



Global 3000 Notes

Global 3000 Sales Order Processing Transaction Desktop

(Updated September 2018)

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Global 3000 Sales Order Processing Transaction Desktop

Introduction

These notes cover the use of the Transaction Desktop facility within Global 3000 Sales Order Processing.

Where the same window is also used elsewhere in the software, its alternative uses are not necessarily documented here.

The Transaction Desktop is fully compatible with the traditional version of Global 3000 Sales Order Processing Transaction Entry. It can be activated on a per operator basis and is designed to minimise retraining overheads and facilitate take-up by sites already using Global 3000 Sales Order Processing.

In addition to the operating advantages inherent in open desktop operation, the new format introduces the following new features not provided by the traditional transaction entry dialogue:

1. Individual desktop profiling for each operator.
2. Creation of new customer accounts directly from the desktop.
3. Customer find, incorporating latest address & post code look-up.
4. Entry of different transaction types without leaving the desktop.
5. Transaction find to help locate transactions for amendment.
6. Created by & last amended by operator information added to header details.
7. Advanced product find including aliases and long descriptions.
8. Price, pricing unit & line value displayed for each line in the scrolled section of the desktop.
9. Optional stock forecasting during entry of product lines.

Discrepancies between the Software and these notes

Although all reasonable care has been taken with the preparation of these notes, there may be some discrepancies between them and the actual software. This may be caused by a bug in the software, or an error in these notes. You should also check the appropriate Service Pack Notes for any updates since these notes were released.

Any discrepancies found should be reported to your Global 3000 software supplier, so that Global can adjudicate.

Please Note: - These notes assume that all service packs up to ZM60_000527 & ZS60_000307 have been applied. You should refer to Service Pack notes for details of changes that may be introduced by later service packs.

Transaction Desktop

(Generally referred to in this document as the 'main **Transaction Desktop** window')

The screenshot shows the 'Transaction Desktop' window. At the top is the 'Transaction Details' section with fields for Account, Type, Our ref, Date, Required, Payment, Customer, Address, Postcode, Status, Customer ref, Trading terms, Phone, Currency, Net, Value, VAT, Gross, Profit, and Weight. Below this is a table with columns: Product, Description, Quantity, Unit, Price, Per, and Net. The table has several rows with alternating green and white backgrounds. Below the table are three sections: 'Line Quantities' (Free stock, Allocated, Delivered, Back ordered, Forward ordered, On order), 'Line Values' (Line price, Discount, Line value, Cost, Profit), and 'Line Codes' (Required by, Weight, VAT code, Stock location, Origin). At the bottom are three groups of buttons: 'Functions' (Search, Set-up, Amend, Find, New A/c, Template, Enquiry, Copy, Exit), 'Transaction' (Details, Delivery, Payment, Account, Invoice, Process, Print, Status, Finish), and 'Line' (Quantity, Dates, Codes, Comments, Prices, Pricing, Origin, Stock, Amend, History, Delete, Confirm).

Introduction

The transaction desktop provides an open friendly window in which to enter and amend sales orders, quotations, invoices or credit notes for Global 3000 Sales Order Processing.

The desktop consists of the following sections:

Transaction Details

Located at the top of the window, the [Transaction Details](#) section becomes active when you first open the desktop and when you close a transaction without leaving the desktop. It identifies the customer's account and the transaction being entered or amended. It also provides up to date totals for the transaction.

Transaction Line List

Located directly below the [Transaction Details](#) section, the [Transaction Line List](#) is a scrolled list of transaction lines. It lets you add new lines to the transaction and amend or delete existing lines, subject to status. (E.g. invoiced order lines can't be changed or removed.)

Line Details

Located directly below the scrolled list, the [Line Details](#) section consists of three boxes providing detailed information on quantities, values and code settings for the line you have currently selected in the transaction line list.

Buttons

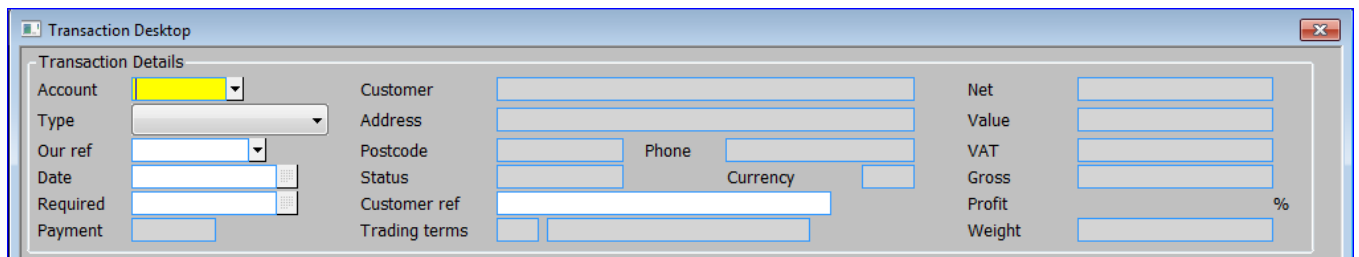
The bottom of the desktop contains three sets of buttons:

[Function](#) – A handy combination of features used across the desktop.

[Transaction](#) – Access to the different groups of information held for each transaction by Sales Order Processing.

[Line](#) – Access to the comprehensive range of information held for each transaction line.

Transaction Details

The screenshot shows a software window titled "Transaction Desktop". Inside, the "Transaction Details" section is active. It contains several input fields organized into three columns. The first column includes "Account" (a dropdown menu with a yellow highlight), "Type" (a dropdown menu), "Our ref" (a dropdown menu), "Date" (a date picker), "Required" (a date picker), and "Payment" (a checkbox). The second column includes "Customer" (a text field), "Address" (a text field), "Postcode" (a text field), "Status" (a dropdown menu), "Customer ref" (a text field), and "Trading terms" (a text field). The third column includes "Net" (a text field), "Value" (a text field), "VAT" (a text field), "Gross" (a text field), "Profit" (a text field with a percentage symbol), and "Weight" (a text field). There are also fields for "Phone" and "Currency" between the second and third columns.

This section occupies the upper portion of the Transaction Desktop and is active on first entry to the desktop and whenever a transaction is completed. It is used to:

- Identify and confirm customer account and status.
- Identify the transaction and its basic details.
- Display the overall totals to date for the transaction.

Items in the 'Transaction Details' section

Account – From this point on the desktop you can:

- Enter the unique seven-character code that identifies your customer's account in Debtors Ledger.
- **[Search]** for accounts in your list of customers.
- **[Find]** accounts by text search.
- **[Amend]** an entry from the sales order book. You can also amend an entry from the order book by leaving the account code blank.
- **[Set-up]** your desktop profile.
- Perform an **[Enquiry]** on your customer list, sales order book or product catalogue.

- Create a [**New A/c**] from a template account.
- [**Exit**] from Transaction Desktop.

When a customer account code is established, the following account details are presented:

The screenshot shows the 'Transaction Desktop' window with the following details:

Transaction Details		Customer	Address		Net
Account	NEAL015	A Neal & Sons	Kent		
Type	Sales Order				Value
Our ref		Postcode	ME14 6UU	Phone	01622 859653
Date		Status	Overdue	Notes	VAT
Required		Customer ref		Currency	Gross
Payment		Trading terms			Profit
					Weight

Customer (*Display only*) – The customer's name, for the selected account.

Address (*Display only*) – The last non-blank invoice address line (*excluding the postcode*) is displayed with the customer name to help identify customers.

Please note: This can be configured within the desktop setup to display the delivery address instead of the invoice address.

Postcode (*Display only*) – The postcode for this address.

Phone (*Display only*) – The telephone number for his address.

Status (*Display only*) One of:

- **Active.** – The customer is currently available for trading with.
- **Inactive.** – The customer has been marked in the Debtors Ledger as inactive. This does not prevent new transactions being added and when their associated documents are posted to Debtors Ledger the account status will automatically be changed to active.
- **Suspended.** – The customer has been suspended.
- **Over-limit.** – The customer's account balance currently exceeds their credit limit.
- **Overdue.** – The customer has one or more outstanding transactions that have exceeded their due date.

Notes indicator (*Display only*) – If a customer account has notes against it, an indicator (*the text 'Notes'*) is displayed (*and hi-lighted*) to the right of the status.

Currency (*Display only*) – The trading currency of the selected customer's account.

Please note: If a customer's account is suspended in Debtors Ledger, when creating a new transaction (*with the exception of quotations*), you are offered the option of creating a held transaction or cancelling its creation. Existing transactions (*with the exception of quotations and invoices*) are automatically held.

At this point you can:

- Select the type of Order to create. Select from a drop down list one of the following:

- Quotation.
 - Sales Order.
 - Back to Back.
 - Call-off.
 - Scheduled.
 - Invoice.
 - Credit Note.
 - Repeating.
 - Direct.
 - Amend (*An existing order*).
- **[Amend]** (*An existing order*).
 - Perform an **[Enquiry]** on your customer list, sales order book or product catalogue.
 - Display **[Account]** details for the selected account.
 - **[Finish]** processing this customer/transaction and return to the Account prompt.
 - **[Exit]** from Transaction Desktop.

Our ref – If your system is configured to generate references automatically, this prompt is bypassed during entry of new transactions. If references are not automatic, enter a manual order reference, up to 8 characters long. (*You cannot enter a reference that already exists.*) Once allocated, the reference number is always associated with the transaction and is used to identify it in all reports and enquiries.

Depending on the order type and the settings in your system parameter credit checking, takes place now (*and after each detail line is entered*). If the account is 'on stop' (*set via the Debtors Ledger*) you cannot enter a new order but can amend an existing order.

If the Credit check fails, the [Credit Check Failed](#) window is displayed.

Date – The order date. This defaults to today's date. A blank order date is not permitted.

Please note: Whilst at the date field in add mode, the **[Copy]** button is enabled, allowing you to copy a previous transaction.

Required – The required date for the transaction. Leave this blank to process the transaction as soon as possible.

If your system is configured to use one required date per order and this date is more than a pre-set number of days in the future, the order is treated as a forward order and no stock is allocated to the order lines. If you have already entered detail lines, any allocated stock is de-allocated.

If your system is configured to allow different required dates at the order line or order line schedule level, the date you enter here is offered as a default during detail line entry. Stock

allocation for each line is dependent on the line's required date, the type of order line and the product being ordered.

Please note:

- The 'Required dates at line level allowed' system parameter controls whether required dates are specified at order or order line level.
- The 'Lead time in days for forward orders' system control how far in the future the required date of an order must be to cause the order to be treated as a forward order.

Payment (*Display only*) - This is the payment method for the transaction. It can be one of the following:

- **Normal.**
- **Cash.**
- **Credit/Debit Card.**
- **Cheque.**
- **Online.**
- **Other.**

Please note: When the payment method is normal SOP invoice print posts an invoice to Debtors Ledger, the customers' payment must then be recorded by entering a manual receipt in Debtors Ledger. For all other payment methods the user must confirm that payment has been received before goods can be despatched/invoiced. SOP invoice print then posts an invoice and receipt to Debtors Ledger which are allocated to each other (for foreign currency transactions the receipt is generated using the same exchange rate as the invoice).

Customer ref – The customer's purchase order number/reference, up to 25 characters, which will be printed on the invoice and all delivery documents.

For Repeating Orders, the [Repeating Order Settings](#) window is displayed.

Trading Terms (*Display only*) – The trading terms for the current transaction.

Net (*Display only*) – The Net Value of the transaction before discounts in the customer's account currency.

Value (*Display only*) – The total value of this transaction, excluding tax.

Tax (*Display only*) – *The title is the Tax reference defined in the administration parameters). The tax expected to arise from the transaction in its current state.*

Gross (*Display only*) – The total value of this transaction, including tax.

Profit (*Display only*) – The percentage of the transaction value which represents profit relative to either cost or total value. Your system can be configured to prevent this information being displayed in transaction entry.

Weight (*Display only*) – The total weight of the transaction in the unit of weight set in the system parameters.

Please note: When the ‘transaction details’ section is complete, the system checks that all essential information is displayed. If any further information is required the [Transaction Details](#) window is displayed with the missing information indicated.

Transaction Line List / Line Details Section

Product	Description	Quantity	Unit	Price	Per	Net
AVPP1	Victor Design 1 Portable OHP	2	ITEM	918.00	ITEM	1836.00
AVPP123	Overhead Projector Rep Bulbs	2.0	PKT	15.00	PKT	30.00
AVPP2	Victor Design 2 Portable OHP	1	ITEM	894.00	ITEM	894.00

Line Quantities		Line Values		Line Codes	
Free stock	7	Line price	894.00	Required by	24/08/2018
Allocated	1	Discount	0.00 %	Weight	5.70
Delivered	0	Line value	894.00	VAT code	S
Back ordered	0	Cost	265.00	Stock location	STH
Forward ordered	0	Profit	237.35 %	Origin	Queued
On order	0				

Transaction Line List

Located directly below the transaction details panel, this scrolled list of lines on the transaction lets you add new lines to the transaction and amend or delete existing lines, subject to status. (*E.g. invoiced order lines can't be changed or removed.*)

Items in each line of the Transaction Line List

Product. – From this point on the desktop you can:

- Enter the unique product code that identifies the item the customer wishes to purchase.
- **[Search]** for products in your list of products.
- **[Find]** products by text search.
- Perform an **[Enquiry]** on your customer list, sales order book or product catalogue.
- Select a product from a **[Template]** of previously invoiced products for the customer. (*Only available at the product prompt when adding a new line. Not available when adding a scheduled, call-off or back-to-back order.*)
- Leave blank to enter a directly keyed comment (*only if enabled in system parameters*).
- **[Exit]** from Transaction Desktop.

Please note: If you enter an obsolete or superseded product, a warning window appears. This displays details of the alternate product (*if one has been set up*) and offers you the option of using it instead.

When you enter a valid product code:

- For Back-to-Back orders, the [Back to Back Details](#) windows are displayed.
- For call-off orders, the [Call-off Details](#) windows are displayed.
- For scheduled orders, the [Schedule Details](#) windows are displayed.

Description – This defaults to the standard description for the product. It can be altered and made specific to this order line in the Line Codes window accessed by using the **[Codes]** button. This field is also used for directly keyed comments.

Quantity (*Not for extras or comments*) – Enter the required quantity of the product.

If the order is a repeating order, enter the quantity to be delivered on each occurrence.

Please note:

- The number of decimal places when converted to stock units must not exceed the number allowed for this product. If necessary the quantity is rounded to ensure this.
- A quantity of zero can be used when goods have been delivered previously or by another means and you do not want to reduce the current stock level. In this case, normal pricing is bypassed and the net price is entered directly.
- Change location: If your system is configured for multiple locations and stock has not been issued to the line, you can press the **[Stock]** button to access the stock details window from where you can change the location.
- Special order line: Press the **[Origin]** button to display the [Origin](#) window. This enables you to raise a back-to-back request, or to enter a schedule or call-off, for a line on a normal order. The special order lines option cannot be used on repeating orders.

Unit (*Not for extras or comments*) – Enter a valid unit for the product. A **[Search]** is available. This defaults to the selling unit.

Please note: If the unit selected is not the stock unit, the quantity ordered is converted into stock units for internal handling by the software. If either the quantity or the conversion factor is not a whole number, the quantity ordered may be rounded as a result of the conversion process. If this happens you are warned and the stock unit equivalents of the quantity and unit are also displayed.

Please also note: The quantity of each line is compared with any transaction quantity multiple specified for the product. For example if the product has a transaction quantity multiple of 12 then the line quantity must be an exact multiple of 12.

The [Required Date](#) window may be displayed at this point, if the 'Required dates at line level allowed' system parameter is set to 'Prompt'. The required date, from the order header, is offered as a default. The can be updated in the [Line Codes](#) window, accessed using the **[Codes]** button.

Price – The product's price in the customer's account currency. You are only prompted for this item:

- During entry and amendment of detail lines for products belonging to a product group whose Manual Pricing indicator is set to Y.
- When adding a line for a product for which there is no price in the appropriate currency on the selected price list(s), if the 'Permit sale of unpriced goods' system parameter is set to Y.

The price can also be amended in the [Pricing](#) window, accessed via the **[Pricing]** button.

Please note: The price on a percentage extra is always a percentage expressed to two decimal places regardless of the pricing accuracy set on the product group.

Please also note: The price on part-invoiced lines cannot be amended. To alter the price for the uninvoiced portion of such a line, you must reduce the quantity on the original line to the invoiced quantity and create a new line for the remainder at the new price.

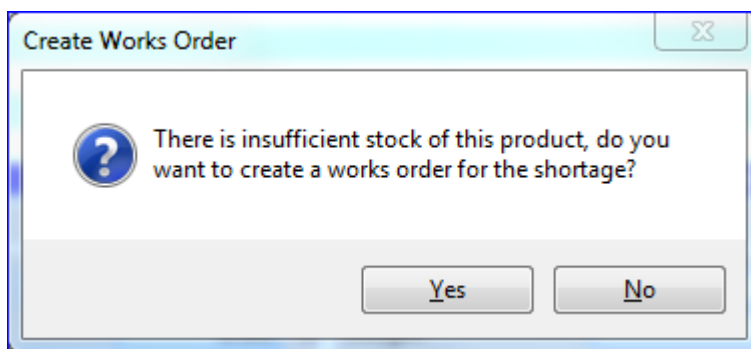
Per (*Display only unless the Price was prompted for*) – The 'unit of measure' that the price is in.

Net (*Display only*) – The Net Value of the transaction line before discounts in the customer's account currency.

On completion – If the 'Confirmation required when adding new lines?' is set (Default) in the [Desktop Profile – Configuration Settings](#) window, you will need to press <CR> or click the **[Confirm]** button to finish the line. If:

- Global 3000 Manufacturer is installed,
- The 'Allow SOP to create works order?' Manufacturer system parameter is set,
- The product being ordered has an assembly bill,
- and there is insufficient stock at the despatch location to match the entered quantity,

you are asked if stock is to be manufactured.



- If you respond with **[No]** (Default) the sales order line is left on back order and no additional stock will be manufactured.
- If you respond with **[Yes]** then the one of the following actions will occur dependent on the type of product to be manufactured.
 - For Pooled products.

If this is a new sales order line, or there is no works order currently in progress for this line, a works order is created. The **Works Order Details** window is then displayed.

- For Queued products.

The action taken here is dependent on the setting of the parameter: 'When should works orders, for queued products, be created'.

- If it is set to "Immediately", a works order is now created and the **Works Order Details** window is displayed.
- If it is set to "Upon request", a request for stock to be manufactured is added to the stock queue. These requests can be picked-up when creating works orders from within Global 3000 Manufacturer.
- If it is set to "Prompt" the user is asked if they want to create the works order immediately or upon request for each line that is back ordered.
- If a works order is already in progress for the current sales order line, the process menu is displayed, allowing you to progress the works order created for this line.

Line Details

Line Quantities		Line Values		Line Codes	
Free stock	7	Line price	894.00	Required by	24/08/2018
Allocated	1	Discount	0.00 %	Weight	5.70
Delivered	0	Line value	894.00	VAT code	S
Back ordered	0	Cost	265.00	Stock location	STH
Forward ordered	0	Profit	237.35 %	Origin	Queued
On order	0				

Located directly below the scrolled list, this panel of three boxes provides detailed information on quantities, values and code settings for the line you've currently selected in the transaction line list.

Items in Line Quantities Column

Free stock (*Display only*) – The book stock, less allocated and restricted stock. For queued products, the free stock is also reduced by the minimum stock level. This is shown in the order line's selling units.

Allocated (*Display only*) –The quantity of stock allocated to this order line that has not already been delivered.

Delivered (*Display only*) –The quantity of stock allocated to this order line that has been delivered.

Back ordered (*Display only*) –The quantity of stock allocated to this order line that has been back ordered.

Forward order (*Display only*) – The quantity of stock, on this order line, that has been forward ordered.

On order (*Display only*) – The quantity of the product that has been purchase ordered.

Items in Line Values

Please note: The items in the column can be updated through the [Pricing](#) window, accessed by selecting the [Pricing] button.

Line price (*Display only*) – The sales price of the line (*before deducting any discount*) in the customer's account currency.

Discount (*Display only*) – The total discount % applicable to this line.

Line value (*Display only*) – The sales value of the line (*net of any discount*) in the customer's account currency.

Cost (*Only if the 'Display costs' system parameter is set. Display only*) – The total cost for the line. If the customer's account currency differs from the base currency of the selected company, the cost is shown in base currency. Sales Order Processing derives this from the cost in the customer's account currency using the house exchange rates for the system date.

Profit (*Only If the 'Display profits' system parameter is set. Display only*) – The percentage profit is shown. This can be expressed as a % of either 'Cost' or 'Turnover' depending on the system parameter.

Items in Line Codes Column

Required by (*Display only*) – The required date for this order line. This can be updated through the [Dates for Order Line](#) window, accessed via the [**D**ates] button. For normal orders, it can also be updated through the [Line Codes](#) window, accessed via the [**C**odes] button.

Weight (*Display only*) – The weight of the goods on the line. This can be updated through the [Line Codes](#) window, accessed via the [**C**odes] button.

Tax code (*Display only – The title is the Tax reference defined in the administration parameters*) – The tax code for this transaction line. Although you would not normally overwrite the default for this item, it can be updated through the [Line Codes](#) window, accessed via the [**C**odes] button.

Stock location (*Multiple location systems only. Display only*) – The location from which the stock will be taken. This can be overwritten for normal orders in the [Stock Details](#) window, accessed via the [**S**tock] button.

Origin (*Display only*) – The source of the stock. Although this would normally be 'From Stock' it can reflect special order line types. It can be:

- From stock.
- Back to back.

- Scheduled.
- Call-off.
- Queued.

Buttons

The bottom of the desktop contains three sets of control buttons used to access the various desktop functions:

Function Buttons

A handy combination of features used across the desktop.

[Search] – This button is available at various prompts in this window when an appropriate search is available.

[Find] *(Only available at the 'Account' and 'Product' prompts)* – A more comprehensive, text based, search.

- If at the account prompt, the **Find Account** window is displayed.
- If at the product prompt, the **Find Product** window is displayed.

[Enquiry] – This button calls the [Enquiry Type Selection](#) window giving access to the following enquiries *(where appropriate)*:

- Account Enquiry.
- Product Enquiry.
- Transaction Enquiry.
- Stock forecast.
- Previous Orders.

[Set-up] *(Only if system is configured to 'Allow operators to amend profile settings in SOP transaction desktop')*: This button calls the [Desktop Profile – Transaction Defaults](#) window, allowing the user to set up their own default Transaction Desktop settings for new transactions. There is an option to allow them to copy other users. This is followed by the [Desktop Profile – Configuration Settings](#) window, allowing the user to set up various general configuration settings. *(If this option is disabled, these settings can still be updated through system parameters).*

[New A/c] *(Only at the Account Prompt)* – This button calls the [Customer Details](#) window, enabling you to create customer accounts quickly using a quotation account as a template. When you use this option to create a customer account, all the customer details not shown on the screen *(including notes and actions)* default to the values held for the quotation account you use as a template. If necessary, you can amend these details in Customer Maintenance in Debtors Ledger after you have created the new account here.

[Copy] *(Only for new order, immediately after establishing the order type and performing any relevant credit checking)* – This button calls the [Copy Transaction](#) window, allowing you to select a previous transaction to use as a template when creating a new order. You can also enter a new 'Customer ref' and 'Required' date. There are also options to 'Copy initial comments' and 'Copy trailer comments'.

[Amend] *(Only at 'Account' and 'Type' prompts)* – This button calls the [Transaction Selection](#) window, allowing you to select a transaction to amend.

[Template] *(Only available at the 'Product' prompt, when adding a new line. It is not available when adding a scheduled, call-off or back-to-back order)* – The button calls the [Order by Product](#) window, listing previously invoiced products for the customer. Products can then be selected and quantities specified for inclusion as new lines on the current transaction.

[Exit] Exit from Transaction Desktop.

Transaction Buttons

Access to the different groups of information held for each transaction by Sales Order Processing.

[Details] – This button calls the [Transaction Details](#) window, enabling you to enter and update information about the current transaction. This is similar to the order header information, when transactions are accessed outside of the Transaction Desktop.

[Account] – This button calls the [Account Details](#) window, displaying various account balances as well as providing access to 'Notes' and 'Actions'.

[Print] *(Not available when adding or amending a transaction line)* – This button allows you to print, reprint or e-mail documents associated with a selected order *(if permitted by system parameters and the type/status of the order)*. The window displayed depends on the order type:

- For Quotations the standard **Print Options** window is displayed.
- For Invoice, Credit Note and Direct Orders the reduced [Print Options](#) window is displayed.
- For all other order types the [Printing/Despatch](#) window is displayed.

[Delivery] – This button calls the [Delivery Details](#) window, permitting you to setup or amend the delivery instructions and delivery address.

[Invoice] – This button calls the [Invoice Details](#) window, permitting you to setup or amend the invoice trading terms, customer's Tax registration and status, along with the invoice address.

[Status] – This button calls the [Transaction Status](#) window, displaying information about the number of order lines at various stages.

[Payment] *(Not available when adding or amending a transaction line)* – This button calls the [Select Payment Method](#) window, allowing the user to select the payment method to be used and if the payment method is not 'Normal' to confirm the payment.

[Process] *(Not available when adding or amending a transaction line)* – This button calls the [Process Transaction](#) window, which allows you to:

- Allocate or deallocate stock.
- Hold or unhold the order.
- Reprice the order.
- Confirm despatch.
- Change the transaction type, e.g. convert a quotation into a sales order.

[Finish] *(Not available when adding or amending a transaction line)* – Finish processing the current order.

Line Buttons

Access to the comprehensive range of information held for each order line.

[Quantity] – This button calls the [Quantity](#) window, allowing you to change the sales quantity of the line.

[Prices] – This button calls the [Price List Browse](#) window for the order lines product. This lets you select a different price list to use.

[Amend] – This button allows you to amend the currently selected order line.

[Dates] – This button calls the appropriate Dates for Order Line window, allowing you to view and amend the dates relevant to the selected order line. Depending on the product and order type, one of the following options is called.

- [Dates for Order Line](#) window (Normal pooled lines).
- [Dates for Order Line](#) window (Normal queued and back-to-back lines).
- [Dates for Order Line](#) window (Schedule and call-off pooled lines).
- [Dates for Order Line](#) window (Schedule and call-off queued lines).

[Pricing] – This button calls the [Pricing](#) window, allowing you to alter the Price, Unit, Discount and Cost.

[History] – This button calls the standard **Sales Order for Product** window, which displays all the transaction lines for the current customer account and product combination.

[Codes] – This button calls the [Line Codes](#) window, allowing you to alter the production description, required by date, weight tax code and line comments. In addition, it also lets you overwrite the default GL Profit Centre / Account for the sales value.

[Origin] *(Only enabled at the Quantity prompt when adding a new transaction line)* – This button calls the [Origin](#) window, allowing you to raise a back-to-back request, or to enter a schedule or

call-off, for a line on a normal order. The special order lines option cannot be used on repeating orders.

[Delete] – This button allows you to delete the currently selected order line.

Please note: If the line being deleted has an associated works order, you are asked if you want to cancel the works order.

[Comments] – This button calls the **Transaction Line Comments** window, allowing you to enter or amend transaction line comments.

[Stock] – This button calls the [Stock Details](#) window, displaying the details of stock quantities in the current selling unit. The left side shows stock levels at the despatch location. The right side shows stock levels for the current order line. In addition, there are various stock processing options and enquiries including:

- Amend stock allocations.
- Issue stock.
- Change the location the stock is to be taken from.

[Confirm] – Confirm completion of the order line.

Please note: The use of this button when adding a new order line is controlled by the 'Confirmation required when adding new lines?' option in the [Desktop Profile – Configuration Settings](#) window.

Desktop Profile

Introduction

The transaction desktop was specifically designed to meet individual operating needs through its ability to record data processing preferences onto each operators own desktop profile, which it brings into effect automatically when, activated using their operator-id. Desktop profiles are simple to set up and update. They offer operators a real opportunity to reduce their workload by using pre-set defaults and responses to optimise keyboard operation. Desktop profiles allow the transaction desktop to be configured to meet individual operating needs through its ability to record data processing preferences for a specific company on an operator-by-operator basis. Once an operator has established a desktop profile its settings are brought into effect automatically when using the transaction desktop.

Desktop profiles are simple to set up and update. They offer operators a real opportunity to reduce their workload by using pre-set defaults and responses to optimise keyboard operation.

