Order Entry User Guide

Version 1.0

Updated October 13, 2003

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Distribution/Express Order Entry provides features for processing orders and invoices. During the Order Entry process, “real time” updating occurs to the customer and item records. “Real time” processing results in customer sales and inventory information that is always current.

As in other areas of the Distribution/Express System, the screens used for Order Entry can be customized and certain fields are conditionally displayed depending on how your screens are configured and what other application modules were purchased, e.g., Serial Number Tracking. Certain fields may be optionally displayed and the labels associated with the fields may be changed when your System is setup. Conditionally displayed fields are shown only when input is required. For example, the Purchase Order Number field is shown when the “P.O. required” field is “Yes” in the customer master file; otherwise, you may not see this field. This means that the screens shown in this manual may differ from the ones on your System. In most cases fields that are not required by your company will be turned off to reduce screen clutter and you will not see them presented to the user.

The entry of a customer’s order proceeds though a disciplined process and the screens that you see will depend to some extent on the type of customers for whom you are entering orders – Counter Sales vs Pick Ticket Sales. There are three stages to an order moving through the System – Order, Pick Ticket (not required for POS), and Invoice.

For Warehouse Order Entry, you will enter an order that will result in a pick ticket being printed. After the items on the order have been picked in the warehouse, the order is corrected for any discrepancies through a release process known as Pick Verify. The corrected order is then released and printed as an invoice to the customer.

For POS type Order Entry, the order is immediately invoiced and you will be presented with a tender screen used to accept payment. The invoice is then immediately printed at a printer convenient to the POS workstation.

The following sections further describe various Order Entry features:

Order Entry Screen Descriptions – This section explains the fields found on the Order Entry screen and a brief explanation of the function keys.

Order Entry Processing – These sections (A & B) go into more explanation of the various programs accessed by the function keys.

Additional Order Entry Features – The section explains additional features found within Order Entry. Most of these features are event driven by actions that occur during the Order Entry process and will be automatically displayed to the user as needed.

Order Entry “How To” – This section explains how to perform normal daily Order Entry activities.

Order Entry Associated Processing – This section deals with Order Entry activities external to the Order Entry program.

Order Entry Overview

Order Entry Overview

Order Entry is used to create open orders, invoices or credit memos. To better understand Order Entry processing you need to understand the following:

- Order Entry control records
- Order Entry screens
- Order/ticket/invoice numbers
- Order Entry transaction codes
- Order Entry terms codes
- Order Entry tender types
- Order Entry release codes
- Order Entry release functions
- Order Entry document types
- Document environment subsystem
- Order Entry document printing

Order Entry Control Records

While the number and use of Order Entry screens are fixed by the software, much of the specific functionality of these screens is user-driven. You can determine with control records:

- which fields are displayed or non-displayed
- whether fields are cleared for the next order or not

Where applicable, as we discuss the topics below, we'll indicate where control records can be used.

Order Entry Selections

There are three (3) main Order Entry selections used to process an order with three (3) additional options for input as follows:

- Initial screen
- Detail screen
- Tender screen
    - Header input/edit option

- Freight input/edit option
- Labor input/edit option

The initial screen and detail screen require input to create an order. In a point-of-sale situation, typically the tender screen is also required to invoice an order. In a pick ticket environment, the tender screen may also appear if the customer is past due or over his credit limit. The remaining screens are triggered automatically or chosen by the operator with command keys.

Initial Screen

The initial screen contains identifying information for the order such as customer number, location, department and person keying the order. You have the option in a control record to determine which fields to display or non-display and which fields to clear for the next order. For example, you can let all the information from the first order default to the next order or clear the "keyed-by" field to require each person to key their own ID. These specifications are user-driven through control records.

The minimum requirement is to key valid data into all displayed fields for the first pass and then let them default to the same values for the second pass, requiring only the customer number to be changed with each entry.

Other factors influence how this screen works, such as some customer master flags. If the customer is on **"Hold" for Order Entry**, the order is blocked and can't go any further. If the customer is set up to **warn for over credit limit or past due**, a warning message displays but can be overridden by the operator. If the customer is set up to **require a PO#**, an additional input field displays and blocks further progress until a purchase order number is keyed. The existence of contract pricing, an override invoice address, or a redisplay flag in the customer master can also cause this screen to be redisplayed.

Detail screen

The detail screen is used to add items to the order. Control records determine what the default transaction code is, when to deliver a gross margin warning, what fields are available for input (both initially and in review mode) and what price levels display on the screen.

One line per item displays, showing the selling price to this customer, the order quantity and ship quantity, the part number and one additional reference price level for the item. A command key will cause the screen to 'unfold' and display additional information lines for each item which includes up to 60 characters of description and any applicable supercession or core value info.

Other item level functions that can be performed on this screen include:

- Override price/cost factor: Price and cost discount/markup factor are derived based on information in the item file, customer file and any special pricing files you've established. However, the operator may override both price and cost at time of Order Entry if you have defined these values as input fields in a control record.

- Change transaction code: Transaction codes determine inventory impact, effect on demand and whether the transaction is an invoice or a credit. The default code is assigned for each location, but can be overridden as needed by the operator.

- Add line item message: If additional description or instructions of any sort are needed for an item, a line item message can be added to the order and designated to print just on the pick ticket, the invoice or both.

- Change description: The 20-character primary item description is pulled from the item master record; however, if you have designated description as an input-capable field the operator can override the description of an item for a specific invoice.

- Delete an item from the order: Any item can be canceled from an open order.

There is no limit to the number of items you can put on one order. However, the detail screen can only display seven simultaneously. When the screen fills up, it automatically rolls to a second screen. To view all the items on the order, you just need to scroll up or down.

The order total accumulates and displays on the upper right portion of the screen and the cumulative gross margin for the order also displays. The order total includes only the extended total for shipped merchandise, using the actual selling price. It excludes any tax, freight, or labor charges so that the order total and gross margin displayed are for merchandise only and are not distorted by these miscellaneous charges. Freight and labor charges are shown separately.

Any backordered merchandise (ordered and not shipped) is also shown in a separate extended total. Invoicing for any backordered merchandise is completed through backorder processing after receipt of the merchandise.

Tender screen

The tender screen displays the order total, including any taxes or freight charges added to the order. It is used to record payments or deposits for an order.

To record payment for an order, the operator keys an amount and selects a pre-established tender code. The tender code setup indicates which tenders will be accumulated into 'Paid' and which input fields are required for each tender. For example, you can require an expiration date, authorization code and minimum amount for Master Card, but not require them for cash or check.

Payments can be split among as many tenders as are required to process the sale. When the total tendered exceeds the ordered amount, the System will calculate the change due. To facilitate the change calculation, each tender code also allows you to specify whether change is allowed for the tender.

Deposits on an open order may be recorded, forfeited or refunded through the tender screen.

Header Option

Order level fields are retained on the order header record and are optionally available for input on the order header screen (as determined by control record settings).

A key field on this screen is the release code. The default release code is designated for each sales department in a control record. **When the default release code is applicable, there may be no need to access the header screen at all.** However, several order level functions can be selected through the header screen such as:

- Alternate release code (instead of the department default): Release code determines the document type produced for the order. The default is pre-established for the department. However, any other valid release code can be assigned or executed from the header screen.

- Alternate invoice date (instead of the System date): the invoice date determines which accounting period statement the transaction will appear on. The System will assign the current date automatically and the operator can assign an alternate on the header screen (if needed).

- Alternate terms code (instead of the one in the Customer record): the terms code determines the due date for an order, whether the order amount is fully due on the due date or split into multiple due dates, and whether any discount is allowed for that order. It will default from the customer record but can be overridden for an individual order on the header record.

- Alternate tax rate (instead of one in customer record): a tax rate keyed here will apply to the entire order, as taxes are calculated once for the entire order at invoicing time.

- Alternate salesman, keyed by or taken by can be edited for the order instead of the one in the customer record.

Freight Option

Occasionally the need arises to assign a freight or handling charge of some type. These may be UPS or other carrier fees or simply an internally generated surcharge. A separate screen allows you to key an amount and description which print on the invoice and are shown as a separate total on the invoice.

Labor Option

In a workorder environment, labor charges may be added to an order by calling the labor screen with a function key from the parts entry screen. Both the billing rate and the cost are assigned in the data base as hourly charges or on a per job basis. Each job may be associated with an employee or mechanic ID.

Order/Ticket/Invoice Nunber

Order number, ticket number and invoice number are separately assigned and incremented as an order passes through its processing stages. Order numbers are a System wide value and will not be duplicated. Invoice and ticket numbers are assigned incrementally within each branch location.

Order Number

The order number is 7 digits long and is assigned automatically when the <ENTER> key is pressed on the initial screen. You will always be able to find the order through the order number. An open order is available for modification until it is invoiced or cancelled.

Even if the order is subsequently cancelled, the order number remains with the cancelled order and is not re used. The cancelled order is still available for inquiry although no further processing is allowed.

Ticket Number

Typically the next step for an order is ticketing, where a pick ticket is printed to assist in the pulling of merchandise for delivery to the customer. When an order is ticketed, a ticket number is assigned in addition to the order number. While there is only one order number, there may be several ticket numbers for a given order.

For example, an order is taken and a ticket printed for pulling stock. Then, the customer calls back and adds items to the order. Typically, a second ticket is printed for the new items. If we used the same ticket number, you would have two tickets with the same number which have different items on them. The ticket number will be different in each case but the order number remains the same.

Or, alternately, the customer places a large order and your warehouse is organized in zones. In order to be efficient in pulling merchandise, you've assigned different people to different zones and you need one ticket printed for each zone. In this case, even if the order is split into multiple tickets for your convenience in pulling the merchandise in the warehouse, the customer's order is still tied together for reference and for invoicing through the order number.

The ticket number is also 7 digits long and is unique within location. Each location can designate its starting ticket number and then the System assigns the next available number automatically.

Invoice Number

After all the items on tickets are pulled and verified, an invoice is produced for the whole order. In this manner, the customer sees one invoice for his order regardless of your internal handling procedures.

The Order Entry invoice number assigned is a 7 digit number unique within each location. It is assigned when an invoicing release code is processed for the order. This can occur within Order Entry for individual orders (such as counter sales, where the customer takes the merchandise with him) or from pick verification in batch mode when one or more pick tickets have been processed.

Even after invoicing, the order is available for inquiry as a closed order. An inquiry at this stage would display an order number and an invoice number as well as ticket numbers used during order processing. Line item level detail can be retained indefinitely and purged at the user’s option. Invoices can be reprinted at any time if the user has not purged that data from the files.

Pricing Methodology Used by Order Entry

Data Base Files

- Item Master File

  Each item is assigned a Base (exchange) value and, if applicable, a Base Core value. For some vendors, the Base value is your actual cost for the part. If the vendor does not publish a cost price sheet, a reference price such as "List" or "Jobber" is used and the costs are determined by applying separate Exchange and Core discount factors to the Base values.

  As a general rule, DMS recommends that you use the lowest printed price sheet available from each vendor as your Base price.

  Up to nine additional prices, ie. Jobber, Stocking Dealer, Installer, List, etc. may be assigned to each part number. These prices may be calculated from a pre-set mark-up/mark-down factor (contained in the Price Matrix file) applied to the Base or by actually keying the desired value at each level. As with Base, the System carries separate exchange and core values for each price level.

- Item Location File

The item location file also carries a base price plus up to nine additional price values for each part number. Normally, these are duplicates of their corresponding values in the Item Master file.

This file also carries various cost values which are updated by future pricing or receipt of a purchase order. Also contained in this file are current replacement cost (updated by maintenance or future pricing) and last receipt and average receipt costs (updated by purchase order receiving).

- Customer Master File

  Contains the default pricing level and any standard discount or markup factor.

- Customer Contract Pricing File

  The contract pricing file is used to guarantee a specific customer a certain price or discount percentage for one or more items for a defined period of time. The contract may be specified for one or more warehouses and options provide for consideration of promotional pricing that may be in effect.

- Customer Profile File

  The customer profile file is used to guarantee a specific customer a certain discount or markup percentage from a specific price or cost level for a group of items for a defined period of time. This file also allows you to indicate whether other price exceptions in existence for the item (selling quantity break or promotional pricing) will also apply and whether the customer will be allowed to backorder under this price exception.

- Promotional Pricing File

  Promotional pricing is used to give any eligible customer a certain price or discount percentage for one or more items for a defined period of time.

- Selling Quantity-Break File

  Selling quantity-breaks are used to give any eligible customer eligible a specific price or mark-up/mark-down percentage of his normal price that will vary based on the quantity ordered.

Order Entry Pricing Logic

Order Entry will always give the customer the <u>best</u> (lowest) price available within the established rules for the customer.

When an item is keyed in Order Entry, the System calls the pricing routine which executes the following job steps:

- If the contract flag in the customer master file is set to "Y", the contract file is checked. If an active contract for the item entered exists, the price is retrieved.
  - If the check promotional pricing flag in the contract file is set to "Y", the promotion file is checked and, if an active promotion exists, the price is retrieved.
  - The customer is given the lowest price between the contract price and the promotional price (if one exists).

- o If the check promotional pricing flag is set to "N", the contract price is the final price.
- o Selling quantity breaks and customer profiles are not checked if the item is on an active contract.

• If the contract flag in the customer master file is set to "N" or if an active contract is not found, the profile flag in the customer master file is checked. If this flag is set to "Y", the customer profile file is checked. If an active profile exists, the price is retrieved using the price level and factor values from that profile.

- o If the check promotional pricing flag in the customer profile file is set to "Y", the promotion file is checked and, if an active promotion exists, that price is retrieved.
- o If the check selling quantity break pricing flag in the customer profile file is set to "Y", the selling quantity break file is checked and, if an active selling quantity break exists, the price is retrieved.
- o The customer is given the lowest price between the profile, the promotional price (if one exists) and the selling quantity break (if one exists).
- o Selling quantity breaks and/or promotional price files are not checked if the their respective flags are set to "N" in the customer profile record.

• If the contract flag in the customer master file is set to "N" or if an active contract is not found and if the customer profile flag in the customer master file is set to "N" or if an active profile is not found, the price is retrieved using the price level and factor from the customer master file.

- o If the check promotional pricing flag in the customer master file is set to "Y", the Promotion File is checked and, if an active promotion exists, that price is retrieved.
- o If the check selling quantity break pricing flag in the customer master file is set to "Y", the selling quantity break file is checked and, if an active selling quantity break exists, the price is retrieved.
- o The customer is given the lowest price between the customer master default price, the promotional price (if one exists) and the selling quantity break price (if one exists).
- o Selling quantity breaks and/or promotional price files are not checked if the their respective flags are set to "N" in the customer master record.

Direct Price Override

In some environments, the System calculated selling price may be overridden by keying a price directly or by keying a factor which is applied to the normal price. This ability may or may not be available depending on company policy. **An override factor (mark-up or discount) can be applied to a line item or to an entire order.** When the order level factor is used, a default factor is set up prior to the items.

Pricing for Invalid/Non-Stocked Items

When the item number is keyed in Order Entry, it is validated against the inventory location items and inventory master items. If the item number is not found at this location (non-stocked at this location), the transaction code determines whether or not it may be added to the order. If the transaction code allows non-stocked sales, the item is priced just as it would be if it were in stock.

If no item master record is found, an INVALID message appears at the bottom of the screen. If the transaction code is set up to allow sale of invalid items, the required input fields automatically display for the invalid item (including manufacturer, price, factor, cost and item description). Typically, price is keyed and cost is derived in one of the following ways:

- calculate cost from selling price using the factor from the manufacturer code file
- key actual cost in Order Entry

If the price/cost keyed or calculated result in a gross margin less than the limits set in the department control record, a warning will be issued in Order Entry (if the customer flag to issue GM% warning is set to 'Y').

Pricing by Location

Typically, pricing is the same for an item at all locations so that if a customer goes into two different stores, he's quoted the same price for an item at both locations. However, there are circumstances when you may want pricing to vary at a location as follows:

- an outlet location sells at a different discount level
- locations are geographically dispersed and competitive pressures vary between locations

In these cases, you can activate pricing by location. When pricing by location is activated, you can indicate which sites will use the prices in the location record and which sites will use prices from the master record.

Order Entry Terms Codes

Each customer has a terms code assigned in his Customer Master Record. Unless an alternate terms code is keyed on the header screen, this is the terms code assigned to each invoice in Order Entry.

Each terms code also has an associated list of valid tender types for the code (for example, split or deferred terms may be restricted to in-house charge tender).

Order Entry Credit Controls

There are two credit control checks made during the order entry process:

- available credit
- past due balance

Should the customer fail to pass either one of these tests, there are two levels of control ranging from a warning issued to the person keying the order to a credit hold on the order. In the case of a credit hold, the order may be taken but it will remain in a suspended state until cancelled or approved by someone with credit approval authority. These two credit control checks may be applied independently of each other and varied by customer.

In addition, an account may placed on Order Entry hold. When this action is taken, an order can not be initiated at all for the customer on Order Entry hold.

Tender Types

Tender types are used to indicate how payment is made for an invoice. The tender types can be aggregated towards 'Amount paid' on an invoice, depending on how the tender record is set up. Typically, the in-house charge tender does not add to 'Amount paid' while cash, check, and credit card tenders do add to 'Amount paid'.

You can also designate a maximum or minimum amount for each tender and indicate whether change due is allowed. If allowed, you can indicate the tender the change is given in.

You can require that a check/credit card number, expiration date and authorization code be completed for check and credit card tenders. This information is stored for reference and can be retrieved on demand.

Order Entry Transaction Codes

The default transaction code for each location is set up in a control record. However, at the item level on the detail screen, you can use any valid alternate transaction code available from a “pop-up” window. This is a key element in the functioning of Order Entry, as the transaction code determines:

- whether the transaction is an A/R debit or credit
- whether the transaction impacts inventory or not
- if the transaction impacts inventory, which on-hand type is affected
- whether the ship quantity is calculated from the on-hand or force-shipped.
- whether the item price is System-calculated or zeroed when the item is added to the order
- whether invalid (no item master exists) or non-stocked (no location item exists) sales are allowed

Therefore, it is the transaction code that controls the inventory impact of a transaction as well as key Accounts Receivable and pricing results.

Defining transaction codes be central to defining your System’s Order Entry processing strategy.

Prebuilt Transaction Codes

Code	Function
QT	Quote without allocating inventory (normal default)
QA	Quote allocating inventory
CR	Credit transaction with debit to on-hand inventory (salable)
CC	Core credit with debit to core on-hand

Code	Function
CW	Warranty credit with debit to warranty on-hand
CD	Credit transaction with debit to damaged goods inventory
CN	Credit transaction without debit to on-hand inventory
IN	Regular cash or Accounts Receivable invoice
IC	Debit transaction with credit to core inventory
ID	Debit transaction with credit to damaged inventory
II	Debit transaction without credit to on-hand inventory
IS	Debit transaction with credit to on-hand inventory and without demand entry
IW	Debit transaction with credit to warranty on-hand
KE	Kit End – Debit (Price balancing)
KF	Kit End – Credit (Price balancing)

Order Entry Release Codes

Release codes indicate a stage of order processing which may or may not have a separate document type associated with it. For example, when the order is taken, a 'PI' release code can be used to produce a pick ticket. Then, after merchandise has been pulled and verified, an 'II' release code can be used to produce an invoice. Typically, the release codes are defined with help from your DMS Installation Engineer to accommodate your specific processing needs.

Prebuilt Release Codes

Code	Function
DE	Deposit Receipt
IB	Invoice Batch
II	Invoice POS
IU	Unsorted Invoice
IW	Invoice Immediate
PB	Pick Ticket Batch
PI	Pick Ticket Immediate
QT	Quote
QW	Quote Worksheet
SI	Packing Slip

Order Entry Document Types

The release code processing evokes a customized program which produces the document type you've designated, in the format you need. A document type control record also indicates which outque the printed output is directed to. Control records also dictate the sequence in which items print on the document and the page break criteria.

DMS has developed "template" documents for common release codes. Specifically, there is a System generated document for the following:

- Invoice
- Pick Ticket
- Deposit Receipt
- Price Quote

DMS provides a set of standard forms including invoices, statements, pick tickets, purchase orders, Accounts Payable checks, and Payroll checks with the System or provide selected customized forms subject to a custom programming setup fee are also available.

Document Printing

As mentioned earlier, document types are identified for each release code. In this manner, you can print packing slips, tickets, invoices or other documents you need at each processing stage. Sequence of items on any document may be selected from one of the following:

- manufacturer/price sheet order
- zone/bin sequence
- sequence keyed

Each order processing document you have defined may be directed to printers based on any one of the following:

- location
- department
- zone/bin
- carrier (UPS, etc.)
- workstation

If not directed to a specific printer out queue, the document will be directed to the workstation's default printer.

You may also hold a document before printing or save a copy of a document on the spool file after printing, as needed.

Order Entry Screen Descriptions

Order Entry Screen Descriptions

There are two main screens and two optional screens associated with Order Entry:

Initial Order Entry Screen -This screen provides for the entry of customer information and personnel associated with processing the order.

