ACTIVANT

Common Sales Order Types

Release 8.6.6 (Eterm)

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Sales Management Overview

Use Eclipse to manage every aspect of a sale, from the moment it is quoted until the day it is invoiced.

Flexible Searching

Look up customers, vendors, transactions, and products by virtually any identifier.

- Find customers and vendors by any part of a company name, phone number, or keyword.
- Find transactions by order number, product, customer PO number, or shipping address.
- Find products by UPC number, product description, size, color, or manufacturer.

Numerous Product Entry Options

When entering products on sales orders, change your screen view to see any number of details about order items. Create non-stocks, access substitute and add-on products, or add recently ordered products to the current order. Robust product and pricing information are a keystroke away. Real-time inventory accuracy helps order writers fulfill inventory commitments, increasing customer satisfaction.

Bid Management

Use bid management features to create and copy bids, subtotal and reprice bid items, and convert bids into orders. Follow up on bids by creating bid reminders and reviewing bids that have not been converted into orders.

Management of Everyday Events

Use the system to handle everyday occurrences, like credit denials, product returns, credit and rebill transactions, and warranty tracking. Use reporting options to track trends in these areas, and reprint needed documents at will.

Quick Access to Related Features

Hot keys throughout order entry provide instant access to product features, discounts, shipment history, pricing information, and accounts receivable balances. You can schedule blanket orders, conduct credit checks, review order commitments, and check inventory availability at other locations.

Payment and Credit Management

Review invoices or orders before sending them to your customers, print consolidated invoices, and review invoices that match the criteria you specify. Monitor a customer's credit status at every stage of the order, and establish credit, past-due, and per-order limits as you like.

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Operational Excellence

Use management tools to examine sales trends and to list orders that meet the criteria you specify. Uncover issues that impact profitability, view changes to orders, track sales sources, and more effectively manage your sales force.

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Common Sales Order Types Overview

To enter common sales order, see any of the following topics:

- Beginning Any Type of Sales Order
- Entering Counter or Will Call Sales Orders
- Entering Delivery Sales Orders
- Entering Direct Sales Orders
- Shipping Sales Orders Directly from Other Branches

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Beginning Any Type of Sales Order

You must enter the same general information to begin any type of sales order. Follow the instructions below to begin any sales order you enter. For complete instructions on entering the most common types of sales orders, see any of the following topics:

- Entering Counter or Will Call Sales Orders
- Entering Delivery Sales Orders
- Entering Direct Sales Orders
- Shipping Sales Orders Directly from Other Branches

To begin an order:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry Body screen.
2. In the **PrcBr** field, if accessible, enter the branch that receives credit for the order.

   Note: In most cases, the system automatically populates this field based on your terminal setup.

3. In the **ReqrDate** field, enter the date by which the customer must receive the order.
4. In the **Ship To** field, enter all or part of the customer's name to do one of the following:

If...	Then...
the order selection screen displays	continue with the next step.
the Customer Primary Index list displays	select the customer from the list and press **Enter** to display the order selection list. Continue with the next step.

   Note: If this is a new customer, type **New** and press **Enter**. See Entering New Customers During Order Entry.

5. Select **New** from the order selection list and press **Enter** to populate the customer's information on the Sales Order Entry **Body** screen, where you can begin entering products.

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Entering Counter or Will Call Sales Orders

This topic gives the basic steps required to enter a counter or will call order for an existing customer.

To enter a counter or will call order:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry Body screen.
2. In the **PrcBr** field, if accessible, type the number that identifies the branch that receives credit for the order.
3. In the **ReqrDate** field, if accessible, type the date by which the customer must receive the order.
4. In the **Ship To** field, enter all or part of the customer's name to do one of the following:

   Note: If this is a new customer, type **New** and press **Enter**. See Entering New Customers During Order Entry.

If...	Then...
the order selection screen displays	continue with the next step.
the Customer Primary Index list displays	select the customer from the list and press **Enter** to display the order selection list.

