned goods authorization), also called an RA (return authorization) or an RMA (returned materials authorization), identifies products that a customer wishes to return and authorizes the customer to return the products. Product numbers and quantities are entered and printed on an RGA. When the material is received, the order type must be changed from 09 to 06 (refer to Section 2.1.1.6 on page 2-6), which turns the RGA into a credit memo.

2.1.1.10 Repair - Type 10

Repair orders interface with the work order module to accumulate material, labor, and other costs associated with the repair. However, the repair order type can be used for limited purposes if the work order module is not implemented. The 3 types of repair orders are:

- **01 - Warranty:** The vendor, distributor, and/or customer are charged all, part, or none of the charges depending on the product's warranty policy.
- **02 - Time and Material:** The customer is charged for material and labor expended on the repair order based upon standard pricing logic and parameters for the customer.
- **03 - Fixed Fee:** The customer is charged a fixed amount, usually based on an estimate related to the condition of the repaired product, regardless of the materials and labors the repairer expends.

2.1.1.11 Lease - Type 11

This confirmation order type will be used in future releases.

2.1.1.12 Invoice When Complete - Type 12

This order type allows multiple releases to ship and only invoices the customer after the last shipment. Behind the scenes, this type follows the process of consignment orders (refer to Section 2.1.1.7 on page 2-6). This type is not commonly used because it holds invoicing.

2.1.1.13 Ship Backorder Complete - Type 13

This order type ships all available inventory for the first release. The system changes the order type to an 02 (refer to Section 2.1.1.2 on page 2-4) for the rest of the items on the order, shipping the backordered items complete. In this situation, the customer receives 2 shipments and 2 invoices.

2.1.1.14 Ship Line Item Complete - Type 14

This order type indicates that a line item is not shipped until the full quantity required is available. It is similar to an 01 order type, but all the line item *Ship Complete* flags are set to \mathbf{x} . You may also manually set the *Ship Complete* flags to \mathbf{x} for each line item. If all of the material is available upon initial entry of the line item, it prints on a pick ticket. If inventory is not available, the available inventory is allocated to the line item and a staging document prints if your staging flag is set to \mathbf{x} . The line item does not appear on a pick ticket until sufficient inventory is available. The staging process is similar to Ship Complete except it is at the line-item level instead of the order level.

2.1.1.15 Show - Type 15

This order type is used at trade shows and includes special prices. A show order is similar to the campaign system because it prompts for the show number, which is stored on the order. The orders taken at the show are sent back to the office for entry. See your System Administrator for more information if your company uses show orders.

2.1.1.16 Order Projection - Type 16

This order type indicates that all products on the order are backordered and must be manually allocated. It is a projection of what the customer will order during the year. The system does not allocate to this order type. The products must be manually allocated (i.e., you must force a pick quantity for each line item). If an order is changed to a type 16 and the order has lines with pick quantities, these quantities remain and are not converted to a backorder quantity. You must manually backorder the pick quantity.

2.1.1.17 Manufacturer Rep - Type 17

Use this type to track manufacturer's rep commissions (e.g., a vendor pays commission for an order that shipped directly to the customer).

2.1.1.18 Crib Replenishment - Type 18

This order type allows you to maintain your inventory that your customer holds at their site. Cribbs are replenished by moving inventory from one warehouse to another without using stock transfer. To use this order type, the customer must be established in the *Crib Customer Number* in Warehouse Maintenance. Crib replenishment orders, like consignment orders, generate a \$0.00 invoice. You can also use crib transfers to move stock from your warehouse to a crib warehouse.

2.1.2 Starting a Sales Order

To enter a sales order, you must:

- Select a sales order number and customer (refer to Section 2.1.2.1 on page 2-9).
- Enter sales order header information (refer to Section 2.1.2.2 on page 2-13).

2.1.2.1 Selecting a Sales Order Number and Customer

To select a sales order number and customer:

- 1 Type /SOE (**Order Processing > Sales Order Entry**) and press **ENTER**. The Sales Order Entry screen appears.



If you have access to more than one warehouse, the Location Retrieval screen appears first (refer to Section 1.9.7 on page 1-30). Enter the appropriate *Selling Warehouse*, *Department Number*, and/or *Cost Center Number* and press **ENTER**.

Figure 2-2: Sales Order Entry Screen

- 2** To enter an *Order Number*, choose one of the following:
- To start a new sales order, press **ENTER** on the word **NEW** or enter **NEW** or **N** and press **ENTER**.
 - To retrieve the last order you entered in this session, press **F8**.
 - To access an existing order, enter the order number or press **F3** and enter search criteria. For more information on searching, refer to Section 1.9.1 on page 1-21.
- 3** For *Customer*, choose one of the following:
- Enter the customer's number.
 - Enter a keyword and press **ENTER**. For more information on searching, refer to Section 1.9.1 on page 1-21.
 - Press **F3** and enter search criteria. For more information on searching, refer to Section 1.9.1 on page 1-21.
 - To duplicate an existing order or invoice, select **Dup Order** or **Dup Order History** from the Action Bar. The Order Duplication Entry screen appears. Enter the data and press **F2**. The data from the original order appears. Edit it as necessary (refer to Section 2.1.3.1 on page 2-19).
 - To reverse an order, select **Auto Reverse** from the Action Bar. Refer to Section 2.5.2 on page 2-69 for more information.
 - Choose one of the function buttons on the Sales Order Entry screen as listed in the following table.

Press	To	Comments
F5	Convert a quote to a sale.	
F6	Open the Convert EDI screen to convert and order that was transmitted via EDI.	
F7	Open the Convert Prospect screen and turn a prospect record into a customer record.	
F8	Open the Temporary Customer Maintenance screen to create a new customer record.	

One of the following occurs depending on your system settings:

- **The Customer Ship-to Verification screen appears.**

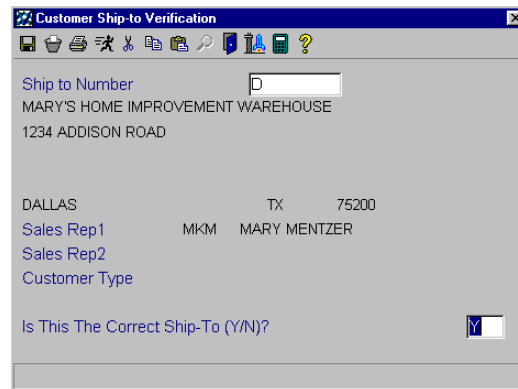


Figure 2-3: Customer Ship-to Verification Screen

If this is the correct address, press **ENTER** on **Y**. If not, enter **N** for *Is This The Correct Ship-To?*. The cursor goes back to *Ship to Number*. Select another address using the following choices:

- If only one address exists, **D** (default to billing address) is the default for *Ship to Number* and can only be changed to a **P**.
 - If the customer is picking up the order, enter **P**.
 - If multiple addresses exist, either enter the *Ship to Number* or press **F3** to search for the correct ship-to.
 - Type **N** to open the Customer Ship-To Maintenance screen and enter a new ship-to.
 - If you type any other letter (not **D**, **P**, **N**, **C**, or **M**) or number to be prompted to enter a new ship-to.
- **The Customer Verification screen appears.**



Figure 2-4: Customer Verification Screen

The address is taken from Customer Maintenance. If this is the correct customer and address, enter **Y** in *Is This The Correct Customer (Y/N)?*. If not, enter **N** and select another customer.

- **No verification screen appears.**



If the customer is over their credit limit, a warning message may appear. Select **Yes** if your company allows customers who are on credit hold to place orders. The order is placed on hold for credit manager review (refer to Section 2.1.4.7 on page 2-48). Select **No** if your company does not allow customers who are on credit hold to place orders.

- 4 If the customer has open quotes, a warning dialog box may appear. Select **Continue**.



To review the customer's open quotes, type /QOI and press **ENTER** to view the Quote Order Inquiry screen.

- 5 If sales comments were entered for the customer, they appear. Read them and press **ENTER**.

2.1.2.2 Entering Header Information



The Sales Order Header screen does not appear if the *Skip Header in SOE* flag is set to **x** unless mandatory fields are missing data.

The Sales Order Header screen appears after you have verified the customer, verified the customer's ship-to address, and/or selected a customer.

Figure 2-5: Sales Order Header Screen



The information in this screen is pulled from Customer Maintenance or Customer Ship-To Maintenance, but you may change the data for this order. However, the changes do not affect the customer record. They apply to **this order only**.

To enter header information:

- 1 Verify the *Order Type* (refer to Section 2.1.1 on page 2-3 for more information on order types).
- 2 Verify the *Ship-To Number*. Choices are:
 - **D** - default to billing address from Customer Maintenance.
 - **P** - customer will pick up. Also changes *Ship Via Code* and other fields.
 - **Number** - number of the ship-to address entered for the customer. Press **F3** to search.
 - **C** - contact address if you entered a *Purchasing Contact*. The field immediately changes to **M**.
 - Any other letter (not **D**, **P**, **C**, **N**, or **M**) or number to enter a new ship-to in Customer Ship-To Maintenance. Ask about your company procedures before using this feature.

- **M** - enter a manual ship-to address. The Ship-To Address screen appears. Enter the customer's address and press **F2**.

Figure 2-6: Ship-To Address Screen

- 3 Verify or enter any necessary information (e.g., *Email Address* if documents will be emailed, *Written By*, *Ship Via*, *Customer P/O*).
- 4 To view or change additional information, press **F5**. The Order Additional Information screen appears.

Figure 2-7: Order Additional Information Screen



This screen may automatically appear when you try to save the header information if required data is missing.

- To view or change more data, press **F5**. The Additional Information screen appears.

Figure 2-8: Additional Information Screen

- When the data is correct, press **F2** on the Additional Information and Order Additional Information screens.
- To verify the ship-to address press **F6** from the Sales Order Header screen. The Ship-To Address screen appears.

Figure 2-9: Ship-To Address Screen

- Verify the customer's address and press **F2**.
- To review or change the order's tax information, press **F7**. The Tax Jurisdiction Information screen appears.

Tx Jur	Description	Tax?	Type	Exempt Number
TXS	TEXAS STATE TAX	Y		
DAL	CITY OF DALLAS	Y		

Figure 2-10: Tax Jurisdiction Information Screen



If you use Vertex to update tax jurisdictions, this screen is different and you can only change taxability with the *Tax?* flag.



WARNING If you do not understand how tax jurisdictions work, **do not** change this data. See your accounting representative.

Tax jurisdictions are applied using the rules in the following table.

Criteria	Tax jurisdiction is taken from
<i>Order Type</i> is 05 or <i>Ship-to</i> is P	Startup Parameters or Warehouse Maintenance
<i>Order Type</i> is not 05 and <i>Ship-to</i> is a number	Customer Ship-To Maintenance
<i>Order Type</i> is not 05 and <i>Ship-to</i> is D, M, or C	Customer Maintenance



Exception: If the ship-to and ship-from states are the same and the state is a source state, the tax jurisdiction is pulled from Startup Parameters or Warehouse Maintenance.

- 10 If the customer presents a tax-exempt certificate, enter **N** in *Tax?* and enter the tax-exempt number in *Exempt Number*.
- 11 When the data is correct, press **F2**.
- 12 To review the customer's credit line information, press **F9**. The Credit Information screen appears. You cannot change data in this screen.

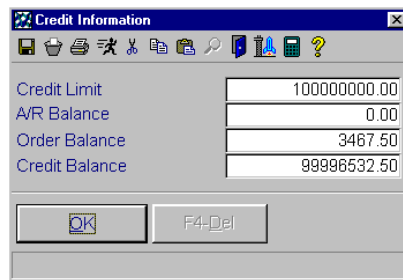


Figure 2-11: Credit Information Screen

- 13 After you review the data, press **ENTER** on the Credit Information screen.
 - 14 On the Sales Order Header screen, update any other information.
 - 15 Press **F2**.
- You are ready to enter the sales order. Refer to Section 2.1.3 on page 2-17.

2.1.3 Entering Line Items

When the header information is complete, you are ready to enter the sales order in the Sales Order Entry screen shown below.

Figure 2-12: Sales Order Entry Screen

Use the function buttons to view and change information. Refer to the table below for more information on the buttons.

Press	To	Comments
F2	Save the order.	
F4	Delete the entire sales order, not just the line item.	To delete a line item, refer to Section 1.9.4.2 on page 1-27.
F5	Open the Sales Order Header screen to view or edit information.	Refer to Section 2.1.2.2 on page 2-13.
F6	Change the total price or discount for the order.	Refer to Section 2.1.4.1 on page 2-38.
F8	Open the Order Pad Inquiry screen.	Refer to Section 2.6.10 on page 2-87.
F9	Identify a reference number (e.g., line or page number) on the screen that you want to jump to.	Valid codes are purchase order number, page number, line number, B (bottom), or T (top).

This section explains how to complete the following procedures in Sales Order Entry:

- Add or edit line items (refer to Section 2.1.3.1 on page 2-19).
- Add comments (refer to Section 2.1.3.2 on page 2-23).
- Enter accessories (refer to Section 2.1.3.3 on page 2-25).
- View product complements (refer to Section 2.1.3.4 on page 2-26).
- Enter work orders (refer to Section 2.1.3.5 on page 2-27).
- Enter kit parents (refer to Section 2.1.3.6 on page 2-28).
- Confirm consignment orders (refer to Section 2.1.3.7 on page 2-31).
- Convert line items from quotes (refer to Section 2.1.3.8 on page 2-33).
- Enter special order items (refer to Section 2.1.3.9 on page 2-34).
- Generate transfers for a line item (refer to Section 2.1.3.10 on page 2-35).
- Generate P/Os for a line item (refer to Section 2.1.3.11 on page 2-36).

2.1.3.1 Adding or Editing a Line Item

To add or edit a line item:

- 1 For *Product# / Description*, choose one of the following:
 - Enter the item's part number. If you enter the exact number, the Line Item Detail screen appears.
 - Enter a keyword and press **ENTER**. For more information on searching, refer to Section 1.9.1 on page 1-21. The Product Tagging Entry screen appears (refer to Section 1.9.2 on page 1-23).
 - Press **F3** and enter search criteria. For more information on searching, refer to Section 1.9.1 on page 1-21. The Product Tagging Entry screen appears (refer to Section 1.9.2 on page 1-23).

The screenshot shows the 'Sales Order Entry' window with the following data:

Order Number	101929	Customer	100032 MARY'S HOME IMPROVEMENT WAREHOUSE	
Ln#	Product# / Description	Quantity U/M	Whse	Price
1	KLE 800-1 HD SQ SHK SCREWDRIVER 1-1/2	10 EA	10	4.2750
2	CP MSDS Sheet 123456SS		10	
3	KLE 800-4 HD SQ SHK SCREWDRIVER 4"	5 EA	10	8.5500

Quantity	Weight	Profit	Gp%	Amount
15	5.0000	37.07	43	85.50

Buttons at the bottom: F2_Save, F4_Del, F5_Hdr Scr, F6_Totals, F8_Order Pad, F9_Goto Line

Figure 2-13: Sales Order Entry Screen



For line items on 08 (Confirmation Consignment) orders, refer to Section 2.1.3.7 on page 2-31.

- Use the arrow keys to put your cursor on the product number and press **ENTER**. The Line Item Detail screen appears. It automatically appears if you enter the full product number or press **F2** on the product without entering a *Qty* in the Product Tagging Entry screen.

Ln#	Quantity	U/M	Whse	A	Qty-Pck	Qty-Shp	Qty-B/O	Sc
1		EA	10	Y	1		0	

Gross Price	Disc%	Net Price	Src	Tx?	Extension
6.0000	0.00	6.0000	P1	Y	6.00

Cost	Gp%	Profit	Req-Date	Pck-Date
3.500	42	2.5000		

Available	105	Retail	8.0000
Onorder	98	6+	5.7000
Stock Status	S	12+	5.5500
ALT SUB ACC COMP		24+	5.4000

F2-Save F5-Add Info F6-Subs F7-Notes F8-Source B/O F9-Invty Inq

Figure 2-14: Line Item Detail Screen

82

Cost, *Gp%*, and/or *Profit* may not appear based on your User ID.

If an **F** (Future) appears after **A** (Accept), the *Pck-Date* is far enough out that the product will be back-ordered and replenished in the future through nightly processing based on the product's lead time and safety stock level.

- Update the *Quantity*, *U/M*, and *Whse* (if you have access) as needed.
- To change other data for the line item, if you have access, for **A** (Accept), enter **N** or the field number that you want to edit (e.g., *Disc.%* is the sixth field after **A**, so enter **6** to go directly to that field).
- Change *Gross Price*, *Disc%*, or *Gp%* as necessary. When you change one of these fields, the others update accordingly. If you enter a price, discount, or GP% that exceeds the limits set for the product line or company, you may receive a warning message and/or the order may go on admin order hold (refer to Section 2.1.4.7 on page 2-48). *Src* is the source code for the price:
 - P<#>** - price column.
 - C<#>** - contract.
 - M<#>** - price matrix.
 - LT** - lot billing.
 - OV** - manual override.
 - VDS** - volume discount.
 - SP** - sum and reprice.
 - CB** - blanket contract.

- 6 Verify the supply code in *Sc*. A supply code appears if the product is on backorder and varies depending on the product's replenishment path (refer to the Purchasing Manual for more information on replenishment) and product settings. Valid supply codes vary by company; the most commonly used options are listed in the table below.

Replenishment	Default Sc	Line item is linked to	Refer to
Non-Stock Product			
P - Purchase	B - Buyout	Purchase order	Section 2.1.3.11 on page 2-36
T - Transfer	T - Transfer	Stock transfer	Section 2.1.3.10 on page 2-35
M - Manufacture	W - Work order	Work order	Section 2.1.3.5 on page 2-27
D - Direct	B - Buyout	Purchase order	Section 2.1.3.11 on page 2-36
O - Outplant	W - Work order	Work order	Section 2.1.3.5 on page 2-27
Stock or Non-Stock Product Flagged as Always Direct			
N/A	D - Direct	Direct ship purchase order	Section 2.1.3.11 on page 2-36



Other available supply codes include:

- **E** - Emergency purchase order.
- **R** - Emergency transfer.

To use one of these, enter or override the code.

- 7 Press **F5** to view additional information and set flags for this line only (e.g., *Control Product*, *Ship Line Item Complete*) and press **F2**.
- 8 Enter the *Req-Date* and *Pck-Date* to override dates on the Sales Order Header screen (refer to Section 2.1.2.2 on page 2-13) for this line only.
- 9 Use the function buttons to find additional information about the item. Refer to the following table for more information.

Press	To	Comments
F2	Save the line item.	
F5	Open the Additional Information screen for the item.	
F6	Open the Product Substitute Inquiry screen and view or accept substitutes for the item. If SUB does not appear under <i>Stock Status</i> , the item does not have any substitutes.	
F7	Open the Notes screen and view notes. Press F5 from the Notes screen to add notes.	These are internal line item notes. They do not print.
F8	Opens a screen that allows you to link this line item to an existing P/O.	Only available if the item is backordered and your <i>Source P/O from S/O</i> flag is set to Y and P/Os are available for linking. If no P/Os are available, a warning message appears.
F9	Open the Inventory Inquiry screen to see the status of the item's inventory (e.g., onhand, committed).	Refer to the Inventory Manual.

Under the inventory information (*Available, Onorder, Stock Status*), a list of options may appear for the product.

The screenshot shows the 'Line Item Detail' window with the following data:

Ln#	Quantity	U/M	Whse	A	Qty-Pck	Qty-Shp	Qty-B/O	Sc
1		EA	10	Y	1		0	

Gross Price	Disc%	Net Price	Src	Tx?	Extension
6.0000	0.00	6.0000	P1	Y	6.00

Cost	Gp%	Profit	Req-Date	Pck-Date
3.500	42	2.5000		

Available	Onorder	Stock Status	Retail
105	98	S	8.0000
			6+
			12+
			24+

Product Options → ALT SUB ACC COMP

Buttons: F2-Save, F5-Add Info, F6-Subs, F7-Notes, F8-Source P/O, F9-Invty Inq

Figure 2-15: Line Item Detail Screen

Valid options are:

- **ALT** - alternate product numbers exist (e.g., UPC, UCC).
- **SUB** - substitutes are available. To view the substitutes, press **F6**. The Product Substitutes Inquiry screen appears. Press **F5** to substitute the highlighted product. Press **F2** to close this window without using a substitute.
- **ACC** - accessories are available. They appear after you press **F2** on the Line Item Detail screen the first time through the screen. Refer to Section 2.1.3.3 on page 2-25.
- **COMP** - complements about the product are available. They appear after you press **F2** on the Line Item Detail screen. Refer to Section 2.1.3.4 on page 2-26.
- **KIT<#>** - product is a kit parent. The number indicates how many kits can be assembled from existing stock. If the kit is flagged as an exploded kit, items in the kit can be broken into separate line items in the order. Refer to Section 2.1.3.6 on page 2-28 for more information on entering kit parents.
- **BOM<#>** - product is a BOM parent. The number indicates how many finished goods can be made from existing stock. Refer to Section 2.1.3.5 on page 2-27.

You use the Action Bar to access inquires about the product.

- 10** When the line item information is correct, press **F2**. If product notes or related products are set up in Product Maintenance, they appear beneath the product in Sales Order Entry. You may delete (refer to Section 1.9.4.2 on page 1-27) or edit the related products as necessary.

2.1.3.2 Adding Comments

Always insert comments **after** the line item they are related to. Comments inserted after a line item are always linked to that line item and print on documents according to their comment code.

