# Users' Guide to
# Order Entry

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**KDI**

# 1 Introduction

**Welcome** This is a guidebook for the Order Entry module. This book is divided into 6 chapters and the users will get the most out of the step-by-step instruction in Chapters 3, 4, and 5. The instructions have been written in easy-to-read language in an effort to make the knowledge gained from this material available to as many people as possible. This book is organized into 6 chapters, with summaries of each below:

**Chapter 2: Order Entry Overview**, gives a brief description of this module and how the components work together. This provides the user with a useful reference: encouraging them to take advantage of the many different features available in the Order Entry module.

**Chapter 3: Order Entry Customers**, is where most users will begin working with this book. This chapter gives step-by-step instructions on how to work with all of the functions and options available here.

**Chapter 4: Customer Orders**, also gives step-by-step instructions. The Customer Orders have links to the Order Entry Customer files, and many of the functions and options available here have been covered in Chapter 3.

**Chapter 5: Price And Availability**, covers the links between the Customer Orders and the Inventory Control files. Sales people with access to the Order Entry module will usually have only display and print authority for Inventory Items and only these functions are covered in this Chapter.

## Things to Know About the Text:

| Text Formatting | To make the text easier to read, several formatting conventions have been used throughout the step-by-step instructions. |
|---|---|
| **Bold** | Aside from the headings, and the text highlighted in the displays, **bold** text is used to describe the use of type board types. Example: Press **Enter**. |
| **Italics** | *Italics* are used to introduce Contact Management terms and concepts, such as *Contact Notes* or *Work With Addresses*. |
| ***Bold Italics*** | ***Bold Italics*** are used for anytime the user is meant to type in a stream of text. Whenever bold italics are used, the characters are meant to be typed as shown, using the same capitals or lower case letters as written in the instruction. Example: Type in ***ABC***… |
| `Courier Font` | `Courier Font` is used to describe text found in the displays. This font is used as a substitute for quotation marks because sometimes there can be some confusion as to whether the quotation marks are included as part of the example or not. Example: …`return to Work With Addresses.` |

# 2 Order Entry Overview

Terms:

**Cash Flow** The *Order Entry* module gives your sales staff an easy method of recording and monitoring Customer Orders with links provided to the other modules of the Core Information System. Customer service is enhanced by the ability your sales staff has to address customer inquiries quickly, leaving more time for doing what they do best: increasing your cash flow.

**Customer Orders** The *Customer Orders* are revenue orders as opposed to *Purchase Orders* which are your expense orders.

**Customer Taxes** The *Customer Taxes* are related to the Customer's delivery location, as opposed to *Customer Order Item Taxes* which are related to the individual products regardless of the delivery location.

**Inventory Item** The *Inventory Item* is a revenue item carried by your company.

**Item Alternatives** *Item Alternatives* are available to fill orders when the regular Inventory Items are out of stock.

**Item Warehouse Transactions** *Item Warehouse Transactions* are records of Inventory Item movements. These are normally maintained through the Inventory Control module.

**Order Entry Customers** The *Order Entry Customers* are those Customer Addresses that have been set up for Customer Order transactions.

**Order Items** *Order Items* are the Inventory Items listed in each Customer Order.

**Price List Code** The *Price List Code* is a currency description of Inventory Items.

**Shipping Address** The *Shipping Address* is the delivery destination, and can be a third-party site and/or Customer Address.

**Warehouse Items** *Warehouse Items* are Inventory Items currently stored in company warehouses. Displaying the Warehouse Items shows the on-hand quantities and costs.

## Useful Tips:

**Number Searches** When searching from a Number search field, such as Address Number, press **Field Exit**, then **Enter** to activate the search. Most of the Number search fields do not allow an **Enter** type stroke from within the field. If the **Enter** type is pressed while the cursor is inside a Number search field, the message Enter type not allowed in field will appear. Press **Reset** to remove the message, then press **Field Exit**, and then **Enter**, to submit the search.

**Scan Limit Reached** In searches made through large files, the search range is restricted to avoid system congestion. If the Scan Limit Reached message appears in the bottom left, it means that the search target was not found within the immediate search range, and, the search range did not cover the entire file. Press the **Page Down** type to search the next file portion. If the search target does not exist in the file, the message, No data to display will appear.

**Tabbing** When the cursor is in the first search field, and the documentation instruction says, "Tab down to..." use the cursor arrow to drop one space below the search field line, then press **Tab** once. The phrase "Tab down to..." is used in the documentation because it is the easiest instruction to teach new users how to work with the system.

# 3 Order Entry Customers

This chapter covers the maintenance of your Order Entry Customers. In each section, there is a Main Starting Point, a Scenario, a Procedure, and then a Result. After working through this section, you will have a basic understanding of how to work with your Order Entry Customers. In these examples, *Company* refers to the user's employer, and *Company Address* refers to the vendor or customer/prospect of the Company.

## What Are Order Entry Customers?

**Definition** *Order Entry Customers* are the business organizations that buy from your company. Normally, your Order Entry Customers will be set up for you by Accounts Payable, but addresses change and the data must be updated regularly to keep the information useful. This section gives step-by-step instructions in how to maintain the Order Entry Customers.