Desktop profiles can be set up and updated by pressing the **[Set-up]** button, which is available at the account prompt in the transaction details panel. Setting up or updating a desktop profile is split into two parts, the first part is used to establish defaults to be used when creating new transactions. It should be noted that defaults set up in this section are only used if the customer

account has no specific default of its own. The second part is used to establish defaults and configuration settings to be used when creating transaction lines.

Desktop Profile – Transaction Defaults

Desktop Profile - Transaction Defaults

Information
Desktop profile settings are used to establish default values for fields when creating new transactions.
Please note, desktop profile settings do not override account specific defaults.

Transaction Defaults

Account: **NEAL015** | **A Neal & Sons**

Type: **Sales Order**

Trading terms: **M** | **Due 30 Days**

Sales office: **MID** | **Midlands and Wales**

Despatch from: **MID** | **Midlands and Wales**

Delivery: **VAN** | **Van**

Instructions:

Sales rep.: **HSE** | **house Account**

Territory: **M01** | **Midlands - East**

Class: **R1** | **Large Retailer**

Main price list: **MAINGBP**

Special price list: **SPECIAL**

Search **Copy Settings** **Clear Settings** **Next >** **Close**

Introduction

This window is displayed when you select **[Set-up]** from the main [Transaction Desktop](#) window. It is also used when you choose to create a system default profile (*for the SOP Transaction Desktop*) or to amend a specific operators profile within the Profile Administrator Options.

It allows each operator to set up a profile to be used whenever they create a new transaction. It is also used to define a system default profile to be used for operators that do not have their own specific profile. The profile contains settings, which allow defaults to be established for use whenever a new transaction is created. The profile also contains configuration settings, which govern how the Transaction Desktop operates.

Please note: Profile settings do not override customer account specific defaults.

Transaction Defaults

The following transaction defaults can be established:

Account – The standard **Customer [Search]** is available.

Type – Select one of the following transaction types from a drop down menu:

- Quotation.
- Sales Order.
- Back to Back.
- Call-off.
- Scheduled.
- Invoice.
- Credit Note.
- Repeating.
- Direct.
- No default.

Trading terms – A **[Search]** is available.

Sales office – A Sales office (*Location*) **[Search]** is available.

Despatch from – A Despatch Location **[Search]** is available.

Delivery instructions – A **[Search]** is available.

Sales rep. – A **[Search]** is available.

Territory. – A **[Search]** is available.

Class. – A **[Search]** is available.

Main price list. – A **[Search]** is available.

Special price list. – A **[Search]** is available.

Buttons

[Copy Settings] – This button allows you to copy settings from another user's profile overwriting your existing profile settings. You are offered a list of existing users whose profile can be copied.

[Clear Settings] – This button lets you clear your existing profile settings.

[Next >] – This button calls the [Desktop Profile – Configuration Settings](#) window.

[Close] – This button saves the current profile settings and returns you to the main [Transaction Desktop](#) window (*or the Profile Administrators Options window*).

Desktop Profile – Configuration Settings

Desktop Profile - Configuration Settings

Information

Desktop profile settings are used to establish default values for fields when creating new transactions.

Please note, desktop profile settings do not override account specific defaults.

Configuration

Sequence for transaction search **Transaction**

- ☒ Allow customer reference to be left blank?
- ☐ Give warning when duplicate customer reference entered?
- ☐ Skip unit prompt when adding new lines?
- ☒ Confirmation required when adding new lines?
- ☐ Prompt for overridden cost when line quantity amended?
- ☐ Show delivery address rather than invoice address?
- ☐ Warn user when stock level is below the product's minimum?
- ☐ Hi-light gross amount?

< Back Close

Introduction

This window is displayed when you complete your responses in the [Desktop Profile – Transaction Defaults](#). These parameters control how the desktop operates when new transactions and new transaction lines are added.

Configuration

Sequence for transaction search - This drop down menu controls the sequence in which transactions appear in the transaction search. The options are:

- **Transaction** - list transactions in transaction reference (*'our ref'*) sequence.
- **Account** - list transactions in customer account sequence.

Allow customer reference to be left blank? – Set this to allow the customer reference to be left blank.

Give warning when duplicate customer references are entered? – If this is set, the desktop displays a warning message if a customer reference is entered and the same reference has already been used for another transaction.

Skip unit prompt when adding new lines? – If this is set, the unit prompt is set to the default-selling unit for the selected product and not prompted for when a new line is added to a transaction.

Confirmation required when adding new lines? – If this is set, the **[Confirm]** button must be pressed to complete the entry of a new transaction line.

Prompt for overridden cost price if line quantity amended? *(Only available if the SOP Display Costs parameter is set)* – Set this, to be prompted for the cost price, if the quantity is updated on a line for which the cost price has been overridden.

Show delivery address rather than invoice address? – Set this to show the delivery address and contact telephone number in the main [Transaction Desktop](#) window. If this is not set the address and contact telephone number shown are taken from the invoice address.

Warn user when stock level is below the product's minimum? - Set this to cause Transaction Desktop to issue a warning (during line entry/maintenance) if the stock level for the product falls below its specified minimum.

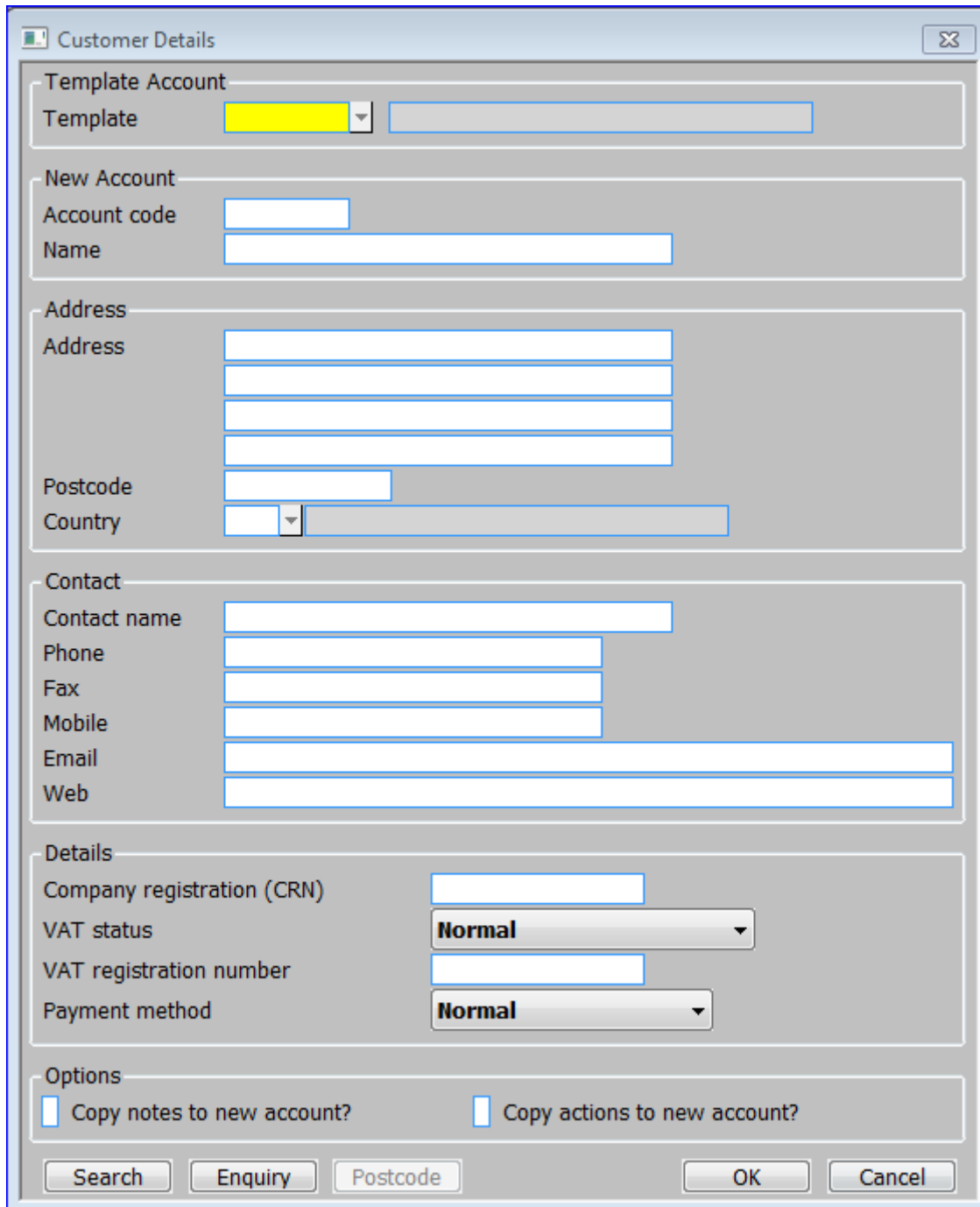
Hi-light gross amount? - Set this to Transaction Desktop hi-lights the gross amount.

Buttons

[<Back] –This button returns you to the [Desktop Profile – Transaction Defaults](#) window.

[Close] – This button saves the current profile settings and returns you to the main [Transaction Desktop](#) window or the **Profile Administrators Options** window.

Customer Details



The screenshot shows a software window titled "Customer Details" with a close button in the top right corner. The window is organized into several sections:

- Template Account:** Contains a "Template" dropdown menu with a yellow highlight and an adjacent text input field.
- New Account:** Contains "Account code" and "Name" text input fields.
- Address:** Contains four stacked text input fields for the address, a "Postcode" text input field, and a "Country" dropdown menu with an adjacent text input field.
- Contact:** Contains text input fields for "Contact name", "Phone", "Fax", "Mobile", "Email", and "Web".
- Details:** Contains "Company registration (CRN)" text input field, "VAT status" dropdown menu (set to "Normal"), "VAT registration number" text input field, and "Payment method" dropdown menu (set to "Normal").
- Options:** Contains two checkboxes: "Copy notes to new account?" and "Copy actions to new account?".

At the bottom of the window are five buttons: "Search", "Enquiry", "Postcode", "OK", and "Cancel".

Introduction

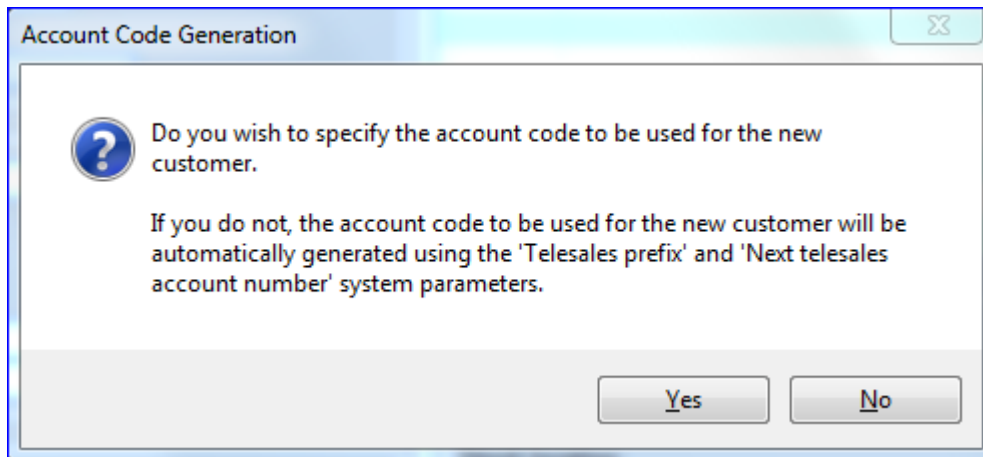
The **Customer Details** window is displayed when you click on the **[New A/c]** button of the main [Transaction Desktop](#) window. It enables you to create customer accounts quickly using a quotation account as a template. When you use this option to create a customer account, all the customer details not shown on the screen (*including notes and actions*) default to the values held for the quotation account you use as a template. If necessary, you can amend these details in Customer Maintenance in Debtors Ledger after you have created the new account here.

Template Account Selection

Template – Enter the code of the quotation account you want to use as a template. A **[Search]** of quotation accounts is available. The default is the last quotation account used in the current session, if any. When you enter a valid account code, details from the account are displayed in the window.

New Account Section

Account code – This can be entered manually or generated automatically. The following message window is displayed first:



Select **[Yes]** if you want to specify the new account code.

Select **[No]** if you wish the system to generate the new account code using the telesales prefix (*if any*) and the next account number.

Name (*Skipped if copied from the selected Quotation account*) – Enter the customer name in up to 30 characters. This will be used both for name searches and for invoices and statements.

Address Section

Address (*Skipped if copied from the selected Quotation account*) – Enter four lines of the address and the postcode. This forms address 1 for the customer and is marked as invoice, statement and main delivery address.

Country (*Skipped if copied from the selected Quotation account*) – Enter the customer's country code. When you enter a valid code, the country name is displayed. A **[Search]** of valid country codes is available.

Contact Section

Contact name (*Skipped if copied from the selected Quotation account*) – Enter the contact name in up to 30 characters. This will be set up as the first contact on address 1 for the customer.

Phone (*Skipped if copied from the selected Quotation account*) – Enter the contact's telephone number.

Fax (*Skipped if copied from the selected Quotation account*) – Enter the contact's fax number.

Mobile (*Skipped if copied from the selected Quotation account*) – Enter the contact's mobile telephone number.

Email (*Skipped if copied from the selected Quotation account*) – Enter the contact's email address.

Web (*Skipped if copied from the selected Quotation account*) – Enter the contact's web site.

Details Section

Company registration (CRN) - Enter the customer's company registration number.

(Tax) status (*Skipped - Copied from the selected Quotation account*) – The customer's tax status. Select from a drop down menu. The following options are available:

- Normal.
- Exempt.
- Zero Rated.

Tax registration (*Skipped if copied from the selected Quotation account*) – Enter the customer's tax registration code. This must match the mask for the selected country.

Payment method - This provides a default payment method for the customer. Select one of the following:

- Normal.
- Cash.
- Credit/Debit Card.
- Cheque.
- Online.
- Other.

Please note: When the payment method is normal SOP invoice print posts an invoice to Debtors Ledger, the customer's payment must then be recorded by entering a manual receipt in Debtors Ledger. For all other payment methods, the user must confirm that payment has been received, before goods can be despatched/invoiced. SOP invoice print then posts an invoice and receipt to Debtors Ledger, which are allocated to each other (for foreign currency transactions the receipt is generated using the same exchange rate as the invoice).

Details Section

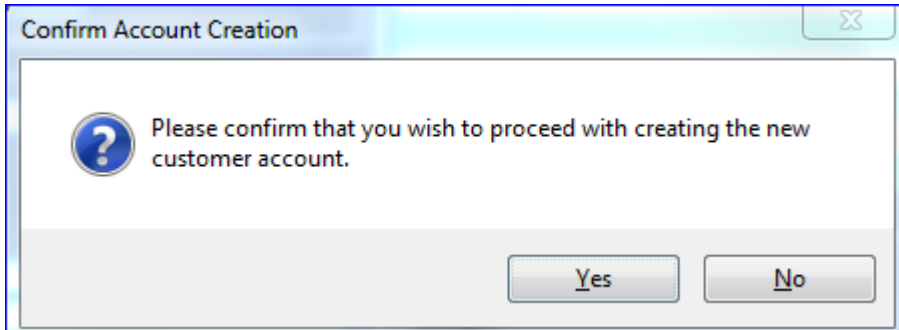
Copy notes to new account? – Select this option to copy the customer specific notes.

Copy actions to new account? – Select this option to copy the customer specific actions.

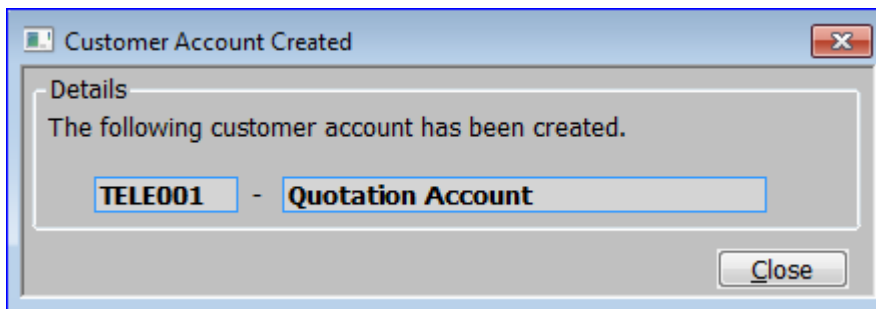
Please note: The skipped fields can be overwritten by clicking on them until you confirm that you wish to create the new customer account.

Buttons

[OK] – You are asked to confirm that you wish to create the account.



- **[Yes]** displays a window confirming that the new account has been created before returning the new accounts account code to the Account prompt in the main field.



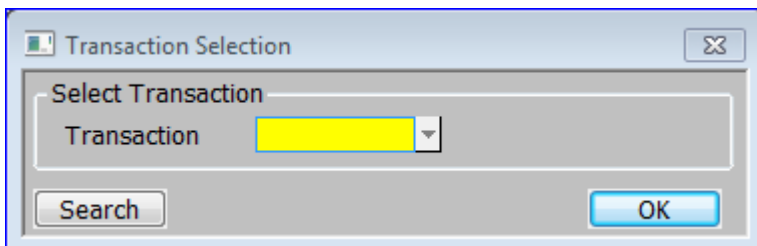
- **[No]** returns you to the [Customer Details](#) window.

[Search] (*Only at the Template and Country prompts*) – This button displays the appropriate search window.

[Enquiry] – This button displays the main Debtors Ledger Customer Enquiry window.

[Postcode] (*Only if you have an account with Postcode Anywhere established on your system* – See [Appendix A](#) for more details).

Transaction Selection



Introduction

The **Transaction Selection** window is displayed, when you click on the **[Amend]** button of the main [Transaction Desktop](#) window. It enables you to select an active Sales order for amendment.

Enter the transaction number that you wish to amend or click [Search] for the [Sales Orders](#) window if you do not know the transaction number.

Sales Orders

The screenshot shows the 'Sales Orders' window. It contains a table with the following data:

Order No	Account	Date	Status	Type	Customer ref	Rep.	Locn
ORD00081	BROW001	03/03/2005	Open	Normal	brow/439	AG	MID
ORD00082	GILE001	03/03/2005	Open	Normal	gile/3987	PD	MID
ORD00083	NEAL015	03/03/2005	Open	Normal	neal2498u	JW	STH
ORD00084	WATS010	30/04/2005	Open	Normal	ORD00084	AJ	MID
ORD00085	NEAL015	31/05/2005	Open	Normal	ORD00085	JW	STH
ORD00086	NEAL015	31/05/2005	Open	Normal	ORD00086	JW	STH
ORD00087	DESI010	31/05/2005	Open	Normal	ORD00087	GB	MID
ORD00090	NEAL015	30/04/2015	Open	Normal	ORD00090	JW	STH

Below the table is a 'Details' section with the following fields:

- Name: GEDGDSFG
- Time: 11.43
- Outstanding: 10,170.00

At the bottom are buttons: Interrupt, Status, Notes, Find, Select, and Cancel.

Introduction

The **Sales Orders** window is displayed when you click on the **[Search]** button in the **Transaction Selection** window. It enables you to select an active Sales order for amendment.

Please note: If the [Transaction Selection](#) window was entered from the Transaction Details section, by selecting an order type of 'Amend' only transactions for the selected account are shown.

The window initially chooses order number sequence. You can change the search sequence by pressing <F6>. This makes the cursor move to another key. Continue pressing <F6> until the cursor is on the key that represents the search sequence you require. You can then enter a full or partial code followed by <Page Up> or <Page Down> to start the display from a particular value.

Search sequences

The following search sequences are available:

- Order number.
- Account code.
- Status.
- Customer reference.

- Sales rep code.
- Location.
- Transaction type.
- Date.

Order List

Order No (*Display only*) – The Sales Order number.

Account (*Display only*) – The customer's account number.

Date (*Display only*) – The order date.

Status (*Display only*) – The status of the order. It can be one of the following:

- **Open.** The order is current, future or in-progress.
- **Held.** The order has been held for credit check reasons, or because it is unapproved, etc.
- **Override.** The order is fully invoiced, but has not yet appeared on the Override Audit Report. When it does, it will be marked as 'archived'.

Type (*Display only*) – The type of order. It can be one of the following:

- **Quote.** The order is just a quotation, which can be converted later to an order.
- **Repeat.** The order repeats at either regular intervals or on demand.
- **Direct.** The sales order will be dispatched directly from your supplier to your customer.
- **Invoice.** This is a direct Invoice without going through the normal invoice process.
- **Credit.** This is a credit note.
- **Forward.** This is a forward order. The order is not required for more than a specified number of days.
- **Normal.** This is a standard order, which goes through the specified order processing cycle.

Customer ref (*Display only*) – The customer's purchase order number/reference.

Rep. (*Display only*) – The Sales rep responsible for the order.

Location (*Display only*) – The location the order will be delivered from.

Details Section

Name (*Display only*) – The customer's name.

Time (*Display only*) – The order time (relates to the order date).

Outstanding (*Display only*) – The Net value outstanding on the order.

Buttons

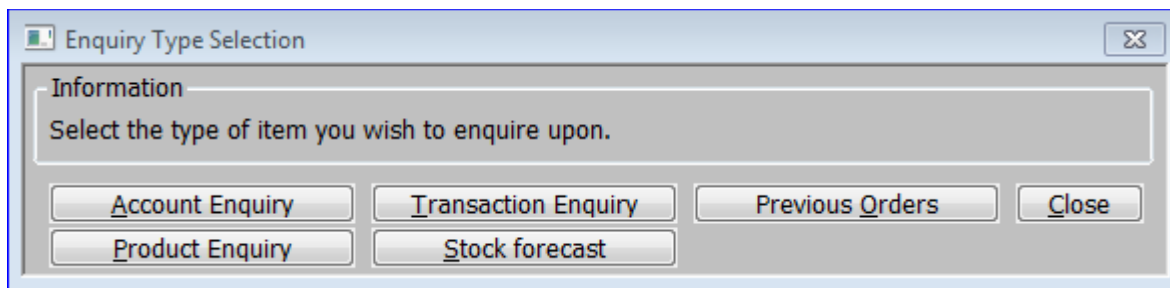
[Interrupt] (*Only available when transactions are being searched for*) – Use this option to interrupt the search process. A message confirming that you want to stop the search is displayed.

[Status] – This button calls the [Transaction Status](#) window, displaying information about the number of order lines at various stages.

[Notes] (*Only available at sites configured to use the extension database, not available for repeating orders*) - This allows the notes for the current transaction to be viewed and updated. If the current transaction already has notes an indicator (the hi-lighted text 'Notes') is displayed in the final column, to show this.

[Find] – Finds orders by text in the reference and, optionally, address fields, by date, by value or by stock status.

Enquiry Type Selection



Introduction

The **Enquiry Type Selection** window is displayed when you click on the **[Enquiry]** button of the main [Transaction Desktop](#) window. It gives access to the following enquiries (*where appropriate*):

- Account Enquiry.
- Product Enquiry.
- Transaction Enquiry.
- Stock Forecast.
- Previous Orders.

Buttons

[Account Enquiry] – This button displays the standard **Debtors Ledger Customer Enquiry** window as accessed by using the Enquiry option from the Debtors Ledger Main menu.

[Product Enquiry] – This button displays the standard default **Product Enquiries** window for the user.

[Transaction Enquiry] – This button displays the standard **Sales Orders Enquiries** window.

[Stock Forecast] – This button displays a Stock Forecast enquiry which details future supplies and demands of a single product. If you are currently viewing, adding or amending a transaction line (*for a stocked product*) the [Stock Forecast Enquiry](#) window will be shown for the product specified on that line, if not then you will be prompted for the product for which the Stock Forecast is to be displayed.

[Previous Orders] (*Only available if a customer has been selected*) – This button displays the **Orders by Customer** window, so that you can enquire upon S.O.P. transactions for the currently selected customer.

Stock Forecast Enquiry

Account	Type	Order	Late	Reference	Locn	Date	In	Out	Balance
STOCK	BAL								21640
For stock	WO	W0000002	Late		MID	28/06/2006		2	21638
For stock	WO	W0000003	Late		MID	28/06/2006		1	21637
For stock	WO	W0000001	Late		MID	01/07/2006		5	21632
For stock	WO	W0000006	Late		MID	12/07/2007		20	21612
NEAL015	SOP	ORD00090	Late	ORD00090	STH	30/04/2015		1000	20612
NEAL015	SOP	ORD00091	Late	ORD00091	STH	30/04/2015		100	20512
ANDR001	SOP	ORD00092	Late	ORD00092	MID	30/04/2015		500	20012
UNIT001	SOP	ORD00093	Late	ORD00093	STH	30/04/2015		290	19722
STAE025	PO	POS00031	Late		STH	30/04/2015	5000		24722

Details
Name:
Reserved quantity:

Totals
Totals: 5000 1918 24722

Product Location All locations Unit Date Enquiry Close

Introduction

The **Stock Forecast Enquiry** window is displayed when you click on the **[Stock forecast]** button in the [Enquiry Type Selection](#) window. It lists future supplies and demands for the product specified in the preceding window.

- The first item in the list is always the current stock balance (*book stock*).
- All quantities are displayed in the unit selected in the criteria window.
- All items in the window are display only.
- Items in the list comprise of Sales Order Lines, Purchase Order Lines or Works Order Lines.

Criteria Section

This section displays details of the product and location for which the Stock Forecast is being shown.

Product – The product code followed by its description for which the forecast is shown.

Unit – The stocking unit, which the forecast is shown in.

Location – The location (*followed by its description*) which the forecast relates to. In Multi-location systems this can be “All” for all locations.

Transaction Section

Account – The customer or supplier account code for which the supply or demand line was raised. It can also be “STOCK” for the opening balance or “For Stock” for non SOP or POP transactions.

Type – This indicates the type of supply or demand, it can be one of the following

- BAL – The opening balance.
- SOP – Sales Order.
- REQ – Stock Requisition.
- PO – Purchase Order.
- WO – Works Order.
- Number – The document number on which the supply or demand line was raised. For example the sales or purchase order number.

Order – The unique transaction number. This is the Sales Order, Purchase Order or Works Order number as appropriate.

Late – The word ‘Late’ is displayed if the predicted movement was expected before the system date.

Reference – For sales orders this is the customer reference, for purchase orders this is the sales order against which it is reserved (*if any*) and for works orders this is the sales order number to which it is attached (*if any*).

Locn (*Multi-location systems only*) – The location at which the supply or demand line was raised.

Date – The date on which supply or demand line is expected or due.

Please note:

- For sales orders, this is the order required date. If there is no required date then this is the order date.
- For purchase orders, this is the expected date.

- For works orders, this is the required date. If there is no required date then this is the entry date.

In (*Supplies only*) – The incoming quantity for the supply line (*in the selected unit*).

Out (*Demands only*) – The outgoing quantity, for the supply line (*in the selected unit*).

Balance – This is the forecasted cumulative balance (in the selected unit).

Details Section

Name – The customer or supplier account name for which the supply or demand line was raised.

Reserved quantity – The quantity of a Purchase Order reserved by another transaction.

Totals Section

Totals – Totals for the 'In', 'Out' and 'Balance' columns (*in the selected unit*) are shown in the lower part of the window.

Buttons

[Product] – This button displays the standard default **Product Enquiries** window for the user.

[Location] (*Multi-location systems only*) – This changes the display for supplies and demands to the selected location.

[All locations] (*Multi-location systems only*) – This changes the display for supplies and demands to all locations.

[Unit] – Display the **Units for Group** window, so you can select the units, which the forecast is displayed in.

[Date] – Display the **Forecast date** window, from which you can enter the cut-off date for the enquiry.

[Enquiry] – Display the appropriate enquiry window.

Forecast Date

Introduction

The **Forecast Date** window is displayed when the **[Date]** button is selected in the [Stock Forecast Enquiry](#) window. It enables the date, up to which the Stock Forecast is to be shown, to be specified.

Please note: Initially the Stock Forecast includes all supplies and demands on file.

Forecast cut-off date: Enter the date up to which the Stock Forecast is to be shown.

Back to Back Details

The image shows two screenshots of software windows. The top window, titled 'Order Summary', contains a 'Details' section with the following fields: Account (NEAL015), Product (GAL01), Location (STH), GEDGDSFG, Galaxy Highlighter - Yellow, and Reference (ORD00091). The bottom window, titled 'Back to Back Details', contains a 'Details' section with the following fields: Supply system (MG), Manufacturer, Required date (29/08/2018), Requested, Quantity (100), and ITEM. Both windows have a Search button and OK/Close buttons at the bottom.

Introduction

The **Back to Back Details** windows are displayed when you enter the product code for a new order line for a 'Back to Back order' or having selected Back to back as the Origin for the line in the origin window (*obtained by pressing **[Origin]** at the Quantity prompt in the main [Transaction Desktop](#) window*).