Comment Code	Description	Prints On						Retained After B/O Cycle?	Other
		Pick Ticket	Acknowledgement	Packing List	Invoice	Quote	Linked P/O		
C	Regular Comment								
CA	Acknowledgement Comment								
CB	Regular Comment after Backorder								
CI	Invoice Comment								
CIB	Invoice Comment after Backorder								
CIPO	Linked P/O and Invoice								
CN	Internal Comment								Reports and other internal documents
CNPO	P/O Internal Comment								
CP	Pick Ticket Comment								
CPB	Pick Ticket Comment after Backorder								
CPO	P/O Regular Comment								Can set flag not to print on pick ticket
CPPPO	Linked P/O								
CQ	Quote Comment								
ST	Sub-Total Comment								Print the sub-total amount of lines entered before the ST comment. If you enter multiple ST comments, the sub-total is the amount between the ST comments.
\$<code>. <std desc>	If a standard description exists, enter the standard description number/name in <std desc>. For example, if RGA is the name of your standard message and you want the comment to print on all documents (C comment code), enter \$C . RGA to pull in the standard description of RGA and print it on all documents.								

To add comments to a line item:

- 1 Put your cursor on a blank line after the related line item (refer to Section 1.9.4.1 on page 1-26 to insert a blank line).
- 2 Enter the appropriate *Comment Code* and press **ENTER**. The Comment Description Entry screen appears.

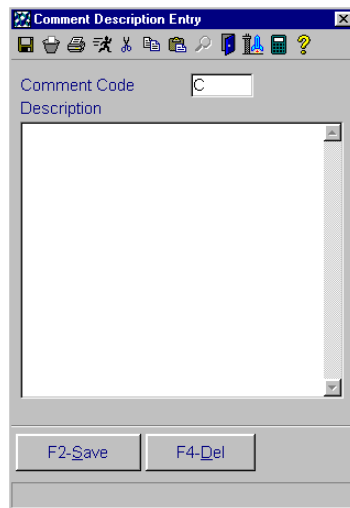


Figure 2-16: Comment Description Entry Screen

- 3 Enter a *Description*.
- 4 Press **F2**.

2.1.3.3 Entering Accessories

If the item has accessories and you want to view them:

- 1 Press **F2** on the Line Item Detail screen. The following dialog box appears (only after the first time through the screen).



If you use the Product Tagging Entry screen to enter quantities the products appear as line items on the order. To access the Line Item Detail screen, put your cursor on the item and press **ENTER**. If you put your cursor on an item without entering a quantity and press F2 on the Product Tagging Entry screen, the Line Item Detail screen appears.

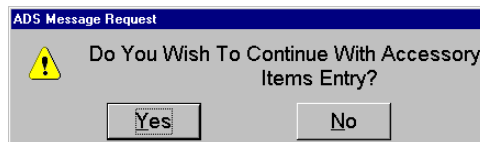


Figure 2-17: Accessory Items Entry Dialog Box

- 2 If you select **Yes**, the Accessory Product Order Selection screen appears.

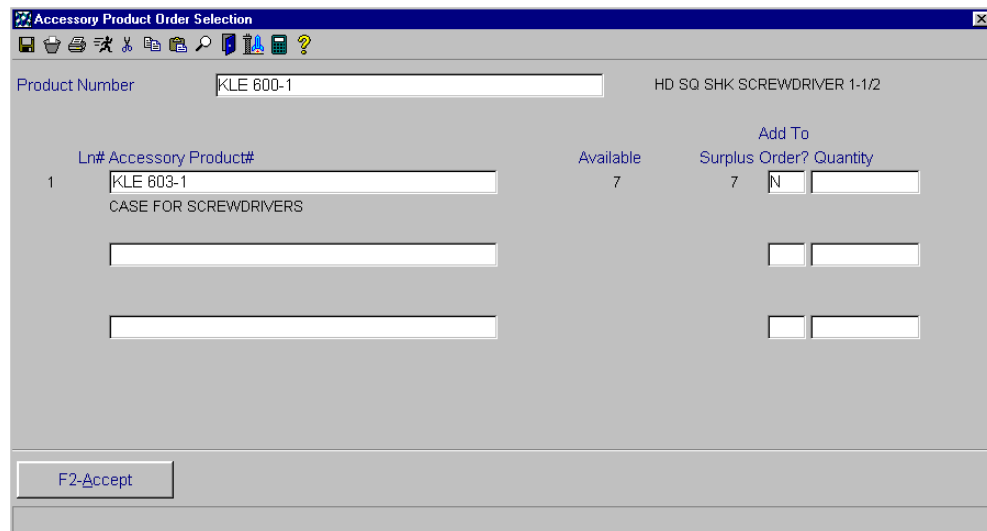


Figure 2-18: Accessory Product Order Selection Screen

- 3 For each item that you want to enter on the order, enter **x** for *Add To Order?* and enter a *Quantity*.
- 4 Press **F2**. The additional items appear on the sales order.

2.1.3.4 Viewing Product Complements

To view product complements (entered in Product Maintenance):

- 1 Press **F2** on the Line Item Detail screen. The Product Complementary Inquiry screen appears.



If you use the Product Tagging Entry screen to enter quantities the products appear as line items on the order. To access the Line Item Detail screen, put your cursor on the item and press **ENTER**. If you put your cursor on an item without entering a quantity and press F2 on the Product Tagging Entry screen, the Line Item Detail screen appears.

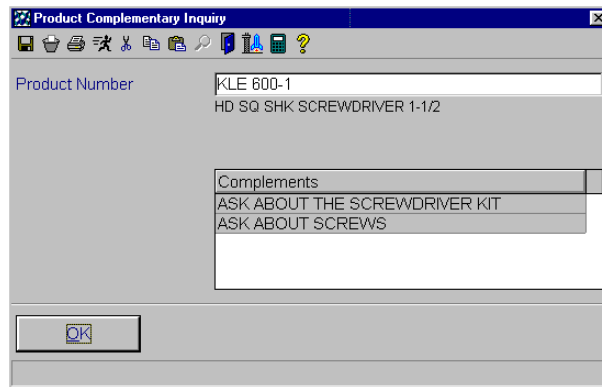


Figure 2-19: Product Complementary Inquiry Screen

- 2 Read the complements and press **ENTER**.

2.1.3.5 Entering Work Orders

If you enter a line item that is a BOM parent and no finished goods exist, you may be prompted to enter a work order if:

- Sc is **w**.
- Your *Generate W/O from S/O* flag is set to **Y** or **R** in your User ID.
- Your company's settings allow W/Os to be generated from sales order entry.



If the *Auto Build-To-Order W/O* flag in BMW/Work Order Parameters is set to **w**, this screen does not appear. ADS generates the work orders without prompting you.

To enter a work order from Sales Order Entry:

- 1 Press **F2** on the Line Item Detail screen. The following dialog box appears.



If you use the Product Tagging Entry screen to enter quantities the products appear as line items on the order. To access the Line Item Detail screen, put your cursor on the item and press **ENTER**. If you put your cursor on an item without entering a quantity and press F2 on the Product Tagging Entry screen, the Line Item Detail screen appears.

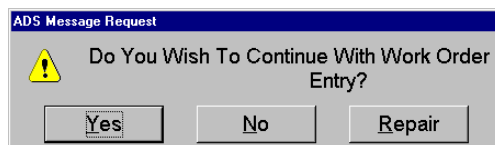


Figure 2-20: Generate Work Orders Dialog Box

- 2 If you select **Yes** or **Repair**, the Work Order Entry screen appears.

2.1.3.6 Entering a Kit Parent

If assembled kits are available, the following dialog box appears after you Press **F2** on the Line Item Detail screen.



If you use the Product Tagging Entry screen to enter quantities the products appear as line items on the order. To access the Line Item Detail screen, put your cursor on the item and press **ENTER**. If you put your cursor on an item without entering a quantity and press F2 on the Product Tagging Entry screen, the Line Item Detail screen appears.

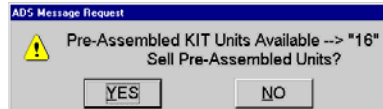


Figure 2-21: Sell Assembled Kits Dialog Box

If you select **YES**, you return to Sales Order Entry. If you select **NO**, the kit parent behaves differently based on its type:

- Regular.
- Assortment.
- Display.
- Exploded.

The table below describes how each kit type appears on order, pick tickets, and invoices and where inventory is kept (P = parent; C = components).

Type		What Appears On The...			Where Inventory is Pulled From
		Order	Pick Ticket	Invoice	
Regular	Use pre-assembled product	P	P	P	P
	Do not use pre-assembled product	P	P and C	P	C
Assortment	Use pre-assembled product	P	P	P	P
	Do not use pre-assembled product	P	P and C	P and C	
Display		P	P	P and C	P
Exploded	Explode components	C	C	C	C
	Do not explode components	See Regular Type			

Regular or Assortment Type Kit Parents

- 1 Enter the kit parent part number or press **F2** on the Line Item Detail screen for the kit parent part number, the following dialog box appears.

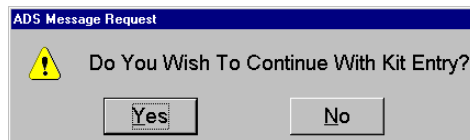


Figure 2-22: Kit Entry Dialog Box



If the kit parent's *S/O Modify* flag is set to **A** or **E**, this dialog box does not appear. If the flag is set to **A**, the Line Item Detail screen for the kit parent appears and you cannot edit the components in the Sales Order Kit Entry screen. If the flag is set to **E**, the Line Item Detail screen for the kit parent appears, but you can press **F2** on the Line Item Detail screen and then press **ENTER** on the line item to view the Sales Order Kit Entry screen and edit the components.

- 2 Choose one of the following:
 - Select **No** to use the kit parent as a regular product.
 - Select **Yes** to change the quantities or components in the Sales Order Kit Entry screen.

The screen shows the following data:

Ln#	Component# / Description	Kit-Qty	Opn-Qty U/M	Net Price
1	KLE 600-1 HD SQ SHK SCREWDRIVER 1-1/2	1	1 EA	0.0000
2	KLE 600-12 HD SQ SHK SCREWDRIVER 12"	1	1 EA	0.0000
3	KLE 600-4 HD SQ SHK SCREWDRIVER 4"	1	1 EA	0.0000
4	KLE 600-6 HD SQ SHK SCREWDRIVER 6"	1	1 EA	0.0000
5	KLE 600-8 HD SQ SHK SCREWDRIVER 8"	1	1 EA	0.0000
6	KLE 603-1 CASE FOR SCREWDRIVERS	1	1 EA	0.0000

Buttons at the bottom: F2-Save, F5-Recalc Kit Available, F9-Goto Line.

Figure 2-23: Sales Order Kit Entry Screen

- 3 For *Kit-Qty*, enter the quantity that should go with each kit and press **F2**.

Display Kit Parent

When you choose a display kit parent type, the quantity defaults to 1 and is automatically entered as a line item.

Exploded Kit Parent

- 1 Press **F2** on the Line Item Detail screen for the kit parent part number. The following dialog box appears.

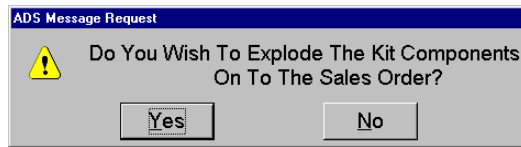


Figure 2-24: Explode Kit Components Dialog Box

- 2 Choose one of the following:
 - Select **No**. The item then behaves like a regular kit parent.
 - Select **Yes**. The Multiplier screen appears. Enter the quantity of kits that are being ordered and press **F2**. The components are multiplied by the value you entered to get the open quantity for the order. The components appear as individual line items on the sales order. The beginning and end of the component parts are indicated with comment lines.

2.1.3.7 Entering and Confirming Consignment Orders

To enter a consignment order:

- 1 On the Sales Order Header screen, change the *Order Type* to 07 (Consignment - refer to Section 2.1.1.7 on page 2-6), the Consignment Types screen appears.

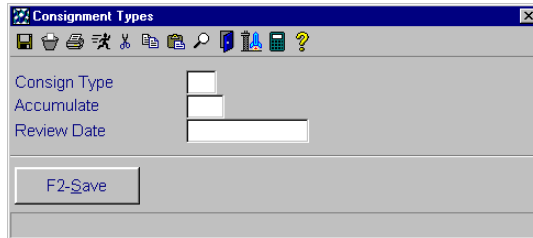


Figure 2-25: Consignment Types Screen

- 2 For *Consign Type*, choose one of the following:
 - 01 - Salesperson Sample.
 - 02 - Trade Show Display.
 - 03 - Consigned To Customer.
 - 04 - Reserved For Customer.
 - 05 - Invoice When Complete.
- 3 For *Accumulate*, choose one of the following:
 - **A - Always Consolidate by Product:** Identical product numbers are added to an existing line item regardless of price differences. The price entered is the last price used.
 - **c - Consolidate by Product:** Identical product numbers are added to existing line items with the same price.
 - **E - Expense:** See your System Administrator before using this option.
 - **N - No:** Do not accumulate.
 - **y - Yes:** Accumulate according to the *Consolidate Consign By Cust/Ship To* flag in Order Processing Parameters.
- 4 For *Review Date*, enter the date on which the consignment should be reviewed. Consignments that need to be reviewed appear on the Consignment Review Date Report (**Order Processing > Reports > Daily Order Detail Reports > Consignment Reports > Consignment Review Date Report**).
- 5 Press **F2**. Continue with the order as usual.

To confirm a consignment and enter quantities to invoice or return to stock:

- 1 Open the 08 sales order (refer to Section 2.1.2.1 on page 2-9).
- 2 Press **ENTER** on the line item you want to update. The Consignment Order Detail screen appears.

Figure 2-26: Consignment Order Detail Screen

- 3 For A (Accept), enter **N**.
- 4 In *Qty-Shp*, enter the quantity that is being invoiced to the customer.
- 5 In *QtyStk*, enter the quantity being returned to stock.



The quantities entered in *Qty-Shp* and *QtyStk* do not need to equal the total quantity for the line item.

- 6 Review line item information and update as necessary.
- 7 Press **F2**.

2.1.3.8 Converting Line Items from Quotes

To convert a line item from a quote:

- 1 If a customer has an existing open quote with a product that matches one you have just selected, the following dialog box may appear based on your system flags.

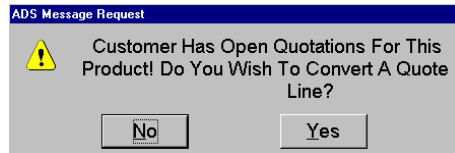


Figure 2-27: Convert Line Item Dialog Box

- 2 Choose one of the following:
 - If you do not want to convert the line item, select **No**. Continue entering the sales order as usual.
 - If you want to convert the line item, select **Yes**. The Quote Line Item Conversion screen appears.

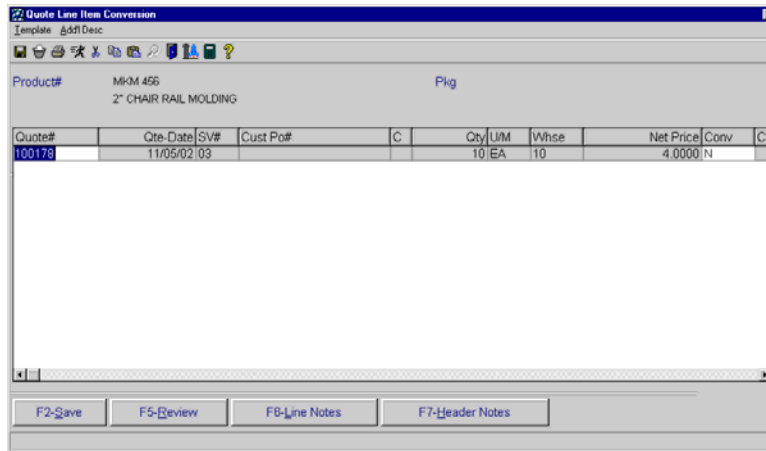


Figure 2-28: Quote Line Item Conversion Screen

- 3 For each item you want to convert, enter **x** in *Conv*. Refer to the table below for more information on the function buttons on the Quote Line Item Conversions screen.

Press	To	Comments
F2	Convert indicated lines.	
F5	Open the Quote Order Inquiry screen and review the quote.	
F6	Review any notes on the line.	
F7	Review any notes on the quote header.	

If the line was previously converted into a sales order that is not invoiced, a warning dialog box appears with the following text: *The Line Has Already Been Converted, Continue With Conversion?*

- 4 Press **F2**. The converted line item(s) appear in the sales order.

2.1.3.9 Entering a Special Order Product

Special order products are those that do not exist in your regular inventory or catalog files. Use asterisk (*) part numbers to order these items if necessary. They must be set up in Product Maintenance before they can be entered in Sales Order Entry; you can also use a generic asterisk part number. Do not use asterisk part numbers for items you will continue to order. If the item will be ordered again, create a real part number in Product Maintenance.

To add a special order product:

- 1 Enter a product number beginning with an asterisk (*) (e.g., *FAF). The Product Description screen appears.

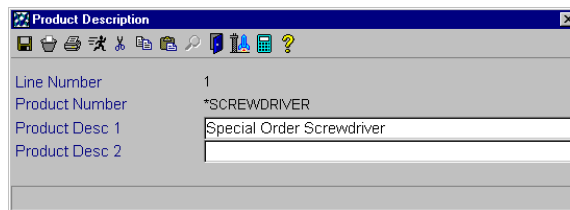


Figure 2-29: Product Description Screen

- 2 In *Product Desc 1* and *Product Desc 2*, enter a complete description of the unlisted item and press **ENTER**. The Cost Prompt screen appears.

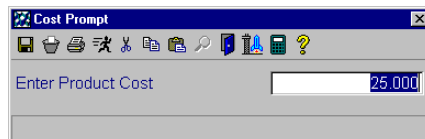


Figure 2-30: Cost Prompt Screen

- 3 Enter a cost and press **ENTER**. The Line Item Detail screen appears. Refer to Section 2.1.3.1 on page 2-19 for more information.
- 4 Change the data on the Line Item Detail screen as necessary and press **F2**. The N/S Additional Information screen appears.

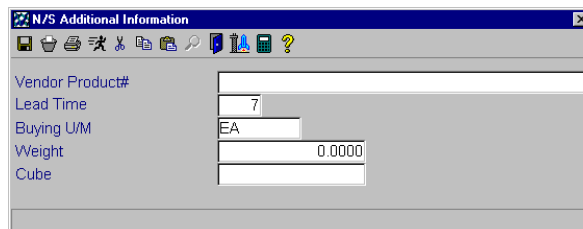


Figure 2-31: N/S Additional Information Screen

- 5 Enter the *Vendor Product#*, edit the other information as necessary, and press **ENTER**. *Vendor Product#* prints on the P/O so the vendor knows what you want to purchase.

If you are prompted to enter a P/O for the product, refer to Section 2.1.3.11 on page 2-36.

2.1.3.10 Generating Transfers for Line Items

To automatically generate a transfer, the following requirements must be met:

- The *T/R From S/O* flag in your User ID is set to **Y**.
- In Inventory Parameters, *Auto Transfer Generation* is **Y** or **W**.
- At least one line item has an *Sc* of **T** or **R**. *Sc* is automatically set to **T** for non-stock products with a *Replenishment Path* of **T**. For stock products, you must manually set *Sc* to **T** or **R**.



If the *Automate Transfer Generation* flag in Purchasing Option Parameters is set to **Y**, these screens do not appear. ADS generates the transfers without prompting you.

Use the following procedure to generate transfers for line items:

- 1 If the above requirements are met, the following dialog box appears. If *Auto Transfer Generation* is set to **W**, skip to step 3.

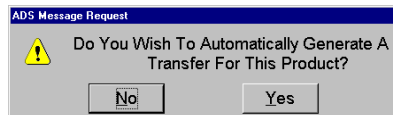


Figure 2-32: Automatically Generate Transfer Dialog Box

- 2 Choose one of the following:
 - **Yes** to generate the transfer at the end of the order.
 - **No** to allow the transfer to be generated as part of Nightly Processing (refer to the Purchasing Manual for more information on Nightly Processing).
- 3 If you select **Yes**, the following screen appears.

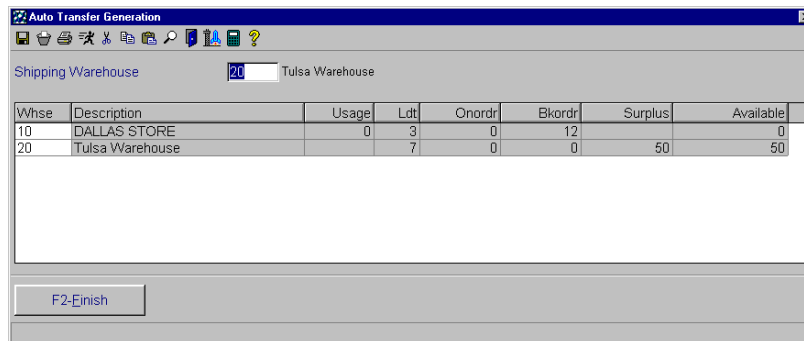


Figure 2-33: Auto Transfer Generation Screen

- 4 Enter the *Shipping Warehouse* and press **ENTER**.
- 5 Press **F2**.



These screens only appears if you go into the line item. They do not appear after the Product Tagging Entry screen.

At the end of Sales Order Entry, you may finish generating the transfer. Refer to Section 2.1.4.3 on page 2-40.

2.1.3.11 Generating Purchase Orders for Line Items

You can generate a purchase order for a line item if:

- Sc is B, E, or D.
- Your *Generate P/O from S/O* flag is set to **Y** in your User ID.
- If the *S/O-P/O, N/S Items Only* flag is set to **Y** in Purchasing Option Parameters, you can only generate P/Os for non-stock items.
- Your company's settings allow P/Os to be generated from sales order entry.



If the *Automate P/O Generation* flag in Purchasing Option Parameters is set to **Y**, these screens do not appear. ADS generates the purchase orders without prompting you.

Use the following procedure to generate purchase orders for line items:

- 1 If the above requirements are met and you can enter costs, the following screen appears.

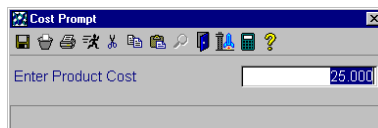


Figure 2-34: Cost Prompt Screen

- 2 Enter a cost and press **ENTER**. The following dialog box appears.