**Figure 3-1: Signing On**
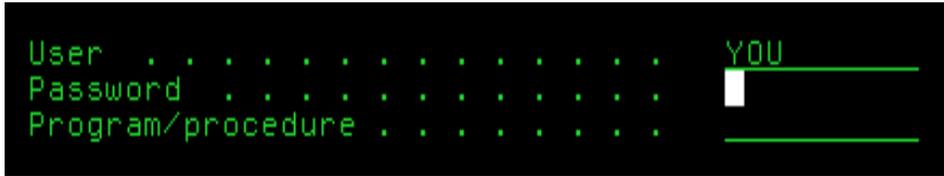


**Signing On** Sign on and you will see the User Application Menu.
-Insert a *1* beside Order Entry and then OE Orders

**Function Keys** Along the bottom, there is a list of the Function types and what they do.

**A Main Starting Point**

**Note:** Most of the sections in this chapter begin at the `Work With OE Accounts` display.

**Figure 3-2: User Application Menu**

```
ZZMENUR    YOU                   Us
Vanguard User                            ZZQJDFR     YOU
                                         YOURCO Your Company
1=Menu Selection   2=Change Comp         OE          Order Entry
                                         1=Select
? Appl Description                       ?    Menu Description
_ AP   Accounts Payable                  _    OE Accounts
_ AR   Accounts Receivable               _    OE Orders
_ CM   Contact Management                _    Price and Availability
_ FA   Fixed Assets                      _    Post and Print Invoices
_ GL   General Ledger                    _    OE Price List Menu
_ IC   Inventory Control                 _    OE Sales Review Menu
_ IT   Incident (project) Tracki         _    OE Setup Menu
1 OE   Order Entry                       _    Common User Functions
_ PO   Purchase Orders
_ ZZ   Run Time

                                                            Bottom
                                         F3=Exit    F17=Change Company
```

The `Work With Customer Sales` display should look like *Figure 3 -3*

**Figure 3-3: Work with OE Accounts Display Screen**

```
OEMQDFR    YOU              Work With OE Accounts       8/09/11  9:02:10
Company  YOURCO Your Company
  Name                           Account Price Mgr  Disc

1=Ship to Account    S=Shipping Methods  Z=Sales
2=Change  4=Delete  5=Display  6=Print  7=Diary  8=Details  9=Notes  T=Taxes
? Name                          Account Price Mgr  Disc  Order Limit Notes
_ Alisson Enterprises               40 USD   *               10000.00 *
_ Brentwood Farms                   80 LIST  *                1000.00 *
_ Abacus Moving & Hauling          100 LIST  *                 300.00
_ Mini Movers of London            170 EURO  *     *          1000.00 *
_ Sydney Mining Company            260 USD   *                2000.00 *
_ Thompsons Highland Dress         310 EURO  *     DIST      10000.00
_ Grambling Shipyard               360 EURO  *     OEM       25000.00
_ Member 1                         390 USD   *
_ Member 2                         391 USD   *
_ Member 3                         392 USD   *
_ Robledo De Leon, Reymundo        395 USD   *                1000.00
_ Tom Kobelt                       396 USD   *

                                                              Bottom
F3=Exit   F6=Add   F21=Print List
```

Functions

# How To Add Order Entry Customers

-Start `from Work With OE Customer` display.

-Press **F6**

**-Searching:** Type either the Address Number or
Name, of the Customer into the search fields and press **Enter**

**- Your Choices:**

> • If No data to display appears, then the Customer
> Address is not in the system and must be added in. See the Users'
> Guide to Contact Management.

> • If the Customer Address appears, then you can go to the next step

**- Select** Tab down to the Customer Address, type in a **1**, and press **Enter**

**- Fill In The Fields**

Tab down to each field and fill in the data

> • If you don't know the code for a field, all Codes can be prompted
> with **F4**.

**- Press Enter** to continue and as the confirm prompt appears



**Figure 3-4: F4 Prompt to fill in data**

**Region:** Province or State

**Shipping:** Type of shipping used or required, Air Freight, Prepaid, etc.

**Price List:** Determines if Canadian or American price list is being used

**Discount:** Percentage Customer receives off, ex: School Discount

**Account Mgr:** Primary manager of the account

**Language:** Other language company speaks, ex: French

**Warehouse Code**: The default warehouse: where goods are normally ship from

**Blanket PO:** The `OE Blanket PO` field is available for those cases where blanket PO's are part of your business agreement.

**Order Limit**: Normally, filled by Accounts Payable, but if not enter manually

**Tax Number:** Enter Tax number here ex: HST = 10.00 %

**Figure: 3-5:**
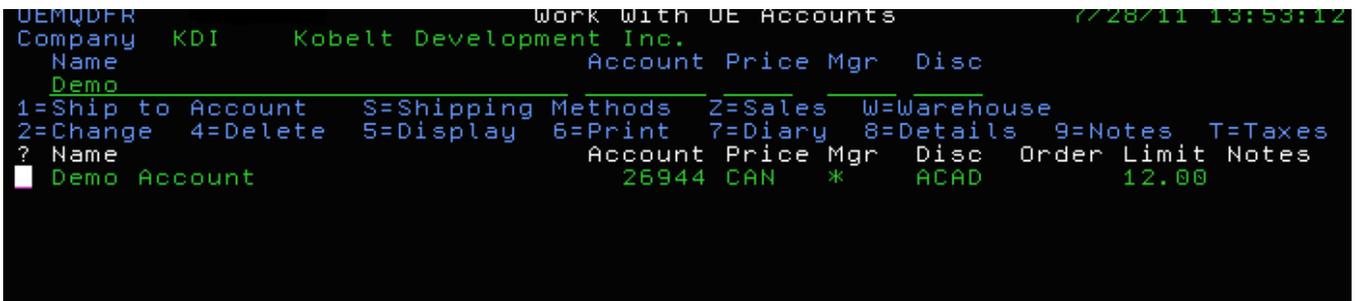
### How to Add Sales Taxes
- Start at the `Work with OE Accounts Menu`
- Insert a **T** beside account you wish to add tax to
- Press **F6**
- Press **F4** for a prompt of all the taxes
- Select tax with a **1** beside the tax you want to choose
- Press **Enter** twice to continue and to confirm your choice
- Press **F3** to exit
- From this point on all new additions will include this tax.