Details Section (Order Summary)

Account (*Display only*) – The ordering customer's account code followed by their name.

Product (*Display only*) – The product code of the product being ordered followed by its description.

Location (*Display only*) – The sales location, for the order.

Reference (*Display only*) – Your system reference for the order.

Details Section (Back to Back Details)

Supply system. (*This is not normally prompted for. Click on it, if you wish to amend it.*) – This is set to the two-character id of the standard supply system for the product. If a supply system is not specified in the product's details, the standard supply system in SOP system parameters is used. A **[Search]** is available.

Required date (*Display only*) – The date by which the goods are wanted by the customer. This is taken from the order line. The picking lead time and supply lead time are subtracted from this date to give the date by which the request for goods to satisfy this order line must be actioned by the supply system. This is compared with today's date to check that the supply system can provide the goods by the required date.

Please note: The supply system lead time is used if no specific supply lead time is defined for the product.

(Status) *(Display only)* – The status *(initially ‘REQUESTED’)* of the entry placed in the stock queue for this back to back order line.

Quantity – The quantity of goods to be ordered back to back, and the unit.

Buttons

[OK] – A confirmation request is displayed, after which a request to supply is put into the stock queue specifically for this order line. You are then returned to the main [Transaction Desktop](#) window.

Call-off Details

The screenshot displays three stacked windows from a software application:

- Call-off Details (Top):** Contains fields for Account (NEAL015), Product (GAL04), Location (STH), and Reference (ORD00094). It also shows a Call-off total of 25 and Unit ITEM. Buttons for Search, OK, and Close are at the bottom.
- Call-off (Middle):** A table with columns: Required, Pick, Needed, Expected, Reserve by, Status, Quantity, and Unit. It shows two rows of data with dates and quantities. Below the table are fields for Reference (ORD00094), Committed (30/09/2015), and Originally committed. Buttons for Search, Recalculate, Amend, Apply, and Close are at the bottom.
- Totals (Bottom):** Shows a From field with MG and Manufacturer. It displays Call-offs to date (15 ITEM) and Open quantity on order (10 ITEM).

Required	Pick	Needed	Expected	Reserve by	Status	Quantity	Unit
31/08/2018	31/08/2018	31/08/2018		30/08/2018	Scheduled	15	ITEM
30/09/2015	29/08/2018	29/08/2018		29/08/2018	Scheduled	10	ITEM

Introduction

The **Call-off Details** windows are displayed when you enter the product code for a new order line for a ‘Call-off order’ or having selected Call-off as the Origin in the origin window *(obtained by pressing [Origin] at the Quantity prompt in the main [Transaction Desktop](#) window)*. This window enables you to enter or amend the order line’s call-off table.

Details Section (Call-off Details)

Account (*Display only*) – The ordering customer's account code followed by their name.

Product (*Display only*) – The product code of the product being ordered followed by its description.

Location (*Display only*) – The sales location for the order.

Reference (*Display only*) – Your system reference for the order.

Call-off total – Enter the total quantity of the call-off.

Unit – The call-off total's unit. This is normally skipped. Click on it to change it. A **[Search]** is available.

Please note: The quantities on individual lines in the table can be entered in any unit valid for the product.

The sales order, the customer, the product and the ordering location are identified in the upper section of the window.

Call-off lines

Required – The date by which the customer requires the goods.

Pick – (This is the 'pick date'; i.e. the date on or before which goods for this line in the table must be available for picking in order to meet the required date. It is calculated by subtracting the picking lead time from the required date when the line is entered.

You recalculate the pick date by setting the prompt to spaces. When you do this, SOP recalculates the date and displays it in brackets. This indicates that it will be adjusted automatically if you subsequently amend the required date.

If you change the picking date from the future to the past, you are warned if the standard supply procedures cannot meet the new picking date.

If you change a picking date from the current date or earlier into the future, you are warned that the entry may have already appeared on a picking list and will do so again when the new picking date comes around.

Allocate (*Pooled allocation only*) – The date the line becomes eligible for automatic allocation. It is calculated as the required date minus the forward order lead-time for pooled products.

Needed (*Queued allocation only*) – This is the 'needed by' date; i.e. the date by which the goods on order must be available for picking. It is calculated as the required date minus the allocation lead time for queued products.

The needed by date is checked by Automatic Allocation against the 'Late Supplies' date specified for the allocation run. If the needed by date on a queue entry falls on or after the late supplies date, Automatic Allocation tries to allocate stock to the item from the stock pool. If it is successful, it releases any stock reserved for the entry back to the expected arrival from which it was

reserved. By doing this, when the late arrival eventually arrives, it automatically replenishes the stock pool.

Expected (*Queued allocation only*) – When stock on order is reserved, this is the date that the stock is expected to be available for picking. The difference between this and the pick date is the time the stock will spend on your warehouse floor.

Reserve by (*Queued allocation only*) – The latest date by which the stock request for the entry must be actioned by the supply system.

Status (*Display only*) – The status of the entry. It can be one of:

- Scheduled.
- Allocated.
- Cancelled.
- Held.
- Back Order.
- Reserved.
- Done.

Quantity – The quantity of goods called off for delivery at the required date. This must not be more than the quantity yet to be called-off for the line.

If you amend the quantity on an entry, the change in quantity can require one of the following actions depending upon the entry's current status and the method of allocation for which the entry is marked:

- **Increase/decrease request:** if the entry is still scheduled, i.e. has yet to be actioned by either Automatic Allocation or, for queued entries, a supply system, and the quantity on forward request is simply increased or decreased as wanted.
- **Increase reservation:** if the entry is marked for queued allocation and has a reservation against incoming stock set up for it, you can increase the reserved quantity to include any stock that is not already reserved on the expected arrival. If you increase the reservation beyond this limit, you will be presented with a list of expected arrivals from which to choose an entry to cover any deficit. Each additional reservation against different expected arrivals creates an additional entry in the schedule for the reserved quantity.
- **Decrease reservation:** when you decrease the quantity on a reserved entry, the change in quantity is added to the available stock on the expected arrivals against which the reservation was originally placed.
- **Increase/decrease allocated entry:** if you change the quantity on an allocated entry, free stock is adjusted to meet the change. If your change would make free stock negative, for entries marked for pooled allocation, the deficit is put on back order. For entries

marked for queued allocation, the window of expected arrivals against the product is presented to allow you to choose an entry covering any deficit.

Unit – The unit for the call-off line. It defaults to the unit entered at the top of the window for the call-off as a whole.

Please note: You can enter individual lines in the table in quantities of any unit valid for the product, however, the call-off total will continue to be shown in the original units.

Details Section (Call-off)

Reference – Descriptive text of up to 15 characters.

Committed – The date most recently given to the customer as the day by which they may expect the goods.

Originally committed (*Display only*) – The first commit date given to the customer for these goods. Set automatically when the '**Committed**' date is first altered.

Button (Call-off)

[Recalculate] – Recalculate the currently selected date, based on the current required date. This is for when the 'Required date' has been changed.

Totals Section

From (*Display only*) – The source of the supply.

Call-offs to date (*Display only*) – The quantity already registered in the call-off table.

Open quantity on order (*Display only*) – The quantity yet to be registered, i.e. the difference between the call-offs to date and the call-off total.

Schedule Details

The screenshot shows a window titled "Schedule Details" with a close button (X) in the top right corner. The window contains a "Details" section with the following fields:

Account	NEAL015	GEDGDSFG	Reference	ORD00095
Product	GAL01	Galaxy Highlighter - Yellow		
Location	STH	South of England		

At the bottom right, there is a "Unit of supply" field with the value "ITEM". At the bottom left, there is a "Search" button. At the bottom right, there are "OK" and "Close" buttons.

Required	Pick	Allocate	Status	Quantity	Unit
02/09/2018	02/09/2018	29/08/2018	Allocated	20	ITEM
30/09/2018	30/09/2018	25/09/2018	Scheduled	10	ITEM

Details

Reference: Committed: Originally committed:

Search Recalculate Amend Apply Close

Totals

Totals

From: **ST** Scheduled total: **ITEM**

Introduction

The **Schedule Details** windows are displayed when you enter the product code for a new order line for a 'Scheduled order' or having selected Scheduled as the Origin in the origin window (*obtained by pressing **[Origin]** at the Quantity prompt in the main [Transaction Desktop](#) window*). This window enables you to enter or amend the order line's schedule.

Details Section (Schedule Details)

Account (*Display only*) – The ordering customer's account code followed by their name.

Product (*Display only*) – The product code of the product being ordered followed by its description.

Location (*Display only*) – The sales location for the order.

Reference (*Display only*) – Your system reference for the order.

Unit of supply – The unit of supply for the whole schedule. A **[Search]** is available. The schedule total is shown in the unit specified here, although quantities on individual lines can be entered in any unit defined for the product.

Schedule

The impact on stock in terms of allocation/de-allocation etc. is as follows:

- If the entry is scheduled and marked for pooled allocation the forward order quantity on the sales order line is reduced by the quantity that was on the deleted schedule entry.
- If the entry is scheduled and marked for queued allocation, the overall requested quantity on the sales order line is reduced by the quantity that was on the deleted schedule entry.
- If stock on order is reserved for the deleted entry, the quantity is added to the expected arrival entry created when the stock was ordered.

- If stock for the entry is on hold (*queued allocation*), it will automatically be put into free stock when released from quarantine.
- If stock is allocated to the entry, the current stock quantity on the sales order line is reduced by the quantity that was on the deleted schedule entry. In addition the free stock at the despatch location for the sales order line is increased.
- If an entry is marked as picked or done, it cannot be deleted unless the whole schedule is being deleted.

Please note: Dates which are calculated appear in brackets. Dates set by hand are displayed without brackets.

Required – The date the goods are required by the customer.

If you amend this date, you can recalculate the needed by/allocation and pick by dates (*or amend them manually*). The effect of changing these dates depends on whether the entry is marked for pooled or queued allocation and whether the new date(s) are earlier or later than the original.

- Pooled allocation.

For entries marked for pooled allocation:

If the change in date moves the allocation date for the entry from today or earlier into the future, the entry is put onto forward order and the stock returned to the free stock pool at the despatch location. The entry is given the status SCHEDULED. On the sales order line, the schedule entry quantity is moved from the current quantity to the forward order quantity. At the entry's despatch location, the entry quantity is moved from allocated to free stock.

If the change in date moves the allocation date for the entry from the future to the past, the allocation date is set to today's date and you are warned that the delivery requirement cannot be met by standard procedures and special action is needed (*e.g. courier rather than 1st class post*). Stock is allocated for the entry from the free stock pool in the normal way.

If the change in date moves the allocation date for the entry from the future to today, stock is allocated for the entry in the normal way.

- Queued allocation.

For entries marked for queued allocation:

If the change in date moves the needed by date from the past into the future, stock allocated to queue entries is de-allocated into the free stock pool at the despatch location and the allocated queue entries are turned back into requests. Stock reserved for queue entries is put back into the expected arrival on the queue from which it was taken and the reserved queue entries are turned back into requests.

If the change in date makes the needed-by date earlier than today, it is set to today's date and an attempt is made to allocate stock to the line. If there is insufficient stock in the

despatch location stock pool to meet requirements, no allocation takes place and you are warned that the delivery requirement can no longer be met by standard procedures.

If the change in date makes the expected arrival date of the stock on a reserved entry later than the needed by date on the entry, a warning is issued.

If stock is allocated to the entry and the change in date puts the picking date into the past, a warning is issued.

Pick – This is the ‘pick’ date; i.e. the date on or before which goods for this line in the schedule must be available for picking in order to meet the required date. The pick date is calculated by subtracting the picking lead time from the required date. The pick date is worked out and automatically displayed when the schedule entry is first created. It can be altered manually or through the option to recalculate dates which is offered if the required date is changed.

You recalculate the pick date by setting the prompt to spaces. When you do this, SOP recalculates the date and displays it in brackets. This indicates that it will be adjusted automatically if you subsequently amend the required date.

If you change the picking date from the future to the past, you are warned if the standard supply procedures cannot meet the new picking date.

If you change a picking date from the current date or earlier into the future, you are warned that the entry may have already appeared on a picking list and will do so again when the new picking date comes around.

Allocate (*Pooled allocation only*) – The date on which the line becomes eligible for automatic allocation. It is calculated as the required date minus the forward order lead time for pooled products.

Please note: You can recalculate the ‘allocate’, ‘needed by’, and ‘reserve by’ dates by setting their prompts to spaces. You can do this at any time. However, when you move onto one of these prompts after changing the required date, a message is displayed offering you the option of recalculating the date by setting the prompt to spaces.

Needed (*Queued allocation only*) – This is the needed by date; i.e. the date by which the goods on order must be available for picking. It is calculated as the required date minus the allocation lead time for queued products.

The ‘Needed by’ date is checked by Automatic Allocation against the ‘Late Supplies’ date specified for the allocation run. If the needed by date on a queue entry falls on or before the late supplies date, Automatic Allocation tries to allocate stock to the line from the stock pool. If successful it releases any stock reserved for the entry back to the expected arrival from which it was reserved. In this way, when the late arrival eventually arrives, it automatically replenishes the stock pool.

Expected (*Queued allocation only*) – When stock on order is reserved, this is the date that the stock is expected to be available for picking. The difference between this and the pick date is the time the stock will spend on your warehouse floor.

Reserve by (*Queued allocation only*) – The last date, by which the stock request for the entry must be actioned by the supply system.

Status (*Display only*) – The status of the entry. It can be:

- Scheduled.
- Allocated.
- Cancelled.
- Held.
- Back Order.
- Reserved.
- Done.

Quantity – The quantity of goods wanted at the required date.

If you amend the quantity on an entry, the change in quantity can require one of the following actions depending upon the entry's current status and the method of allocation for which the entry is marked:

- Increase/decrease request: if the entry is still scheduled, i.e. has yet to be actioned by either Automatic Allocation or, for queued entries, a supply system, and the quantity on forward request is simply increased or decreased as wanted.
- Increase reservation: if the entry is marked for queued allocation and has a reservation against incoming stock set up for it, you can increase the reserved quantity to include any stock that is not already reserved on the expected arrival. If you increase the reservation beyond this limit, you will be presented with a list of expected arrivals from which to choose an entry to cover any deficit. Each additional reservation against different expected arrivals creates an additional entry in the schedule for the reserved quantity.
- Decrease reservation: when you decrease the quantity on a reserved entry, the change in quantity is added to the available stock on the expected arrivals against which the reservation was originally placed.
- Increase/decrease allocated entry: if you change the quantity on an allocated entry, free stock is adjusted to meet the change. If your change would make free stock negative, for entries marked for pooled allocation, the deficit is put on back order. For entries marked for queued allocation, the window of expected arrivals against the product is presented to allow you to choose an entry covering any deficit.

Unit – The unit for the schedule line. It defaults to the unit entered at the top of the window for the schedule as a whole.

You can enter individual lines on the schedule in quantities of any unit valid for the product, however, the schedule total will continue to be shown in the original units.

Details Section (Schedule window)

Reference – Descriptive text of up to 15 characters.

Committed – The date most recently given to the customer as the day by which they may expect the goods. This is initially set to the required date for the line but can be amended here.

Originally committed (*Display only*) – The first ever commit date given to the customer for these goods. Set automatically when the 'Committed' date is first altered.

Button (Schedule window)

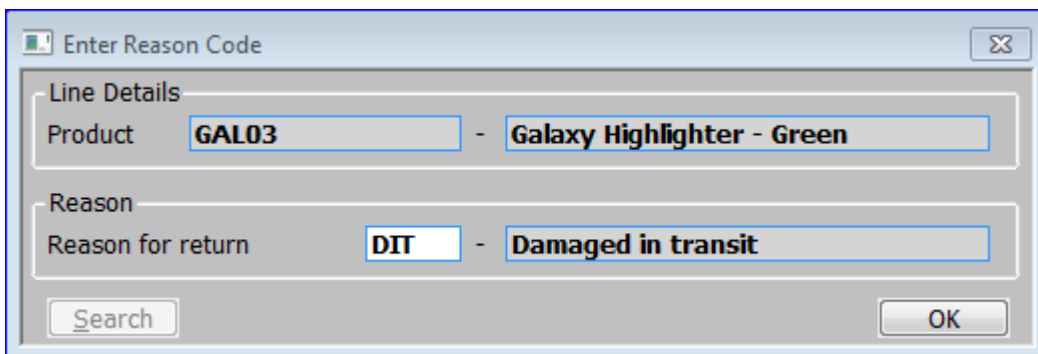
[Recalculate] – Recalculate the currently selected date, based on the current required date. This is for when the required date has been changed.

Totals

From (*Display only*) – The supply source.

Scheduled total (*Display only*) – This is shown in the unit entered at the top of the window.

Enter Reason Code



The screenshot shows a software window titled "Enter Reason Code". It has a standard Windows-style title bar with a close button (X). The window is divided into two main sections. The first section, labeled "Line Details", contains a "Product" field with the value "GAL03" and a corresponding description field showing "Galaxy Highlighter - Green". The second section, labeled "Reason", contains a "Reason for return" field with the value "DIT" and a corresponding description field showing "Damaged in transit". At the bottom of the window, there is a "Search" button on the left and an "OK" button on the right.

Introduction

The **Enter Reason Code** window is displayed when you:

- Complete a new order line, when entering a credit note.
- Confirm the copy when creating a credit note by copying an existing order. Transaction Desktop displays this window for every order line being copied.

Please note: This window does not appear if no reason codes have been defined in the administration parameters for Customer Returns.

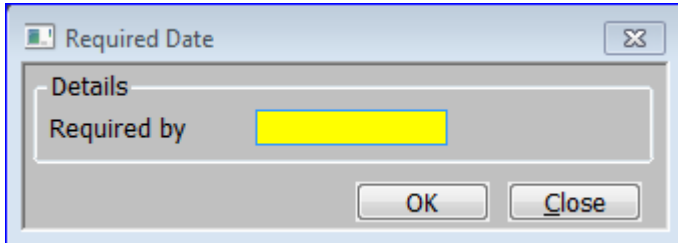
Line Details Section

Product (*Display only*) – The product code is displayed, followed by its description.

Reason Section

Reason for return – Enter the code identifying the reason for the return of goods for which this credit note is being entered. A **[Search]** of valid codes is available.

Required Date

A screenshot of a 'Required Date' dialog box. The window has a title bar with a close button. Inside, there is a 'Details' section with a label 'Required by' followed by a yellow rectangular input field. At the bottom, there are 'OK' and 'Close' buttons.

Introduction

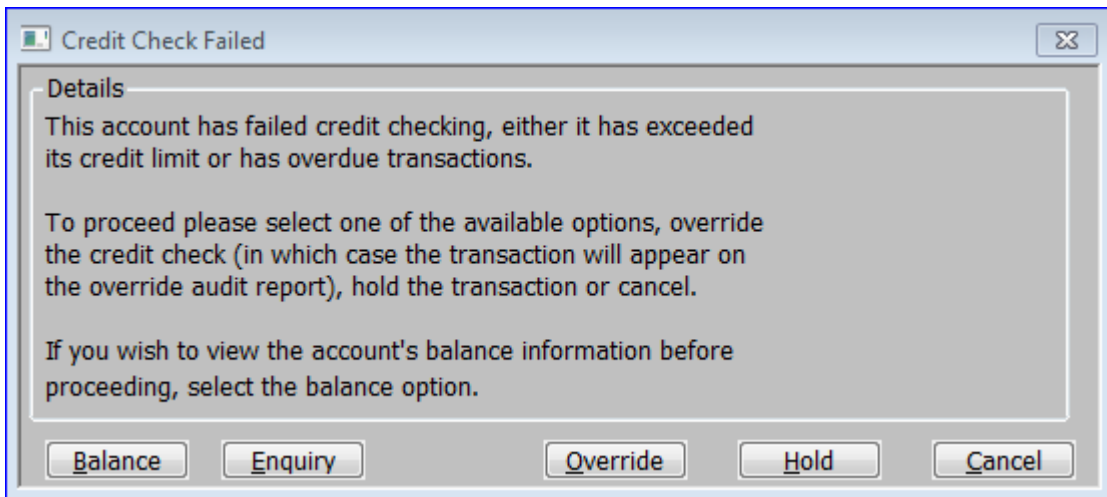
The **Required Date** window is displayed after the Unit prompt, when entering a new sales order line if the 'Required dates at line level allowed' system parameter is set to 'Prompt'.

Details Section

Required by – The required date for the transaction. Leave this blank to process the transaction as soon as possible.

If you entered a date at the 'Required' prompt in the Transaction Details then it is used as a default here.

Credit Check Failed

A screenshot of a 'Credit Check Failed' dialog box. The window has a title bar with a close button. Inside, there is a 'Details' section containing three paragraphs of text explaining the credit check failure and providing instructions on how to proceed. At the bottom, there are five buttons: 'Balance', 'Enquiry', 'Override', 'Hold', and 'Cancel'.

Introduction

The **Credit Check Failed** window is displayed (if appropriate) if credit checking failed.

Credit checking, if enabled via system parameters, takes place at the beginning of order entry, and as each detail line is entered.

The appearance of this window alerts you to the fact that the credit limit has been exceeded and gives you a number of options for dealing with the situation.

Please note: The use of this window is dependent on the Credit Checking system parameters.

Buttons

[Balance] – This button displays various balances for the selected account.

[Enquiry] – This button displays the **Customer Enquiry** window (*from Debtors Ledger*) for the selected customer.

[Override] – This button overrides the credit check and process the order as normal. The override is noted on the audit report.

[Hold] – This button lets you continue to enter a new order but with a status of “Held”. It will not be released for processing until the situation which caused the credit hold changes. When this happens, the order is released by the next Automatic Allocation run.

[Cancel] This button cancels processing of the order.

- If the order is empty, it is deleted and the order number (*which is not re-used*) appears on the override report as a wasted order.
- If the order is not empty, this option simply exits from order.

Copy Transaction

Copy Transaction

Copy From

Transaction: **ORD00083** Number of lines: **1**

Account: **NEAL015** **A Neal & Sons**

Type: **Sales Order**

Customer ref: **neal2498u**

Copy To

Our ref: **ORD00091**

Account: **NEAL015** **A Neal & Sons**

Type: **Sales Order**

Customer ref: **neal2498u**

Required: **[Yellow Box]**

Details

☐ Copy initial comments?

☐ Copy trailer comments?

☐ Copy transaction notes?

Search **OK** **Cancel**

Introduction

The **Copy Transaction** window is displayed when you press **[Copy]** at the 'Date' prompt when entering new order. It enables you to specify the reference of an existing order to be used as a template when creating a new order.

Copy From section

Transaction – Enter the reference of the order you want to copy. A **[Search]** is available.

Pease Note: The remaining information is only displayed, once a transaction has been selected to copy.

Number of lines (*Display only*) – The number of transaction lines in the order to be copied.

Account (*Display only*) – The customer account code and name that the order to be copied was entered for.

Type (*Display only*) – The transaction type of the order to be copied. This can be:

- Sales Order.
- Quotation.
- Invoice.
- Credit note.
- Repeating.
- Forward.

Customer ref (*Display only*) – The customer's reference, of the order to be copied.

Copy To section

Our Ref (*Display only*) – The System reference for the order to be created, as already defined in the main [Transaction Desktop](#) window.

Account (*Display only*) – The customer account code and name for the order to be created, as already defined in the main [Transaction Desktop](#) window.

Type (*Display only*) – The transaction type of the order to be created. This can be:

- Sales Order.
- Quotation.
- Invoice.
- Credit note.
- Repeating.
- Forward.

Customer ref– The customer’s purchase order number/reference, up to 25 characters, which will be printed on the invoice and all delivery documents. This defaults to the customer ref for the initial order.

Required – The required date for the transaction. Leave this blank to process the transaction as soon as possible. For more details, see ‘Required’ field in the main [Transaction Desktop](#) window.

Details Section

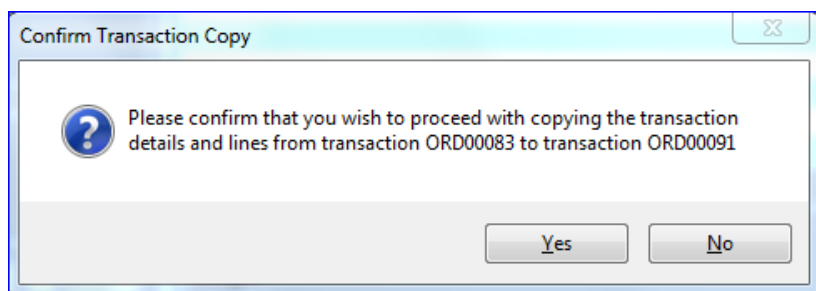
Copy initial comments? – Tick this box if the initial comments are to be copied from the original order to the new order.

Copy trailer comments? – Tick this box if the trailer comments are to be copied from the original order to the new order.

Copy transaction notes? - *(Only available at sites configured to use the extension database, not available when copying from or to a repeating order)* Tick this box if the transaction notes entered for the transaction being copied are copied to the new transaction.

On Completion

A confirmation request is displayed.



Yes - The existing order is then copied and you are returned to the main [Transaction Desktop](#) window, in amend mode for the new order. You can then make any necessary amendments to the new transaction.

No – Return to the [Copy Transaction](#) window.

Order by Product

The screenshot shows the 'Order by Product' window. It features a table with columns: Product, Description, Add to Transaction, Quantity, Unit, and Free Stock. The table lists several products, including Antec Typecart 100, Victor Design 2 Portable OHP, Banner Lev.Arch File A4 - Grn, Banner Lev.Arch File A4 - Y1w, Galaxy Highlighter - Yellow, and Galaxy Highlighter - Blue. Below the table, there are sections for 'Last Invoice' (Last invoice: INV00181, Date: 30/04/2015, Quantity last invoiced: 6 ITEM) and 'Pricing Details' (Price paid at last invoice: 4.52 per ITEM, Pricelist used: MAINGBP). At the bottom, there are buttons for Search, Select, Deselect, All, Remove, Amend, Apply, Generate, and Cancel.

Product	Description	Add to Transaction	Quantity	Unit	Free Stock
ANTCT100	Antec Typecart 100		1	ITEM	400
AVPP2	Victor Design 2 Portable OHP		1	ITEM	7
BAN2850	Banner Lev.Arch File A4 - Grn		1	ITEM	850
BAN2855	Banner Lev.Arch File A4 - Y1w		1	ITEM	850
GAL01	Galaxy Highlighter - Yellow		1	ITEM	1370
GAL02	Galaxy Highlighter - Blue		1	ITEM	840

Last Invoice
 Last invoice: INV00181
 Date: 30/04/2015
 Quantity last invoiced: 6 ITEM

Pricing Details
 Price paid at last invoice: 4.52 per ITEM
 Pricelist used: MAINGBP

Buttons: Search, Select, Deselect, All, Remove, Amend, Apply, Generate, Cancel

Introduction

The **Order by Product** window (Template) is displayed when you press **[Template]** at the Product prompt, when entering or amending an order. The window lists previously invoiced products for the customer, products can then be selected and quantities specified for inclusion as new lines on the current transaction.

Invoiced Products Section

Product (*Display only*) – The product code (*or the product alias code*) and its description.

Add to Transaction (*Display only*) – This indicates whether or not the product has been selected for inclusion in the list of products for which transaction lines will be generated.

Please note: If a product is obsolete or superseded it cannot be added automatically. If it is required, it must be added to the transaction manually.

Quantity (*Not for extras or comments*) – Enter the required quantity of the product.

Unit (*Not for extras or comments*) – Enter a valid unit for the product. A pop-up enquiry is available.

Please note: If the unit selected is not the stock unit, the quantity ordered is converted into stock units for internal handling by the software. If either the quantity or the conversion factor is not a whole number, the quantity ordered may be rounded as a result of the conversion process. If this happens, you are warned and the stock unit equivalents of the quantity and unit are also displayed.

Free Stock (*Display only*) – The current quantity of free stock in the unit shown.

Last Invoice Section

Last invoice (*Display only*) – The invoice number from which the preceding date and quantity are taken.

Date (*Display only*) – The date the customer was last invoiced for the product.

Quantity last invoiced (*Display only*) – The last quantity invoiced.

Pricing Details Section

Price paid at last invoice (*Display only*) – The price paid when the customer was last invoiced for this product.

Pricelist used (*Display only*) – The pricelist from which the preceding price was taken.

Buttons

[Select] (*Only if the product is not currently 'selected'*) – This button adds the current product to the list of products for which transaction lines are to be generated. When a product is selected, you are prompted for the quantity and unit to be used for the resulting transaction line.