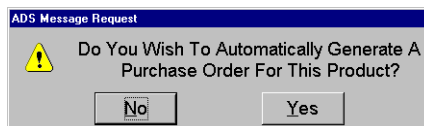


Figure 2-35: Automatically Generate P/O Dialog Box

- 3 Choose one of the following:
 - **Yes** to generate the P/O at the end of the order.
 - **No** to allow the P/O to be generated as part of Nightly Processing (refer to the Purchasing Manual for more information on Nightly Processing).
- 4 If you select **Yes**, the following screen appears.

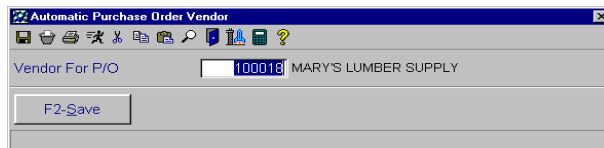


Figure 2-36: Automatic Purchase Order Vendor Screen

- 5 Enter the correct vendor number or press **F3** to search for a vendor (for more information on searching, refer to Section 1.9.1 on page 1-21).
- 6 Press **F2**.



These screens only appear if you go into the line item. They do not appear after the Product Tagging Entry screen.

At the end of Sales Order Entry, you may finish generating the purchase order. Refer to Section 2.1.4.4 on page 2-42.

2.1.4 Finishing a Sales Order

To complete a sales order, you can:

- Change totals (refer to Section 2.1.4.1 on page 2-38).
- Save the order (refer to Section 2.1.4.2 on page 2-39).
- Automatically generate transfers (refer to Section 2.1.4.3 on page 2-40).
- Automatically generate P/Os (refer to Section 2.1.4.4 on page 2-42).

Some orders require special procedures after the sales order is saved:

- Use the Sales Order Completion screen (refer to Section 2.1.4.5 on page 2-44).
- Take payment for an order (refer to Section 2.1.4.6 on page 2-46).
- Understand holds (refer to Section 2.1.4.7 on page 2-48).
- Print acknowledgements (refer to Section 2.1.4.8 on page 2-53).
- Release tag and hold orders (refer to Section 2.1.4.9 on page 2-55).

2.1.4.1 Changing the Totals

To change the totals for a sales order:

- 1 On the Sales Order Entry screen (refer to Section 2.1.3.1 on page 2-19), press **F6**. The Order Totals screen appears.

Quantity	Weight	Profit	Gp%	Dollars
15	5.0000	37.07	43	85.50

Figure 2-37: Order Totals Screen

- 2 Change *Profit*, *Gp%*, or *Dollars* as necessary. When one field is updated, the others automatically update as well.
- 3 Press **F2**. A dialog box appears with the following message.

ADS Message Request

Should These Adjustments Be Expressed As Lot Billing?

Yes No

Figure 2-38: Lot Billing Dialog Box

- 4 Choose one of the following:
 - **Yes** to provide one total and not show line item prices on the invoice and acknowledgement.
 - **No** to adjust the line item prices and show the new calculated line item totals.

Adjusted prices appear on Sales Order Entry screen. *Src* for each line item changes to **LT** (lot billing).

2.1.4.2 Saving a Sales Order

To save a sales order:

- 1 Press **F2**. The dialog box similar to the one below appears if the order type prints a pick ticket (refer to Section 2.1.1 on page 2-3).

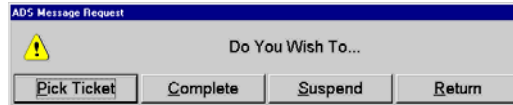


Figure 2-39: Save Sales Order Dialog Box

- 2 Choose one of the following:
 - **Pick Ticket** to print the pick ticket based on availability and pick date for the sales order (refer to Section 2.1.2.2 on page 2-13) or the line item (refer to Section 2.1.3.1 on page 2-19).



If you edit a sales order that has already generated a pick ticket, choose **Pick Ticket** again.

Example 1: You added a line item to the order or increased the quantity for an item. Choosing **Pick Ticket** prints a pick ticket with only the changes.

Example 2: You edited an line item price or added a P/O number, note, or comment. Choosing **Pick Ticket** does not generate another pick ticket, but it does update the order.

- **Complete** to finish a counter sale transaction and accept immediate payment (refer to Section 2.1.4.5 on page 2-44) or to review order totals or add other charges.



Complete is the default for all 05, 06, and 08 order types (refer to Section 2.1.1 on page 2-3).

- **Suspend** to save the order but not flag it to be picked. If you select **Suspend** and the product becomes available and/or the pick date passes, the pick ticket will not print because the order is suspended. Also, based on your system settings, any backordered products on a suspended sales order may not be eligible to be placed on a P/O.



Suspend is the default for 04 order types (refer to Section 2.1.1.4 on page 2-5). Always choose **Suspend** for direct ship orders unless the customer is paying with a credit card.

- **Return** to go back to sales order entry.

- 3 If any items require immediate transfers, refer to Section 2.1.4.3 on page 2-40 for more information.
- 4 If any items were backordered, refer to Section 2.1.4.4 on page 2-42 for information on generating purchase orders.



You may receive warning messages that the order was placed on Admin Order, Admin Invoice, Branch, and/or Credit Hold. Refer to Section 2.1.4.7 on page 2-48 for more information on hold types.

2.1.4.3 Generating Transfers for a Sales Order

To automatically generate a transfer, the following requirements must be met:

- The *T/R From S/O* flag in your User ID is set to **Y**.
- In Inventory Parameters, *Auto Transfer Generation* must be set to **Y** or **W**.
- At least one line item must have an *Sc* of **T** or **R**.
- You must have generated a transfer for at least one line item (refer to Section 2.1.3.10 on page 2-35).



If the *Automate Transfer Generation* flag in Purchasing Option Parameters is set to **Y**, these screens do not appear. ADS generates the transfers without prompting you.

To automatically generate transfers after selecting **Pick Ticket** (refer to Section 2.1.4.2 on page 2-39):

- 1 If the above requirements are met, the following dialog box appears. If *Auto Transfer Generation* is set to **W**, skip to step 2.

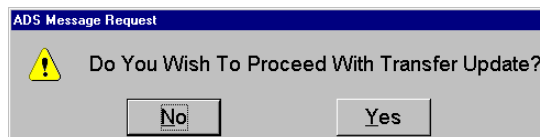


Figure 2-40: Proceed with Transfer Dialog Box

- 2 Choose one of the following:
 - **Yes** to immediately generate the transfer.
 - **No** to allow the transfer to be generated as part of Nightly Processing (refer to the Purchasing Manual for more information on Nightly Processing).
- 3 If you select **Yes**, the Generate Stock Transfers screen appears.

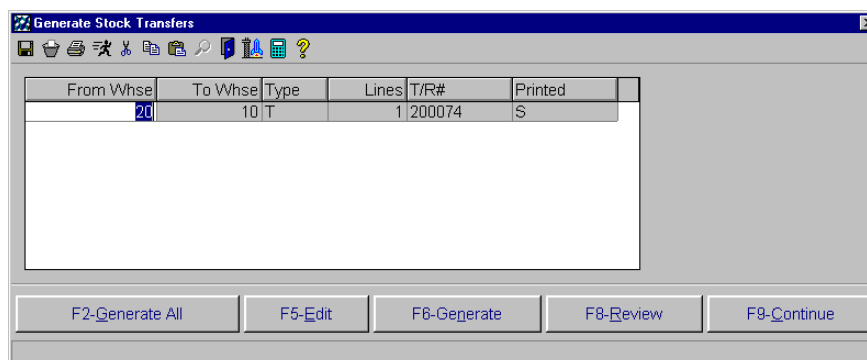


Figure 2-41: Generate Stock Transfers Screen

4 Use the function buttons to generate and view the transfer(s).

Press	To	Comments
F2	Generate transfers for the vendors listed.	Transfer number(s) appear in <i>T/R#</i> .
F5	Edit the transfer that is selected.	Refer to the Inventory Manual.
F6	Generate one transfer at a time for the selected warehouse.	Transfer number(s) appear in <i>T/R#</i> .
F8	Review the transfer.	Refer to the Inventory Manual.
F9	Close this screen and finish the sales order.	

5 When the transfers are generated, press **F9**. The following dialog box appears.

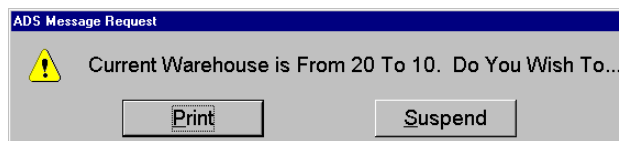


Figure 2-42: Transfer Dialog Box

6 Choose one of the following:

- **Print** to print the transfer pick ticket.
- **Suspend** to complete the order later. The transfer will not print and you must go into the transfer again to release it.

2.1.4.4 Generating Purchase Orders for a Sales Order

To automatically generate a purchase order, the following requirements must be met:

- At least one line item must have an *Sc* of **B**, **E**, or **D**.
- Your *Generate P/O from S/O* flag is set to **Y** in your User ID.
- If the *S/O-P/O, N/S Items Only* flag is set to **Y** in Purchasing Option Parameters, you can only generate P/Os for non-stock items.
- Your company's settings allow P/Os to be generated from sales order entry.
- You must have generated a purchase order for at least one line item (refer to Section 2.1.3.11 on page 2-36).



If the *Automate P/O Generation* flag in Purchasing Options Parameters is set to **Y**, these screens do not appear. ADS generates purchase orders without prompting you.

To automatically generate P/Os after selecting **Pick Ticket** (refer to Section 2.1.4.2 on page 2-39):

- 1 If the above requirements are met, the following dialog box appears.

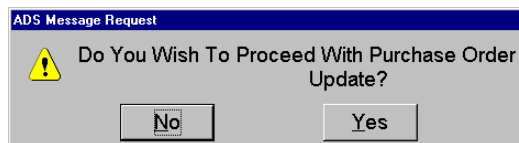


Figure 2-43: Generate P/O Dialog Box

- 2 Choose one of the following:
 - **Yes** to immediately generate the P/O.
 - **No** to allow the P/O to be generated as part of Nightly Processing (refer to the Purchasing Manual for more information on Nightly Processing).
- 3 If you select **Yes**, the Generate P/Os for Backorders screen appears. It lists a P/O for each vendor for which you chose to generate a P/O.

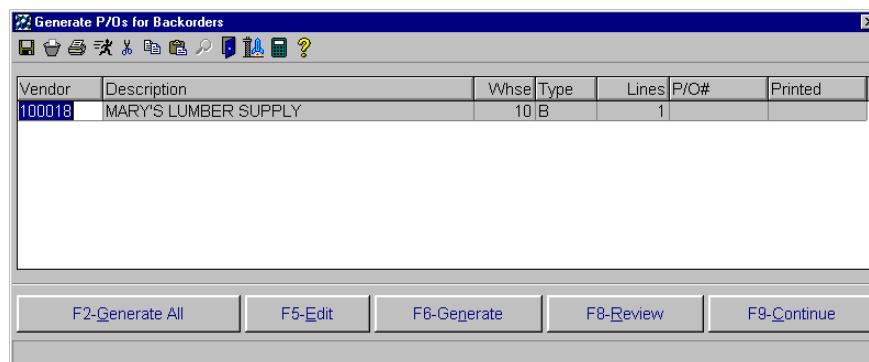


Figure 2-44: Generate P/Os for Backorder Screen

4 Use the function buttons to generate and view the P/O(s).

Press	To	Comments
F2	Generate P/Os for the vendors listed.	P/O numbers appear in <i>P/O#</i> .
F5	Edit the P/O that is selected.	Refer to the Purchasing Manual.
F6	Generate one P/O at a time for the selected vendor.	P/O numbers appear in <i>P/O#</i> .
F8	Review the P/O after it is generated.	Refer to the Purchasing Manual.
F9	Close this screen and finish the sales order.	

5 When the P/Os are generated, press **F9**. The following dialog box appears for each vendor.

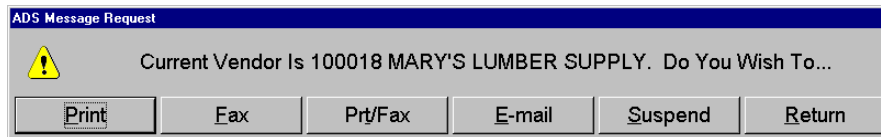


Figure 2-45: Send P/O Dialog Box

6 Select the appropriate method for delivering the P/O to the vendor.

2.1.4.5 Using the Sales Order Completion Screen

You can use the Sales Order Completion screen to:

- Take immediate payment for an over-the-counter order (type 05).
- Confirm invoicing for confirmation order (e.g., type 04, 06, 08).
- Review totals or add fees for any order type.
- Take a deposit.
- Pre-authorize a credit card.

To use the Sales Order Completion screen:

- 1 From the Sales Order Entry screen, press **F2**.
- 2 On the dialog box, choose **Complete**. The Sales Order Completion screen appears.

Item	Amount
Terms Code	02 *** CASH ***
Merchandise	400.00
Inbound Freight	0.00
Outbound Freight	0.00
Handling	0.00
Delivery	0.00
Pick Up	0.00
Restocking Charge	0.00
Minimum Charge	0.00
Disc/Allowance	0.00
Sales Tax	0.00
Total Sale	400.00
Deposit Required	
Remain Deposit Bal.	
Total Due	400.00

Figure 2-46: Sales Order Completion Screen

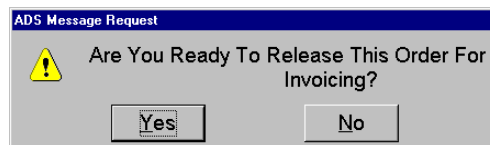
- 3 Enter any extra charges or discounts (e.g., freight).
- 4 Enter a *Deposit Required* for a backorder, if necessary.
- 5 To change the *Tax?* flag for any charges, press **F5**, change the data, and press **F2**.
- 6 On the Sales Order Completion screen, press **F2**.

7 One of the following occurs:

- If this is an 05 order with cash terms, take payment for the order immediately (refer to Section 2.1.4.6 on page 2-46).
- If this is an 05 order without cash terms, the following dialog box appears. Select **Yes** to print an invoice. If you are using continuous printing, the invoice prints immediately. If you are using batch printing, refer to Section 2.4.2 on page 2-65 to print an invoice.

**Figure 2-47: Invoice Print Dialog Box**

- If the order is a confirmation (e.g., 04, 06, or 08 - refer to Section 2.1.1 on page 2-3), the following dialog box appears.

**Figure 2-48: Invoice Confirmation Dialog Box**

Choose **Yes** to flag the order for invoicing. Choose **No** if the order is not ready to be invoiced.

2.1.4.6 Taking Payment for an Order

To take payment for an 05 order or one with cash or credit card terms:

- 1 Press **F2** on the Sales Order Completion screen (refer to Section 2.1.4.5 on page 2-44). The Cash Application screen appears.

Figure 2-49: Cash Application Screen

- 2 Enter a *Pay Type*. Commonly used choices are (to use one not listed, see your System Administrator):
 - **01 - Cash**. Enter the *Payment Amt*.
 - **02 - Check**. Enter the *Payment Amt* and press **F5**. The Additional Check Information screen appears. Enter the data and press **F2**.

Figure 2-50: Additional Check Information Screen

- **03 - Bank Card**. Enter the *Payment Amt* and press **F5**. The Additional Credit Card Information screen appears.

Figure 2-51: Additional Credit Card Information Screen

Enter the data and press **F6** to scan the card or press **F5** to use electronic card authorization. If you are not using electronic card authorization, enter the *Authorization Code* and press **F2**.

- **11 - Gift Certificate.** Enter the gift certificate number in the screen that appears or press **F3** to search.

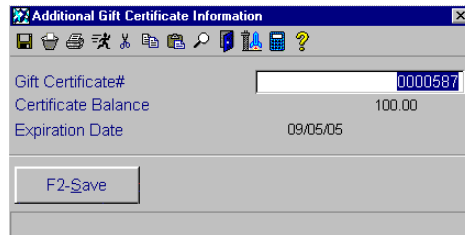


Figure 2-52: Additional Gift Certificate Information Screen

- 3** Press **F2**. The following dialog box appears.



Figure 2-53: Invoice Print Dialog Box

- 4** Select **Yes** to print an invoice. If you are using continuous printing, the invoice prints immediately. If you are using batch printing, refer to Section 2.4.2 on page 2-65 to print an invoice.

2.1.4.7 Understanding Holds

Orders can go on four types of hold:

- Admin Order Hold - prevents a pick ticket from printing.
- Admin Invoice Hold - prevents the order from being invoiced.
- Branch Hold - prevents a pick ticket or transfer from printing or prevents a line from being shipped from another branch.
- Credit Hold - prevents a pick ticket from printing.

Your company may use any combination of the hold types or no hold types. For more information on which order types your company uses, see your System Administrator. To view hold information about a hold, use the Order Log Inquiry (/OILI). Refer to Section 2.6.1 on page 2-74 for more information on Order Log Inquiry.



Only users identified as appropriate managers can release holds.

Shows that the order was put on Admin Order Hold.

Shows the code for the Admin Order Hold.

Code	Cust#	Act Date	Time	Usr	Prt	Reference Number
ASC	100032	02/20/03	15:31	MKM	58	Sales Order Entry
AOH	100032	02/20/03	15:33	MKM	58	AOH L-V
AOI	100032	02/20/03	15:34	MKM	58	AOI
ENT	100032	02/20/03	15:34	MKM	58	Ord Type: 01
LDE	100032	02/20/03	15:34	MKM	58	MKM BOM1
ADD	100032	02/20/03	15:34	MKM	58	MKM BOM1
ENT	100032	02/20/03	16:00	MKM	58	Ord Type: 01
ADD	100032	02/20/03	16:44	MKM	58	MKM KIT
LCV	100032	02/20/03	16:55	MKM	58	MKM 234

Figure 2-54: Order Log Inquiry Screen

Admin Order Hold

If an order is on administrative order hold, a pick ticket is not generated until an administrative order manager releases the order in Administrative Order Release Inquiry. Some of the codes may not be activated for your company. Refer to the following table for a list of possible Admin Order Hold codes and descriptions.

Code	Name	Caused When You...
Header Level		
B	Backorder Cycle Allocations	Allocate to a sales order using the Allocation Procedure or Stock Receipts Entry if the purchase order is linked to the sales order after it is invoiced.
C	Conversion Error	Have conversion errors from DOE.
D	Override Freight Dollars	Override the amount in the <i>Outbound Freight</i> in Sales Order Completion (refer to Section 2.1.4.5 on page 2-44).
E	Blanket P/O Amount Exceeded	Enter a sales order that exceeds the blanket P/O for the customer.
F	Override Freight Terms	Change the <i>Freight Terms</i> in the order header (refer to Section 2.1.2.2 on page 2-13).
I	Incompatible Ship Via	Select an incompatible <i>Ship Via</i> for the customer or the product (refer to Section 2.1.2.2 on page 2-13).
L	P/O Generated/ Linked Through S/O	Link a line item to an existing purchase order or generate a purchase order through Sales Order Entry.
M	Manual	Place an order on admin order hold in Sales Order Entry or through /MAN . ADM . HOLD .
O	Always On Hold	Enter an order for a customer whose <i>Admin Hold Override</i> flag is set to B or O .
P	Customer Requires P/O Number	Enter an order without a customer P/O number when one was required.
Q	Customer Invoice Amount Check	The total invoice amount is greater than the <i>Admin Invoice Amt</i> in Customer Maintenance.
T	Order With No Tax Jur Codes	Enter an order with no <i>Tax Jurisdiction Codes</i> (refer to Section 2.1.2.2 on page 2-13).
W	Web Generated Order	Enter an order using VIA.
Z	Credit Card Order No Authorization	Enter a credit card order without an authorization code (refer to Section 2.1.4.5 on page 2-44).
Line Level		
A	Always On Hold	Enter an order for a product whose <i>Always Hold Order</i> flag is set to Y in Product Maintenance.
C	Price Overridden Below Cost	Enter a price that is below cost if your User ID's <i>Price Override Code</i> is set to c .
G	Price Overridden Below GP%	Enter a price that is below a GP% set for the product line if your User ID's <i>Price Override Code</i> is set to G .

Code	Name	Caused When You...
I	Incompatible Ship Via	Select an incompatible <i>Ship Via</i> for the customer or the product (refer to Section 2.1.2.2 on page 2-13).
N	Minimum Price Violations	Enter a line item selling price that is below the minimum price set for the product.
R	Price Overridden Below Customer Default	Enter a price that is below the customer's default price if your User ID's <i>Price Override Code</i> is set to R .
S	Quantity Over Month's Supply Test	Enter a quantity that is more than the product's monthly usage times a specified multiplier and that product's class is below the cutoff class.
V	Manager Low Level Limit GP%	Enter a line item gross profit percent that is below the manager low-level limit GP% set in Product Line Maintenance or Order Processing Parameters. Contract pricing is excluded from the manager low-level limit GP% administrative hold option. If a contract price on a sales order is below the manager low-level limit GP%, the sales order does not go on administrative order hold.
0-9	User-Defined Codes	

Admin Invoice Hold

If an order is on administrative invoice hold, an invoice is not generated until an administrative invoice manager releases the order in Administrative Invoice Release Inquiry or fixes the problem. Some of the codes may not be activated for your company. Refer to the following table for a list of possible Admin Invoice Hold codes and descriptions.