**Figure 3-6**

```
     Tax    Description                          Type          Rate
     ____   _____        _    _____

1=Select
 ?   Tax    Description                          Type          Rate
 █   BC     BC Provincial Sales tax              R             7.00
 _   GST    Canadian Goods & Services Tax        R             5.00
 _   HST    Harmonized Sales Tax                 R             13.00
 _   HSTB   Harmonized Sales Tax - BC            R             12.00
 _   HSTN   Harmonized Sales Tax - NS            R             15.00
```

## How to Print the Order Entry Customer List
- Start with the `OE Accounts` Menu
- Press **F21** (Shift F9)

## How to Maintain Shipping Addresses
- Find the Order Entry Customer and type a **1** beside it
- Your Choices:
  - Add a Customer Address to Shipping Address List
  - Print A shipping Address List
  - Display a Shipping Address

## Add a Customer Address To Shipping Address List:
**1**. Press **F6** to add new
**2.** Search for the Customer address by typing in the name or address into the open fields. If the Customer Address appears, skip ahead to Step 8 and continue through to the end.
    -If No data to display appears, go to Step 3 and continue through to the end
**3.** Press **F6** again. Since the Customer Address is not in the system, you need to add it in before you can make it a Shipping Address The Add Address Details window appears
**4.** Fill in the Address Details Type in the Name, Address, City, Country,

Region (if Canada or USA), Postal Code, Phone Number etc Your data filling in the fields

**5**. Press **Enter** twice to confirm and continue

**6**. Your new Customer Address is in the system but may not appear on your display If it appears on your display, skip ahead to Step 10, and continue through to the end. If it does not appear on the display, go to Step 9, and continue through to the end.

**7**. Type the Customer Address name, soon to be the new Shipping Address name, into the Name search field and press **Enter**

**8.** Now you are going to make the Customer Address a Shipping Address Tab down to our new Shipping Address, type in a *1*, and press **Enter**

**9.** Press **Enter** twice to continue and confirm

**10.** If your new Shipping Address Appears, you can start working with it. If your new shipping Address does not appear, see Step 16

**11.** Searching Type either the Address Number or Name, of the Shipping Address, into the search fields and press **F3** to exit

## How To Print The Shipping Address List
-Press **F21** (Shift F9)

## How To Display A Shipping Address
- Start from `Maintain Shipping Address`
- Tab down to the Shipping Address,
type in a *5*, and press *Enter*
**- F3** lets you exit this display
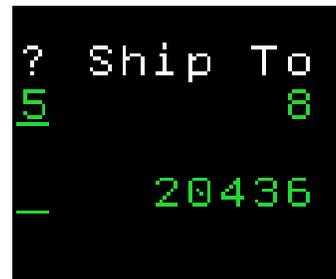
**Figure 3-7**

## How To Display Shipping Address Notes
- Start from `Maintain Shipping Address.`
- Tab down to the Shipping Address
- Type in a *9*, and press *Enter*
**- F21** lets you print a list of the Notes.
- **F6** lets you add a note
- **F3** lets you Exit
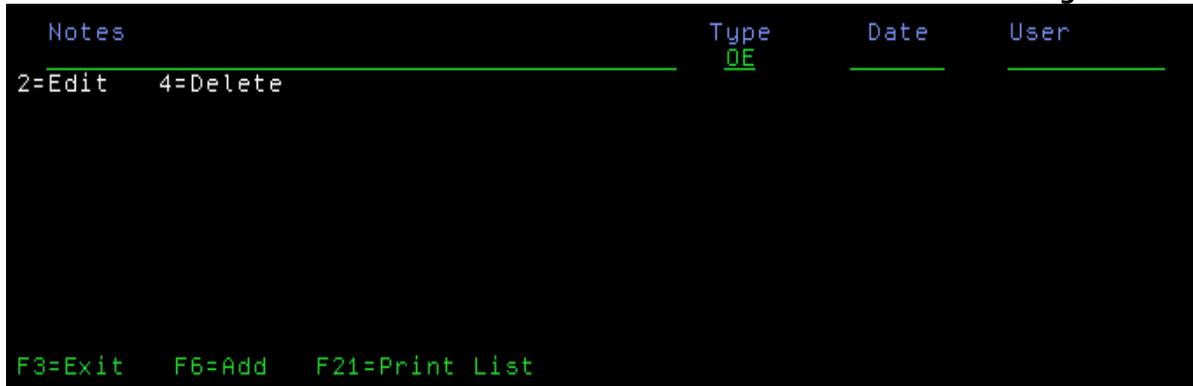
## How To Delete A Shipping Address
- Start from Maintain Shipping Address.
- Tab down to the Shipping Address
- Type in a **4**, and press **Enter**
- Press **Enter** twice to continue and confirm
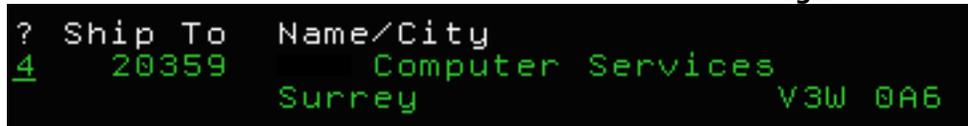
## How To Display Order Entry Customers
-Type either the Address Number or Name, of the Order Entry Customer, into the search fields and press **Enter**
- Tab down to the Order Entry Customer, type in a **5**, and press **Enter**

