



## Sales Order Processing Enhancements for V4.4

---

### 1. Additional Dates

#### 1.1. Standard Sales Orders

The new and amend sales order programs will be amended to prompt for additional dates against each sales transaction line. The transaction entry screen will be amended to prompt for/display the following dates

- Acknowledged Date

This will be a display only field shown when amending an order item. This date will be automatically updated when the order line first appears on an Order Acknowledgement print.

- Agreed Date

This date uses the existing Item Due Date field. It will be mandatory as it will be used by the standard Sales Performance report.

- Required Date

This date will be optional. There will be no validation or default date.

- Suggested Due Date

This is date the system suggests as the item due date.

The Suggest Due Date, Required Date and Agreed Date will all be amendable from within Amend Order program.

This change will not apply to credit notes or Fast Order Entry.

#### 1.2. Scheduled Sales Orders

The new and amend schedules sales order programs will be amended to display the following new date against each sales transaction line.

- Acknowledged Date

This will be a display only field shown when amending an order item. This date will be automatically updated when the order line first appears on an Order Acknowledgement print.

This new date will be held against the sales order item line and NOT against each drop.

### **1.3. Fast Order Entry, Quotations, EDI etc**

The following programs will be modified to populate the Suggested Due Date with the system date plus the item's lead time when creating any stock or text with price sales order lines. These programs will not be changed to prompt for the new dates.

- Sales Office Order Take On (non scheduled orders only)
- Sales Order Data Take On
- Fast Order Entry
- EDI Sales Order Import
- Advanced Configurator Transfer Quotes to Sales Orders
- Quotations Transfer to Sales Orders
- RMA Credit Notes (Returns System)

Note:

- If the sales order item has no due date the Agreed Date will be defaulted to the system date.

### **1.4. Order Acknowledgement Print**

This report will be amended to update the new Acknowledged Date held against each sales order line. The date will be updated the first time the line itself appears on an acknowledgement print. Subsequent prints/re-prints will not change the Acknowledged Date.

### **1.5. Display Order Status**

This enquiry will be modified to show the new dates.

## 2. Inserting Sales Order Lines

Currently sales order lines are entered in the order in which the customer expects to see the order lines on the printed documents. If a change is required, for example to insert an order line between line 4 and line 5 then both line 5 and all of the subsequent items must be deleted and then re-added to ensure that the required order is kept.

To overcome this problem, the user will be allowed to specify the sequence number of the item details being added. It is recommended that order items be added with sequence numbers increasing by 10 for each new item. Then up to 9 further items can be inserted between two of the original order lines.

### 2.1. New and Amend Order Entry (Standard Sales Orders and Credit Notes only)

When entering a new order line, either from within new or amend order, the user will be prompted to enter the required sequence number. The sequence number must not be zero, can be up to a maximum of 9999 and must not already exist on the order being updated. The default sequence number will always be controlled by the new parameter (see point 2.3).

Note:

- When amending an item the user will not be allowed to amend the sequence number.
- The method of selecting items to delete or amend will not change.
- An 'order line' is taken to mean sales order lines of type stock, text-with-price, and text.
- Default sequence numbers will always start at the increment set up on the parameters. The next order line will default to the next order increment after the last sequence number. For example, if the increment is set to 10 and the last sequence on the order is 16, the next item will default to 20.

If an order line is inserted before an existing order line, on accepting the new item, the program returns to the item browse screen. The items, including the new item, will be displayed on the screen in sequence number order.

All customer facing documents, e.g. invoice print will report sales order line items in sequence number order.

These changes will only affect standard sales order entry/amend and standard credit notes entry/amend.

### 2.2. Sales Order Data Take On, Edi Orders, Converting Quote to Sales Orders etc

All standard sales orders created by the system (this excludes scheduled orders) will have sequence numbers that are automatically calculated as the last sequence number on the order plus the default increment (see point 2.3).

Note:

- The sequence numbers will always start at default increment.

### 2.3. Sales Order Parameters

A new parameter to control the default increment in sequence number will be added to the Options screen. The user will be able to enter a value of between 1 and 10.

For example, entering 10 will default the sequence numbers in new order entry to 10, 20, 30 etc.

## **2.4. Display Order Status**

This enquiry will be modified to show the order line sequence numbers.

## **3. Sales Order Archived Date**

A new date field has been added to the sales order archive file. This date will show when the order was archived.

The archived date for orders archived prior to V4.4 will be left blank.

The SOP Archive Orders enquiry will be modified to show this date.

## 4. Sales Performance Report

This new report will be added to the sales order reports menu. It will compare actual delivery dates against the expected delivery dates. Information will be shown for items delivered on time, items delivered late, outstanding deliveries and over despatched deliveries providing they fall within the specified ranges.