[Deselect] (*Only for 'selected' products*) – This button removes the current product from the list of products for which transaction lines are to be generated.

[All] – (This adds all unselected products to the list of products for which transaction lines are to be generated, you are not prompted for the quantities and units to be used for the resulting transaction lines.

[Remove] (*Only if the product is not currently 'selected'*) – This button removes the current product from the list of previously invoiced products.

Please note: Removed products are re-added to the list when a transaction line for them is next invoiced to the customer.

[Amend] (*Only for 'selected' products*) – This allows the quantity and unit to be amended.

[Generate] – This returns to the main [Transaction Desktop](#) window and generates transaction lines for all currently 'selected' products using the quantities specified.

[Cancel] – This abandons the current selections and returns to the main [Transaction Desktop](#) window. No transaction lines are generated.


Transaction Details

The screenshot shows a 'Transaction Details' window with the following sections:

- Details:**
 - Customer reference: **ORD00084**
 - Required: [Empty field]
 - Transaction date: **30/04/2005** 12.21
 - Expiry date (quotations): [Empty field]
 - Cross-border cash book: [Empty dropdown]
 - Trading terms: **C** Due 90 Days
 - ☐ Transaction is a supply of broadcasting, telecommunications or e-services (BTE)?
 - Created by: **AJU4**
 - Last amended by: **SHUT**
 - Generated from: [Empty field]
- Sales Details:**
 - Sales office: **MID** Midlands and Wales
 - Sales rep.: **AJ** Alan Jones
 - Territory: **M03** Midlands - West & Wales
 - Class: **WS** Wholesaler
- Despatch Details:**
 - Despatch from: **MID** Midlands and Wales
 - Delivery: **VAN**
 - Instructions: **Van**
 - Number of labels: **0**
 - Despatch/Return date: **30/04/2015**
- Settings:**
 - ☐ Acknowledgements required?
 - ☒ Part invoicing allowed?
 - ☒ Part deliveries allowed?
 - ☐ Combine orders for delivery?
 - ☐ Combine invoices?
 - Back orders?: **Allowed**

Buttons at the bottom: Search, Price/Discount, Notes, Credit Note Options, Initial Comments, Repeating Order, Trailer Comments, OK, Close.

Introduction

The **Transaction Details** window is displayed when you press the Details button. It enables you to enter and update information about the current transaction. It is also displayed when you complete the Transaction Details section of the main [Transaction Desktop](#) window for a new order, if not all the mandatory information is not available. The missing fields are indicated by a  (A white star on a red background).

Please note: With the exception of the transaction date and time, the remaining items in this window default to the corresponding values entered for the customer in the **Company Details** window of Customer Maintenance in Debtors Ledger or defined in the user's desktop profile (if a setting exists in both places the setting defined in Customer Maintenance is used).

Details Section

Customer reference – The customer's purchase order number/reference, up to 25 characters, which will be printed on the invoice and all delivery documents.

Required – The required date for the transaction. (See the main [Transaction Desktop](#) window for more details)

Transaction date (& time) – The date defaults to the date was entered. A blank order date is not allowed. The time is set automatically and cannot be changed as it is intended for audit purposes.

Expiry date (quotations) - *(Only available for quotations and if the option to automatically purge expired quotations is enabled in system parameters)* – Set this to the date on which the quotation expires. The system will automatically purge any quotations that have not been converted to an order but have passed their expiry date. Leave this blank if the quotation is not to be automatically purged after a specified date. This defaults to the system date, plus the number of day's quotations are retained.

Cross-border cash book – Enter the cash book to be used as a default for cross-border invoices generated for this customer. The BIC and IBAN of this cash book must be printed on the invoice so that the customer can use them for payment. The default is the cash book Set up for this customer in **Customer SOP Details**. A **[Search]** is available.

Trading terms (Mandatory) – This determines the payment terms and any settlement discount to be applied to this transaction. A **[Search]** is available. New terms codes can be set up at this point. Existing codes cannot be amended or deleted here.

Transaction is a supply of broadcasting, telecommunications or e-services (BTE)? *(Only available for quotations, orders, invoices or credit notes and if the customer type is consumer)* - Tick this if the transaction is for goods that are classed as a supply of broadcasting, telecommunications or e-services (BTE). If this is the case, the place of taxation is determined by the location of the customer (i.e. the country from the customer's invoice address), rather than the location of the business supplying the services. When ticked, lines are restricted to products configured as BTE supplies or comments.

Please note: Supplies of BTE to consumers (private individuals) are excluded from the EC Sales List and do not contribute to the 'value of supplies to EC countries' on the VAT Reconciliation report. The tax class is set to 'DS' (digital supplies) for supplies of BTE. The VAT Reconciliation report lists these in a separate section.

Created by (Display only) – The operator-id of the user that originally created the transaction.

Last amended by (Display only) – The operator-id of the user that last updated the transaction.

Generated from (Display only) – If the transaction was created using the copy transaction function or from a repeating order then this is set to the 'our ref' of the originating transaction, otherwise this is blank.

Sales Details Section

Sales office (*Mandatory*) – The location to which this sale will be credited in 'Sales Analysis' and 'General Ledger'. A **[Search]** is available. This can only be altered if multiple locations are in use.

Sales rep. – A four-character code used for sales analysis. A **[Search]** is available. The default is the sales rep code held for the customer in Debtors Ledger or if this is not set the default is taken from the user's desktop profile. If neither is available the default is the id of the operator entering the transaction (*provided this has been defined as a valid sales rep code*).

Please note: You can change the title of this code through the **Customer Classification Titles** window of Debtors Ledger system parameters; for example, you can change the title from 'sales rep.' to 'agent'.

Please also note: If the 'Default sales rep from operator-id' SOP system parameter is set, the id of the operator entering the transaction (*provided this has been defined as a valid sales rep code*) is used regardless of any default held for the customer or entered in the user's desktop profile.

Please also note: Sales rep codes are defined via system codes in administration parameters.

Territory – A four-character code used for sales analysis. A **[Search]** is available.

Class – A customer category as set up in Debtors Ledger. A **[Search]** is available.

Despatch Details Section

Despatch from (*Mandatory*) – The location from which stock is actually taken. A **[Search]** is available. This can only be altered if multiple locations are in use. It can be changed on each transaction line if permitted by a system parameter.

Delivery – Enter a delivery code as entered in system codes in administration parameters. This field can be left blank. A **[Search]** is available. If you enter a valid code its description (*2 lines of up to 30 characters each*) is used to default the delivery instructions

Instructions – The delivery instructions for the transaction (*2 lines of up to 30 characters can be entered*).

Number of labels (*Only if the 'Delivery labels required' system parameter is set*) – Enter one of the following:

- Zero, if labels are not required for this transaction.
- A positive number, in the range 1-99, to indicate the exact number of labels required for each delivery note.
- P, to print labels according to the settings of the products on the delivery notes.

Please note: You enter product label settings in the Sales Details window of Product Maintenance. You can specify the number of labels to be printed for each delivery of the product, or for a specified pack size.

Despatch/Return date – The date to be used when stock is issued or returned (*for the current transaction*) within the transaction desktop.

Please note: This date is reset each time an order is processed.

Settings Section

Acknowledgements required? (*Not Credit Notes, Invoices or if the ‘Acknowledgements required – SOP system parameter is disabled’*) – Tick if an acknowledgement is required for this order? This defaults from the setting in Debtors Ledger – Customer Details – Companies – SOP Details.

Part invoicing allowed? (*Not Credit Notes, Invoices or if the ‘Allow part invoicing? – SOP system parameter is disabled’*) – Tick if part invoicing is allowed for this order? This defaults from the setting in Debtors Ledger – Customer Details – Companies – SOP Details.

Part deliveries allowed? (*Not Credit Notes, Invoices or if the ‘Allow part deliveries?’ – SOP system parameter is disabled’*) – Tick if part deliveries are allowed for this order? This defaults from the setting in Debtors Ledger – Customer Details – Companies – SOP Details.

Please note: Part deliveries also apply to picking lists as well as delivery notes

Combine orders for delivery? (*Not Credit Notes or Invoices*) – The type of delivery processing to be used for this order. Settings are:

- Tick to process the order as part of a combined delivery for the customer.
- Leave Blank :
 - If the customer receives normal order deliveries, process the order using the standard order delivery procedures.
 - If the customer receives combined deliveries, process this order using the special delivery option in the combined delivery-picking window.

This defaults from the setting in Debtors Ledger – Customer Details – Companies – SOP Details.

Please note: This setting on an order header cannot be altered while any line on the order is undergoing delivery, i.e. has appeared on a picking list but has not been confirmed as despatched.

Combine invoices? (*Not Credit Notes, Invoices or if the ‘Combine orders onto a single invoice?’ – SOP system parameter is disabled’*) – Tick if this order can be combined with others onto a single invoice. This defaults from the setting in Debtors Ledger – Customer Details – Companies – SOP Details.

Back orders? (*Not Credit Notes or Invoices*) – Set how back orders are handled for this order. Select from a drop down menu:

- Allowed – Select this if, during the addition of new order lines for pooled products, any quantity in excess of remaining free stock is to be placed on back order.

- Not Allowed – Select this if back ordering is not permitted for lines of pooled products on the order.
- Always – Select this to automatically back order all quantities of pooled products on new lines added to the sales order regardless of the availability of free stock.

Please note: Modifying this parameter on sales orders that already contain lines that are not fully delivered is NOT recommended practice. While changing the parameter has no immediate effect on such lines, it can lead to unexpected inclusion or exclusion of the lines from picking lists and in despatch confirmation. If you are forced to change the back order option on the header of an order containing undelivered lines, it is recommended that you then amend each of the lines and clearly establish the allocated and back ordered stock quantities on them in accordance with the new setting.

Buttons

[Credit Note Options] (*Credit notes only*) – This button displays the [Credit Note Options](#) window, allowing you to enter the default status of goods for the credit note.

[Repeating Order] (*Repeating orders only*) – This button displays the [Repeating Orders Settings](#) window, allowing you to enter the details controlling the repeating order.

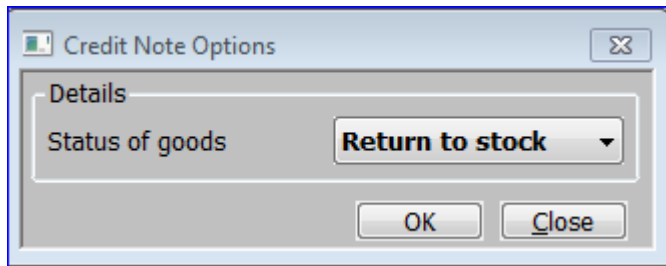
[Price/Discount] – This button displays the (Transaction Details –) [Price/Discount Settings](#) window, allowing you to enter the pricing and discount defaults for the transaction.

[Initial Comments] – This button displays the **Initial Comments** window allowing you to enter or amend any number of lines of up to 40 characters each of free-format text, for printing (*before any detail lines*) on acknowledgements, delivery notes and invoices. If a comment line starts with an asterisk, then it and all subsequent lines are for internal use only and are not printed.

[Trailer Comments]– This button displays the **Trailer Comments** window allowing you to enter or amend any number of lines of up to 40 characters each of free-format text, for printing (*after any detail lines*) on acknowledgements, delivery notes and invoices. If a comment line starts with an asterisk, then it and all subsequent lines are for internal use only and are not printed.

[Notes] (*Only available at sites configured to use the extension database, not available when entering repeating orders*) - This allows the notes for the current transaction to be viewed and updated. If the current transaction already has notes, an indicator (the hi-lighted text 'Notes') is displayed, to show this.

Credit Note Options



Introduction

The **Credit Note Options** window is displayed when you press the **[Credit Note Options]** button in the [Transaction Details](#) window. It allows you to enter and update the default status of goods for the credit notes.

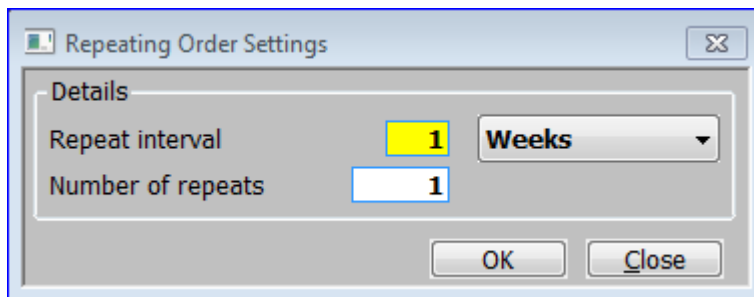
Details Section

Status of goods – Select the default status of the goods on a credit note from a drop down menu. The options are:

- **Return to stock** – Goods are returned to stock so that they can be issued to another order.
- **Write off** – Goods are not returned to stock, but are instead written off. You can then use the stock adjustments facility in Stock Control to set the correct status and value of the returned goods.

Please note: This cannot be changed once lines have been entered.

Repeating Order Settings



Introduction

The **Repeating Order Settings** window is displayed when you complete the transaction details section of an order and before entering the order lines. It enables you to enter the repetition details. It is also displayed when you press the **[Repeating Order]** button from the [Transaction Details](#) window.

Details Section

Repeat interval – The interval between repetitions of the order. The interval is given as a number followed by the type of interval. This is selected from a drop down menu and can be:

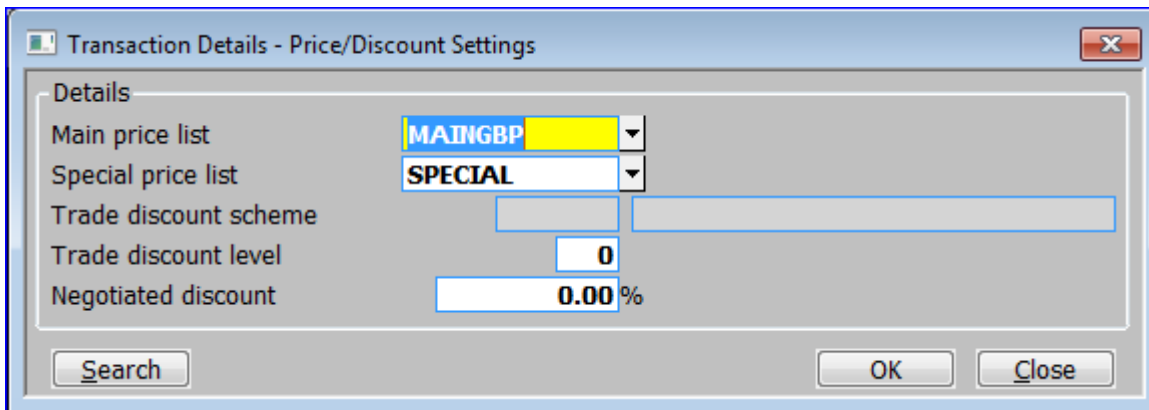
- Days.
- Weeks.
- Months.
- Upon request.

Please note: The 'Required' (*already entered*) gives the date for the first occurrence and subsequent dates are calculated from this.

Please also note: A repeating order acts only as a template; it is not invoiced and does not have stock allocated to it. Automatic Allocation generates normal orders from the template when they are required.

Number of repeats – The number of orders required (*e.g. if this is set to 2, there will be an eventual total of two orders created from the template*). This figure is decremented every time one of the repeats is processed and the repeating order template becomes eligible for purging when the figure becomes zero. For an indefinite number of repetitions enter -1. For 'On Request' orders, enter 0 here and amend this to 1 each time an order is required. On Request templates must eventually be deleted manually.

Price/Discount Settings



Introduction

The **Price/Discount Settings** window is displayed when you press the **[Price/Discount]** button from the [Transaction Details](#) window. It enables you to enter and update pricing and discount defaults for the transaction.

Please note: All items in this window default to the corresponding values entered for the customer in the **Company Details** window of Customer Maintenance in Debtors Ledger or defined in the user's desktop profile (*if a setting exists in both places the setting defined in*

Customer Maintenance is used). With the exception of the Trade Discount Scheme, they can be overridden.

Details Section

Main price list – The price list to be used. A **[Search]** is available. Your system can be configured to allow each transaction line to be manually priced as it is added to the order. To use this feature leave the main price list for the transaction blank.

Special price list - A **[Search]** is available. Any special prices, to be used in preference to those on the main price list, or a list of special discounts to be applied to the main price list, or a list of foreign language product descriptions.

Please note: Transaction lines already entered are not altered automatically if you change the main or special price list; you must use the **[Reprice]** option on the [Process Transaction](#) menu.

Trade discount scheme (*Display only*) – If a trade discount scheme has been specified for the customer, it is displayed here. It is used in preference to any trade discount scheme held at product level which otherwise applies.

Trade discount level – Enter the level within a trade discount scheme which applies to this transaction.

Negotiated discount – Enter the negotiated discount percentage, if any. This can be a negative figure to calculate a surcharge applying to all transaction lines; for example a delivery charge.

Please note: System parameters control the way discounts are calculated when a combination of trade, quantity, industry or negotiated discounts are used. System parameters also control how multiple discounts are printed on quotations and invoices.

Account Details

The screenshot shows a window titled "Account Details" with a close button in the top right corner. The window contains several input fields for account information. The "Account Balance" section includes fields for Balance (31260.20), Credit limit (80000), Indemnity cover (0), Next (1276.10), Past-2 (0.00), Curr (0.00), Past-3 (0.00), Past-1 (0.00), Past-4 (29984.10), Last sale (1264.22) on (30/04/2015), Average days taken to pay invoices (53), a red box with 9118.00 followed by "is overdue from" and 19/03/2005, Outstanding orders (2209.50), Held transactions (0), and Held amount (0.00). At the bottom, there are buttons for Notes, Actions, Branch Details, Close, Account Enquiry, and Previous Orders.

Field	Value
Balance	31260.20
Credit limit	80000
Indemnity cover	0
Next	1276.10
Past-2	0.00
Curr	0.00
Past-3	0.00
Past-1	0.00
Past-4	29984.10
Last sale	1264.22
on	30/04/2015
Average days taken to pay invoices	53
Overdue amount	9118.00
Overdue from	19/03/2005
Outstanding orders	2209.50
Held transactions	0
Held amount	0.00

Buttons: Notes, Actions, Branch Details, Close, Account Enquiry, Previous Orders

Introduction

The **Account Details** window is displayed when you press the **[Account]** button, in the main [Transaction Desktop](#) window. It enables you to make enquiries about the currently selected customer/company. It is also displayed when you press **[Balance]** from the [Credit Check Failed](#) window.

Account Balance Section

Balance (*Display only*) – The current balance on the account.

Credit limit (*Display only*) – The Credit limit for the customer.

Indemnity cover (*Display only*) – The Indemnity cover limit for the customer (*0 if Indemnity cover is not enabled for the currently selected company*).

Next (*Display only*) – The balance on the account for the next period.

Current (*Display only*) – The balance on the account for the current period.

Past-1 (*Display only*) – The balance on the account for the previous period.

Past-2 (*Display only*) – The balance on the account for past period 2.

Past-3 (*Display only*) – The balance on the account for past period 3.

Past-4 (*Display only*) – The balance on the account for past period 4.

Last sale (*Display only*) – The amount and date of the last sale.

Average days taken to pay invoices (*Display only*) – The average number of days the customer takes to pay invoices.

... Is overdue from ... (*Display only*) – The value of the oldest overdue invoice and the date it was due.

Outstanding orders (*Display only*) – The total value of outstanding orders.

Held Transactions (*Display only*) – The number of transaction held on the customer's account in debtors' ledger.

Held amount (*Display only*) – The total value of those held transaction on the customer's account in debtors' ledger.

Buttons

[Notes] – This option displays the **Customer Notes for...** window, allowing you to view and amend notes about this customer.

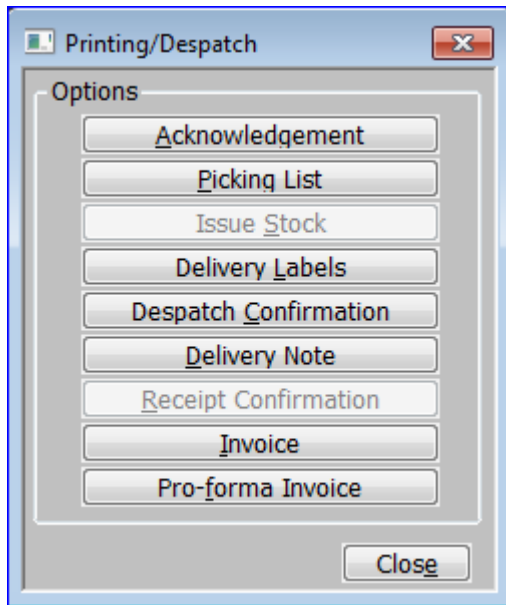
[Actions] – This option displays the **Actions on Customer** window, allowing you to view and actions on this customer.

[Branch Details] (*Only available if the customer is a branch or head office*) – This option displays the **Branch Details for Head Office** window. This lists the branches for the head office account applicable to the current transaction. For each branch the delivery address, contact details, credit limit, amount due and total of outstanding orders are displayed.

[Account Enquiry] – This option displays the **Account Enquiry for Company** window displaying an enhanced enquiry, with further buttons available to supply comprehensive enquiry for the selected customer.

[Previous Orders] – This option displays the **Orders by Customer** window displaying all previous orders for the selected customer in reverse date order. Further buttons then enable you to display even more information for the order.

Printing/Despatch



Introduction

The **Printing/Despatch** window is displayed when you press the **[Print]** button in the Transactions section of the main [Transaction Desktop](#) window (*Not for Quotations, Invoices, Credit Notes or Direct orders*). It enables the immediate printing (*or reprinting*) of documents associated with this order (*if permitted by system parameters and the type/status of the order*).

Please note: If you issue stock to an order and print an immediate invoice, this document is deemed to be both delivery note and invoice, and no separate delivery note will be printed.

Options

[Acknowledgement] –This option lets you print and/or export an acknowledgement for the selected order. If the acknowledgement is to be printed the **standard print options** window is displayed.

[Picking List] –This option lets you print the picking list (*and, depending on how your system parameters are set, the delivery note*) for this order. The standard **Picking/Delivery Note Print** window is displayed, unless a picking list has already been picked, but further items require picking in which case you are given the option.

[Issue Stock] –This option lets you issue stock to the order. You are prompted for batch and serial numbers if one or more of the products are batch traceable or serialised.

Please note: If any of the order lines have an outstanding picked quantity (*i.e. they have appeared on a picking list but the stock has not been issued*) the stock must be issued using Despatch Confirmation.

[Delivery Labels] –This option lets you print delivery labels for this order. The **Label Print** window is displayed.

[Despatch Confirmation] – This option lets you confirm despatch of the selected order. The **Despatch Confirmation Options** window is displayed.

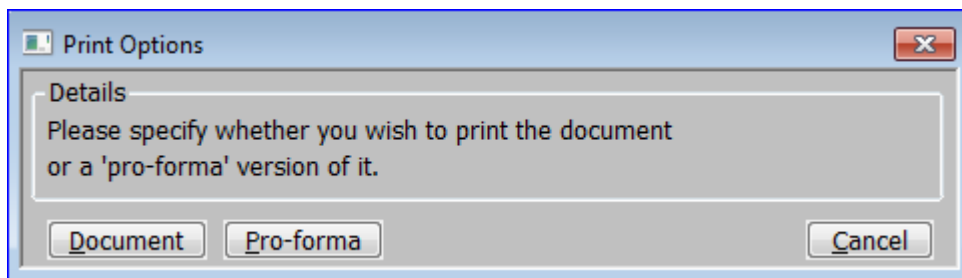
[Delivery Note] – This option lets you print the delivery note for the selected order. If stock has not already been issued for this order, a window appears warning that stock is issued before the delivery note is printed. It asks you to confirm that you want to proceed. *(You are prompted for batch and serial numbers if any of the products are batch traceable or serialised)*. The **standard Print Options** window is displayed.

[Receipt Confirmation] *(Only if 'Customer Receipt Confirmation' is enabled via SOP system parameters and either the 'Is this the case for all customers?' or the 'Receipt confirmation required?' parameter is set for the customer)* – This option allows lets you confirm customer receipts for delivery notes relating to the order. The **Delivery Notes window** is displayed allowing you to select a delivery note for confirmation.

[Invoice] – This option allows lets you print, e-mail and/or export the invoice for the transaction. The [Invoice Details](#) window is displayed.

[Pro-forma Invoice] – This option allows lets you print or e-mail a pro-forma for the selected invoice. This does not change the data or affect any processing, for example you might want to print an invoice for test purposes. The [Invoice Details](#) window is displayed.

Print Options



Introduction

The **Print Options** window is displayed when you press the **[Print]** button in the Transactions section of the main [Transaction Desktop](#) window *(Only for Invoices, Credit Notes or Direct orders)*. It enables the immediate printing *(or reprinting)* of documents associated with this order *(if permitted by system parameters and the type/status of the order)*.

Buttons

[Document] – This option allows lets you print, e-mail and/or export the invoice/credit note for the transaction. The [Invoice / Credit Note Details](#) window is displayed.

[Pro-forma Invoice] – This option allows lets you print or e-mail a pro-forma for the selected invoice / Credit Note. This does not change the data or affect any processing, for example you might want to print an invoice for test purposes. The [Invoice / Credit Note Details](#) window is displayed.

Invoice / Credit Note Details

The image shows two screenshots of software windows, one for 'Invoice Details' and one for 'Credit Note Details'. Both windows have a 'Details' section with the following fields:

- Invoice Date: 30/04/2015
- Exclude Deliveries After: [Empty]
- Analysis Location: STH
- ☐ Print rather than email invoices?
- Message Line 1: [Empty]
- Message Line 2: [Empty]

At the bottom of each window are three buttons: Search, < Back, and Next >.

Introduction

The **Invoice Details** window is displayed when you select either the **[Document]** or the **[Proforma Invoice]** button in the **Print Options** window or the **Printing/Despatch** window. For Credit Notes the **Invoice Details** window is replaced by the **Credit Note Details** window.

Details Section

Invoice / Credit date (*Display only, when reprinting invoices*) – Enter the invoice date. This is also used to select the accounting period for postings. The default is either today or the last day

of the current period in Debtors Ledger, whichever is earlier. You can change this to an earlier date or to a date in the 'next period' in Debtors Ledger. If you enter a date in the 'next period', a warning window appears. You cannot enter a date beyond the end of the 'next period' in Debtors Ledger.

Exclude deliveries after (*Not when reprinting invoices*) – If part invoicing is not allowed and a fully confirmed order has a despatch date after the date entered here, no invoice is printed for the order.

Analysis location (*Display only*) – The analysis location the invoice relates to.

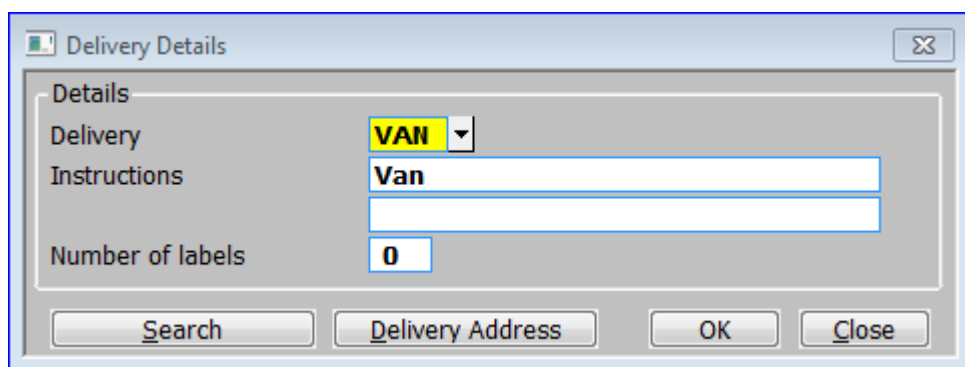
Invoices from...to (*Display only*) – The next available, and the last possible, invoice numbers.

If your order type is invoice or you selected Proforma from the **Invoice Print** menu, these are blank.

Print rather than email invoices/credit notes? – Set this to physically print all invoices/credit notes regardless of whether the customer is configured to receive them via email. If this is not set, invoices/credit notes will be sent via email for those customers configured to receive them via email.

Message line 1 & 2 – Enter two lines of up to 30 characters each for printing on the invoices or exporting with the invoice details. Typical uses are for sales announcements or statements of terms.

Delivery Details



Introduction

The **Delivery Details** window is displayed when you select **[Delivery]** from the main [Transaction Desktop](#) window, enabling you to view and amend the delivery instruction and access the [Delivery Address](#) window.