## How To Print Customer Data For Order Entry Customers
- Start from Work With OE Account
- Type either the Address Number or Name, of the Order Entry Customer, into the search fields and press **Enter**
- Tab down to the Order Entry Customer, type in a **6**, and press **Enter**

## Work With Customer Orders
-Start from Work With OE Account
- Type either the Address Number or Name, of the Order Entry Customer, into the search fields and press **Enter**
- Tab down to the Order Entry Customer, type in an **8**, and press **Enter**

**Figure 3-10 *This display is the starting point for the next sections***

```
OEPPDFR      YOU             Work with Customer Orders        8/09/11  9:12:13
  Account      396  Tom Kobelt
   Order     Type                        Status Ship   Ordered   Required Shipped
  ▊_____  _____                        _____ ____   _____   _____  _____
 D=Documents    T=Taxes     U=Unlock
 1=History   2=Change   3=Copy   4=Delete  5=Display   6=Print 7=Reassign 8=Details
 ? Order    Type   PO                     Status Ship   Ordered   Required Shipped
 _      45 ORDER  test                    BILLED *      5/13/11   5/13/11  5/13/11
 _      44 ORDER  test                    BILLED *      5/13/11   5/13/11  5/13/11
 _      43 ORDER  ref                     BILLED *      5/13/11   5/13/11  5/13/11
 _      41 ORDER  1                       BILLED *      5/13/11   5/13/11  5/13/11
 _      40 ORDER  one more                BILLED *      5/13/11   5/13/11  5/13/11
 _      38 ORDER  test                    BILLED *      5/13/11   5/13/11  5/13/11
 _      37 ORDER  t                       BILLED *      5/13/11   5/13/11  5/13/11
 _      36 ORDER  test                    OPEN          5/13/11   5/13/11
 _      35 ORDER  t                       OPEN          5/13/11   5/13/11
 _      34 ORDER  test                    CANCEL        5/13/11   5/13/11
 _      33 ORDER  test                    OPEN          5/13/11   5/13/11

                                                                          Bottom
 F3=Exit    F6=Add    F17=Subset Orders    F21=Print List
```

## How To Add Customer Orders

- Start from `Work With Customer Orders`.
- Press **F6**
**-** Tab down to each field and fill in the Data (All Codes can be prompted with **F4)**
**-** Press **Enter** twice to confirm and continue

<div align="right">**Figure 3-11**</div>

```
Company           10 KDI     Kobelt Development Inc.
Customer                          Distributor
Order         11231
Contact . . .      ___  ...
Account Mgr .      *     ...
Order Type  .      ORDER  ...    Standard Order
Order Status       OPEN    ...
Order Reason       *       ...   Standard Order
Purchase Order     55
Ship to . . .        26945 ...   Open Order
Shipping  . .      *       ...   Onsite / Pickup
Warehouse          VAN   ...
Notes . . . .
Order Date  .       80211
Required Date       80211
Terms . . . .      DOR
Extension . :             .00
Tax . . . . :             .00
```

<div align="right">**Figure 3-12**</div>

**KDI**

```
Company        10 KDI    Kobelt Development Inc.

Line  . . . .      10 Warehouse  VAN

Item  . . . .   ■_____

Description .   _____

Ordered        _____
On Hand                .0000      All Locn        .0000
Allocated              .0000

Unit Price  .   _____

Discount   . .   _____

Extension . :        .00

Notes . . . .   _____

F3=Exit   F6=Serial   F9=Notes   F11=Prices
```

- Press **F6**

**-** If you know the Item Number, type it in to the Item Number field or **Enter** lets you prompt this field.

Figure 3-13

```
Company        10 KDI    Kobelt Development Inc.

Line  . . . .      20 Warehouse  VAN

Item  . . . .   ACER_____

Description .   ACER PC_____

Ordered        ███████████████
On Hand                .0000      All Locn        .0000
Allocated              .0000

Unit Price  .   _____

Discount   . .   _____

Extension . :        .00

Notes . . . .   _____

F3=Exit   F6=Serial   F9=Notes   F11=Prices
Value required.
```

**-** Use the search fields to find the Inventory Item
- Tab down to the Inventory Item, type in a *1*, and press **Enter**
**-** Tab down to Quantity Ordered and type in the quantity
**-** Tab down to Discount and type in a discount, if required
**-**  Press **Enter** twice
-  You can add another Order Item or press **F3** to exit.

## How To Search For Orders

**KDI**

-Start from `Work With Customer Orders.`
- Press **F17**
**-** You can fill in one or more of the fields with search criteria. (**F4** lets you prompt the Code)
- Fill in one of the search fields and Press **Enter**

## How To Print The Customer Order List
- Start from `Work With Customer Orders.`
- Press **F21**

## How To Display Customer Orders
-Start from the `Work With Customer Orders display`
-Type either the Order Number, or another search criterion for the Customer Order, into the search fields and then press **Enter**
**-**Tab down to the Customer Order, type in a **5**, and press **Enter**
 - Typing **5** lets you display Order Line details.
- Typing **9** lets you work with Notes.
-**File: Print Screen** allows you to print the screen to your local printer
- **F21** lets you print the list
- **F3** lets you exit.