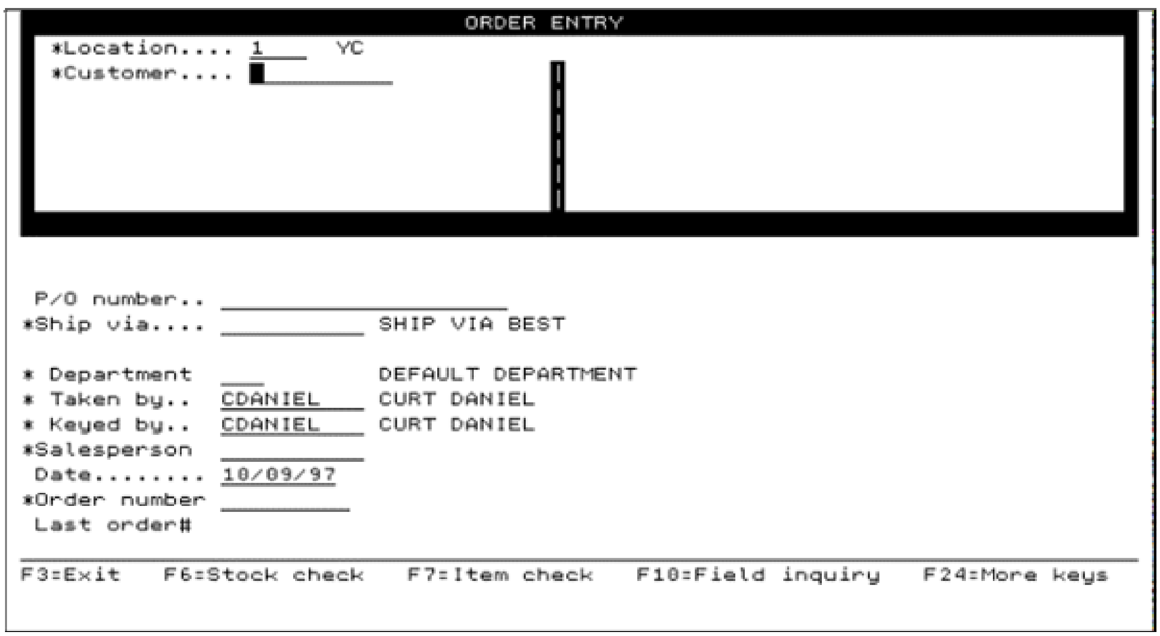
Item Entry Screen – This screen provides for the detailed entry of items, quantities, and pricing information.

Header Screen (optional) – This screen lists the defaults associated with the order and provides for the overriding of default information

Tender Entry Screen (optional) – This screen processes customer tender payments for counter sales / POS activities and is not used for Warehouse Pick Ticket entry.

Initial Order Entry Screen

This screen provides for the entry of customer information and personnel associated with processing the order.



Initial Order Entry Screen

After entering the customer number, pressing the enter key from this screen will normally take you to the item entry screen **unless:**

- Notes about this customer exist.
- The customer is past due or over his credit limit.

Screen Fields and Function Keys

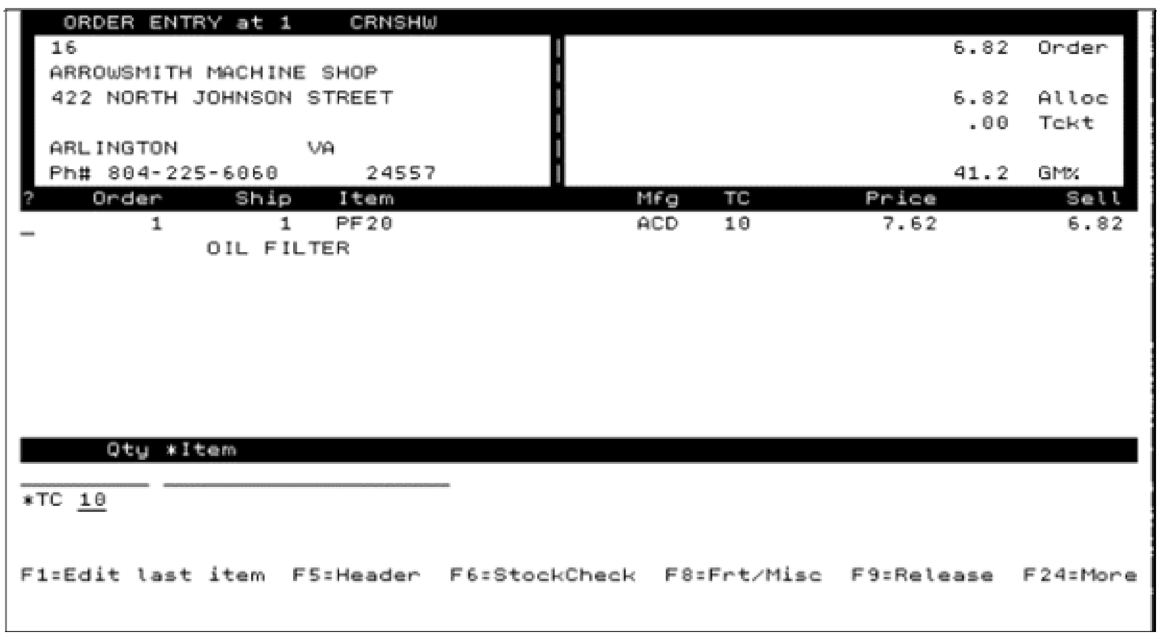
Note: Fields with an asterisk ("*")support an inquiry key feature (F10) that allows spcific data to be listed and selected for input.

Fields / Function Keys	Description
Location	For companies with multiple locations, this field is used to change the default of the location where the order is entered.
Customer	The customer number for the order being entered is typed into this field.
P/O Number	The customer's purchase order number is entered into this field.
Ship via	The carrier used to ship the order is entered into this field. The preferred carrier in the Customer Master file will be automatically defaulted.
Department	If your company uses sales departments, the department code is automatically defaulted into this field.
Taken by	This field is used to record the name of the person taking the order. The user's name is defaulted into this field and if a different name is entered, it will be retained until changed or the Order Entry program is reloaded.
Keyed by	Optionally displayed field used to record the name of the person keying the order. The user's name is defaulted into this field and if a different name is entered, it will be retained until changed or the Order Entry program is reloaded.
Salesperson	The name of the salesperson associated with the customer is entered into this field.
Date	This is usually today's date unless the order is not keyed on the same date that the order is taken. Today's date is automatically defaulted into this field.
Order number	This field is used to enter the number for an existing order to be retrieved for modification. **No entry is required for new orders.**
Last order #	The number of the last order entered is displayed here.
F3=Exit	Exits the Order Entry program.
F6=Stock check	Displays a window used to display available and on-order quantities for an item.
F7=Item check	The item check screen shows detailed customer specific pricing, rank, and availability information on an item across multiple locations.
F10=Field inquiry	This function key is used on fields displaying an asterisk ("*") to inquire into a pre-defined data base for selection of input values. **Note: If there is a value in this field, the search will start with that value. To see all values, blank the field before pressing F10.**
F11=Description search	Used to locate an item by searching for the item description.
F13=Customer notes	Option to access the customer notes screen.
F14=A/R aging	Provides Accounts Receivable information for a customer.

inquiry	
F15=Address maintenance	Option to access the Customer address screen for additional input.
F17=Core bank inquiry	Option to access core bank inquiry screen.
F18=Serial number inquiry	Option to access serial number inquiry screen.
F21=Kit catalog inquiry	Access kit catalog inquiry screen.
F22=PO inquiry	Provides access to a search screen used to locate closed, open, or all Purchase Orders by entering any or all of the following – item, Purchase Order number, or supplier.
F24=More keys	This function key displays a window listing all function keys available.

Item Entry Screen

This screen provides for the detailed entry of items, quantities, and pricing information.



Item Entry Screen

Your warehouse location and customer name and address information entered on the first screen is shown on the upper left window of this screen. The upper right window shows summary financial information about the order. The center area window of the screen shows items that have been entered. The lower area window of the screen is used to enter items. Inventory is allocated “real-time” as line items are entered.

Screen Fields and Function Keys

Codes / Function Keys	Description
?	Displays valid action codes
E	Accesses personnel associated with the order at a line item level. This screen is used for commission processing on a line item basis.
M	Accesses the line item message screen to enter messages by line item.
S	Returns the item to the lower input fields for revision.
X	Removes the line item from the order.
F1	Retrieves the last item entered.
Qty	The number of items being ordered is entered into this field.
Item	The item number is entered into this field. The line below this is used to display item description and core value if applicable.

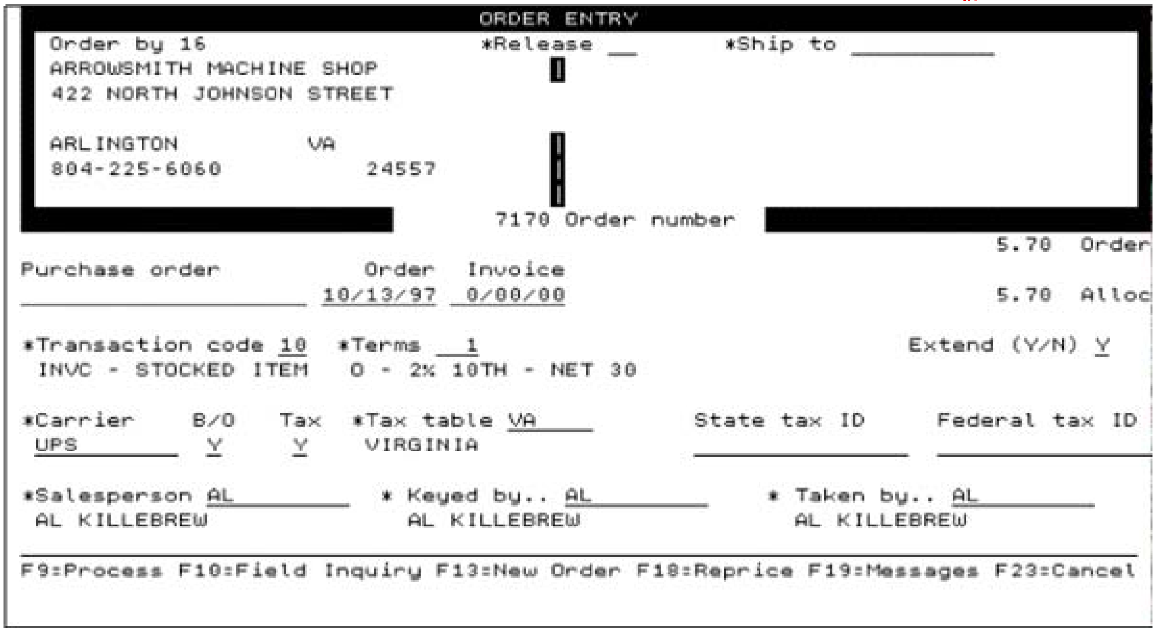
Exceptions to Item Entry:

Field	Description
Price (optional)	The price for the selected customer is retrieved and placed into this field during item editing. You may override the price if needed. The line below this is used for core pricing if applicable.
Factor (optional)	A factor may be entered to provide a discount from the amount in the price field. Entering " .9000" would give a 10% discount. Entering "1.1000" would charge 10% over the suggested price. The line below this is used for core pricing if applicable.
Cost (optional)	The cost of the item is displayed in this field during item editing and may be overridden. The line below this is used for core pricing if applicable.
TC	Transaction codes determine how the line item is processed and they are used to specify regular sales, credits, warranty returns, damaged returns, etc.
Tax (optional)	This field is used to specify the line as being taxable or not and is defaulted from the Customer Master File.
BO	This field can be used to override the backorder flag from the customer master
F1=Edit last item	This function key brings the last item entered to the lower input area of the screen for revision.
F2=Override	This function key may display certain non-displayed fields for editing depending on how your screen is set up.
F4=Fold	Toggles the display to show two(2) lines of information about items entered.
F5=Header	Option to access the header screen.
F6=Stock check	Displays a window used to display available and on-order quantities

Field	Description
	for an item.
F7=Item Check	This screen provides more pricing and availability information for an item.
F8=Frt/Misc	Option to access a screen used to enter freight and misc. charges. Weight, shipper, shipper ID#, freight charge, and taxing information may be entered through this feature.
F9=Release	This function key will process the order with the default release code (control record setup, usually a pick ticket for warehouse entry or an invoice for POS entry) or the release code changed by the user on the Header Screen.
F10=Field inquiry	This function key is used on fields displaying an asterisk ("*") to inquire into a pre-defined data base for selection of input values. **Note: If there is a value in this field, the search will start with that value. To see all values, blank the field before pressing F10.**
F11=Description search	Option to access a screen used to locate an item by searching the item description.
F14=Order inquiry	Provides access to a screen used to search for orders.
F15=Can use	Option to access the alternate item selection screen to show items that could be used in lieu of the one selected. This screen is automatically displayed if the quantity available for the item is below the quantity ordered.
F16=Generic item search	Displays an option to search a user-defined hierarchy used to locate items. Example – Brake Fluid – showing all sizes and prices for items stocked in the "generic" category.
F18=Workorder header	Displays the workorder header screen to enter data for service workorder processing.
F19=Labor charges	Displays a screen used to enter labor charges in a workorder.
F20=Catalog	Option to access an automotive Electronic Catalog System used to locate automotive parts by entry of year, make, model information.
F21=Kit catalog	Option to access the automotive Electronic Engine Kit Catalog System.
F22=PO inquiry	Provides access to a search screen used to locate closed, open, or all Purchase Orders by entering any or all of the following – item, Purchase Order number, or supplier.
F24=More	Provides access to window showing additional function keys.

Order Header Screen (optional)

This screen lists the defaults associated with the order and provides for the overriding of default information.



Order Header Screen (optional)

This optional screen displays default information associated with this order that comes from the Customer Master record. **Pressing the enter key returns you to the item entry screen.**

Screen Fields and Function Keys

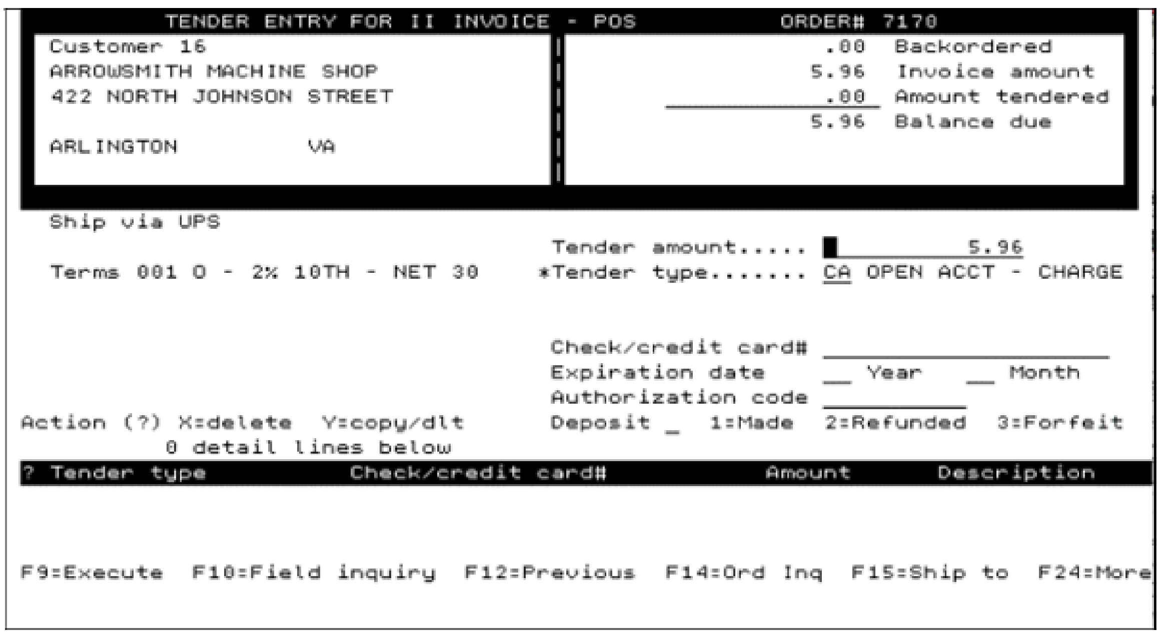
Fields / Function Keys	Description
Release	Specifies how the order will be processed, i.e., invoiced immediately, pick ticketed, etc. If nothing is entered, the default release code for the sales department will be used.
Ship-to	Provides access to name search field used to locate a "ship-to" address for this order. If this field is left blank, the customer address shown in the upper left part of the screen will be used.
Purchase order	The customer's purchase order number may be entered in this field. This may be a required entry if defaulted from the Customer Master File.
Order	Date the order is entered and entry is defaulted by the System.
Invoice	Date the order is invoiced and entry that is defaulted by the System.
Transaction code	This field displays the default transaction code from a control record and governs the default value on the item entry screen.
Terms	Displays the default terms used for this customer.
Department	Displays the default sales department at the user's location.
Extend	Specifies if the line item prices are extended and is normally

Fields / Function Keys	Description
	defaulted to "Y".
Tax Table	Displays the default tax table associated with this order.
Carrier	Displays the default carrier for this order.
B/O	Shows the default backorder setting for this customer.
Tax	Shows the default taxable setting for this customer.
State tax ID	Displays the State tax ID from the customer master file.
Federal tax ID	Displays the Federal tax ID from the customer master file.
Salesperson	Shows the sales person assigned to this customer.
Keyed by	Shows the person that actually processed this order.
Taken by	Shows an additional sales identity associated with this order.
F9=Process	Processes the order based on the default release code of the sales department unless an override entry is made in the release code field.
F10=Field inquiry	This function key is used on fields displaying an asterisk ("*") to inquire into a pre-defined data base for selection of input values. **Note: If there is a value in this field, the search will start with that value. To see all values, blank the field before pressing F10.**
F13-New order	Parks the present order and returns to the Initial Order Entry screen to process a new order. The parked order may be retrieved, edited, and completed later.
F18=Reprice	Provides the ability to discount or markup all items on the order.

Fields / Function Keys	Description
F19=Messages	Provides a message entry screen for the order with options to print on invoices, tickets, or both.
F23=Cancel	Cancels the present order without saving any data.

Tender Screen (optional)

This screen processes customer tender payments for counter sales / POS activities and is not used for Warehouse Pick Ticket entry.



Tender Screen (optional)

The tender screen is not displayed unless a payment tender or deposit is to be taken. The tender screen is displayed based on the release code used, the customers terms code, and/or the customer's credit status. Pressing the enter key records the tender entered. Multiple entries may be made to accommodate a split tender. Note the "X" to delete and "Y" to copy action codes for the entered tender amounts. The "Y" code retrieves tender entries for modification.

Screen Fields and Function Keys

Fields / Function Keys	Description

Fields/Function Keys	**Description**
Tender amount	Amount of a tender obtained from the customer. Multiple tenders may be used as payment for the order.
Tender type	Code designating the tender type being taken, i.e., cash, VISA, open account charge, etc.
Check/credit card#	Check or credit card number.
Expiration date	Credit card expiration date for year and month
Authorization code	Authorization code provided by the credit card company.
Deposit	Entry to designate if a deposit is being made, refunded, or forfeited by the customer.
F4=Fold (more detail)	Toggles the display to show more information about an entered line item.
F9=Execute	Command to complete the order.
F10=Field inquiry	This function key is used on fields displaying an asterisk ("*") to inquire into a pre-defined data base for selection of input values. **Note: If there is a value in this field, the search will start with that value. To see all values, blank the field before pressing F10.**
F12=Previous	Returns to the previous screen.
F13=Convert currency	Used to convert base currency to another currency for companies dealing with multiple currencies.
F14=Order inquiry	Provides access to a screen used to search for open and/or closed customer orders.
F15=Ship-to	Provides access to "ship-to" address selection and entry screen.

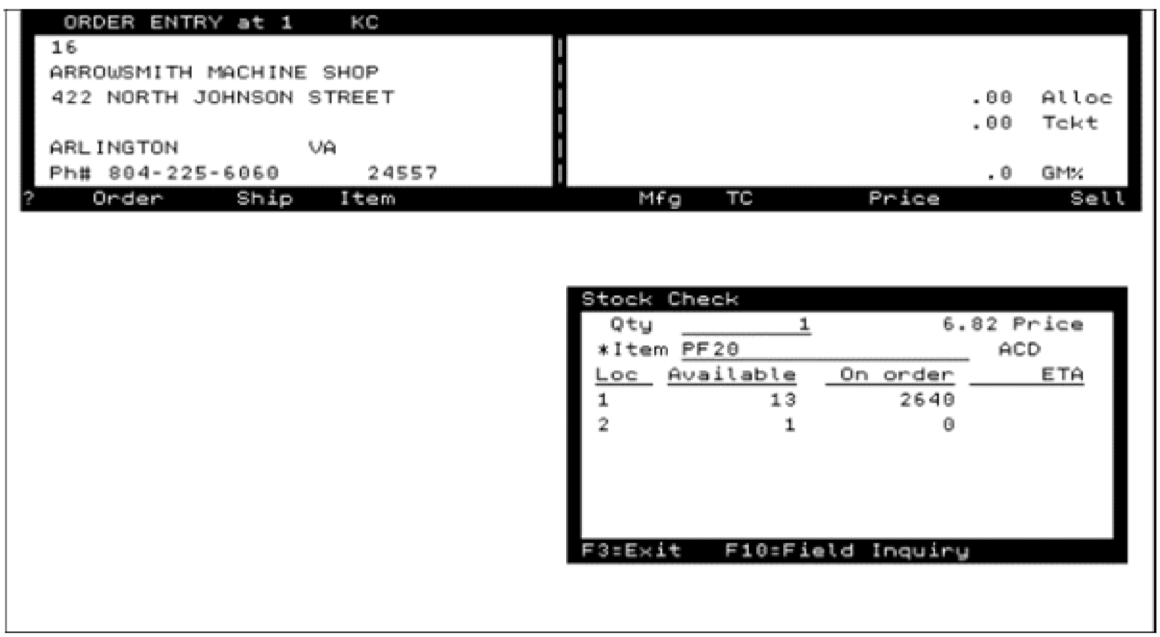
Fields/Function Keys	Description
F17=Estimate (B/O)	Adds the value of any backordered items and sales tax to the shipped amount to get a total value for the order. This is used typically in a mail-order environment when a customer needs to pay for an entire order even though some items have been backordered.
F24=More	Provides access to additional function keys window.

Order Entry Processing (A) Initial Screen Function Keys

F3=Exit

Exits the program.

F6=Stock Check



Stock Check Window

The Stock Check window displays available, on-order quantities, and ETA (Expected Time of Arrival) for an item. If your company has multiple locations, these values are displayed for each location. If accessed from the initial Order Entry screen, the price displayed may vary depending on whether or not a customer number has been entered. It no customer has been entered, a user-specified default customer it used.

F7=Item Check

The item check screen shows detailed customer specific pricing, rank, and availability information on an item across multiple locations.