5. Select **New** from the order selection list and press **Enter** to return the customer's information to the Sales Order Entry Body screen.
6. For each item the customer wants to purchase, complete the following fields:

   Note: Depending on your column view, you may be able to enter additional information.

Field	Description
Qty/Unit	The amount of the item to sell, and its proportions as it is packaged for sale, such as 1 each (ea), 1 box (bx), or 1 case (cs).
Product Description	The description of the product to be sold. This can be an actual product; a product kit; or a charge, such as an assembly charge or miscellaneous charge. For more information, see Searching for Products. **Note:** When you enter an item, the system may prompt you to select a unit of measure. Select the unit from the list and press **Enter**.

7. Use the following Body screen hot keys, as needed.

To...	Use this hot key...
add comments to the order or a product	**Comment** The Comments screen displays.

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To...	Use this hot key...
review additional information about the order, such as commissions or pricing details	**View** A list of possible column views displays. Only authorized users can access some views.
enter a nonstock product or lot billing item	**NonStk/Lot** If you select a nonstock product, the NonStock Entry screen displays. If you select a lot item, the Lot Item Status screen displays.
add or edit administrative details for the order, such as a customer PO number	**Header** The Sales Order Entry Header screen displays.
add a substitute product or recommended add-ons	**Subs** The Substitute / Add-On Sale Items screen displays.
print user-defined documents or labels	**Label** The User Defined Document/Label Printing screen displays.
schedule a backorder	**Sched** The Scheduling screen displays.
import order entry data (from a salesperson's hand-held device, for example)	**Imp** The Order Entry Data Import screen displays.
assign ship date information to the order	**ShipDates** The Shipment Dates screen displays.
override the default pricing on the order	**Pricing** The Pricing Override screen appears.
enter or change the order to a different type of order, such as a bid or direct shipment order	**Mode** A selection list displays. Select a mode and press Enter.
create a subtotal for a group of products	**Subtotal** The Subtotal screen displays.
enter payments or extra charges on the order	**Totals** The Sales Order Entry Totals screen displays.
search for a specific product or line item on an order with line items that span two or more pages	**Find** When prompted, enter a keyword and press Enter.
credit or rebill an order in a closed accounting period	**Cr/Rbl** When prompted, specify whether to credit only, rebill only, or credit and rebill and press Enter.
determine your profit or verify the last price the customer paid for the selected item	**Quick Prc** The Last Price Verification screen displays.
view a list of additional options	**Inq** The Sales Order Inquiry screen displays.
reorder the customer's previous product selections	**ReordPad** The Reorder Pad screen displays.

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To...	Use this hot key...
change the currency used for the transaction	**$** This hot key is located in the upper-right corner of the screen. For more information, see Viewing Currency Exchange Information.

8. Press **Esc** to do one of the following things:

If...	Then...
the Sales Order Entry Header screen displays	enter the customer's P/O (Purchase Order) number and any other required administrative information and press **Esc** to display the Sales Order Entry Status screen.
the Sales Order Entry Status screen displays	continue with the next step.

9. In the **Order Status For** column, enter **Pick Up Now**.
10. In the **Ship Date** column, enter today's date.
11. In the **Ship Via** column, enter **Will Call**.
12. Do one of the following things:

If...	Then...
the customer is required to pay when placing the order	press **Esc** to display the Sales Order Entry Totals screen. Enter the payment information and press **Esc** to process the order.
the customer wants to make a payment when placing the order	use the **Totals** hot key to display the Sales Order Entry Totals screen. Enter the payment information and press **Esc** to return to the Sales Order Entry Status screen. Press **Esc** again to process the order.
no payment is required when placing the order	press **Esc** to process the order.

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Entering Delivery Sales Orders

This topic gives the basic steps required to create a delivery order.