Code	Name	Caused When You...
Header Level		
A	Credit Card Order With No Authorization Code	Enter a credit card order without an authorization code (refer to Section 2.1.4.5 on page 2-44).
I	Always On Hold	Enter an order for a customer whose <i>Admin Hold Override</i> flag in Customer Maintenance is set to B or I .
M	Manual	Place an order on admin order hold through the manual hold procedure (/MAN . ADM . HOLD).
P	Customer Requires P/O Number	Enter an order without a customer P/O number when one was required.
S	Salesrep Changed On Order	Change <i>Salesrep #1</i> or <i>Salesrep #2</i> has been changed on the sales order (refer to Section 2.1.2.2 on page 2-13).
T	Order With No Tax Jurisdiction Codes	Enter an order with no tax jurisdiction codes (refer to Section 2.1.2.2 on page 2-13).
Line Level		
C	Price Overridden Below Cost	Enter a price that is below cost.
G	Price Overridden Below GP%	Enter a price that is below a set GP%.
R	Price Overridden Below Customer Default	Enter a price that is below the customer's default price.
0-9	User-Defined Codes	

Branch Hold

If an order or transfer is on branch hold, a pick ticket for the hold branch is not generated until a branch manager releases the order in Branch Release Inquiry. Some of the codes may not be activated for your company. Refer to the following table for a list of possible Branch Hold codes and descriptions.

Code	Name	Caused When You...
R	Reserved Inventory	Enter quantity in a sales order or transfer that takes the product below its reserved inventory (the shipping location must be different from the selling location).
S	Surplus Inventory (Sales Orders)	Enter quantity in a sales order that takes product that is not surplus.
	Safety Inventory (Transfers)	Enter quantity in a transfer that takes the product below its safety inventory.

Credit Hold

If an order is going on credit hold, a warning dialog box appears. If you select **Yes** to continue with the order, the Credit Release Message screen appears.

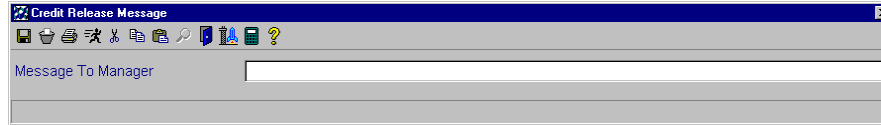


Figure 2-55: Credit Release Message Screen

The credit manager will see any text entered in this screen.

If an order is on credit hold, a pick ticket is not generated until a credit manager releases the order in Credit Release Inquiry. Some of the codes may not be activated for your company. Refer to the following table for a list of possible Credit Hold codes and descriptions.

Code	Name	Caused When You...
ACR	Additional Company Rules	
CHG	A/R Terms Code Change in SOE	Change the A/R terms in SOE.
CST	Oversized Customer Order	Enter an order that exceeds the customer's oversize order limit.
EX	Excessive Months Since Last Sale	Enter an order for a customer who has not ordered anything for a number of months specified in Accounts Receivable Parameters.
INS	A/R Terms Changing To Installments	Change an order's A/R terms to an installment term.
MAN	Manual Credit Hold	Place an order on credit hold manually from <code>/ORD.CREDIT.HOLD</code> .
OVR	Over Credit Limit	Enter an order for a customer who is over their credit limit.
PD	Undisputed Past Due	Enter an order for a customer whose <i>Auto Credit Review</i> flag is set to <code>H</code> .
R	Reserved Inventory at Insufficient Level	Enter a quantity for a line item that forces the inventory below the customer's reserved inventory.
REL	Exceeded Credit Hold Release Amount	Add to the total of an order that was previously released and the new total exceeds the release amount.
SYS	Oversized System Order	Enter an order that exceeds the system's oversize order limit.
TMP	Temporary Customer	Enter an order for a temporary customer.
WHL	Oversized Warehouse Order	Enter an order that exceeds the warehouse's oversize order limit.

2.1.4.8 Printing Acknowledgements

Acknowledgements are optional documents that allow your customers to see their orders. If you are using continuous printing, acknowledgements print after the order is flagged to print a ticket and released from hold (if necessary) and the order is flagged to print a pick ticket. If your company batch prints acknowledgements, use the following procedure:



Refer to Section 1.7 on page 1-14 for descriptions of continuous and batch printing.

- 1 Type **/AKP** (**Order Processing > Batch Ticket Printing > Acknowledgement Printing**). The Acknowledgement Printing screen appears.

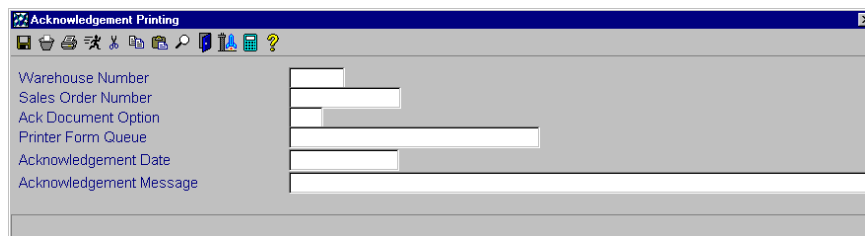


Figure 2-56: Acknowledgement Printing Screen



For *Ack Document Option*, if you choose to fax or email acknowledgements, the Email Confirmation (refer to Section 1.9.5 on page 1-28) and/or Fax Confirmation (refer to Section 1.9.6 on page 1-29) screens appear. These screens allow you to enter text for the cover page.

- 2 Enter the appropriate data and press **ENTER**. To print all acknowledgements, leave *Sales Order Number* blank. The Load Acknowledgement Forms dialog box appears.

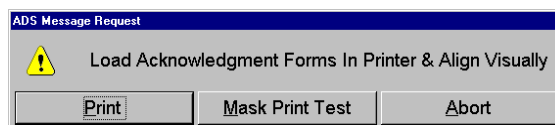


Figure 2-57: Load Acknowledgement Forms Dialog Box

- 3 Choose one of the following:
 - Select **Print** to print/fax/email the acknowledgements.
 - Select **Mask Print Test** to test the alignment of the acknowledgement forms in the printer. Not necessary for laser printers. After the forms are correctly aligned, select **Print**.
 - Select **Abort Printing** to cancel. No acknowledgements are created.
- 4 After you select **Print**, the Printing Confirmation dialog box appears.

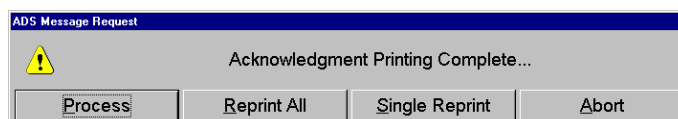


Figure 2-58: Printing Confirmation Dialog Box

- 5 Choose one of the following:
 - Select **Process** if all acknowledgements printed successfully.
 - Select **Reprint All** if none of the acknowledgements printed successfully. This option is also useful if only a couple of acknowledgements printed successfully from a large print job.
 - Select **Single Reprint** to reprint acknowledgements individually. This option is useful if a couple of acknowledgements jammed in the printer.
 - Select **Abort** to cancel acknowledgement updating.
- 6 After you select **Process**, the Process dialog box appears.

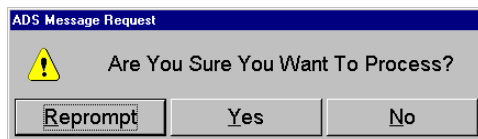


Figure 2-59: Process Dialog Box

- 7 Choose one of the following:
 - Select **Reprompt** to keep this dialog box open.
 - Select **Yes** to complete acknowledgement printing and update the order log (refer to Section 2.6.1 on page 2-74) and so that ADS recognizes that the acknowledgements printed.
 - Select **No** to return to step 2.

2.1.4.9 Releasing Tag and Hold Orders

To release a tag and hold order:

- 1 Type **/RTHE** (**Order Processing > Optional Entry and Printing > Tag and Hold Release Entry**). The Tag and Hold Release Entry screen appears.



If you have access to more than one warehouse, the Location Retrieval screen appears first (refer to Section 1.9.7 on page 1-30). Enter the appropriate *Selling Warehouse*, *Department Number*, and/or *Cost Center Number* and press **ENTER**.

Figure 2-60: Tag and Hold Release Entry Screen

- 2 Enter the *Order Number* or press **F3** to search and press **ENTER**. The Release Tag and Hold dialog box appears.

Figure 2-61: Release Tag and Hold Dialog Box

Choose one of the following:

- **Line Item** - allows you to go through each line item enter a quantity that is being released.
- **Exceptions** - automatically enters the full available quantity as the released quantity. You can go back through the line items and change the quantities as necessary.
- **Abort** - cancels the process.

- 3 For each line item that you need to review or change the quantity released, select the line item and press **ENTER**. The Line Item Detail screen appears.

Ln#	Opn-Qty	U/M	Whse	A	Qty-Prc	Qty-Rel	Qty-B/O Sc
1	50	EA	10				0
Gross Price		Disc%	Net Price		Src Tx?	Extension	
4.0000		0.00	4.0000 OV		Y		
Cost		Gp%	Profit	Req-Date	Pck-Date		
2.781		30	1.2190				
Available		255		Retail	8.0000		
Onorder		97		6+	0.0500		
Stock Status		S		12+	0.0750		
ALT SUB ACC COMP				24+	0.1000		

F2-Save F8-Invty Inq

Figure 2-62: Line Item Detail Screen

- 4 If the *Qty-Rel* is incorrect, enter **n** for A (Accept) and change the *Qty-Rel*.
- 5 Press **F2** on the Line Item Detail screen.
- 6 When the release quantities are correct, press **F2** on the Tag and Hold Release Entry screen and complete the order (refer to Section 2.1.4.2 on page 2-39).

2.2 Printing Pick Tickets



Refer to Section 1.7 on page 1-14 for descriptions of continuous and batch printing.

To batch print pick tickets:

- 1 Type **/PTP (Order Processing > Batch Ticket Printing > Pick Ticket Printing)**. The Pick Ticket Printing screen appears.

Figure 2-63: Pick Ticket Printing Screen

- 2 Enter the *Warehouse Number* for which you want to print pick tickets.



After you enter a *Warehouse Number*, you can press **F5** to reprint a pick ticket. Enter the *Release Number* and *Printer Form Queue* and press **F2**.

- 3 For *Sales Order Number*, choose one of the following:
 - To print a single pick ticket, enter the sales order number.
 - To print all pick tickets, leave this field blank.
- 4 For *Printer Form Queue*, enter your UNIX printer number.
- 5 Press **ENTER**. The Load Pick Ticket Forms dialog box appears.

Figure 2-64: Load Pick Ticket Forms Dialog Box

- 6 Choose one of the following:
 - Select **Print Pick Tickets** to print the pick tickets and create releases.
 - Select **Mask Print Test** to test the alignment of the pick ticket forms in the printer. Not necessary if you are using a laser printer. After the forms are correctly aligned, select **Print Pick Tickets**.
 - Select **Abort Printing** to cancel. No releases are created.
- 7 After you select **Print Pick Tickets**, the Print Confirmation dialog box appears.

Figure 2-65: Print Confirmation Dialog Box

8 Choose one of the following:

- Select **Continue** if all pick tickets printed successfully.
- Select **Reprint All** if none of the pick tickets printed successfully. This option is also useful if only a couple of pick tickets printed successfully from a large print job.
- Select **Single Reprint** to reprint pick tickets individually. This option is useful if a couple of pick tickets jammed in the printer.



The most common reasons that a pick ticket does not print is that the order or product is:

- On hold (refer to Section 2.1.4.7 on page 2-48).
- Suspended (refer to Section 2.1.4.2 on page 2-39).
- Not available.
- Not at or past their pick date.

2.3 Confirming Releases

To confirm a release after the items on a pick ticket are picked:

- 1 Type **/RCE (Order Processing > Release Confirmation Entry)**. The Release Confirmation Entry screen appears.

Figure 2-66: Release Confirmation Entry Screen

- 2 Enter the *Release Number* (e.g., 123456-1). The Release Header screen appears.

Figure 2-67: Release Header Screen

- 3 Enter the data and press **F2**. The line items from the P/O appear.

- 4 On the Release Confirmation Entry screen, enter the actual quantity picked for each item in *Qty-Shp*. *Qty-Shp* defaults to the quantity on the pick ticket.
- 5 Add products and/or add or change bin, lot, or serial numbers if necessary.
- 6 When each item is confirmed, press **F2**. The Confirm Release dialog box appears.

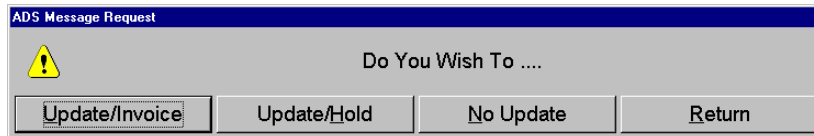


Figure 2-68: Confirm Release Dialog Box

- 7 Choose one of the following:
 - **Update/Invoice** to save the data and flag the order to be invoiced.
 - **Update/Hold** to save the data but hold the order from invoicing. If you choose this option, you must come back into the release and choose **Update/Invoice** to invoice the order.
 - **No Update** to save the data, but not update the order. If you choose this option, you must come back into the release and choose **Update/Invoice** to invoice the order or release the order from Sales Order Entry.
 - **Return** to continue enter data for the release.



These choices update the release only. However, invoices are generated for the entire order. If an order has multiple releases and one of the releases is on hold, the order cannot be invoiced.

2.3.1 Printing Packing Lists



Refer to Section 1.7 on page 1-14 for descriptions of continuous and batch printing.

Packing lists are optional and are generated after an order is confirmed and shows the quantity confirmed. To batch print packing lists:

- 1 Type `/CPLP` (**Order Processing > Batch Ticket Printing > Packing List Printing**). The Packing List Print screen appears.

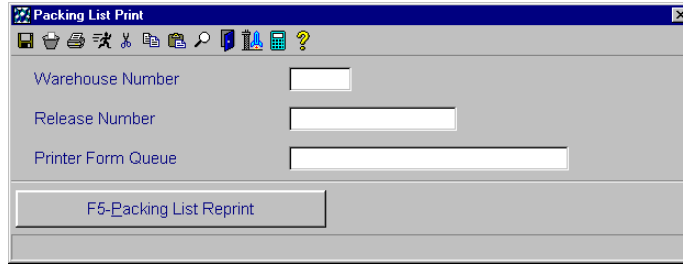


Figure 2-69: Packing List Print Screen

- 2 Enter the *Warehouse Number* for which you want to print packing lists.
- 3 For *Release Number*, choose one of the following:
 - To print a single packing list, enter the release number.
 - To print all packing lists, leave this field blank.
- 4 For *Printer Form Queue*, enter your UNIX printer number.
- 5 Press **ENTER**. The Load Packing List Forms dialog box appears.

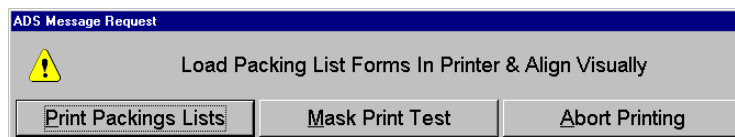


Figure 2-70: Load Pick Ticket Forms Dialog Box

- 6 Choose one of the following:
 - Select **Print Packing Lists** to print the packing lists.
 - Select **Mask Print Test** to test the alignment of the packing list forms in the printer. Not necessary for laser printers. After the forms are correctly aligned, select **Print Packing Lists**.
 - Select **Abort Printing** to cancel. No packing lists are created.
- 7 After you select **Print Packing Lists**, the Print Confirmation Dialog Box appears.

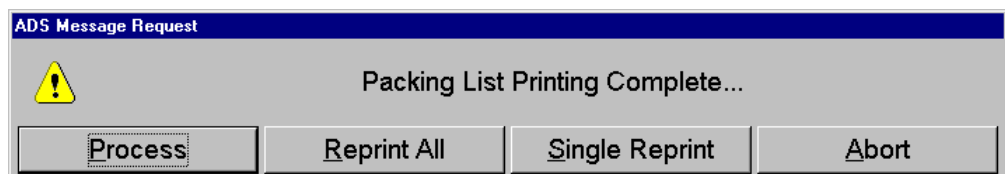


Figure 2-71: Print Confirmation Dialog Box

- 8 Choose one of the following:
- **Process** if all packing lists printed successfully.
 - **Reprint All** if none of the packing lists printed successfully. This option is also useful if only a couple of packing lists printed successfully from a large print job.
 - **Single Reprint** to reprint packing lists individually. This option is useful if a couple of packing lists jammed in the printer.
 - **Abort** to cancel packing list update.
- 9 If you select **Process**, the Process? screen appears.

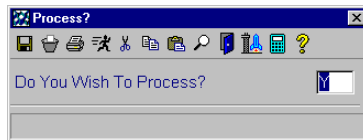


Figure 2-72: Process? Screen

- 10 Choose one of the following:
- Enter **y** and press **ENTER** if the packing lists printed successfully to update the Order Log (refer to Section 2.6.1 on page 2-74) and so that ADS recognizes that the packing lists printed successfully.
 - Enter **n** and press **ENTER** if the packing lists did not print successfully so that you can rerun the process.

2.4 Processing Invoices

The procedures in this section only apply if you are batch printing invoices. For more information on batch and continuous printing, refer to Section 1.7 on page 1-14.

You may preview the invoices that are flagged to print to verify that they are correct. If something is not correct (e.g., GP%) you can correct it before you process the invoices. However, you do not have to preview the invoices before you process them.

2.4.1 Previewing Invoices

To preview invoices:

- 1 Type **/INV.PREV.RPT (Order Processing > Invoice Preview Printing > Invoice Preview Report)**. The Invoice Preview Report screen appears.

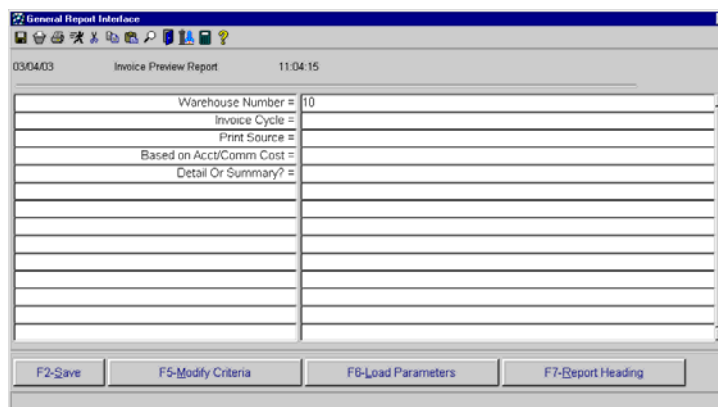


Figure 2-73: Invoice Preview Report Screen

- 2 Enter selection criteria and press **F2**. The following dialog box appears.

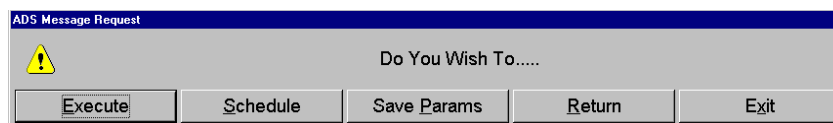


Figure 2-74: Execute Report Dialog Box

- 3 If you select **Execute**, the following dialog box appears.

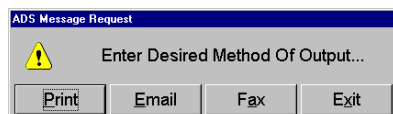


Figure 2-75: Invoice Preview Output Dialog Box

- 4 Select an output. A sample of the report is shown on the next page.

Development Company
 Invoice And Credit Memo Summary Preview Report As Of 12:27:16 FEB 21 2003
 Page: 1

Sell Order#	Cust#	Customer Name	Disc/All	Tax-Amt	Frnt+Hand	MiscChg	Min+Rstk	Mdse-Amt	Dep-Amt	Invoice-Amt	Cost-Amt	Gp%
10	102006	000111	Birdog and Catfis	0.00	5.69	1.00	0.00	68.00	0.00	74.69	30.00	56
10	102007	000111	Birdog and Catfis	0.00	12.70	1.00	0.00	153.00	0.00	166.70	60.00	61
10	102024	000111	Birdog and Catfis	0.00	2.10	0.44	0.00	25.00	0.00	27.54	13.00	48
10	102027	000111	Birdog and Catfis	0.00	2.10	0.44	0.00	25.00	0.00	27.54	13.00	48
10	102030	000111	Birdog and Catfis	0.00	1.67	0.35	0.00	19.86	0.00	21.88	8.00	60
10	102032	000111	Birdog and Catfis	0.00	2.10	0.44	0.00	25.00	0.00	27.54	13.00	48
10	102033	000111	Birdog and Catfis	0.00	11.68	2.43	0.00	139.00	0.00	153.11	70.02	50
10	102034	000111	Birdog and Catfis	0.00	1.67	0.35	0.00	19.86	0.00	21.88	8.00	60
10	102037	000111	Birdog and Catfis	0.00	2.10	0.44	0.00	25.00	0.00	27.54	13.00	48
10	102265	000111	Birdog and Catfis	0.00	28.90	1.00	0.00	340.00	0.00	369.90	150.00	56
10	102276	EC0001	Eric's Good Custo	0.00	0.00	0.00	0.00	3825.00	0.00	3825.00	1805.13	53
10	102417	EC0001	Eric's Good Custo	0.00	0.00	0.00	0.00	7750.00	0.00	7750.00	3755.70	52
10	102389	001029	INDUSTRIAL SUPPLI	0.00	0.00	3.15	0.00	9.50	0.00	12.65	5.82	39
10	101637	000003	LANEY'S LEGAL ADV	0.00	0.00	0.00	0.00	525.00	0.00	525.00	74.51	86
10	101639	000003	LANEY'S LEGAL ADV	0.00	0.00	0.00	0.00	67.50	-450.00	-382.50	-32.72	93
10	102401	100032	MARY'S HOME IMPRO	0.00	1.02	-70.00	0.00	14.10	-94.00	-148.88	-55.00	41
10	102021	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	0.25	9.75	10.00	7.50	23
10	102286	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	0.25	9.75	10.00	7.50	23
10	102227	000020	TDK, INC	0.00	0.00	24.00	0.00	300.00	0.00	324.00	153.84	49
10	101990	000MLW	MELANEY WARREN	0.00	0.25	3.00	0.00	32.00	0.00	35.25	25.00	22
20	200028	EC0001	Eric's Good Custo	0.00	17.43	0.00	0.00	408.75	0.00	426.18	187.50	54
20	200033	EC0001	Eric's Good Custo	0.00	0.00	0.00	0.00	452.50	0.00	452.50	200.00	56
20	200041	EC0001	Eric's Good Custo	0.00	0.00	0.00	0.00	745.00	0.00	745.00	340.00	54
30	300104	000111	Birdog and Catfis	0.00	1.69	0.00	0.00	0.00	0.00	21.55	0.00	0
10	102106	100035	TEE OFF GOLF SUPP	0.00	0.00	0.00	0.00	8.05	0.00	8.05	3.73	54
10	101688	985555	AUTOMATED TESTING	0.00	3.71	0.00	0.00	45.00	0.00	48.71	35.03	22
10	101689	985555	AUTOMATED TESTING	0.00	4.46	0.00	0.00	54.00	0.00	58.46	42.00	22
10	102209	000111	Birdog and Catfis	0.00	8.28	0.35	0.00	80.14	19.86	108.63	8.00	60
10	102211	000003	LANEY'S LEGAL ADV	0.00	0.00	0.00	0.00	15.00	0.00	15.00	10.80	28
10	102096	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	1077.50	0.00	1077.50	75.20	93
10	102111	007777	MULE AND TACKLE	0.00	0.00	15.00	0.00	999.50	0.00	1014.50	15.20	98
10	102112	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	97.50	0.00	97.50	75.00	23
10	102136	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	0.25	9.75	10.00	7.50	23
10	102137	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	0.25	9.75	10.00	7.50	23
10	102138	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102139	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102140	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102141	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102142	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	196.00	0.00	196.00	0.04	100
10	102143	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102144	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102145	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102146	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102147	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102148	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102149	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102150	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102151	007777	MULE AND TACKLE	0.00	0.00	0.00	0.00	98.00	0.00	98.00	0.02	100
10	102178	000001	The Golf Hut	0.00	0.00	6.30	0.00	624.87	0.00	631.17	462.87	26
Company Totals			0.00	108.17	-13.10	0.00	252.74	18830.00	-15.00	19192.17	7635.26	59

2.4.2 Processing Invoices



Refer to Section 1.7 on page 1-14 for descriptions of continuous and batch printing.