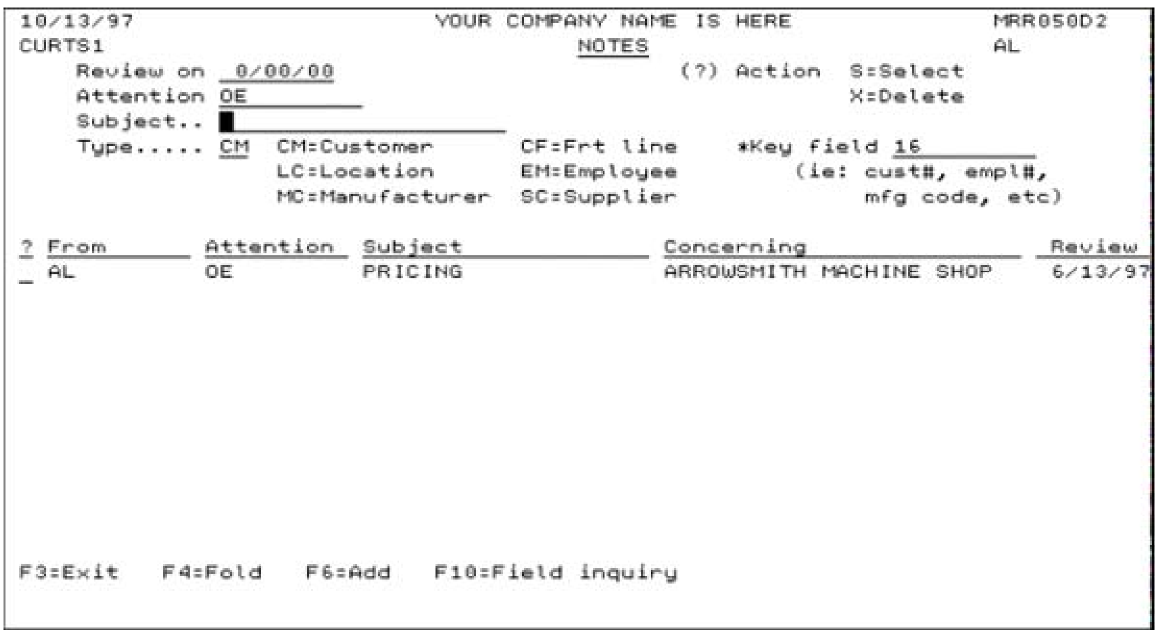
F10=Field Inquiry

This function key is used on fields displaying an asterisk ("*") to inquire into a pre-defined data base for selection of input values. **Note: If there is a value in this field, the search will start with that value. To see all values, blank the field before pressing F10.**

F11=Description Search

Used to locate an item by searching the item description.

F13-Customer Notes



Customer Notes Screen

Accessed from Order Entry, the Customer Notes screen displays specific management notes about the customer for whom the order is being entered.

Screen Fields

Screen Fields	Function Description
Review on	Notes to be reviewed will be listed from this date forward.
Attention	An entry in this field will restrict the notes listed to the name in

Screen Fields	Function Description
	this field.
Subject	An entry in this field will start the listing with the subject entry.
Type	Enter the type of note record to be accessed.
Key field	Entering a customer number, etc. in this field will restrict the listing to notes about the specified customer.
? (Action Code Field)	Enter “S” to select the note for review or edit or enter an “X” to delete the note from the System.

After entering a “S” and pressing the enter key you will see the note message screen.

```
10/13/97    MODE CHANGE        YOUR COMPANY NAME IS HERE               MRR050D4
CURTS1                                   NOTES                          AL

Created by.. AL                                        16
Created on.. 10/13/97                                  ARROWSMITH MACHINE SHOP
Review on...  6/13/97                                  422 NORTH JOHNSON STREET
Attention... OE
Subject..... PRICING                                   6044
             Advise user of notes in O/E (Y/N)  Y      ARLINGTON
             Advise user of notes in A/R (Y/N)  Y      804/225-6060
Text:
THIS CUSTOMER GETS THE BEST DEAL AROUND. DO NOT GIVE ANY ADDITIONAL      1
DISCOUNTS.                                                               2
                                                                         3
                                                                         4
                                                                         5
                                                                         6
                                                                         7
                                                                         8
                                                                         9
                                                                        10
                                                                        11  +
F12=Previous
```

Notes Screen

Pressing F12 from this screen will return you to view more messages or to return to Order Entry.

F14=A/R Aging Inquiry

```
10/13/97                        YOUR COMPANY NAME IS HERE           RRR026D1
CURTS1                            A/R AGING INQUIRY                 AL

*Customer 1000

 Display  O
   A=All
   C=Closed
   O=Open


 Optional:

   Transaction type..  _      (B=Balance forward, I=Order entry, M=Manual,
                               S=Service charge,  U=Unapplied cash)
   *Location.........  ____

   Beginning transaction #  ______    (Type & location required)

         -or-
   Beginning due date   0/00/00

F3=Exit   F7=Notes   F10=Field inquiry
```

Accounts Receivable Aging Inquiry Screen

This selection screen is used to define the Accounts Receivable inquiry being made.

```
10/13/97                        YOUR COMPANY NAME IS HERE           RRR026D2
CURTS1                            A/R AGING INQUIRY                 AL

Customer    1000             PAUL INMAN                  35000.00  Credit limit
CROSSCREEK AUTO              MGR                          2603.71  Total owed
BUILDING 9                   919/312-7905                     .00  Total open
2004 DENTON AVENUE                                       32396.29  Avail credit
ROANOKE RAPIDS    NC
919/312-4525    3422-1062


Periods      All locations  Pcnt
FUTURE DUE             .00     .0
CURRNT MTH            5.40     .2
CURRNT DUE         1548.31   59.5                 Credit manager:
31-60 DAYS             .00     .0                 JONATHON CLASS
61-90 DAYS             .00     .0
91 & OVER          1050.00   40.3                 Sales rep:
Total owed         2603.71  100.0%                AL KILLEBREW

Past due           1050.00                 Security code will be required
                                           to print any new orders
F3=Exit  F7=Notes  F12=Previous                      F17=Payment analysis
```

Accounts Receivable Aging Inquiry Screen

The A/R aging inquiry screen provides Accounts Receivable information for a customer and alerts the user to specific credit control requirements. Pressing F7=Notes will access the same notes screen discussed earlier. Pressing F17=Payment analysis displays the following screen.

```
10/13/97                        YOUR COMPANY NAME IS HERE               RRR026D3
CURTS1                            A/R AGING INQUIRY                     AL

Customer    1000          PAUL INMAN                       35000.00  Credit limit
CROSSCREEK AUTO           MGR                               2603.71  Total owed
BUILDING 9                919/312-7905                          .00  Total open
2004 DENTON AVENUE                                         32396.29  Avail credit
ROANOKE RAPIDS     NC
919/312-4525    3422-1062

Created     Maximum owed    Last payment    Last invoice    Default terms
 1/01/94        10038.71            5.40            2.44    O - 2% 10TH - NET 30
                 8/26/97        10/10/97        10/10/97
                                                           Avg # of days to
Analysis periods                               Net  # inv  pay from due date
Past due & open    6/01 thru  6/01         1050.00      1    74 Days late

Closed invoices    7/15 thru 10/13           13.24      3    51 Days early
                   4/15 thru  7/14             .00
                   1/14 thru  4/14             .00
                  10/15 thru  1/13             .00

F3=Exit  F12=Previous
```

Accounts Receivable Aging Inquiry Screen

F15=Address Maintenance

```
10/14/97     MODE CHANGE      YOUR COMPANY NAME IS HERE                 MRR014D3
CURTS1                     ADDITIONAL ADDRESS MAINTENANCE               AL

Subclass..... 99 CUSTOMER - DEFAULT
Customer..... 16

Name......... ARROWSMITH MACHINE SHOP
Address one.. 422 NORTH JOHNSON STREET
Address two..
P.O. box..... 6044
City......... ARLINGTON                   * State.... VA    Zip code. 24557
Phone number. 804/225-6060                * Country..
Fax number... 804/225-6666

Int. phone#..
Contact...... RALPH MORRIS
Title........ OWNER
Contact phone 804/225-6061



F3=Exit   F10=Field inquiry   F12=Previous   F14=Additional contact
```

Additional Address Maintenance Screen

The Additional Address Maintenance screen allows customer address information to be updated. This screen is discussed in the Data Base Manual. Usually, only address or phone number information is updated by Order Entry personnel.

F16=Customer Maintenance

```
 9/04/97    MODE CHANGE          YOUR COMPANY NAME IS HERE              MRR056D2
CURTS1                             CUSTOMER MAINTENANCE                 CDANIEL

Customer..... 16                             Created..  7/07/95
Name......... ARROWSMITH MACHINE SHOP        Search... ARROW      ARROW
Address one.. 422 NORTH JOHNSON STREET
Address two..
P.O. box..... 6044
City......... ARLINGTON                    * State.... VA   Zip code. 24557
Phone number. 804/225-6060                 * Country..      (User fr)
Fax number... 804/225-6666                 * Mailing.. KIT * BaseComRt MS0
Telex number.                              * Cust clas GL1
(User free)..
Contact...... RALPH MORRIS
Title........ OWNER
Contact phone 804/225-6061

*Salesperson... AL          AL KILLEBREW                Customer type.. N
*Credit manager AL          AL KILLEBREW               *Normal location 1

Notes

F3=Exit  F10=Field inquiry  F12=Previous  F13=Additional address  F24=More keys
```

Customer Maintenance Screen

There are two other screens associated with the customer master record. These screens are discussed in the Customer Master Section of the Data Base Documentation. Access to additional screens may be limited by your System security configuration.

```
11/26/97    MODE CHANGE            SERVICE PARTS COMPANY                MRR056D3
CURTS1                             CUSTOMER MAINTENANCE                 AL

                                                      Customer profiles exist


*Price level (L0-L9,M0-M9,C1-C7).. M8          Standard factor......... 1.0000
 Allow quantity break pricing..... Y           Standard factor for Core 1.0000
 Allow promotional pricing........ Y           Issue G/M warning....... N
 Allow popularity pricing......... Y          *Xref code for items.....

 Accepts backorder shipments...... Y
 Requires PO# on invoices......... N           Verify address in OE  (Y/N)  N
 Requires priced packing slip..... Y           Check for notes in OE (Y/N)  N
 Number of invoice copies required   1         Related items in O/E..(Y/N)  N
                                               Check for notes in AR (Y/N)  N
 Taxable Y               *Tax table VA
 Tax exemption numbers for state..               for federal

*Preferred carrier................ UPS         UNITED PARCEL SERVICE
 Truck route      stop number.....

F3=Exit   F10=Field inquiry   F12=Previous   F24=More keys
```

MRR056D3

Shows customer information for pricing and invoice controls.

```
 11/26/97   MODE CHANGE            SERVICE PARTS COMPANY                    MRR056D4
 CURTS1                            CUSTOMER MAINTENANCE                     AL

 Billing method (B,J,O) O               *Billing terms..  1 O - 2% 10TH - NET 30
 Service charge........ Y               *Statement group MON MONTHLY STATEMENTS

 FUTURE DUE              .00             Last payment    1/10/95             84.76
 CURRNT MTH              .00             Last invoice   11/25/97              5.23
 CURRNT DUE              .00             Highest owed   11/29/96              4.37
 31-60 DAYS              .00
 61-90 DAYS              .00             Amount invoiced Y-T-D                5.23
 91 & OVER               .00             Number of invoices Y-T-D            1
 -------------------------
 Total owed              .00             On hold for order entry  N
 Open order           147.14
                                         Order entry restriction if customer is
 Credit limit      10000.00                    over credit limit H  past due H
                                          "N" None
 Avail credit        9852.86              "W" Warn operator but process order
                                          "H" Warn operator but hold print until
                                              authorization is entered

 F3=Exit   F10=Field inquiry   F12=Previous   F17=Calculate available credit
```

MRR056D4

Shows customer information for Accounts Receivable credit controls and payment analysis.

F17=Core Bank Inquiry

The System maintains core bank information for customers (and vendors), core bank groups, and core items in both dollars and units.

F18=Serial Number Inquiry (future use)

This feature allows the user to search for an item by serial number if the Serial Number Module is activated.

F19=Future Use

Reserved for future use.

F20=Future Use

Reserved for future use.

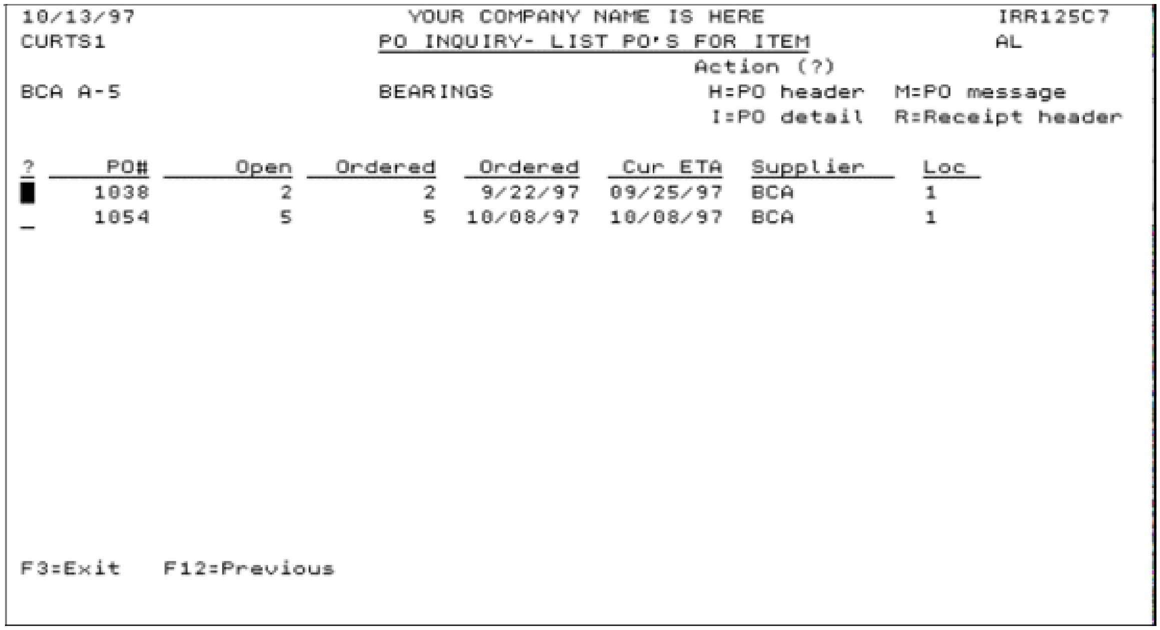
F21-Kit Catalog Inquiry

This function key accesses the Kit Catalog System and allows automotive users to access a specialized catalog data base featuring year, make, model, and engine to retrieve pre-defined kits for engines.

F22-PO Inquiry

Purchase Order Inquiry Screen

The Purchase Order inquiry screen provides a listing of Purchase Orders with selection based on item, PO #, Supplier, and/or type of Purchase Order (all, closed, or open).



Purchase Order Inquiry Screen

Additional information may be view by entering one of the Action codes in the input field and pressing the enter key. Available action codes are shown in the upper right area of the screen.

F24-More Function Keys

Displays a window listing all available function keys.

Order Entry Processing (B) Item Entry Screen Function Keys

F1-Change Last Item

Retrieves the last item entered in the order to the screen entry area for editing.

F2=Override

This function key allows you to make changes in certain fields that are not normally displayed.

F4=Fold

This key toggles the display of an additional line of information about the item.

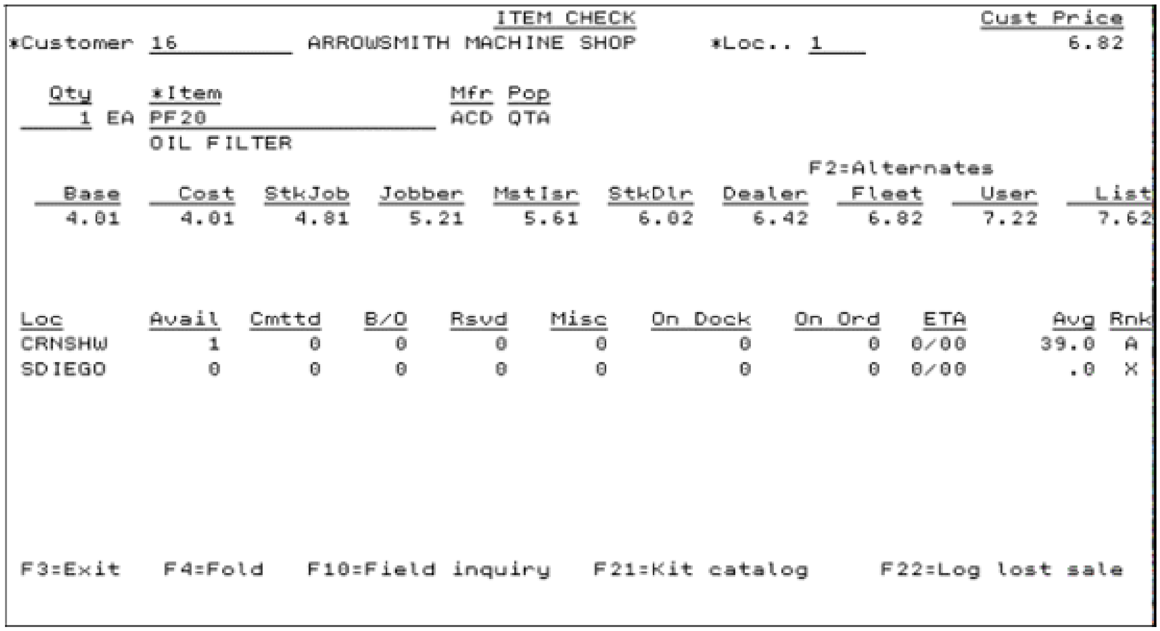
F5=Header

This key displays the Header Screen information for the order.

F6=Stock Check

Displays a window used to display available and on-order quantities for an item.

F7=Item Check



Item Check Screen

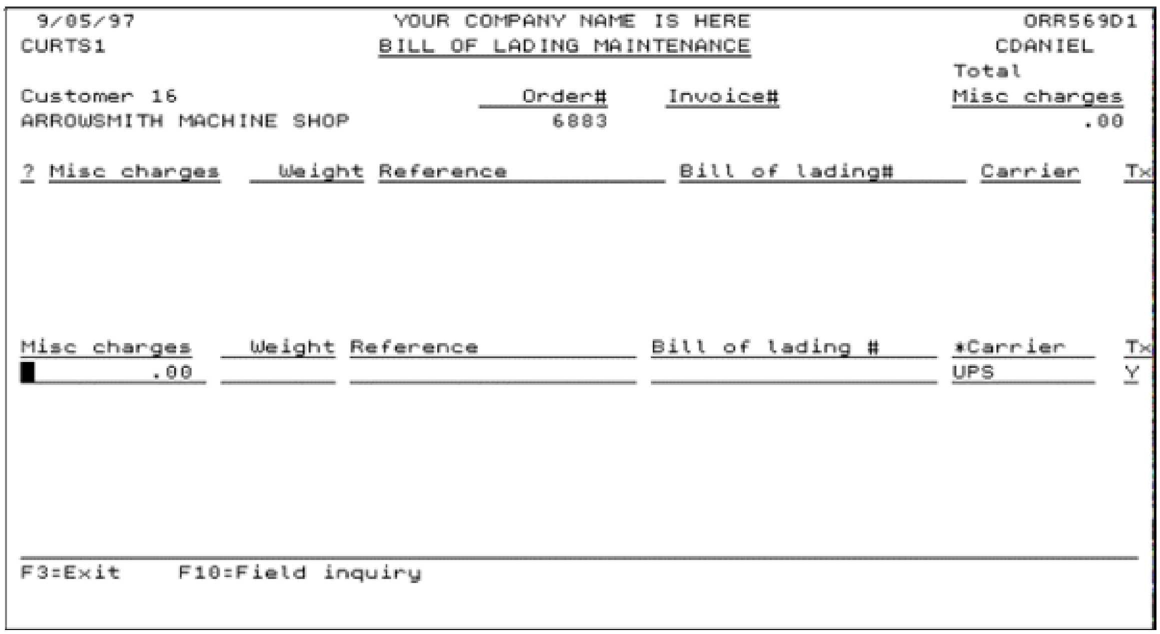
The item check screen shows detailed customer specific pricing, rank, and availability information on an item across multiple locations.

Screen Entry Fields

Entry Fields	Description
Customer	Enter the customer's number.
Location	Enter the location if different from the default location.
Quantity	Enter the quantity of the item requested.
Item	Enter the item number.
F2=Alternates	Press the F2 key to see a list of alternates for this item.
F3=Exit	Press F3 to exit.
F4=Fold	Press F4 to see additional description information about the items.
F10=Inquiry	This function key is used on fields displaying an asterisk ("*") to inquire into a pre-defined data base for selection of input values. **Note: If there is a value in this field, the search**

Entry Fields	Description
	will start with that value. To see all values, blank the field before pressing F10.
F21=Kit catalog	This function key accesses the Kit Catalog System and allows automotive users to access a specialized catalog data base featuring year, make, model, and engine to retrieve pre-defined kits for engines.
F22=Lost sale	Press F22 to record a lost sale and one of six customer defined lost sale reason codes.

F8-Shipping Charges



Shipping Charges Screen

Any freight or miscellaneous shipping charges may be entered from this screen. Entries are moved to the upper area of the screen as they are entered. Charges made on this screen will not be displayed in the upper right area of the item entry screen but will be added to the order.

Screen Fields and Function Keys

Fields/Function Keys	Description
? (Action Code)	Place “S” in this field to select the line for editing or “X” to delete.
Misc charges	Enter misc. charges to be added to the active order. Use the field minus key for credits.