To enter a delivery order:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry Body screen.
2. In the **PrcBr** field, if accessible, type the number that identifies the branch that receives credit for the order.
3. In the **ReqrDate** field, if accessible, type the date by which the customer must receive the order.
4. In the **Ship To** field, enter all or part of the customer's name to do one of the following:

   Note: If this is a new customer, type **New** and press **Enter**. See Entering New Customers During Order Entry.

If...	Then...
the order selection screen displays	continue with the next step.
the Customer Primary Index list displays	select the customer from the list and press **Enter** to display the order selection list.

5. Select **New** from the order selection list and press **Enter** to return the customer's information to the Sales Order Entry Body screen.
6. For each item the customer wants to purchase, complete the following fields:

   Note: Depending on your column view, you may be able to enter additional information.

Field	Description
Qty/Unit	The amount of the item to sell, and its proportions as it is packaged for sale, such as 1 each (ea), 1 box (bx), or 1 case (cs). You can enter only the quantity, if needed.
Product Description	The description of the product to be sold. This can be an actual product; a product kit; or a charge, such as an assembly charge or miscellaneous charge. For more information, see Searching for Products. **Note:** When you enter an item, the system may prompt you to select a unit of measure. Select the unit from the list and press **Enter**.

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7. Use the following Body screen hot keys, as needed.

To...	Use this hot key...
add comments to the order or a product	**Comment** The Comments screen displays.
review additional information about the order, such as commissions or pricing details	**View** A list of possible column views displays. Only authorized users can access some views.
enter a nonstock product or lot billing item	**NonStk/Lot** If you select a nonstock product, the NonStock Entry screen displays. If you select a lot item, the Lot Item Status screen displays.
add or edit administrative details for the order, such as a customer PO number	**Header** The Sales Order Entry Header screen displays.
add a substitute product or recommended add-ons	**Subs** The Substitute / Add-On Sale Items screen displays.
print user-defined documents or labels	**Label** The User Defined Document/Label Printing screen displays.
schedule a backorder	**Sched** The Scheduling screen displays.
import order entry data (from a salesperson's hand-held device, for example)	**Imp** The Order Entry Data Import screen displays.
assign ship date information to the order	**ShipDates** The Shipment Dates screen displays.
override the default pricing on the order	**Pricing** The Pricing Override screen appears.
enter or change the order to a different type of order, such as a bid or direct shipment order	**Mode** A selection list displays. Select a mode and press Enter.
create a subtotal for a group of products	**Subtotal** The Subtotal screen displays.
enter payments or extra charges on the order	**Totals** The Sales Order Entry Totals screen displays.
search for a specific product or line item on an order with line items that span two or more pages	**Find** When prompted, enter a keyword and press Enter.
credit or rebill an order in a closed accounting period	**Cr/Rbl** When prompted, specify whether to credit only, rebill only, or credit and rebill and press Enter.
determine your profit or verify the last price the customer paid for the selected item	**Quick Prc** The Last Price Verification screen displays.
view a list of additional options	**Inq** The Sales Order Inquiry screen displays.

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To...	Use this hot key...
reorder the customer's previous product selections	**ReordPad** The Reorder Pad screen displays.
change the currency used for the transaction	**$** This hot key is located in the upper-right corner of the screen. For more information, see Viewing Currency Exchange Information.

8. Press **Esc** to do one of the following things:

If...	Then...
the Sales Order Entry Header screen displays	enter the customer's P/O (Purchase Order) number and any other required administrative information and press **Esc** to display the Sales Order Entry Status screen.
the Sales Order Entry Status screen displays	continue with the next step.

9. In the **Order Status For** column, enter the desired Ship or Call status (Ship When Specified, for example).
10. In the **Ship Date** column, enter the desired Ship or Call date.
11. In the **Ship Via** column, enter **Our Truck**, or whatever delivery status your company uses.
12. Do one of the following things:

If...	Then...
the customer is required to pay when placing the order	press **Esc** to display the Sales Order Entry Totals screen. Enter the payment information and press **Esc** to process the order and return to the Sales Order Entry Body screen.
the customer wants to make a payment when placing the order	use the **Totals** hot key to display the Sales Order Entry Totals screen. Enter the payment information and press **Esc** to return to the Sales Order Entry Status screen. Press **Esc** again to process the order and return to the Sales Order Entry Body screen.
no payment is required when placing the order	press **Esc** to process the order and return to the Sales Order Entry Body screen.