Details section

Delivery instructions – Enter a delivery code as entered in System Codes in administration parameters. A [Search] is available. When you enter a valid code the description (*up to 2 lines of up to 30 characters each*) is displayed. You can change the description specifically for this order.

Number of labels (Only if the 'Delivery labels required' system parameter is set) – Enter one of the following:

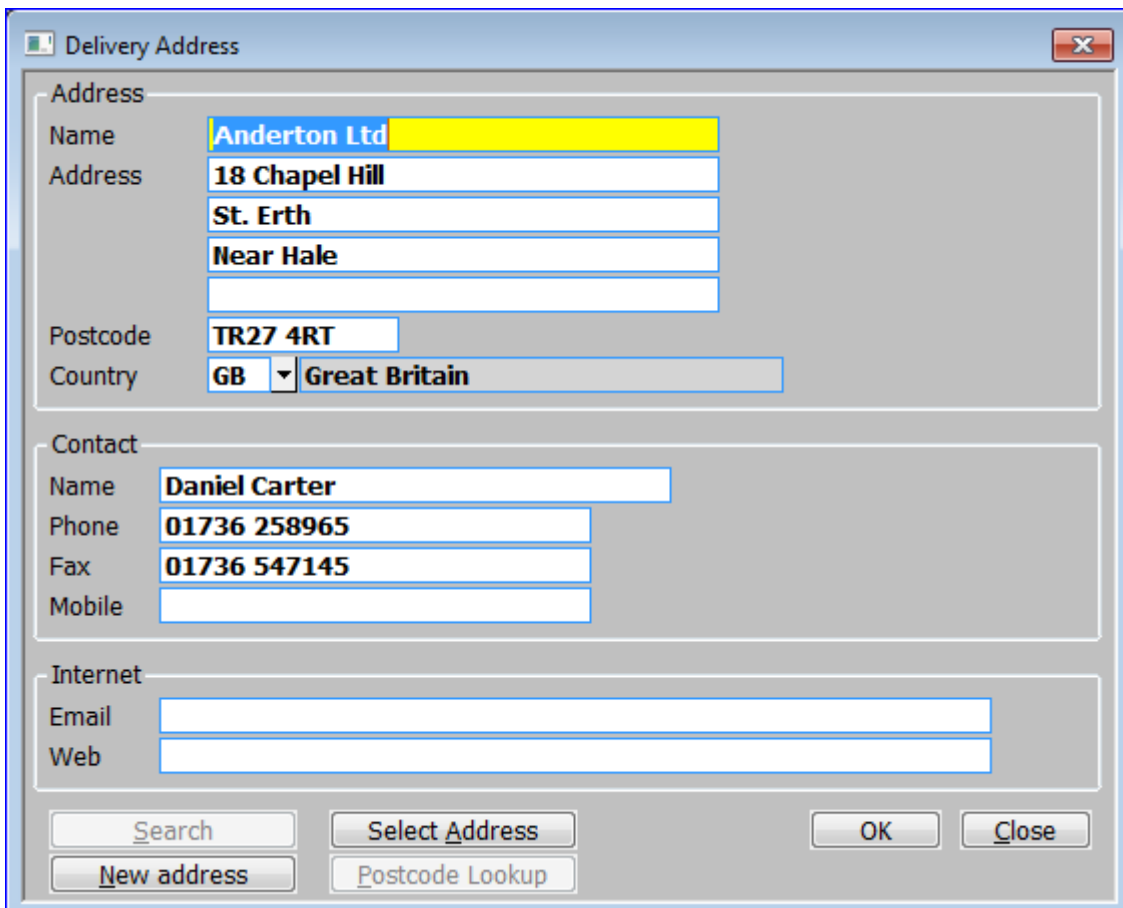
- **Zero**, if labels are not required for this order.
- A **positive number**, in the range 1-99, to indicate the exact number of labels required for each delivery note.
- **P**, to print labels according to the settings of the products on the delivery notes.

Please note: You enter product label settings in the Sales Details window of Product Maintenance. You can specify the number of labels to be printed for each delivery of the product, or for a specified pack size.

Button

[Delivery Address] – Display the [Delivery Address](#) window, allowing you to view and amend the delivery address and contact details.

Delivery Address



The screenshot shows a software window titled "Delivery Address" with a standard Windows-style title bar (minimize, maximize, close buttons). The window is divided into three main sections: "Address", "Contact", and "Internet".

- Address Section:** Contains fields for Name, Address, Postcode, and Country. The "Name" field is highlighted in yellow and contains "Anderton Ltd". The "Address" field is split into three lines: "18 Chapel Hill", "St. Erth", and "Near Hale". The "Postcode" field contains "TR27 4RT". The "Country" field is a dropdown menu showing "GB" and "Great Britain".
- Contact Section:** Contains fields for Name, Phone, Fax, and Mobile. The "Name" field contains "Daniel Carter". The "Phone" field contains "01736 258965". The "Fax" field contains "01736 547145". The "Mobile" field is empty.
- Internet Section:** Contains fields for Email and Web. Both fields are empty.

At the bottom of the window, there are four buttons: "Search", "New address", "Select Address", and "Postcode Lookup". On the right side, there are two buttons: "OK" and "Close".

Introduction

The **Delivery Address** window is displayed when you select **[Delivery Address]** from the main [Delivery Details](#) window. It enables you to view and amend the delivery address and contact details.

Please note: If the current delivery address details are edited or a new delivery address entered the [Address Details Changed](#) window is displayed.

Address Section

Name, Address, Postcode – The name, address and postcode to which the delivery / delivery note is to be sent.

Country – The country to which the delivery / delivery note is to be sent. A [Search] is available. If the country code is changed the tax is recalculated as necessary. You cannot change the country code after the invoice has been printed.

Contact Section

Name – The contacts name.

Phone – The main telephone number associated with the delivery address.

Fax – The fax number associated with the delivery address.

Mobile – The mobile number associated with the delivery address.

Internet Section

Email – The email address associated with the delivery address. A warning is displayed if the Email address is not of a recognised format.

Please note: Depending on your system set up, you may be able to double click on the e-mail address to send an e-mail to that address.

Web – The address of the web site associated with the delivery address. A warning is displayed if the web address is not of a recognised format.

Please note: Depending on your system set up, you may be able to double click on the web site address to display that web page.

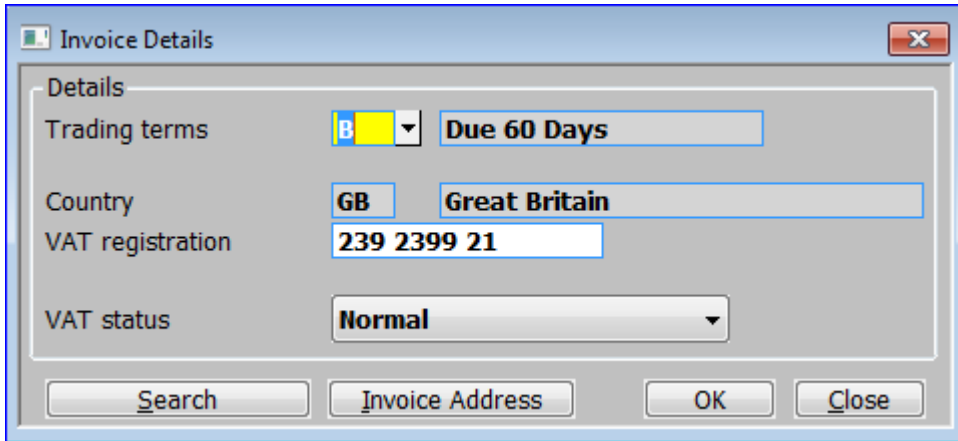
Buttons

[Select Address] – This options display the **Select Address** window, allowing you to select a new delivery address from the addresses associated with that customer.

[New Address] – This option clears the window down, allowing you to enter new delivery address details.

[Postcode Lookup] (*Only if 'Postcode Anywhere' is configured for use on that screen. See [Appendix A](#) for more details.*) – Add or amend a delivery address using the Postcode Anywhere facility.

Invoice Details



Introduction

The **Invoice Details** window is displayed when you select **[Invoice]** from the main [Transaction Desktop](#) window. It enables you to view and amend invoice details and access the [Invoice Address](#) window.

Details Section

Trading terms – The trading terms code (*set up in Debtors Ledger*) determining the payment terms and any settlement discount to be applied to this order. A **[Search]** is available which allows new terms codes can be set up, but existing codes cannot be amended or deleted here.

Country (*Display only*) – The country associated with this order. It affects Tax handling.

Tax registration (*The Tax reference (e.g. VAT, GST...) is substituted for the word Tax*) – This must correspond to the tax registration mask entered for the country in the Country Codes window of administration parameters. You cannot change this prompt after the invoice has been printed.

Tax status (*The Tax reference (e.g. VAT, GST...) is substituted for the word Tax*) – Select from a drop down menu:

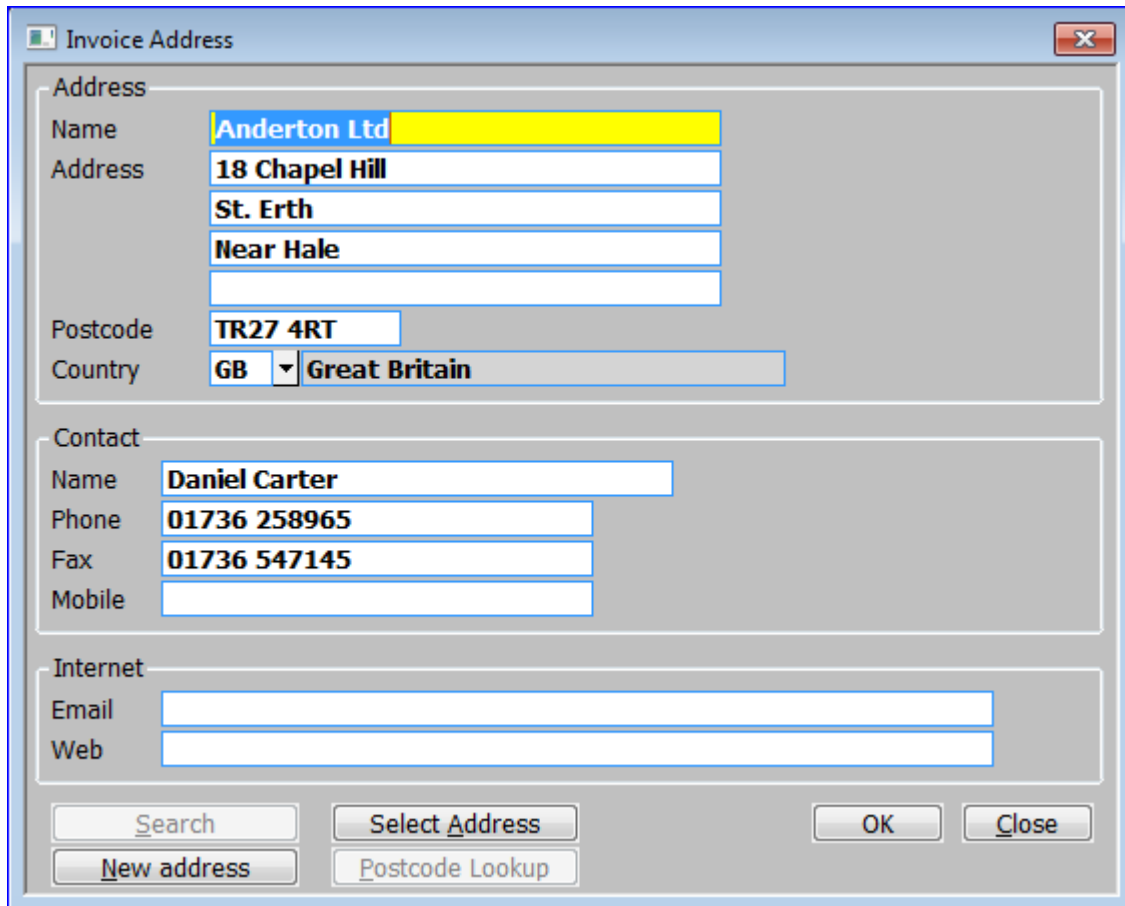
- Normal.
- Exempt.
- Zero Rated.
- Outside Scope of VAT.

Please note: In some cases this option may be blank.

Button

[Invoice Address] – Display the [Invoice Address](#) window, allowing you to view and amend the invoice address and contact details.

Invoice Address



The screenshot shows a software window titled "Invoice Address". It contains three main sections: "Address", "Contact", and "Internet". The "Address" section has fields for Name ("Anderton Ltd"), Address ("18 Chapel Hill", "St. Erth", "Near Hale"), Postcode ("TR27 4RT"), and Country ("GB" with a dropdown arrow and "Great Britain" text). The "Contact" section has fields for Name ("Daniel Carter"), Phone ("01736 258965"), Fax ("01736 547145"), and Mobile. The "Internet" section has fields for Email and Web. At the bottom, there are buttons for "Search", "New address", "Select Address", "Postcode Lookup", "OK", and "Close".

Introduction

The **Invoice Address** window is displayed when you select **[Invoice Address]** from the main [Invoice Details](#) window, enabling you to view and amend the delivery address and contact details.

Please note: If the current invoice address details are edited the [Address Details Changed](#) window is displayed.

Address Section

Name, Address, Postcode – The name, address and postcode to which the invoice is to be sent.

Country – The country to which the invoice is to be sent. A **[Search]** is available. . If the country code is changed the tax is recalculated as necessary. You cannot change the country code after the invoice has been printed.

Contact Section

Name – The name of the contact associated with this invoice address

Phone – The main telephone number associated with the invoice address.

Fax – The fax number associated with the invoice address.

Mobile – The mobile number associated with the invoice address.

Internet Section

Email — The email address associated with the invoice address. A warning is displayed if the Email address is not of a recognised format.

Please note: Depending on your system set up, you may be able to double click on the e-mail address to send an e-mail to that address.

Web – The address of the web site associated with the invoice address. A warning is displayed if the web address is not of a recognised format.

Please note: Depending on your system set up, you may be able to double click on the web site address to display that web page.

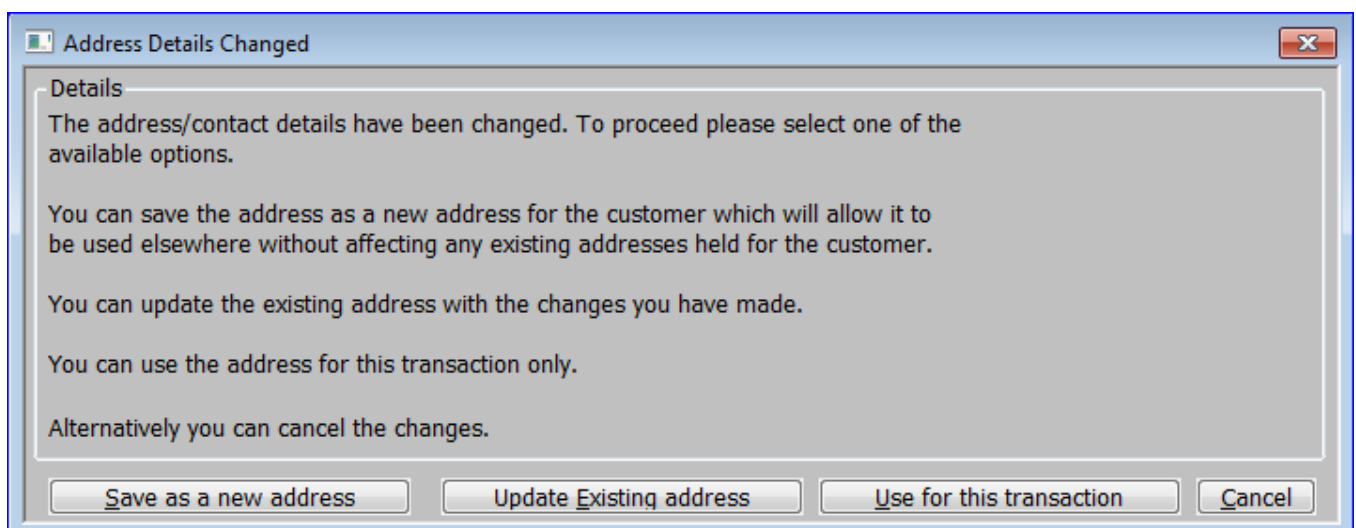
Buttons

[Select Address] – This options display the **Select Address** window, allowing you to select a new invoice address from the addresses associated with that customer.

[New Address] – This option clears the window down, allowing you to enter new invoice address details.

[Postcode Lookup] (*Only if 'Postcode Anywhere' is configured for use on that screen. See [Appendix A](#) for more details.*) – Add or amend an invoice address using the Postcode Anywhere facility.

Address Details Changed



Introduction

The **Address Details Changed** window is displayed when you confirm a change to an invoice or delivery address or added a new delivery address. It enables you to select what you want to do with the changes.

Buttons

[Save as a new address] – Select this option if the changes you have made are for a new address. The address details will be added to the Debtors Ledger.

[Update existing address] (*Not for new Delivery Addresses*) – Select this option if the changes you have made are permanent. The address details in Debtors Ledger will be changed accordingly.

[Use for this transaction] (*Delivery Addresses only*) – Select this option if the changes you have made only apply to this order. The address you copied from Debtors Ledger will not be changed. The changed address will be considered a 'one-off' address which is held on the order header, and is not written to Debtors Ledger.

[Cancel] – Select this option to cancel the changes you have made and revert to the original address.

Delivery Notes

The screenshot shows the 'Delivery Notes' window. It contains a table with columns: Order, Note, Account, Customer Reference, Order Date, and Receipt Confirmed. The first two rows are highlighted in green. Below the table, there are sections for 'Delivery Address' and 'Delivery Details'. The 'Delivery Address' section includes fields for Address (Anderton Ltd, 18 Chapel Hill, St. Erth, Near Hale, TR27 4RT) and Instructions (VAN, Despatch Notes). The 'Delivery Details' section includes fields for Delivery method (24 Hour), Courier (Royal Mail), Courier contact (Joan Arthur), Tracking reference (SP015269545), Purchase order no., Route, Despatched by (SHUT), Expected arrival date (30/08/2018), Received on (SHUT), Received by, and Proof of delivery (Signed for). At the bottom, there are buttons for 'Despatch Notes', 'Select', and 'Close'.

Order	Note	Account	Customer Reference	Order Date	Receipt Confirmed
ORD00091	1	ANDE001	ORD00091	30/04/2015	✓
ORD00091	2	ANDE001	ORD00091	30/04/2015	

Delivery Address

Address: Anderton Ltd, 18 Chapel Hill, St. Erth, Near Hale, TR27 4RT

Instructions

Delivery: VAN, Despatch Notes

Instructions: Van

Delivery Details

Delivery method: 24 Hour
Courier: Royal Mail
Courier contact: Joan Arthur
Tracking reference: SP015269545
Purchase order no.:
Route:
Despatched by: SHUT
Expected arrival date: 30/08/2018
Received on: SHUT
Received by:
Proof of delivery: Signed for

Buttons: Despatch Notes, Select, Close

Introduction

(Only if 'Customer Receipt Confirmation' is enabled via SOP system parameters and either the 'Is this the case for all customers?' or the 'Receipt confirmation required?' parameter is set for the customer). - The **Delivery Notes** window is displayed when you select **[Receipt Confirmation]** from the [Printing/Despatch](#) menu. This window lists all uninvoiced delivery notes for the order in delivery note number sequence. It allows you to confirm customer receipts for delivery notes relating to the order.

Delivery Notes Section

- **Order** (*Display only*) – The Sales order number.
- **Note** (*Display only*) – The delivery note number within the order.
- **Account** (*Display only*) – The customer account code.
- **Customer Reference** (*Display only*) – The customer's order reference.
- **Order Date** (*Display only*) – The order date.
- **Receipt Confirmed** (*Display only*) – A ✓ indicates the receipt has been confirmed. Blank if has not been confirmed.

Delivery Address Section

Address (*Display only*) – The delivery address for the order.

Instructions Section

Delivery instructions (*Display Only*) – The delivery method code followed by 2 lines of delivery instructions for the delivery note.

Delivery Details Section

Delivery method (*Display Only*) – This is a narrative that can be used to describe the method used to deliver the goods.

Courier (*Display only*) – The courier who delivered the goods.

Courier contact (*Display only*) – Contact details for the courier.

Tracking reference (*Display only*) – Tracking reference supplied by the courier.

Purchase order no. (*Display only*) – A purchase order number, typically used to hold details of the purchase order raised for any courier delivery.

Route (*Display only*) – The delivery route is typically used when the goods are not delivered by an external carrier.

Despatched by (*Display only*) – This can be used to record the person despatching the goods, this will default to the operator id of the current user.

Expected arrival date (*Display only*) – The date on which the customer is expected to receive the goods.

Received on (*Display only*) – The date on which the delivery was received by the customer.

Received by (*Display only*) – The person who acknowledged receipt on behalf of the customer.

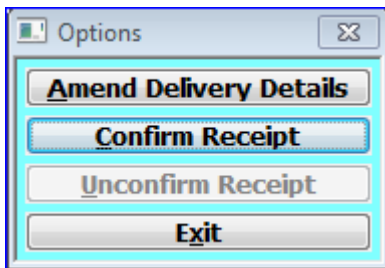
Proof of Delivery (*Display only*) – A proof of delivery reference.

Buttons

[Despatch Notes] – *(Only available at sites configured to use the extension database.)* This option allows notes relating to the despatch to be viewed and updated. If the current despatch (delivery note) already has notes an indicator (the hi-lighted text 'Despatch Notes') is displayed to show this. The 'despatch notes' relate to the current delivery note, if the delivery note has not yet been printed (i.e. the deliveries are currently allocated to delivery note number zero) the despatch notes are moved to the next delivery note when it is printed.

[Select] – Display the [Options](#) menu for processing the currently selected order.

Options



Introduction

This window is displayed when you select a delivery note from the [Delivery Notes](#) window. It enables you to enter and amend details of customer confirmation when the system is set to require it.

Buttons

[Amend Delivery Details] – This option allows you to amend the details of the selected delivery note. Display the [Delivery Details for Order/Note](#) window.

[Confirm Receipt] (Unconfirmed Deliveries Only) – Confirm the currently selected delivery note. You are returned to the [Delivery Notes](#) window.

[Unconfirm Receipt] (Confirmed Deliveries Only) – Unconfirm the currently selected delivery note. You are returned to the [Delivery Notes](#) window.

[Exit] – Exits the delivery note without changing it.

Delivery Details for Order/Note

Delivery details for ORD00091/1

Delivery Details

Received on 30/08/2018 by SHUT

Proof of Delivery Signed for

Delivery method 24 Hour Despatch Notes

Courier Royal Mail

Courier contact Joan Arthur

Tracking reference SP015269545

Purchase order number

Route

Despatched by SHUT

Expected arrival date

Despatch Notes OK Close

Introduction

This window appears when you select **[Amend Delivery Details]** from the confirm receipts [Options](#) menu.

Delivery Details Section

Received on – Enter the date on which the customer received the goods. This field defaults to today's date when confirming a delivery note.

By – A comment (usually a name) of up to 20 characters.

Proof of Delivery – A comment of up to 10 characters.

Delivery method – This is a narrative that can be used to describe the method used to deliver the goods.

Please Note – **Despatch Notes** - This is displayed if free form despatch notes have been created for this delivery.

Courier – A comment of up to 10 characters.

Courier contact – Contact details for the courier.

Tracking reference – Tracking reference supplied by the courier.

Purchase order number – A comment of up to 10 characters.

Route – The delivery route is typically used when the goods are not delivered by an external carrier.

Despatched by – This can be used to record the person despatching the goods, this will default to the operator id of the current user.

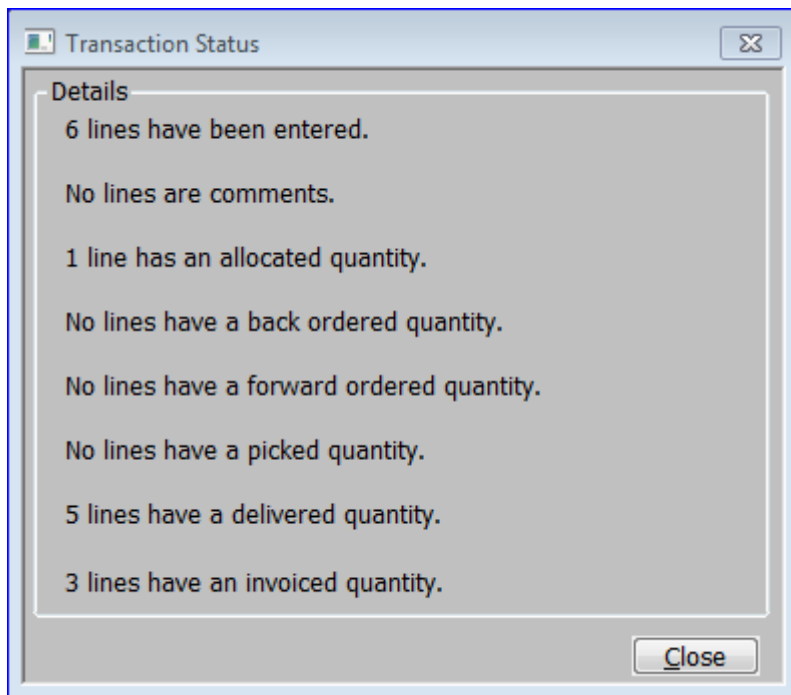
Expected arrival date – The date on which the customer is expected to receive the goods.

Button

[Despatch Notes] – *(Only available at sites configured to use the extension database.)* This allows notes relating to the despatch to be viewed and updated. If the current despatch (delivery note) already has notes an indicator (the hi-lighted text 'Despatch Notes') is displayed to show this. The 'despatch notes' relate to the current delivery note, if the delivery note has not yet been printed (i.e. the deliveries are currently allocated to delivery note number zero) the despatch notes are moved to the next delivery note when it is printed.

On completion you are returned to the confirm receipts [Options](#) menu.

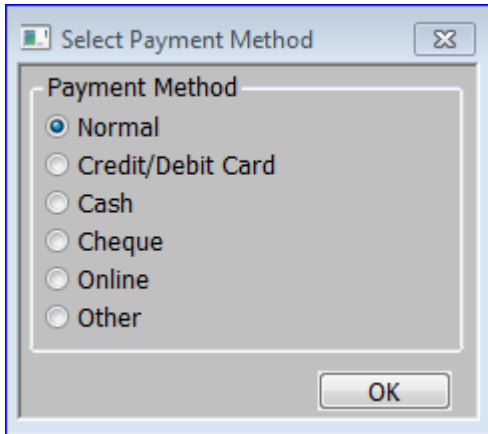
Transaction Status



Introduction

This window is displayed when you select **[Status]** from the main [Transaction Desktop](#) window. It displays information about the number of lines in various states.

Select Payment Method



Introduction

This window is displayed when you select **[Payment]** from the main [Transaction Desktop](#) window.

Payment Method section

Select the payment method for the transaction from one of the following:

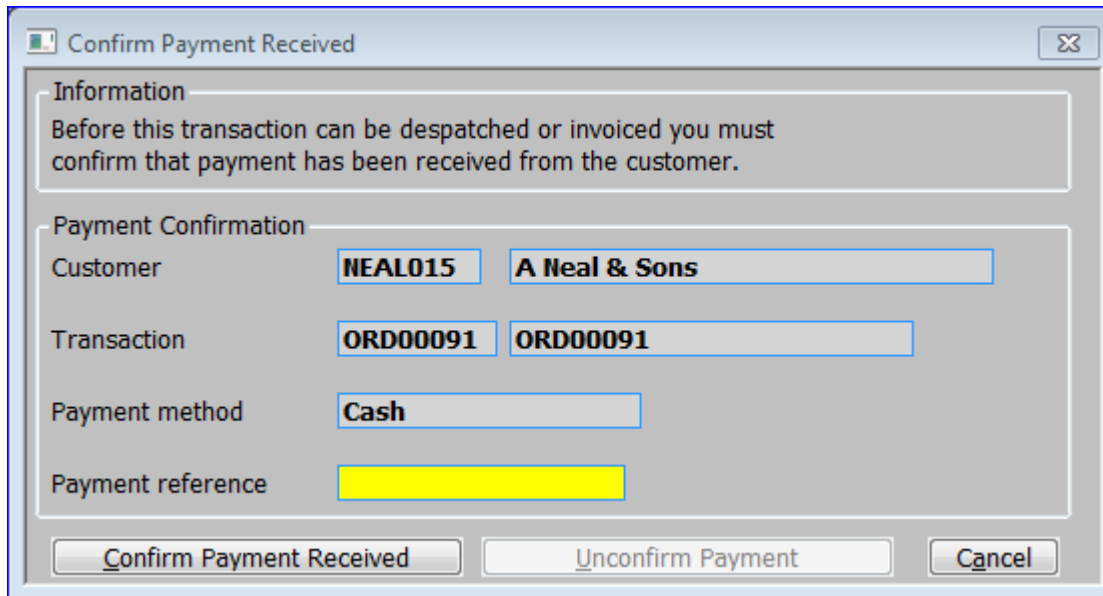
- Normal.
- Cash.
- Credit/Debit Card.
- Cheque.
- Online.
- Other.