To print and process invoices:

- 1 Type **/IP (Order Processing > Invoice Preview Printing > Invoice Printing)**. The Invoice Print Prompts screen appears.

Figure 2-76: Invoice Print Prompts Screen

- 2 Choose one of the following:
 - Enter a *Sales Order Number* to print an invoice for only that order.
 - Leave *Sales Order Number* blank to print invoices for all open invoices.
- 3 Enter the *Warehouse Number* to print invoices from one selling warehouse or leave blank for all, *Invoice Date*, and *Printer Form Queue*.
- 4 For *Preview*, enter **Y** if you only want to print invoices that were previewed on the Invoice Preview Report (refer to Section 2.4.1 on page 2-63).
- 5 Enter a *Print Source*:
 - **B** - invoices and credit memos.
 - **C** - credit memos only.
 - **I** - invoices only.
 - **M** - mail copies of counter invoices to customers whose *Mail Invoices* flag is set to **Y** in Customer Maintenance.
- 6 Press **ENTER**. The following dialog box appears.

Figure 2-77: Load Invoice Forms Dialog Box

- 7 Choose one of the following:
 - Select **Print Invoices** to print the invoices.
 - Select **Mask Print Test** to test the alignment of the invoice forms in the printer. Not necessary for laser printers. After the forms are correctly aligned, select **Print Invoices**.
 - Select **Abort Printing** to cancel. No invoices are printed.
- 8 After you select **Print Invoices**, the Invoice Printing Confirmation dialog box appears.

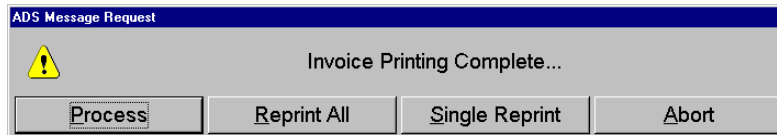


Figure 2-78: Invoice Printing Confirmation Dialog Box

- 9 Choose one of the following:
 - Select **Process** to tell the system that the invoices printed successfully.
 - Select **Reprint All** if none of the invoices printed successfully. This option is also useful if only a couple of invoices printed successfully from a large print job. The system reprints the invoices and this dialog box appears again.
 - Select **Single Reprint** to reprint invoices individually. This option is useful if a couple of invoices jammed in the printer. Enter the sales order number for the invoice you want to reprint. This dialog box appears again.
 - Select **Abort** to cancel all invoice updating.
- 10 If you selected **Process**, the Process Verification dialog box appears.

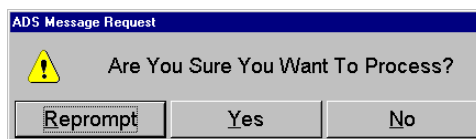


Figure 2-79: Process Verification Dialog Box

- 11 Choose one of the following:
 - Select **Reprompt** to keep this dialog box open.
 - Select **Yes** to complete invoice processing, update the Order Log (refer to Section 2.6.1 on page 2-74), and move the order to Order History (refer to Section 2.6.3 on page 2-78).
 - Select **No** to return to step 8.

2.5 Canceling a Sales Order

You can cancel a sales order in two ways:

- If the order **is not** invoiced, delete it from sales order entry (refer to Section 2.5.1 on page 2-67).
- If the order **is** invoiced, reverse the order (refer to Section 2.5.2 on page 2-69).

2.5.1 Deleting a Sales Order



WARNING If a pick ticket has printed for the order, you should have the pick ticket in your hand when you delete a sales order so that the items do not ship.

To delete a sales order that is not invoiced:

- 1 Open the sales order using the steps in Section 2.1.2 on page 2-9.
- 2 Press **F4**. The following dialog box appears.

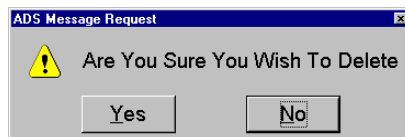


Figure 2-80: Delete Confirmation Dialog Box



You cannot delete an order with an item that is linked to a P/O, W/O, or transfer. If an item is linked, a warning message appears and you cannot proceed.

Warning messages appear if a pick ticket was generated. Select **Yes** to continue.

- 3 Enter **Y** and press **ENTER**. If your company tracks deleted orders, the Reason for Deletion screen appears.

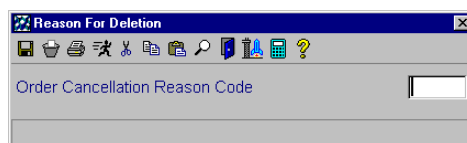


Figure 2-81: Reason for Deletion Screen

- 4 Enter the *Order Cancellation Reason Code* or press **F3** to search for a code and press **ENTER**.
- 5 If you are tracking lost sales, the following dialog box appears.

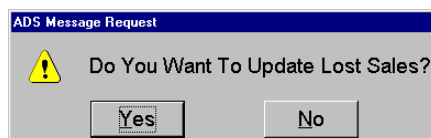


Figure 2-82: Update Lost Sales Dialog Box

- 6 Choose one of the following:
 - Select **Yes** to update lost sales (e.g., the product is out of stock or the price is too high).
 - Select **No** not to update lost sales (e.g., you initially entered the wrong product).
- 7 If you select **Yes**, the Lost Sale Reason Code screen appears.



Figure 2-83: Lost Sale Reason Code Screen

- 8 Enter the *Lost Sale Reason Code* or press **F3** to search for a code and press **ENTER**.

2.5.2 Reversing a Sales Order

To reverse an order after it is invoiced:

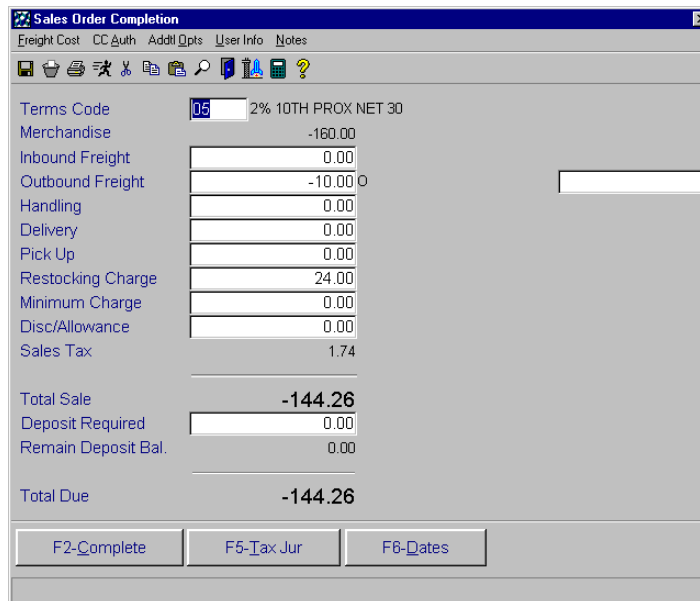
- 1 Type **/SOE**. The Sales Order Entry screen appears (refer to Section 2.1.2 on page 2-9).
- 2 Press **ENTER** on the word **NEW** or enter **NEW** or **N** and press **ENTER**.
- 3 When the cursor is on *Customer*, select **Auto Reverse** from the Action Bar. The Auto Reverse Order screen appears.

Figure 2-84: Auto Reverse Order Screen

- 4 Enter the *Invoice #* for the order you want to reverse or press **F3** to search. Data about the original order appears.
- 5 Enter a *Credit Reason Code* or press **F3** to search.
- 6 Enter a *Default Return Type* or press **F3** to search.
- 7 If the stock is being returned to warranty, type **NEW** in *Default Warranty Tag #* to get a warranty tag number.
- 8 Press **F2**. The Sales Order Header screen appears.
- 9 Edit the information as necessary (refer to Section 2.1.2.2 on page 2-13) and press **F2**. The Sales Order Entry screen appears.
- 10 Edit line item information as necessary (refer to Section 2.1.3.1 on page 2-19) and press **F2**. The following dialog box appears.

Figure 2-85: Save Sales Order Dialog Box

11 Select **Complete**. The Sales Order Completion screen appears.

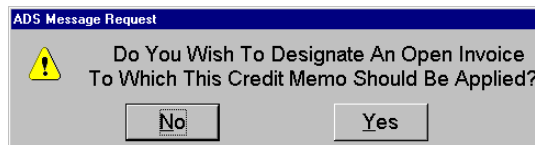


The screenshot shows the 'Sales Order Completion' window. It contains a table of financial items with their respective values and a 'Total Due' of -144.26. At the bottom, there are three buttons: 'F2-Complete', 'F5-Tax Jur', and 'F6-Dates'.

Terms Code	05	2% 10TH PROX NET 30
Merchandise		-160.00
Inbound Freight		0.00
Outbound Freight		-10.00
Handling		0.00
Delivery		0.00
Pick Up		0.00
Restocking Charge		24.00
Minimum Charge		0.00
Disc/Allowance		0.00
Sales Tax		1.74
Total Sale		-144.26
Deposit Required		0.00
Remain Deposit Bal.		0.00
Total Due		-144.26

Figure 2-86: Sales Order Completion Screen

12 Edit the amounts and press **F2**. If you are reversing a credit memo, skip to step 16. Otherwise, the following dialog box appears.

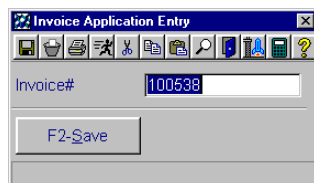


The screenshot shows an 'ADS Message Request' dialog box with a warning icon. The text asks: 'Do You Wish To Designate An Open Invoice To Which This Credit Memo Should Be Applied?'. There are two buttons: 'No' and 'Yes'.

Figure 2-87: Designate an Open Invoice Dialog Box

13 Choose one of the following:

- **No.** Go to step 16.
- **Yes.** The Invoice Application Entry screen appears. The invoice you chose in step 4 defaults into *Invoice#*. See your System Administrator to verify that your company policies allow you to use this option.



The screenshot shows the 'Invoice Application Entry' window. It has a text field for 'Invoice#' containing the value '100538' and a button labeled 'F2-Save'.

Figure 2-88: Invoice Application Entry Screen

14 If necessary, enter a different invoice number or press **F3** to search for a different invoice.

15 Press **F2**.

16 The following dialog box appears.

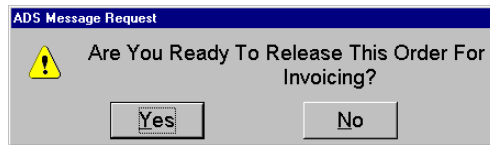


Figure 2-89: Release Invoice Dialog Box

17 Choose one of the following:

- **Yes.** The invoice is flagged to print. If you are continuously printing invoices, the invoice is generated immediately. If you are batch printing invoices, refer to Section 2.4 on page 2-63.
- **No.** The invoice is not flagged to print. You must go back into the order and choose **Yes** at this prompt for the invoice to be generated.

2.6 Finding Information about Orders

ADS provides many ways to look up information about a customer, product, or order. Use an inquiry to look up information when you will not change data. For example, to review an order, use /SOI to review the sales order instead of /SOE. If you use /SOE, you must save the order even if you do not change any data. This save creates another entry in the order log. To avoid lengthy logs, use inquiries when possible.

Order inquiries are available under **Order Processing > Inquires**. This section details the following commonly used inquiries:

- Order Log Inquiry (refer to Section 2.6.1 on page 2-74).
- Sales Order Inquiry (refer to Section 2.6.2 on page 2-76).
- Sales Order History Inquiry (refer to Section 2.6.3 on page 2-78).
- Suspended Order Inquiry (refer to Section 2.6.4 on page 2-80).
- Open Order Inquiry by Written By (refer to Section 2.6.5 on page 2-81).
- Customer Price and Availability Inquiry (refer to Section 2.6.6 on page 2-83).
- Customer Sales History Inquiry (refer to Section 2.6.7 on page 2-84).
- Customer/Product History Inquiry (refer to Section 2.6.8 on page 2-85).
- Product Sales History Inquiry - Selling Warehouse (refer to Section 2.6.9 on page 2-86).
- Order Pad Inquiry (refer to Section 2.6.10 on page 2-87).
- Universal Inquiry (refer to Section 2.6.11 on page 2-88).
- Universal Order Inquiry (refer to Section 2.6.12 on page 2-90).



Open order inquiries only show orders that **are not** invoiced.
History inquiries only show orders that **are** invoiced.

Refer to the table on the next page to see a summary of the data that is required and provided for each inquiry.

Inquiry Comparison

Data Required to Run the Inquiry					Data Shown in the Inquiry					Inquiry to Use	
Customer	Product	Order #	Warehouse	User ID	Order #	Product	Price	Customer	Misc.		
									Audit Trail	Sales Order Log Inquiry	/OLI
										Open Sales Order Inquiry	/SOI
										History Sales Order Inquiry	/SOHI
										Incomplete (Suspended) Order Inquiry	/VOI
										Open Order Inquiry by Written By	/WBOI
									Availability	Customer Price and Availability Inquiry	/CAI
										Customer Sales History Inquiry	/CSHI
										Customer/Product History Inquiry	/CPHI
										Product Sales History Inq-Sell Whse	/PSHI
									Description	Order Pad Inquiry	/OPI
										Universal Inquiry	/UI
										Universal Order Inquiry	/UOI



From each of these inquiries, you can drill down to more detailed information. For example, if you find the order number you are looking for, you can review that order and line-item detail or item availability.

2.6.1 Using Order Log Inquiry

The Order Log Inquiry (**Order Processing > Inquiries > Sales Order Inquiries > Sales Order Log Inquiry**) shows changes that were made to an open or invoiced order. Refer to the table on the next page for a complete list of items that are tracked. The code CHG indicates a change that your company tracks. See your System Administrator for more information on your company's settings.

To view the order log inquiry:

- 1 Type **/OLI**. The Order Log Inquiry screen appears.
- 2 Enter the *Sales Order Number* and press **ENTER** (you can use **F3** to search by customer number, but it searches the entire order history file). Tracked order changes appear. *Code* describes the type of change. Refer to the table on the next page for *Code* descriptions.

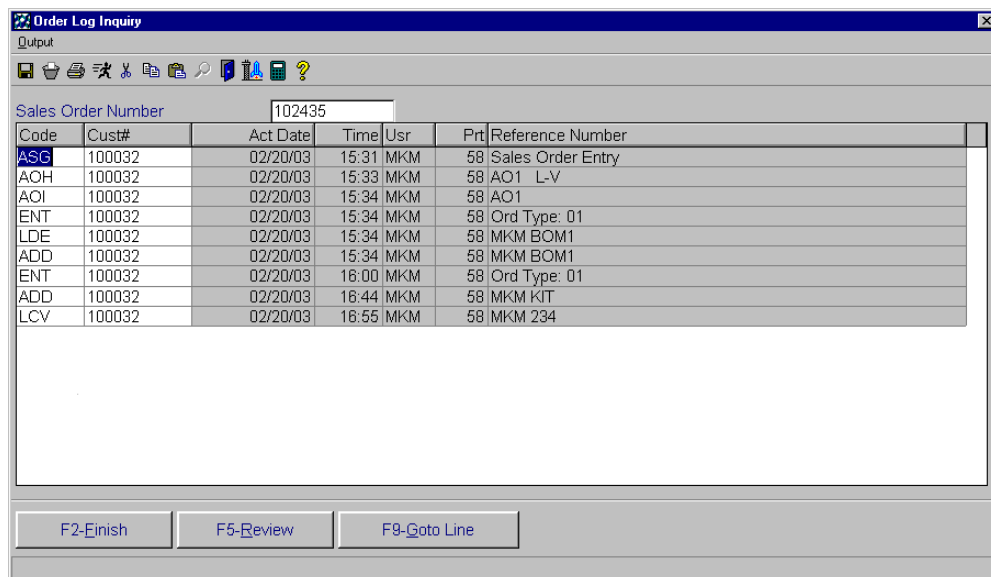


Figure 2-90: Order Log Inquiry Screen


The following table lists the function buttons on the Order Log Inquiry screen.

Press	To	Comments
F2	Close this screen.	
F5	Review the order.	
F9	Identify a code on the screen that you want to jump to.	Valid codes are code, page number, line number, B (bottom), or T (top).

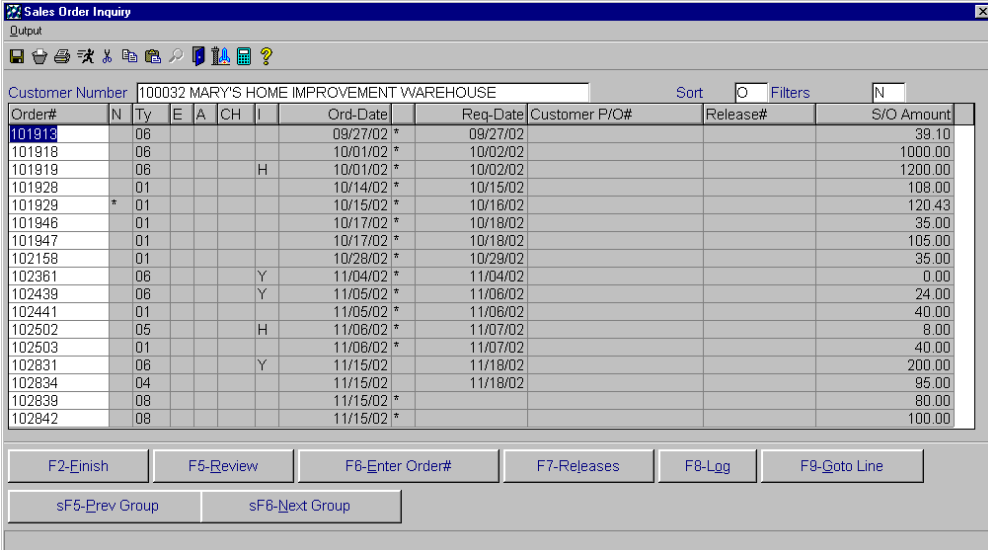
Code	Indicates	Code	Indicates
ACK	Acknowledgment printed	ADD	Line item added
AIH	Order on administrative invoice hold	All	Administrative invoice hold release
ALB	Allocation of backorders by age	ALC	Allocation of backorders
ALM	Allocate manually	AOH	Order on administrative order hold
AOI	Administrative order hold release	ASG	Assignment of order number
B/O	Backorder created after invoice	BLP	Bill Of Lading printed
BRH	Order on interbranch hold	C-A	Item added to 08 order
C-O	08 order created from invoiced 07 order	CFA	Credit card force duplicate transaction entry
CFM	Confirmation of shipment	CHG	Header / Line item changed
CHK	Rental check-in processing	CKD	Rental check-in deleted
CKO	Rental check-in reopened	CLS	Order closed after final invoice
CPA	Credit card post authorize	CRB	Crib replenishment order
CRH	Order on credit hold	CRI	Credit hold release
CSG	07 order converted to 08 order	DEL	Order deleted
DEP	Order open due to remaining deposit	DOC	DOE conversion
DSR	Direct ship receipts	DUP	Order duplicated through SOE
EML	Acknowledgement e-mailed	EMLI	Invoice e-mailed
ENT	Re-entry into order	ESC	Escape from order
FAX	Acknowledgement faxed	FAXI	Invoice faxed
FCH	Freight clearing order	FFG	Flat file generated
FRT	Freight generated for sales order	FUT	Future committal order allocated because of thaw
IBH	Interbranch hold release	INV	Invoice printed and processed
IPH	Imprint hold	IHR	Imprint hold release
LBC	Line backorder cancellation	LDE	Line deleted from order
MAS	Warehouse staging order release	MFS	Processed through manifest system
PAK	Packing list printed	PBR	Periodic billing removed
PCK	Picking ticket printed	PIC	Release picking confirmation
PTR	Picking ticket reprinted	QCV	Quote converted to an order
RDE	Release deleted	RDL	Release line deleted
REC	Linked line item received	RFR	RF RGA processed
RGA	RGA processed	ROE	Remote sales order entry
RPB	Rental periodic billing	RRT	Rental return through ROE
RSE	Release shipment entry	SAV	Order saved/suspended
SHP	Manifest transaction entered	SKR	Retail price stickers printed
SPL	Split line item	SRV	Service document printed
SSC	Serial shipping container entry	SVC	Segment picking ship via change
TCE	Time card entry	THR	Tag & hold release
TRN	Transfer receipt of linked backorder	TRT	Transfer rental return
UHD	Update/Hold through RCE	VOI	Void sale order
WOR	W/O completion of linked B/O	XCH	Rental exchange
810	Sent EDI invoice	855	Sent EDI detailed P/O acknowledgement

2.6.2 Using Sales Order Inquiry

Sales Order Inquiry (**Order Processing > Inquiries > Sales Order Inquiries > Open Sales Order Inquiry**) allows you to view open sales orders for a customer. To view the Sales Order Inquiry:

- 1 Type `/soi` or click . The Sales Order Inquiry screen appears.
- 2 Enter the *Customer Number* or keyword or press **F3** to search for the customer and press **ENTER**.
- 3 Enter a *Sort* option (e.g., by date, by amount) or press **F3** to search.
- 4 Enter a *Filter* option and press **ENTER**. Choose one of:
 - Enter `N` to not filter.
 - Press **F3** to search for a filter option (e.g., customer release number, customer P/O number).
 - Enter `Y` to define filter criteria using the GRIM screen (refer to Section 1.8 on page 1-15).