Fields/Function Keys	Description
Weight	Enter the shipping weight of the order being processed (optional).
Reference	Enter any desired reference number (optional).
Bill of lading #	Enter the bill-of-lading number (optional).
Carrier	Enter the carrier used to transport the order if different from default in Customer Master record (optional).
Tx	Place a “Y” in this field if the charge is taxable or “N” if it is not.

F9-Release

This function key will release the order and process it based on the defaults on the Order Entry Header screen.

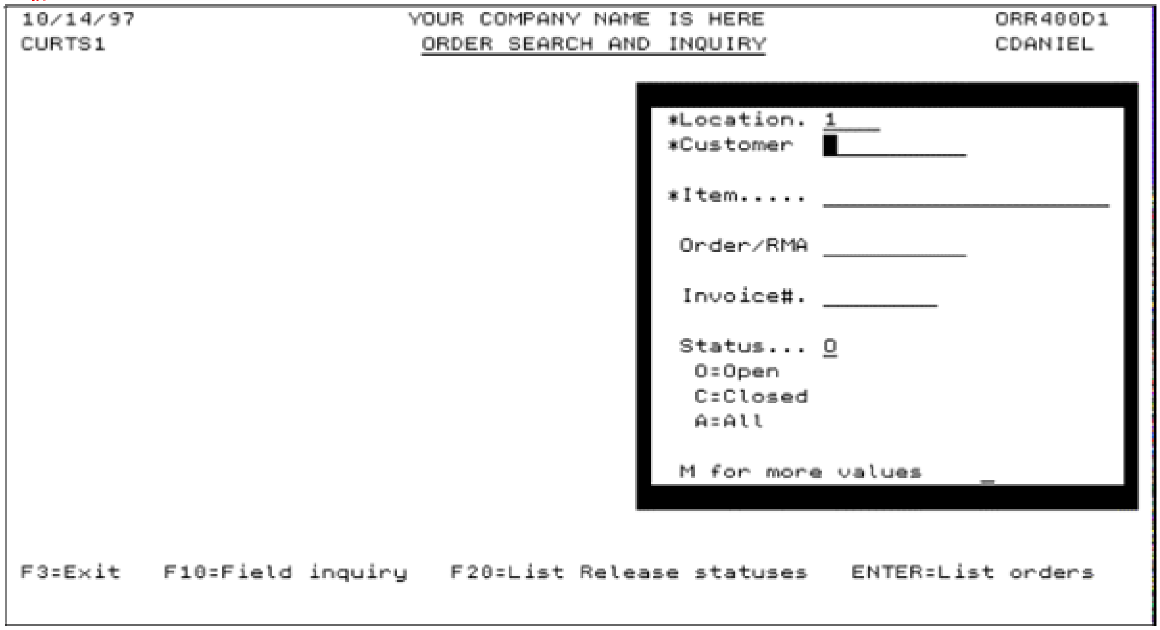
F10-Field Inquiry

This function key is used on fields displaying an asterisk (“*”) to inquire into a pre-defined data base for selection of input values. **Note: If there is a value in this field, the search will start with that value. To see all values, blank the field before pressing F10.**

F11=Description Search

Used to locate an item by searching for the item description.

F14-Order Search Inquiry



Order Search Inquiry Window

The Order Search and Inquiry screen is used to locate orders for customers within a location. Information about the order may be retrieved to determine what items were on the order, how much was charged for an item, when the order was placed, and the status of an order. This information can be especially useful for customer returns to determine if he purchased it from your company and the original amount charged for the item. Open orders that have not been ticketed may be retrieved for editing by entering the order number on the initial Order Entry screen. The search screen may also be accessed from the initial Order Entry screen by placing the cursor in the Order number field and pressing F10. The Customer and Item fields listed may be used independently or together to review specific orders.

Screen Fields and Function Keys

Fields/Function Keys	Description
Location	Enter the location where the order was entered if different from the default location.
Customer	Enter the customer number for the order you are searching. Depending on Status field entry, a listing of orders for the customer will be displayed.
Item	Allows you to search an order(s) for a specific item. A listing of orders containing the item number will be displayed and if used with the Customer field above, a listing of orders for the customer containing the item number will be displayed.
Order / RMA	Enter the specific order or RMA (Return Merchandise Authorization) number to retrieve.
Invoice #	Enter the specific customer invoice number to retrieve.
Status	Enter the status of the orders to be searched. If not known, enter A=All and the status will be displayed on the resulting screen.

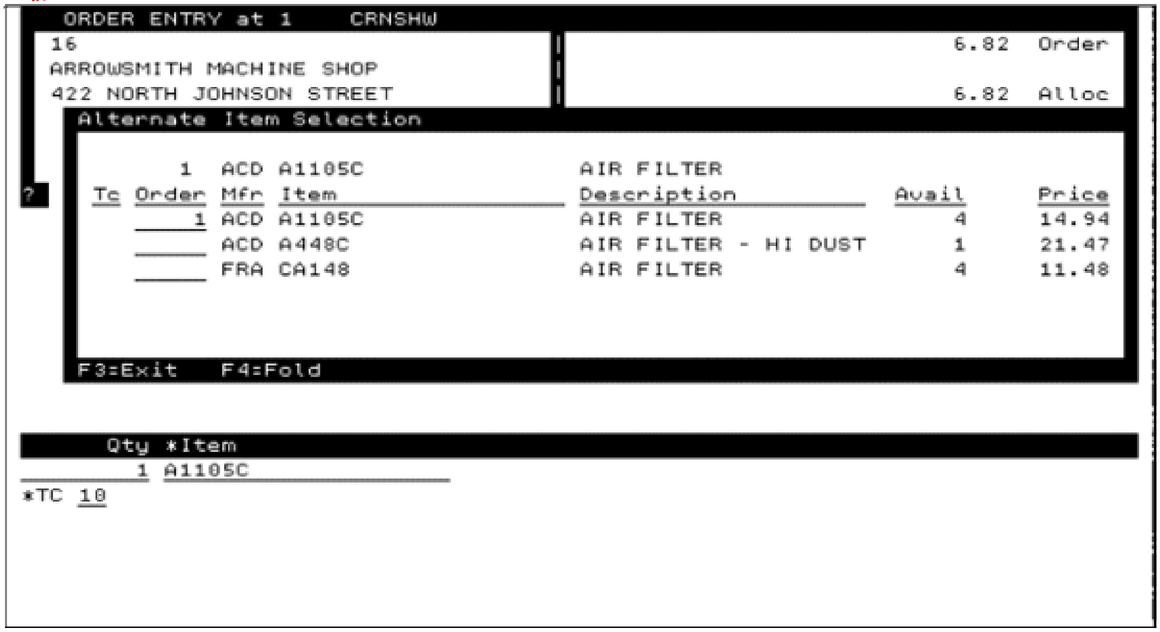
Fields/Function Keys	Description
M	Enter "M" in the Action Code (?) field and press the enter key to retrieve any messages about the order. **Clear all other fields before accessing this additional order search.**
F3=Exit	Exits the Order Search program.
F10=Field inquiry	This function key is used on fields displaying an asterisk ("*") to inquire into a pre-defined data base for selection of input values. **Note: If there is a value in this field, the search will start with that value. To see all values, blank the field before pressing F10.**
F20=List release status	Listing shows order release status of orders screen.
Enter=List orders	Listing shows order and order detail by customer.

```
10/13/97    1     YOUR COMPANY NAME IS HERE - ORDER SEARCH & INQUIRY   ORR400C2

                                       Action (?)
                                        S:Select         I:Items       M-Header msg
                                        H:Header         F:Freight     T:Tax
                                        L:Labor          W:Workord     R:A/R

?    Order# Customer                            Date   Status                Amount  Loc
_      4022 COMPLETE ENGINE SERVICE          2/19/95   Closed                 57.60   1
_      4023 COMPLETE ENGINE SERVICE          2/19/95   Closed                 57.60   1
_      4089 COMPLETE ENGINE SERVICE          4/24/95   Closed                 51.00   1
_      4165 COMPLETE ENGINE SERVICE          5/23/95   Closed                 31.14   1
_      4182 COMPLETE ENGINE SERVICE          5/26/95   Closed                133.71   1
_      4330 COMPLETE ENGINE SERVICE          5/23/95   Closed                  6.10   1
_      4382 COMPLETE ENGINE SERVICE          6/19/95   Closed                145.82   1
_      4391 COMPLETE ENGINE SERVICE          6/19/95   Closed                 58.38   1
_      4726 COMPLETE ENGINE SERVICE          8/29/95   Closed                  8.33   1
_      6575 COMPLETE ENGINE SERVICE         12/06/96   Closed                 94.88   1
_      6719 COMPLETE ENGINE SERVICE          1/27/97   Closed                   .00   1
_      6739 COMPLETE ENGINE SERVICE          2/12/97   Closed                 85.13   1   +


F3=Exit    F4=Fold    F12=Previous
```

Order Inquiry Screen

In the above example, a customer number was entered in the previous Order Search and Inquiry screen and the above screen is displayed. From this screen, additional detail about the order can be displayed by entering one of the Action Codes in the "?" field and pressing the enter key.

F15-Can Use (Alternate items)



Can Use (Alternate Items) Screen

This function key retrieves the Can-Use(alternate item) screen and allows the search and retrieval of an item that has been pre-identified in the data base as part of a group of similar items. This screen normally appears automatically for items with alternates if the quantity requested is greater that the quantity available. The user has the option to split the order among the listed items and the selected item(s) will be returned to the Order Entry screen.

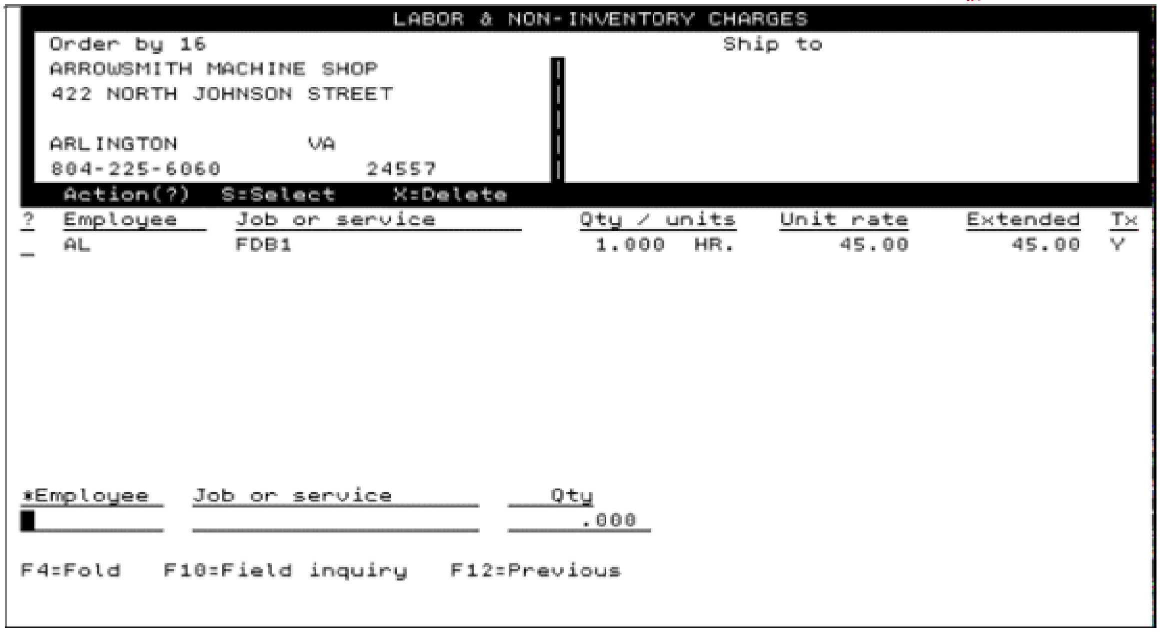
F16-Generic Item Search

Displays an option to search a user-defined hierarchy used to locate items. Example – Brake Fluid – showing all sizes and prices for items stocked in the "generic" category.

F18=Workorder Header

Displays the workorder header screen to enter data for service workorder processing.

F19-Labor Charges



Labor Charges Screen

This screen allows labor to be added to a workorder. Labor is entered in the same manner as items are entered but is categorized by employee and specific jobs that the employee performed. Labor rates and pre-defined jobs are specified in the set up of the workorder data base. Once the labor charges are entered, F12 function key will return you to the item entry screen to continue processing the workorder. Labor entered using this screen will not be added to the value shown on the upper right area of the item entry screen but will be added to the order total amount for which tender is required.

After entering a labor item, the item may be selected for editing by placing a “S” in the Action code (“?”) field. This action will return the item to the lower area of the screen and make all fields available for editing.

F20=Catalog (Automotive)

This function key is used to retrieve the specific vehicle catalog data base installed to search for items by vehicle application.

F21-Kit Catalog (Automotive)

```
Manufacturer ___                      Action (?) Input is required on both fields
Engine size  ____                        1st (?) I:Inquiry  S:Select  M:Messages
Crankshaft   N (Y = X or C series)       2nd (?) Enter character above the series
               (N = Regular kits)
    Mfg                                 E     1      2      3      4      5      6      C
? ? Eng. Application          Year    "E"  "100"  "200"  "300"  "400"  "500"  "600"  "Cat"
_ _ AMC  1397 CC              83-87                N/A    N/A    N/A    N/A    N/A    N/A
      85 RENAULT

_ _ AMC  1.7L                 85-87                3,11   3, 5,  1      1, 3,
     105 4 CYL                                            11            5, 11

_ _ AMC  2.0L                 87                   3, 11  3, 5,  1      1, 3,
     120 ALLIANCE 4 CYL                                   11            5, 11

_ _ AMC  4 CYL                78-79                NA     NA     NA     NA
     121

_ _ AMC  2.2L                 88                   3, 4   3, 4          3,4
     132 MEDALLION 4 CYL
                                                                                      +

F3=Exit   F13=Footnote inquiry
```

Kit Catalog (Automotive) Screen

This function key accesses the Kit Catalog System and allows automotive users to access a specialized catalog data base featuring year, make, model, and engine to retrieve pre-defined kits for engines. (This module is currently being revised – Dec '97).

F22-PO Inquiry

```
 9/10/97                      YOUR COMPANY NAME IS HERE                  IRR125C7
CURTS1                      PO INQUIRY- LIST PO'S FOR ITEM               CDANIEL
                                             Action (?)
ACD PF20                    OIL FILTER        H=PO header    M=PO message
                                              I=PO detail    R=Receipt header

?      PO#        Open    Ordered    Ordered   Cur ETA   Supplier     Loc
_     1098          48         48    5/14/97   06/06/97  ACD          1
_     1098        2496       2496    5/14/97   06/06/97  ACD          1
_     1103          48         48    5/14/97   06/07/97  ACD          1
_     1104          48         48    5/14/97   06/06/97  ACD          1










F3=Exit   F12=Previous
```

Purchase Order Inquiry Screen

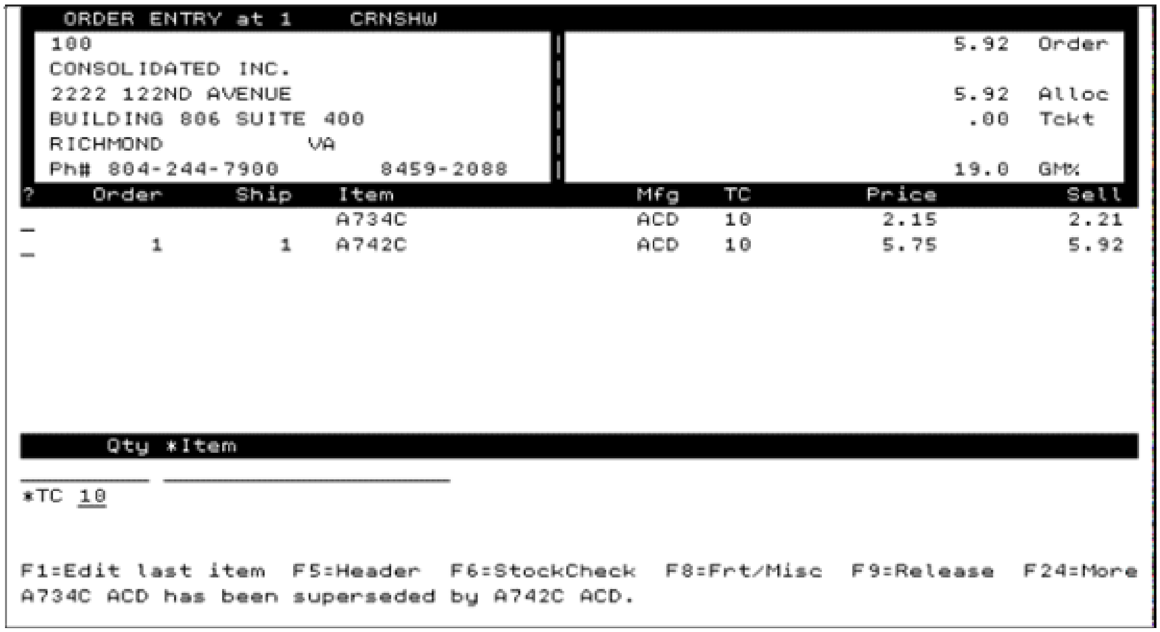
There is a preceding selection screen that allows PO's for a location to be retrieved by an item selection, a specific PO number, or for a supplier. Action codes may be entered into the "?" field to show the PO header and other detail about the PO.

F24-More Function Keys

Displays a window listing all available function keys.

Additional Order Entry Features

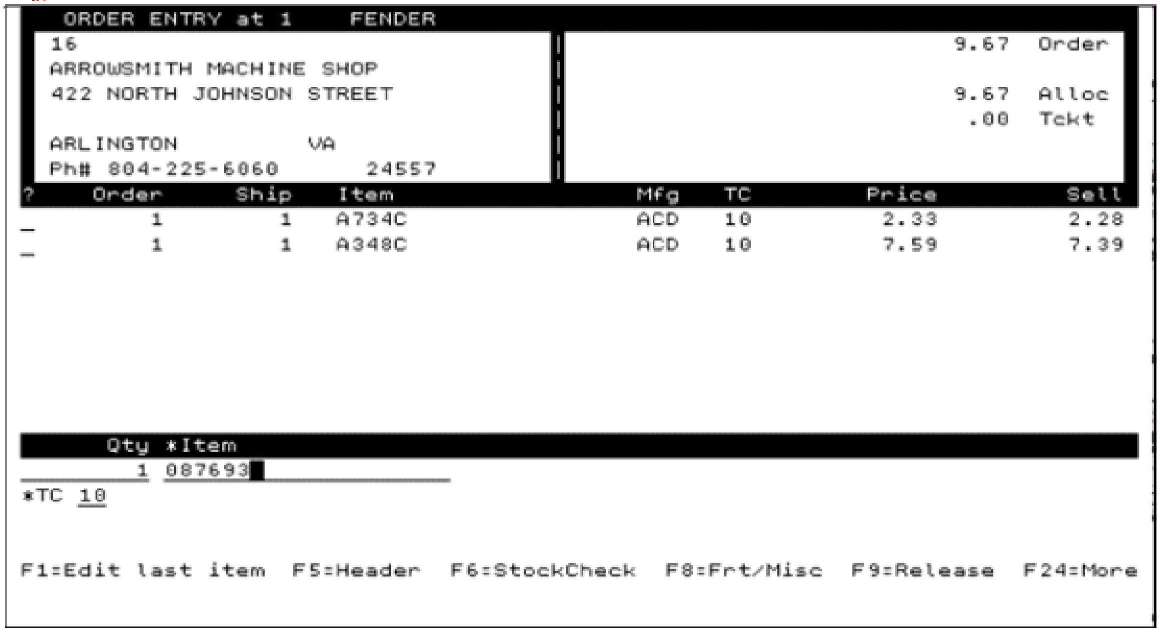
Supercession



Supercession Screen

Part number “A734C” was entered and there was none available to ship. Since this item was superceded to “A742C”, the newer item will be used to fill the order. Normally, old items are used until the supply is depleted and then the newer number is used to fill orders even though the older number is entered in the item field. The newer superceded number can be also entered directly. Superceded items may be linked into chains so that entering any one of several items may result in the same referenced item being listed on the screen. **Note the message at the bottom of the screen explaining to the user what has happened.**

Barcode Numbers



Order Entry with Barcode Number Screen

The barcode number shown in the item entry field (087693) was scanned and resulted in the entry of part number A348C. The barcode number for an item is recorded in the item master record and may be UPC, 3 of 9, or any other alphanumeric entry. Entry of the number may be from the keyboard or barcode reading device which is transparent to the user. There may only be one barcode number per item.

Alternate Numbers (Can-use)

Items that have been pre-identified in the data base as part of a group of similar items. This feature normally functions automatically for items with alternates if the quantity requested is greater that the quantity available. The user has the option to split the order among the listed items and the selection(s) will be returned to the Order Entry screen.