Figure 3-14



## How To Print Customer Order Details
- Start from `Work With Customer Orders.`

Type either Order Number or other search criteria, for the Customer Order, into the search fields and press **Enter**
**-** Tab down to the Customer Order, type in a **6**, and press **Enter**

- Your cursor is in the `Order Print Format` field: type in the code for the format or use **F4** to prompt this field
- Type in the code for the print format                                         **Figure 3-15**
- Press **Enter** twice to confirm and continue

## How To Copy Orders
- Start from `Work With Customer Orders.`
- Tab down to the Customer Order, type in a **3**, and press **Enter**

**Figure 3-16**

```
OETZDFR      YOU                  Work with All Orders          8/03/11   9:05:36
   Order    Type    Reason                  Account Status Ship  Ordered   Required

D=Documents   H=History   U=Unlock
1=Ship 2=Edit 3=Copy 4=Cancel 5=Display 6=Print 7=Reassign 8=Details 9=Notes
? Order    Type    Reason PO          Account Status Ship   Ordered   Required
3      46 ORDER   *     ttt               397 OPEN          5/13/11   5/13/11
       45 ORDER   *     test              396 BILLED *      5/13/11   5/13/11
       44 ORDER   *     test              396 BILLED *      5/13/11   5/13/11
       43 ORDER   *     ref               396 BILLED *      5/13/11   5/13/11
       42 ORDER   *     t                 397 BILLED *      5/13/11   5/13/11
       41 ORDER   *     1                 396 BILLED *      5/13/11   5/13/11
       40 ORDER   *     one more          396 BILLED *      5/13/11   5/13/11
       39 ORDER   *     t                 395 BILLED *      5/13/11   5/13/11
       38 ORDER   *     test              396 BILLED *      5/13/11   5/13/11
       37 ORDER   *     t                 396 BILLED *      5/13/11   5/13/11
       36 ORDER   *     test              396 OPEN          5/13/11   5/13/11
       35 ORDER   *     t                 396 OPEN          5/13/11   5/13/11
       34 ORDER   *     test              396 CANCEL        5/13/11   5/13/11
       33 ORDER   *     test              396 OPEN          5/13/11   5/13/11
       32 ORDER   *     GA4047025-00      395 OPEN     *    5/13/11   5/13/11
                                                                        More...
F3=Exit    F6=Add    F9=Add    F17=Subset Orders
```

Your cursor is in the `Create Reversing Entry` field, this must be filled with either Y or N.
-Changing the other fields is optional, but you must fill in the `Ship to Address Number` and `Customer PO` fields.
- Fill in the fields as needed
- Press **Enter twice**
**- F3** to exit

**Figure 3-18**

```
VR    YOU                      Copy Order              8/03/11   9:13:30


          Account  . . :        397 Test

          Create Reversal    _    (Y/N)

          Order Type  . .    ORDER
          Order Status  .    OPEN
          Order Reason  .    *

          Ship to . . . .    _____
          Shipping  . . .    _____
          Purchase Order     ttt
```

]

## How To Re-Assign Orders
**-** Start from Work With All Orders.
- Tab down to the Customer Order, type in a **7**, and press **Enter**
**-** Your cursor is in the Customer Number field, (this is the only field that can be changed)
- **F4** lets you prompt for Customer Numbers
**-** Fill in the Customer Number and then press **Enter** twice

**Figure 3-19**

```
OEMKSRR       YOU              Select OE Account
    Account    Name                            Region
       397     _____ _____

1=Select    5=Display    9=Notes
? Account    Name                       Region  Customer # Note
_      397   Test                                JM
```

## How To Make Changes
- Start from Work With All Orders.
- Tab down to the Customer Order, type in a **2**, and press **Enter**
**-** Your cursor is in the Account Manager Code field.
- You can change as many or as few as the fields as you want to.

```
D=Documents  H=
1=Ship 2=Edit 3
? Order     Type
2      46 ORDER
_      45 ORDER
_      44 ORDER
_      43 ORDER
```

**-** **F4** lets you prompt the code fields.
- Make your changes and press Enter twice to continue and confirm

## How To Work With Taxes
- Start from Work With All Orders.

| Steps | Do This | You Will See |
|---|---|---|
| 1. Searching | Type either the Order Number, or another search criteria, for the Customer Order, into the search fields and press Enter | The Customer Order |
| 2. Taxes | Tab down to the Customer Order, type in a *T*, and press Enter | The Review Order Taxes window |
| 3. Your Choices | • Option lets you delete taxes from this Customer Order. <br> • F6 lets you add new taxes. <br> • F3 lets you exit. | |
| 4. Delete | Tab down to the displayed taxes, and type in a *4* beside each one, and press Enter | The taxes disappear |
| 5. Add Taxes | Press F6 | The Add Order Tax TYPE SCREEN window |
| 6. Your Choices | • Your cursor is in the TAX Code field. <br> • F4 lets you prompt this field. <br> • F3 lets you exit. | |
| 7. Fill In The Field | Type in a tax code | Your data filling in the field |
| 8. Process | Press Enter | The Add Order Tax Details window |
| 9. Process | Press Enter | The Confirm window |
| 10. Confirm | Press Enter | The Review Order Taxes window, with the tax listed |
| 11. Exit | Press F3 | The Work with Customer Order display |

## How To Work With Details

- Start from Work With All Orders.
- Tab down to the Customer Order, type in an *8*, and press **Enter**
- There are many options of what you can do next as demonstrated in the next sections:

**Figure 3-20**



| Button | Function |
|---|---|

| | |
|---|---|
| **5** | Display |
| **9** | Notes |
| **G** | GLDist |
| **F3** | Exit |
| **F9** | Notes |
| **F10** | Documents |
| **F21** | Print List |

## How To Work With Order Entry Notes

- Start from `Work With OE Customer`.
- Tab down to the Order Entry Customer, type in a **9**, and press **Enter**
- **F6** lets you add new Notes.
- **F21** lets you print a list of all of the Notes applied to this Order Entry Customer.
- **F3** lets you exit this window.