Open sales order for the customer appear. An example is shown below.



Order#	N	Ty	E	A	CH	I	Ord-Date	Req-Date	Customer P/O#	Release#	S/O Amount
101913		06					09/27/02 *	09/27/02			39.10
101918		06					10/01/02 *	10/02/02			1000.00
101919		06			H		10/01/02 *	10/02/02			1200.00
101928		01					10/14/02 *	10/15/02			108.00
101929	*	01					10/15/02 *	10/18/02			120.43
101946		01					10/17/02 *	10/18/02			35.00
101947		01					10/17/02 *	10/18/02			105.00
102158		01					10/28/02 *	10/29/02			35.00
102361		06			Y		11/04/02 *	11/04/02			0.00
102439		06			Y		11/05/02 *	11/06/02			24.00
102441		01					11/05/02 *	11/06/02			40.00
102502		05			H		11/06/02 *	11/07/02			8.00
102503		01					11/06/02 *	11/07/02			40.00
102831		06			Y		11/15/02	11/18/02			200.00
102834		04					11/15/02	11/18/02			95.00
102839		08					11/15/02 *				80.00
102842		08					11/15/02 *				100.00


Figure 2-91: Sales Order Inquiry Screen

The following table lists the function buttons on the Sales Order Inquiry screen.

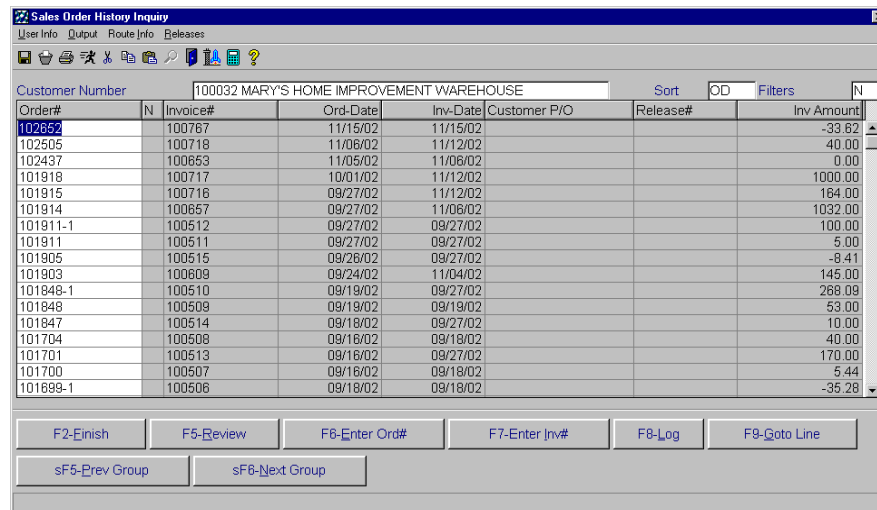
Press	To	Comments
F2	Close this screen.	
F5	Review the order.	
F6	Enter an order number and go directly to the review screen for the order.	
F7	Open the Open Release Inquiry screen.	
F8	Review the log for that order.	Refer to Section 2.6.1 on page 2-74.
F9	Identify a reference number on the screen that you want to jump to.	Valid codes are order number, page number, line number, B (bottom), or T (top).
sF5	See the previous page of results.	
sF6	See the next page of results.	

2.6.3 Using Sales Order History Inquiry

Sales Order History Inquiry (**Order Processing > Inquiries > Sales Order Inquiries > History Sales Order Inquiry**) allows you to view invoiced sales orders for a customer. To view the Sales Order History Inquiry:

- 1 Type `/SOHI` or click . The Sales Order History Inquiry screen appears.
- 2 Enter the *Customer Number* or keyword or press **F3** to search for the customer and press **ENTER**.
- 3 Enter a *Sort* option (e.g., by date, by amount) or press **F3** to search.
- 4 Enter a *Filter* option and press **ENTER**. Choose one of:
 - Enter **N** to not filter.
 - Press **F3** to search for a filter option (e.g., customer release number, customer P/O number).
 - Enter **Y** to define filter criteria using the GRIM screen (refer to Section 1.8 on page 1-15).

Invoiced sales order for the customer appear. An example is shown below.



Order#	Invoice#	Ord-Date	Inv-Date	Customer P/O	Release#	Inv Amount
102662	100787	11/15/02	11/15/02			-33.82
102505	100718	11/06/02	11/12/02			40.00
102437	100653	11/05/02	11/06/02			0.00
101918	100717	10/01/02	11/12/02			1000.00
101915	100716	09/27/02	11/12/02			164.00
101914	100657	09/27/02	11/06/02			1032.00
101911-1	100512	09/27/02	09/27/02			100.00
101911	100511	09/27/02	09/27/02			5.00
101905	100515	09/26/02	09/27/02			-8.41
101903	100609	09/24/02	11/04/02			145.00
101848-1	100510	09/19/02	09/27/02			288.09
101848	100509	09/19/02	09/19/02			53.00
101847	100514	09/18/02	09/27/02			10.00
101704	100508	09/16/02	09/18/02			40.00
101701	100513	09/16/02	09/27/02			170.00
101700	100507	09/16/02	09/18/02			5.44
101699-1	100506	09/18/02	09/18/02			-35.28


Figure 2-92: Sales Order History Inquiry Screen

The following table lists the function buttons on the Sales Order History Inquiry screen.

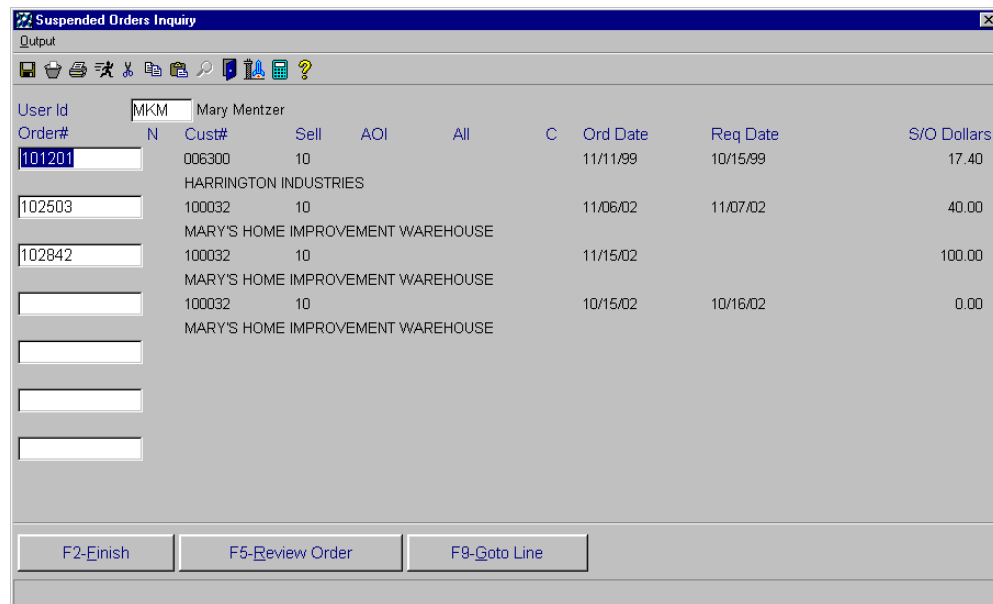
Press	To	Comments
F2	Close this screen.	
F5	Review the order.	
F6	Enter an order number and go directly to the review screen for the order.	
F7	Enter an invoice number and go directly to the review screen for the order.	
F8	Review the log for that order.	Refer to Section 2.6.1 on page 2-74.
F9	Identify a place on the screen that you want to jump to.	Valid codes are order number, page number, line number, B (bottom), or T (top).
sF5	See the previous page of results.	
sF6	See the next page of results.	

2.6.4 Using Suspended Order Inquiry

Suspended Order Inquiry (**Order Processing > Inquiries > Sales Order Inquiries > Incomplete (Suspended) Order Inquiry**) allows you to view suspended sales orders for a user ID. To view the Suspended Order Inquiry:

- 1 Type **/VOI** or click  (turns red if you have suspended orders). The Suspended Orders Inquiry screen appears.
- 2 Enter a *User ID* (defaults to your User ID) or press **F3** to search for the *User ID* and press **ENTER**.

Suspended sales order for the *User Id*. An example is shown below.



Order#	N	Cust#	Sell	AOI	All	C	Ord Date	Req Date	S/O Dollars
101201		006300	10				11/11/99	10/15/99	17.40
		HARRINGTON INDUSTRIES							
102503		100032	10				11/06/02	11/07/02	40.00
		MARY'S HOME IMPROVEMENT WAREHOUSE							
102842		100032	10				11/15/02		100.00
		MARY'S HOME IMPROVEMENT WAREHOUSE							
		100032	10				10/15/02	10/16/02	0.00
		MARY'S HOME IMPROVEMENT WAREHOUSE							

Figure 2-93: Suspended Orders Inquiry Screen

The following table lists the function buttons on the Suspended Orders Inquiry screen.

Press	To	Comments
F2	Close this screen.	
F5	Review the order.	
F9	Identify a place on the screen that you want to jump to.	Valid codes are order number, page number, line number, B (bottom), or T (top).

2.6.5 Using Open Order Inquiry by Written By Inquiry

The Open Order Inquiry by Written By (**Order Processing > Inquiries > Sales Order Inquiries > Open Order Inquiry for Written By**) allows you to view open orders written by a user. To view the inquiry:

- 1 Type **/WBOI**. The Sales Order Inquiry for Written By screen appears.
- 2 In *Written By*, enter the User ID for which you want to see open orders and press **ENTER**.
- 3 Enter a *Sort* option (e.g., by date, by amount) or press **F3** to search.
- 4 Enter a *Filter* option and press **ENTER**. Choose one of:
 - Enter **N** to not filter.
 - Press **F3** to search for a filter option (e.g., customer release number, customer P/O number).
 - Enter **Y** to define filter criteria using the GRIM screen (refer to Section 1.8 on page 1-15).

Open orders written by that user appear. An example is shown below.

Order#	N	Ty	E	I	CH	Ord-Date	Req-Date	Customer P/O#	Release#	S/O Dollars	Filters	N
101631		01			R	04/16/02 *	04/17/02			3000.00	000003	LAN
101632		01				04/16/02 *	04/17/02			8.25	000003	LAN
101636		01				04/16/02 *	04/17/02			180.00	000003	LAN
101637		06			Y	05/08/02 *	05/09/02			525.00	000003	LAN
101638		09				05/08/02 *	05/09/02			-750.00	000003	LAN
101639		06			Y	05/08/02 *	05/09/02			-450.00	000003	LAN
101640		01				05/08/02 *	05/09/02			-300.00	000003	LAN
101641		01				05/08/02 *	05/09/02			150.00	000003	LAN
101994		05			H	01/27/03 *	01/28/03			300.00	000003	LAN

Figure 2-94: Sales Order Inquiry for Written By Screen

The following table lists the function buttons on the Sales Order Inquiry for Written By screen.

Press	To	Comments
F2	Close this screen.	
F5	Review the order.	
F6	Enter order number and go directly to the review screen for the order.	
F7	Open the Open Release Inquiry screen.	
F8	Open the Order Log Inquiry screen for that order.	Refer to Section 2.6.1 on page 2-74.
F9	Identify a place on the screen that you want to jump to.	Valid codes are order number, page number, line number, B (bottom), or T (top).

2.6.6 Using Customer Price and Availability Inquiry

Customer Price and Availability Inquiry (**Order Processing > Inquiries > Customer Price and Availability Inquiry**) allows you to view a product's pricing and availability for a customer. To view the Customer Price and Availability Inquiry:

- 1 Type **/CAI**. The Customer Price/Availability Inquiry screen appears.
- 2 Enter a *Customer Number* or keyword or press **F3** to search for the customer and press **ENTER**.
- 3 Enter a *Sell Warehouse* or press **F3** to search for one and press **ENTER**.
- 4 Enter a *Product# / Description* or press **F3** to search for one and press **ENTER**.

Price information for the customer and product appear. An example is shown below. The example shows a product with price columns. If a product has quantity breaks, they appear.

The screenshot shows the following data on the screen:

Product# / Description	Whse	Available
KLE 600-12 HD SQ SHK SCREWDRIVER 12"	10	15

Retail	Price 1	Price 2	Price 3	Price 4	Price 5
14.0000	13.3000	12.6000	11.9000	11.2000	10.5000

Quantity U/M	Gross Price	Disc%	Net Price	Weight Extension Src	Cost
EA	13.3000	0.00	13.3000	13.30 P1	7.000 47%

Buttons at the bottom: F2-Einish, F5-Whse Avail, F6-Qty Break, F7-Price Matrix, F8-Ret Prc Mat

Figure 2-95: Customer Price/Availability Inquiry Screen

The following table lists the function buttons on the Customer Price/Availability Inquiry screen.

Press	To	Comments
F2	Close this screen.	
F5	Open the Warehouse Availability screen.	Shows product availability in other warehouses.
F6	View quantity break information, if available.	
F7	View price matrices for the product, if available.	Src will be M<#> or C<#> (e.g., M1, C3).
F8	View retail price matrix records.	

2.6.7 Using Customer Sales History Inquiry

The Customer Sales History Inquiry (**Order Processing > Inquiries > Customer Sales History Inquiry**) shows invoiced orders by product for a customer. To view this inquiry:

- 1 Type **/CSHI**. The Customer Sales History Inquiry screen appears.
- 2 Enter a *Customer Number* or keyword or press **F3** to search for the customer and press **ENTER**.
- 3 Specify a date range in *Beg Date* and *End Date* if necessary.

Invoiced orders for that customer appear. An example is shown below.

Order#	Invoice#	Ord-Date	Inv-Date	Sell	Ship	Product Number	Description	Qty-Ord	Qty-Shp	Net Price	Comm-Cost
101918		10/01/02		10		MKM RENTAL1		1		1000.0000	
100540		11/18/02		10		RENTAL PRODUCT		1		0.0000	
101915		09/27/02		10		MKM L1		1		22.0000	
100539		11/18/02		10		LAMP BASE SILVER		1		15.0000	
101915		09/27/02		10		MKM L2		1		15.0000	
100539		11/18/02		10		GREEN LAMP SHADE		1		10.0000	
101915		09/27/02		10		MKM L3		1		4.0000	
100539		11/18/02		10		ELETRICAL KIT FOR LAMP		1		1.0000	
101915		09/27/02		10		MKM BOM1		1		53.0000	
100539		11/18/02		10		LAMP BOM		1		29.0000	

Figure 2-96: Customer Sales History Inquiry Screen

The following table lists the function buttons on the Customer Sales History Inquiry screen.

Press	To	Comments
F2	Close this screen.	
F5	Review the order.	
F6	Choose a product, description, and/or product line to report by.	Generates a report that you can view, print, fax, or export.
F7	Select a ship-to.	
F9	Identify a place on the screen that you want to jump to.	Valid codes are order number, page number, line number, B (bottom), or T (top).

2.6.8 Using Customer/Product History Inquiry

The Customer/Product History Inquiry (**Order Processing > Inquiries > Customer/Product History Inquiry**) shows invoiced orders for a customer and product combination, including quantities and prices. To view this inquiry:

- 1 Type **/CPHI**. The Customer/Product History Inquiry screen appears.
- 2 Enter a *Customer Number* or keyword or press **F3** to search for the customer and press **ENTER**.
- 3 Enter a *Product Number* or keyword or press **F3** to search for the product and press **ENTER**.

Invoiced orders for that customer and product combinations appear. An example is shown below.

Order#	N	Invoice#	Whse	Ord-Date	Qty-Ord	Qty-Shp	Shp-Date	C	Net Price
101914		100538	10	09/27/02	2	2	09/27/02	K	498.0000
101701		100513	10	09/16/02	2	2	09/27/02		20.0000
101701		100513	10	09/16/02	1	1	09/27/02		20.0000
101704		100508	10	09/16/02	2	2	09/18/02		20.0000
101699-1		100506	10	09/18/02	-2	-2	09/18/02		20.0000
101699		100505	10	09/16/02	2	2	09/18/02		20.0000

Figure 2-97: Customer/Product History Inquiry Screen

The following table lists the function buttons on the Customer/Product History Inquiry screen.

Press	To	Comments
F2	Close this screen.	
F5	Review the order.	
F7	Open the Last Price Paid Inquiry screen.	
F9	Identify a place on the screen that you want to jump to.	Valid codes are order number, page number, line number, B (bottom), or T (top).

2.6.9 Using Product Sales History Inquiry - Selling Warehouse Inquiry

The Product Sales History Inquiry - Selling Warehouse Inquiry (**Order Processing > Inquiries > Product Sales Hist Inq-Sell Whse**) shows invoiced orders for a product sold from a selling warehouse, including quantities and prices. To view this inquiry:

- 1 Type **/PSHI**. The Product Sales History Inquiry - Selling Warehouse screen appears.
- 2 Enter a *Product Number* or keyword or press **F3** to search for the product and press **ENTER**.
- 3 Enter a *Warehouse* or press **F3** to search for the warehouse and press **ENTER**.

Invoiced orders for that product sold from that warehouse appear. An example is shown below.

Order#/Cust	N	Invoice#	Ord-Date	Qty-Ord U/M	Qty-Shp	Shp-Date	C	Net Price
101700		100507	09/16/02	1 EA	1	09/18/02		4.5000
100032		MARY'S HOME IMPROVEMENT WAREHOUSE						
100283		100095	11/08/99	2 EA	2	11/08/99		4.5000
001000		A-1 MAINTENANCE SERVICE						
100175		100056	10/23/97	4 EA	4	10/23/97		4.5000
100012		Strickland Enterprises						
100172		100055	09/17/97	3 EA	3	09/17/97		4.5000
100012		Strickland Enterprises						
100143		100051	06/11/97	158 EA	158	06/11/97		4.0500
000100		PUMPS SERVICE AND SUPPLY						
100134		100050	06/11/97	15 EA	15	06/11/97		4.1625
000100		PUMPS SERVICE AND SUPPLY						

Figure 2-98: Product Sales History Inquiry - Selling Warehouse Screen



You can also use the Product Sales History Inquiry - Shipping Warehouse (**/PSWI**) to view the same data for a shipping warehouse.

The following table lists the function buttons on the Product Sales History Inquiry - Selling Warehouse screen.

Press	To	Comments
F2	Close this screen.	
F5	Review the order.	
F9	Identify a place on the screen that you want to jump to.	Valid codes are order number, page number, line number, B (bottom), or T (top).

2.6.10 Using Order Pad Inquiry

The Order Pad Inquiry (**Order Processing > Inquiries > Order Pad Inquiry**) allows you to view items that match a description purchased by a customer from a warehouse if your company settings track this information. To use the Order Pad Inquiry:

- 1 Choose one of the following:
 - Type **/OPI** and select a customer and warehouse.
 - In the Quote Order Entry or Sales Order Entry screen, press **F8** (refer to Section 2.1.3 on page 2-17). The customer and warehouse are pulled from the sales order.

The Order Pad Inquiry screen appears.

- 2 In *Description To Search*, enter any complete or partial keywords that you want to search for.
- 3 Enter a contact name in *Purch Contact*, if necessary.
- 4 For *Sales or Prod Sort*, select a sort method (press **F3** to search).

A list of products that match the description and contact (if one was entered) appears. An example is shown below.

Ln#	Product Number	Last Qty	Avg Sls	Avail	U/M	Quantity	Price
1	MKM BOM1 LAMP BOM	1 11/18/02	0	0.1	EA		0.0000
2	MKM L1 LAMP BASE SILVER	1 11/18/02	18	0.1	EA		22.0000
3	MKM L2 GREEN LAMP SHADE	1 11/18/02	18	0.1	EA		15.0000
4	MKM L3 ELETRICAL KIT FOR LAMP	1 11/18/02	13	0.1	EA		4.0000

Figure 2-99: Order Pad Inquiry Screen



If you opened this screen from Quote Order Entry or Sales Order Entry, enter a *Quantity* to add the line item to the order.

The following table lists the function buttons on the Order Pad Inquiry screen.

Press	To	Comments
F2	Close this screen.	
F5	Open the Customer/Product History Inquiry screen for the product selected.	Refer to Section 2.6.8 on page 2-85.
F9	Identify a place on the screen that you want to jump to.	Valid codes are product number, page number, line number, B (bottom), or T (top).

