

FLEXX[®]
Order Processing
Reference Manual
Version 7.0L0

Databyte



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1.0 Introduction

1.1 *About Order Processing*

The Order Processing module allows entry of new sales orders and tracks the progress of the goods as they move from just being an order (or a quote if the FLEXX Quotation Management Module is being used) to the point where the sale is finalized upon the receipt of full payment. Using Order Processing, you can

- △ Enter sales orders for items that are not in stock and/or need to be tracked through the inventory distribution channels of your company.
- △ Enter drop-shipment (Factory Direct) sales orders.
- △ Transfer goods from one warehouse to another and track them when in transit.
- △ Generate credit notes in FLEXX Accounts Receivable for items returned.
- △ Print numerous user defined reports.
- △ Generate GL transactions for inventory movement.

Order Processing and FLEXX

The Order Processing module is fully integrated with these FLEXX modules:

- △ General Ledger (GL) Order Processing uses GL accounts to record the effect the sales have with regards to sales, cost of goods sold and the effect on inventory records.
- △ Accounts Receivable (AR) Order Processing shares the same Customer Master table with Accounts Receivable so that a customer is only entered once. Once a sales order in OP has been shipped, an invoice is created by FLEXX in AR where the tracking and payment of receivables takes place. Credit Notes are also created in AR for items returned in OP.
- △ Quotation Management (QM) Quotation Management allows a sales quote to be taken and later turned into an actual sales order if needed.
- △ Inventory Control (IC) All of the goods and services that customers may order in Order Processing are defined, priced, costed and tracked in the Inventory Control module.

- Δ Purchase Order (PO) Purchase Order is used to replenish any SKU items used on FLEXX sales orders. Any purchase orders used to fulfill the requirements of specific sales orders can be “tagged” to the sales order and recorded in the sales order detail records.
- Δ Project Management (formerly Job Costing - JC) Each sales order in Order Processing can be “tagged” to a Job Code in FLEXX Project Management. When the order is shipped and invoiced, the sales order detail information appears as a revenue/billing item in Job Costing Detailed Resource Usage.

1.2 About this Manual

Description

This manual describes the screens and functions in Order Processing. It contains the following sections;

- △ Starting Order Processing; describes how to get into the Order Processing module.
- △ Working with Order Processing Transactions; describes the screens you use to add, find and modify Order Processing transactions, including Regular Sales and Factory Direct Sales order entry.
- △ Extracting Order Processing Information; describes how to print Order Processing reports and to perform on screen analysis.

Manual Conventions

- △ We use an asterisk (*) to indicate wildcards. However, different database systems use different symbols for wildcards. See the table below. Ask your System Administrator which symbol to use.

Database	To Match All	To Match One
MS SQL Server	%	_ (underscore)
Oracle	%	_ (underscore)
Sybase & MS SQL	%	_(underscore)

- △ Information that you enter and information that appears on the screen appears in bold type. Example: Enter **Y** in the **Begin Process?** field.
- △ References to other sections are italicized. Example: (*See 2.0 Starting OP*).

**Other FLEXX
Tables Needed**

The following tables are also needed to fully use all of the capabilities of Order Processing.

Δ Company Table *

Δ Division Table *

Δ Warehouse Table *

Δ Salesperson Table *

Δ SKU Master Table - *See FLEXX Inventory Control Manual*

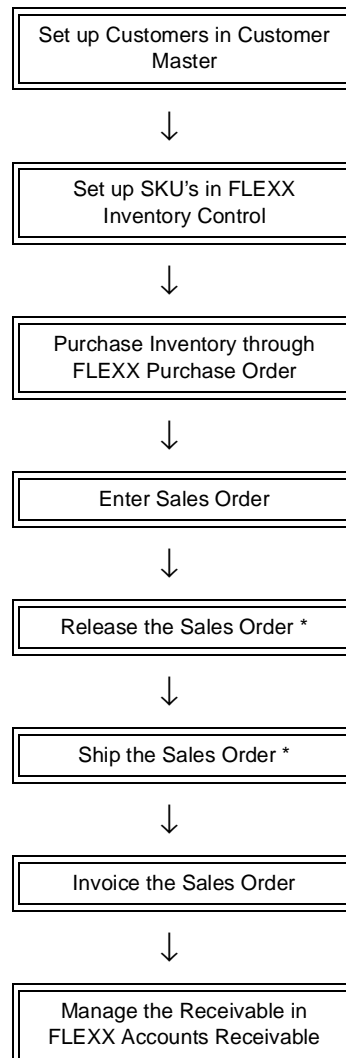
Δ Tax Tables (Tax Information table and Tax Code table) *

Δ Customer Master Table *

Δ Vendor Master Table * (required only for Factory Direct orders)

* See FLEXX Getting Started Manual

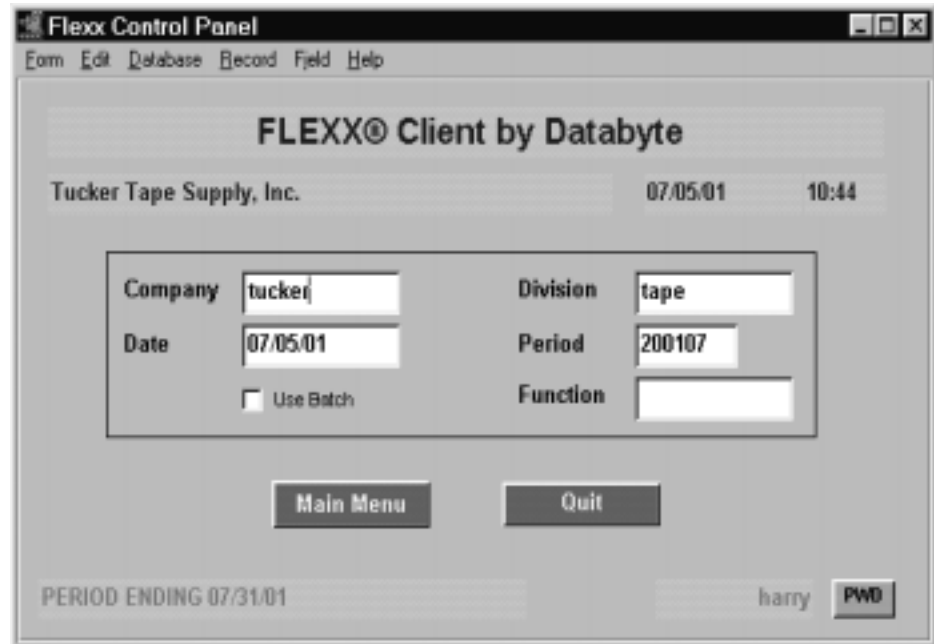
1.3 *Order Processing Sequence of Operations - Regular Order*



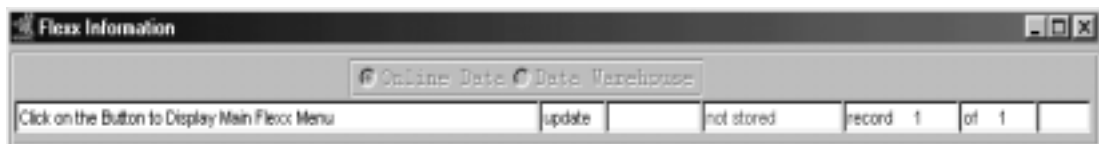
2.0 Starting Order Processing

To Start Order Processing

Log on to FLEXX. The Session defaults screen appears.



The screenshot shows the 'Flex Control Panel' window. The title bar reads 'Flex Control Panel' and the menu bar includes 'Form Edit Database Record Field Help'. The main content area displays 'FLEXX® Client by Databyte' and 'Tucker Tape Supply, Inc.' with a date of '07/05/01' and time of '10:44'. A central form contains the following fields: 'Company' (tucker), 'Division' (tape), 'Date' (07/05/01), 'Period' (200107), and 'Function' (blank). There is a 'Use Batch' checkbox which is unchecked. Below the form are 'Main Menu' and 'Quit' buttons. At the bottom, it shows 'PERIOD ENDING 07/31/01', the user name 'harry', and a 'PWD' button.



The screenshot shows the 'Flex Information' window. The title bar reads 'Flex Information'. The main content area has a tabbed interface with 'Online Data' selected and 'Data Warehouse' as an alternative. Below the tabs, there is a table with the following data:

Click on the Button to Display Main Flex Menu	update		not stored	record 1	of 1	
---	--------	--	------------	----------	------	--

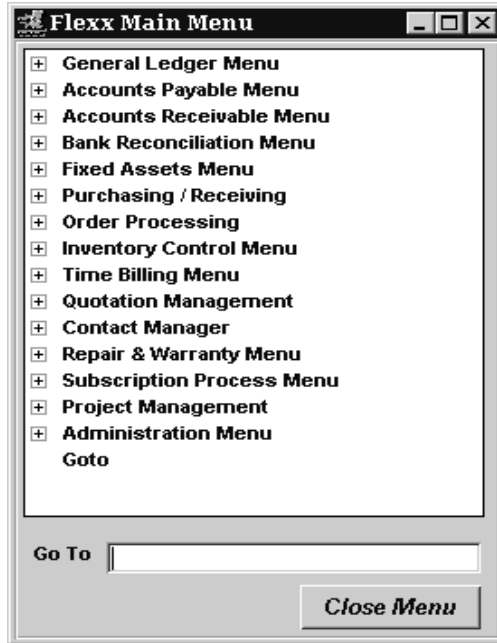
This screen lets you set up the defaults for the session. For example, if you plan to work with accounts in one company/division during a session, enter the company and division codes here. During the session, these codes appear automatically in the **Company** and **Division** fields whenever you have a blank screen or new record. You can overwrite the session defaults any time they appear on a screen.

Fields

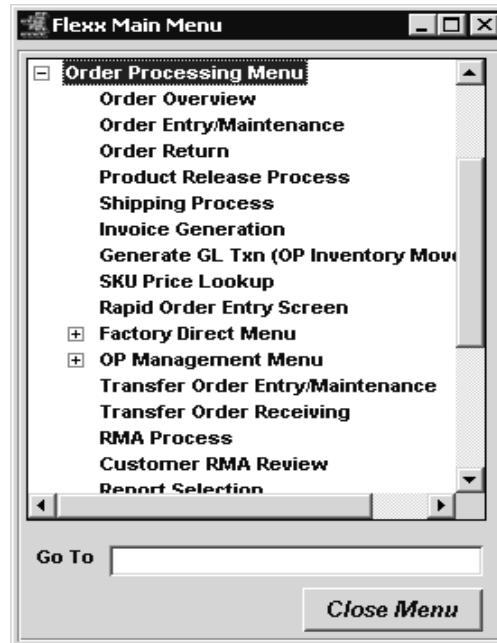
Enter the following information.

Field	Entry	Default	Reqd
Company	The default company code. Use Zoom to select from a list of companies.	Set by System Administrator	Y
Division	The default division code. Use Zoom to select from a list of divisions.	Set by System Administrator	Y
Date	The default date.	System Date	Y
Period	The default period number.	GL Period Table	Y
Use Batch	Select this option by clicking the box. Batch control lets you group similar Contact Manager transactions together and enter, edit and post them as a whole using a unique batch number. Each Contact Manager transaction in the batch still has a transaction number. If you selected B/C, the Batch Control screen appears when you first go to add a transaction.		Y
Function	To quickly access a specific FLEX module, enter the code for the module, then <<press Main Menu>>. Example: To go straight to Order Processing and bypass the Main Menu, type op in this field and <<press Enter>> Twice. See the Session Defaults section of your <i>Getting Started</i> manual for more information.		N
Buttons			
Main Menu	Access the FLEX main menu		
Quit	Terminate the FLEX session.		
PWD	Press this button to change both the user's Logon password and the FLEX Authorization password (See <i>Administration Manual, User Master description</i>).		

Press the “Main Menu” button. The FLEXX Main Menu appears.



Select Order Processing. The OP Main Menu appears.



3.0 Working with OP Transactions

This section describes;

- △ The FLEXX forms used to add, find, update & delete OP transactions
- △ How to enter a regular sales order
- △ How to run the Product Release Process in order to create a shipment record
- △ How to ship the order
- △ How to generate invoices based on the items shipped.

Email Confirmation

FLEXX order and shipment confirmation by Email can be used in OP. To use this functionality, the Customer must be defined for the functions that are to send the Email (*See Getting Started, Customer Master description*). Further, the Company Table Email Template also needs to be defined (*See Getting Started, Company Master, Email Template description*).

If the Customer Master has been defined to use Email Order and/or Shipment confirmation, whenever a change is made to the order details, FLEXX will display a prompt message “Do you want to send Email for this order now?” Pressing Yes will result in an Email message being sent to the Email address defined on the Customer Ship To form, or if not defined, to the address defined on the Customer Main form.

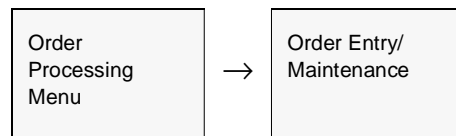
Please see Sec. 3.16 Email Order and Shipment Confirmation for a detailed description of this function.

3.1 Order Entry/Maintenance

Description

To create a regular sales order in Order Entry/Maintenance requires that the Order Entry Header and Detail screens be entered. The Order Header screen contains information about the customer, ship to and bill to information and when the order is required. The Order Detail screen contains information about what is being ordered.