The following selection options will be available:

1. A single account or a range of accounts - the range will automatically default to the first and last account numbers
2. All dates or a specified range of dates

The actual delivery information will be taken from the delivery history file SOR-DEL-HIST-FILE. The expected sales order item delivery information will be taken from the current sales orders and schedule.

The following information will be reported:

Sales Order Number  
Item Number & Description  
Expected Quantity  
Expected Delivery Date  
Actual Quantity  
Actual Delivery Date  
Number of Days Late  
Number of Days Early

For standard orders, the expected delivery date will be the new Agreed Date (see point 1.1). For scheduled orders the expected delivery date will be the existing drop due date.

This information will be grouped and printed within an account number and name heading.

Note:

- No delivery information will be included for sales orders that have been deleted or archived.

## 5. Cancel Despatch

### **Note: Delivery notes must be printed to be able to cancel despatch**

This new program will allow the user to cancel a delivery note and return the despatched goods back to stock. It will be added to both the Sales Orders Invoice menu and the Scheduled Sales Orders menu.

Note: Delivery notes will be cancelled in full. It will not be possible to cancel part of a despatch.

The user will be able to select a delivery note by entering either a sales order number or delivery note number (a search facility will be available at both prompts). Delivery notes will be rejected with an appropriate error message if they have been invoiced or they are for credit notes.

Once a valid delivery note has been selected, a scrolling list of all despatches included on the delivery will be displayed.

Order Number SOP0000001		Delivery Note 000000001	
Sales Account HJD		Heather's Test Customer	
Item	Description	Qty Despatched	Type
Part A	Test part A	10.0000	STOCK
Part B	Test Part B	5.0000	STOCK
Carriage for order		1.0000	TEXT

Note: Only the first 20 characters will be displayed for text with price lines. These lines will have a type of 'TEXT'

The user will then be offered the options: Relist, Continue and Another. The 'Relist' option will return the user to the scrolling list of items. The 'Another' option will return the user to the sales order and delivery note number prompts without canceling the current delivery note.

The 'Continue' option will cancel the delivery note as follows:

1. The quantity despatched will be added back onto the 'to deliver' quantity on the sales order item line.
2. For stock items only: the despatched goods will be returned to stock and the stock history will be updated to reflect this adjustment.  
The despatched quantity will be added to the latest batch that has a quantity in stock and/or inspection. If a batch with stock or an inspection quantity cannot be found, the quantity will be added to the latest empty batch.  
The stock history will be updated with a negative unplanned issue transaction (type 13). The reference for this transaction will be the sales order number.
3. The delivery note itself will be deleted. This deletion will not affect the history enquiry and reporting of sales movements. These programs will still show the goods as being despatched and then returned. The only program to be affected will be the 'Delivery Note Enquiry' program, which will no longer show this delivery note.
4. The sales order status will then be set back to either 'Order Entered' or 'Part Invoiced'.

The user will then be offered the options to exit the program and return to the menu or to select another delivery note number.

## 6. Order Book Reports

These programs were originally part of the Productivity Packs software. These will now be made available to all users that have sales order processing on their pin.

This facility consists of 2 parts:

- A program to print the Sales Order Book showing the changes over a date range.
- A program to print a summary of the Order Book at the current date.

### 6.1. Sales Order Book Report

This program will print the Order Book changes between 2 dates.

The details of the last selections for the report are stored on MMS-REPORT-FILTERS. The user will be shown the last selections, and has the option to accept these and run the report on the same data.

If the user does not accept this option, the program MSO-EXTRACT-HISTORY will be run to extract details from the History file for a specified period and store them on the order book file (SOR-ORDER-BOOK-FILE).

In either case, the user will then opt for one of the following to select and sort entries for the report:

- Item number (range)
- Product Group (all, or select one or more)
- Sales Account Number (range)
- Sales Analysis Code 1, 2 or 3 (all, or select one or more)
- Sales Order Prefix (all, or select one or more)

Totals will be printed on change of sort key, and grand totals at the end of the report.

### 6.2. Summary Sales Order Book Report

This program will calculate the opening balance of outstanding orders. It will be run for the current date.

The user will choose whether to process the Sales Orders in Order Number or Account Number sequence. There will be an option to print totals only, to list each Sales Order, or to print a more detailed report listing each line with a non-zero quantity outstanding.