2.6.11 Using Universal Inquiry

Universal Inquiry (**Order Processing > Inquiries > Universal Inquiry**) allows you to view open and invoiced sales orders for a customer if your company tracks this information. To view the Universal Inquiry:

- 1 Type **/UI**. The Universal Inquiry screen appears.

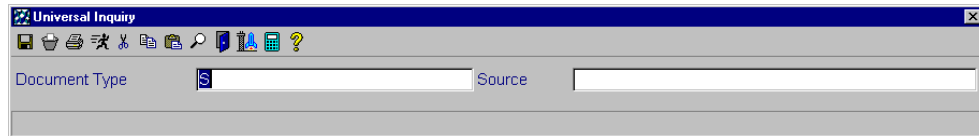


Figure 2-100: Universal Inquiry Screen

- 2 Enter a *Document Type* and *Source* or press **F3** to search and press **ENTER**. *Document Type* and *Source* options are shown in the table below.

<i>Document Type</i> and Description	Example <i>Source</i> Criteria
S - Sales orders/quotes	Orders or combinations of open and/or historical quotes, sales orders, and/or crib orders.
P - Purchase orders	P/Os, open P/Os, historical P/Os.
W - Work orders	Orders or combinations of open and/or historical work orders and/or quotes.

The Lookup screen appears. The screen varies depending on which *Document Type* you choose.

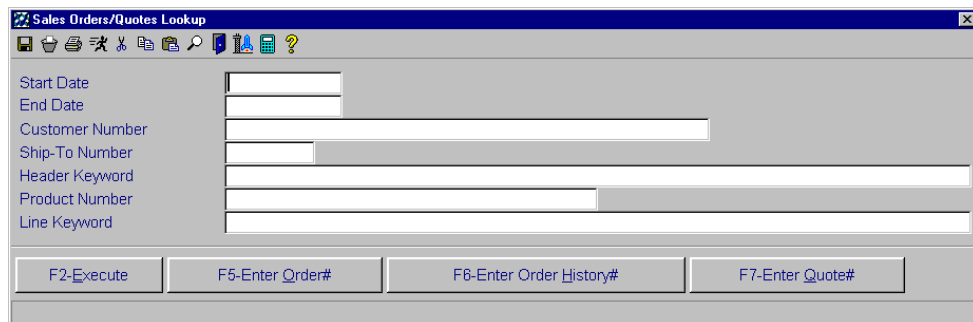


Figure 2-101: Sales Orders/Quotes Lookup Screen

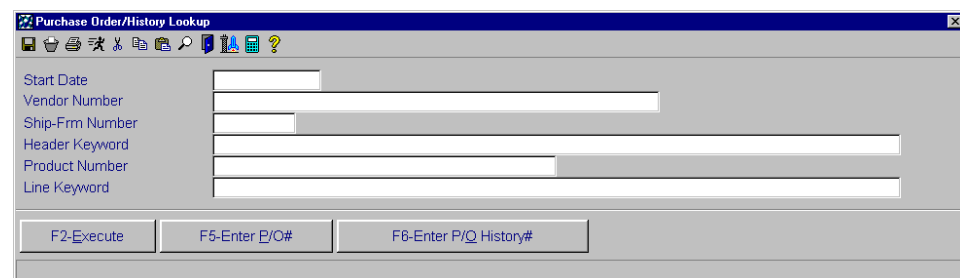


Figure 2-102: Purchase Order/History Lookup Screen

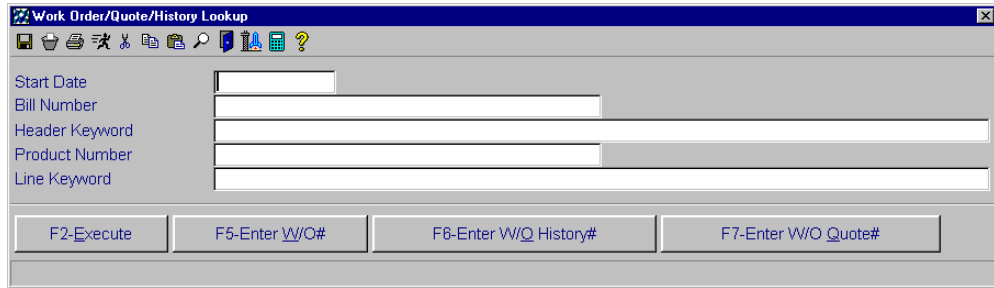


Figure 2-103: Work Order/Quote/History Lookup Screen



For each of these screens, press **F5**, **F6**, or **F7** (if available) to enter a document number and go directly to a review screen for the document. *Header Keyword* is based on a company setting. If you do not know what your company's *Header Keyword* is, see your System Administrator.

- 3 Enter search criteria and press **F2**. An example of the results is shown below.

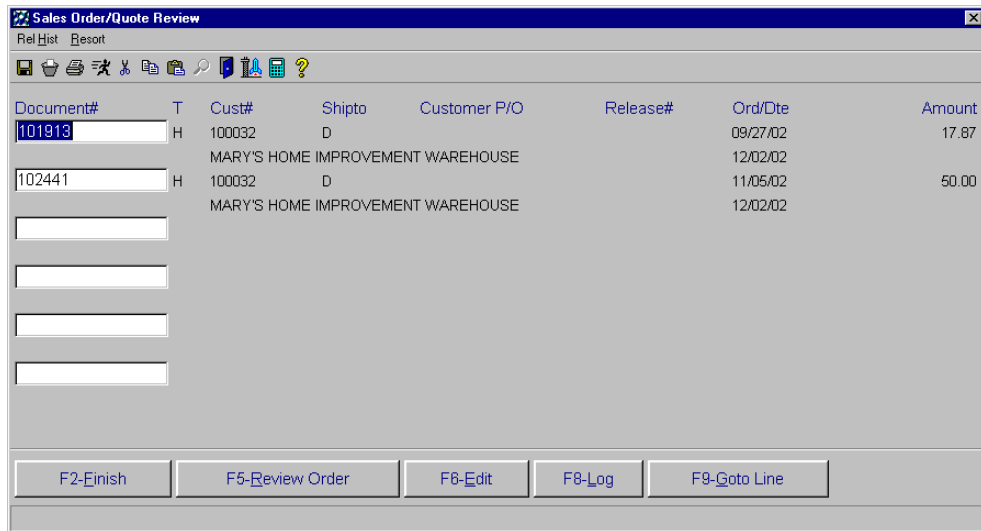


Figure 2-104: Universal Inquiry Sample Results Screen

The following table lists the function buttons on the results screen.

Press	To	Comments
F2	Close this screen.	
F5	Review the order.	
F6	Edit the order.	
F8	View the Order Log Inquiry screen.	Refer to Section 2.6.1 on page 2-74.
F9	Identify a place on the screen that you want to jump to.	Valid codes are document number, page number, line number, B (bottom), or T (top).

2.6.12 Using Universal Order Inquiry

The Universal Order Inquiry (**Order Processing > Inquiries > Universal Order Inquiry**) allows you to enter an order number and view log information, open orders, invoiced orders, and/or releases. To use the Universal Order Inquiry:

- 1 Type **/UOI**. The Universal Order Inquiry screen appears.

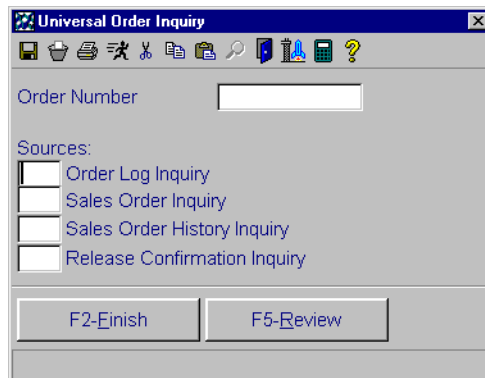


Figure 2-105: Universal Order Inquiry Screen

- 2 Enter an *Order Number* or press **F3** to search for an order.
- 3 Put your cursor in a blank field next to one of the sources listed below and press **F5** to see if any information exists:
 - *Order Log Inquiry* - press **F5** to view the Order Log Inquiry screen for that order (refer to Section 2.6.1 on page 2-74).
 - *Sales Order Inquiry* - press **F5** to view the Sales Order Inquiry screen for the customer (refer to Section 2.6.2 on page 2-76). If the order you entered in *Order Number* is not open, a dialog box appears with the message *Open Sales Order Does Not Exist!*
 - *Sales Order History Inquiry* - press **F5** to view the Sales Order History Inquiry screen for the customer (refer to Section 2.6.2 on page 2-76). If the order you entered in *Order Number* is not invoiced, a dialog box appears with the message *Sales Order Does Not Exist In History!*
 - *Release Confirmation Inquiry* - press **F5** to view the Open Release Inquiry screen for the order. The screen shows open releases for the order. If the order you entered in *Order Number* is not open, a dialog box appears with the message *Open Sales Order Does Not Exist! or No Releases Exist For This Order!*
- 4 Press **F2** to close the screen.

2.7 Reporting Information About Orders

ADS provides many ways to report information about a customer, product, or order. Use a report when you want to do one of the following with the data:

- Print.
- Fax (refer to Section 1.9.6 on page 1-29).
- Email (refer to Section 1.9.5 on page 1-28).
- View on your screen.
- Export to HTML.
- Export to Microsoft® Excel.



Not all of these options are available for every report. For more information on the General Report Interface and output options, refer to Section 1.8 on page 1-15.

Order reports are available under **Order Processing > Reports**. This section details the following commonly used reports:

- Order Sales Order Summary Report (refer to Section 2.7.1 on page 2-92).
- Open Sales Order Detail Report (refer to Section 2.7.2 on page 2-94).
- Orders in Process (Picking) Report (refer to Section 2.7.3 on page 2-97).

2.7.1 Open Sales Order Summary Report

To generate the Open Sales Order Summary report, use the following menu path: **Order Processing > Reports > Daily Order Summary Reports > Open Sales Order Summary**. The report shows open sales orders using the following filters:

- Division number.
- Selling warehouse.
- Department number.
- Order date range.
- Customer number.
- Order type.
- Written by.
- Sort by customer, salesrep, or written by (required).

An example of the report is shown on the next page. Column headings are described in the table below.

Column Heading	Description
Cust#	The customer's number in ADS.
Customer Name	The customer's company name.
Order#	The sales order number.
I	Indicates the status of the order's invoice: <ul style="list-style-type: none"> • Y - flagged to be invoiced. • H - on hold.
Cust-P/O#	The customer's P/O number (if entered on the sales order).
Ord-Date	The date the order was created.
Req-Date	The date the customer need the items. An asterisk (*) indicates that the date has passed.
#	The number of backorders after invoicing.
Order-Total	The total price that the customer will pay for the order.
Order-Cost	The total cost of the order.
Gross-Prof	The total gross profit for the order (i.e., Order-Total - Order-Cost).
GP%	The gross profit percent (i.e., [Gross-Prof/Order-Total] * 100).

Development Company
 Open Sales Order Summary Report As Of 10:32:48 On 01/30/03
 CUST.NUM = "000111" [Sort By Cust, W/B, Slsn = "C"]
 Warehouse DALLAS STORE

User Id MKM Page 1

Cust #	Customer Name	Order#	I	Cust-P/O#	Ord-Date	Req-Date	#	Order-Total	Order-Cost	Gross-Prof	GP%
000111	Birdog and Catfish	102005			01/28/03	01/29/03		1986.00	800.00	1186.00	59.72
000111	Birdog and Catfish	102006	Y		01/28/03	01/29/03		68.00	30.00	38.00	55.88
000111	Birdog and Catfish	102007	Y		01/28/03	01/29/03		153.00	60.00	93.00	60.78
000111	Birdog and Catfish	102024	Y		01/29/03	01/30/03		25.00	13.00	12.00	48.00
000111	Birdog and Catfish	102027	Y		01/29/03	01/30/03		25.00	13.00	12.00	48.00
000111	Birdog and Catfish	102028	Y		01/29/03	01/30/03		139.00	70.02	68.98	49.63
000111	Birdog and Catfish	102030	Y		01/29/03	01/30/03		19.86	8.00	11.86	59.72
000111	Birdog and Catfish	102032	Y		01/29/03	01/30/03		25.00	13.00	12.00	48.00
000111	Birdog and Catfish	102033	Y		01/29/03	01/30/03		139.00	70.02	68.98	49.63
000111	Birdog and Catfish	102034	Y		01/29/03	01/30/03		19.86	8.00	11.86	59.72
000111	Birdog and Catfish	102037	Y		01/29/03	01/30/03		25.00	13.00	12.00	48.00
***Totals For Customer Birdog and Catfish								1580.93	449.99	1130.94	71.54
Totals For Warehouse: DALLAS STORE								1580.93	449.99	1130.94	71.54
000111	Birdog and Catfish	300016			11/09/99	11/10/99		39.72	16.00	23.72	59.72
000111	Birdog and Catfish	300017	H		11/10/99	11/11/99		6951.00	2800.00	4151.00	59.72
000111	Birdog and Catfish	300057			08/09/01	08/10/01		19.92	8.00	11.92	59.84
000111	Birdog and Catfish	300062			01/27/03	01/28/03		44.83	16.00	28.83	64.31
000111	Birdog and Catfish	300064			01/28/03	01/29/03		39.72	16.00	23.72	59.72
000111	Birdog and Catfish	300067			01/28/03	01/29/03		-19.86	-8.00	-11.86	59.72
000111	Birdog and Catfish	300068			01/28/03	01/29/03		19.86	8.00	11.86	59.72
000111	Birdog and Catfish	300069			01/28/03	01/29/03		19.86	8.00	11.86	59.72
000111	Birdog and Catfish	300071			01/28/03	01/29/03		19.86	8.00	11.86	59.72
000111	Birdog and Catfish	300075			01/28/03	01/29/03		0.00	0.00	0.00	0.00
000111	Birdog and Catfish	300078			01/28/03	01/29/03		0.00	0.00	0.00	0.00
000111	Birdog and Catfish	300012			11/08/99	11/03/99		19.86	8.00	11.86	59.72
000111	Birdog and Catfish	300014			11/09/99	11/10/99		25.00	5.00	20.00	80.00
000111	Birdog and Catfish	300015			11/09/99	11/10/99		19.86	8.00	11.86	59.72
000111	Birdog and Catfish	300043			11/18/99	11/19/99		354.72	181.00	173.72	48.97
000111	Birdog and Catfish	300052			11/22/99	11/23/99		19.86	8.00	11.86	59.72
***Totals For Customer Birdog and Catfish								7574.21	3082.00	4492.21	59.31
Totals For Warehouse: Denver Branch								7574.21	3082.00	4492.21	59.31
Total All Warehouses								9155.14	3531.99	5623.15	61.42

2.7.2 Open Sales Order Detail Report

To generate the Open Sales Order Detail report, use the following menu path: **Order Processing > Reports > Daily Order Detail Reports > Open Sales Order Detail**. The report shows open sales orders and their line items using the following filters:

- Division number.
- Warehouse number.
- Department number.
- Customer number.
- Salesrep number.
- Written by.
- Order type.
- Required date range.
- Sort by customer, salesrep, or written by (required).

Column headings are described in the table below. An example of the report is shown on the next page.

Column Heading	Description
Cust#	The customer's number in ADS. The customer description appears below the Cust#.
OT	The order type (refer to Section 2.1.1 on page 2-3).
Slsr	The sales representative.
Ord-Date	The date on which the order was created.
Order#	The sales order number.
I	Indicates the status of the order's invoice: <ul style="list-style-type: none"> • Y - flagged to be invoiced. • H - on hold.
Product Number	The product number for the line item.
Description	The description of the line item.
Req-Date	The data that the customer requires the line item. An asterisk (*) indicates that the date has passed.
C	Indicates if the line item is part of a kit: <ul style="list-style-type: none"> • K - kit parent. • C - kit component.
S	Indicates the line item's supply code (if one appears on the sales order): <ul style="list-style-type: none"> • B - Purchase order. • E - Emergency purchase order. • D - Direct ship purchase order. • R - Emergency stock transfer. • T - Stock transfer. • W - Work order.
Qty-Opn	The quantity that must be shipped to the customer.
U/M	The line item's unit of measure.
Price/Ext.	The first line is the price per unit of measure. The line below is the total extension for the quantity ordered. For example, if a customer orders 3 of an item that costs \$25.00, the extension is \$75.00.

Development Company
 Open Sales Order Detail Report As Of 17:10:01 On 02/21/03
 SEL.WHSE = "10" AND CUST.NUM = "000111" AND REQ.DATE >= "01/30/03" AND REQ.DATE <= "01/30/03" [Sort By Cust,Salesrep, WB = "C"]

User Id MKM Page 1

Cust#	OT	Slsr	Ord-Date	Order#	I	Product Number	Description	Req-Date	C	S	Qty-Opn	U/M	Price/Ext.
000111	09	CDS	01/29/03	102020		WIL 144-001	Wilson White Golf Shoes	*01/30/03			-1	EA	59.9900
						HPL							-59.99
						WIL 144-100	Wilson Prostaff Golf Bag	*01/30/03			-1	EA	219.9900
													-219.99
						WIL 144-115	Wilson Prostaff Mallet Putte	*01/30/03			-1	EA	24.9500
													-24.95
						WIL 144-116	Wilson Augusta Classic Putte	*01/30/03			-1	EA	19.9500
													-19.95
						WIL 144-130	Wilson Irons 2-PW	*01/30/03			-1	EA	299.9900
													-299.99
						WIL 144-140	Wilson Prostaff 1 Wood	*01/30/03			-1	EA	149.9900
													-149.99
						WIL 144-141	Wilson Prostaff 3 Wood	*01/30/03			-1	EA	139.9900
													-139.99
						WIL 144-142	Wilson Prostaff 5 Wood	*01/30/03			-1	EA	119.9900
													-119.99
						WIL 144-351	Wilson Ultra Flex Golf Glove	*01/30/03			-1	EA	8.9500
													-8.95
	06			102024		JNJ 1234-56	HPI NON-STERILE LATEX SURGEO	*01/30/03			1	BOX	25.0000
						CDS	GLOVES SIZE 7-1/2						25.00
				102027		JNJ 1234-56	HPI NON-STERILE LATEX SURGEO	*01/30/03			1	BOX	25.0000
							GLOVES SIZE 7-1/2						25.00
				102030		S45-0737B	Pet Pillow	*01/30/03			1	EA	19.8600
							24" x 30" Blue						19.86
				102032		JNJ 1234-56	HPI NON-STERILE LATEX SURGEO	*01/30/03			1	BOX	25.0000
							GLOVES SIZE 7-1/2						25.00
				102033		JNJ 1234-56	HPI NON-STERILE LATEX SURGEO	*01/30/03			1	BOX	25.0000
							GLOVES SIZE 7-1/2						25.00
						JNJ 1234-57	HPI STERILE LATEX SURGEONS	*01/30/03			1	BOX	38.0000
							GLOVES SIZE 6-1/2						38.00
						JNJ 1234-58	HPI STERILE LATEX SURGEONS	*01/30/03			1	BOX	38.0000
							GLOVES SIZE 7						38.00
						JNJ 1234-59	HPI STERILE LATEX SURGEONS	*01/30/03			1	BOX	38.0000
							GLOVES SIZE 7-1/2						38.00
				102034		S45-0737B	Pet Pillow	*01/30/03			1	EA	19.8600
							24" x 30" Blue						19.86
				102037		JNJ 1234-56	HPI NON-STERILE LATEX SURGEO	*01/30/03			1	BOX	25.0000
							GLOVES SIZE 7-1/2						25.00
						Total for	Birdog and Catfish						-765.07
													-765.07

2.7.3 Orders in Process Report

To generate the Orders in Process report, use the following menu path: **Order Processing > Reports > Daily Order Detail Reports > Orders In Process (Picking)**. The report shows open sales orders using the following filters:

- Division number.
- Warehouse number.
- Department number.
- Customer number.
- Salesrep #1.
- Ship via class.
- Print date range.
- Processed flag:
 - **Y**: list processed releases.
 - **N**: list unprocessed releases.
 - **H**: list orders on hold.

Column headings are described in the table below. An example of the report is shown on the next page.

Column Heading	Description
Release#	The release number of the pick ticket (refer to Section 2.3 on page 2-59).
I	Indicates the status of the order's invoice: <ul style="list-style-type: none"> • Y - flagged to be invoiced. • H - on hold.
Ord-Req	The data that the customer requires the order.
Cust#/Name/PO#	First line - the customer's number. Second line - the customer's company description. Third line - the customer's P/O number (if entered on the sales order).
Product Number	The product number for the line item.
Description	The description of the line item.
C	Indicates if the line item is part of a kit: <ul style="list-style-type: none"> • K - kit parent. • C - kit component.
S	Indicates the line item's supply code (if one appears on the sales order): <ul style="list-style-type: none"> • B - Purchase order. • E - Emergency purchase order. • D - Direct ship purchase order. • R - Emergency stock transfer. • T - Stock transfer. • W - Work order.
Dt/Tm	The first line is the date on which the pick ticket was generated. The second line is the time when the pick ticket was generated. Refer to Section 2.2 on page 2-57.
Qty-Pck	The quantity that is to be picked.
U/M	The line item's unit of measure.
Price/Ext.	The first line is the price per unit of measure. The line below is the total extension for the quantity ordered. For example, if a customer orders 3 of an item that costs \$25.00, the extension is \$75.00.