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Entering Direct Sales Orders

Use direct orders to ship items directly from your vendor to the customer and bypass your warehouse. Direct orders are convenient for large items that you do not have locations for. In addition to using the standard instructions below, you can also create a direct sales order by changing the sales order mode. See Creating a Direct Order Using the Direct Mode below for following steps for more information.

Note: A vendor can be changed on an open generation of a direct order even if the same order has an invoiced generation in a closed period.

About Costs on Direct Sales Orders

For information on how the system can be set up to get the best cost for your company on direct sales orders, refer to the help topics that describe the following control maintenance records:

- Best Cost Check Through All Matrix Cells For Sales Orders
- Direct COGS Always Vendor Price
- Include Directs In Vendor Target Check When Printing A P/O

To enter a direct order:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry Body screen.
2. In the **PrcBr** field, if accessible, type the number that identifies the branch that receives credit for the order.
3. In the **ReqrDate** field, if accessible, type the date by which the customer must receive the order.
4. In the **Ship To** field, enter all or part of the customer's name to do one of the following:

   Note: If this is a new customer, type **New** and press **Enter**. See Entering New Customers During Order Entry.

If...	Then...
the order selection screen displays	continue with the next step.
the Customer Primary Index list displays	select the customer from the list and press **Enter** to display the order selection list.

5. Select **New** from the order selection list and press **Enter** to return the customer's information to the Sales Order Entry Body screen.
6. For each item the customer wants to purchase, complete the following fields:

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Note: Depending on your column view, you may be able to enter additional information.

Field	Description
Qty/Unit	The amount of the item to sell, and its proportions as it is packaged for sale, such as 1 each (ea), 1 box (bx), or 1 case (cs). You can enter only the quantity, if needed.
Product Description	The description of the product to be sold. This can be an actual product; a product kit; or a charge, such as an assembly charge or miscellaneous charge. For more information, see Searching for Products. **Note:** When you enter an item, the system may prompt you to select a unit of measure. Select the unit from the list and press **Enter**.

7. Use the following Body screen hot keys, as needed.

To...	Use this hot key...
add comments to the order or a product	**Comment** The Comments screen displays.
review additional information about the order, such as commissions or pricing details	**View** A list of possible column views displays. Only authorized users can access some views.
enter a nonstock product or lot billing item	**NonStk/Lot** If you select a nonstock product, the NonStock Entry screen displays. If you select a lot item, the Lot Item Status screen displays.
add or edit administrative details for the order, such as a customer PO number	**Header** The Sales Order Entry Header screen displays.
add a substitute product or recommended add-ons	**Subs** The Substitute / Add-On Sale Items screen displays.
print user-defined documents or labels	**Label** The User Defined Document/Label Printing screen displays.
schedule a backorder	**Sched** The Scheduling screen displays.
import order entry data (from a salesperson's hand-held device, for example)	**Imp** The Order Entry Data Import screen displays.
assign ship date information to the order	**ShipDates** The Shipment Dates screen displays.
override the default pricing on the order	**Pricing** The Pricing Override screen dipslays.