Select



The Order Entry/Maintenance form appears in Find mode. To create a new sales order press <<Clear to Add>>

Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Order Type	<p>The type of the sales order.</p> <ul style="list-style-type: none"> • Standard - A regular Invoice Billing (also called Bill Account) sales order. • Factory Direct - A Factory Direct sales order (See Sec.4.0). • Pre-paid/Cash - A cash order. Once the order record has been saved (add/ updated), it cannot be changed to Standard. The Pre-Paid flag will also be set on the Financial tab <i>Credit Allowed</i> field. A customer defined as prepaid can only place pre-paid orders. • Whse Transfer - An order to transfer SKU items from one warehouse to another. Entered using Transfer Order Entry/Maintenance (See Sec.5.0). 	Standard	Y
Company	The Company that is recording the sale.	Session Default	Y
Order Number	The number of the Sales Order. When adding a new sales order, FLEXX will autogenerate the next available sales order number.	99999	Y
Order Date	The date the order was entered into FLEXX. This order date is also used by the SKU Price Table to determine the effective date to be used for pricing (See <i>FLEXX Inventory Control Manual</i>).	Session Default	Y
Customer	The customer Code and Name of the customer placing the sales order. The Code is entered as desired, and the Name is copied from the Customer Master corresponding to the Code.		Y
Customer PO	<p>The customer's Purchase Order number. The Purchase Order number field can be set to be a required field by specifying PO Required on the Customer Master Other form. This is a 20 character field and will print on the various OP reports.</p> <p>Flexx will check for a duplicate PO # on all Open orders and display prompt if it is a duplicate "Open orders exist for this customer. Continue creating the order again?".</p>		N
Required Date	The date the sales order must be filled to meet the needs of the client. This date can also be used as selection criteria for the Product Release Process (See Sec. 3.4)	Session Default	Y
Ordered By	This field can be used as desired to enter the name of the Customer personnel who is placing the order. This is a 70 character field and is not used by FLEXX.		N
Description	End user description field to give an overall description of the nature of the sales order. This is a 30 character field and will print on the Order Confirmation report and will also be entered in the Description field of the resulting Invoice.		N
Printed	This flag is marked when the order has been printed. To reprint the order, it is necessary to first run the Order Print Status Update routine to reset the Printed flag (See Sec. 6.1).		
Text button	<p>Press this button to enter or view text. The button will be lit green if there is text in the Text table.</p> <p>Note that normally text cannot be entered or changed once the order has been invoiced. However, with Application Control setting for op <i>ordtext</i> = Y, text can be added or modified even after the order is invoiced. See <i>FLEXX Implementation Guide</i> for details on setting Application Control settings.</p>		

Field	Entry	Default	Reqd
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After pressing <<Enter>> through the description field, the cursor moves to the Address Tab where the following information may be entered/viewed.

Bill To Code Address	Address to which the resulting invoice will be sent. The code is the "Billto" default defined on the Customer Master. The drop-down will list all available Bill To locations that can be selected.	Customer Master Table	Y
Contact	The customer contact at the Bill To location.	Customer Master Table	N
Ship To Code Address	Location to which the items ordered on the sales order will be shipped. The code is the "Shipto" default defined on the Customer Master. The drop-down will list all available Ship To locations that can be selected. All values in these fields can be changed until the order has been invoiced. Once invoiced, no further changes are allowed.	Customer Master Table	Y
Contact	The customer contact at the Ship To location.	Customer Master Table	N

Field	Entry	Default	Reqd
-------	-------	---------	------

The Shipping Tab may be selected to enter/view the following:

Shipment Carrier	The preferred carrier used to ship the completed order to the customer. Any predefined carrier can be used.	Customer Ship To	N
Freight	The code used to identify how the freight charges are to be paid. Any predefined code can be used. FLEXX recognizes codes 'best', 'ppd/chg', 'collect' and 'prepaid'. If Application Control parameter "courrate" is set to Y, FLEXX will automatically add freight charges when 'best' or 'ppd/chg' are used. FLEXX will use the Carrier Rate Table and the Zip to Zone Table to determine the freight charges to be added on the Shipment form at time of shipping. The freight charge method can also be set to be printed on invoices if required. This is accomplished by setting the <i>Print on Invoice</i> flag on the associated Master Type Table definition (zoom on this field to access the table).		N
FOB	Free on Board location where title to the goods being shipped is passed to the customer.		N
Rush	Check this box if this is a rush order. This will result in a RUSH detail line to be generated on the order detail form. Note: A 'RUSH' SKU will need to be predefined with a valid price value in the SKU Master to allow for this entry.		N

Field	Entry	Default	Reqd
Ship Complete	Select this field if all the items ordered by the customer are critical to the order. In other words, if for one of the SKU items ordered, there isn't sufficient inventory available to meet the needs of the order, when the Product Release Process (See Sec. 3.4) is used, none of the order detail lines will be released. Only when sufficient inventory is available for each & every SKU on the order, will the order be released.		N
Warehouse	Default warehouse as defined on the Company/Division Table, which is also carried over to the Sales Order detail lines. As parts are used to fulfill the needs of the order, the inventory will be relieved from this warehouse.	Company/ Division Table	Y
Comment	End user comment field for any additional comments on the overall nature of the sales order.		

The Financial Tab may be selected to enter/view the following:

Credit Payment - If using credit payment enter the following information. If the Credit fields are defined in the Customer Master, they will be copied here.			
Type	The payment type (Visa, Check, Cash, etc.).		N
No.	The payment number (credit card, check).		N
Expiry Date	The four digit year and two digit month expiry date as on the credit card		N

Field	Entry	Default	Reqd
Routing	Bank ID, if the payment is a check.		N
Authorization	The credit authorization number. For end user use only.		N
Name	Name as it appears on the credit card.		N
Currency	The Customer Currency Code. The currency the customer does business in and the resulting invoice will be denominated in.	Customer Master Table	Y
Division	The Division Code where this is to be posted.	Session Default	Y
Pricing/ Discount Type	Customer price type. This price type is used by the pricing matrix in FLEXX Inventory Control to determine the price to charge this customer. (See the FLEXX Inventory Control Manual).	Customer Master	Y
Line	Allows a line item discount (defined in the Customer Master Table - See FLEXX Getting Started Manual) to be applied to each eligible SKU ordered.	Customer Master	N
Order	<p>This discount field is loaded from the customer master and copied to the order detail. It is used if there are whole order discounts to be applied to the order. Orders which require discounts based upon whole orders will require a value defined in this field. Once the order is complete the operator will press the 'price order' button on the detail form. The system will then sum up all lines and determine if additional discounts should apply.</p> <p>Note: Line items not to be discounted by this process should have their individual whole order discount field set to null.</p>		
Credit Allowed	<ul style="list-style-type: none"> • Bill Account - Order will be invoiced after order is shipped. • COD - FLEXX will mark the order COD and create an additional detail line for any additional COD charges. A 'COD' SKU must be predefined on the SKU master. • Prepaid - Customer must pay for order before it is released. Payment Button is enabled and payment data can be entered (See sec. 3.3) <p>If order is set up as Prepaid, the Prepaid flag will be set. Any other order will be set as defined for that customer on the customer master. It is possible to change the status to a lower level. (ex: Bill Account to COD or prepaid) but once saved cannot change to a higher level.</p>	Customer Master	Y
Terms	The payment terms code specified on the Customer Master for this customer, and defined on the Terms Maintenance Table . The number of days are as defined for this code on the table.	Customer Master Table	Y
Discount	Percentage discount and number of days for early payment as defined for the Terms code.	Customer Master Table	N
Description	The Terms description. This will either be the description defined on the Terms Table, or if an Override is defined on the Customer Master, it will be used.	Terms Table or Customer Mster	Y

Field	Entry	Default	Reqd
P/ST Payable	If the order is subject to taxation then this field should be selected. FLEXX then looks to the tax jurisdictions and rates as defined on the customer ship to location (See <i>FLEXX Getting Started Manual - Customer Master</i>). The resulting tax is calculated when the Invoice Generation routine (See <i>Sec. 3.10</i>) is used and displayed on the invoice in FLEXX Accounts Receivable. This field is an end user summary information field only. (i.e. is the whole order subject to taxation or not). The taxability of each order detail is determined by the tax setting on the SKU Master. (See <i>FLEXX Inventory Control Manual</i>).	Customer Master	Y
VAT Type	This field should be selected if the order is subject to VAT. The rate of VAT to be charged is determined by the VAT Code assigned to each SKU. (See <i>FLEXX Inventory Control Manual</i>).	Customer Master	Y
Sales Analysis	An end user defined sales analysis code which can be used to group sales.		N
Sales Rep	The code for the salesperson responsible for the sale. This field is only active when the multiple salesperson per customer function is not used and will default to the salesperson defined to the customer (See <i>the Getting Started manual, Customer Master description for 'multiple salespersons' details</i>).	Customer Master	N
Status	<ul style="list-style-type: none"> • o - Open. Status of a regular open order. Where order details can be entered and released. • cn - Cancelled. Indicates the order has been cancelled. There is no automatic cancel order routine in FLEXX Order Processing. An order can only be cancelled once all of the order detail lines also have a status of "cn". • p - Preclosed. Status supplied for customized end user purposes only. Marks an order as being preclosed. This status will not prevent further order detail entry but will prevent the entire order from being selected during the Product Release Process (See <i>Sec. 3.4</i>). Use of this status will have no impact on existing shipment records. • c - Closed. Once an order has been shipped and completed. No further detail records may be entered. • ch - Check Hold. System generated status for Pre-Paid orders before they are paid. This status will not prevent further order detail entry but will prevent the entire order from being selected during the Product Release Process (See <i>Sec. 3.4</i>). • cr - Credit Hold. Status to be used where there are credit concerns about the customer. This status will not prevent further order detail entry but will prevent the entire order from being selected during the Product Release Process (See <i>Sec. 3.4</i>). Use of this status will have no impact on existing shipment records. An order can be put on credit hold a number of ways (See <i>Sec.11 Credit Management for further information</i>). • in - Invoiced. System generated status as a result of running the Invoice Generation routine (See <i>Sec. 3.10</i>). For an order header record to have a status of "in", all of the underlying order detail records must be either cancelled and/or invoiced. Once an order has a status of invoiced, no further order detail lines may be entered. 		

Field	Entry	Default	Reqd
Status Cont'd	<ul style="list-style-type: none"> • r - Received. System generated status that a Transfer Order (See Sec. 5.0) will have once all of the transfer detail line items have been received. Used only for transfer orders and has no relevance for sales orders. • q - Quote. Used only for Transfer Orders (See Sec. 5.0) that have yet to be authorized. 		
Department	End user defined department code to categorize orders based on which department took the order or will be responsible for fulfilling the order. (See FLEXX Getting Started Manual - Department Table).		N
Next Bill Date	This field contains the date the first recurring invoice should be produced for. When a date is entered, FLEXX will automatically create an entry in the Recurring Invoice Entry table when an invoice is generated for this order, and will include the recurring cycles of the SKU.		N
Job Code	If this sale is related to a job defined in FLEXX Project Management and is to be tracked for Job Costing, enter the appropriate job code.		N
Resale	<p>Select this box when the sales order is being placed for a customer who is not the final user of the goods sold. In other words, you are selling to an intermediary who will then resell the goods ordered to another third party. By selecting this flag, no tax is charged to the intermediary customer as he will charge the tax to the goods final customer.</p> <p>This flag will override the taxable flag setting on the SKU Master.</p>		N
The Summary Tab screen description follows.			

Field	Entry	Default	Reqd
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The Summary Tab may be selected to view the following information:

The screenshot shows the 'Order Entry/Maintenance' application window. The 'Summary' tab is selected, displaying the following information:

- Order Type:** Standard (selected), Factory Direct, Pre-Paid/Cash, Whse Transfer.
- Company:** tucker
- Order Number:** 6857
- Order Date:** 08/25/05
- Bill Account:** Open
- Customer:** harry (Harry's Own Services, Ltd.)
- Customer PO:** H123
- Required Date:** 08/25/05
- Ordered By:** eric
- Description:** Parts order
- Printed:** (checkbox)
- Address, Shipping, Financial, Summary, Order Details:** (tabs)
- Detail Lines:** Total 5, Open 5
- Order Amounts:** Total 422.00, Shipped/Invoiced 0.00, Outstanding 422.00 (Tax not included)
- Entered by:** f100065 ID # 39 on 08/25/05
- Source:** Quotation/Standing Orders, Subscriptions, Manually Entered Orders (selected), Workorder Return, RMA
- Document:** [redacted]
- Buttons:** Release, Ship, Invoice, History, Credit, Accept Payment, Print Invoice, Print Order

Detail Lines Total	The total number of order detail lines entered.	System Generated	
Open	The number of order detail lines that have not yet been shipped and/or invoiced.		
Order Amts. Total	The total dollar value of the sales order, excluding taxes.	System Generated	
Shipped/ Invoiced	The dollar value of all order detail lines that have already been shipped and/or invoiced.	System Generated	
Outstanding	The dollar value of all order detail lines that have not yet been shipped and/or invoiced.	System Generated	

Field	Entry	Default	Reqd
Source	<ul style="list-style-type: none"> • Quotation/Standing Orders. This Flag is set when the order is generated by the Quotation module used for both quotes and standing orders. • Subscriptions. Set when the order is created from the Subscription module. • Manual. Set when it is a manually entered order. • Workorder Return. Set when the order is created from a WO return. • RMA. Set when an RMA is processed and a Return Order is selected. 	System Generated	
Document	Document is the source document number that created this order; e.g. Quote number, Subscription number, WO number or RMA number.		
Entered By on	As soon as the Order Header is saved, FLEXX will populate these fields with the ID of the FLEXX user entering the order as well as the date. This will be the system date, not the order date.	System Date	

Buttons	Action
Order Details	Calls up the Order Detail Entry form (See Sec. 3.2).
Release	The Order Release form is displayed to allow the release procedure to be performed (See Sec. 3.4).
Ship	Displays the Shipment Maintenance Header form to allow shipping the order (See Sec. 3.5).
Invoice	Calls up the Invoice Generation function (See Sec. 3.10).
History	Displays the Customer Order Review form (See Sec. 10.2) which displays all previous sales orders for that customer.
Credit	Should a customer have a credit status of "credit hold with override", the order header will automatically have a status of "cr" - Credit Hold. It will still be possible to enter the details of the order but nothing else until the status is set to "o" - open. Selecting this credit button brings up a Credit Hold Release form. An authorized person can then release the credit hold on the order if needed. See the FLEXX Administration Guide for further information on Credit Release authorization (code 'credrels').
Accept Payment	If an order is flagged as Prepaid, the Accept Payment button is enabled. Press this button to bring up the payment screen to enter payment methods and amounts. Once payment is made the order status goes from "ch" - Check Hold to "in" - Invoiced. (See Sec. 3.3).
Print Invoice	Press this button to print (or reprint) the associated invoice. The button will only be lit after the order has been invoiced (status 'in').
Print Order	Press this button to print the Order Confirmation report. If the Printed flag is on, the Order Print Status Update routine will need to be run to reset the flag (See Sec. 6.1).

Once <<Add/Update>> has been pressed, select the Order Details Button to enter details.