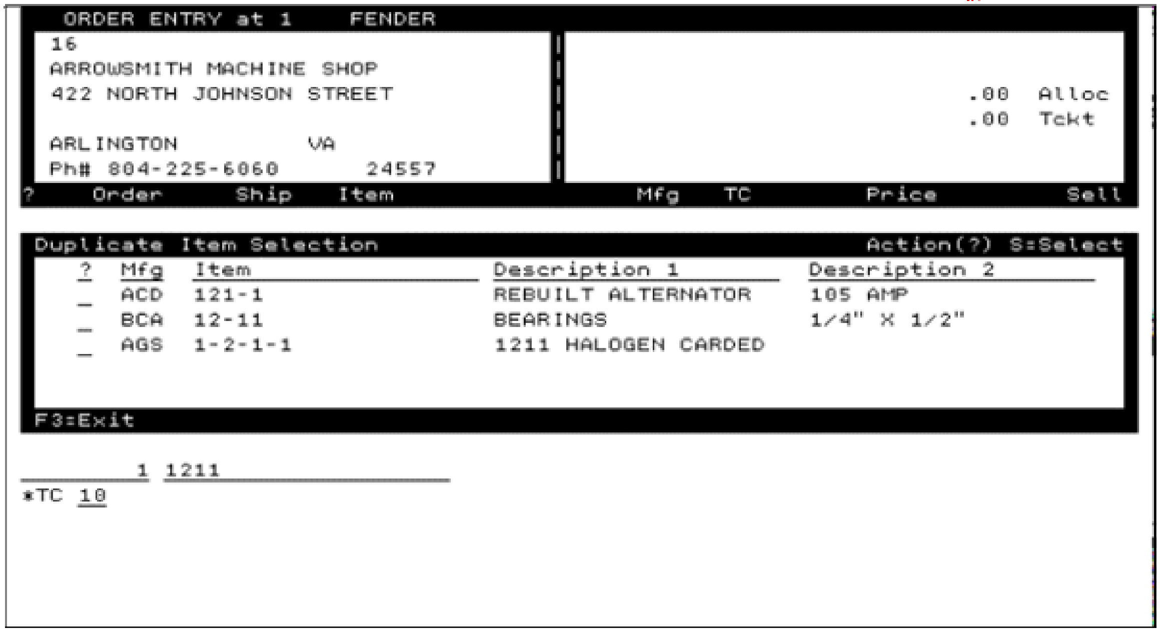
Cross-Reference Item Numbers

Cross-reference numbers allow a competitor's or other item number for an item to be entered and your part number will be automatically retrieved on the order. Cross-reference numbers are held in their own file and do not require being added to the item master record file.

Item Number Stripping

Certain characters such as slashes (/), dashes (-), and blanks are stripped from the item numbers to make entry of the item numbers faster and easier. These stripped characters may be optionally entered during item entry.

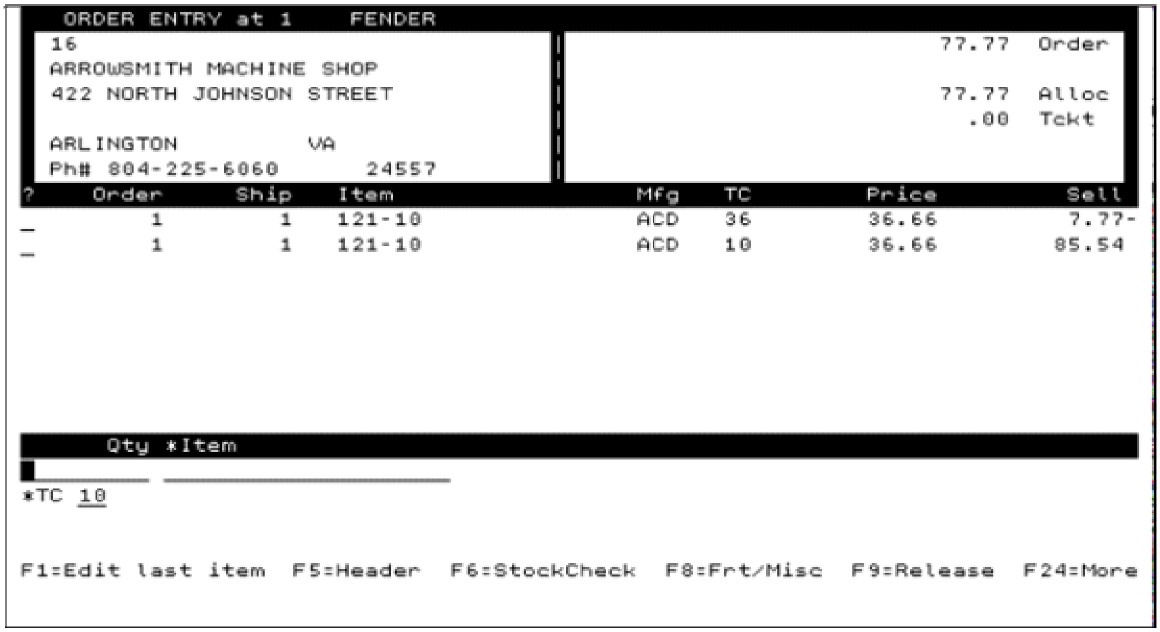
Duplicate Item Numbers



Duplicate Item Number Window

Since the Distribution/Express System does not require the entry of manufacturer's codes and provides an item number stripping feature, more information may be required to identify an item. The Duplicate Item Selection screen is automatically displayed when this situation occurs and simply enter an "S" next to the correct number and press the enter key to transfer this item to the Order Entry screen.

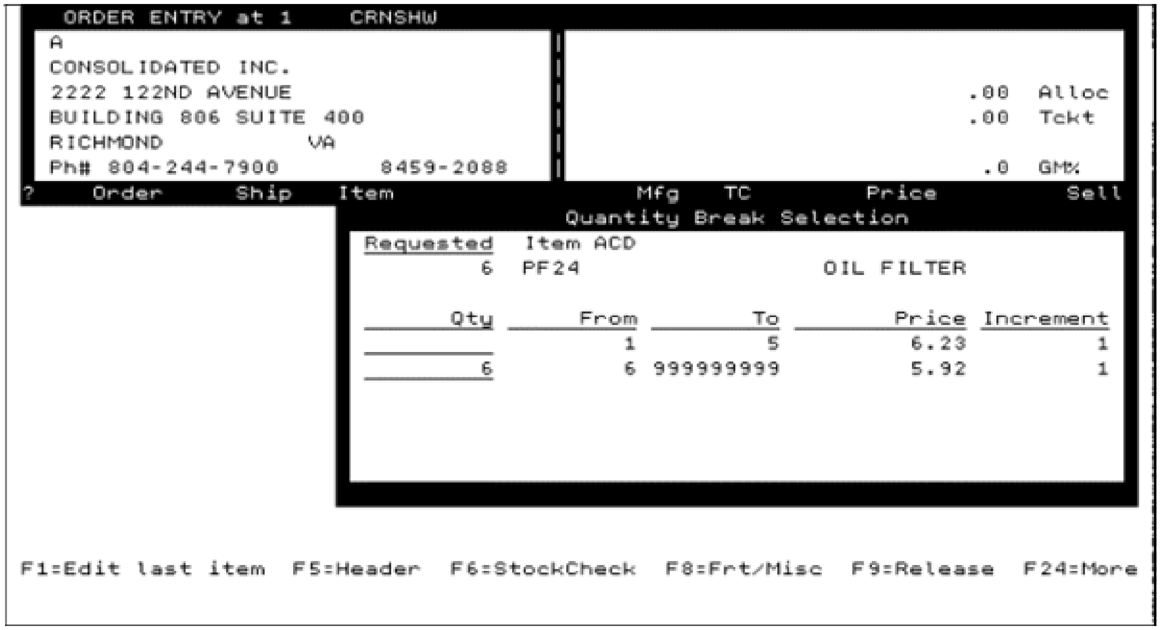
Cores



Order Entry screen with Core

On the above screen we have entered a core return by entering the item number with a transaction code of "36" and also sold the same item with a core. The transaction code description may vary from System to System. Core Bank updating by customer, core group, and item is handled automatically by the System.

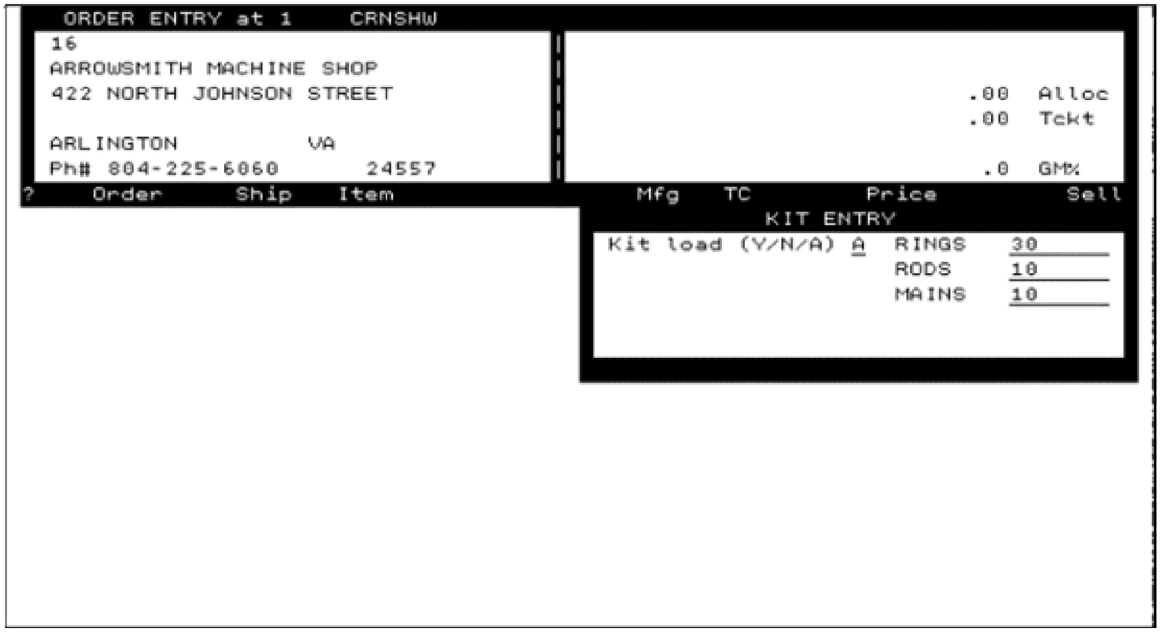
Selling Quantity Breaks



Selling Quantity Break Window

Selling quantity breaks provides the ability to give special price discounts to certain items when the quantity being purchased falls within user-defined quantity ranges. Selling quantity break records provide a price factor, core factor and date range of effectiveness. A customer may or may not be eligible to receive quantity break prices even though they exist for an item. To use this feature, enter the correct quantities in the input fields, press the enter key, and the items will be placed in the order. The increment field shows what quantity increment the items must be purchased to receive the quantity break price. In the above example, 6 items are being purchased at $5.92 each.

Kits



Kit Entry Window

After entering a kit number the above screen will be displayed asking you if you would like to:

- Y = Load the kit line by line item
- N = Load only the kit header and treat the kit as if it were a regular item
- A = Automatically load all of the kit components

For engine kits, you may additionally specify oversize information for individual components.

We will select “A” to automatically load the kit. This action will result in the following screen being displayed. If “Y” had been entered, each line item would have been loaded into the entry area and the enter key would be pressed to actually order the item.

```
 ORDER ENTRY at 1     CRNSHW
 16                                                              173.80   Order
 ARROWSMITH MACHINE SHOP
 422 NORTH JOHNSON STREET                                        173.80   Alloc
                                                                    .00   Tckt
 ARLINGTON              VA
 Ph# 804-225-6060        24557                                     37.1   GM%
?    Order      Ship     Item                 Mfg    TC        Price          Sell
_        1               EK-1                 GUA M KM        173.80          .00
_        1         1     KS 2600              FEL C 10                      20.93
_        1         1     139                  HAS C 10                      28.41
_        8         8     CB663P               JPI C 10                        .80
_        1         1     MS909P               JPI C 10                      20.93
_        1         1     121-17               ACD C 10                      97.03
         1         1     KIT PLUS             KIT C KE                        .10
         1         1     KIT MINUS            KIT C KF                        .00

      Qty *Item
_________  ______________________
*TC 10

F1=Edit last item  F5=Header  F6=StockCheck  F8=Frt/Misc  F9=Release  F24=More
```

Order Entry with Kit Entered Screen

This screen shows all the components for kit item EK-1 automatically listed on the screen. The two items (KIT PLUS and KIT MINUS) are used to hold minor adjustments needed to make the sum of the kit components equal the kit header amount. These two items come into play only when the kit is being priced by the master.

From this point, items may be entered as with any other order. Selecting any of the kit items for editing will activate the kit maintenance program, resulting in the following screen:

```
 ORDER ENTRY at 1     CRNSHW
 Kit
       1  Ordered                        Kit price     Std price     Comp cost
 EK-1                     Ordered          173.80        227.75        113.06
 RE-RING KIT              Shipped          173.80        227.75        113.06
       173.80  Original
       173.80  Override                 This kit is priced by the MASTER
?    Order      Ship     Item                 Mfg    TC        Price          Sell
_        1               EK-1                 GUA M KM        173.80          .00
_        1         1     KS 2600              FEL C 10                      20.93
_        1         1     139                  HAS C 10                      28.41
_        8         8     CB663P               JPI C 10                        .80
_        1         1     MS909P               JPI C 10                      20.93
_        1         1     121-17               ACD C 10                      97.03
         1         1     KIT PLUS             KIT C KE                        .10
         1         1     KIT MINUS            KIT C KF                        .00

      Qty *Item
_________  ______________________
*TC 10

KIT:               Print(Y/N) Y  ______ /Kit Req'd(Y/N) N F12=EndKit  F24=More
```

Kit Maintenance Screen

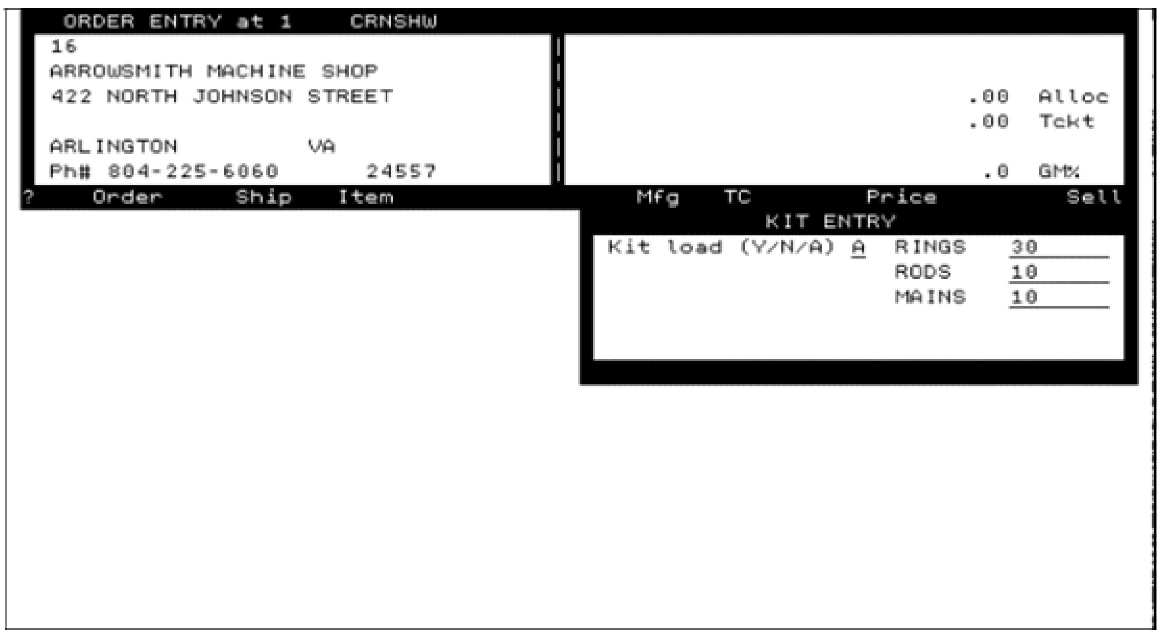
Kit maintenance provides several options not seen during normal item editing:

Screen Fields

Fields / Function Keys	Description
Print (Y/N)	This field specifies whether the header or the kit component items will print on the invoice.
Kit Req'd (Y/N)	This field determines if this item is a required component of the kit.
F12=Endkit	This function key terminates kit maintenance and returns you to normal item entry.

Returning Kits

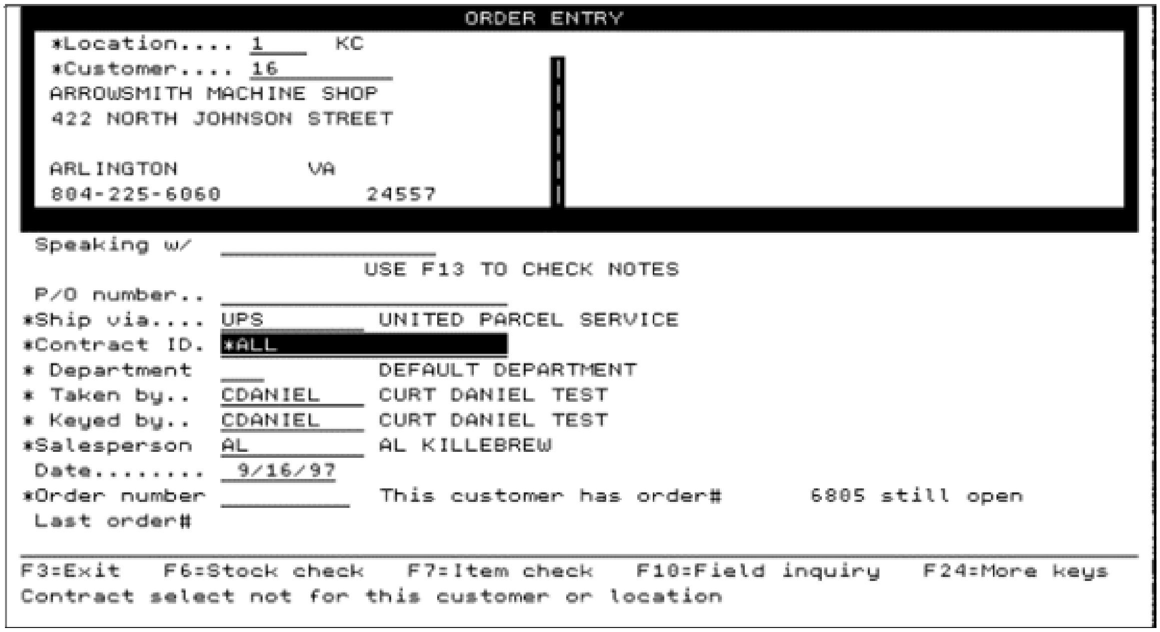
Since kits are handled differently from regular items, special procedures are required for the return of these items. First enter the kit number as you would normally enter an item. The following screen will be displayed:



Kit Entry Window

For kit returns, enter a "Y" in the Kit Load field and oversize information to agree with the original order. You will be returned to the line item entry. At this time change the transaction code (TC) to one your company is using for kit returns and press enter. This will cause the kit to load line by line. As each kit component is loaded, change the transaction code (TC) to the return to stock transaction code (or other return transaction code as appropriate) to return the individual kit components.

Contracts

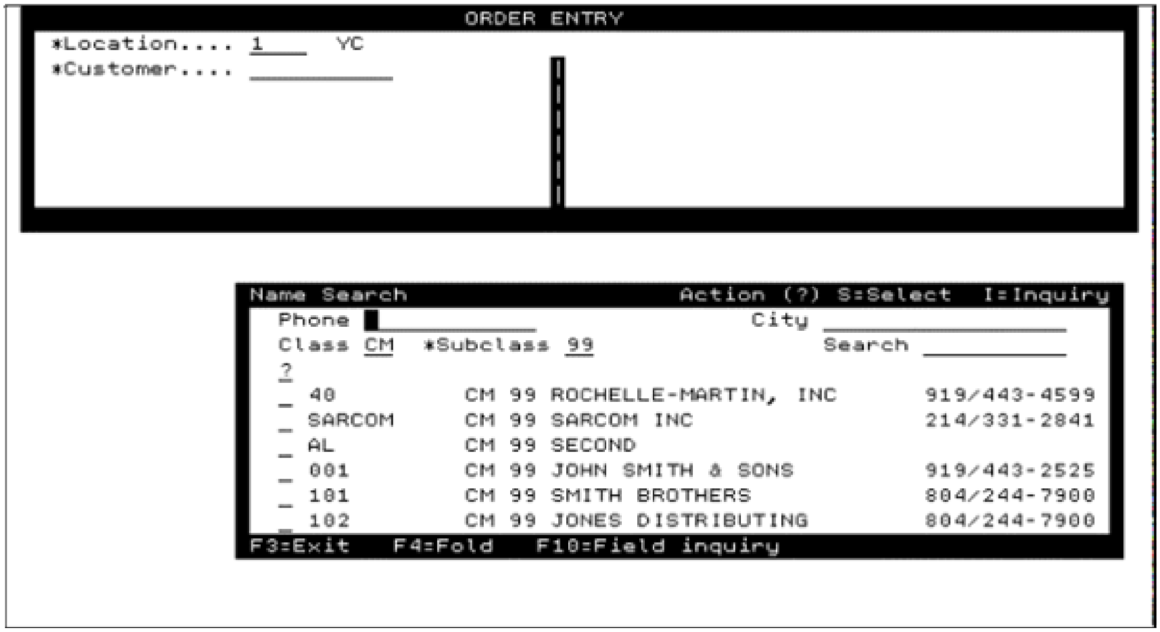


Order Entry with Contract Screen

If active contracts exist for a customer, the contract ID field will appear. In this field, you may specify which contract is active for this order or allow all to be active with "*ALL". F10=Inquiry is available to view all active contracts for this customer. Enter the items as you would normally and the System will automatically apply contract prices to appropriate items.

Order Entry "How To"

Locating Customers



Customer Name Search Window

The name search screen is displayed after pressing F10 from the initial Order Entry screen with the cursor in the customer field. Searches may be performed using the telephone number, city, or other defined search field (the search field is specified in the customer master record). The name in the customer master record may be John M. Doe but the search field may be specified as Doe,John M. Once the proper customer is located, it may be selected and returned to the Order Entry program by placing a “S” next to the record and pressing the enter key. To see more information about a record, place an “I” next to the record and press enter.