**Figure 3-21**

```
OEMQDFR     YOU                Work With OE Accounts          8/03/11 15:34:41
Company   YOURCO Your Company
  Name                              Account Price Mgr   Disc
  _____    _____ _____ ___   ____
1=Ship to Account    S=Shipping Methods   Z=Sales
2=Change   4=Delete   5=Display   6=Print   7=Diary   8=Details   9=Notes   T=Taxes
? Name                            Account Price Mgr   Disc   Order Limit Notes
9 Alisson Enterprises                 40 USD    *                10000.00 *
  Brentwood Farms                     80 LIST   *                 1000.00 *
▮ Abacus Moving & Hauling            100 LIST   *                  300.00
_ Mini Movers of London              170 EURO   *      *          1000.00 *
_ Sydney Mining Company              260 USD    *                 2000.00 *
_ Thompsons Highland Dress           310 EURO   *      DIST      10000.00
_ Grambling Shipyard                 360 EURO   *      OEM       25000.00
_ Member 1                           390 USD    *
_ Member 2                           391 USD    *
_ Member 3                           392 USD    *
_ Robledo De Leon, Reymundo          395 USD    *                 1000.00
_ Tom Kobelt                         396 USD    *
_ Jesus Medrano                      397 USD    *

                                                                      Bottom
F3=Exit   F6=Add   F21=Print List
```

## How To Work With Order Entry Taxes

- Start from `Work With OE Customer`.

| Steps | Do This | You Will See |
|---|---|---|
| 1. Searching | Type either the Address Number or Name, of the Order Entry Customer, into the search fields and press `Enter` | The Order Entry Customer |
| 2. Taxes | Tab down to the Order Entry Customer, type in a *T*, and press `Enter` | The `Work With Customer Taxes` window |
| 3. Your Choices | • Option lets you delete taxes from this Customer Order.<br>• F6 lets you add new taxes.<br>• F3 lets you exit. | |
| 4. Delete | Tab down to the displayed taxes, and type in a *4* beside each one, and press `Enter` | The `Delete Customer Tax` window with the first tax listed |
| 5. Process | Press `Enter` | The `Confirm` window |
| 6. Confirm | Press `Enter` | The `Delete Customer Tax` window with the second tax listed |
| 7. Process | Press `Enter` | The `Confirm` window |
| 8. Confirm | Press `Enter` | The `Work With Customer Taxes` window |
| 9. Add Taxes | Press `F6` | The `Select OE Sales Tax File` window |
| 10. Your Choices | • All of the available taxes are listed here.<br>• Option lets you select a Tax Code. | |
| 11. Select A Tax Code | Tab down to a Tax Code, type in a *1*, and press `Enter` | The `Add Customer Tax` window |
| 12. Process | Press `Enter` | The `Confirm` window |
| 13. Confirm | Press `Enter` | The `Work With Customer Taxes` window with the tax listed |
| 14. Exit | Press `F3` | The `Work With OE Customer` display |

## How To Change Order Entry Customers

Start from `Work With OE Customer`.

-Tab down to the Order Entry Customer, type in a **2**, and press **Enter**

• You can change as many or as few of the fields as needed.

• **F4** lets you prompt each code.

• **F3** lets you exit this window.

- Make your changes

- Press **Enter** twice

- **F3** to exit

**Figure 3-22**

**KDi**

```
Account . . . :          80
Name   . . . . :    Brentwood Farms
Phone  . . . . :    604-876-8823
Fax . . . . . :    604-876-8824

Bill to Account        80

Warehouse Code       ___  ...
Region   . . . .    CAN    Canada
Shipping . . . .    _____
Default Ship to     _____
Price List  . .     LIST   List Price
Discount  . . .     ____
Account Mgr . .     *      Default
Language  . . .     _____

Blanket PO  . .     _____
Order Limit . .        1000.00 Order Acknowledgement   0
Tax Number  . .     _____
```

## How To Delete Order Entry Customers
- Start from Work With OE Customer.
- Tab down to the Order Entry
- Customer, type in a **4**, and press **Enter**
**- Enter** lets you delete, while **F3** will allow you to exit without erasing any data.
- Press **Enter** twice if you wish to delete an order entry customer

# 4 Customer Orders

## How To Ship Customer Orders

- Start from Work With All Orders.
- Tab down to the Customer Order, type in a *1*, and press **Enter**
- Your cursor is in the Shipping Code field.
- You can change the shipping method, if necessary.
- You can either fill in the Waybill Number and Shipping Notes fields, or leave them blank.
- Fill in the blank fields as required
- Press **Enter** twice to process and confirm the order

### Your Choices:

  • This is a list of all the Items on this Customer Order.
  • There is Line Number search field in the top right, this is useful when the item list is several pages long.
  • The Quantity Shipped field must be filled in.
  • **F17** lets you fill all of the Quantity Shipped fields with the values found in the Quantity Ordered fields.
  • **F21** lets you print a packing slip.
- Fill in the Quantity Shipped fields for all items
- Press **F21** to print, and then press **Enter** twice to proceed