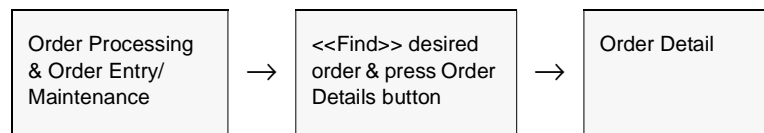
3.2 Order Detail Entry/Maintenance

Description

The Order Detail screen contains the details of the sales order. As each detail line is saved, the item being ordered is ‘committed’ from inventory. If the SKU being entered is a serialized SKU, when the order detail line is saved, the serial number selected is updated with a status of “c” - committed (See *FLEXX Inventory Control manual for more information*).

There is also a ‘Rapid Entry’ option on the order detail. With this option selected, the order detail line is automatically saved when the cursor is entered past the SKU Description field. This option defaults to “on” and can be changed on the Application Control Table if desired (See *FLEXX Implementation Guide, Sec. 3*). Should it be necessary to change anything on the detail at time of entry (i.e. price), unselect this option before initial entry.

Select



The Order Detail form appears in Update mode.

Part Number	Sell UOM	Quantity	Description	Sell Unit Price	Extended Price	Status	Tot	Sell Price
cws-200	EA	2.0	Cedar Wood Spindle 200mm	90.0	180.00	o	Y	✓
cws-500	EA	1.0	Cedar Wood Spindle Kit 500	450.0	450.00	o	Y	✓

Order # 6957 Edition Job Code ***** Order Discount 0.0
 Stock Level 1207.75 Cutoff Date Resource ***** Order Total 630.0
 Shipping Pricing Edition Level Total Weight 7.5
 Price Type Discounts Whole Order
 Seq 1 Sell Unit Price Net Unit Price Net Est. Price
 90.0 90.0 180.0
 Container Charge 0.0 Total 0.0
 Environmental Charge 0.0 Total 0.0
 Stacking Qty 2.0 Dept
 Stock UOM EA SalesRep
 P/S Type Y Analysis
 Currency USD Invoice
 Rapid Entry Override Price Order Return View Return

Fields

The following fields appear on the sales order detail form.

Field	Entry	Default	Reqd
Part Number	The SKU code of the item to be ordered. SKU codes need to be predefined in FLEXX Inventory Control (See the FLEXX Inventory Control Manual - SKU Master).		Y
Sell UOM	The Unit of Measure the item will be sold in as defined on the SKU Attributes form. The UOM can be changed to another validly priced value.	SKU Master	Y
Quantity	The quantity to be ordered.	1.00	Y
Description	Full description of the SKU part being ordered and will default to the definition on the SKU Master. This value can be changed if Application Control setting for op skudesc = Y. Otherwise it is unchangeable.	SKU Master	N
Sell Unit Price	The unit price including discounts as specified on the Pricing Tab. If the List Price on the Pricing Tab is changed, Unit Price will be re-calculated. If the customer's currency is other than the Company's, the entered unit price will be the effective customer price.	System Generated	Y
Extended Price	The extended price determined by multiplying the quantity ordered by the unit price including all discounts. If the List Price on the Pricing Tab is changed it will be re-calculated. If the item has a Minimum price defined, the Extended Price will be adjusted accordingly.	System Generated	Y
Status	<p>The Order Entry detail status can be;</p> <ul style="list-style-type: none"> • o - open. Order detail lines will have this status upon entry of the SKU where the On Hand Inventory levels equal or exceed the number of units ordered. The Product Release process (See Sec. 3.4) has not yet been run. An end user can change an "o" status to a status of "cn" cancelled. • b - back - custom end user purposes only. • bo - back order at time of order. The status of the order detail line will go to "bo" upon entry of the SKU if the On Hand Inventory levels are less than the quantity ordered or the SKU is frozen (Freeze flag set on SKU Inventory table). • bp - back order caused by partial. The Product Release Process has been run and there is sufficient on hand inventory available. However, when it comes time to perform the Shipping Process (See Sec. 3.5) a quantity less than that ordered is shipped. The quantity shipped is assigned a status of "sh" while the remainder is given a status of "bp". • cn - cancelled. Indicates the order has been cancelled. There is no automatic cancel order routine in FLEXX Order Processing. An order detail line can be cancelled by manually changing the existing status to one of "cn". Only order detail lines that have not yet been released using the Product Release Process (See Sec. 3.4) can be cancelled. The process of cancelling a detail line updates the SKU Inventory table as follows: The committed quantity is reduced by the quantity of the SKU being cancelled. A cancelled status can be manually reset to "o" - open if needed. • s - staged. Order Detail lines will have this status where the Product Release Process (See Sec. 3.4) has been run and the on-hand stock levels exceed or equal the quantity being ordered. It is possible to return a detail line status of "s" to being "o" - open again by running the Product Unrelease Process (See Sec. 6.3). 	o	Y

Field	Entry	Default	Reqd
Status (Cont'd)	<ul style="list-style-type: none"> • sh - shipped. Order detail lines will have this status once the Shipping Process (See Sec. 3.5) has been used. Once a detail line has this status it is not possible to return it to a status of "s" - staged and/or "o" - open. • in - invoiced. System generated status as a result of running the Invoice Generation routine (See Sec. 3.10). • cf - can not fill. This status can be assigned by FLEXX where The Product Release Process (See Sec. 3.4) has been run against an SKU that can not be back ordered. For a SKU with this attribute the status of "cf" can be assigned in one of two situations: <ol style="list-style-type: none"> 1. The quantity ordered exceeds the current on hand inventory where the on-hand inventory levels are greater than zero. If the SKU could be backordered then statuses as described above would be assigned (i.e. s and bp). Since the SKU can not be backordered the detail line status goes to "cf". •2. The Product Release Process has been run and there is sufficient on hand inventory available. However, when it comes time to perform the Shipping Process (See Sec. 3.5) a quantity less than that ordered is shipped. Again this situation would normally create a back order situation but because the SKU can not be backordered a status of "cf" is assigned. • rh - RMA Hold. Details will have this status when they have been generated from an RMA which has not yet been received. • fd - Factory Order - PO Created. Factory Direct Order only (See Sec. 4.2). • fo - Factory Order - Open, No PO. Factory Direct Order only (See Sec. 4.2). • fs - Factory Order - Shipped. Factory Direct Order only (See Sec. 4.2). • q - quote. Transfer Order only (See Sec. 5.0) • r - received. Transfer Order only (See Sec. 5.0) • p - picked. A status used for custom end user purposes only. • pa - packed. A status used for custom end user purposes only. • f - failed. A status used for custom end user purposes only. 		
Text	Display only field, to show if there is underlying text for this record; N - no text, Y - text is defined. To enter or display text, press the Text button.	N	
Sell Price	If the Sell UOM entered has a price defined, the Sell Priced flag will be set. If some other UOM is used, FLEXX will not mark the sell priced flag and will use the Stocking UOM price to price the item.		
Order #	The order number of this entry, as created on the header.	Order Header	Y
Stock Level	Displays the available and uncommitted stock level of the SKU item being ordered. This value is not applicable to a Factory Direct order since it will not be shipped from the warehouse.	SKU Master	Y
Edition	If the SKU has editions, the current edition is shown.	SKU Master	
Cut Off Date	For Edition SKU's, the cut off date of the edition.	SKU Master	
Edition Level	Shows the quantity available of the current edition displayed	SKU Master	

Field	Entry	Default	Reqd
Job Code	This field is only used for Job Costing purposes (<i>See Flexx Project Management Manual for more details</i>). Enter the job code that will be used to track the COGS expenses by specific Job (used by FLEXX Project Management if installed.)	Order Header	N
Resource	Enter the Job Costing Resource code to be used with the specified job (used by FLEXX Project Management (Job Costing) if installed.). Required codes must be defined in the Resource Table (zoom on resource Code).		N
Total Weight	Displays the total weight of the order. This requires the SKU Weight to be defined on the SKU Attributes form.	SKU Master	
Order Discount	If there is a whole order discount, press Price Order button and the order will be re calculated with whole order discount displayed here.	System Generated	
Order Total	Total of the order detail lines, after discounts, excluding all taxes.	System Generated	
Text button	Press this button to enter or view detail text. This button will be lit if there is text for the selected detail entry in the Text table.		
Rapid Entry	Check this flag if rapid entry is to be used for making detail entries. The default can be defined as desired on the Application Control Table.	Y	N
Buttons			
Serial Number	This button is only functional for serialized SKU's entered on the detail line (Serialize flag set on SKU Attributes form). Press this button to get a list of all available Serial Numbers for this particular SKU item (<i>See Sec. 3.9 for description</i>). Serial Numbers can be selected either here at the order detail entry process or at the shipping process (<i>See Sec. 3.5</i>). If they have not been selected here, FLEXX will require that they be selected before the order can be shipped.		
SKU Subst.	Press this button if SKU substitution items need to be displayed.		
Notes	This button displays the Contact Management screen so previous notes can be retrieved and new ones added.		
Equip Wrnty	The Equipment Warranty button is enabled when a Serialized RW Equipment SKU is entered on the detail line. Press this button to display the Customer Equipment Maintenance form where additional warranty information can be entered or viewed (<i>See the Repair & Warranty manual for more details</i>).		
Override	Press this button if the list price, price type and discounts need to be modified. Note: only authorized users can modify these values (<i>User Authorization Entry/Maintenance in Administrators Guide - orderprice parameter</i>).		
Price Order	Press this button if whole order discount needs to be applied. The discount will either be applied to each order detail line or a separate discount total is displayed depending on the Application Control setting (<i>see FLEXX Implementation Guide Sec. 3.0</i>).		
Return	Press this button to return the selected item. The Return Order screen will display where the return quantity can be entered (<i>See Sec. 7.2 for further details</i>). If the item is serialized, the Return Order form will also display the serial number(s) from the original order, and allow selection of those to be returned.		
View Return	If the highlighted detail entry was returned, press this button to display the return order that was generated by FLEXX (<i>See Sec. 7 for details on the Return function</i>).		

Field	Entry	Default	Reqd
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Select the Pricing Tab to enter/view the following:

The screenshot shows the 'Order Detail' window with a table of items and various pricing fields. The table has columns for Part Number, Sell SOM, Quantity, Description, Sell List Price, Extended Price, Status, and Tot. Below the table are fields for Order #, Edition, Job Code, Order Discount, Stock Level, Cutoff Date, Resource, Order Total, Shipping, Pricing, Edition Level, Total Weight, and a detailed pricing section with Price Type, Discounts, Whole Order, Stocking Qty, Stock SOM, Dept, Seq, Group, Level, Container Change, Environmental Change, HST Type, Currency, Invoice, and Original Order.

Seq	The sequence number determining the order of the detail lines.	System Generated	Y
Group	Used by the Bill of Materials function to group the BoM's.	System Generated	Y
Level	The BoM level. If the SKU being ordered is a BoM "parent" or if the SKU is a SKU in its' own right it has a level of "0". If the SKU part is a subcomponent of a parent BoM, it will have a level of "1". If the SKU part is a subcomponent of a subcomponent of a parent BoM it will have a level of "2" etc. (For further details see the FLEXX Inventory Control Manual - topic Bill of Materials)	"0" (zero)	Y
Price Type	SKU price type. Used in conjunction with the SKU Price table to determine what pricing matrix to use. This value can be changed to any valid type code, but if that Type does not have a price defined on the Price table, FLEXX will respond "No price record found, please add price first."	Order Entry Header	N
Discounts	Discount codes for any discounts that may apply. First level is copied from the Customer Master definition, second level discount code can be entered in the second discount field.		N
Whole Order	Whole order discount code used to apply discounts to the whole order when the Price Order button is pressed.		N
Stock or Sell List Price	The price to be charged to the customer (before discounts) for the SKU part being ordered. If a price change is to be made, the new price is entered in this field. The price displayed is determined by the SKU Price Matrix (See FLEXX Inventory Control Manual - Price Matrix) and can be overridden if needed.	SKU Master	Y

Field	Entry	Default	Reqd
Net Unit Price	The unit price after all discounts have been applied (discounts and whole order)		
Net Ext. Price	The extended price after all discounts have been applied. List price * quantity-discount-whole order discount)		
The two following fields will be displayed under control of the Application Control Table settings <i>EnvironFee</i> and <i>container</i> .			
Container Charge	Container charge of an item. Must be set up in the Container Table in Inventory Control. This field is visible only if the Application Control Table has been setup for container charge usage (See <i>FLEXX Implementation Guide, Sec. 3.0</i>).		N
Total	Total Container Charge of the order		
Environmental Charge	Environmental charge of the item. Must be set up in the Container Table in Inventory Control. This field is visible only if the application control table has been setup for environmental fee usage (See <i>FLEXX Implementation Guide, Sec. 3.0</i>).		N
Total	Total environmental charge of the order		
Stocking QTY	The stocking quantity making up the Sell UOM taken from the UOM Table using the factor defined for that UOM.	SKU Master.	Y
Stock UOM	The UOM used in stocking as defined in the SKU master	SKU Master	Y
Tax	If the SKU part being ordered is subject to taxation, this flag should be set to Y - Yes. FLEXX uses this flag in combination with the tax jurisdictions defined for the customer (See <i>Getting Started Manual - Customer Ship To</i>) and the tax tables to calculate the appropriate taxes. This field is not automatically set from the Order Entry Header. It is set based on the taxable setting of the SKU or the setting of the resale flag on the Order Entry Header as described earlier.		N
Currency	The currency of the customer placing the sales order.	Order Entry	Y
Invoice	After the Invoice Generation routine has been run (See <i>Sec 3.10</i>) and this order detail has been successfully invoiced, this field will display the resulting invoice no.	System Generated	N
Dept	End user defined department code to categorize each SKU item ordered based on which department took the order or will be responsible for fulfilling the order. (See <i>FLEXX Getting Started Manual - Department Table</i>).	Order Entry Header	N
Sales Rep	The salesperson for this detail entry. The field is only active when using the multiple salespersons per customer function. (See <i>Getting Started, Customer Master description</i>). Otherwise, the sales rep will be identified on the header form, Financial tab as the salesperson for the entire order (See <i>Sec. 3.1</i>). <i>For more detail on the Multiple Salesperson function, please refer to the FLEXX Implementation Guide, "Salesperson Definitions".</i>		
Analysis	End user defined sales analysis code which can be used to group sales.	Order Entry Header	N
Original Order	If this is a return order generated by using either the return button or the Order Return process, this field will show the original order number.	System Generated	N

Field	Entry	Default	Reqd
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Select the Shipping Tab to enter/view the following:



Warehouse	The source warehouse for SKU parts to be used to fulfill the needs of the sales order. This can be changed to any valid warehouse defined for this SKU. This will normally default to the Order Header warehouse, but if SKU Level Warehouse is used, will be the default Sales warehouse defined for the SKU.	Order Header	Y
Lead	The lead time required to order the SKU item needed to fulfill the needs of the sales order.	SKU Master	N
Sale Type	The Sale Type of the SKU ordered. This sale type defaults from the SKU Master and is used during the Generate GL Transactions from Inventory Movement routine (See Sec. 9.0) to determine which General Ledger accounts to use. Sale Type can be defined by customer sale type as opposed to SKU Master. If specified on the customer, this value will have priority over the SKU defined value	SKU Master	Y
Inventory Cost	The cost per unit of the SKU part being ordered. This cost value is determined as a result of running the Product Release Process (See Sec. 3.4). The Cost figure that appears here comes from the Average Cost field on the SKU Inventory Table, if the SKU is costed using the Average Cost method. The cost will be obtained from the SKU LIFO/FIFO table if the SKU is costed using the LIFO or FIFO costing method. If the SKU is a non-inventory SKU and is thus costed using Standard Costing, the Standard Cost figure from the SKU Master is set here. The figure that is set here is just for costing purposes when the Generate GL Transactions from Inventory Movement routine (See Sec. 9.0) is used. The cost figure that is displayed here cannot be changed by an end user unless the quantity of SKU's being entered is negative (i.e. returns).	SKU Master	Y

Field	Entry	Default	Reqd
Recurring Interval			
Units	This field should be left Null for normal single billing SKU's. Items that are to have a recurring invoice generated should select one of the frequency codes. Once selected, the invoice generation process will set the recurring invoice system to generate additional invoices which include this item along with any other recurring items. The first invoice produced for the order with this SKU will then be used as the recurring template. An order can have multiple entries and each entry can have a different recurring interval. Each interval will have different recurring templates with the same invoice as the 'source'. See AR Recurring invoices for further explanation		
Qty.	This is an internal modifier for the units field (i.e items billed quarterly would select a unit of monthly and an interval of 3).		
Recurring Times	This field stores the number of times the recurring invoice is to be generated. For ending series enter a '0'.		
System Generated Serial No.	The serial number of the SKU item being ordered if the SKU is serialized and the serial number is generated by FLEXX (i.e. the SKU is defined as <i>Serialized</i> and Serial Type is "in").		N
PO Number	The internally generated Purchase order number when a factory direct purchase order is required to fulfill the needs of a factory direct sales order (See Sec. 4.1).		N
Required	The date this item is needed by the customer. Defaults to the order entry date, or order header Required Date if different.	Order Entry Header	Y
Earliest Rel	The earliest date that the order may be Released.	Session Default	Y
Release	The release code is used by the Product Release process (See Sec. 3.4) as an additional selection criteria to determine which order detail lines will be released. The release code can be: <ul style="list-style-type: none"> • a - Automatic release • m - Manual release 	a	Y
Result	After the Product Release Process has been run, this field will have one of the following status codes: <ul style="list-style-type: none"> • r - Released Successfully. The order detail line will have this status if there was sufficient stock available of the specified SKU part to meet the needs of the order. • s - Out of Stock. The order detail line will have this status if there was not sufficient stock available of the specified SKU part to meet the needs of the order. • d - Date not reached. The Release was run before the Earliest Release Date. • f - Frozen. The Freeze flag is set for this item (SKU Inventory table). • g - Group critical. The item is critical to the BoM group. • o - Order critical. The item is critical to the entire order. • u - Unknown error. There was an error in the release process. 	*	Y
Shipment	After the Product Release Process has been run (See Sec. 3.4) this field is stamped with the number of the shipping record created.	System Generated	N

Note:

If the Customer Master has been defined to use Email Order and/or Shipment confirmation (*See Getting Started manual, Customer Master description*), whenever a change is made to the order details, FLEXX will display a prompt message “Do you want to send Email for this order now?” Pressing Yes will result in an Email message being sent to the Email address defined on the Customer Ship To form, or if not defined, to the address defined on the Customer Main form. *Please see Sec. 3.16 Email Order and Shipment Confirmation for a detailed description of this function.*

3.3 Accepting Payment

Description

When an order is marked Pre-Paid/Cash by either selecting it manually or defined on the Customer Master, the order must be invoiced and paid before it can be released or shipped. When creating the order and saving the header, it is marked Check Hold (status 'ch') with the Accept Payment button enabled.

Once the order is fully paid, the order status is changed to invoiced. An invoice is automatically generated with a status of 'p' - paid, and the order can now be released and shipped.

Notes:

Application Control settings can be used to automate this process, as follows:

Δ Perform the order completion functions automatically -

Application	Type	Description	Value	Company
op	sp_prepaid	Speedy Pre-Paid process	Y (default N)	setup

With sp_prepaid set to "Y", the cash payment process will automate all the normal order completion functions (e.g. invoicing, receipting, release, shipping, and invoice printing).

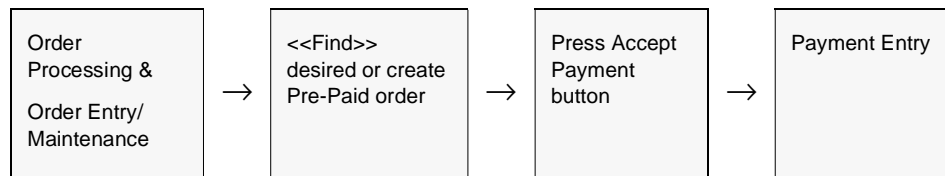
Δ Set a default Bank Code to be used for cash sales:

Application	Type	Description	Value	Company
ar	ppbank	Default Bank for Pre-Paid orders	any validly defined bank	default

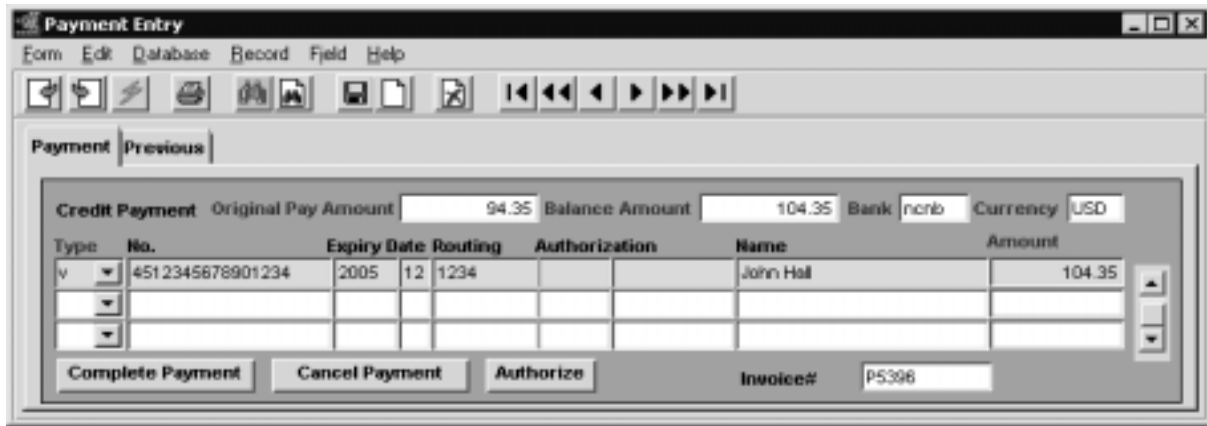
When a cash (Pre-Paid) order is paid (Accept Payment button is pressed), the Payment Entry form can have the bank code default to a predetermined bank code.

(Please refer to the FLEXX Implementation Guide for more details on these settings)

Select



The following Payment Entry screen appears in update mode. Press the Complete Payment button to add a payment.



Fields

The following fields appear on the screen.

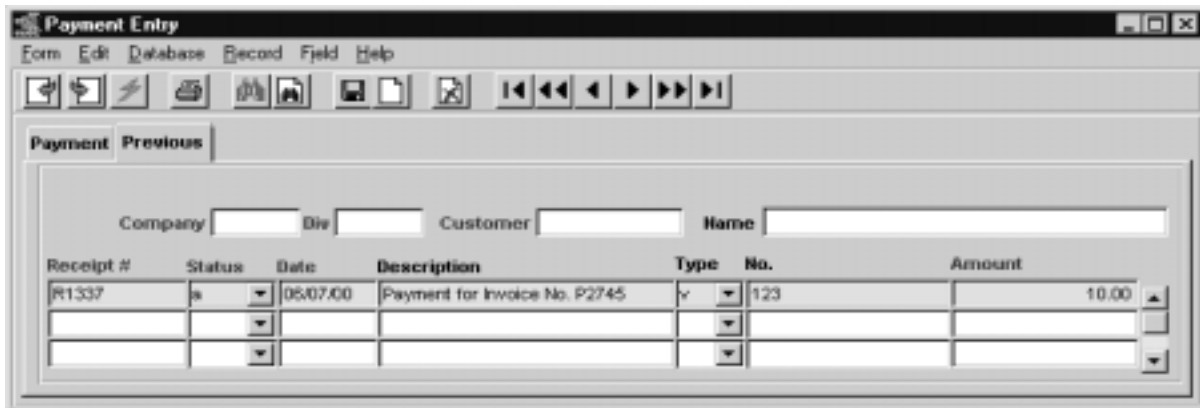
Field	Entry	Default	Reqd
Payment Tab			
Original Pay Amount	Total Amount owed including discounts and taxes	Order Entry Sum Tab	Y
Balance Amount	Original Total Amount minus any amounts paid	System Generated	Y
Bank	The bank code of the bank this payment will be deposited into. This can be set to default to the bank defined as the <i>ppbank</i> on the Application Control table and can be changed to any other predefined bank code. The payment amount will then be posted into the GL account defined on the Bank table for that bank (See <i>Getting Started manual, Bank Table for more details</i>).		
Currency	Default currency for order.	Order Entry Financial tab	Y
Type	Payment Type (Visa, MC, Check, Cash, etc.)	Customer Master Ship To form, Financial tab.	Y
No.	The Account Number.		
Expiry Date	The four digit year and 2 digit month as on the credit card	Under control of Master Types table # 2229.	
Routing	Bank ID Routing Number.		
Authorization	The credit authorizer name and number.		
Name	Name as it appears on credit card or check		
Amount	Amount to be paid	Order Total	Y

Field	Entry	Default	Reqd
Invoice #	The number of the automatically generated invoice.	System Generated	
Buttons			
Complete Payment	Press to complete the payment to be made. If payment is to be made by multiple Types (e.g. cash, visa), press <<Add/Update>> after each entry and when the Balance equals 0.00, the payment will be completed.		
Cancel Payment	Press to cancel the selected entry or payment.		
Authorize	Press to authorize this payment. This button will only be lit if the Payment Type selected is defined to require authorization (Approval).		

Payment Authorization: The Payment Type specified is defined on Master Types table 2229 (zoom on Type field, <<Next Form>> to Payment Method detail). Each Type code defined can be further defined as to requiring Process Approval (authorization), Bank Routing Code, and Expiry Date. The Process Approval function also **requires** that the *ICVerify* Credit Card Authorization application be installed and running. FLEXX will use the ICVerify function in the authorization process.

Warning: If ICVerify is not installed and the Approval flag is Y for a payment type, when that type is used on the Accept Payment form, FLEXX will fail waiting for the Authorization Response and 'hang' in that wait.

The Previous tab displays previously entered payment records for this order. The form is a view only screen and no adjustments can be made on these fields



3.4 Product Release Process

Description

The Product Release Process evaluates sales orders (by status) in order to assign inventory items. For an order to be released and shipment records created, the Order Entry header status must be o - open, bo - backordered or bp - backorder - caused by partial. If the status is anything else the order will not be released. When the release process is run, the Order Detail line status is changed from “o” - open to “s” - staged for shipping and the Result field on the Shipping Tab of the Order Detail will display a “r” for released successfully (*See Sec. 3.2*).

On orders where the inventory levels of the SKU parts being ordered are sufficient, the Release process reduces the Quantity Committed and the Quantity on Hand fields on the Inventory Table in FLEXX Inventory Control (*See FLEXX Inventory Control Manual*).

On orders where the inventory levels of the SKU parts being ordered are not sufficient, the Order Detail line has a status of “bo” - backordered. If it is possible to fill a part of the order (i.e. 6 units are ordered and there are 4 on hand) and the Partial flag on the SKU Master is selected, FLEXX will automatically split the order detail line, creating two detail lines. One line will have a status of “s” - staged for 4 items and the other line will have a status of “bo” - backordered.

As a result of using this process, shipment records are created with status of “o” - open on the shipment header record (*See Sec. 3.5*) and detail status of “s” - staged. Should there be multiple warehouses involved on the order detail, multiple shipment records will be created, i.e. one shipment record per warehouse.

If the SKU is a serialized item and the serial number has already been selected (on the order detail), the status of the serial number is updated from “c” - committed to “u” - unavailable as a result of running the release process (*See FLEXX Inventory Control Manual for more information on SKU serial numbers*).

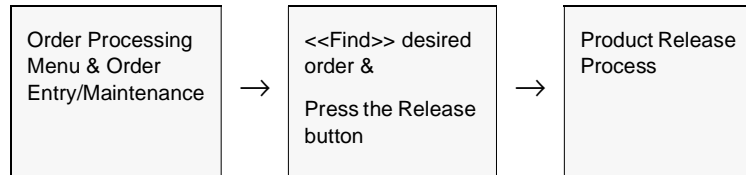
If the SKU is ‘frozen’ (the Freeze flag set on the SKU Master - as a result of running the Stock Count Procedure or manually set), FLEXX will not release it. It will remain in “o” status (or “bo” if backordered), and will only be released after it is ‘un-frozen’. Be aware that once a SKU has been released, it is possible to ‘freeze’ it and then still ship it.

If the Release button is selected and there is nothing to be released, the following message will appear “There are no lines that can be released for this order”. Review the Order Detail Result field to determine the possible reason.

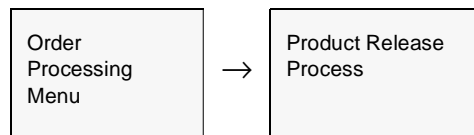
If the process fails with a conflict id, <<zoom>> on the Process ID field (box next to Start button), determine if the conflicting process (‘r’ status) should still be running, Force it to completion if not, and rerun the process (*see Administration Guide, sec 4.1 for details*).