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To...	Use this hot key...
enter or change the order to a different type of order, such as a bid or direct shipment order	**Mode** A selection list displays. Select a mode and press **Enter**. **Note:** If you change a direct order that contains return items on it into a regular sales order, the system prompts you to review and change the return type for those items.
create a subtotal for a group of products	**Subtotal** The Subtotal screen displays.
enter payments or extra charges on the order	**Totals** The Sales Order Entry Totals screen displays.
search for a specific product or line item on an order with line items that span two or more pages	**Find** When prompted, enter a keyword and press **Enter**.
credit or rebill an order in a closed accounting period	**Cr/Rbl** When prompted, specify whether to credit only, rebill only, or credit and rebill and press **Enter**.
determine your profit or verify the last price the customer paid for the selected item	**Quick Prc** The Last Price Verification screen displays.
view a list of additional options	**Inq** The Sales Order Inquiry screen displays.
reorder the customer's previous product selections	**ReordPad** The Reorder Pad screen displays.
change the currency used for the transaction	**$** This hot key is located in the upper-right corner of the screen. For direct orders, you are prompted to choose which side of the transaction you want to change currency for: the *sales side* or the *PO side*. For more information, see Viewing Currency Exchange Information.

8. Press **Esc** to do one of the following things:

If...	Then...
the Sales Order Entry Header screen displays	enter the customer's P/O (Purchase Order) number and any other required administrative information and press **Esc** to display the Sales Order Entry Status screen.
the Sales Order Entry Status screen displays	continue with the next step.

9. In the **Order Status For** column, enter **Direct** and press **Enter**.
10. When prompted, in the **Ship From** field, enter the vendor the product will ship from.

If...	Then...
the vendor name displays	continue with the next step.

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If...	Then...
a list of vendors displays	select the vendor from the list and press **Enter** to display the vendor information.

11. If prompted to enter freight terms, do so.
12. Enter any other desired vendor information and press **Esc** to return to the Status screen.
13. In the **ShipDate** column, enter the desired ship date.
14. In the **Ship Via** column, enter the desired third-party carrier, if any. You can leave this field blank in most cases.
15. Do one of the following things:

If...	Then...
the customer is required to pay when placing the order	press **Esc** to display the Sales Order Entry Totals screen. Enter the payment information and press **Esc** to process the order and return to the Sales Order Entry Body screen.
the customer wants to make a payment when placing the order	use the **Totals** hot key to display the Sales Order Entry Totals screen. Enter the payment information and press **Esc** to return to the Sales Order Entry Status screen. Press **Esc** again to process the order and return to the Sales Order Entry Body screen.
no payment is required when placing the order	press **Esc** to process the order and return to the Sales Order Entry Body screen.

Creating a Direct Order Using the Direct Mode:

1. Create or open a sales order and display the order's Body screen.
2. Use the **Mode** hot key to display a list of options.
3. Select **Direct Shipment from Vendor** and press **Enter** to display the Purchase Order Entry Header screen.
4. In the **Ship From** field, enter the name of the vendor who will ship the order to your customer.
5. Enter freight terms and any other required Purchase Order Entry Header field information.
6. Press **Esc** to return to the Sales Order Entry Body screen.
7. Enter the order's products and prices, administrative information, and payment information, as needed, to process the order.

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Shipping Sales Orders Directly from Other Branches

As you are entering sales orders, you might find it necessary to change the shipping branch on the order as the products are going to ship directly from a different branch.

To ship products directly from another branch:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry Body screen.
2. In the **PrcBr** field, if accessible, type the number that identifies the branch that receives credit for the order.
3. In the **ReqrDate** field, if accessible, type the date by which the customer must receive the order.
4. In the **Ship To** field, enter all or part of the customer's name to do one of the following:

   Note: If this is a new customer, type **New** and press **Enter**. See Entering New Customers During Order Entry.

If...	Then...
the order selection screen displays	continue with the next step.
the Customer Primary Index list displays	select the customer from the list and press **Enter** to display the order selection list.

5. Select **New** from the order selection list and press **Enter** to return the customer's information to the Sales Order Entry Body screen.
6. For each item the customer wants to purchase, complete the following fields:

   Note: Depending on your column view, you may be able to enter additional information.