Since the file being accessed contains address records for all of the following, the class field restricts the group being searched to one of the following:

- CM = customer records
- SC = supplier records
- EM = employee records
- LC = location records
- MC = manufacturer records
- CF = carrier records

In addition, a customer may have multiple addresses that you can search by using the subclass files as follows:

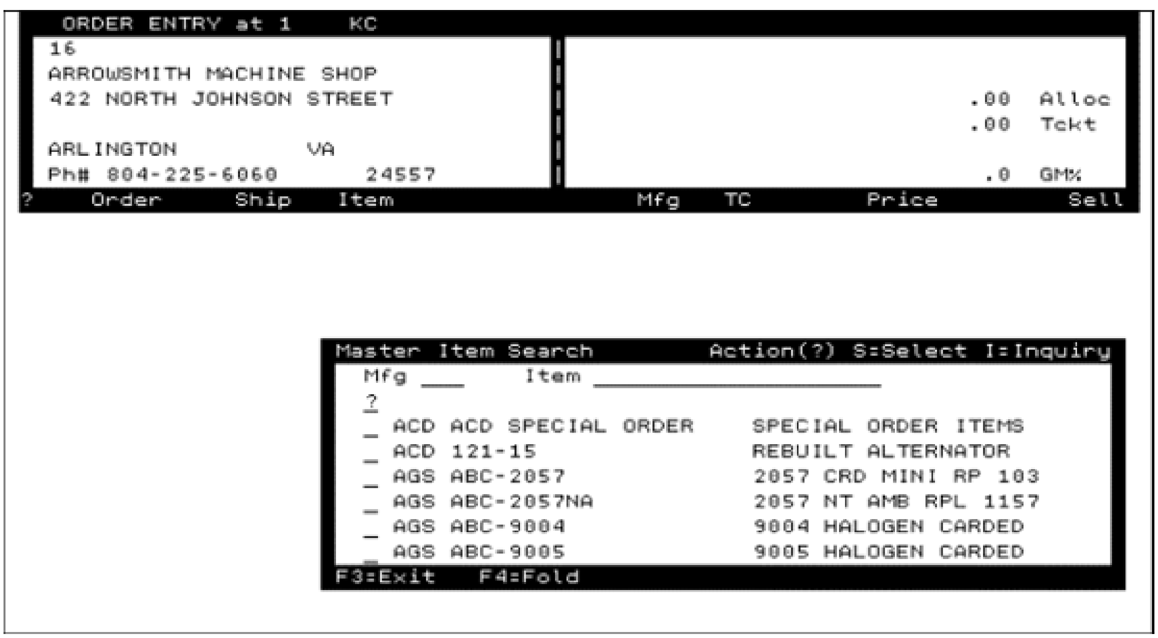
- 99 = shipping address
- IA = invoice address
- SA = statement address
- MA = mailing address
- MO = walk in customer address
- PO = purchase order address
- RA = remittance address

(There may be additional codes specified by your company.)

For Order Entry, you will normally use the “CM” class and “99” subclass for your searches.

1. Certain combinations are required for a search:
2. For phone number, enter the phone number and for customers, a “CM” in the class field.
3. For city search, enter the city and a “CM” in the class field
4. For multi-location customers, the search field and the city field may be required since all of these may have identical entries in the name field.
5. The class field may be used in conjunction with the search field to restrict the kinds of records retrieved.

Locating Items

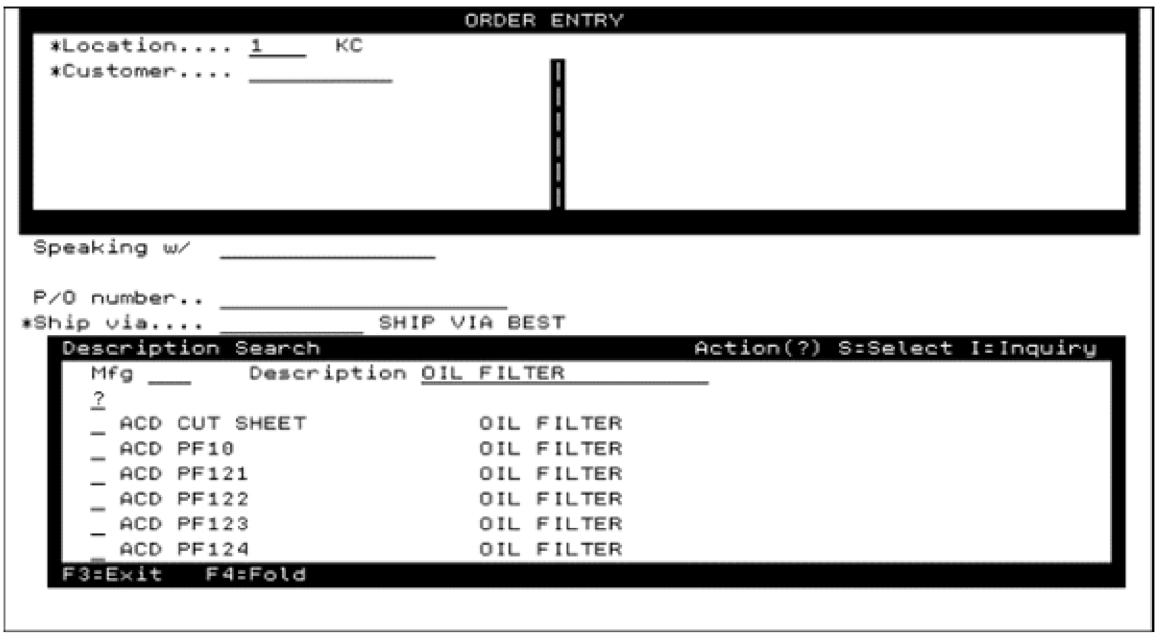


Master Item Search Window

The master item search window is displayed after pressing F10 from within the item field. As with other F10 searches, the data file is entered at a point based on what is entered in the item field. The above screen was accessed with a blank item field so the file is listed from the first item in the file.

If part of the item number is known, this may be entered into the item field and when the enter key is pressed the file will be positioned starting with the first record meeting the criteria in the item field entry. In addition, a manufacturer may be entered to further restrict the listing. Once an item is located, an "S" may be placed in the field to the left of the item to select and return it to the Order Entry screen. An "I" may be placed in this field to see additional information about the item.

Other methods of locating items are Generic Item Search, Electronic Catalog, and Kit Catalog features. The use of these features is explained elsewhere in this documentation.



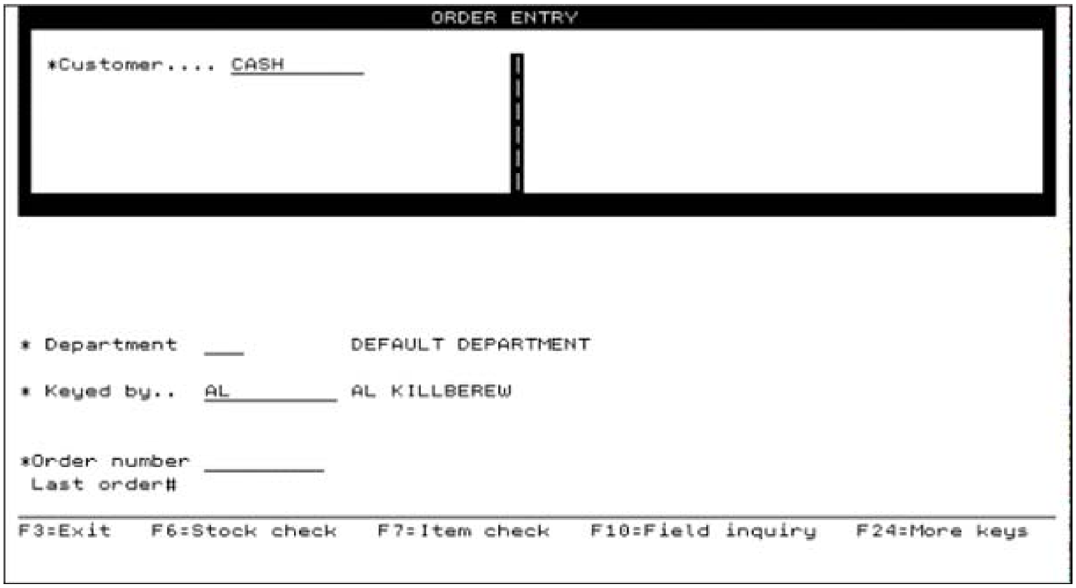
Description Search Window

The Description Search screen conducts a search through all item descriptions listing the items containing the search characters entered. This search may be further restricted by entering a manufacturer code. This search will find embedded descriptions, i.e., if the item description contains the phrase "OIL FILTER", the record will be retrieved. The words "OIL FILTER" are used together and not independently or in other combinations. For example, the above records would not have been retrieved if AIR FILTER (independently) or FILTER OIL (other combination) were entered in the description field of the Description Search window.

Entering An Order

A – Cash Sale

1. On the Initial Order Entry Screen, enter the Customer Number and press the enter key. Cash sales may be processed with a generic customer number (for example "CASH") that is used for all cash customers or with customer numbers that reference specific customer records.

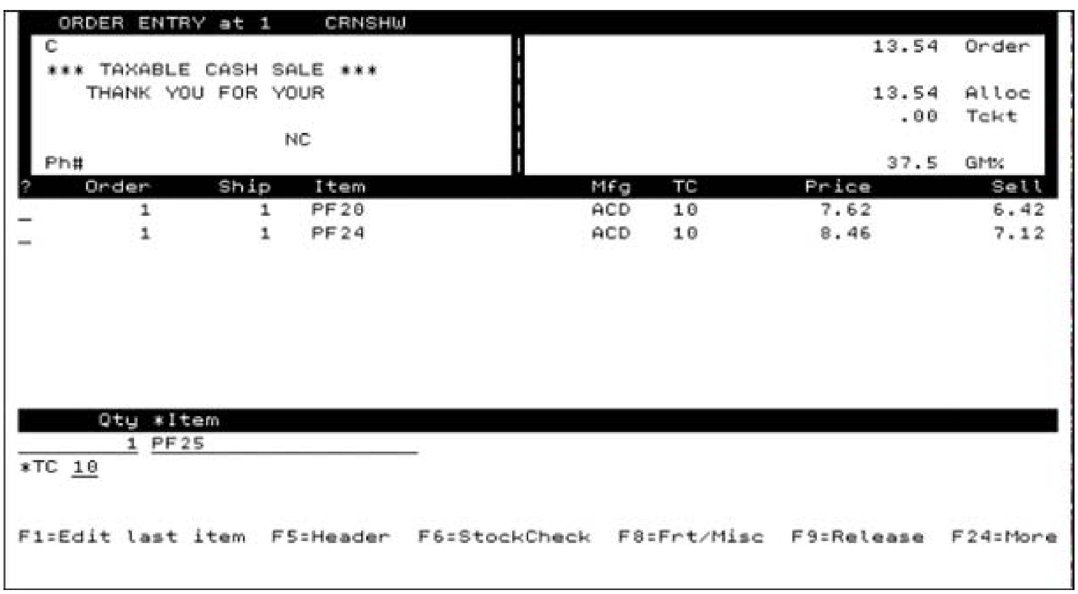


Initial Order Entry Screen

2. On the Item Entry Screen, enter a quantity and press the field+ key.

3. Enter an item number and press the enter key. Continue entering items until the order is completed.

4. Press F9 to proceed to the Tender Screen.



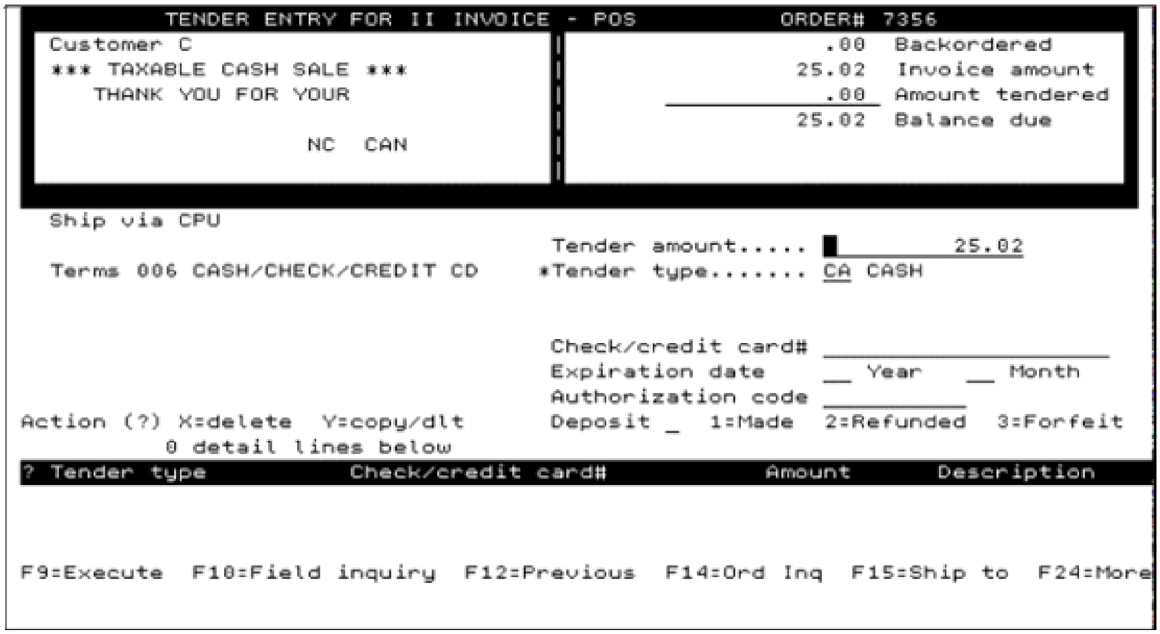
Item Entry Screen

5. On the Tender Screen, enter the tender amount and type given by the customer and press the enter key to display the amount of change due.

   o • For cash, enter the amount given by the customer and press the enter key.

- o For a credit card, you will also enter the credit card number, expiration date, and authorization code.
- o For a check, you will also enter the check number.

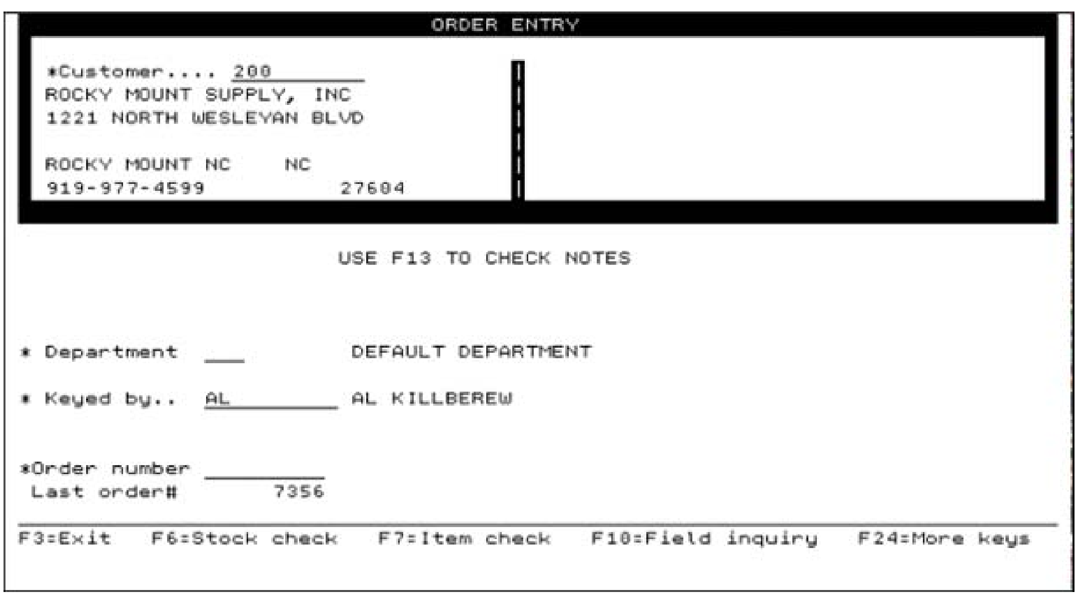
6. Press the enter key again to complete the order and return to the first screen ready to process the next order.



Tender Screen

B – Pick Ticket

1. On the first screen of Order Entry, enter the Customer Number and press the enter key twice to proceed to the second screen of Order Entry.

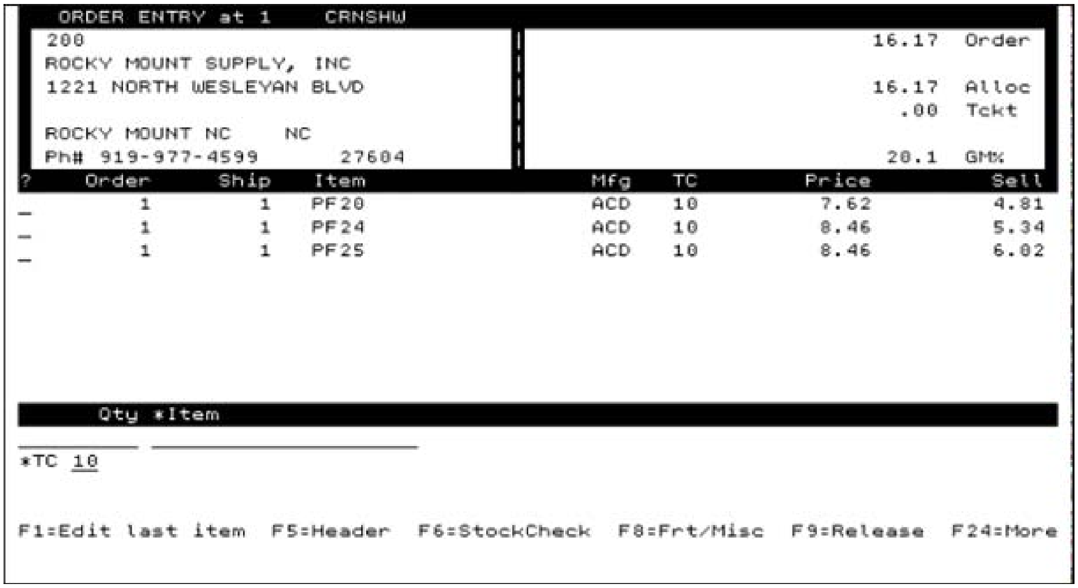


Initial Order Entry Screen

2. On the second screen of Order Entry, enter a quantity and press the field+ key.

3. Enter an item number and press the enter key. Continue entering items until the order is completed.

4. Press F9=Release to complete the order and return to the first screen of Order Entry to process the next order.



Item Entry Screen

Selling Non-Stock Items

It is possible to enter and sell an item that is in the Item Master file but not in the Item Location file for the selling location. This type of item is termed a non-stock item. If you enter an item in this category, you will be advised that the item is a non-stocked item. Pressing enter a second time will add the item to the order using information from the item master file.

1. Enter the quantity and item number then press the enter key.

2. Press the enter key again to enter the item on the order.

Selling Invalid Items

An invalid item is one that is not contained in the Item Master file. If you enter an invalid item, you will receive a message stating that the item is invalid and will be prompted for a manufacturer code. Pressing enter a second time will add the item to the order without any price or cost information. Press F1 to edit the item and provide price and cost information.

1. Enter the quantity and item number then press the enter key.

2. Enter the manufacturer of the item being entered.

3. Enter the price and cost information for the item.

4. Press the enter key again to enter the item on the order.

Add / Change A Customer's "Ship-to"

Enter the order as usual. Press F5 to get to the order header level and move the cursor to the "Ship-to" field and enter a name you want to use for future shipping or mailing reference. Press the enter key and you will be prompted to save the data. If you enter "Y" to save the data, you will be prompted with several sub-screens on which to enter the specific data for the customer and it will be saved permanently. If you enter an "N", six input lines will be displayed in the upper right hand box of the order header screen which will allow you to input customer data such as name, address, or phone number. This will be printed on the pick tickets and invoice but will not be saved permanently so the next time you have a sale for this customer, you will have to re-enter the information.

Pressing F10 while the cursor is in the "ship-to" field accesses the name search screen explained earlier in this documentation. Saved records may be located and retrieved for future use.

If the address is to be saved:

1. Press F5 to get to the header screen.

2. Move cursor to the Ship-to field.

3. Enter a name you will use for future reference and press the enter key.

4. When asked if you want to save the data, enter "Y" and press the enter key.

5. Press the enter key again to access the Additional address maintenance screen.

6. Enter customer specific data in the screens that follow.

7. When finished, press F3 to return to Order Entry.

If the address will not be saved:

1. Press F5 to get to the header screen.

2. Move cursor to the Ship-to field.

3. Enter a name and press the enter key.

4. When asked if you want to save the data, enter "N" and press the enter key.

5. Fill in the address lines shown on the screen with the ship-to information.

Saving Walk-In Customer Names

If you are entering cash customer orders using a generic "cash customer" number, you may want to save the names and addresses of these cash customers. Press F5 to go to the header screen and follow instructions as with **Add / change a customers "Ship-to" making sure to save the record if you want to retain it for future use.**

Enter A Message For A Line Item

After entering the item, move the cursor to the action field (?) beside the line to activate the message entry, type an "M" and press the enter key. This will display a message screen that provides a line on which to type multiple message lines with the option of selecting where it will print: pick ticket, invoice, and/or Workorder. As an option, pre-defined messages may be selected and added to the message. To access this feature, place the cursor to the left of the main message entry line and press F10. A listing of pre-defined messages will be displayed. Entering an "I" next to the message ID will display the message and entering "S" will select the message ID and retrieve it to the message screen. Pressing enter again will add the message to the line item. Press the F12 key to return to Order Entry.

1. Move the cursor to the action field (?) next to an entered item.
2. Type "M" in this field and press the enter key.
3. Enter a line of message text for the line item and press the enter key.
4. Repeat step 3. until the complete message is entered.
5. When completed, press F12 to return to item entry.

Enter A Message For An Order

Similar to entering a message for a line item, this message applies to the entire order. To enter a message for an order press F5 to go to the header screen. From the header screen, press F19=Messages to access the message entry screen. From this screen you may specify on which documents the message will print.

1. Press F5 to go to the header screen.
2. Press F19 to access the message entry screen.
3. Enter a line of message text for the line item and press the enter key.
4. Repeat step 3. until the complete message is entered.
5. When completed, press F5 to return to the header screen.

Entering Quotes

There are two important factors to understand for entering quotes.

- <u>Transaction codes</u> used when entering line items determine whether or not inventory is allocated. **Using a quote transaction code does not allocate inventory** and using the transaction code you normally use to enter line items will allocate inventory. Therefore, you can process quotes with or without inventory allocated. The method you use should be determined by your company management.