Select

The Product Release process can be selected in one of two ways:



Or



The Product Release form appears in Update mode.

Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Selection Criteria			
Order Type	Select the type of order that the Product Release Process will apply to. If this process is arrived at by coming from a sales order, the order type will default to order. If coming from a transfer order, the order type will default to transfer.	Order	Y
Company	The Company Code.	Session Default	Y
Order Status 1, 2, 3	Status codes to select order detail lines to be released. Can be 'o', 'bo', or 'bp' only.	o bo bp	Y
Required Start & End Date	Date range within which order detail lines will be selected for release. Selects based on the Required date of each detail line.	Order Header/ Session Default	Y
Warehouse	The warehouse that is supplying the ordered SKU units or accept the default to select all warehouses.	*	Y
Release Code	Release code to allow for an additional level of selection criteria. The release code can be: <ul style="list-style-type: none"> • a - Automatic Release. Will only select order detail lines that have a release status code of "a". (See Sec. 3.2) • m - Manual Release. Will only select order detail lines that have a release status code of "m". (See Sec. 3.2) 	a	Y
SKU	SKU code to allow for an additional level of selection criteria. If a SKU code is specified, only order detail lines for that SKU will be selected for release.	*	Y
Product Category	The SKU category that appears on the SKU Master. If a category has not been defined for a SKU that is selected for release by the Product Release process, the release process will fail and the following error message will appear "Invalid entry - SKU not found".	*	Y
Customer	Customer code for a specific customer's sales orders. If a customer code is specified, only sales orders for that customer will be released.	*	Y
Starting & Ending Order #	The starting and ending order number range of orders to be released.	Order Entry Header	Y
Generation Criteria			
Pick Date	The date the order detail items will be picked. This pick date will also appear on the resulting Shipment Header record as a default value.	Session Default	Y
Pick Time	The time the order detail items will be picked. This pick time will also appear on the resulting Shipment Header record as a default value.	System Generated	Y
Ship Group	User defined shipping group that can be used to group similar shipment records together. Similar to a "batch" system.		N

Field	Entry	Default	Reqd
Combine?	Should common Customer Orders be combined on the resulting shipment detail record? Usually, FLEXX will create a separate Shipment record (header & detail) for each sales order regardless of customer. If YES is selected here, any sales orders for the same customer will be combined on the same shipment record.	NO	Y
Start	Press the button to start the Product Release Procedure.		
Shipment Number	The shipment number(s) created as a result of running the Product Release Procedure.	System Generated	

Notes

Should it become necessary to “unrelease” an order or a specific order detail line, the Product Unrelease Process can be utilized (*See Sec. 6.3*).

3.5 Shipping Process

Description

On successful completion of the Product Release Process (*Sec. 3.4*) a Shipment record is created. This shipment record initially generates information such as the originating sales order number, a default pick date and time (based on the date and time the Product Release Process was run), shipper and customer information, and items to be shipped. This information can be accepted as is, the Ship button is pressed and FLEXX will perform the shipping process. As a result, the order detail line status is changed from s - staged to sh - shipped.

When the Ship button is pressed on the Shipment header, a message appears "Would you like to automatically ship the whole shipment? [Y/N]". If Y - Yes is selected all, shipment detail lines with a status of "s" - staged will be shipped and their status updated to "sh" - shipped. Any shipment detail lines with status of other than "s" - staged will be ignored. The Shipment header status will also change to "sh" - shipped. For shipment detail lines with status of "bo" - backorder or "bp" - backorder caused by partial when sufficient product is available to fill the order, the Product Release Process is again run when the product is available, (*See Sec. 3.4*) and a new Shipment Header with a new Shipment number is created. The only reason a new Shipment Header and number are created is because the status on the original Shipment Header is now "sh" - shipped. As a result of a new Shipment record (header & detail) being created, the shipment detail lines of the original shipment record that has a status of "bo" or "bp" are removed and now appear on the new shipment record. If No is selected, the Shipment Detail form appears to allow manual entry of what was shipped.

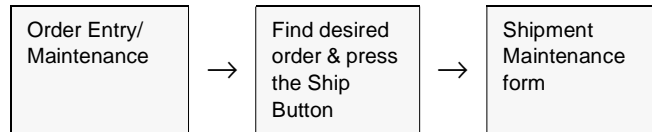
Shipment orders can be repacked into a number of boxes thus altering the piece count of the shipment. Repacking information can be entered on the product repacking form by pressing the "Piece Count" button on the shipment header screen. This form can be accessed prior to printing the packing slip and after pressing the "ship button". Piece count information can be grouped by a SKU user defined field (*user 4 - Refer to FLEXX Inventory Control Manual Section 3.1*) and displayed on the screen when the "Piece Count" button is pressed. Application Control table needs to be set up to display this grouping (*Refer to FLEXX Implementation Guide - Sec. 3.0*). The Product Repacking form can then be accessed by pressing the "Repack" button on the Piece Count Screen.

Both the weight and piece count of the shipment are automatically calculated based on SKU setup during the Product Release Process. They are recalculated when the Ship button is pressed and the shipment header status turns to "sh" - shipped. At this point the "Adjust Weight" button becomes accessible. The weight and/or piece count can then be changed directly. To save the changes, click on the "Adjust Weight" button. It will then ask if the next shipping cost calculation should be performed. The changes are then saved.

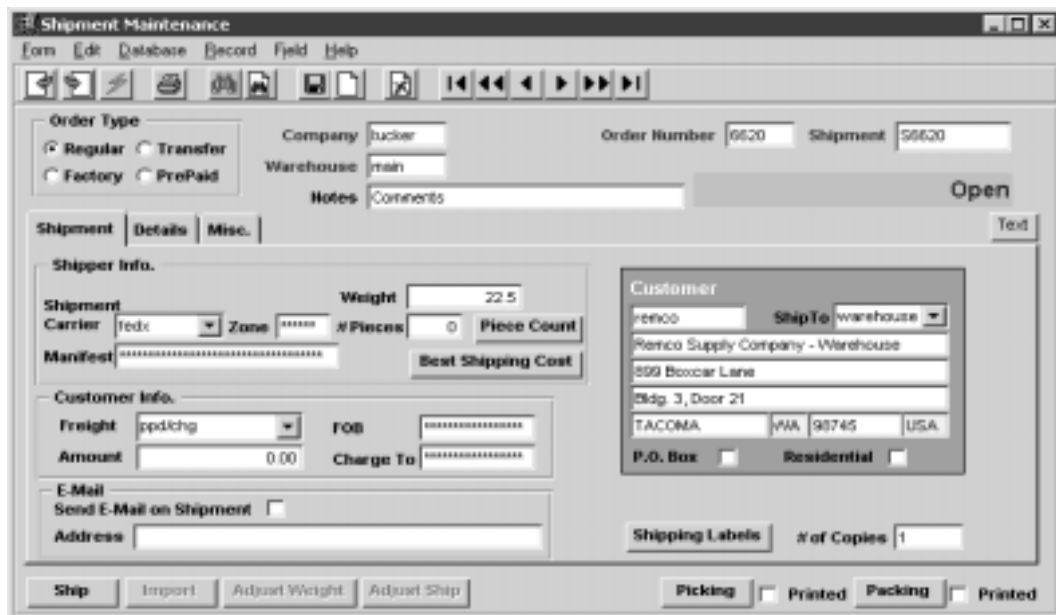
If the Ship button is selected and there are no detail lines staged (status 's'), message "No shipments exist for this order" will be displayed.

If the item to be shipped is 'frozen' but is in 's' status (meaning it was frozen after it was released), FLEXX will report message "Items on this shipment are frozen". Press OK and the shipment will still complete. This is only meant to alert the user (shipper) that he is shipping a 'frozen' item. However, if the ship quantity is changed, FLEXX will report message "Cannot change quantity on frozen item", and will not ship the item.

Select



The Shipment Maintenance header record appears in FIND mode. You can not create a shipment record by pressing <<Clear to Add>>. The shipment record is created by FLEXX as a result of running the Product Release Process.



With regards to shipping and invoicing, typically one shipment record (header and details) creates one invoice. Multiple shipments can create one invoice (if the "Combine" option is selected on the Invoice Generation process) but FLEXX cannot create more than one invoice from one shipment. If the need arises where there were multiple detail lines on a shipment and it was necessary to invoice just one of them, the following procedure can be performed. Select the shipment detail line that is not to be invoiced and press <<Add/Update>>, making sure to leave the Quantity Shipped field with its default value of 0.00. You will be prompted with a message "Were the non-shipped items put back into inventory [Y/N]. Select Yes and the status of the selected detail line will change from "s" - staged to "bp" - back order-caused by partial.

To reactivate these “bp” marked detail lines it will be necessary to rerun the Product Release Process (See Sec. 3.4). Once all detail lines have a status of “sh” and/or “bp”, press the Ship button. A message will appear “Would you like to automatically ship the whole shipment? Y/N”. Select Yes and the Shipment “header” status will become sh - shipped. Only shipment header records with a status of “sh” can be invoiced.

Fields

The following fields appear on the header portion of the screen.

Field	Entry	Default	Reqd
Order Type	<ul style="list-style-type: none"> • Regular - A regular sales order (See Sec. 3.0). • Factory - A factory direct (drop shipment) sales order (See Sec. 4.0). • Transfer - An Transfer order (See Sec. 5.0). • Pre-Paid - A Cash sales order. 		
Company	The Company code.	Session Default	Y
Warehouse	The warehouse from which the SKU's are being shipped.	Order Detail	Y
Order Number	The sales order number related to this shipment header record.	Order Entry Header	Y
Shipment Code	The shipment code automatically generated by the Product Release Process (See Sec. 3.4)		Y
Notes	End user defined comment field.		N
Text	Press this button to enter or view shipment text. This button will be lit if there is text in the Text table.		

The Shipment tab will display the following fields:

The screenshot shows the 'Shipment Maintenance' window with the following fields and controls:

- Order Type:** Radio buttons for Regular (selected), Transfer, Factory, and PrePaid.
- Company:** Text field containing 'Jucker'.
- Warehouse:** Text field containing 'ymh'.
- Order Number:** Text field containing '0520'.
- Shipment:** Text field containing '95620'.
- Notes:** Text field containing 'Comments'.
- Buttons:** 'Open' and 'Text' buttons.
- Shipment Details:**
 - Shipper Info:** Weight (22.5), Carrier (fedx), Zone (*****), #Pieces (0), Piece Count.
 - Customer:** remco, ShipTo (warehouse), Remco Supply Company - Warehouse, 599 Boocar Lane, Bldg. 3, Door 21, TACOMA, WA 98745, USA. P.O. Box and Residential checkboxes are present.
 - Customer Info:** Freight (ppdchg), FOB (*****), Amount (0.00), Charge To (*****).
 - E-Mail:** Send E-Mail on Shipment checkbox, Address field.
 - Shipping Labels:** Shipping Labels button, # of Copies (1).
- Bottom Buttons:** Ship, Import, Adjust Weight, Adjust Ship, Picking (checkbox), Printed, Peeking (checkbox), Printed.

Field	Entry	Default	Reqd
Shipper Info			
Shipment Carrier	The carrier performing the shipping. This will be copied from the Order Header form, and can be changed if desired.	Customer Master Table	N
Zone	The shipping zone within which the shipment is being sent.		N
Manifest	The shipping manifest number.		N
Weight	The weight of the pieces being shipped.	0.00	N
# Pieces	The number of pieces being shipped.	0	N
Piece Count	Press this button to access the Repacking screen. This button is only functional if the status of shipment header = 'sh' (shipped) and the packing slip is NOT printed, or the status of shipment header = 'in' (invoiced). See Sec. 3.6 for more details.		
Best Shipping Cost	This button will result in FLEXX selecting the most economical shipping method using the Carrier Rate Table together with the Zip to Zone Table, and return it into the Shipment Carrier field. If the tables have not been defined, FLEXX will display message "Cannot compute best shipping cost".		
Customer Info			
Freight	<p>The freight payment method (ppd/chg, prepaid, collect, etc.). Any predefined code can be used. Application Control variable "courrate" can be used to define whether or not to use the Carrier Rate table. If set to Y, FLEXX recognizes 'best' and 'ppd/chg' and will automatically add freight charges when used. FLEXX will use the Carrier Rate Table and the Zip to Zone Table (<i>See Getting Started manual</i>) to determine the freight charges to be added on the Shipment form at time of shipping. If either of these codes is used and the Zip to Zone or Carrier Rate tables are not defined, FLEXX will report message "Unable to update freight amount on shipment". Either set up the tables or use a different freight code to prevent the condition. If courrate is set to N, these tables will not be required.</p> <p>Methods "collect" and "prepaid" will not add any freight charges, though a value can be specified for reference to indicate the actual freight charges.</p> <p>For the freight charge to appear on the resulting invoice in FLEXX Accounts Receivable, a freight SKU must first be set up in the SKU Master (<i>See Sec. 10 - Special SKU's</i>).</p>	Order Header	N
FOB	The Free (or Freight) on Board Location.		N
Amount	<p>The total freight charge for this shipment. This requires a freight SKU be predefined since FLEXX will add an order detail line for this entry (<i>see Freight description above</i>).</p> <p>Be aware that a freight charge cannot be added to a Pre-Paid (Cash) order once payment has been accepted even though shipment has not been completed. Any freight charges for cash orders need to be entered on the Order Detail form.</p>		
Charge To	The person's name the freight should be charged to.		N
Email			
Send E-Mail on Shipment	Mark this flag if Shipment confirmation is to be sent by Email. This setting will default to the Email Shipment flag setting on the Customer Master.	Customer Master	N

Field	Entry	Default	Reqd
Address	The customer's Email address. Will use the Email address from the Ship To form if defined; otherwise the Customer Main Email address.	Customer Master	N
Shipping Labels button	Press this button to print shipping labels for this shipment. This function requires FLEXX to be properly set up to perform this function. <i>Please refer to the Distribution Modules Procedures Guide, Order Processing, topic "Print Shipping Labels" for complete details.</i>		
# of Copies	Specify the number of copies of the labels to be printed.	# of Pieces	N
Buttons			
Ship	Press Ship to complete the Shipment. This will ship all detail entries and change the status of the Shipment header to "sh". - Shipped.		
Import	Not currently used.		
Adjust Weight	Press this button to make an adjustment to the shipment weight from that calculated by FLEXX. This is only used when the "best" shipping method is specified in the Freight field. <i>Refer to Getting Started manual, Carrier Rate Table and Zip To Zone Table descriptions for more detail.</i>		
Adjust Ship	Press the Adjust Ship button to make adjustments to the quantity shipped after the shipment has been shipped - is in Shipped status (<i>See Sec. 3.8 for more details</i>). Once invoiced, no further changes are allowed.		
Picking	Press Picking to print the Pick Slip for this particular shipment. Each shipment will have a unique Pick slip. After it is printed, the Printed flag will be checked. To reprint, it will need to be reset by running the Shipment Print Status Update routine. Button will only be active before the shipment has been shipped (not status "sh").		
Packing	Press Packing to print the Packing Slip for this particular shipment. Each shipment will have a unique Packing slip. After it is printed, the Printed flag will be checked. To reprint, it will need to be reset by running the Shipment Print Status Update routine. Button will only be active when shipment is in Shipped status.		