This defaults from the setting in Debtors Ledger – Customer Details – Companies – SOP Details.

Button

[OK]. Accept option. If the payment method is normal, return to the main [Transaction Desktop](#) window, otherwise go to [Confirm Payment Received](#) window.

Confirm Payment Received



Confirm Payment Received

Information

Before this transaction can be despatched or invoiced you must confirm that payment has been received from the customer.

Payment Confirmation

Customer: NEAL015 A Neal & Sons

Transaction: ORD00091 ORD00091

Payment method: Cash

Payment reference:

Confirm Payment Received Unconfirm Payment Cancel

Introduction

The **Confirm Payment Received** window is displayed on exit from a transaction requiring payment confirmation or after selecting a payment method in the [Select Payment Method](#) menu, which is not 'Normal'. It is used to confirm that a payment has been received for transactions.

Please note: This window will appear unless the user does not have authorisation to confirm payments; in which case a warning that the transaction cannot be despatched/invoiced is displayed, in its place.

Payment Confirmation Section

Customer (*Display only*) - The account code and customer name.

Transaction (*Display only*) - The transaction (order or invoice) number and reference.

Payment method (*Display only*) - The payment method for the transaction.

Payment reference - This can be used to enter a reference for the payment made by the customer, for example the authorisation code from the merchant for credit card payments or the cheque number for cheque payments.

Buttons:

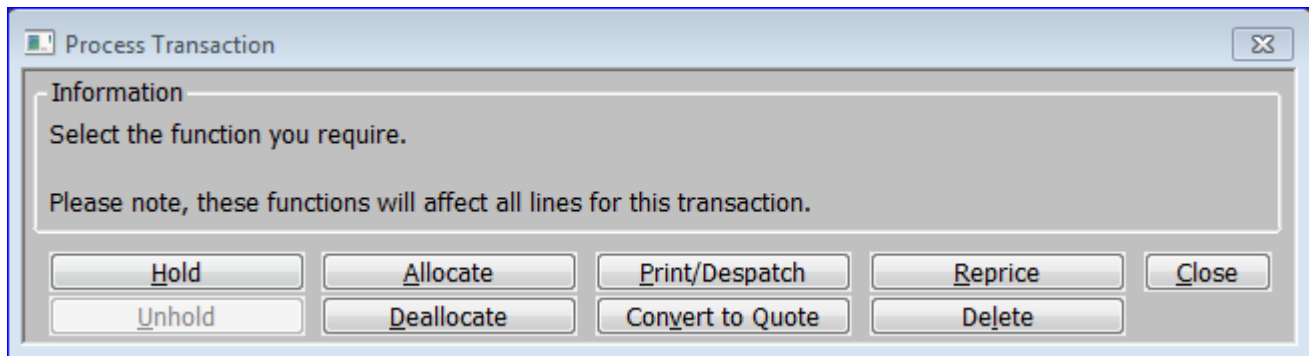
[Confirm Payment Received] - Confirm that the customer payment has been received.

Please note: You will not be able to despatch stock or invoice the transaction until you confirm that the customer's payment has been received.

[Unconfirm Payment] - Press this to unconfirm the payment.

Please note: If the transaction has been part invoiced, unconfirming the payment has no effect on the items already invoiced.

Process Transactions



Introduction

This window is displayed when you select **[Process]** from the main [Transaction Desktop](#) window.

Buttons

[Hold] (*Not available if the order is already held*) – Hold the order to prevent despatch. If the 'Allocate stock to held orders' *system parameter* is not set, any stock which has been allocated to the order, but not picked, is deallocated.

Please note: Orders that are held through this option are not unheld by Automatic Allocation.

[Unhold] (*Not available if the order is not held*) – Release the order so that it can appear on a picking list.

[Allocate] – Allocate stock to all lines on the order. After processing you are returned to this menu.

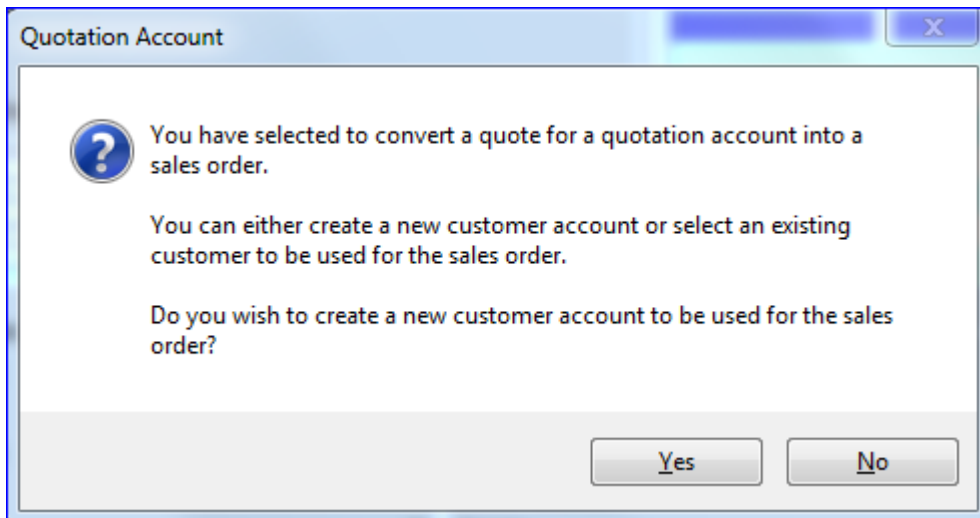
[Deallocate] – Deallocate stock from all lines on the order. After processing you are returned to this menu.

[Print/Despatch] (*Not available when adding or amending a transaction line*) – This button mimics the **[Print]** button in the main [Transaction Desktop](#) window. It allows you to print, reprint or e-mail documents associated with a selected order (if permitted by system parameters and the type/status of the order). The window displayed depends on the order type:

- For Quotations the standard **Print Options** window is displayed.
- For Invoice, Credit Note and Direct Orders the reduced [Print Options](#) window is displayed.
- For all other order types, the [Printing/Despatch](#) window is displayed.

[Convert to Order] (*Quotations only*) – Convert the quotation to a normal order.

- For quotation accounts, you are asked if you wish to create a new account or use an existing account.



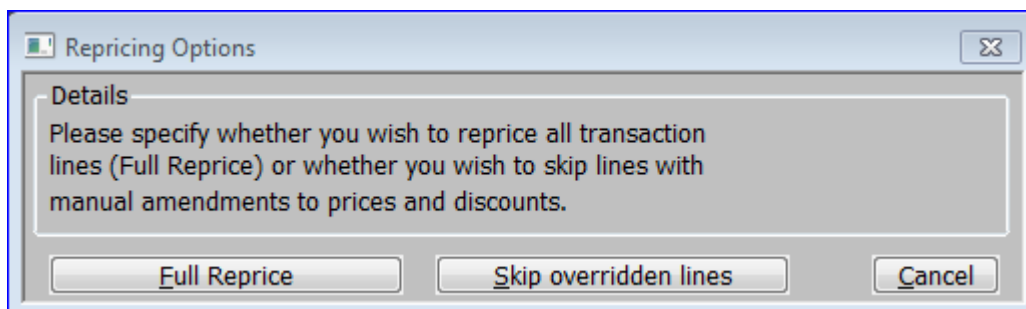
- If you select **[Yes]** the Customer Details window is displayed and the route is followed as if you had selected **[New A/C]** from the Function buttons of the main [Transaction Desktop](#) window.
 - If you select **[No]** the Customer Search is displayed so that you can select a current account is used. The system will then display the [Delivery Details](#) window, followed by the [Invoice Details](#) window. Finally, *(depending on the system parameters)* a credit check may be carried out.
- For non-quotation accounts, the button changes to **[Convert to Quote]**.

[Convert to Quote] (*Sales Orders only*) – Convert the sales order to a quotation. When complete the button changes to **[Convert to Order]**.

[Reprice] – Reprice all the lines in a specified order to match the current price list for the customer. You may need to do this if there have been changes in pricing for the customer since the order was entered. The [Repricing Options](#) window is displayed.

[Delete] – Delete the transaction. You are prompted to confirm the deletion.

Repricing Options



Introduction

The Repricing Options window is displayed when you select **[Reprice]** from the [Process Transaction](#) menu.

Prices on part invoiced lines are not recalculated. If necessary, reduce the quantity on the line to the invoiced quantity and then create a new line for the remainder at the new price.

The **[Pricing]** option of the Line Section of buttons in the main [Transaction Desktop](#) window should be used if you want to amend the price on a schedule/call-off order line, as the price is not recalculated when later amendments to the line are made.

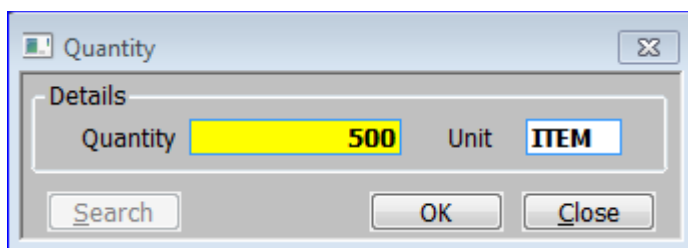
Buttons

[Full Reprice] – Reprice all lines, regardless of any manual amendments to prices or discounts.

[Skip overridden lines] – Leave any manual amendments to prices or discounts.

[Cancel] – Return to the [Process Transaction](#) menu, without recalculating prices.

Quantity

A screenshot of a software window titled "Quantity". The window has a standard Windows-style title bar with a close button (X) in the top right corner. Inside the window, there is a section labeled "Details". Below "Details", there are two input fields: "Quantity" and "Unit". The "Quantity" field contains the value "500" and is highlighted with a yellow background. The "Unit" field contains the value "ITEM". Below these fields, there are three buttons: "Search", "OK", and "Close". The "Search" button is on the left, and "OK" and "Close" are on the right.

Introduction

This window is displayed when you select **[Quantity]** from the main [Transaction Desktop](#) window.

Details Section

Quantity – Enter / amend the required quantity of the product.

Unit – Enter / amend a valid unit for the product. A **[Search]** is available. This defaults to the selling unit.

Please note: If the unit selected is not the stock unit, the quantity ordered is converted into stock units for internal handling by the software. If either the quantity or the conversion factor is not a whole number, the quantity ordered may be rounded as a result of the conversion process. If this happens you are warned and the stock unit equivalents of the quantity and unit are also displayed.

Price List Browse for product

List	Per	Expiry	Type	Description
GALAXY	ITEM		Price	
MAINGBP	ITEM		Price	Main price list
SPECIAL	ITEM		Price	

Details

☒ Price break Quantity scheme **C** Pricing unit **ITEM**

Prices

Quantity	Price	Quantity	Price
0.000	1.95		
10.000	1.90		
50.000	1.85		
	1.80		

Discounts

Industry (Product Group) **0.00**% Negotiated (Customer) **0.00**% Trade (Product) **0.00**%

Select Close

Introduction

The **Price List Browse for product** window is displayed when you select **[Prices]** from the main [Transaction Desktop](#) window or the [Pricing](#) window. It lists details of the price lists on which the selected product appears and enables you to select a price list for the detail line.

Price Lists Section

List (*Display only*) – The price list name.

Per (*Display only*) – The unit the price is stated in.

Expiry (*Display only*) – The price list expiry date (*Blank if there is no expiry date for the price list*).

Type (*Display only*) – The price list type. It can be:

- Price
- Cost+
- Reduction

Description (*Display only*) – The optional special description for the product, used when that price list is selected

The price list type. It can be blank or one of:

- **Main price list** – This indicates that the price list is the main price list for the order as entered in the Order Header window.

- **Special price list** – This indicates that the price list is the special price list for the order as entered in the Order Header window.
- **Line price list** – This indicates that you have selected the price list for the detail line.

Please note: When you select a price list through this window, it only affects the current order line. It does not change the price list for other lines on the order, nor does it change the default price list for any lines you subsequently add to the order.

Details Section

Price break (*Display only*) – If this is ticked, each quantity break is associated with the corresponding price or percentage on the price list. Otherwise, the quantity scheme holds for each quantity break a percentage discount to be applied to the first price on the price list.

Qty scheme (*Display only*) – The quantity scheme that is in force. A quantity discount scheme can hold up to twelve quantity breaks.

Pricing unit (*Display only*) – The pricing unit.

Prices Section

Quantity 1...12 (*Display only*) – The quantity at which the associated price or discount takes effect. The first quantity break is always zero.

Discount 1...12 (*Display only. Only displayed if the Price Break indicator is blank*) – The discount to be applied at and above the associated quantity break.

Price 1...12 (*Display only*) – If the Price Break indicator is blank, only one price is shown. This is the price to which the discounts are applied. If the Price Break indicator is ticked, up to twelve prices are shown. Each price applies to the associated quantity break.

Please note: These prices have not had any industry, negotiated or trade discounts applied to them.

Discounts Section

Industry (Product Group) (*Display only*) – Any relevant industry discount and its source.

Negotiated (Customer) (*Display only*) – Any relevant negotiated discount and its source.

Trade (Order) (*Display only*) – Any relevant trade discount and its source.

Buttons

[Select] - Select a price list for the selected product and return both to the current order.

Please note: If you select a price list, which is not designated for the customer, an entry is printed on the Override Audit Report.

Dates for Order Line (Normal Pooled Lines)

The screenshot shows two overlapping windows from a software application. The top window, titled 'Order Summary', contains a 'Details' section with the following fields: 'Account' (ANDR001), 'Product' (GAL02), 'Location' (MID), 'Reference' (ORD00092), and a description 'Galaxy Highlighter - Blue' for the product, and 'Midlands and Wales' for the location. The bottom window, titled 'Dates for Order Line', contains a 'Dates' section with the following fields: 'Sales order received' (30/04/2015), 'Committed' (empty), 'Originally committed' (empty), 'Last delivery to customer' (empty), 'Customer last invoiced on' (empty), 'Required by' (empty), 'Pick on' (31/08/2018), and 'Allocate by' (31/08/2018). The 'Pick on' and 'Allocate by' dates are highlighted in yellow. At the bottom of the 'Dates for Order Line' window are buttons for 'Recalculate', 'OK', and 'Close'.

Order Summary Details	
Account	ANDR001
Product	GAL02
Location	MID
Reference	ORD00092
Galaxy Highlighter - Blue	
Midlands and Wales	

Dates for Order Line	
Sales order received	30/04/2015
Committed	
Originally committed	
Last delivery to customer	
Customer last invoiced on	
Required by	
Pick on	(31/08/2018)
Allocate by	(31/08/2018)

Introduction

The **Dates for Order Line** windows (Normal Pooled Lines) are displayed when you select **[Dates]** from the main [Transaction Desktop](#) window for a normal pooled line. It enables you to view and amend the dates relevant to the selected order line.

Please note: The 'pick' date is initially calculated by subtracting the picking lead-time from the required date. The 'allocate by' date is initially calculated by subtracting the forward order lead-time for pooled products from the required date. These dates are displayed but not recorded unless they are explicitly altered. This means that, except when they are set by hand, they automatically reflect any change in the required date.

Dates which are calculated appear in brackets. Dates set by hand are displayed without brackets.

Details Section (Order Summary)

Account (*Display only*) – The ordering customer's account code followed by their name.

Product (*Display only*) – The product code of the product being ordered followed by its description.

Location (*Display only*) – The sales location for the order.

Reference (*Display only*) – Your system reference for the order.

Dates Section (Dates for Order Line)

Sales order received (*Display only*) – The date on which the order was placed.

Committed – The date most recently given to the customer as the day on which they may expect the goods to be despatched. For those types of order lines for which a required date must be set up, the committed date is set initially to the required date.

Originally committed (*Display only*) – The first committed date given to a customer. Set up once if the committed date is altered, this does not change. Comparison with the committed date highlights any slippage on delivery from the customer's viewpoint.

Last delivery to customer (*Display only*) – The date on which the last delivery of all or part of the line took place.

Customer last invoiced on (*Display only*) – The last date on which all or part of the line was invoiced.

Required by – The date the goods are needed by the customer.

Pick on – This is the earliest date on which the sales order line appears on a picking list.

Allocate by – This is the date on which the line becomes eligible for automatic allocation. It is calculated as (*required date - forward order lead time for pooled products*).

Button (Dates for Order Line)

[Recalculate] – Recalculate the currently selected date, based on the current required date. This is for when the required date has been changed.

Dates for Order Line (Normal Queued and Back to Back Lines)

The image displays three screenshots of SAP software windows related to order management.

Order Summary Window: Shows details for an order line. The Account is ANDE001 (Anderton Ltd), Product is REX120 (Rexon R/Binder A4 - Green), and Location is STH (South of England). The Reference is ORD00093.

Dates for Order Line Window: Shows dates for the selected order line. The Sales order received date is 30/04/2015. The Committed date is 31/08/2018. The Required by date is 31/08/2018. The Pick on date is 31/08/2018. The Needed in stock by date is 31/08/2018. The Last delivery to customer and Customer last invoiced on dates are empty.

Queue Window: Shows a table of order lines. The first row is highlighted in blue and shows a Scheduled status, From date, Supply Source, Demand Reference (ORD00093), Quantity (1000), and Unit (ITEM). Below the table, the Dates section shows Stock expected on and Reserve by dates, both empty.

Introduction

The **Dates for Order Line** windows (*Normal Queued and Back to Back Lines*) are displayed when you select [**Dates**] from the main [Transaction Desktop](#) window for a Normal Queued or Back-to-Back Line. It enables you to view and amend the dates relevant to the selected order line.

Please note: The 'pick' date is initially calculated by subtracting the picking lead time from the required date. The 'needed by' date is initially calculated by subtracting the allocation lead time for queued products from the required date. These dates are displayed but not recorded unless they are explicitly altered. This means that, except when they are set by hand, they automatically reflect any change in the required date.

Dates which are calculated appear in brackets. Dates set by hand are displayed without brackets.

Details Section (Order Summary)

Account (*Display only*) – The ordering customer's account code followed by their name.

Product (*Display only*) – The product code of the product being ordered followed by its description.

Location (*Display only*) – The sales location for the order.

Reference (*Display only*) – Your system reference for the order.

Dates Section (Dates for Order Line)

Please note: The dates shown in this window apply to the order line as a whole.

Sales order received (*Display only*) – The date on which the order was placed.

Committed – The date most recently given to the customer as the day on which they may expect the goods to be despatched. For those types of order lines for which a required date must be set up, the committed date is set initially to the required date.

Originally committed (*Display only*) – The first committed date given to the customer. Set up once if the committed date is altered, this does not change. Comparison with the committed date highlights any slippage on delivery from the customer's viewpoint.

Last delivery to customer (*Display only*) – The date on which the last delivery of all or part of the line took place.

Customer last invoiced on (*Display only*) – The last date on which all or part of the line was invoiced.

Required by – The date indicated by the customer that the goods are needed.

Pick on – This is the earliest date on which the sales order line appears on a picking list.

Needed in stock by – This is the date beyond which supply from the queue is considered to have failed and which causes Automatic Allocation to attempt to allocate stock for the order line from the stock pool at the despatch location. It is calculated as (required date - allocation lead time for queued products).

Queue Entries

The window lists queue entries raised for the order line.

Status (*Display only*) – This can be:

- SCHEDULED.
- Scheduled.
- Requested.
- Reserved.
- Back order.
- Quarantined.
- Allocated.

- Done.
- CANCELLED.

From (*Display only*) – Supply document ID.

Supply Source (*Display only*) – Supply Source.

Demand Reference (*Display only*) – Demand Reference.

Quantity (*Display only*) – The quantity of stock for that queue item.

Unit (*Display only*) – The UOM (Unit of Measure) which the quantity is displayed.

Dates Section

Stock expected on (*Display only*) – When stock is reserved, this is set to the date that the stock is expected to be available for picking. The difference between this and the pick date is the time the stock will spend on your warehouse floor.

Reserve by (*Display only*) – This is the latest date by which the stock request for the line must be actioned by the supply system, if the required by date is to be met.

Button

[Recalculate] – Recalculate the currently selected date, based on the current required date. This is for when the required date has been changed.

Dates for Order Line (Schedule and Call-Off Pooled Lines)

The screenshot shows two windows. The top window, 'Order Summary', displays order details: Account (ANDE001), Product (GAL01), Location (STH), Supplier (Anderton Ltd), and Reference (ORD00094). The bottom window, 'Dates for Order Line', shows a table of scheduled dates and a section for date management.

Status	From	Supply Source	Demand Reference	Quantity	Unit
Scheduled			ORD00094	25	ITEM
Scheduled			ORD00094	25	ITEM
Scheduled			ORD00094	25	ITEM
Scheduled			ORD00094	25	ITEM

Dates

Sales order received	30/04/2015	Required by	15/09/2018
Committed	15/09/2018	Pick on	15/09/2018
Originally committed		Allocate by	10/09/2018
Last delivery to customer			
Customer last invoiced on			

Buttons: Recalculate, Amend, Apply, Close

Introduction

The **Dates for Order Line** windows (*Schedule and Call-Off Pooled Lines*) are displayed when you select **[Dates]** from the main [Transaction Desktop](#) window for Schedule and Call-Off Pooled Lines. It enables you to view and amend the dates relevant to the selected order line.

Please note: The 'pick' date is initially calculated by subtracting the picking lead time from the required date. The 'allocate by' date is initially calculated by subtracting the forward order lead time for pooled products from the required date. These dates are displayed but not recorded unless they are explicitly altered. This means that, except when they are set by hand, they automatically reflect any change in the required date.

Dates which are calculated appear in brackets. Dates set by hand are displayed without brackets.

Details Section (Order Summary)

Account (*Display only*) – The ordering customer's account code followed by their name.

Product (*Display only*) – The product code of the product being ordered followed by its description.

Location (*Display only*) – The sales location for the order.

Reference (*Display only*) – Your system reference for the order.

Queue Entries (Dates for Order Line)

The window lists queue entries raised for the order line.

Status (*Display only*) – This can be:

- SCHEDULED.
- Scheduled.
- Requested.
- Reserved.
- Back order.
- Quarantined.
- Allocated.
- Done.
- CANCELLED.

From (*Display only*) – Supply document ID.

Supply Source (*Display only*) – Supply Source.

Demand Reference (*Display only*) – Demand Reference.

Quantity (*Display only*) – The quantity of stock for that queue item.

Unit (*Display only*) – The UOM (Unit of Measure) which the quantity is displayed.

Dates Section (Dates for Order Line)

Sales order received (*Display only*) – The date on which the order was placed.

Committed – The date most recently given to the customer as the day on which they may expect the goods for this schedule entry to be despatched. The committed date is set initially to the required date.

Originally committed (*Display only*) – The first committed date given to a customer. Set up once if the committed date is altered, this does not change. Comparison with the committed date highlights any slippage on delivery from the customer's viewpoint.

Last delivery to customer (*Display only*) – The date on which the last delivery of all or part of the order line took place.

Customer last invoiced on (*Display only*) – The last date on which all or part of the order line was invoiced.

Required by – The date the goods in this schedule entry are needed by the customer.

Pick on – The earliest date on which the schedule entry appears on a picking list.

Allocate by – The date on which the schedule entry becomes eligible for automatic allocation. It is calculated as (required date - forward order lead time for pooled products).

Button

[Recalculate] – Recalculate the currently selected date, based on the current required date. This is for when the required date has been changed.

Dates for Order Line (*Schedule and Call-Off Queued Lines*)

The screenshot shows two overlapping windows. The top window is 'Order Summary' with details for Account (ANDE001), Product (PEN01), Location (STH), and Reference (ORD00094). The bottom window is 'Dates for Order Line' which contains a table of scheduled order lines and a section for dates.

Status	From	Supply Source	Demand Reference	Quantity	Unit
Scheduled			ORD00094	50	ITEM
Scheduled			ORD00094	100	ITEM
Scheduled			ORD00094	50	ITEM
Scheduled			ORD00094	200	ITEM

Dates

Sales order received	30/04/2015	Required by	31/10/2018
Committed	31/10/2018	Pick on	31/10/2018
Originally committed		Needed in stock by	31/10/2018
Last delivery to customer		Stock expected on	
Customer last invoiced on		Reserve by	30/10/2018

Buttons: Recalculate, Amend, Apply, Close

Introduction

The **Dates for Order Line** windows (*Schedule and Call-Off Queued Lines*) are displayed when you select **[Dates]** from the main [Transaction Desktop](#) window for Schedule and Call-Off Queued Lines. It enables you to view and amend the dates relevant to the selected order line.

Please note: The 'pick' date is initially calculated by subtracting the picking lead time from the required date. The 'needed by' date is initially calculated by subtracting the allocation lead time for queued products from the required date. These dates are displayed but not recorded unless they are explicitly altered. This means that, except when they are set by hand, they automatically reflect any change in the required date.

Dates which are calculated appear in brackets. Dates set by hand are displayed without brackets.

Details Section (Order Summary)

Account (*Display only*) – The ordering customer's account code followed by their name.

Product (*Display only*) – The product code of the product being ordered followed by its description.

Location (*Display only*) – The sales location for the order.

Reference (*Display only*) – Your system reference for the order.

Queue Entries (Dates for Order Line)

This window lists queue entries raised for the order line.

Status (*Display only*) –

From (*Display only*) –

Supply Source (*Display only*) –

Demand Reference (*Display only*) –

Quantity (*Display only*) –

Unit (*Display only*) –

Dates Section (Dates for Order Line)

Sales order received (*Display only*) – The date on which the order was placed.

Committed – The date most recently given to the customer as the day on which they may expect the goods to be despatched. The committed date is set initially to the required date for the entry.

Originally committed (*Display only*) – The first committed date given to a customer. Set up once if the committed date is altered, this does not change. Comparison with the committed date highlights any slippage on delivery from the customer's viewpoint.

Last delivery to customer (*Display only*) – The date on which the last delivery of all or part of the order line took place.

Customer last invoiced on (*Display only*) – The last date on which all or part of the order line was invoiced.

Required by – The date indicated by the customer that this entry in the schedule is needed.

Pick on – The earliest date on which the schedule entry appears on a picking list.

Needed in stock by – The date beyond which supply from the queue is considered to have failed and which causes Automatic Allocation to attempt to allocate stock for the schedule entry

from the stock pool at the despatch location. It is calculated as (required date - allocation lead time for queued products).

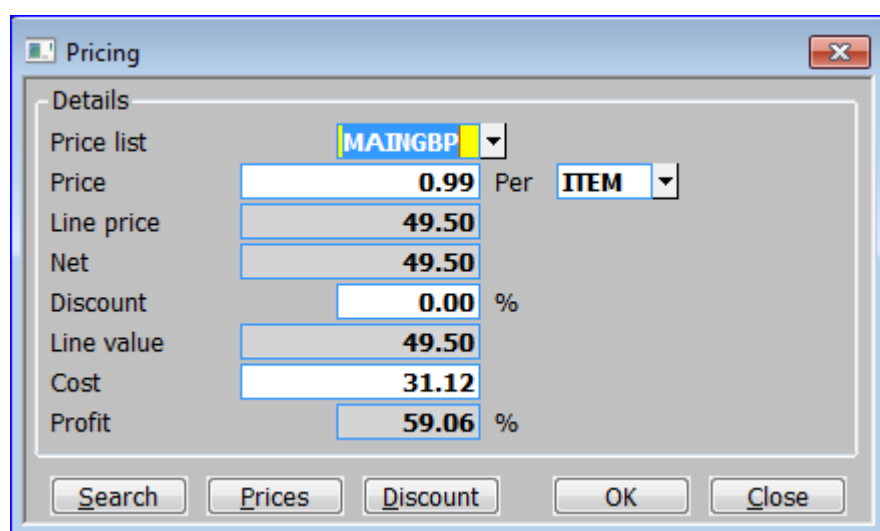
Stock expected on – When stock is reserved, this is set to the date that the stock is expected to be available for picking. The difference between this and the pick date is the time the stock will spend on your warehouse floor.

Reserve by – The latest date by which the stock request for the schedule entry must be actioned by the supply system, if the required by date is to be met.

Button

[Recalculate] – Recalculate the currently selected date, based on the current required date. This is for when the required date has been changed.