Development Company
 Orders In Process (Picking) Report As Of 10:19:42 On 01/30/03
 CUST.NUM = "000111"
 Warehouse: DALLAS STORE

User Id MKM Page 1

Release#	I	Ord-Req	Cust#/Name/PO#	Product Number	Description	C	S	Dt/Tm	Qty-Pck	U/M	Price/Ext.
102005-1		01/28/03	000111	S45-0737B	Pet Pillow			01/28	100	EA	19.8600
		01/29/03	Birdog and Catfish		24" x 30" Blue			10:24			1986.00
102024-1	Y	01/29/03	000111	JNJ 1234-56	HPI NON-STERILE LATEX S			01/29	1	BOX	25.0000
		01/30/03	Birdog and Catfish		GLOVES SIZE 7-1/2			15:56			25.00
102027-1	Y	01/29/03	000111	JNJ 1234-56	HPI NON-STERILE LATEX S			01/29	1	BOX	25.0000
		01/30/03	Birdog and Catfish		GLOVES SIZE 7-1/2			16:28			25.00
102030-1	Y	01/29/03	000111	S45-0737B	Pet Pillow			01/29	1	EA	19.8600
		01/30/03	Birdog and Catfish		24" x 30" Blue			16:37			19.86
102032-1	Y	01/29/03	000111	JNJ 1234-56	HPI NON-STERILE LATEX S			01/29	1	BOX	25.0000
		01/30/03	Birdog and Catfish		GLOVES SIZE 7-1/2			16:41			25.00
102033-1	Y	01/29/03	000111	JNJ 1234-59	HPI STERILE LATEX SURGE			01/29	1	BOX	38.0000
		01/30/03	Birdog and Catfish		GLOVES SIZE 7-1/2			16:41			38.00
				JNJ 1234-56	HPI NON-STERILE LATEX S			01/29	1	BOX	25.0000
					GLOVES SIZE 7-1/2			16:41			25.00
				JNJ 1234-57	HPI STERILE LATEX SURGE			01/29	1	BOX	38.0000
					GLOVES SIZE 6-1/2			16:41			38.00
				JNJ 1234-58	HPI STERILE LATEX SURGE			01/29	1	BOX	38.0000
					GLOVES SIZE 7			16:41			38.00

											139.00
102034-1	Y	01/29/03	000111	S45-0737B	Pet Pillow			01/29	1	EA	19.8600
		01/30/03	Birdog and Catfish		24" x 30" Blue			16:47			19.86
102037-1	Y	01/29/03	000111	JNJ 1234-56	HPI NON-STERILE LATEX S			01/29	1	BOX	25.0000
		01/30/03	Birdog and Catfish		GLOVES SIZE 7-1/2			16:53			25.00
300043-1		11/18/99	000111	JNJ 1234-56	HPI NON-STERILE LATEX S			12/29	12	BOX	25.0000
		11/19/99	Birdog and Catfish		GLOVES SIZE 7-1/2			14:20			300.00

											=====
											2564.72
Totals For DALLAS STORE											



Appendix A Slash Commands


.....

A.1 General Slash Commands

/P	Prints screen
/R	Refreshes screen
/R, #	Refreshes # of screens back (e.g., /R, 1 refreshes one screen back)
/M	Refreshes messages display
/MS	Displays slash command for selected menu item
/TIME	Displays current time
/CALC	Displays calculator
/DATE	Displays calendar
/WHO	Displays user, port number, and account of user logged on
/KEYS	Lists edit keys
/HELP	Displays help menu
/LEVEL	Shows how many and what levels you have slashed into

A.2 Common Slash Commands by Module

Entry & Printing		Inquiry	
Order Processing			
/QQE	Quick Quote Entry	/QOI	Quote Order Inquiry
/QOE	Quote Order Entry	/QOHI	Quote Order History Inquiry
/QOP	Quote Order Printing	/SOI	Sales Order Inquiry
/SOE	Sales Order Entry	/SOHI	Sales Order History Inquiry
/PTP	Pick Ticket Printing (F5 reprint)	/OLI	Order Log Inquiry
/RGE	RGA Entry	/VOI	Suspended Order Inquiry
/PRINT.RGA	RGA Printing	/UI	Universal Inquiry
/RCE	Release Confirmation Entry	/CAI	Customer Price & Availability
/IP	Invoice Printing (F5 reprint)	/CPHI	Customer Product History Inquiry
/IR	Invoice Reprint	/CSHI	Customer Sales History Inquiry
		/CI	Customer Inquiry
Purchasing / Inventory			
/POE	Purchase Order Entry	/II	Inventory Inquiry
/POP	Purchase Order Printing	/POI	Purchase Order Inquiry
/SRE	Stock Receipts Entry	/POHI	Purchase Order History Inquiry
/TE	Transfer Entry	/PLI	Purchase Log Inquiry
/TPTP	Transfer Printing	/TAI	Transaction Audit Inquiry
/TSE	Transfer Shipment Entry	/PRI	Product Receipts Inquiry
/TRE	Transfer Receipt Entry	/PWA	Product Warehouse Availability
/VCRE	Vendor Claims Entry	/PBI	Product Bin Inquiry
/VCP	Vendor Claims Printing	/BOHI	Bin Onhand Inquiry
/VCU	Vendor Claims Updating	/PI	Product Inquiry
		/PWI	Product Warehouse Inquiry
		/TI	Transfer Inquiry
		/THI	Transfer History Inquiry
		/PBOI	Product Backorder Inquiry
Work Orders			
/WOE	Work Order Entry	/WOI	Work Order Inquiry
/WOP	Work Order Printing	/WORI	Work Order Release Inquiry
/WOIE	Work Order Issue Entry	/WLI	Work Order Log Inquiry
/WOC	Work Order Completion	/WOHI	Work Order History Inquiry
		/BOMI	Bill of Material Inquiry
		/BMCI	Bill of Material Costed Inquiry
Accounts Payable			
/VIRE	APPO Vendor Invoice Entry	/API	Accounts Payable Inquiry
/VCR	Vendor Claims Invoice Entry	/VII	Vendor Invoice Inquiry
/APIE	Manual Invoice Entry	/VIHI	Vendor Invoice History Inquiry
/APPS	Payment Selection/Check Print	/POII	P/O Invoice Inquiry
		/APCI	A/P Check Inquiry
		/VI	Vendor Inquiry
Accounts Receivable			
/CRE	Cash Receipts Entry	/ARI	Accounts Receivable Inquiry
/CSP	Customer Statement Printing	/OII	Open Invoice Inquiry
/CCSE	Credit Collect Schedule Entry	/IDI	Invoice Detail Inquiry
/CM	Customer Maintenance	/CI	Customer Inquiry



Appendix B Glossary

.....

A/P terms

See payment terms.

A/R terms

See payment terms.

accessory

An optional addition to a line item for a product.

acknowledgement

A document that prints after a sales order is entered (not suspended). The acknowledgement lists the line items on the sales order and a total for the sales order.

action bar

The action bar is a menu bar at the top of some screens. If ADS is in character mode, press F10 to view action bar options (if F10 is available). If ADS is in GUI mode, the action bar is visible if options are available.

admin invoice hold

Orders on admin invoice hold can be picked and shipped, but they cannot be invoiced. An Admin Invoice Manager must release the hold before it can be invoiced.

admin order hold

Pick tickets are not generated for orders on admin order hold. An Admin Order Manager must release the hold before a pick ticket can be printed.

available

Available inventory is stock that is not committed to a transaction (e.g., sales order, transfer, work order, vendor claim).

B/O

See backorder

backorder

If a product is not available in a warehouse for picking, it is backordered. Backordered products may be brought into the warehouse via transfers, purchase orders, or work orders.

batch printing

Many of the documents in ADS can be printed by batch or printed continuously. If a document is set to batch print, the documents wait in a queue until a process is run to print the documents. For example, if pick tickets are set to batch print, the Pick Ticket Printing process must be run for the pick tickets to print.

bill of lading

A bill of lading is a document that lists all of the products in a shipment. A bill of lading is typically used by third-party carriers (e.g., to identify any hazardous products).

bill of materials

A bill of materials (BOM) is a combination of products that are used to build a finished good using the Work Order module.

BOM

See bill of materials.

branch hold

Pick tickets are not generated for transfers and sales orders on branch hold. A Branch Manager must release the hold before a pick ticket can be printed.

buyer

The user responsible for purchasing products from a vendor (established in Vendor Line Maintenance).

character

ADS can be viewed in either character or GUI mode. Character mode is text-based. You navigate through the system using the keyboard.

charge back

A deduction that a customer makes on an invoice when paying that is not allowed.

committed

Committed inventory is stock that is allocated to a transaction. Committed inventory is part of onhand inventory, but is not part of available inventory.

continuous printing

Many of the documents in ADS can be printed by batch or printed continuously. If a document is set to print continuously, open documents print as soon as all criteria are met. A separate process does not have to be run.

customer statement

A document that lists open A/R invoices for a customer.

credit hold

Pick tickets are not generated for orders on credit hold. A Credit Manager must release the hold before a pick ticket can be printed or products can be purchased.

credit memo

A transaction that lists products that a customer is returning. The value of the returned goods, less any fees, is credited to the customer's account.

daily processing

Similar to nightly processing, but allows you to specify whether to evaluate P/Os, transfers, and W/Os. You specify which vendors to process.

debit memo

A transaction that records an amount owed to you by your vendor.

direct ship

When a product is shipped directly from your vendor to your customer.

forecast

An estimation of future demand based on previous usage, seasonality, and trend.

function buttons

The F keys at the top of the keyboard that correspond to the buttons at the bottom of the screen.

GRIM

General Report Interface Maintenance. Most reports in ADS use this interface. The interface allows you to edit the report parameters, save your parameters to be used later, and schedule the report.

GUI

Graphical User Interface. ADS can be viewed in either character or GUI mode. GUI mode is windows-based. You navigate through the system using the mouse or keyboard. GUI mode also displays toolbars that are not available in character.

invoice

A document that shows line items and prices that are being billed or shipped. Invoicing moves an order from open to history.

kit parent

A product that represents multiple components that will be sold together.

lead time

The time required to receive a product beginning from replenishment request (e.g., work order, transfer, purchase order)

line item

A product entered on a transaction.

lost sale

A product that you did not sell, but could have sold if conditions had been right (e.g., enough quantity in stock, shorter delivery time). Products recorded as lost sales can be used to calculate the forecast.

lot billing

Changing the total price of an order at the order level, not the line level. Prices are not shown at the line level on the invoice, quote, and/or acknowledgement.

negative receiver

A receiver entered to correct an over-receipt of stock or receipt of an incorrect item. For example, you record that you received 10 units of a product, but you only received 8. You must enter a negative receiver to deduct the two that were received in error.

nightly processing

A process, typically run at the end of the day, during which ADS reviews open purchase orders, sales orders, work orders, and transfers to calculate a net available inventory for each product. If buying conditions are met based on the purchasing method used, ADS creates a recommended purchase order, direct purchase order, work order, or transfer depending on the product's replenishment method.

onhand

The total quantity of a product in a warehouse.

P/O

See purchase order.

packing list

A document that ships with the products and lists each product on the order.

payment terms

Specifies early-pay discount percent, due dates, and other payment information. Established for A/R and A/P.

pick ticket

A document that lists items that are committed to an order or transfer and are available in the warehouse. These items will be taken from the shelves and either placed in a staging area or shipped to the customer or warehouse. Multiple pick tickets may be generated for an order or transfer. See release.

primary vendor

The vendor from which a product is usually purchased. Primary vendors are established for a product/warehouse combination or in Company Vendor Cost Maintenance. If a primary vendor is established, that vendor will be used for recommended purchase orders created during nightly processing and daily processing.

product line

Every product must be associated with a product line. The product line is used to specify freight allocation, seasonality, forecast formulas, and override G/L accounts. Product lines can also be used to create special pricing in Price Matrix Maintenance. Used in Sales Analysis.

purchase order

A transaction that lists products that you are purchasing from a vendor.

quote

A transaction that lists products that a customer wants to purchase. Inventory is not committed to a quote. The quote lists prices that are valid until the quote's expiration day. An entire quote or line items from a quote can be converted to a sales order.

receiver

A transaction that records stock that was received. You can create multiple receivers against a P/O, one for each time stock was received against a P/O. Each receiver is noted with a -<#>. For example, the first receiver for P/O 123456 is 123456-1. The second receiver is 123456-2.

release

A transaction is generated to tell the user what products to pick. An order can have multiple releases, one for each time products were picked and shipped. Each release is noted with a -<#>. For example, the first release for order 123456 is 123456-1. The second release is 123456-2.

replenishment method

Identifies how the product will be replenished for a product/warehouse combination. Possible replenishment methods are:

- P: purchase - regular purchase order; products are shipped to the branch on the P/O.
- D: direct - central purchase; products are direct shipped from the vendor to each branch.
- T: transfer - from another branch.
- M: manufacture - through work order system.
- O: outplant - through work order system.

review cycle

The frequency with which products in a vendor line are reviewed for replenishment.

returned goods authorization

A transaction that lists products that a customer is returning to your warehouse. You may require that a customer have an RGA (returned goods authorization) to return the products. After the products are returned, credit is given to the customer by turning the RGA into a credit memo.

RGA

See returned goods authorization.

safety stock

The quantity of a product that is kept onhand to meet unanticipated changes in usage or lead time.

sales order

A transaction that records what products a customer ordered.

scheduler

Part of GRIM (general report interface). The scheduler allows you to schedule a report or process to run daily, weekly, monthly, or annually. You can print, email, or fax the report.

slash command

A shortcut to access a process in ADS. For example, to access Sales Order Entry, you can use the menu path **Order Processing > Sales Order Entry**, or you can type its slash command - **/SOE**.

stock transfer

See transfer.

T/R

See transfer.

toolbar

A row of icons at the top of the screen (GUI only).

transaction

A record of an event (e.g., sales order, transfer) in the system.

transfer

A transaction that records products that are shipped from one branch to another.

U/M

See unit of measure.

unit of measure

How a product's quantity is tracked. A product may have different buy, stock, and price units of measure. Examples of units of measure include each, case, pallet, and foot.

vendor claim

A transaction that records products that are being sent back to the vendor or products that were scrapped for which you will receive credit or a replacement product.

vendor line

Groups products to establish target information for purchasing (e.g., minimum order, free freight, discounts). These targets are included in calculation during nightly processing or daily processing. Vendor lines are established for a product/warehouse/vendor combination.

W/O

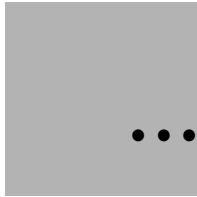
See work order.

warranty inventory

Inventory for which the vendor will send you credit or a replacement. You can place stock in warranty inventory through a credit memo, inventory adjustment, or stock receipts rejection.

work order

A transaction that records BOMs that must be built to create finished goods.



Index

A

Accessories	2-22, 2-25
Accessory Product	
Order Selection Screen	2-25
Acknowledgement Printing Screen	2-53
Acknowledgements	2-53
Action bar	1-12
Additional Check Information Screen	2-46
Additional Credit	
Card Information Screen	2-46
Additional Gift C	
ertificate Information Screen	2-47
Additional Information Screen	2-15
Admin invoice hold	2-51
Admin order hold	2-49
ADS	1-1
Advanced Distribution System	1-1
Alternates	2-22
Assortment Kit	2-29
Auto Reverse Order Screen	2-69
Auto Transfer Generation Screen	2-35
Automatic Purchase	
Order Vendor Screen	2-36

B

Batch print	1-14
Blank line	1-26
BOM	2-22, 2-27
Branch hold	2-51

C

Calculator	1-31
Cash Application Screen	2-46
Comment Description Entry Screen	2-24
Comments	
Entering on a sales order	2-23
Complements	2-22, 2-26
Confirmation	
Consignment Order (08)	2-6, 2-31
Confirmation Order (06)	2-6
Consignment Order (07)	2-6
Consignment Order Detail Screen	2-32
Consignment Types Screen	2-31
Continuous print	1-14
Converting	
EDI	2-10
Prospects	2-10
Quotes	2-33
Cost Prompt Screen	2-36
Credit hold	2-52
Credit Information Screen	2-16
Credit Release Message Screen	2-52
Crib Replenishment Order (18)	2-8
Customer Price and Availability Inquiry	2-83
Customer Sales History Inquiry	2-84
Customer Ship-to Verification Screen	2-11
Customer Verification Screen	2-11
Customer/Product History Inquiry	2-85

D

Dates	1-25
Deleting	
Line items	1-27
Sales orders	2-17
Direct Ship Order (04)	2-5
Display Kit	2-29
Duplicating	
Sales orders	2-10

E

Exploded Kit	2-30
--------------------	------

- F**
Function buttons1-13
- G**
Generate P/Os for Backorder Screen2-42
Generate Stock Transfers Screen2-40
Generating
 Purchase orders from sales orders2-42
 Transfers from sales orders2-40
- H**
Help1-3
Holds2-48
 Admin invoice2-51
 Admin order2-49
 Branch2-51
 Credit2-52
Hot keys1-8
- I**
Icons1-2
Inquiries
 Customer Price and Availability2-83
 Customer Sales History2-84
 Customer/Product History2-85
 Open Order by Written By2-81
 Order Log2-74
 Order Pad2-87
 Product Sales History -
 Selling Warehouse2-86
 Sales Order2-76
 Sales Order History2-78
 Suspended Order2-80
 Universal2-88
 Universal Order2-90
Invoice Preview Report Screen2-63
Invoice Print Prompts Screen2-65
Invoice when Complete Order (12)2-7
Invoices
 Previewing2-63
 Processing2-65
- K**
Kits2-22, 2-28
 Assortment2-29
 Display2-29
 Exploded2-30
 Regular2-29
- L**
Lease Order (11) 2-7
Line Item Detail Screen2-20, 2-56
Line items
 Adding to a sales order 2-19
 Converting quotes 2-33
 Deleting 1-27
 Entering on a sales order 2-17
 Generating purchase orders 2-36
 Generating transfers 2-35
 Replacing 1-27
Location Retrieval Screen 1-30
Logging in 1-4
Logging out 1-6
Lost Sale Reason Code Screen 1-27, 2-68
- M**
Manufacturer Rep Type (17) 2-8
Menus 1-7
- N**
N/S Additional Information Screen 2-34
- O**
Open Order Inquiry by Written By 2-81
Open Sales Order Detail Report 2-94
Open Sales Order Summary Report 2-92
Order Additional Information Screen 2-14
Order Log Inquiry 2-74
Order Pad Inquiry2-17, 2-87
Order Projection (16) 2-8
Order Totals Screen 2-38

- Order Types2-3
 - Confirmation (06)2-6
 - Confirmation Consignment (08)2-6
 - Consignment (07)2-6
 - Crib Replenishment (18)2-8
 - Direct Ship (04)2-5
 - Invoice when Complete (12)2-7
 - Lease (11)2-7
 - Manufacturer Rep (17)2-8
 - Order Projection (16)2-8
 - Over the Counter (05)2-5
 - Regular (01)2-3
 - Repair Order (10)2-7
 - RGA (09)2-7
 - Ship Backorder Complete (13)2-7
 - Ship Complete (02)2-4
 - Ship Line Item Complete (14)2-8
 - Show Order (15)2-8
 - Tag and Hold (03)2-4
- Orders in Process Report2-97
- Over the Counter Order (05)2-5
- P**
- Packing List Print Screen2-61
- Packing lists2-61
- Pick ticket 2-39, 2-57
- Pick Ticket Printing Screen2-57
- Previewing invoices2-63
- Printing1-14
 - Acknowledgements2-53
 - Batch1-14
 - Continuous1-14
 - Packing lists2-61
 - Pick tickets2-57
- Process? Screen2-62
- Processing invoices2-65
- Product Complements Inquiry Screen2-26
- Product Description Screen2-34
- Product notes2-28
- Product Sales History Inquiry -
 - Selling Warehouse2-86
- Product tagging1-22
- Product Tagging Entry Screen1-23
- Purchase Order/History Lookup Screen2-88
- Purchase orders2-28
 - Generating 2-36, 2-42
- Q**
- Quote Line Item Conversion Screen 2-33
- Quotes, Converting line items 2-33
- R**
- Reason for Deletion Screen 2-67
- Regular Kit 2-29
- Regular Order (01) 2-3
- Release Confirmation Entry Screen 2-59
- Release Header Screen 2-59
- Releases 2-59
- Releasing
 - Tag and hold orders 2-55
- Repair Order (10) 2-7
- Reports 1-15
 - Modifying criteria 1-15
 - Modifying selection criteria 1-17
 - Open Sales Order Detail 2-94
 - Open Sales Order Summary 2-92
 - Orders in Process 2-97
 - Saving parameters 1-19
 - Using Saved Parameters 1-20
- Reversing a sales order 2-69
- RGA Order (09) 2-7
- S**
- Sales order
 - Canceling 2-67
 - Completing 2-39
 - Deleting 2-17
 - Entering 2-1
 - Reversing 2-69
 - Saving 2-39
 - Starting 2-9
 - Suspend 2-39
- Sales Order Completion Screen2-44, 2-70
- Sales Order Entry Screen 2-9, 2-17, 2-19
- Sales Order Header Screen 2-13
- Sales Order History Inquiry 2-78
- Sales Order Inquiry 2-76
- Sales Order Kit Entry Screen 2-29
- Sales Orders/Quotes Lookup Screen 2-88
- Screens 1-11
 - Toolbar 1-12
- Searching 1-21
- Ship Backorder Complete Order (13) 2-7
- Ship Complete Order (02) 2-4
- Ship Line Item Complete Order (14) 2-8
- Ship-To Address Screen2-14, 2-15
- Show Order (15) 2-8

Slash command	1-9
Special Order Product	2-34
Submenus	1-8
Substitutes	2-22
Suspended Order Inquiry	2-80
Suspending	
Sales orders	2-39
T	
Tag and Hold Order (03)	2-4, 2-55
Tag and Hold Release Entry Screen	2-55
Tax Jurisdiction Information Screen	2-15
Tax jurisdictions	2-16
Temporary customer maintenance	2-10
Text conventions	1-2
Toolbar	1-10
Totals	2-38
Transfers	2-35, 2-40
U	
Universal Inquiry	2-88
Universal Order Inquiry	2-90
W	
Work order	2-27
Work Order/Quote/History Lookup Screen	2-89