Field	Description
Qty/Unit	The amount of the item to sell, and its proportions as it is packaged for sale, such as 1 each (ea), 1 box (bx), or 1 case (cs). You can enter only the quantity, if needed.
Product Description	The description of the product to be sold. This can be an actual product; a product kit; or a charge, such as an assembly charge or miscellaneous charge. For more information, see Searching for Products. **Note:** When you enter an item, the system may prompt you to select a unit of measure. Select the unit from the list and press **Enter**.

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7. Use the following Body screen hot keys, as needed.

To...	Use this hot key...
add comments to the order or a product	**Comment** The Comments screen displays.
review additional information about the order, such as commissions or pricing details	**View** A list of possible column views displays. Only authorized users can access some views.
enter a nonstock product or lot billing item	**NonStk/Lot** If you select a nonstock product, the NonStock Entry screen displays. If you select a lot item, the Lot Item Status screen displays.
add or edit administrative details for the order, such as a customer PO number	**Header** The Sales Order Entry Header screen displays.
add a substitute product or recommended add-ons	**Subs** The Substitute / Add-On Sale Items screen displays.
print user-defined documents or labels	**Label** The User Defined Document/Label Printing screen displays.
schedule a backorder	**Sched** The Scheduling screen displays.
import order entry data (from a salesperson's hand-held device, for example)	**Imp** The Order Entry Data Import screen displays.
assign ship date information to the order	**ShipDates** The Shipment Dates screen displays.
override the default pricing on the order	**Pricing** The Pricing Override screen appears.
enter or change the order to a different type of order, such as a bid or direct shipment order	**Mode** A selection list displays. Select a mode and press Enter.
create a subtotal for a group of products	**Subtotal** The Subtotal screen displays.
enter payments or extra charges on the order	**Totals** The Sales Order Entry Totals screen displays.
search for a specific product or line item on an order with line items that span two or more pages	**Find** When prompted, enter a keyword and press Enter.
credit or rebill an order in a closed accounting period	**Cr/Rbl** When prompted, specify whether to credit only, rebill only, or credit and rebill and press Enter.
determine your profit or verify the last price the customer paid for the selected item	**Quick Prc** The Last Price Verification screen displays.
view a list of additional options	**Inq** The Sales Order Inquiry screen displays.

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To...	Use this hot key...
reorder the customer's previous product selections	**ReordPad** The Reorder Pad screen displays.
change the currency used for the transaction	**$** This hot key is located in the upper-right corner of the screen. For more information, see Viewing Currency Exchange Information.

8. Determine if all products on the order will be shipped from a different branch.

If...	Then...
all products will be shipped from a different branch	select the **Mode** hot key. From the selection list, choose **Ship from Different Branch** and press **Enter**. **Note:** If this option is not available, you might not have authorization to ship products directly out of another branch. See Assigning Branches to Users for more information.
only some products will be shipped from a different branch	place your cursor on the desired line item and select the **Sched** hot key. Move the cursor to the Br (branch) column and enter a new shipping branch. Press **Esc**. Repeat for each line item that will ship from a different branch.

9. Press **Esc** to do one of the following things:

If...	Then...
the Sales Order Entry Header screen displays	enter the customer's P/O (Purchase Order) number and any other required administrative information and press **Esc** to display the Sales Order Entry Status screen.
the Sales Order Entry Status screen displays	continue with the next step.

10. Verify that the status of each order generation meets your customer needs.
11. Do one of the following things:

If...	Then...
the customer is required to pay when placing the order	press **Esc** to display the Sales Order Entry Totals screen. Enter the payment information and press **Esc** to process the order and return to the Sales Order Entry Body screen.
the customer wants to make a payment when placing the order	use the **Totals** hot key to display the Sales Order Entry Totals screen. Enter the payment information and press **Esc** to return to the Sales Order Entry Status screen. Press **Esc** again to process the order and return to the Sales Order Entry Body screen.
no payment is required when placing the order	press **Esc** to process the order and return to the Sales Order Entry Body screen.