It will read through the Sales Order file, and for each active sales order (status > 0, incomplete and < 9, posted) will calculate for each line (except text only):

- Quantity Outstanding (Order Quantity less Quantity Invoiced, in stock units)
- Sales Value (Quantity Outstanding \* Price less line discount, with adjustments to allow for overall discount and foreign currency conversion)
- Cost (Quantity Outstanding \* Standard Cost for stock items, or Quantity Outstanding \* Buying Price for text with price items)
- Margin. (Sales Value – Cost)

For credit notes the figures will be negative.

The Sales Value and Cost will be summed for each order and for the grand totals. If the orders are being processed in account sequence, totals will be summed and printed for each account

## 7. Consolidated Delivery Note (Scheduled Orders only)

This program was originally part of the Productivity Packs software. This will now be made available to all users that have sales order processing on their pin.

This program will be added to the Sales Order Processing, Scheduling, Delivery Notes menu. It will allow the user to produce a consolidated delivery note for a given customer. The customer's sales orders will be despatched as standard using the Ready to Despatch program in the Scheduling menu.

When running the program, the user will be required to enter a customer account number. A scrolling box will then be displayed showing all of the despatched items for scheduled sales orders for the specified customer that have not already been printed on a delivery note.

A check will be included to ensure that all of the selected order items are being despatched to the same delivery address. The delivery address of the first item selected will be printed on the delivery note.

The layout of the consolidated delivery note will be similar to the current delivery note except that any order specific details will be printed after each stock item line and not in the header.

Note

- The choice of pre-printed or plain stationary will be available.
- A re-print option will be available.
- Only scheduled sales order will be allowed.
- Consolidated delivery notes will not be allowed for EDI customers.
- If the same item number appears on several sales orders then several lines will appear on the consolidated delivery note.
- Stock items that have not been despatched will not be printed (in the standard Delivery Note program the user is given the option to suppress or print these lines.)

The standard Delivery Note program will still be available.

## 8. Delivery Note Print

The re-print option will be modified to allow delivery notes to be reprinted after an invoice has been posted.

## 9. Invoice Print

The actual date the invoice was first printed will now be stored on the sales order additional details file and passed across to the invoice additional details archive file.

The date on the archive file will be used when calculating the original payment due by date from with the Invoice Archive Re-Print program.

This change will affect Sales Order Processing and Service Maintenance invoices and credit notes.

## 10. Invoice Posting

In order to ensure that all useful sales order information is available when an invoice is re-printed via the Invoice Archive Re-print program, the following additional information will be added to the invoice archive file at the point when the invoice is posted:

Order header details:

- Posted Date
- Invoice Printed Date (held on the invoice additional details file)

Order line details:

- Required Date
- Agreed Date
- Margin Cost

## 11. Carriage Enhancements

These programs were originally part of the Productivity Packs software. These will now be made available to all users that have sales order processing on their pin.

This new facility allows the user to add Carriage costs to a Sales Order. This is for a 'Carriage function' to be introduced into Sales Order Processing. This will allow carriage to be applied to sales orders either individually or via an ASCII file. This carriage will then be attached to the sales order and subsequently charged on the invoice. In addition information will be written out to a new carriage file to allow easy retrieval of historical despatch information.

### 11.1. Sales Order Parameters

#### Carrier Table

A new option will be provided in Sales Order Parameters called 'Carrier Table'. This will contain a table of valid carrier codes which can then be selected in the SOP Module. Against each carrier we will hold the following information.

Field	Length/Type
Carrier Code	Text 8
Carrier Name	Text 30
<i>*Format of Reference</i>	Text 30
Default Carrier Cost	Numeric 10.2
<i>*Default Markup Percentage</i>	Numeric 7.2
VAT Code	Numeric 2.0
Cost Centre	Text 3
Department	Text 3
Account	Text 8

It will be possible to add /amend and delete carriers from this table. A special set of defaults will also be set up which will be used if a non specific carrier is selected.

*\*The Format of Reference* field will be used for manual input of Carrier References to determine the format of the input field. If the field is left blank then when the system prompts for Carrier Reference it will just accept a 30 character free format field. If the Format of Reference contains **NNN/AAA/NNN** then when the field is promoted for it will require characters in positions 1-3 to be numeric, 5-7 must be alpha-numeric and 9-11 must be numeric. The slashes must also be entered in positions 4 & 8.

Similarly if the format of the reference is a 10 character numeric code then you would enter: NNNNNNNNNN.

Entry of characters other than A or N in the Format of Reference will force those characters to be entered in that position of the reference. Note that these characters will be case sensitive. This applies in versions up to 4.1.3. In later versions, to allow for windows style functionality, if the reference is entered in an incorrect format an error message will be displayed and the reference must be re-input.

This functionality should ensure that carrier references are entered in the correct format.