- <u>Release codes</u> determine the form used for printing and whether or not the quoted order will remain open. One combination you should not use is a quote transaction code with a pick ticket or invoicing release code. This combination will result in a ticket or invoice for which inventory has not been allocated. **You should print an order quote using the <u>Quote</u> Release code.**

To enter quotes with quote transaction codes

From the item entry screen, but before entering items, go immediately to the header screen (F5) and change the transaction code field to the proper code for quotes. Press enter to return to the item entry screen. All items entered now will default to the quote transaction code. After all items are entered, return to the header screen and enter the release code for quotes.

From the item entry screen, press F5 to go to the header screen.

1. Tab to the Transaction code field and enter the transaction code used for quotes.

2. Press the enter key to return to the item entry screen and enter items.

3. Press F5 to go to the header screen.

4. Enter the release code used for quotes.

5. Press F9 to process the quote.

To change an order to a quote

If you have already entered the line items and you need to change it to a quote, position the cursor in the action field (?) and on each line item type an “S” to select. Press the enter key and each line will be displayed one after the other in review mode. On each line move the cursor to the transaction code field and enter the code for quote and press the enter key to accept. The next line will be displayed. Repeat the process until all lines have been changed. After all items are entered, return to the header screen and enter the release code for quotes.

1. From the item entry screen, tab to the Action code field next to the item(s) to be quoted.

2. Enter “S” by each item.

3. Press the enter key to retrieve the item to the lower portion of the screen for editing.

4. Tab to the Transaction code field (TC) and change the transaction code to the code used for quotes.

5. Press the enter key and the edited item will be returned to the upper area of the screen. If multiple items are being changed, the next selected item will be retrieved to the lower area of the screen for editing.

6. Press F5 to go to the header screen.

7. Enter the release code used for quotes.

8. Press F9 to process the quote.

Allocated quotes

If you would like for items entered on quotes to be allocated, use the same transaction code used for entering normal orders and a quote release code. This action will allocate inventory, print a quote, and leave the order in an open status.

1. Enter items with the same transaction code used for normal orders.

2. Press F5 to go to the header screen.

3. Enter the Release code to be used for quotes in the Release field.

4. Press F9 to process the order.

Changing a quote to an order

Quotes may be retrieved and changed to orders. If quote transaction codes were used, make sure you change these to the appropriate transaction codes for the order. After any needed changes have been made, the order may be released as a normal order.

1. If transaction codes need to be changed, follow the steps outlined above in To change an order to a quote ,but change the transaction code to one used for orders.

2. Press F5 to go to the Header screen.

3. Enter the Release code used for Pick tickets or Invoices in the Release field.

4. Press F9 to process the order

Cancel or delete a quote

To cancel a quote, proceed to the header screen and press F23 to cancel. Any previously allocated inventory will be automatically returned to available status.

1. Retrieve the quote.

2. Press F5 to go to the header screen.

3. Press F23 to cancel the order.

Change Tax Status of an Order After Order Entry Begins

If you have started a taxable order and it needs to be non-taxable, you can change it without canceling and starting over. Before you begin entering line items, press the F5 key to get to the Header Screen and position the cursor in the Tax field. Enter "N" for non-taxable and press enter. All line items will now be entered in non-taxable status. Process the order as normal.

1. From the Item entry screen, press F5 to go to the header screen.

2. Tab to the Tax field.

3. Enter "N" in the Tax field.

4. Press enter to return to the Item entry screen.

If you have already entered the line items and you need to change them to non-taxable, position the cursor in the action field (?) and on each line item type an "S" to select. Press the enter key and each line will be displayed one after the other in review mode. On each line move the cursor to the Tax field and enter "N" for non-taxable and press the enter key to accept. The next line will be displayed. Repeat the process until all lines have been changed. Process the order as normal.

1. From the item entry screen, tab to the Action code field next to the item(s) to be quoted.

2. Enter an “S” by each item.

3. Press the enter key to retrieve the item to the lower portion of the screen for editing.

4. Tab to the Tax field and enter “N”.

5. Press the enter key and the edited item will be returned to the upper area of the screen. If multiple items are being changed, the next selected item will automatically be retrieved to the lower area of the screen for editing.

If you have started a non-taxable order and it needs to be taxable you can change it without canceling and starting over. Follow the same procedure for changing a taxable order to non-taxable but enter a “Y” for taxable.

1. From the item entry screen, tab to the Action code field next to the item(s) to be quoted.

2. Enter “S” by each item.

3. Press the enter key to retrieve the item to the lower portion of the screen for editing.

4. Tab to the Tax field and enter a “Y”.

5. Press the enter key and the edited item will be returned to the upper area of the screen. If multiple items are being changed, the next selected item will be automatically retrieved to the lower area of the screen for editing.

Take An Order With a Deposit

Enter items as you would normally and press F5 to display the header screen. Enter “DE” (this code for deposit receipt may be different on your System) in the release code field. Press F9 to process the order. The tender screen will be displayed. Enter the amount of the deposit in the tender amount field. Enter the tender type such as cash and 1=Made in the deposit field (additional input may be required for checks or credit cards). Press the enter key to record the entry. Press F9 to execute the order. You will be asked if you want to print a receipt. After responding, press enter to complete the order. You now have an order with a deposit residing on the System.

1. From the Item entry screen, press F5 to go to the Header screen.

2. Enter “DE” (or code used by your company) in the Release field.

3. Press F9 to process the order.

4. Enter the amount of the deposit in the Tender amount field.

5. Tab to the Tender type field and enter the type of tender being used.

6. Tab to the Deposit field and enter “1” for deposit made.

7. Press the enter key to record the entry.

8. Press F9 to execute the order.

9. Respond with a “Y” or “N” to the Print receipt question and press the enter key.

You will need the order number to retrieve the order when the customer returns to pick up his item. This number is printed on the receipt and on the pick ticket. If you have neither of these, you will need to use order search to locate the order number. This is accessed by placing the cursor in the order number field on the initial screen of Order Entry and pressing F10. Customer number and item number is a good search combination. Enter the order number in the order number field and press the enter key. The order will be retrieved. Press the enter key until you are returned to the item entry screen. You may make any changes needed to the order. Press F5 to display the header screen and enter “DE” or the code you used earlier in the release code field and press F9 to process the order. The tender screen will be displayed showing the deposit taken earlier and the balance due. You may take payment in any available tender type and make sure you enter a “1=Made” in the deposit field to complete payment for the order. Press the enter key to record this payment and then F9 to execute the order. You will be prompted to press the enter key for the next order transaction. The order is completed.

1. Enter the order number in the Order number field on the Initial Order Entry screen and press the field+ key and then the enter key.
2. The order will be retrieved.
3. Press the enter key to go to the item entry screen.
4. Press F5 to display the header screen.
5. Enter “DE” (or the code you used earlier) in the Release field.
6. Press F9 to process the order. This will take you to the Tender screen.
7. Enter the balance due in the Tender field. This amount is defaulted in the Tender field.
8. Enter the type of tender being taken in the Tender type field.
9. Enter a “1” in the Deposit field.
10. Press the enter key.
11. Press F9 to complete the order.
12. Press the enter key for the next order.

Cancel An order

Open the order and press F5 for the Header Screen. Press F23 to Cancel the order.

1. Enter the order number into the order number field on the initial screen of Order Entry and press the enter key.
2. From the order detail screen, press the F5 key to access the Header Screen.
3. Press F23 to to Cancel the order.

Cancel An Order With a Previously Made Deposit

You cannot cancel an order that has an associated deposit because the General Ledger may have already been updated. You must cancel all line items on the order and refund and/or forfeit the deposit amount. Note: the codes used in the following may be different on your System.

Select the order number and bring it into entry mode. Position the cursor in the action field (?) and on every line item type an “X” to mark for cancel. Press the enter key. All line items should now show a “C” in the action field. Add a single new “Deposit Refund” item to the order. Key in a quantity of “1” and an item of “X” with a transaction code of “IS” and press enter. The item will be added with a quantity of “1” ordered, “0” shipped and price of “.00”. Verify that the order total and all values in the upper right corner of the screen are “.00”. Press the F9=Execute using the invoicing release code. If you have pressed the F5 key to get to the header level use the release code of “II” (**DO NOT USE “DE”** as the release code) and then press F9=Execute.

Refund or Forfeit the open deposit amount. In the tender amount field, key the amount of the deposit to be refunded to the customer or forfeited by the customer. Key in the tender type in which the deposit is being forfeited or refunded. Make sure the tender type of the deposit or forfeit matches the original tender type. If a credit card is used make sure the card numbers and expiration date are keyed. In the deposit type field type a “2” for refund or “3” for forfeit and press the enter key. You will see a message displayed that indicates a deposit has been refunded or forfeited. Confirm that the order total and all values in the upper right corner of the screen are “.00”. Press F9=Execute to process the order using the invoicing release code and close the order. An invoice will print indicating a deposit has been refunded or forfeited.

1. Enter the order number in the Order number field on the Initial Order Entry screen and press the field+ key and then the enter key.
2. The order will be retrieved.
3. Press the enter key to go to the item entry screen.
4. Place a “X” next to each item on the order and press the enter key.
5. Enter “1” in the Item quantity field.
6. Enter a part number of “X” (or item specified by your company) in the Item field.
7. Enter the transaction code used for normal item entry in the TC field.
8. Verify that the ship quantity and value of item “X” are “0.00”.
9. Verify that all values in the upper right part of the screen are “0.00”.
10. Press F5 to go to the Header screen.
11. Enter the invoicing release code in the Release field.
12. Press F9 to process the order. This will take you to the Tender screen.
13. Key in the amount to be forfeited or refunded in the Tender amount field and press the Field+ key.
14. Enter the type of tender in the Tender type field.
15. Enter the action being taken in the Deposit field and press the enter key.

16. Verify that the deposit total and all values in the upper right area of the screen are "0.00".

17. Press F9 to execute the order.

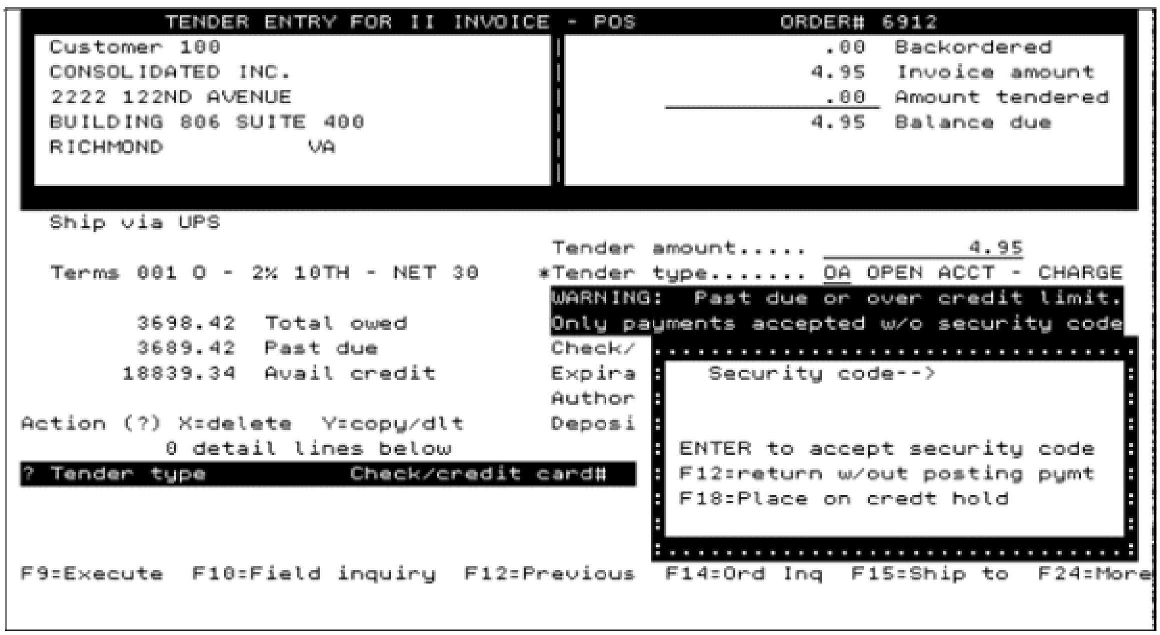
Cancel a Line Item

After determining the line you want to delete in the body of the order, move the cursor to the action field (?) beside the line you want to cancel. Type "X" and press the enter key. When the screen re-displays it will leave the original line item information but will not have a quantity in neither the quantity nor ship column and there will be a "C" in the action field. This line will not appear on the ticket when the order is printed.

1. From the Item entry screen, type "X" in the Action field next to the item to be cancelled.

2. Press the enter key.

Handling Past Due or "Over Credit Limit" Customers



Past Due / Over Credit Limit Security Code Window

If you proceed with entering an order for a customer who is past due or over his credit limit, you will be presented with a window requesting a security code. Note the owed, past due, and available credit information displayed to the left of the window. A security code must be entered to complete the order. The order may be saved and placed on credit hold (F18) to be recalled by a credit manager who can later release the order. Another option is to return (F12) and to accept a payment tender such as cash. Notification that this security code screen will be displayed is given before items are entered.

1. Enter the security code in the window and press the enter key to continue taking the order.

Credit Memo Processing

Begin the order as you normally would and enter the item to be credited and select the proper transaction code for the type of credit being processed – return to stock, return damaged item, etc. The item will be entered with a credit amount and credits may be mixed with regular items on an order. (This allows you to process core sales and returns on the same order).

1. Enter the quantity and item number.
2. Tab to the transaction code field and change it to a credit code.
3. Press the enter key

Process a Return Merchandise Authorization (RMA)

To process an RMA, start an order using a credit transaction code for the item being returned. Notes may be added on either a line item level or a document level to explain why the return is being made. Use the order number as the RMA number to give to the customer. From the order header screen, press F13 to leave the order open or execute a release code designated to print RMA's.

When the return arrives, re-open the order and process it as you would a return. Make sure to check the transaction code for the item(s) to specify it as return to stock, damaged, or warranty type returns.

To issue a RMA:

1. Enter the customer number for whom the RMA is being entered on the Initial Order Entry screen and press the enter key.
2. Enter the item number for the item(s) being returned with the appropriate credit transaction code for the return.
3. Enter any needed messages about the reason for the return.
4. Note the order number, this will be the RMA number.
5. Press F5 to go to the Header screen.
6. Press F13 to lease the order as an open order.

When the RMA arrives:

1. Enter the RMA number in the Order number field on the Initial Order Entry screen and press the field+ key and then the enter key.
2. From the Item entry screen, press F5 to go to the header screen.
3. Enter an invoicing release code in the Release field.
4. Press F9 to process the order.

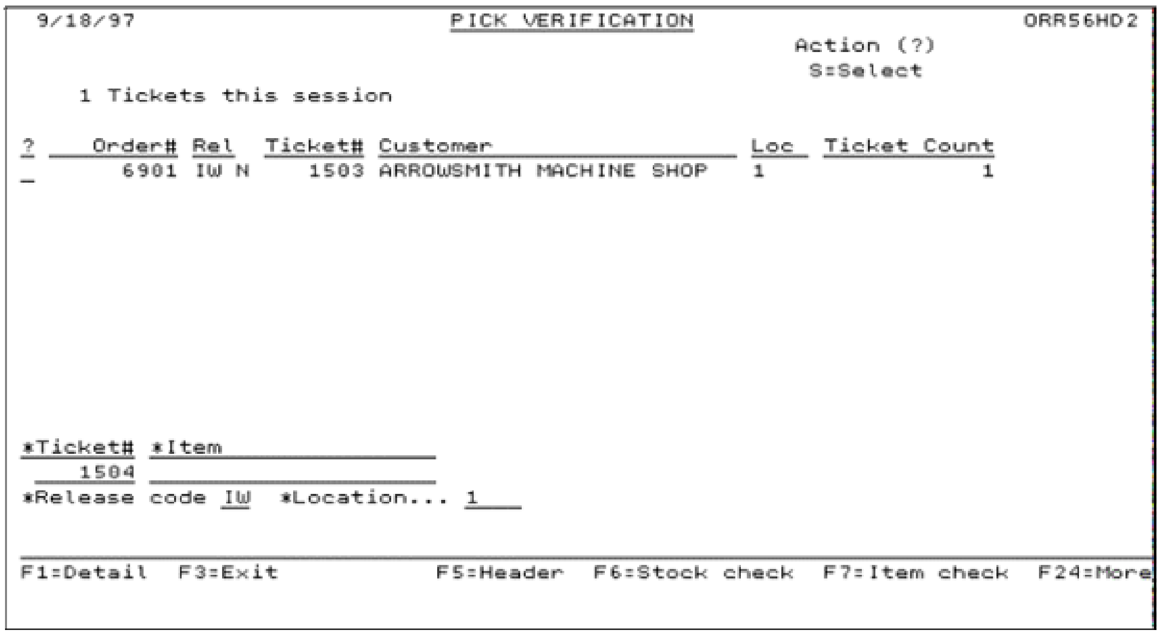
Order Entry Associated Processing

Turn a Pick Ticket into an Invoice

Once an order has been "ticketed", i.e., a pick ticket has been generated, the items on that order cannot be changed with the Order Entry program. Items can, however, be added to the order and this action will generate a new ticket number. If we had used this process, we would now have one order number with two ticket numbers.

To invoice the order, a process known as pick verification is required. Before an order can be invoiced, all tickets associated with that order must have been through the pick verification process. Access to this program is on the Day Close Menu 610 Option 1. This program may also be accessed through a user specified menu that is set up for your company. The pick verification program allows line items to be changed and release codes to be assigned.

Normally, the person responsible for processing the pick tickets will process a group of tickets as a batch. The ticket numbers are entered on the following screen.


```
 9/18/97                         PICK VERIFICATION                        ORR56HD2
                                                       Action (?)
                                                        S=Select
    1 Tickets this session

?    Order# Rel   Ticket# Customer                        Loc  Ticket Count
_      6901 IW N     1503 ARROWSMITH MACHINE SHOP         1               1

*Ticket# *Item
    1504
*Release code IW  *Location... 1

F1=Detail  F3=Exit           F5=Header  F6=Stock check  F7=Item check  F24=More
```

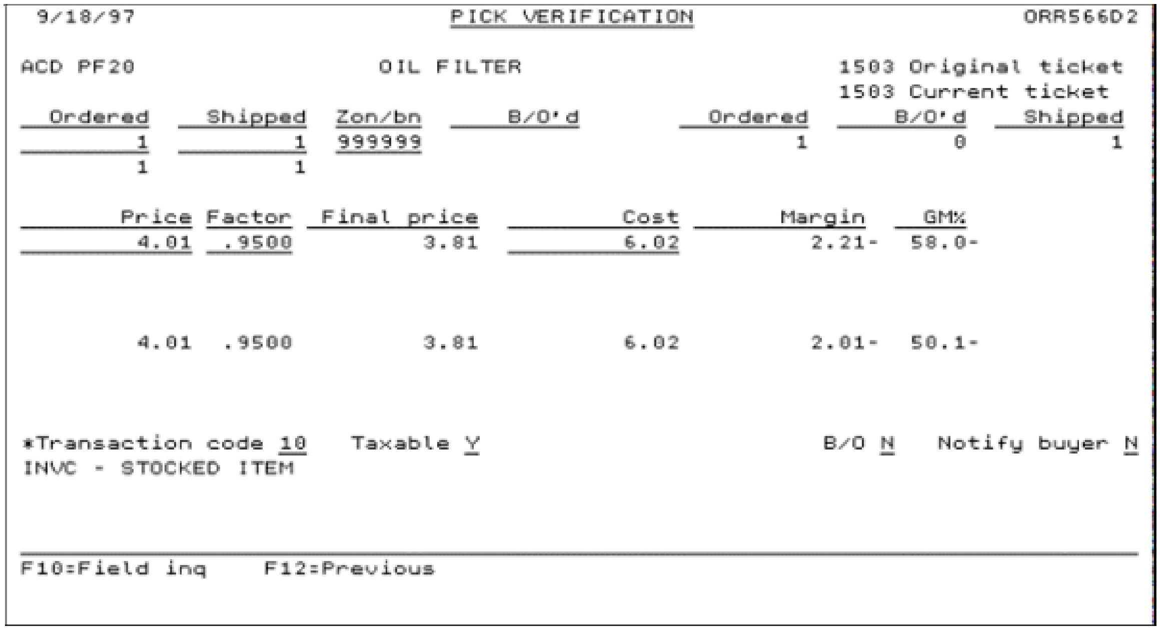
Pick Verification Screen

For orders with only one ticket and no changes, the pick ticket number is entered into the ticket number field, an invoicing release code (usually IW) is entered and the enter key is pressed. This continues until all pick tickets have been released. After pressing F3=Exit, you will be asked to press F9 to process the batch of pick tickets thus completing the process.

Orders with multiple tickets will require a different release code for all but the last ticket associated with the order. This release code is usually IB but may vary from System to System. The order will not be invoiced until all of the tickets have been entered. For non-A/R orders requiring tender processing, the tender screen will be automatically displayed. This is the same tender screen displayed in normal Order Entry and the procedures for using it are the same.