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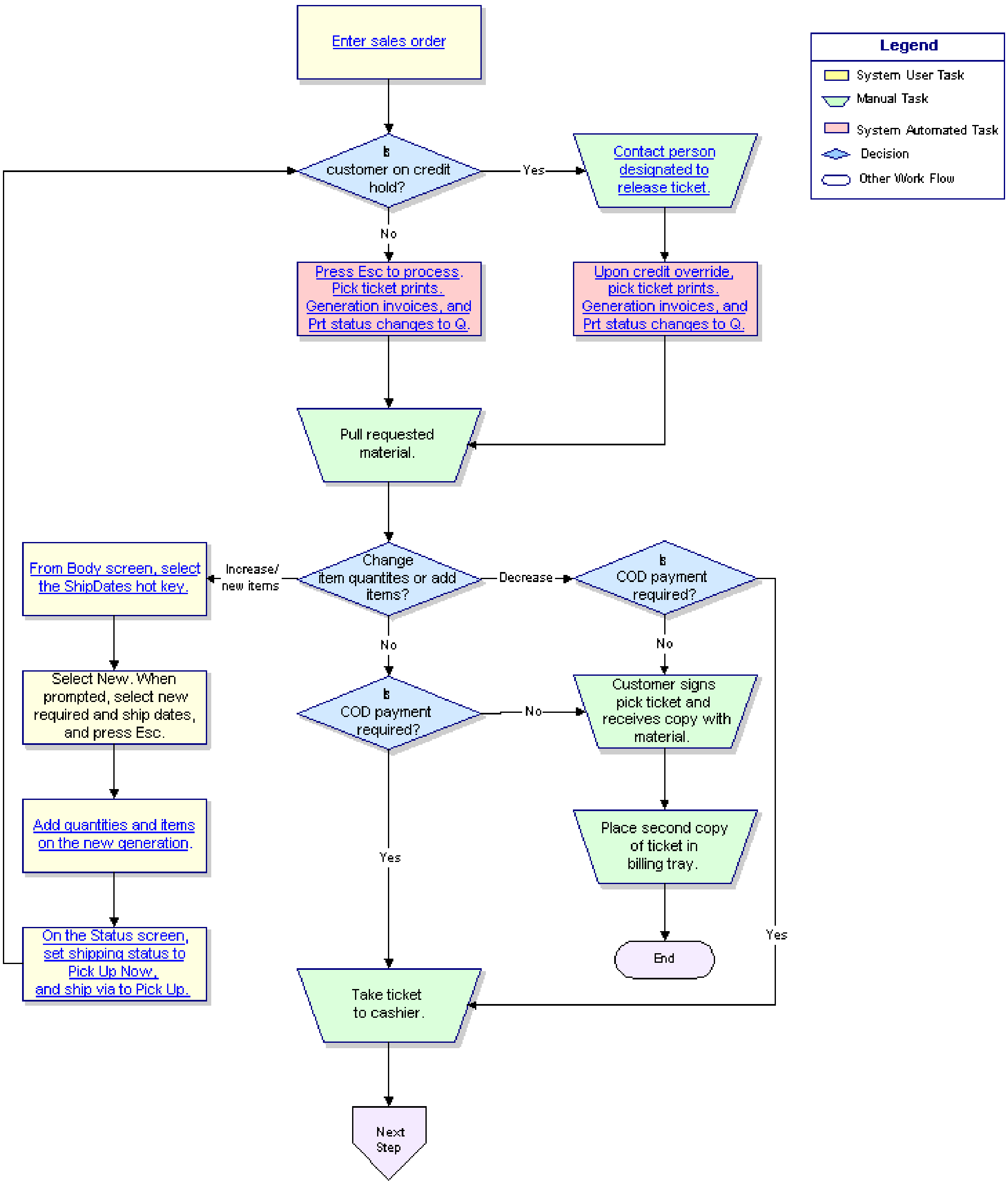
Counter Sales Order Workflow