Select the "Misc." Tab to enter/view the following information. (*The Details tab is described in Sec. 3.7*).

The screenshot shows the 'Shipment Maintenance' window with the 'Misc.' tab selected. The 'Order Type' section has 'Regular' selected. The 'Company' is 'Jucker', 'Order Number' is '0620', and 'Shipment' is '55620'. The 'Warehouse' is 'main'. The 'Shipping Info' section shows 'Group' as an empty field, 'Date' as '*****', 'Time' as '15:33', and 'Shipped By' as 'Rexx65'. The 'Picking Info' section shows 'Date' as '07/26/05' and 'Time' as '15:33'. The 'Packing Info' section shows 'Date' as '07/26/05' and 'Time' as '15:33'. The summary table shows 'Subtotal', 'VAT Amount', 'Local Tax', and 'Amount' all as '0.00'. The 'Print Price on Packing Slip' checkbox is checked. At the bottom, there are buttons for 'Ship', 'Import', 'Adjust Weight', 'Adjust Ship', 'Picking', 'Printed', 'Packing', and 'Printed'.

Field	Entry	Default	Reqd
Picking Info: Date & Time	The date and time the SKU items were picked for shipment. The date entered is the date the order was Released.	Product Release Process	Y
Pickers button	Press this button to display the Shipment Pickers Detail screen. This screen allows defining the name of the "picker" employee who picked the item. (See Sec. 3.15 for more details)		
Packing Date & Time	The date and time the SKU parts were packed. The date entered is the date the shipment was shipped (i.e. Ship button pressed).		N
Packed By	The name of the person who performed the packing. Will default to the user who pressed the Ship button, and can be changed as desired before it is invoiced.	Ship User ID	N
Shipping Group	User defined shipping group that can be used to group similar shipment records.	Product Release Process	N
Ship Date & Time	The date and time the SKU parts were shipped. These fields are automatically updated as a result of running the Shipping Process.	Session Default	Y
Shipped By	The name of the person who performed the shipping. Will default to the user who pressed the Ship button, and can be changed as desired before it is invoiced.	logon User ID	Y
Subtotal VAT Amt. Local Tax Amount	These four fields all relate to calculating the dollar value of the items shipped.	System Generated	N
Batch No.	If batch processing is used, a batch number can be assigned.		N
Status	<p>The Shipment header status can be;</p> <ul style="list-style-type: none"> • o - open - initial status of a shipment. A shipment will remain open until all of the detail lines have been shipped, invoiced, updated manually or received. An end user can change an "o" status to one of "ic" - received but incomplete. This status is for end user purposes only and will be ignored by FLEXX. • in - invoiced. System generated status as a result of running the Invoice Generation routine (See Sec. 3.10). For a shipment header record to have a status of "in", all of the underlying shipment detail records must be either cancelled and/or invoiced. Once a shipment is invoiced, no further changes may be made. • r - received. Used only for Transfer Orders (See Sec. 5.0) • ic - received but incomplete - for custom end user purposes only • sh - shipped. System generated status as a result of running the Shipping Process (See Sec. 3.5). For a shipment header record to have a status of "sh", all of the underlying shipment detail records must be either cancelled, back ordered, and/or shipped. 		
Invoice	The division code and number of the invoice created when the order is invoiced. (See Sec. 3.10).	System Generated	Y
Print Price On Packing Slip - check this flag if the SKU unit price is to be printed on the Packing Slip report.		Customer Master	N

If the information and the subsequent Shipment Detail information is correct, press the Ship button. A message prompt will appear "Would you like to automatically ship the

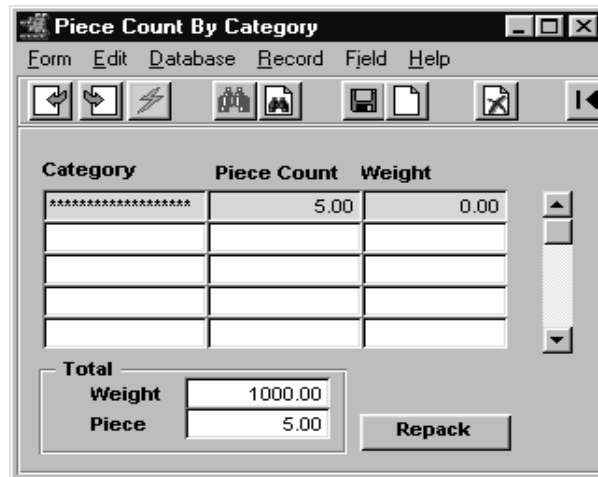
whole shipment? Y/N” If Yes is selected FLEXX will ship all of the SKU parts defined on the Shipment Detail and update the Shipment Detail line status from s - Staged to sh -Shipped. If you desire to ship the SKU parts line by line, press No and FLEXX will go to the Shipment Detail.

Press the Details Tab to the display the Shipment Detail form (Section 3.7).

3.6 Piece Count/Repacking

Description

To view the Piece Count Information, press the “Piece Count” button on the “Shipment Tab”. If application control parameter “*piececount*” (= Y) has been set up (refer to *FLEXX Implementation Guide, Sec. 3*) then the “Piece Count by Category” form will be displayed. Otherwise the “Repacking” form will be displayed (see next page).

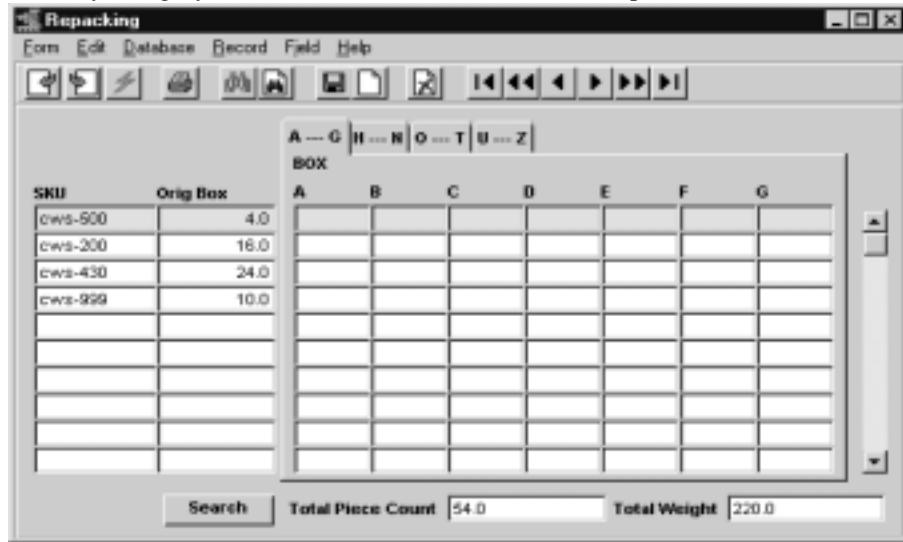


Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Category	Piece count grouping based on the SKU User Defined field 'user 4' (See <i>FLEXX Inventory Control Manual - Sec. 3.1</i>).	Order Detail	N
Piece Count	Total Number of Pieces for the category in the shipment.	Order Detail	N
Weight	Total Weight for the category in the shipment.	Order Detail	N
Total Weight	Total Weight for the shipment.	Order Detail	N
Total Piece	Total number of pieces for the shipment.	Order Detail	N
Repack	Press this button to access the “Repacking” form.		

The following screen will be displayed after pressing the “Repack” button on “Piece Count by Category” form or “Piece Count” button on “Shipment” tab.



Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
SKU	SKU code of the part shipped.	Shipment Detail	Y
Orig Box	Quantity packed in the original box of the SKU.		Y
Box A-Z	Quantity of SKU packed in Box A...Box Z (Units can be “packed” in a box by one of the following procedure: <ul style="list-style-type: none"> • “Drag and Drop” the units from one box to the other using the mouse. • “Right Clicking” the mouse on a box. Each click will decrease the original box and increase the target box by 1 • Entering the number of units on a box. 		N
Total Piece Count	Total number of pieces for the shipment.	Shipment Detail	Y
Total Weight	Total weight for the shipment.	Shipment Detail	Y
Search	When this button is pressed, a SKU search field is presented allowing the user to enter a specific SKU code to search the Repacking list for that SKU only.	%	

Once the shipment is shipped (“sh” status), the weight and piece count can be manually overwritten and the changes are saved by clicking on the “Adjust Weight Button”.

3.7 Shipment Detail

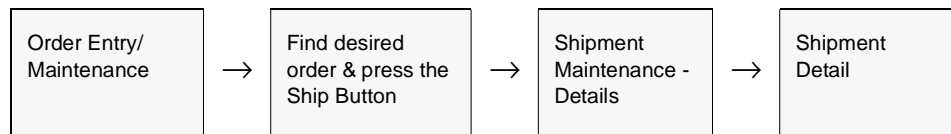
Description

The shipment detail form lists all of the SKU items ordered and released on the original sales order. The detail allows entry of the quantity to be shipped on a line by line basis.

Shipment quantities can be changed, either smaller or greater, in both the Stock or Sell units of measure. The order price will be recalculated if the Application Control variable “ship_price” is set to Y (See FLEXX Implementation Guide for more details). However, if the SKU is frozen, FLEXX will report message “Cannot change quantity on frozen item”, and will not allow the item to be shipped. If the SKU is frozen but in “s” status (was released before it was frozen), and no quantity changes are made, FLEXX will allow it to be shipped and report message “Items on this shipment are frozen”.

If quantity adjustments are to be made after the shipment has been completed (is in “sh” status), the Shipment Adjustment function will need to be accessed to make the changes (See Sec. 3.8).

Select



The Shipment Detail form appears in Update mode.

The screenshot shows the 'Shipment Maintenance' window with a menu bar (Form, Edit, Database, Record, Field, Help) and a toolbar. The main area contains form fields for Order Type (Regular, Transfer, Factory, PrePaid), Company (lucker), Warehouse (main), Order Number (9620), and Shipment (S9620). Below these are tabs for Shipment, Details, and Misc. A table lists shipment items with columns for Order #, SKU Code, Stock Uom, Quantity, Qty Shipped, Serialized, System Assigned, Range, Status, and Auto Ship. At the bottom, there is a summary section for Sell Uom, Sell Quantity, Sell Qty Shipped, and Description (*Cedar Wood Spindle 200mm), along with buttons for Ship, Import, Adjust Weight, Adjust Ship, Picking, and Printed.

Order #	SKU Code	Stock Uom	Quantity	Qty Shipped	Serialized	System Assigned	Range	Status	Auto Ship ?
9620	cws-200	EA	3.0	0.0	N	*****	*****	S	<input checked="" type="checkbox"/>
9620	cws-250	EA	1.0	0.0	N	*****	*****	S	<input checked="" type="checkbox"/>
9620	cws-200	EA	2.0	0.0	N	*****	*****	Shp	<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>

Fields

The following fields will appear on the screen.

Field	Entry	Default	Reqd
Order#	The sales order number where this detail line originated. Once the Product Release process has been run (See Sec. 3.4) the shipment detail records are automatically created and a shipment number generated.	Order Detail	Y
SKU Code	The SKU code of the part originally ordered.	Order Detail	Y
Stock UOM	The UOM used for Stocking the SKU.	Order Detail	Y
Quantity	The quantity in Stocking UOM of the SKU part originally ordered on the sales order.	Order Detail	Y
Qty Shipped	<p>The number of units of the SKU part to be shipped. To ship the order line by line, enter the quantity of that specific SKU part to be shipped and press <<Add/Update>>. If no shipment quantity is specified the following message will appear "Were the non-shipped items put back into inventory? [Y/N]".</p> <p>If you select Yes - the status of the ship detail line is changed from "s" - Staged to "bp" - Back Order - Caused by Partial or 'cf' - Cannot fill, depending on whether the item can be backordered or not, and the Inventory table in FLEXX Inventory Control is updated as follows: both the On Hand and Committed fields are increased by the number of units ordered on the Shipment Detail line. In other words it restores the inventory levels back to what they were before the Product Release routine was run. Similar to running the Product Unrelease Process (See Sec. 6.3).</p> <p>If you select No - the status of the shipment detail line is changed from "s" - Staged to "bp" - Back Order - Caused by Partial or 'cf' - cannot fill, depending on whether the item can be backordered or not, and the Inventory table in FLEXX Inventory Control is updated as follows: the Committed field is increased by the number of units ordered on the Shipment Detail line. If the quantity of the SKU parts to be shipped is specified but it is less than the original quantity ordered and <<Add/Update>> is pressed the following message will appear "Were the non-shipped items put back into Inventory? [Y/N]". If you select Yes - FLEXX automatically creates a second line from the detail of the original line. The original line quantity ordered is changed to match the quantity shipped. The new detail line has a status of "bp" or 'cf' and the quantity ordered now becomes the difference between what was originally ordered and what was shipped.</p> <p>The Inventory table in FLEXX Inventory Control is updated as follows: both the On Hand and Committed fields are increased by the difference between the quantity of units originally ordered and those shipped. If you select No - a second line is still created from the details of the original line. The original line quantity ordered is changed to match the quantity shipped and the status of the original line changes from "s" - Staged to sh - Shipped.</p> <p>The new detail line has a status of "bp" or 'cf' and the quantity ordered now becomes the difference between what was originally ordered and what was shipped. The Inventory table in FLEXX Inventory Control is updated as follows; the Committed field is increased by the difference between what was originally ordered and what was shipped. Shipment detail lines with a status of other than "s" - Staged will not be shipped. To ship detail lines with a "bp" status the Product Release process must be run again and sufficient inventory must exist to fulfill the order. This will change the "bp" status back to a "s" - Staged status.</p>	0.00	Y