**Figure 4-1**



```
OEUQPVR    YOU                  Ship Order              8/03/11  8:49:03
Press Enter to Confirm Shipment


       Company  . :        10 Your Company            YOURCO
       Order  . . :        36      Warehouse A
       Order Type :   ORDER        Standard Order
       Order Reason   *            Standard Order

       Bill To  . :       396      Tom Kobelt
       Ship To  . .      _____ ...
       PO . . . . .     test_____

       Shipping . .      _____ ...
       Shipping Chg    _____
       Waybill  . .    _____
       Shipping Note   _____

       Order Date :   5/13/11
       Shipped Date   _80411_
       Required Date  5/13/11

F2=Edit One-Time Ship To    F3=Exit
```

**Figure 4-2**



## How To Cancel Customer Orders

- Start from Work with All Orders
- Tab down to the Customer Order, type in a *4*, and press **Enter**

```
       10 YOURCO Your Company

    Account          396 Open Order
    Order  :          35

    Type . :    ORDER  Standard Order
    Status .    CANCEL
    Reason .    *_____  Standard Order
    PO . . :   t
    Required    5/13/11

    Extension            .00
    Tax  . :             .00

    Cancellation Note    _____
```

Fill out the `Order Reason Code` field (**F4** lets you prompt this field, **F3** lets you exit without canceling)
- Tab down to the `Order Status` code field, and type in **CANCEL**
- Tab down to the `Cancellation Note`
field, and type in a reason for the cancellation such as: ***Not Required***
- Press **Enter** twice to confirm the information

## How To Add More Items To An Order
- Start from `Work With All Orders.`
- Press **F6**
- Your cursor is in the `Account` field (This is a rare case where pressing **Enter** will prompt this field)
- Tab down and fill in the `Quantity Ordered` and `Unit Price` fields
- Press **Enter**
- Most of the other fields are clear so another Inventory Item can be added to the order.
**- F3** lets you exit without adding another Inventory Item

## How To Print An Order Item List
- Start from `Work with Order Details.`
- Press **F21**

## How To Display Customer Order Items
- Start from `Work with Order Details.`
- Tab down to the Inventory Item, type in a **5**, and press **Enter**

## How To Display Customer Order Item Notes
- Start from `Work with Order Details.`
- Tab down to the Inventory Item, type in a **9**, and press **Enter**
**- F6** lets you add new Notes.
**- F21** lets you print a list of all of the Notes applied to this Order Entry Customer.
- **F3** lets you exit this window.

**Figure 4-3**

```
OEQBDFR    YOU            Work With Order Notes
Order          45 Line       20
   Notes                             Print    Date        User
_____  _    _____    _____
2=Change    4=Delete




 F3=Exit    F6=Add    F21=Print List
No data to display.
```

## How To Work With Customer Order Item Taxes

**-** Start from `work with OE Accounts` and type **8** by selected account

– You will then be at the `Work with Customer Orders` screen

- Tab down to the Line Item, type in a **T**, and press **Enter**        **Figure 4-4**

```
OEPPDFR    YOU            Work with Customer Orders      8/09/11  8:38:42
  Account      396  Tom Kobelt
   Order    Type                    Status Ship   Ordered   Required Shipped
                                    _____ _____  _____  _____ _____
D=Documents     T=Taxes     U=Unlock
1=History  2=Change  3=Copy  4=Delete  5=Display  6=Print 7=Reassign 8=Details
? Order   Type   PO              Status Ship   Ordered   Required Shipped
T      45 ORDER  test            BILLED *      5/13/11   5/13/11  5/13/11
_      44 ORDER  test            BILLED *      5/13/11   5/13/11  5/13/11
_      43 ORDER  ref             BILLED *      5/13/11   5/13/11  5/13/11
_      41 ORDER  1               BILLED *      5/13/11   5/13/11  5/13/11
_      40 ORDER  one more        BILLED *      5/13/11   5/13/11  5/13/11
_      38 ORDER  test            BILLED *      5/13/11   5/13/11  5/13/11
_      37 ORDER  t               BILLED *      5/13/11   5/13/11  5/13/11
_      36 ORDER  test            OPEN          5/13/11   5/13/11
_      35 ORDER  t               OPEN          5/13/11   5/13/11
_      34 ORDER  test            CANCEL        5/13/11   5/13/11
_      33 ORDER  test            OPEN          5/13/11   5/13/11

                                                                  Bottom
 F3=Exit    F6=Add    F17=Subset Orders    F21=Print List
```

**- F6** lets you add a new tax

- **F3** lets you exit
- **4** allows you to delete

## How To Change Customer Order Items

– Start at `Work with Order Details`
Tab down to the Order Item, type in a **2**, and press **Enter:** Your cursor is in the `Order Reason Code` field.
There are five fields where data can be changed.
- Make your changes
- Press **Enter** twice to confirm and continue
- **F3** lets you exit

**Figure 4-5**

```
OESQDFR    YOU              Work with Order Details      8/04/11 14:06:00

C
O    OET0E1R    YOU
A

     Type changes, press Enter.
     Company      10 YOURCO Your Company

1    Order Number  . . . . . :       46 Order Reason Code *         c
?    Item Number . . . . . . :    20"X20"X20"    Warehouse Code  A  N
2    Description . . . . . . .    20"x20"x20"
     Quantity Ordered  . . . .          1.0000  Shipped _____
     Unit Price  . . . . . . .      145.0000
     Discount  . . . . . . . .      _____
     Core price  . . . . . . . :    _____ Non (Re)Stock Item  0
     OE Extended Amount  . . :       145.00
     Unit Cost . . . . . . . .    _____     Unit Weight    3.000

     F3=Exit    F11=Prices

                                                                  m

 F3=Exit F6=Add F9=AddMulti F10=ViewII F11=OrdTax F13=Notes F17=Ship F21=Print
```

## How To Delete Customer Order Items

- Start from `Work with Order Details`.
- Tab down to the Shipping Address, type in a **4** and press **Enter**

# 5 Price And Availability

*Price and Availability* is the salesperson's view of the Inventory Control module. Normally, the Inventory Control is managed by senior staff and the salespeople have the authority only to display and print Inventory Items.