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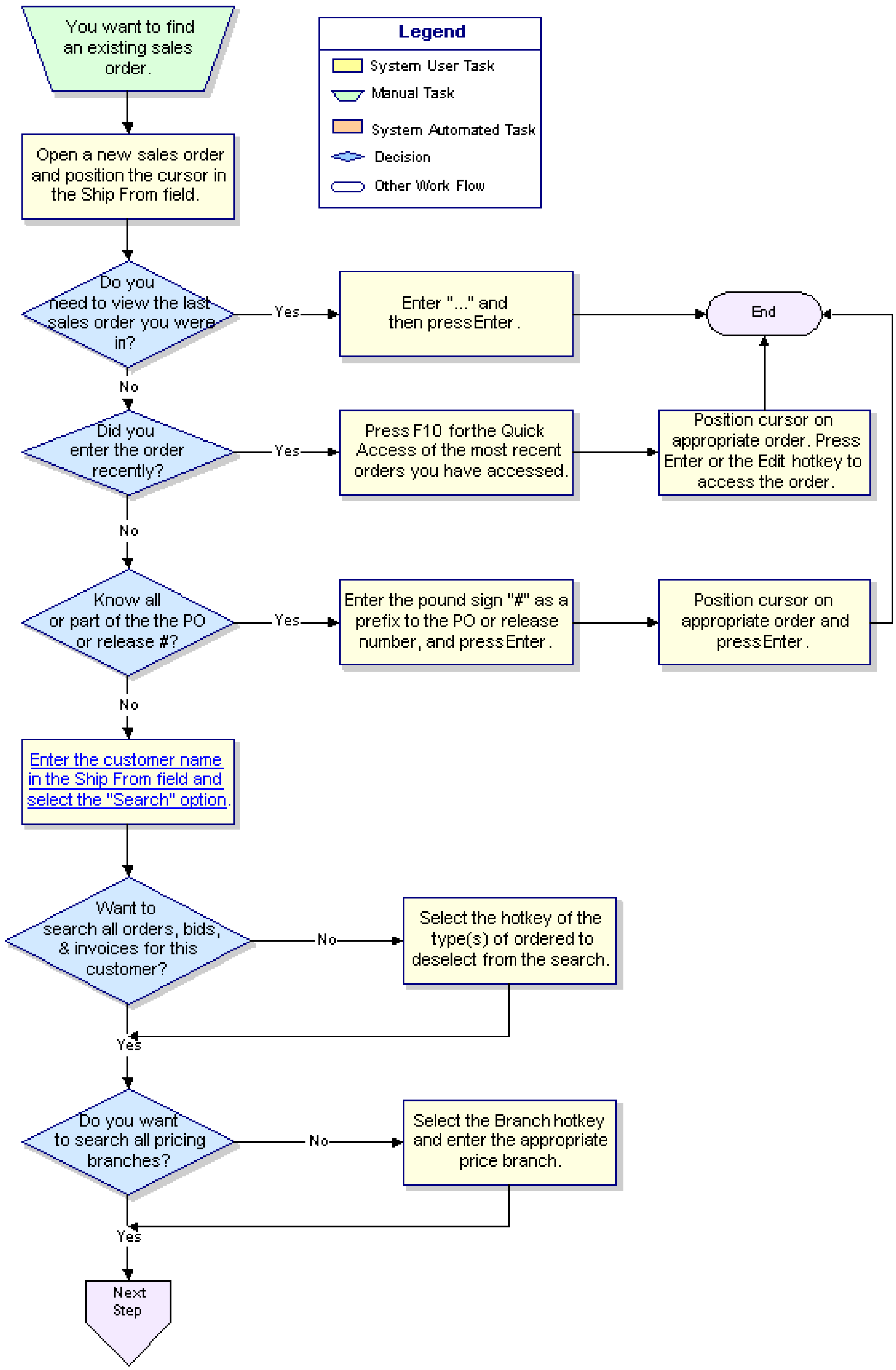
Existing Sales Order Location Workflow



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