Field	Entry	Default	Reqd
Serialized	If the SKU part being shipped is serialized this field will have a Y - Yes flag. If it isn't serialized it will be a N - No.	SKU Master	Y
System Assigned Serial # Range	For Serialized SKU's defined Serial Type "in", the serial number of the SKU part being shipped. This serial number will be the number automatically assigned by FLEXX. <i>the FLEXX Inventory Control Manual</i> . If more than one SKU for this entry, the range of serial numbers assigned by FLEXX for all SKU's shipped.		N
Status	<p>The Shipment detail status can be;</p> <ul style="list-style-type: none"> • o - open. Not used on Shipment Detail lines. • b - back. A status to be used for custom end user purposes only. Can reset shipment detail lines that have not been shipped, through the use of the Mass Order Marking Routine (See Sec. 6.2) • bo - back order at time of order. • bp - back order caused by partial. This status can be assigned by FLEXX in one of two situations; <ol style="list-style-type: none"> 1. The Product Release Process (See Sec. 3.4) has been run and a portion of the ordered quantity can be released (i.e. there is inventory available but it is less than the ordered quantity). The portion that can be released is assigned a status of "s" - staged while the remainder is given a "bp" status. 2. The Product Release Process has been run and there is sufficient on hand inventory available. However, when it comes time to perform the Shipping Process (See Sec. 3.5) a quantity less than that ordered is shipped. The quantity shipped is assigned a status of "sh" while the remainder is given a status of "bp". • cn - cancelled. No direct use on Shipment Detail lines. • cf - can not fill. This status can be assigned by FLEXX where The Product Release Process (See Sec. 3.4) has been run against an SKU that can not be back ordered. For a SKU with this attribute the status of "cf" can be assigned in one of two situations: <ol style="list-style-type: none"> 1. The quantity ordered exceeds the current on hand inventory where the on hand inventory levels are greater than zero. If the SKU could be backordered then statuses as described above would be assigned (i.e. s and bp). Since the SKU can not be backordered the detail line status goes to "cf". 2. The Product Release Process has been run and there is sufficient on hand inventory available. However, when it comes time to perform the Shipping Process (See Sec. 3.5) a quantity less than that ordered is shipped. Again this situation would normally create a back order situation but because the SKU can not be backordered a status of "cf" is assigned. • s - staged. Order Detail lines will have this status where the Product Release Process (See Sec. 3.4) has been run and the on-hand stock levels exceed or equal the quantity being ordered. It is possible to return a detail line status of "s" to being "o" - open again by running the Product Unrelease Process (See Sec. 6.3). • sh - shipped. Order detail lines will have this status once the Shipping Process (See Sec. 3.5) has been used. Once a detail line has this status it is not possible to return it to a status of "s" - staged and/or "o" - open. 		

Field	Entry	Default	Reqd
Status Cont'd	<ul style="list-style-type: none"> • in - invoiced. System generated status as a result of running the Invoice Generation routine (See Sec. 3.10). • r - received. System generated status that a Transfer Order will have once all of the transfer detail line items have been received (See Sec. 5.5). Used only for transfer orders and has no relevance for sales orders. • fs - Factory Order - Shipped. This status will appear on Shipment records that have been created and shipped as a result of running the Factory Direct PO Shipping Process (See Sec. 4.5) q - quote. Used only for Transfer Orders (See Sec. 5.0) that have yet to be authorized. Transfer Order detail lines that have this status will be ignored by the Product Release Process. So the transfer will not take place until the detail status is "o" - open. • p - picked. A status to be used for custom end user purposes only. Can reset order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine (See Sec.6.2). • pa - packed. A status to be used for custom end user purposes only. Can reset order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine (See Sec. 6.2). • ch - check hold. Status supplied for customized end user purposes only. • f - failed. A status to be used for custom end user purposes only. Can reset order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine (See Sec. 6.2). 		
Auto Ship	This box will be checked for all available items. Check this box if FLEXX is to also automatically ship backordered items (status "bo", "bp", or "cf") (see Auto BO Ship at the end of this topic for more details.)		
Sell UOM	The Sell UOM as entered on the order detail.	Order Detail	Y
Sell Quantity	The quantity of the SKU ordered based on the Sell UOM	Order Detail	Y
Sell Qty Shipped	Displays the quantity shipped based on the Sell UOM. This value can be changed if the Sell quantity shipped is actually different than ordered.		
Description	SKU Master description of the SKU part ordered.	SKU Master	N
Serial Number	This button will be active only for serialized SKU's, and presents the Serial Number selection screen to allow selection of the serial number(s) you wish to ship. (See Sec. 3.9). This will be required if the serial numbers have not already been selected on the Order Detail entry.		
Price Order	If changes have been made to the order, you can reprice the order by pressing the button. FLEXX will recalculate the order discounts		

Notes:

To ship the SKU parts on a line by line basis, select the line which contains the item to be shipped and enter the quantity to be shipped, either the Stocking UOM or Selling UOM quantity. If the SKU part is serialized you may need to enter a serial number if one hasn't already been entered. If one is needed you will be prompted. Now press <<Add/Update>>. FLEXX will ship the items on the Shipment Detail line selected and change the status from s - staged to sh - shipped. To ship another line, select it and continue as described above. Only Shipment Detail lines with a status of "sh" can be invoiced.

Once you have completed shipping the detail lines, press the “Ship” button. If there are detail lines with a status of other than “sh” - shipped, a prompt will appear “Please confirm that you would like to complete the shipping of the shipment.[Y/N]”. If you select “Yes” to this, the Shipment Header status goes to “sh” regardless if all shipment detail lines have a status of “sh” or not. When sufficient stock becomes available and the Product Release Process is run again, a new Shipment record is created (header and detail) containing all shipment detail lines of the original Shipment that were not shipped. If you say “No” the Shipment Header status remains “o” -open and no new Shipment records are created when the Product Release Process is run again for that order. Also, Shipment Header records with a status of “o” - open are ignored by the Invoice Generation (*See Sec. 3.10*) routine.

Auto BO Ship

A FLEXX enhancement provided to allow for automatic shipping of backordered (status “bo”, “bp”, or “cf”) quantities. This feature can be used when actual stock on hand is such that there is sufficient quantity to ship the items even though FLEXX Inventory On Hand shows it as “Insufficient quantity” (i.e. stock has arrived into the warehouse but not yet received into FLEXX inventory). The Shipment form has an Auto Ship flag for each detail line. This flag is used to indicate to FLEXX whether or not to automatically ship the backordered quantities. The flag can be set to default using the following Application Control setting

Application	Type	Description	Value	Company
op	shipbo	Auto Ship bo, cf, and bp items	Y	default

This function will by default not be enabled (*shipbo* will be N)

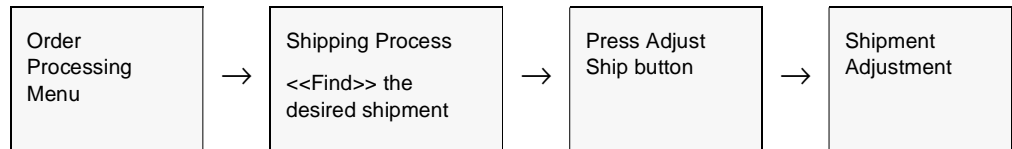
3.8 Shipment Adjustment

Description

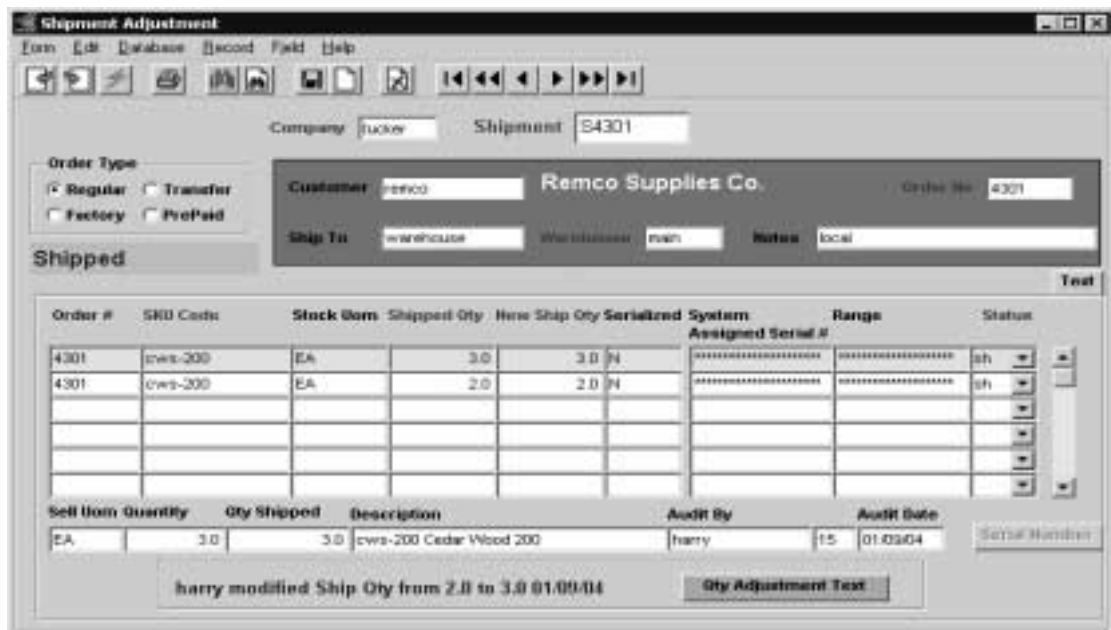
The Shipment Adjustment form is used to make adjustments to the quantity shipped **AFTER** the shipment has already been completed and is in “sh” - Shipped status. Normally, the user would be required to Unrelease (Unship) the order and repeat the Release and Shipping process with the desired values. However, this process allows the user to make changes without having to first Unrelease the order.

Using this form, either the Stock UOM quantity or the Sell UOM quantity can be changed for each detail line. On saving the entry, that detail line will then be shipped with the new quantity. Be aware that all changes made on this form will also be recorded on the Order Detail form. This ensures the actual shipped quantity is then also the invoiced quantity.

Select



The Shipment Adjustment form appears in Update mode.



Fields

The following fields will appear on the screen.

Field	Entry	Default	Reqd
Order Type	<ul style="list-style-type: none"> • Regular - A regular sales order (See Sec. 3.0). • Factory - A factory direct (drop shipment) sales order (See Sec. 4.0). • Transfer - An Warehouse Transfer order (See Sec. 5.0). • Pre-Paid - A Cash sales order. 	Regular	Y
Company	The Company code.	Session Default	Y
Shipment	The shipment code automatically generated by the Product Release Process		Y
Customer	The customer code of this order.	Order Header	
Order No	The sales order number related to this shipment header record.	Order Header	Y
Ship To	The specific customer's ship to location.	Order Header	
Warehouse	The warehouse from which the SKU's are being shipped.	Order Detail	Y
Notes	Any end-user defined comment field.		N
Text	Press this button to enter or view shipment text. This button will be lit if there is text in the Text table.		
Order #	The sales order number where this detail line originated. Once the Product Release process has been run (See Sec. 3.4) the shipment detail records are automatically created and a shipment number generated.	Order Detail	Y
SKU Code	The SKU code of the part originally ordered.	Order Detail	Y
Stock UOM	The UOM used for Stocking the SKU.	Shipment form	Y
Orig Ship Qty	The quantity in Stocking UOM of the SKU part originally ordered on the sales order. This value will remain the quantity originally shipped.	Shipment form	Y
Qty Shipped	The actual quantity in Stock UOM shipped. This value is display only and cannot be changed.	Shipment form	
New Ship Qty	<p>The number of units in Stocking UOM to be shipped. This value will default to the Original Ship Quantity, but can be changed as desired. Enter the quantity of that specific SKU part to be shipped and press <<Add/Update>>.</p> <p>If a 0 (zero) value is entered, FLEXX will display message: "Shipped quantity must be greater than zero". If this quantity is required, the order will need to be Unreleased/unshipped, and then either the order quantity changed or that detail entry cancelled.</p> <p>For Inventory SKU's, FLEXX adjusts the inventory On Hand level according to the quantity actually shipped. <i>No adjustments are required for non-inventory SKU's.</i></p> <p>The Order Detail entry is also adjusted to reflect the shipped quantity as that actually ordered.</p>	Ship Qty	Y
Serialized	Y- Yes, serialized; N- No, not serialized.	SKU Master	Y

Field	Entry	Default	Reqd
System Assigned Serial #	For Serialized SKU's defined Type "in", the serial number of the SKU part being shipped. This serial number will be the number automatically assigned by FLEXX. (See the FLEXX Inventory Control Manual).	Shipment form	N
Range	If more than one SKU for this entry, the range of serial numbers assigned by FLEXX for all SKU's shipped.	Shipment form	N
Status	The Shipment detail status will only be "sh" since this function is only accessible from a Shipped shipment.	sh	Y
Sell UOM	The Selling UOM as entered on the order detail.	Order Detail	Y
Quantity	The quantity of the SKU shipped based on the Sell UOM	Shipment form	Y
Qty Shipped	Displays the quantity shipped in the Selling UOM. This value can be changed if the actual Sell quantity shipped is different from the original quantity. Changing this value will also result in a corresponding adjustment to the Stock Shipped Qty. If a 0 (zero) value is entered, FLEXX will display message: "Shipped quantity must be greater than zero". If this quantity is required, the order will need to be Unreleased/unshipped, and then either the order quantity changed or that detail entry cancelled.	Shipment form	
Description	The SKU description.	SKU Master	N
Audit By & Date	FLEXX will record the user name and id of the user making the changes and the date they were made.	System Generated	
Serial Number	This button displays the Serial Number selection screen to select which serial number you wish to ship. (See Sec. 3.9). The button will only be lit on serialized SKU's.		
Qty Adjustment Text	This button displays the text generated each time an adjustment is made.		