Pricing



The screenshot shows a 'Pricing' window with a 'Details' section. It contains several input fields and buttons. The 'Price list' dropdown is set to 'MAINGBP'. The 'Price' field shows '0.99' with a 'Per' dropdown set to 'ITEM'. The 'Line price' field shows '49.50'. The 'Net' field shows '49.50'. The 'Discount' field shows '0.00' with a '%' symbol. The 'Line value' field shows '49.50'. The 'Cost' field shows '31.12'. The 'Profit' field shows '59.06' with a '%' symbol. At the bottom, there are buttons for 'Search', 'Prices', 'Discount', 'OK', and 'Close'.

Field	Value	Unit
Price list	MAINGBP	
Price	0.99	Per ITEM
Line price	49.50	
Net	49.50	
Discount	0.00	%
Line value	49.50	
Cost	31.12	
Profit	59.06	%

Introduction

The **Pricing** window is displayed when you select **[Pricing]** from the main [Transaction Desktop](#) window. It enables you to amend basic pricing and discount information about the current order line.

Details Section

Price list – The price list appropriate to the current order line. A **[Search]** is available in the form of the [Price List Browse for Product](#) window.

Price – The product's price in the customer's account currency.

Per – The 'unit of measure' that the price is in. A **[Search]** is available.

Line price (*Display only*) – The sales price of the selected line.

Net (*Display only*) – The Net sales value of the selected line before discount.

Discount– The % discount given on the line. A **[Search]** is available in the form of the [Discount Breakdown](#) window, listing the component parts of the discount.

Line value (*Display only*) – The sales value of the line after subtracting any relevant discount.

Cost (*Only if the ‘Display costs’ system parameter is set*) – The total cost for the line.

Please note: If the customer’s account currency differs from the base currency of the selected company, the cost is shown in base currency. Sales Order Processing derives this from the cost in the customer’s account currency using the house exchange rates for the GSM system date.

Profit (*Only if the ‘Display profits’ system parameter is set. (Display only)*) – The percentage profit is shown for checking against a range of values established for this product group.

Buttons

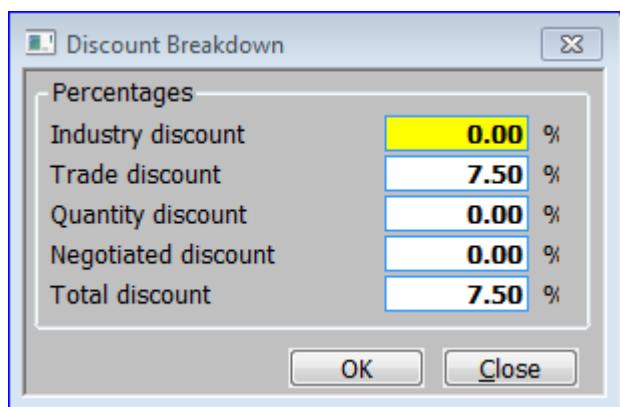
[Prices] – This button displays the [Price List Browse](#) window for the order lines product. This lets you select a different price list to use.

Please note: This is the same as pressing the **[Search]** button when entering/amending the Price field.

[Discount] – This button displays the [Discount Breakdown](#) window for the current order line. This displays the discount breakdown and enables you to alter the values if necessary.

Please note: This is the same as pressing the **[Search]** button when entering/amending the Discount field.

Discount Breakdown



The screenshot shows a window titled "Discount Breakdown" with a close button (X) in the top right corner. Inside the window, there is a section labeled "Percentages" containing a table with five rows. Each row has a label, a text input field with a value, and a percentage symbol. The values are: Industry discount (0.00), Trade discount (7.50), Quantity discount (0.00), Negotiated discount (0.00), and Total discount (7.50). The "Industry discount" row is highlighted in yellow. At the bottom of the window, there are two buttons: "OK" and "Close".

Percentages		
Industry discount	0.00	%
Trade discount	7.50	%
Quantity discount	0.00	%
Negotiated discount	0.00	%
Total discount	7.50	%

Introduction

The **Discount Breakdown** window is displayed when you select **[Discount]** (*or select [Search] at discount field*) in the [Pricing](#) window. It shows the discount breakdown for the current order line, and enables you to alter the values if necessary.

Percentages Section

Please note: If you change the default values of any of the items in this window, the changes are recorded on the Override Audit Report.

Industry discount –The default industry discount is determined by that specified for the product group in Product Maintenance.

Trade discount –The default trade discount is determined by the trade discount scheme that applies. If one has been specified for the customer in Debtors Ledger, it is used. If not, that specified for the product in Product Maintenance is used.

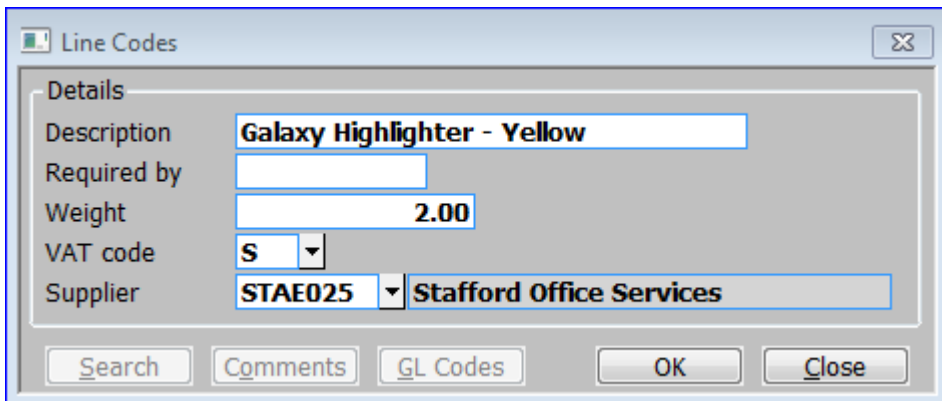
The level within the trade discount scheme is determined by the trade discount level specified in the Header Details window.

Quantity discount –The default quantity discount is determined by the quantity the customer orders and the quantity discount scheme specified for the product in Product Maintenance.

Negotiated discount –The default negotiated discount consists of any discounts specified on a special price list, any negotiated discount specified on the order header, and any discount manually entered on the order line.

Total discount –The total discount is calculated by adding or multiplying the constituent elements depending on the setting of system parameters.

Line Codes



The screenshot shows a window titled "Line Codes" with a close button (X) in the top right corner. Inside the window, there is a "Details" section with the following fields:

- Description: Galaxy Highlighter - Yellow
- Required by: (empty field)
- Weight: 2.00
- VAT code: S (dropdown menu)
- Supplier: STAE025 (dropdown menu) Stafford Office Services

At the bottom of the window, there are five buttons: Search, Comments, GL Codes, OK, and Close.

Introduction

The **Line Codes** window is displayed when you select [**Codes**] in the main [Transaction Desktop](#) window. It enables you to amend basic details of the product being ordered, as well as providing access to the amend General Ledger Codes Facility.

Details Section

Description – This defaults to the standard description for the product. It can be altered and made specific to this order line.

Required by – The required date for this order line. This can also be updated through the [Dates for Order Line](#) window, accessed via the **[Dates]** button in the main [Transaction Desktop](#) window.

Weight – The weight of the goods on the line.

(Tax) code (*Display only – The title is the Tax reference defined in the administration parameters*) – The tax code for this transaction line. A **[Search]** is available.

Please note: You would not normally overwrite the default for this item.

Supplier (*Only available for direct order lines that are yet to be linked to a purchase order*) – This is the supplier to whom a direct purchase order is to be sent in order to satisfy the current sales order line.

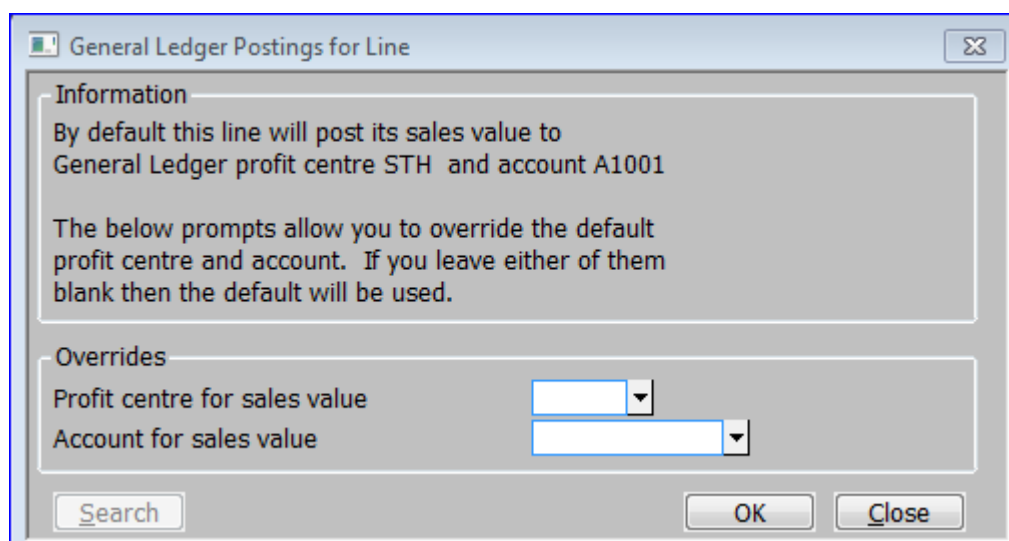
Please note: If the product is supplied by a single supplier then this is used as the default supplier for the line, if the product is supplied by more than one supplier then the product's 'usual supplier' at the despatch location is used as a default. If a default supplier cannot be established, then you are prompted for the supplier.

Buttons

[Comments] – Amend the transaction line comments for this order line.

[GL Codes] (*Not available for comments, only available when amending existing lines*) – Select this option to view or override the General Ledger profit centre and account to which the sales value for the current line will be posted.

General Ledger Postings for Line



General Ledger Postings for Line

Information

By default this line will post its sales value to General Ledger profit centre STH and account A1001

The below prompts allow you to override the default profit centre and account. If you leave either of them blank then the default will be used.

Overrides

Profit centre for sales value

Account for sales value

Introduction

The **General Ledger Postings for Line** window is displayed when you select **[GL Codes]** in the [Line Codes](#) window. It shows the default the General Ledger profit centre and account for

the sales value postings for the current line (*based on the product group and location*). It provides the ability to override them.

Information Section

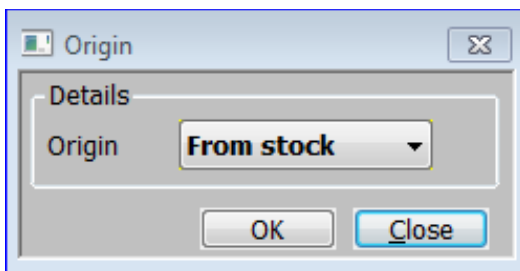
This text includes details of the default account that will be used if the Overrides section is left clear.

Overrides Section

Profit centre for sales value – Enter the profit centre to which the current lines sales value should be posted. If left blank the default profit centre (*taken from the location record*) is used. A **[Search]** is available.

Account for sales value – Enter the General Ledger account to which the current lines sales value should be posted. If left blank the default GL sales account (*taken from the product group record*) is used. A **[Search]** is available.

Origin



Introduction

The **Origin** window is displayed when you select **[Origin]** in the main [Transaction Desktop](#) window. It is only available at the Quantity prompt when adding a new transaction line. It enables you to add scheduled, call-off and back-to-back order lines to a normal order.

Details Section

Origin – Select one of the following from a drop down menu:

- **Back to back** – Raise a back-to-back request for an order line. The [Back-to-Back Details](#) windows are displayed when the window is accepted.
- **Call-off** (*Only if the 'Scheduled and call-off ordering allowed' system parameter is set*) – Set up a call-off table for an order line. The [Call-off Details](#) windows are displayed when the window is accepted.
- **Scheduled** (*Only if the 'Scheduled and call-off ordering allowed' system parameter is set*) – Enter a schedule for an order-line. The [Schedule Details](#) windows are displayed when the window is accepted.

- **From stock** – Carry on entering a normal sales order line.

Stock Details

The screenshot shows the 'Stock Details' window with the following data:

Product/location	
Product	GAL02 Galaxy Highlighter - Blue
Location	STH South of England

Stock Levels		Line Allocation	
Free stock	700	Scheduled	0
Book stock	800	Forward	0
Requested	0	Requested	0
Reserved	0	Reserved	0
Back order	0	Back order	0
Allocated	100	Allocated	100
Restricted	0	Delivered	0
Minimum	3000	Invoiced	0
On order	0		
On works order	0		

Buttons at the bottom: Reserve Batches, Amend Allocation, Over Commit Stock, Stock Levels, Change Location, Issue Stock, Supply and Demand, Queue Entries, Close.

Introduction

The **Stock Details** window is displayed when you select [**Stock**] in the main [Transaction Desktop](#) window. This window shows details of stock quantities in the current selling unit. The left side shows stock levels at the despatch location. The right side shows stock levels for the current order line.

Product/location Section

Product (*Display only*) – The product code followed by its description.

Location (*Display only*) – The location from where the stock will be issued.

Stock Levels Section

Free stock (*Display only*) – For pooled lines this is the book stock less allocated and restricted stock. For queued lines it is the book stock less allocated, restricted and minimum stock.

Book stock (*Display only*) – The total quantity deemed to be physically at the location, i.e. total quantity received less total quantity despatched.

Requested (*Display only*) – The total requests for supply not yet actioned.

Reserved (*Display only*) – The total reservations against future supplies.

Back order (*Display only*) – For pooled lines this is the quantity currently on back order against sales orders and stock requisitions. For queued lines it is the total of requested and reserved stock.

Allocated (*Display only*) – The quantity of stock currently allocated to sales orders and stock requisitions.

Restricted (*Display only*) – The stock in quarantine or requiring inspection.

Minimum (*Display only*) – The quantity at or below which this product at this location will appear on the under-stocked items report.

On order (*Display only*) – The quantity currently on purchase order for stock.

On works order (*Display only*) – The quantity on works order for the location in the unit shown.

Line Allocation Section

Scheduled (*Display only*) – The quantity of stock currently scheduled for inclusion in the current sales order line.

Forward (*Display only*) – The quantity of stock currently on forward order for the current sales order line.

Requested (*Display only*) – The quantity of stock currently requested by the current sales order line.

Reserved (*Display only*) – The quantity of stock currently reserved by the current sales order line.

Back order (*Display only (0) if back orders are disallowed in system parameters or the order header*) – Enter/amend the quantity to be back ordered on the current sales order line. If amended, the allocated stock will be recalculated.

Allocated (*Display only if back orders are disallowed in system parameters or the order header*) – Enter/amend the quantity to be allocated to the current sales order line. If amended, the back order stock will be recalculated.

Delivered (*Display only*) – The quantity of stock currently already delivered for the current sales order line.

Invoiced (*Display only*) – The quantity of stock currently already invoiced for the current sales order line.

Buttons

[Reserve Batches] (*Only if product is batch tracked and the 'Print batch reference on pick lists?' option is set.*) – This option displays the [Select Batches to Reserve](#) window, enabling you to specify the batch or batches from which stock for the line should be taken.

[Stock Levels] – Display the [Stock Summary for product](#) window, which displays a summary of Stock levels by location.

[Supply and Demand] *(Only for Queued Products)* – Display the [Stock Queue for Product](#) window, which lists both supply and demand stock queue entries for the product at the selected location. There are 3 alternate views.

[Amend Allocation] *(Only for Normal orders/lines for Pooled products)* – Amend either the Back order *(or Allocated)* stock level within this window.

[Change Location] *(Multiple location systems / orders only)* – Display the [Location selection for product](#), which display a summary of Stock levels by location and potentially to allocate free stock from one of the alternate locations.

[Queue Entries] *(Only for Queued Products)* – Display the [Stock Queue Entries for the Current Order Line](#) window, which lists the stock queue.

[Over Commit Stock] *(Only if the 'Over-commit allowed' system parameter is set)* – Allocate stock even though there is none available at present. Typically it is used if you expect a delivery shortly. The items will appear on the next picking list.

[Issue Stock] – This option allows you to issue stock to the selected line.

- If the product is serialised, the [Enter Serial Numbers](#) window is displayed, enabling you to select which serial numbers are to be issued to the order line.
- If the product is batch-tracked, the [Batch Numbers](#) window is displayed, enabling you to select which batch/batches the stock is to be issued from.
- Otherwise, this window is redisplayed when processing is complete.

Select Batches to Reserve

Details

Product: **AVPP1**
Victor Design 1 Portable OHP

Quantity entered: **1**
Quantity reserved: **0**
Quantity left: **1**

Batch ref	Number	Bin number	Description	Expires	Qty Remaining
AVP298-01	11			31/12/2018	6
AVPP-2398	14			28/02/2019	5

Reserved Quantity
Quantity reserved against this batch: **0**

Select **Close**

Introduction

The **Select Batches to Reserve** window is displayed when you select [**Reserve batches**] in the [Stock Details](#) window. It lists batches of the product currently in stock at the despatch location. It enables you to specify the batch or batches from which stock for the line should be taken.

Details Section

Product – The product code and description.

Quantity entered – The quantity entered for the item line in the Detail Lines window.

Quantity reserved – The quantity reserved through this window.

Quantity left – The quantity left. This is the difference between the quantities entered and reserved.

Batches Section

Batch ref – A reference for this batch. Typically this will be the supplier's batch reference number.

Number – The batch number.

Bin number – The bin location entered for the batch.

Description – The long description.

Expires (*If expiry date checking enabled for the product*) – The expiry date for the batch.

Qty Remaining– The number of items from the batch still remaining in stock.

Reserved Quantity Section

Quantity reserved against this batch– Enter the quantity to be reserved from this batch to the selected order line. You cannot enter more than the quantity ordered or the free quantity.

Buttons

[Select] – Select the currently highlighted batch. You are taken to the 'Quantity reserved against this batch' prompt.

[Close] – Accept the values and return to the stock details window. If you entered less than the order quantity, an error message is displayed. You still exit from the window so that you can reduce the ordered quantity to that reserved if required.

Stock Summary for Product

Stock Summary for GAL01 - Galaxy Highlighter - Yellow (ITEM)

Locn	Free Stock	Book Stock	Allocated	Restricted	On Order	Expected
MID	14330	14600	270	0	0	
NTH	4650	4650	0	0	0	
STH	1100	2200	1100	0	0	

Totals

20080	21450	1370	0	0
-------	-------	------	---	---

Details

Description	Midlands and Wales
Name &	Standext Office Supplies
Address	99 Perry Road
	Sherwood
	Nottingham
Post code	
Telephone	0602 564751
Fax	0602 564999

Back/Forward Ordered

Back order	0
Total back order	0
Forward order	0
Total forward order	100

Stock Levels

Minimum stock level	6000
Maximum stock level	36000

Close

Introduction

The **Stock Summary for Product** window is displayed when you select **[Stock Levels]** in the **Stock Details** window, displaying details of Stock levels by location, as well as some totals for all locations.

Location Section

Locn – The location code.

Free Stock – For pooled lines this is the book stock less allocated and restricted stock. For queued lines this is the book stock less allocated, restricted and minimum stock.

Book Stock – The total quantity deemed to be physically at the location, i.e. total quantity received less total quantity dispatched.

Allocated – The quantity of stock currently allocated to sales orders and stock requisitions.

Restricted – The stock in quarantine or requiring inspection.

On Order – The quantity currently on purchase order for stock.

Expected – Earliest due delivery date for stock on Purchase order.

Totals Section

This section lists the totals for all locations. The totals align with the individual location values above.

Details Section

Description – The full description of the Location.

Name & Address – The postal name and address used for this location.

Post code – The postcode for this location.

Telephone – The telephone number for this location.

Fax – The fax number for this location.

Back/Forward Ordered Section

Back order – The total quantity of the product on back order at the selected location.

Total back order – The total quantity of the product on back order across all locations.

Forward order – The total quantity of the product on forward order at the selected location.

Total forward order – The total quantity of the product on forward order across all locations.

Stock Levels Section

Minimum stock level – The quantity at or below which this product at this location will appear on the under-stocked items report.

Maximum stock level – The quantity at or above which this product at this location will appear on the overstocked items report.

Location Selection for Product

Locn	Free Stock	Book Stock	Allocated	Restricted	On Order	Expected
MID	14330	14600	270	0	0	
NTH	4650	4650	0	0	0	
STH	1100	2200	1100	0	0	

Totals

20080 21450 1370 0 0

Details

Description: North of England
Name & Address: Standext Office Supplies
Post code:
Telephone: 051 987 4521
Fax: 051 987 2221

Back/Forward Ordered

Back order: 0
Total back order: 0
Forward order: 0
Total forward order: 100

Stock Levels

Minimum stock level: 3000
Maximum stock level: 18000

Select Close

Introduction

The **Location Selection for Product** window is displayed when you select **[Change Location]** in the **Stock Details** window. It is an identical window to the **Stock Summary for Product** window (see above) but with an additional **[Select]** button. See the **Stock Summary for Product** window for details of the individual fields.

For pooled order lines this window lets you check stock levels in alternative locations, and potentially to allocate free stock from one of those locations to the line.

For queued order lines for which no stock has been allocated or expected stock reserved, this window lets you transfer the stock queue entries for the line to a different location. Queue entries for the original location are discarded and new entries put on the queue for the new location.

Buttons

[Select] – Change the location that the Sales Order line is to be dispatched from.

- For a pooled line, SOP Transaction Desktop de-allocates the allocated stock from the original location and allocates free stock from the new location.
- For a queued line, SOP Transaction Desktop discards the queue entries for the original location and places new entries on the stock queue at the new location.

Stock Queue (View 1 of 3)

Number	Location	Account	Quantity	Allocated	Required	Status	Order
ORD00012	MID	PRIC010	1	1	30/06/2005	A	IA
ORD00084	MID	WATS010	1	1	31/08/2018	A	QA
ORD00084	MID	WATS010	1	0	31/08/2018	Q	QA

Details
Name: Location: Outstanding:
Date: Area: Invoiced:
Type: Sales Rep:

Print Status
Unprinted:

Quantity Status
Qty status:

Introduction

The **Stock Queue (View 1 of 3)** window is displayed when you select [**Supply and Demand**] in the **Stock Details** window, enabling you to view both supply and demand stock queue entries for the product at the selected location. The queue entries are displayed in date sequence. The required date is used for queue entries for demands, and the expected arrival date is used for queue entries for supply.

Alternate views – A second view of this window is also available which shows the forward stock position, whilst a third view of this window shows the stock queue entry dates.

Queue Entries section

Number (*Display only*) – The transaction number.

Location (*Display only*) – The despatch location for the detail line.

Account (*Display only*) – The customer's account number when relevant.

Quantity (*Display only*) – The ordered quantity of the product.

Allocated (*Display only*) – The quantity of the product allocated to the order.

Required (*Display only*) – The required date on the detail line.

Status (*Demand queue entries only, Display only*) – The letters here indicate the status of the product's detail line in the transaction:

- F = Forward ordered.
- B = Back ordered.
- R = Reserved.
- Q = Requested.

- A = Allocated.
- P = Picked.
- I = Issued.
- H = Held.

Example: BA indicates that the transaction has been partially back ordered and partially allocated.

Order (*Demand queue entries only - Display only*) – The letters here correspond to the letters in the Status column, but indicate the combined status of all detail lines in the transaction. This is always a superset of the detail line status.

An expanded form of this information appears in the lower part of the window for each entry as you scroll through the list.

Details Section

Name (*Display only*):

- For demand queue entries, the customer's name.
- For supply queue entries, the name of the supply system.

Date (*Display only*) – The Order date.

Type (*Display only*) – Transaction type.

Location (*Display only*) – The Order location.

Area (*Display only*) – The area code (*when relevant*).

Sales rep (*Display only*) – The sales rep code (*when relevant*).

Outstanding (*Display only*) – The outstanding (*uninvoiced*) amount for the detail line.

Invoiced (*Display only*) – The Invoiced amount for the detail line.

Unprinted (*Display only*) – The relevant documents that have not yet been printed for the order.

Status (*Display only*) – Details of the status of the order. This is an expanded form of the information in the Order column above (*when relevant*).

Buttons

[Find] – Display the **Find Order Line** window enabling you to find and restrict the displayed stock queue items.

[Stock Forecast] – This shows a Stock Forecast enquiry which details future supplies and demands for the current product and despatch location.

[<Prior view] – Display the [Stock Queue \(View 3 of 3\)](#) window, which shows the stock queue entry dates.

[Next view>] – Display the [Stock Queue \(View 2 of 3\)](#) window, which shows the forward stock position.

[Select] – This option is not used by this window when accessed through the SOP Transaction Desktop.

Stock Queue (View 2 of 3)

Number	Account	Book Stock	Free Stock	Demand	Allocated
ORD00012	PRIC010	4	0	0	1
ORD00084	WATS010	3	0	0	1
ORD00084	WATS010	2	-1	1	0

Details

Name: Price & Partners Location: MID Required: 30/06/2005

Date: 28/02/2005 Area: S01 Original: 849.30

Type: Sales Order Sales Rep: SD Invoiced: 0.00

Print Status

Unprinted: Picking List, Delivery Note, Invoice

Quantity Status

Qty status: Issued, Invoiced, Allocated

Stock Forecast < Prior view Next view > Select Close

Introduction

The **Stock Queue (View 2 of 3)** window is displayed when having selected **[Supply and Demand]** in the [Stock Details](#) window when you select **[Next view>]** from [Stock Queue \(View 1 of 3\)](#) window or **[<Prior view]** from [Stock Queue \(View 3 of 3\)](#) window. This window lists the stock queue entries for the product at the selected location in the same way as view 1, but it displays different information for each entry, giving a picture of the forward stock position.

Queue Entries section

Number (*Display only*) – The transaction number.

Account (*Display only*) – The customer's account number when relevant.

Book stock (*Display only*) – This is a cumulative figure which includes the quantity for the queue entry. It decreases with each demand queue entry, and increases with each supply queue entry.

Free stock (*Display only*) – This is a cumulative figure which includes the quantity for the queue entry. Generally this figure decreases with a demand queue entry, and increases with a supply queue entry. However, it is not affected by queue entries which are already allocated.

Demand (*Display only*) – This is the quantity on the queue entry. It is positive for a demand queue entry, negative for a supply queue entry.

Allocated (*Display only*) – The amount already allocated to the demand queue entry. This figure is always zero for supply queue entries.

Details Section

Name (*Display only*) – For demand queue entries, the customer's name. For supply queue entries, the name of the supply system.

Date (*Display only*) – The Order date.

Type (*Display only*) – Transaction type.

Location (*Display only*) – The Order location.

Area (*Display only*) – The area code (*when relevant*).

Sales rep (*Display only*) – The sales rep code (*when relevant*).

Outstanding (*Display only*) – The outstanding (*uninvoiced*) amount for the detail line.

Invoiced (*Display only*) – The Invoiced amount for the detail line.

Unprinted (*Display only*) – The relevant documents that have not been printed yet for the order.

Status (*Display only*) – Details of the status of the order. This is an expanded form of the information in the Order column above (*when relevant*).

Buttons

[Stock Forecast] – This shows a Stock Forecast enquiry which details future supplies and demands for the current product and despatch location.

[<Prior view] – Display the [Stock Queue \(View 1 of 3\)](#).

[Next view>] – Display the [Stock Queue \(View 3 of 3\)](#) window, which shows the stock queue entry dates.

[Select] – This option is not used by this window when accessed through the SOP Transaction Desktop.

Stock Queue (View 3 of 3)

Number	Account	Ordered	Required	Allocate	Expected	Committed	Commit-1	Late
ORD00012	PRIC010	28/02/2005	30/06/2005	30/06/2005		30/06/2005		Y *
ORD00084	WATS010	30/04/2005	31/08/2018	31/08/2018		31/08/2018		
ORD00084	WATS010	30/04/2005	31/08/2018	31/08/2018		31/08/2018		

Details

Name Price & Partners
Date 28/02/2005
Type Sales Order

Location MID
Area S01
Sales Rep SD

Required 30/06/2005
Original 849.30
Invoiced 0.00

Print Status

Unprinted Picking List, Delivery Note, Invoice

Quantity Status

Qty status Issued, Invoiced, Allocated

Stock Forecast

< Prior view

Next view >

Select

Close

Introduction

The **Stock Queue (View 3 of 3)** window is displayed when having selected **[Supply and Demand]** in the **Stock Details** window to view the Stock Queue windows you select **[Next view>]** from **Stock Queue (View 2 of 3)** window or **[<Prior view]** from **Stock Queue (View 1 of 3)** window. This window lists the stock queue entries for the product at the selected location in the same way as view 1, but it displays different information for each entry, giving a picture of the dates for the queue entries.