*\*The Default Markup Percentage* will be the percentage applied to the cost of carriage in calculating the cost to the customer. e.g. a cost of £5 and an uplift percent of 50% will give a cost to the customer of £7.50. A cost of £5 and an uplift percent of -50% will give a cost to the customer of £2.50. An uplift percent of -100% will give the carriage free of charge to the customer.

Attach F.O.C. Carriage to Sales Order Option

Another new option will be provided in Sales Order Parameters called 'Attach FOC carriage to Sales Order. If in the Carriage table the uplift percent is set to -100% then the cost of the carriage to the customer will be zero. In this instance no carriage will be charged but this parameter can then be used to determine if a text line containing the carriage details needs to be attached to the order/invoice.

Attach FOC Carriage Text to Sales Order (Y/N)

**11.2. Carriage Entry**

This will be a new option the Sales Order Invoice and Schedule Orders menu.

When you run this program you will get 2 options: Individual Sales Order and Update via ASCII file.

Individual Sales Orders Option

The Individual Sales Order option will give you the option to add carriage to a sales order individually. When you select this option you will first have to select the sales order using the standard sales order selection screen. The system will validate that the sales order is indeed a sales order and not a credit note and that the order is at one of the following status:

- 1 - Acknowledgement
- 2 - Order Entered
- 3 - Part Invoiced
- 4 - Delivery Note
- 6 - Print Invoice

The order details will then be displayed on the screen in the same format as Sales Order Enquiry. The cursor will be against the sales order lines and the user will be able to scroll up and down the lines on the order. When the user then presses <ESCAPE> they will be prompted

Do you wish to add carriage to this order (Y/N)?

If they answer 'Y' then the following box will be overlayed over the order details and the carrier information will have to be keyed in.

<u>Carrier Information</u>		
Carrier	<b>PANIC</b>	<b>PANIC LINK</b>
Carrier Reference	<b>nnn/aaa/nnn</b>	
Weight (KG)	<b>12</b>	
Date	<b>19 Mar 1998</b>	
No.of Units	<b>2</b>	
Cost	<b>25.00</b>	
Uplift Percentage	<b>20.0%</b>	

The Carrier can either be selected from the table set up in **2.1 - Carrier Table** or can be entered manually. The carrier reference will be a thirty character free format field or will be formatted according to the rules set up against the carrier in the format of reference field.

The weight will have to be keyed in manually, the date will default to today, the No. of units will have to be entered and the cost and Uplift Percentage will be pulled in from the Carrier Table. It will be possible to overtype the Cost / Uplift Percentage.

After all the fields have been entered another little box will open showing the Final cost to the customer which can then be overtyped if required. i.e. you may wish to round the cost up or down. [Cost to Customer = Cost + (Cost\* Uplift Percentage)]

When the user accepts the Carriage the information will be written to

- (a) The sales order so that when it gets invoiced the Carriage will be charged
- (b) A new bespoke file containing the carriage details.

This is documented in more detail in **Section Addition of Carriage Notes**.

#### Update via ASCII File Option

Another option for adding carriage to sales orders will be to enter the information via an ASCII file, rather than selecting the orders individually. If this is done the user will be warned what the program will do and will have to confirm to continue. They will then enter the path and filename of the ASCII file to be imported and the Carrier to which the import pertains [the carrier must be set up in the Carrier Table]. The user will then be prompted "Do you want to confirm each order (Y/N)?".

The program will then read through the ASCII file and for each record found it will do the following :

1. Find the sales order in SWAN, if it can't be found then print out line on Exception Report and read next ASCII record.
2. Check the order type, if it is a credit note then write out line on Exception report and read next ASCII record.
3. Check the order status, if it is not 2,3,4, or 6 then write out line on Exception report and read next ASCII record.
4. Add carriage to the order. see section **Addition of Carriage Notes** and write out line on Carriage Update Report. If the user has elected to Confirm each order then for each order the screen will display as in 'Individual Sales Orders' with the cursor positioned over the Cost to Customer Field. The user will then be able to change the Cost to Customer value, if required, and then **Accept** the order. If they choose to **Discard** the sales order will not be updated, or if they **Reenter** then the cursor will tab back through the full carrier information (exc. Carrier Code/Name)

There will be two reports produced from this take-on, an Exception Report and a Carriage Update Report. The carriage update report will contain the list of orders and their associated carriage information which has been successfully imported from the ASCII file. The exception report will only be printed if there are problems and if there are exceptions at the end of the run the system will display an appropriate warning message.

```
*** WARNING ***  
  
This ASCII Take-on encountered Errors  
Please look at you SPOOL file for more
```

The layout of the ASCII File must contain the following fields and will be comma delimited ending with a carriage return and line feed.