Tickets with Changes

To make a change in a ticket with a discrepancy , enter the ticket number in the ticket number field and press F1=Detail. A screen listing the items on the ticket will be displayed. Place "S" next to the item to be changed and press the enter key. The following screen will be displayed:

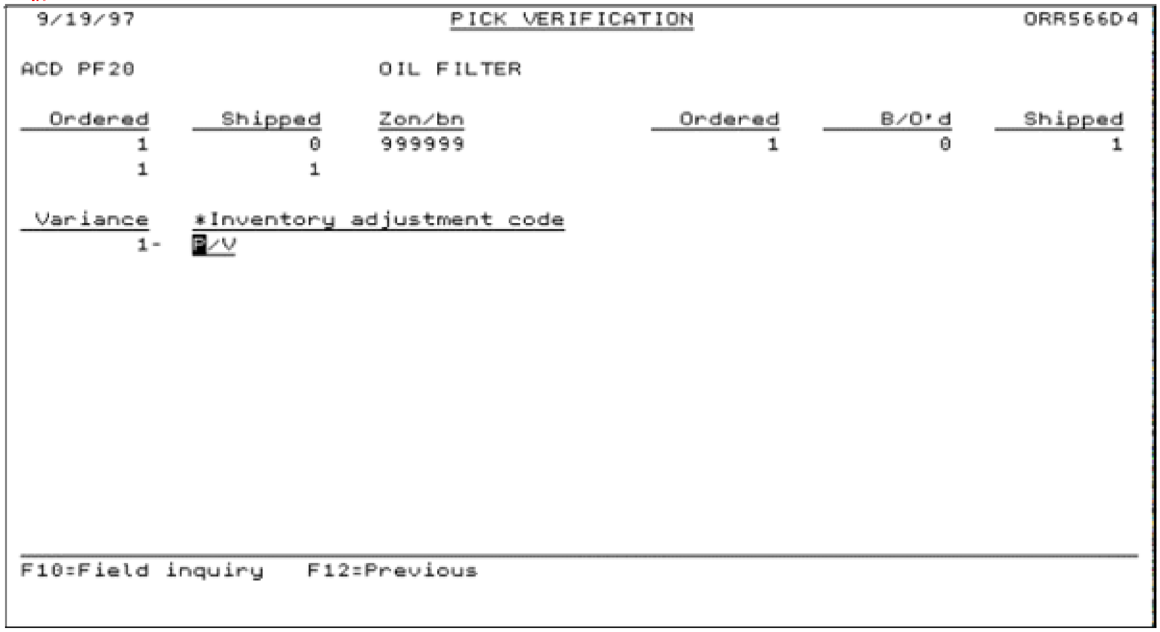


Pick Verification Screen

The following may be changed from this screen:

- Quantity ordered
- Quantity shipped
- Price
- Factor
- Cost
- Transaction code
- Taxable flag
- Backorder flag

Normally all you will change is the quantity shipped due to a inventory variance. Making this change and pressing the enter key will record this item as a lost sale and list it on the Inventory Variance Report. All of the above fields may not be available for editing based upon System set-up criteria set up by your company management.



Pick Verification Screen

Since the System expected the item to be in inventory and it was not, an inventory variance has occurred. The above screen is used to adjust the inventory to the correct level. A number of user-defined adjustment options will be available to select which adjustment codes to use. You may use the default adjustment code if the item is a lost sale or change it to "A/V" if the customer cancelled the item. The following adjustment codes come pre-built with your System:

- **P/V** Adjust on-hand by variance

  This code is used when the ticket quantity is adjusted because the inventory quantity is incorrect.

- **REP** Replace on-hand

  This code is used when the ticket quantity is adjusted and the inventory quantity is correct.

Handling Cash Drawers

One or more terminals may be assigned to a cash drawer and transactions on these terminals will update the balance in the cash drawer. Each cash drawer has a tray assigned to it. When the tray is pulled, another tray is automatically assigned to the cash drawer. A specific cash drawer is assigned to a printer and the cash drawer feature may be used with or without a physical cash drawer.

There are three steps in the cash drawer balancing process found on menu 411 (POS Order Entry Menu) or your specific user-defined menu:

- **Pulling the cash drawer** - This freezes the tender balances for the tray. Additional activity on the terminals assigned to the cash drawer will be added to the next tray.

- **Counting the cash drawer tray** – Enter the amount for each tender type found in the cash drawer such as cash, checks, VISA, etc. F9=Reconcile will indicate a state of balance, over, or short. The cash drawer may be counted multiple times but a count of the number of tries is recorded.

- **Posting the cash drawer tray** – This action posts the tender totals and any variances and deposits to be posted to the General Ledger.

Reprint Pick Tickets

The option to reprint pick tickets is option 3 located on menu 410. Selecting this option will display the following screen.

```
 9/22/97                  YOUR COMPANY NAME IS HERE                 ORR541D1
CURTS1                   REPRINT SELECTION FOR PICKS                CDANIEL

                      Location: 1___      Print Code: TK

                 Print Codes:   OR - Selection By Order Number
                                TK - Selection By Ticket Numbers


                    Output Queue Name:                      KKPRT_____
                    Number of copies..                      _____1
                    Hold before printing (Y/N)              N
                    Forms message to issue....              *STD______
                   *Print program... if blank, uses original          ____



 F3=Exit   F10=Field Inquiry                       (Press Enter After Selection)
```

Reprint Selection for Pick Tickets Screen

Screen Fields:

Fields / Function Keys	Description
Location	Enter the location where the original ticket was generated.
Print code	Enter “OR” if you will select by order number or “TK” if you will select by ticket number.
Output Queue Name	Enter the name of the output queue (printer id) to which the ticket will be printed.
Number of copies	Enter the number of copies to be printed.
Hold before printing	Enter “Y” to have the tickets held in the print queue or N to have the tickets print immediately (System defaults to “N”).

Forms message to issue	Enter the type of forms message to be sent to the printer.
Print program	Normally you should leave this blank to use the same print program that was used on the original document.

After pressing enter with the above information, a screen will be displayed where you may enter a range for one or more tickets. The selected ticket number will be printed to the output queue specified above.

Reprint Invoices

Selecting option 3 on 610 Day Close Menu will display the following screen:

```
 9/22/97                  YOUR COMPANY NAME IS HERE                 ORR556D1
CURTS1                   REPRINT SELECTION FOR INVOICES             CDANIEL

Reprint invoice(s) at *Location   1___      (blank for all locations)
          from *invoice number    ___3323   through *invoice number   ___3323
          from invoice date...    0/00/00   through invoice date      0/00/00
          for *customer.......    _________ (blank for all customers)
 If customer is blank, *statement groups may be selected.

 ___   ___   ___   ___   ___   ___   ___   ___   ___   ___
 ___   ___   ___   ___   ___   ___   ___   ___   ___   ___

Reprint sequence................  1
 1=Customer, location & invc#          4=Invc date, customer, location & invc#
 2=Location, invc date & invc#         5=Invc date, location, customer & invc#
 3=Location, customer & invc#

 *Output queue..................  PRTKK_____   Forms message  *STD______

 Number of copies (1-9999)......  ___1         Hold before printing (Y/N) N

 *Document format..............  ____      (Leave blank for original)

 F3=Exit   F9=Process   F10=Field inquiry   F11=Fax
```

Reprint Selection for Invoices Screen

Screen Fields and Function Keys

Selections that may be used in combination to define the group to be printed:

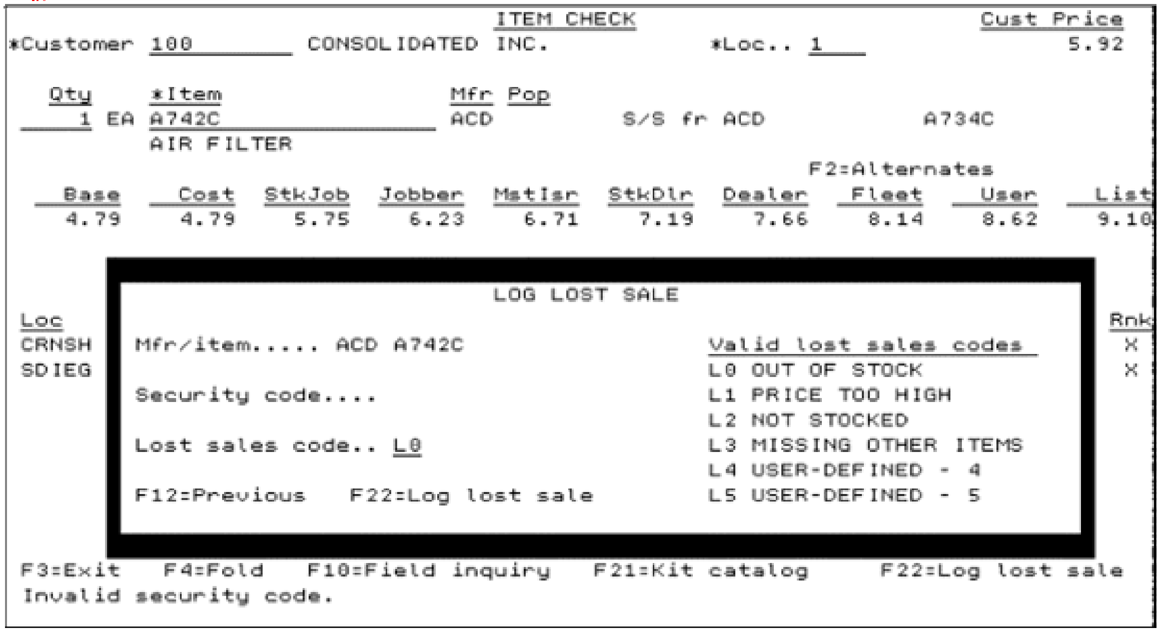
Fields / Function Keys	**Description**
Location	Enter the location where the invoice originated.
from invoice number	Enter the starting invoice number to be printed.
through invoice number	Enter the ending invoice number to be printed. For one invoice, this will be the same number in both fields as shown above.

Fields / Function Keys	Description
for customer number	Enter the customer number for whom the invoices will be printed.
statement group	Enter the statement group for whom the invoices will be printed.
Reprint sequence	Enter the number to specify in what order the invoices are to be printed.
Output queue	Enter the printer output queue.
Forms message	Enter the forms message going to the queue.
Number of copies	Enter the number of copies to be printed.
Hold before printing	Enter Y to hold before printing – the System default is “N”.
Document format	Leave blank to print on the same form as the original.
F3=Exit	Exits the program.
F9=Process	Prints the selected invoices.
F10=Field inquiry	This function key is used on fields displaying an asterisk (“*”) to inquire into a pre-defined data base for selection of input values. **Note: If there is a value in this field, the search will start with that value. To see all values, blank the field before pressing F10.**
F11=Fax	Press this function key to fax selected invoice(s) to the customer.

In addition to reprinting one invoice, the above selection screen may be used to print all invoices at the end of the day (date range selection) or to print copies of invoices to go with statements (statement groups) when they are mailed to customers.

To reprint an individual invoice, enter the invoice number in the from invoice and through invoice number fields with other information explained above.

Lost Sale Processing



Log Lost Sale Window

Lost sales may be recorded on the System to update the demand recorded for an item and thus affect the purchase quantity recommended to the purchasing department.

Lost sales with reason codes may be recorded on the item search screen displayed by pressing F7 on the Order Entry screen. Enter the correct quantity and item number then press F22=Log lost sale. You will be prompted for a security code and Lost Sale Code explaining the reason for the lost sale. After pressing F22 again, You will receive a message that the lost sale is posted to item history.

Backorder Processing

For customers identified in their Customer Master file as accepting backorders, backorders are automatically generated for items which do not have sufficient available quantities. Pick ticket or invoices may be generated for any shippable items and the backorders may be filled and processed as the items become available. Selections for filling backorders is made with the following screen found on menu 415 option 1:

```
11/24/97                        SERVICE PARTS COMPANY                      ORR710D1
CURTS1                        BACKORDER PROCESSING SELECTIONS              AL

*Release code to be assigned  _     (Leave blank to create unfinished orders
                                     Invoicing release codes are not allowed
Processing instructions....   _
 1 = Update to orders file and execute assigned release code
 2 = Update to work file for user maintenance and manual processing

Batch ID for option "2" above 0
 0 = Your user ID    1 = Sales rep   2 = Taken by..     3 = Keyed by..

Selections from order header:
  Order Status..............  _   Blank = All    I = Invoiced     O = Open
  *Location.................  1     CONSOLIDATED INC.
  *Customer.................  __________
  *Department...............  ___
  *Employee ID..............  __________
    Type (Req'd for above)..  _   1 = Account rep   2 = Taken by.. 3 = Keyed by..

Note: An order must match all non-blank selection parameters to be considered.

F3=Exit   F10=Field Inquiry   F9=Process
```

Backorder Processing Selection Screen

Screen Fields and Function Keys

Enter only the fields required to make the selection. Leave others blank,

Fields / Function Keys	Description
Release code assigned	Specify the release code to be assigned to the backorder item order.
Processing instructions	For normal processing select option 1 for "first come – first served" processing. Option 2 is used to build a work file used to juggle available quantities among customers.
Batch ID for option 2	If option 2 above is selected, select an option to identify the batch.
Order Status	Select the status of the orders to be processed. Normally blank is used to select all.
Location	Enter the location.
Customer	Enter the customer number if the backorders are being processed for only one customer.
Department	If required, enter a sales department ID.
Employee ID	If backorders are to be run for a specific salesperson's customers, enter their ID.
Type	Specify the type of employee id specified above.

Press F9 to process the selected backorders. Pick tickets or invoices will be generated based on the entry in the release code field.

Core Bank Inquiry

```
10/13/97                  YOUR COMPANY NAME IS HERE                IRR283D4
CURTS1                         CORE BANK INQUIRY                   AL

                                                  Action(?)
 100         CONSOLIDATED INC.                     I=Inquiry

   Grp  Description                 Debits          Credits             Net
   A1   A-1 REBUILT CLUTCHES        101.56             7.26           94.30
                       Units             7                2               5
?  Mfg  Item                        Debits          Credits             Net
_  A-1  M360041                      80.00              .00           80.00
                       Units             4                0               4
_  A-1  M361915                      14.30              .00           14.30
                       Units             1                0               1
_  A-1  P280872                       3.63              .00            3.63
                       Units             1                0               1
_  A-1  P384017                        .00             7.26           7.26-
                       Units             0                2              2-
_  A-1  P48594                        3.63              .00            3.63
                       Units             1                0


F3=Exit   F4=Fold   F12=Previous
```

Core Bank Inquiry Screen

The System maintains core bank information for customers, core bank groups, and core items in both dollars and units. The above screen is displayed by selecting option 16 – Customer Core Bank Inquiry from menu 410 – Warehouse Order Entry or F17 from Order Entry. Year by year information may be displayed by placing an "I" next to the core bank group and pressing enter and the F4 function key toggles the display of the units.

Order Entry Credit Controls

Overview

Credit controls are fully integrated into the Order Entry System. Customers who are past due or over their credit limit can now be forced to pay in advance before the System will generate a picking ticket or invoice.

There are two credit control checks made at various points within the Order Entry process:

- The first check determines the customer's available credit. This is calculated by adding the total owed to the total of all open orders and then subtracting that result from the customer's assigned credit limit.

- The second test determines if the customer has a past due balance.

Should the customer fail either of these tests, there are two levels of control severity. The mildest level is a warning. At this level the Order Entry user is warned that the customer placing the order is over his credit limit and/or past due. This message appears at the bottom of the initial order entry screen. The user is allowed to continue with the Order Entry process by pressing ENTER a second time.

If more severe constraints are desired, the System can be set to hold an order that fails either the credit limit or past due test. In this case, the order can be taken (all items keyed) but further processing may be restricted until an advance payment is received or a security code is entered by credit management.

The credit limit and past due balance restrictions are independent of each other and may be varied by customer. Smith Distributing for example may have controls set to issue a warning when his credit limit is exceeded but to hold orders if a past due balance is detected. Credit checks may be totally bypassed for an internal branch transfer account.

The performance of these tests may also be varied by release code. In most environments, the credit tests are not active for price quotations but are in effect for all invoicing release codes. Whether they are performed for pick ticket release processing is a matter of individual preference.

It is important to note that the credit tests are bypassed if the net amount of the order is negative (a credit memo).

The most severe restriction is not actually a credit test but placing an account on Order Entry hold. When this action is taken, the user is prevented from even initiating an order for a customer. This restriction is normally placed on any customer who is no longer in business but may have an open Accounts Receivable balance or on accounts with whom you simply do not want to continue a business relationship.

Setting Up Credit Controls

There are three data base files (Tender Types, A/R Terms, and Customer Master) and one control record (Release Code) that effect Order Entry credit controls.

Tender types:

If you have a policy of reconciling COD tags to a specific tender type, you may want to set up a tender type to identify allowance of a credit balance to a UPS COD shipment. If for example, the order is for $ 100.00 and the customer has a credit balance of $ 25.00, the COD amount should be $ 75.00. Two tenders will need to be applied to this order; one for $25.00 and one for $ 75.00. Both are open account (charge) type tenders but only the second code is use to reconcile with the COD tag amounts.

If you do not have a policy of reconciling COD tag amounts to shipments, this is unnecessary.

Terms code:

DMS recommends that you make a distinction between COD accounts that are picked up directly from you and those that are shipped to the customer via some carrier service or your own trucks. Invoices for customer pickups are generally created when the customer arrives and at that time payment can be applied to the transaction. Customers who are shipped COD via a carrier are in effect open account customers for a short period of time.

In the terms code file there is a parameter, "Display tender screen on invoicing release codes" that should be set to "Y" for any terms code that will be assigned to a customer who normally picks up directly from you and to "N" for codes assigned to those customers who are shipped via a carrier.

You should also review the allowable tenders for each terms code. It may be necessary to revise these based on your current management approach to credit controls.

Customer Master:

The following controls are assigned on the fourth screen (MRR056D4) of customer master maintenance.

- Over credit limit restriction
  - "N" The test is not performed
  - "W" If required by the release code, the test is performed and a warning is issued if the test is failed.
  - "H" If required by the release code, the test is performed and the user must collect an advance payment or enter a security code if the test is failed.
- Past due balance restriction
  - "N" The test is not performed
  - "W" If required by the release code, the test is performed and a warning is issued if the test is failed.
  - "H" If required by the release code, the test is performed and the user must collect an advance payment or enter a security code if the test is failed.
- Credit limit
  - An amount between zero and "$ 999,999,999.99".

  COD customers shipped via common carrier (UPS, Truck Freight, Company Truck, etc.) are normally assigned unlimited credit (all nines) since payment is collected for each invoice upon delivery.

  COD customers who pick up from you are normally assigned a zero credit limit since it is desirable to force the tender screen to be displayed when creating an invoice for these accounts.
- On hold for order entry
  - "N" Orders may be initiated for the account.
  - "Y" Orders may <u>NOT</u> be initiated at all for the account.

Release code

- Check for over credit limit
  - "N" The test is not performed
  - "Y" If required by the corresponding setting in the customer master file ("W" or "H"), the test is performed.
- Check for Past due balance
  - "N" The test is not performed

- o "Y" If required by the corresponding setting in the customer master file ("W" or "H"), the test is performed.

Order Entry Processing

When an order is initiated (User keys account number and presses ENTER)

- System reads Customer Master File and performs **"On hold for order entry"** test.
  - o "N" Processing is continued.
  - o "Y" Initial screen is redisplayed with **message "Customer is on Order Entry hold".** Further processing is not allowed.
- System reads customer master file to determine if credit limit check is active.
  - o "N" Processing is continued.
  - o "Y" System performs credit limit test.
    - If passed, processing is continued.
    - If failed and customer master flag is set to "W", **the message "Credit limit exceeded - Order can be taken and printed"** is displayed at the bottom of the screen.
    - User presses ENTER to continue.
    - If failed and customer master flag is set to "H", the message **" - Credit limit exceeded, Order can be taken - authorization needed to print"** is displayed at the bottom of the screen.
    - User presses ENTER to continue.
- System reads Customer Master File to determine **if past due balance test is active.**
  - o "N" Processing is continued.
  - o "Y" System performs past due balance test.
    - If passed, processing is continued.
    - If failed and Customer Master flag is set to "W", the message "Customer is past due - Order can be taken and printed" is displayed at the bottom of the screen.
    - User presses ENTER to continue.
    - If failed and Customer Master flag is set to "H", the message "Customer is past due, Order can be taken - authorization needed to print" is displayed at the bottom of the screen.
    - User presses ENTER to continue.
- When the command is taken from order entry to execute a release code:

- System reads release code to determine if credit limit test is to be performed. If yes, system reads Customer Master File to determine if credit limit check is active. If Customer Master flag is:
  - "N" Release code processing is continued.
  - "Y" System performs credit limit test.
    - If passed, release code processing is continued.
    - If failed and Customer Master flag is set to "N", release code processing is continued.
    - If failed and Customer Master flag is set to "W", the tender screen is displayed with the message "WARNING: Past due or over credit limit."
    - User may press F9 to execute the release code without tendering the order.
    - If failed and customer master flag is set to "H", the tender screen is displayed with the message "WARNING: Past due or over credit limit. Only payments accepted without security code".
    - User must fully tender the order with a payment type tender or use a charge type tender in conjunction with the proper security code. In either case, press F9 to execute the release code after performing the appropriate action.
- System reads release code to determine if past due balance test is to be performed. If yes, System reads Customer Master File to determine if past due balance check is active. If customer master flag is:
  - Release code processing is continued.
  - "Y" System performs past due balance test.
    - If passed, release code processing is continued.
    - If failed and Customer Master flag is set to "N", release code processing is continued.
    - If failed and Customer Master flag is set to "W", the tender screen is displayed with the message "WARNING: Past due or over credit limit."
    - User may press F9 to execute the release code without tendering the order.
    - If failed and customer master flag is set to "H", the tender screen is displayed with the message "WARNING: Past due or over credit limit. Only payments accepted without security code".
    - User must fully tender the order with a payment type tender or use a charge type tender in conjunction with the proper security code. In either case, press F9 to execute the release code after performing the appropriate action.

Conditions That Cause the Tender Screen to be Displayed

The display of the tender screen is not always indicative of a credit problem. The screen may be displayed for any of the reasons listed below:

1. The "Display tender screen" parameter in the release code is set to "Y".

2. The "Perform available check" parameter in the release code is set to "Y" and the corresponding value in the customer master file is set to "W" or "H" and the test is failed.

3. The "Perform past due balance check" parameter in the release code is set to "Y" and the corresponding value in the customer master file is set to "W" or "H" and the test is failed.

4. The "Display tender screen" parameter in the terms code associated with this order is set to "Y" and the release code being processed is an invoicing release.

5. The customer has a credit balance and the default tender for the terms code associated with this order will write a payment record and the release code being executed is an invoicing release.

6. An invoicing release code is being processed and the order has one or more previously created tenders flagged as deposits.