### How To Search By Price List Code

- Start from `Price and Availability`. **Figure 5-1: Price And Availability Menu**

- Clear all the fields, and then press Enter

- a Prompt will appear with a list of Price List Codes, which you will need to chose from, by placing a *1* in front of your choice

- **F3** lets you exit without making a selection.

-Press **Enter**: you will now be searching



```
ZZQJDFR      YOU
YOURCO Your Company
OE           Order Entry
1=Select
?   Menu Description
_    OE Accounts
_    OE Orders
1    Price and Availability
_    Post and Print Invoices
_    OE Price List Menu
_    OE Sales Review Menu
_    OE Setup Menu
_    Common User Functions



                              Bottom
F3=Exit    F17=Change Company
```

## How To Search By Old Item Number

- Start from `Price and Availability`.

- Type an old item number into the `Item Number` search field, and press **Enter**

**-** Press **F17**

- Type your old number in the search line

- Tab down to the number and insert a **5** beside it to see the display with the new number

**-** Press **F3** to exit

- Type the New Item Number into the Item Number search field, and press **Enter**

## How To Display Item Alternatives

- Start from `Price and Availability`.

- Type either the Item Number, or other search criteria, for the Inventory Item, into the search fields and press Enter

- Tab down to the Inventory Item, type in an *A*, and press **Enter**

**-** **F21** lets you print this list.

**-** **F3** lets you exit without canceling.

- Press **F3** to exit back to the `Price and Availability Screen`.

## How To Display Inventory Items
- Start from `Price and Availability`.
- Type either the Item Number or Description, of the Inventory Item, into the search fields and press **Enter**
**-** Tab down to the Inventory Item, type in a **5**, and press **Enter**
**- F9** lets you views notes
**- F3** lets you exit

```
      Company YOURCO Your Company

      Item           CREDITCARD
      Description    Visa Payment

      Sort           8
      Class          *
      UOM            EA

      Shelf Life        0 (Days)
      Warranty         90 (Days)
      Unit Weight      .250

      Non Stock Item  1 (0=Stock,1=Nonstock,2=Phantom)
      Lot Control     N (N=None,S=Serial,L=Lot Basic,V=Vendor)
      Sales Analysis  Y (Y/N)

      Delete Date


F3=Exit   F9=Notes
```

## How To Display Item Number History
- Start from `Price and Availability`.
-Type either the Item Number or Description, of the Inventory Item, into the search fields and press **Enter**
**-** Tab down to the Inventory Item, type in a **7**, and press **Enter**
**- F3** lets you exit

```
OEVQDFR                                                 1 13:21:40
  Item          ICQYDFR     YOU
   _____       Item Number        Date
1=Review OE    █                    _____
A=Item Alte                                        ls   9=Notes
? Item          Item Number    Date     Time    User    ty On Hand
7 CASH          WIDGET GOLD   7/04/01 12:46:35 TOM         41.0000
_ COUPON        CASH          5/13/11 10:29:31 TOM          9.0000-
_ CREDITCAR                                                92.0000
_ INSURANCE                                                 9.0000-
_ 20"X20"X2                                               113.0000-
_ 30"X26"X2                                               109.0000-
_ 9ZPOLYBEL                                               600.0000
_ 9ZPOLY2-G                                                  .0000
_ 9ZPOLY3-F                                             26150.0000
_ 9ZPOLY3-G                                                  .0000
_ 9ZPOLY4-F                                                  .0000
_ 9ZPOLY4-G                                    Bottom        .0000
_ 9ZRENTAL      F3=Exit                                    16.0000-
_ 9ZRETURN                                                   .0000
_ 9Z20L WAT                                                25.0000-
                                                         Bottom
F3=Exit    F17=Search by Old Item Number
```

# How To Display Item Warehouse Details

Start from `Price and Availability`.
Tab down to the Inventory Item, type in a **8**, and press **Enter**
**Your options:**

## 1) How To Display And Print Item Warehouse Transactions

- Start with `Work with Item by Warehouse`
- Type either the Warehouse Code or Description, of the Warehouse, into the search fields and press **Enter**
**-F21** lets you print a list of Item Transactions.
• **F3** lets you exit the display.
- Tab down to the Transaction, type in a **5**, and press **Enter**
You can use the **Screen Print** type to create a print-out.
• **F3** lets you exit.
- Press **F3**
- Press **F21 to print**

**Figure 5-4**



## 2) How To Display Warehouse Items

- Start from `Work with Item by Warehouse`.
- Tab down to the Warehouse, type in a **5**, and press **Enter**

# How To Display Inventory Item Notes

Start from `Price and Availability`.
-Tab down to the Inventory Item, type in a **9**, and press **Enter**
New Notes cannot be added from this display, they are added from the Inventory Control module.

> • **F21** lets you print a list of all of the Notes applied to this Order Entry Customer.
> • **F3** lets you exit this window.