<u>Field</u>	<u>Length/Type</u>
SWAN Sales Order Number	Text [10 ]
Carrier Reference	Text [30 ]
Weight	Numeric [15.2 ]
Date	DDMMYYYY
No of Units	Numeric [9.0 ]
Cost	Numeric [15.2 ]

When this file is applied to the sales order file the system will use the Uplift Percentage held against the Carrier to set the selling price on the sales order

#### **Addition of Carriage Notes**

When carriage is added to a sales order, whether it is done individually or in an ASCII run, the following logic will be employed:

Check to see if there is an existing CARRIAGE entry in the sales order free format slots [These are entered at the end of order entry and are shown between Discount/Surcharge % and Settlement Surcharge % ].



### 11.3. Carriage Enquiry

This program will be added to the Sales Order Processing, Enquiries menu. It will list the carrier information which match the parameters entered. In the parameters screen you will be able to enter either

- (a) A Carrier Code
- (b) A Carrier Code and a Date
- (c) A carrier reference
- (d) A Sales Order Number

Carrier Code	:	<b>PANIC</b>	<b>Panic Link</b>				
Date of Despatch	:	<b>19 Mar 1998</b>					
Carrier Reference	:						
Sales Order	:						
Customer	Order No.	Carrier Ref.	Date	Cost	Sell Price	Sales%	
<b>FREDBLOG</b>	<b>ABC0000123</b>	<b>REF-001</b>	<b>19Mar1998</b>	<b>8.00</b>	<b>12.00</b>	<b>6.0%</b>	
<b>&gt;JOHNACCC</b>	<b>ABC0000125</b>	<b>REF-003</b>	<b>19Mar1998</b>	<b>10.00</b>	<b>40.00</b>	<b>4.0%</b>	
<b>SMITHACC</b>	<b>FRE0004500</b>	<b>REF-123</b>	<b>19Mar1998</b>	<b>5.00</b>	<b>20.00</b>	<b>10.0%</b>	
<b>XXXXXXXX</b>	<b>XXXXXXXXXX</b>	<b>XXXXXXXXXXXXXXXXXXXX</b>	<b>XXXXXXXXXX</b>	<b>XX.XX</b>	<b>XX.XX</b>	<b>XXX.X%</b>	
<b>XXXXXXXX</b>	<b>XXXXXXXXXX</b>	<b>XXXXXXXXXXXXXXXXXXXX</b>	<b>XXXXXXXXXX</b>	<b>XX.XX</b>	<b>XX.XX</b>	<b>XXX.X%</b>	
<b>XXXXXXXX</b>	<b>XXXXXXXXXX</b>	<b>XXXXXXXXXXXXXXXXXXXX</b>	<b>XXXXXXXXXX</b>	<b>XX.XX</b>	<b>XX.XX</b>	<b>XXX.X%</b>	
<b>XXXXXXXX</b>	<b>XXXXXXXXXX</b>	<b>XXXXXXXXXXXXXXXXXXXX</b>	<b>XXXXXXXXXX</b>	<b>XX.XX</b>	<b>XX.XX</b>	<b>XXX.X%</b>	
Order/Date	Weight/Due Date	Inv No/Date	Account				
<b>ABC0000125</b>	<b>45.00</b>	<b>0000126789</b>	<b>JOHNACC</b>				
<b>01Mar1998</b>	<b>23Mar1998</b>	<b>22Mar1998</b>	<b>JOHN ACCOUNTS LIMITED</b>				

At the bottom of the screen we will display expanded information relating to the order which is being pointed at. This will include account number and name, as there will be insufficient room to display the name on the line. We will also show %sale on the carriage line which will show the cost of the carriage as a percentage of the order value. e.g. if the order value is £500 and the cost of carriage is £10, then the %Sale will be 2.0%.

### 11.4. Carriage Report

This program will be added to the Sales Order Processing, Reports menu. When you run this report you will be prompted to enter an Invoice Date Range.

Upon **A**ccepting the date range, a report will be printed showing carriage details for all orders invoiced in that date range. The report will be in Invoice Number sequence. At the foot of the report will be totals showing the total cost and selling price of carriage for that period and the percentage of sales which that carriage represents.

See the following Carriage Report for the layout.



### **11.5. Carriage Cleardown**

This will be a new option the Sales Order, Cleardown menu.

This program will be provided to allow the user to delete the carriage information for despatches made before a particular day. This will not affect the orders/invoices which will retain the text and text with price items on them, but will simply remove the records from this new Carriage File. In effect then it will remove the history from the Carriage Enquiry.