Queue Entries section

Number (*Display only*) – The transaction number.

Account (*Display only*) – The customer's account number when relevant.

Ordered (*Display only*) – The Order date.

Required (*Display only*) – The required date on the detail line.

Allocate (*Display only*) – The 'allocate by' date for the detail line.

Expected (*Display only*) – The expected by date for the detail line.

Committed (*Display only*) – The date most recently given to the customer as the day by which they may expect the goods.

Commit-1 (*Display only*) – The first commit date given to the customer for these goods. Set automatically when the '**Committed**' date is first altered.

Late (*Display only*) –

- Y If a demand line has missed the stock allocation date.
- Y* If a demand line has missed the customer required date.

- Y* On a supply line if the book or free stock is negative on the expected arrival date.

Details Section

Name (*Display only*) – For demand queue entries, the customer's name. For supply queue entries, the name of the supply system.

Date (*Display only*) – The Order date.

Type (*Display only*) – Transaction type.

Location (*Display only*) – The Order location.

Area (*Display only*) – The area code (*when relevant*).

Sales rep (*Display only*) – The sales rep code (*when relevant*).

Outstanding (*Display only*) – The outstanding (*uninvoiced*) amount for the detail line.

Invoiced (*Display only*) – The Invoiced amount for the detail line.

Unprinted (*Display only*) – The relevant documents that have not been printed yet for the order.

Status (*Display only*) – Details of the status of the order. This is an expanded form of the information in the Order column above (*when relevant*).

Buttons

[Stock Forecast] – This shows a Stock Forecast enquiry which details future supplies and demands for the current product and despatch location.

[<Prior view] – Display the [Stock Queue \(View 2 of 3\)](#) window, which shows the forward stock position.

[Next view>] – Display the [Stock Queue \(View 1 of 3\)](#).

[Select] – This option is not used by this window when accessed through the SOP Transaction Desktop.

Stock Queue Entries for Current Order Line

The screenshot shows two overlapping windows. The top window, 'Order Summary', contains a 'Details' section with the following fields: Account (WATS010), Product (AVPP2), Location (MID), Watsons Plc, Victor Design 2 Portable OHP, and Reference (ORD00084). The bottom window, 'Stock Queue Entries for the Current Order Line', displays a table with columns: Status, Date, From, Stock, Original Qty, Open Qty, and Unit. The table contains two rows: 'Allocated' (31/08/2018, ST, Stock, 1, 1, ITEM) and 'Requested' (31/08/2018, LC, Landed Costs, 1, 1, ITEM). Below the table is a 'Line Totals' section with fields for Ordered (2), Back Ordered (0), Allocated (1), Requested (1), Reserved (0), and Scheduled. At the bottom are buttons: Allocate, Deallocate, Cancel, Change Supply, Convert, and Close.

Status	Date	From	Stock	Original Qty	Open Qty	Unit
Allocated	31/08/2018	ST	Stock	1	1	ITEM
Requested	31/08/2018	LC	Landed Costs	1	1	ITEM

Line Totals	
Ordered	2
Back Ordered	0
Allocated	1
Requested	1
Reserved	0
Scheduled	

Introduction

The **Stock Queue Entries for Current Order Line** window is displayed when you select [**Queue Entries**] in the **Stock Details** window. It displays all the stock queue entries for the current order line. It enables you to select entries for further processing.

Details Section (Order Summary)

Account (*Display only*) – The ordering customer's account code followed by their name.

Product (*Display only*) – The product code of the product being ordered followed by its description.

Location (*Display only*) – The sales location for the order.

Reference (*Display only*) – Your system reference for the order.

Stock Queue Entries

Status (*Display only*) – The status of the Stock Queue Entry. It can be:

- Requested.
- Reserved.
- Quarantined.

- Allocated.
- Done.

Date (*Display only*) – The stock queue entry date.

From (*Display only*) – The Supply system ID followed by its titled.

Original Qty (*Display only*) – The original quantity for the queue entry.

Open Qty (*Display only*) – The open quantity for a queue entry is the quantity of stock whose despatch has not yet been confirmed.

Unit (*Display only*) – The Unit that the quantities are displayed in.

Line Totals Section

Ordered (*Display only*) – The quantity ordered for this order line.

Back Ordered (*Display only*) – The quantity backordered for this order line.

Allocated (*Display only*) – The quantity allocated to this order line.

Requested (*Display only*) – The quantity requested for this order line.

Reserved (*Display only*) – The quantity reserved for this order line.

Scheduled (*Display only*) – The quantity scheduled for this order line.

Buttons

[Allocate] (*Requested and reserved entries only*) – Allocate against available free stock, rather than reserve or request. The entry's status is now shown as Allocated rather than Requested or Reserved.

[Deallocate] (*Allocated entries only*) – Deallocate the entry. The entry's status is now shown as Requested.

[Cancel] (*Requested and reserved entries only*) – Cancel the entry. Cancelling a request or reservation has the same effect as deleting it except that the stock queue entry is marked as cancelled and retained for future reference.

[Change Supply] (*Requested entries only*) – Change the source of supply. A window appears listing the available supply systems. Select the required supply system.

[Convert] (*Requested and reserved entries only*)

- (*Requested entries only*) Convert from request to reservation. The [Expected Arrivals](#) window is displayed to enable you to select which arrivals (*and quantity*) the request is to be converted as a reservation against. If the full quantity is not converted, the system creates the reservation as well as reducing the request.

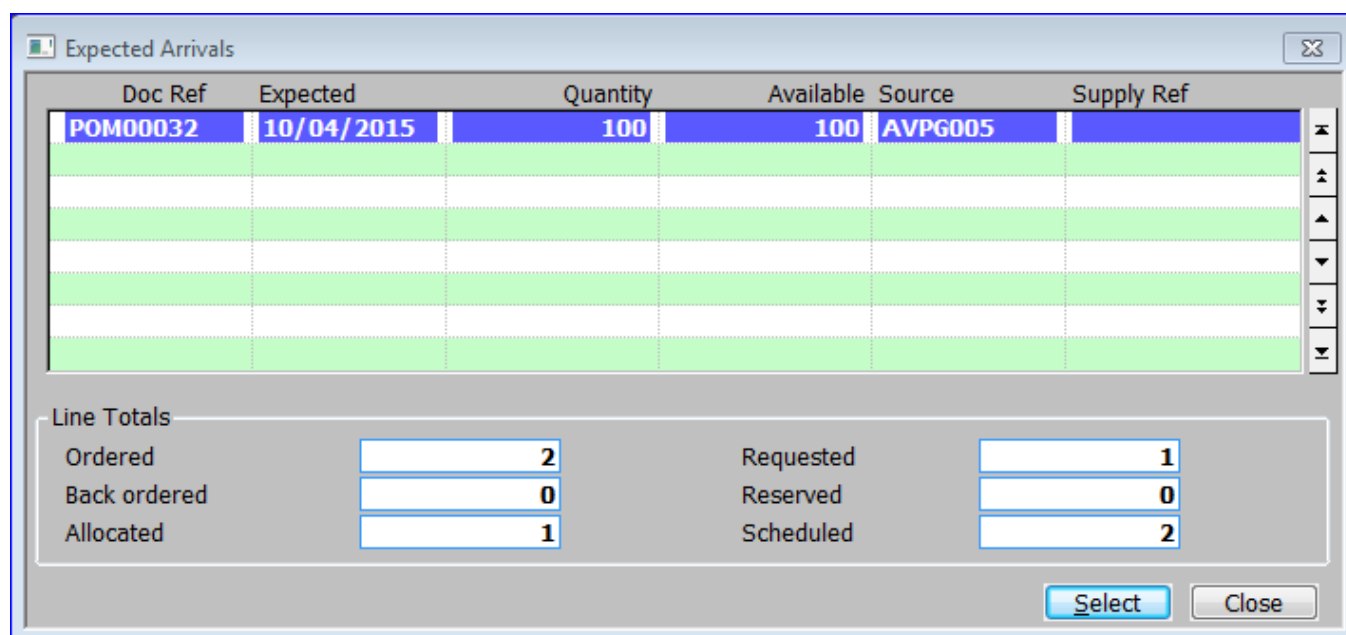
- (*Reserved entries only*) Convert from reservation to request. The queue entry type is altered to Request, and the expected date and reference are cleared. If there is an existing request for the line with the same dates, the two entries are combined.

The quantity is subtracted from the total reserved quantity and added to the total requested quantity for both the detail line and the line location. The entry's status is now shown as Requested.

Please note: Reducing the reserved quantity on a detail line does not reduce the quantity on order in the source of supply. Any quantity you release from reserve is added back into the expected arrival from which it was drawn and is placed in free stock by the source of supply when the goods become available.

[Stock Forecast] – This button displays the [Stock Forecast Enquiry](#) window, which details future supplies and demands for the selected product.

Expected Arrivals



The screenshot shows the 'Expected Arrivals' window. It contains a table with the following data:

Doc Ref	Expected	Quantity	Available	Source	Supply Ref
POM00032	10/04/2015	100	100	AVPG005	

Below the table is a 'Line Totals' section with the following values:

Ordered	2	Requested	1
Back ordered	0	Reserved	0
Allocated	1	Scheduled	2

At the bottom right are 'Select' and 'Close' buttons.

Introduction

The **Expected Arrivals** window is displayed when you select **[Convert]** for a request entry in the [Stock Queue Entries for Current Order Line](#) window, which enables you to convert a request into a reservation, by identifying expected arrivals of stock against which it can be reserved. The window lists the expected arrivals of stocks of the appropriate product in the order/requisition's location.

Details of each arrival are shown, including document reference, expected date, order quantity, available quantity, source and supply reference.

Expected Arrivals section

Doc Ref (*Display only*) – The 'Expected Arrivals' document reference.

Expected (*Display only*) – Date of the expected arrival.

Quantity (*Display only*) – The total quantity expected to arrive.

Available (*Display only*) – The quantity available for reserving (Total quantity less already reserved).

Source (*Display only*) – The source of the supply (*e.g. Suppliers account code for a purchase order*).

Supply Ref (*Display only*) – The manually entered supplier's reference.

Line Totals Section

This information relates to the stock queue item being converted.

Ordered (*Display only*) – The quantity ordered for this order line.

Back Ordered (*Display only*) – The quantity backordered for this order line.

Allocated (*Display only*) – The quantity allocated to this order line.

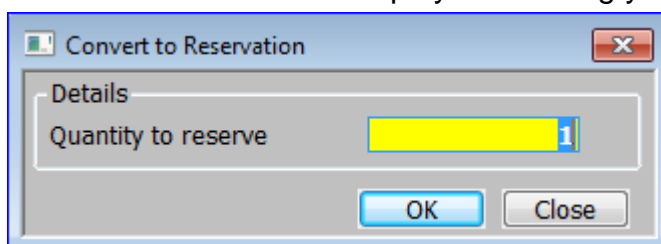
Requested (*Display only*) – The quantity requested for this order line.

Reserved (*Display only*) – The quantity reserved for this order line.

Scheduled (*Display only*) – The quantity scheduled for this order line.

Button

[Select] – Reserve the request against the currently selected arrival. The **Convert to Reservation** window is displayed enabling you to enter the quantity to be reserved against the



arrival. You are then returned to the arrivals window in case you wish to make reservations against other arrivals.

Batch Numbers

Batch Ref	Number	Bin Number	Description	Status	Expires	Qty Remaining
ANTL/2987	18	B-320		Active	31/12/2020	5
ANTL/2348	19	B-320		Active	31/12/2020	500
ANTLP/2957	21	B-320		Active	31/12/2020	100

Introduction

The **Batch Numbers** window is displayed for batch traceable products:

- When you enter or amend a detail line on an invoice or credit note.
- When you select **[Issue Stock]** from the [Stock Details](#) window or [Printing/Despatch](#) menu.

It lists any batches currently in stock at the despatch location, enabling you to select the batch or batches you want to issue the stock from, or return it to.

Please note: If the product is both batch traceable *and* serial numbered, this window does not appear because SOP deduces the batch from the serial number.

Product Section

Product – The product code and description.

Quantity entered – The quantity entered for the order line.

Quantity issued – The quantity issued through this window.

Quantity left – The quantity left to be issued. This is the difference between the quantities entered and issued.

Batch Section

Batch Ref (*Display only*) – The manually entered reference for the batch.

Number (*Display only*) – The automatically allocated batch number. This is unique for the product code.

Bin Number (*Display only & only if 'Multiple Bin Handling' is **not** enabled in the distribution system parameters*) – The bin number.

Description (*Display only*) – The manually entered description of the batch.

Status (*Display only*) – The status of the batch. This can be:

- Active.
- +ve Recall.
- Quarantined.
- Inspection.
- Unconfirmed.
- Frozen.
- Complete.

Expires (*Display only – Only if expiry date checking is selected for the product in Product Maintenance*) – The date on which this batch expires.

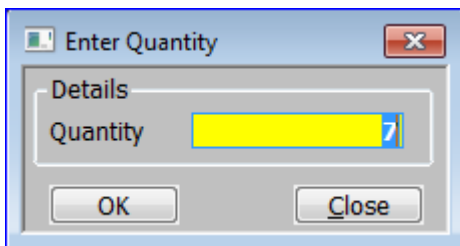
Qty Remaining (*Display only*) – The quantity of the batch, still remaining in stock.

Button

[Select] – Select the currently highlighted batch to issue stock from (receive stock back into for a credit). The Enter Quantity window is displayed.

Please note: You can only return on a credit note, batch-tracked items, which were originally issued from the system. If necessary, write off the credit note (set the status of goods on the credit note to W) and later perform a stock adjustment.

Enter Quantity



Introduction

The **Enter Quantity** Window is displayed when you press **[Select]** in the [Batch Number](#) window.

Details

Quantity - Enter the quantity to be allocated from this batch to the selected order line. It defaults to the lesser of the quantity still to be issue or the quantity remaining in the batch.

- If you enter the quantity still to be issued you are returned to the [Stock Details](#) window.

- If you enter less than quantity still to be issued, you are returned to the [Batch Number](#) window to select further batches. You can then exit from the [Batch Number](#) window to reduce the ordered quantity to that allocated if required.

Please Note: You cannot enter more than the quantity ordered or the free quantity.

Enter Serial Numbers

The image shows two overlapping software windows. The top window, titled 'Serial Numbers', has a 'Product' section with 'AVPP1' and 'Victor Design 1 Portable OHP' entered. To the right is a 'Quantities' section with three rows: 'Entered Quantity' with value '8', 'Done' with value '6', and 'Quantity left' with value '2'. The bottom window, titled 'Enter Serial Numbers', has a 'Details' section with a 'Serial number' dropdown set to 'AVPP-284733-P1', a 'Number of consecutive serial numbers' input set to '2', a 'Last serial' input set to 'AVPP-284733-P2', and an empty 'Description' field. At the bottom of this window are 'Search', 'OK', and 'Close' buttons.

Introduction

The **Enter Serial Numbers** windows are displayed for serialised products when you:

- Enter or amend a detail line on an invoice or credit note.
- When you select **[Issue Stock]** from the [Stock Details](#) window or [Printing/Despatch](#) window.
- When you select **[Insert range]** from the [Serial Numbers](#) menu.

It enables you to enter one or a range of serial numbers for stock being issued or returned.

Product Section (Serial Numbers)

(Display only) – The Product code and description.

Quantities Section (Serial Numbers)

Entered Quantity *(Display only)* – The quantity requiring serial numbers.

Done *(Display only)* – The number of serial numbers issued.

Quantity left (*Display only*) – The quantity still requiring serial numbers.

Details Section (Enter Serial Numbers)

Serial Number – Enter a serial number the system already knows which is still in stock (stock issues) or which is marked as issued (stock receipts). A **[Search]** is available which calls the [Serial Numbers](#) window.

For stock issues, if you logged the stock as 'unnumbered' in the stock receipts you can enter the serial numbers of that unnumbered stock. The [Select Required Batch of Unnumbered Items](#) window is displayed, enabling you to select the appropriate batch.

Please note: If you inadvertently enter a serial number which is unknown to the system and the batch search window appears, press <Esc> to return to the Serial Number Selection window.

Number of consecutive serial numbers – The default is the remaining quantity of serial numbers.

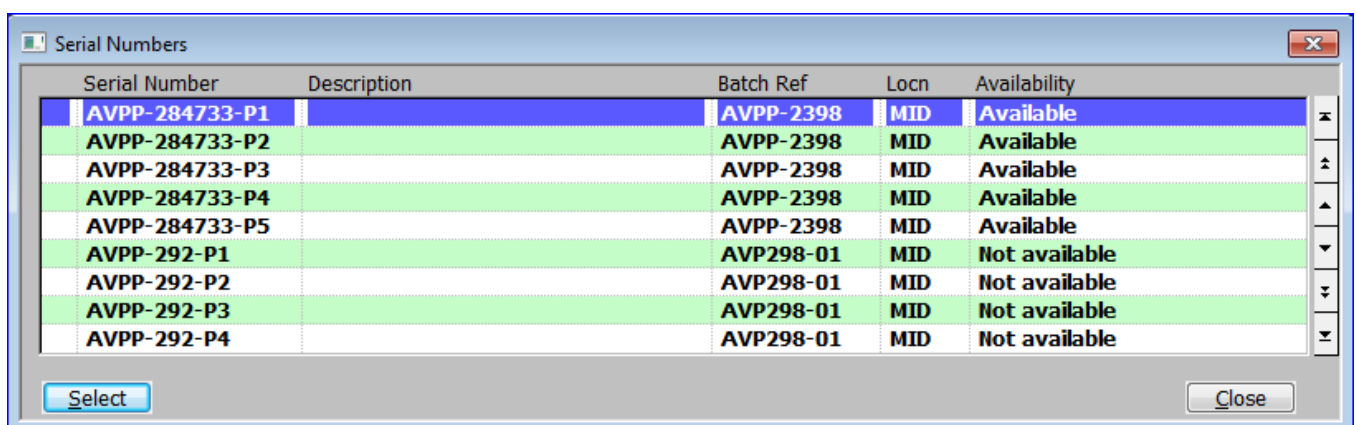
Last serial (*Display only*) – The last serial number in the range of consecutive numbers.

Description (*Display only*) – A description entered for that serial number.

Buttons

[OK] – If the Serial number prompt is blank the [Serial Numbers](#) window is displayed. Otherwise the [Serial Numbers](#) menu is displayed.

Individual Serial Numbers



Serial Number	Description	Batch Ref	Locn	Availability
AVPP-284733-P1		AVPP-2398	MID	Available
AVPP-284733-P2		AVPP-2398	MID	Available
AVPP-284733-P3		AVPP-2398	MID	Available
AVPP-284733-P4		AVPP-2398	MID	Available
AVPP-284733-P5		AVPP-2398	MID	Available
AVPP-292-P1		AVP298-01	MID	Not available
AVPP-292-P2		AVP298-01	MID	Not available
AVPP-292-P3		AVP298-01	MID	Not available
AVPP-292-P4		AVP298-01	MID	Not available

Introduction

The **Individual Serial Numbers** window is displayed when you:

- Press **[Search]** at the Serial Number field of the [Enter Serial Numbers](#) window.
- Complete the [Enter Serial Numbers](#) window with the Serial Number field left blank.
- Select the **Amend serial numbers** option from the [Serial Numbers](#) menu.

It lists known serial numbers of the product allowing you to select individual serial numbers for receipts and issues.

Please note: Not all serial numbers displayed on the screen can be selected. This is because unacceptable delays would occur if the system were to search through large numbers of serialised products to find relevant items.

Serial Numbers Section

(Display only) – A * is displayed in this column when the serial number has been selected.

Serial Number *(Display only)* – The serial number.

Description *(Display only)* – The serial numbers description.

Batch Ref *(Display only)* – The batch reference associated with the serial number. This is automatically generated for non-batch tracked products.

Locn *(Display only)* – The location of this product.

Availability *(Display only)* – This can be one of the following:

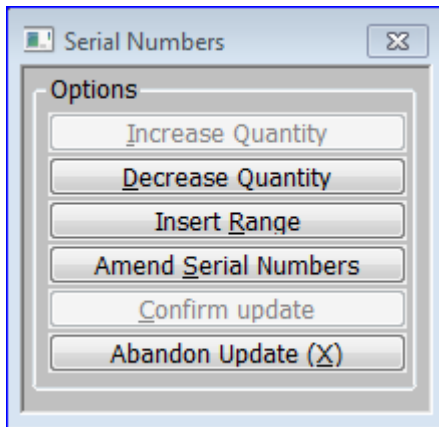
- **Available** – The serial number is available for issuing.
- **Suggested on a picking list** – Although the serial number is available, it has been suggested on a picking list.
- **Not available** – The serial number's batch and location are valid, but it has been issued.
- **Wrong location** – The serial number is for a different location.
- **Invalid/Expired** – The serial number is in a batch that has an invalid status (e.g. Quarantined, etc.) or has expired.

Please note: You must select a serial number with availability of '**Available**' or '**Suggested on a picking list**' for an issue and one with availability of '**Not available**' for a credit note. Whenever possible, serial numbers with availability of '**Available**' should be issued in preference to those with availability of **Suggested on a picking list**, unless it is known that picking list print suggested the serial number for the current delivery.

Buttons

[Close] – The [Serial Numbers](#) menu is displayed.

Serial Numbers



Introduction

The **Serial Numbers** menu is displayed when you complete the [Serial Numbers](#) window.

Options

[Increase Quantity] – Resets the outstanding quantity to zero. This causes the quantity on the sales order line to be increased accordingly.

[Decrease Quantity] – Resets the outstanding quantity to zero. This causes the quantity on the sales order line to be decreased accordingly.

[Insert Range] – Add another range of serial numbers. The [Enter Serial Numbers](#) window is displayed.

[Amend Serial Numbers] – Add/remove individual serial numbers. The [Individual Serial Numbers](#) window is displayed.

[Confirm Update] – Confirm your replies.

- If the 'Quantity left' is zero the Stock Details window is displayed.
- Otherwise an error message is displayed. When you click [OK] to it, the menu is redisplayed.

[Abandon Update (X)] – Abandon the sales order line. The Stock Details window is displayed.

Select Required Batch of Unnumbered Items

Batch Number	Unnumbered Quantity	Batch Ref	Bin Number	Receipt Date
13	0	AVPP/13294	AA001	12/02/05

Details

Description

Serial quantity

Introduction

The **Select Required Batch of Unnumbered Items** window is displayed when you enter a new serial number at the Serial number prompt in the [Enter Serial Numbers](#) window, where there was stock that was logged as 'unnumbered' in the Stock receipt. It enables you to select which batch the serial number should be issued from.

Batch Section

Batch Number (*Display only*) – The unique batch number.

Unnumbered Quantity (*Display only*) – The quantity remaining in the batch which does not have serial numbers.

Batch Ref (*Display only*) – The manually entered batch reference.

Bin Number (*Display only*) – The bin number for the batch.

Receipt Date (*Display only*) – The date the batch was received into stock.

Details Section

Description (*Display only*) – The manually entered long description for the batch.

Serial Quantity (*Display only*) – The quantity remaining in the batch which does have serial numbers allocated to it.

Buttons

[Select] – Select the currently highlighted batch to issue the stock from. You are returned to the [Enter Serial Numbers](#) window, so that you can confirm the issue.

Please note: The 'Number of consecutive serial numbers' defaults to the lower of the quantity of unnumbered items in the batch and the quantity to be issued. This can be manually overwritten with a lower value.

Appendix A – Postcode Anywhere

Global 3000 can make use of Postcode Anywhere to provide:

- Address lookup based on postcode
- Validation of bank sort codes and account numbers

(Postcode Anywhere provides access to UK and international addresses, bank data, maps, lifestyle and geographic information. See <http://www.postcodeanywhere.co.uk>.)

Wherever addresses are entered, you may click a button and enter a postcode to display a list of the addresses in that postcode. Select an address and the details are returned to the address fields in the original window.

You may also click a button when entering bank details to enter the sort code and the account number for validation. The sort code, account number, bank name and branch are returned to the original window.

Note: In order to access this feature the following conditions must apply:-

- GSM Service pack 20 must be installed
- The GLOBAL.EXE version must be V4.1d, or later

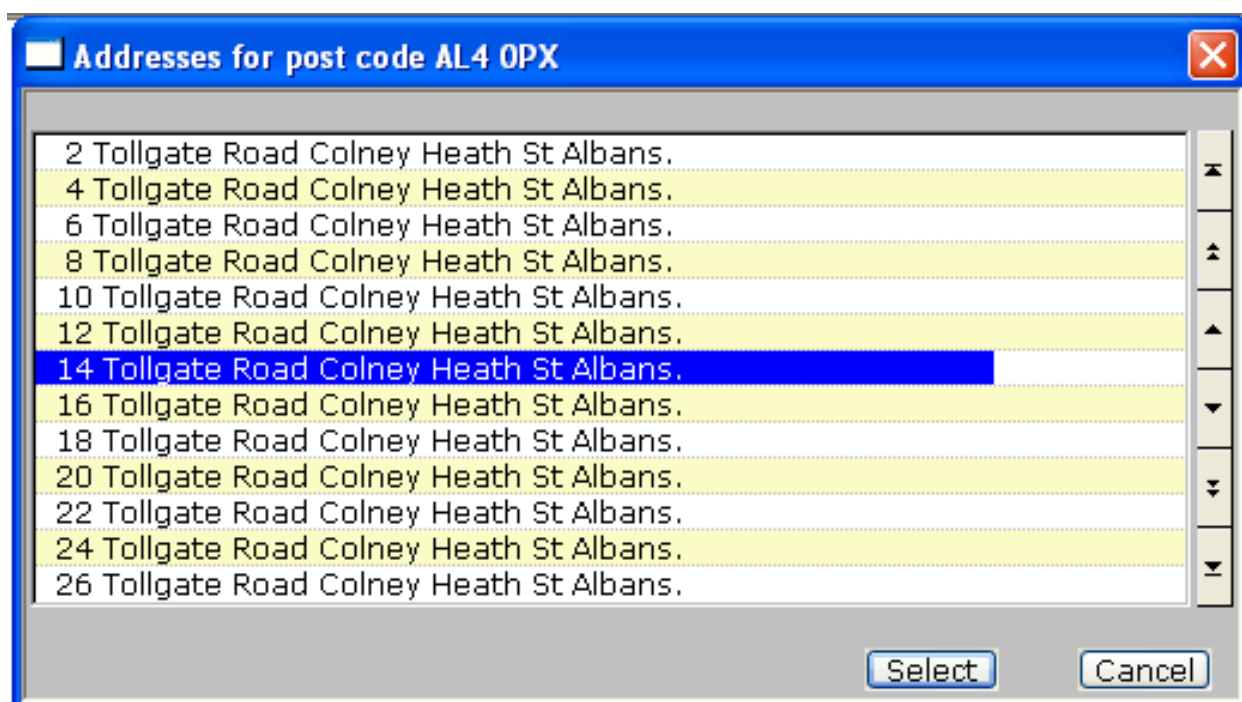
The user must have an account with Postcode Anywhere. Note that for address lookups users with a pay-as-you-go account are not charged for the initial lookup that provides the list of free format addresses presented for selection. If the user selects an address from that list, a credit is charged for returning that address in a form that can be used by Global 3000. Bank sort code and account validation is always done on a pay-as-you-go basis so one credit is consumed for each lookup. This implementation in Global 3000 aims to minimise the number of credits consumed by ensuring that lookups are only provided at the request of authorised users and a warning is displayed if a credit is to be charged.

- The following keys must be set up in the registry “Customisations” key:-
 - "PostcodeAnywhereAccountNumber"
 - "PostcodeAnywhereLicenceKey"
 - "PostcodeAnywhereAddressWarningMessage"
 - "PostcodeAnywhereSortCodeWarningMessage"

The first two settings are mandatory. The last two settings are optional and allow you to specify whether you require a warning (*and possibly password control*) at the points where a credit could be consumed. The setting of these will depend to some extent on the type of account you have with Postcode Anywhere (*i.e. unlimited or pay-as-you-go*).

- If \$AUTH32 authorisation is configured, the authorisation point "PCANY" must be established.

Address for post code



Introduction

The **Address for post code** window is displayed when you click **[Postcode]** in a window that accepts an address and enter a specific postcode. It lists the addresses in the postcode you supply so that you can select one for recording in Global 3000.

When you select an address, four lines of the address and the postcode are returned to the address input window.

Please note: If your account with Postcode Anywhere charges you based on the number of times the service is used, your system may be set up to require authorisation to use this function.

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