Note:

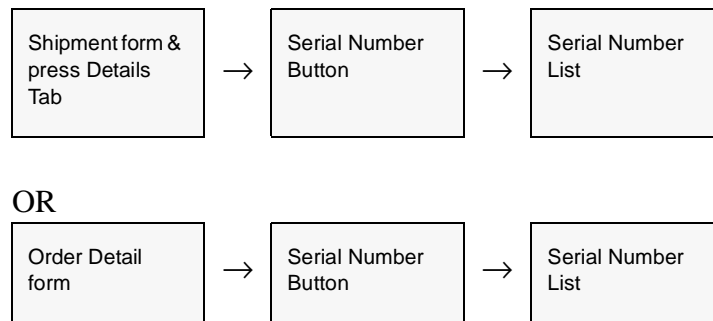
Be aware that an adjustment of a BOM that is defined Non-inventory (Build-on-the-fly), the adjustment will not automatically update the 'child' SKU quantities. Those will need to be manually adjusted as well.

3.9 Serial Number List

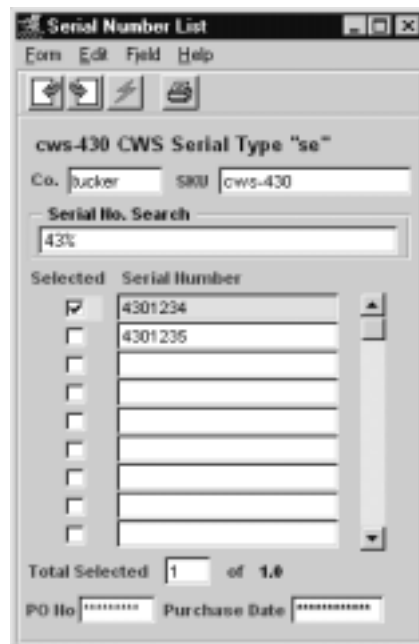
Description

The Serial Number List is a list of all currently available Serial Numbers defined for that SKU in the Serial Number Information Table (*See Inventory Control manual*). The table is used to select the specific Serial Number(s) for the ordered **serialized** SKU. It can also be used to FIND specific serial numbers by entering a search value in the Serial No. Search field, and pressing Enter will display them in ascending order.

Select



The Serial Number List form appears on the screen.



Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Company	The Company Code.	Shipment Maintenance	Y
SKU	The SKU Code as entered on the Order Detail line.	Order Detail Entry	Y
Serial No. Search	Enter the characters of the serial number to search. Any starting digits can be entered, and press Enter to display all numbers beginning with those characters. If a specific defined serial number is entered, that entry will also be automatically selected (Selected box checked). This is particularly useful when using a scanner to select serial numbers.		N
Selected	Check to select the serial number, unchecked to deselect the serial number.		
Serial Number	The Serial Number for the specific SKU as defined in the Serial Number Information Table (see <i>Inventory Control Manual</i>).		Y
Total Selected	The number of Serial Numbers selected; cannot exceed the order quantity of the SKU.		
PO Number	The Number of the PO when the particular serialized SKU was purchased.		N
Purchase Date	Date the SKU was purchased.	PO Date	

If you ship an order and not all serial numbers have been entered a message appears: “This order is missing some serial numbers. Go to Shipment Detail to enter them?”

Δ Y - Goes to shipment detail. Select correct serial number and ship.

Δ N - Order will be shipped but not the serialized item which will remain in “s” status (staged).

3.10 Invoice Generation

Description

The Invoice Generation process is used to seamlessly create invoices in FLEXX Accounts Receivable based on Order Entry Header and Detail information. This option eliminates the need to enter the same information twice in Order Entry and Accounts Receivable. This invoice generation routine will allow you to:

- Δ Create invoices in FLEXX Accounts Receivable.
- Δ Allow selection of orders to be invoiced based on Customer, Order and Shipment Code
- Δ Generates invoice by payment method for the same customer.

The Invoice generation routine will invoice all orders that meet the selection criteria and that also have order entry detail lines with status of “sh” - shipped. Once a detail line has been successfully invoiced, its status is updated from “sh” to “in” - invoiced. The resulting invoice number is stamped on both the Shipment Maintenance Header and the Order Detail line. For these order detail lines that require recurring invoices, one recurring invoice header is created for each billing cycle in the invoice. The type of interval and number of intervals between the billing determines the billing cycle. The next billing date of the Recurring Invoice Header will be set to the date specified on the order header. If not specified, it will be calculated based on the invoice date and billing cycle. The expiry date of the recurring invoice header will be calculated based on the next billing date and recurring times specified on the order detail line.

If the invoice resulting from a shipment (or combination of shipments) has detail lines with both positive and negative quantities, and the invoice total is a positive value, the invoice will be left as has been generated. If however, the invoice total is a negative amount, the invoice will be generated with a negative total, and will need to be processed in combination with a subsequent payment receipt, or can be refunded using the Invoice “Refund on Negative Invoice” function.

Notes

It is possible through the use of Application Control setting to have the invoice number be generated the same as the order number with prefix “P”.

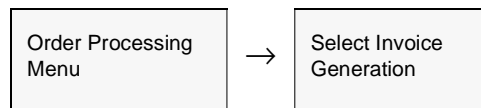
Application	Type	Description	Value	Company
op	matchinvno	Invoice Number matching OP	Y (N default)	default

The Invoice Generation routine must be run before using the Generate GL Transactions from Inventory Movement (*See Sec. 9.0*). It is the process of running the Invoice

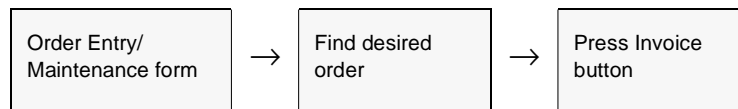
Generation routine that sets up the billing & costing information that is used by the Generate GL Transaction routine.

The Invoice Generation process also creates an Inventory Movement record of type “in” (for inventoried sku’s) which can be viewed on the Inventory Movement Review form in the FLEXX Inventory Control module. (See the FLEXX Inventory Control Manual for further information).

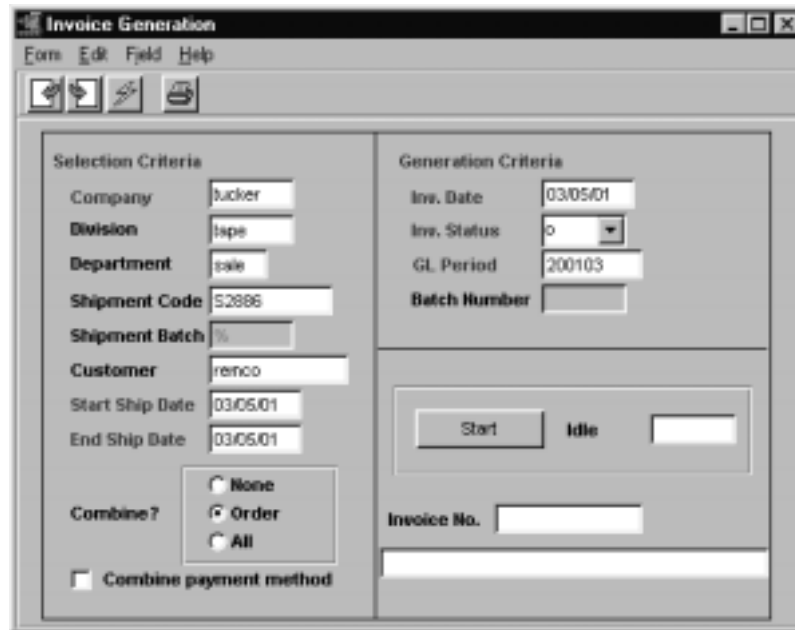
Select



Or



The Invoice Generation routine appears in Update mode.



Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Selection Criteria			
Company	The Company Code.	Session Default	Y
Division	The Division Code or accept the default to generate invoices for all divisions.	*	Y
Department	The Department Code to generate invoices for. FLEXX will use the Department Code as entered on the Order Header Financial form.	*	Y
Shipment Code	The code of a specific shipment to be invoiced or accept the default to generate invoices for all shipment codes.	*	Y
Shipment Batch	Enter the batch number of the shipments to be invoiced or accept the default to generate invoices for all shipment batches.	*	Y
Customer	The code for the customer whose orders are to be invoiced or accept the default to invoice all customer orders.	*	Y
Start and End Ship Date	The start and ending date range of shipments to be invoiced.	Session Default	Y
Combine Flags	None - separate invoice for each shipment Order - combine all shipments with matching order numbers on same invoice. All - combine all orders with same date shipments to the same shipping address on the same invoice.	None or Application Control setting	Y
Combine Payment Method	Combine shipments by payment method for the same customer.	N	
Generation Criteria			
Invoice Date	The date to appear on the invoices created in FLEXX Accounts Receivable.	Session Default	Y
Invoice Status	The status that the resulting invoice will have in FLEXX Accounts Receivable.	O	Y
GL Period	The GL Period to appear on the invoices created in FLEXX Accounts Receivable.	Session Default	Y
Batch Number	If batch processing is being used and it is desirable to group all of the resulting invoices into a batch in FLEXX Accounts Receivable, enter the batch number.		N
Start	Press this button to start the Order Processing Invoice Generation Routine.		
Invoice No.	The number of the resulting invoices generated in FLEXX Accounts Receivable.	System Generated	

Once the Invoice Generation routine is complete, press <<Next Form>> to view the invoices generated.

3.11 Order Pricing

This section provides an overview of SKU pricing in Order Processing. **Please refer to the FLEXX Procedures Guide, Distribution Modules for a detailed description of both SKU Pricing as well as Order Pricing.**

Order pricing is based on several factors:

- Δ SKU Pricing - selling price of the item (SKU)
- Δ Customer Price Type definition
- Δ Discounts applied to this selling price
- Δ Discounts applied to the whole order.

The individual SKU selling price is defined on the SKU Master, Price table. Then depending on whether or not discounts are allowed for the SKU, FLEXX will use the various defined discount codes to calculate the 'Net' price of the SKU as well as the 'Net' price of the order.

SKU Pricing

Individual SKU sales pricing is determined by the values entered on the Price form of the SKU Master (*see Inventory Control Sec. 3.4 for more detail*). The selling price may be separately defined by product, warehouse, order type, quantity break, currency and/or customer. Any eligible discounts are calculated based on the effective Price values (*see the next section for more details on Discount processing*).

The SKU price is calculated based upon the following hierarchy:

FLEXX will attempt to use a price defined -

- Δ by warehouse for a given customer (independent of price type)
- Δ by warehouse by price type
- Δ by warehouse.

Within this hierarchy any price quoted must be consistent with the effective date of the price record (i.e. a price is valid from the specified Effective Date until the Expiry Date) and the quantity being ordered. If FLEXX determines that more than one price is possible, the one chosen is that for the greatest break point.

It must be noted that without careful definition of the pricing matrix, anomalies are possible; several examples:

- Δ If a customer has a matching entry in the Price matrix, that price will be quoted even if it is more than a price for the customer's pricing group or even the normal price for the SKU. In general therefore prices should decrease as one goes through the hierarchy.

- Δ The quantity break point is higher in the hierarchy than the date. For example, a one year old unit price for greater than quantity ten of the item will be chosen over a two day old unit price for nine units even if it has a higher price. Therefore, if a special price is being added as an incentive, it should be compared to any existing price for a higher break point to check that a conflict will not be generated. This is not an issue if the price is being added at the same break point as an existing price; the new will override the old.
- Δ If the defined SKU price is to be used on an Order return, the Quantity field requires a negative value in the amount that will accommodate the number of items being returned. Effective date, price type, warehouse, and customer definitions will also apply so need to be considered.

Customer Price Type

The Customer Price Type is defined on the Customer Master header form, Price Type field. This value will be the default used on the sales order for this customer, and can be changed on either the Order Financial form, or on each detail item entry if required.

Currency Conversion

The SKU is priced according to a specific predefined Currency code. If the Customer currency is other than the Company currency, the SKU can be priced in that currency and that value will be used on the order. If the SKU is not priced in the customer's currency, FLEXX will convert the defined price to the customer's currency using the Foreign Exchange table defined effective rate.

Minimum Pricing

Additionally, FLEXX allows SKU pricing to be set to a minimum value to be used in Order Processing. The value is set on the SKU Pricing table, Min. Price field. This value is used at Order Detail entry where the minimum price for this SKU on any single order will be the Min. Price specified value.

For example, the Min. Price has been set at \$450.00 and List Price for quantity 1 is \$330.00. When ordering qty one of this item, although the price for one unit is \$330.00, the entry will be priced at \$450.00. However, if ordering more than one, the price used will be 330.00 multiplied by the quantity and if larger than 450.00, the actual price will be entered.

Discount Set Up and Processing

FLEXX OP discounting can provide virtually unlimited potential for customer/inventory/date and volume specific price adjustments. In order to qualify the Sales Order for a discount, certain criteria must be met:

1. Customer discount eligibilty - Customer Discount codes, and

2. SKU discount eligibilty - **Allow Discounts** flag on each individual SKU.

To qualify a Customer for a discount, the Customer Master/ Main form must contain the eligible Discount codes, (i.e. **Discount Type** for item discounts and **Order Discount** for whole order discounts). These discount codes need to be defined in the Customer Discounts Table. These two values are used as defaults on the Order Header/Financial form when a new order is created and can be modified on the order if required.

Weight Based Discounting

Flexx also allows discounting to be based on the wight of the SKU as well as the whole order. The discount is defined as a dollar value per weight unit (e.g. \$2.00 per 100lb).

Further Discount Considerations

- Δ Each Order item entry supports a second item discount value that is manually specified on the Order Detail form (not copied in as a default). This code also needs to be defined in the Customer Discounts Table.
- Δ Additional discounts based upon the SKU are available on the SKU Miscellaneous form via the **SKU Disc CD** and the **Disc. Attribute** fields. Though not required if only Customer Discount Type is to be used, these additional fields can then be used in the Customer Discounts Table as additional qualifiers in defining discounts.
- Δ The Discount Attribute can be used to give Special discounts at specific times. All SKU's that might be eligible for the Special discount could be assigned a unique Attribute and then at the time of the Special discount, the Discount Table could be redefined with that Attribute's rate. However, be aware that the SKU Disc. Code takes precedent over the SKU Disc. Attribute.

Notes:

Please refer to the Getting Started Manual, Topic "Customer Discount Table" for details on the table definitions.

Also, please refer to the FLEXX Procedures Guide, Distribution Modules for a detailed description of both SKU Pricing as well as Order Pricing.

3.12 OP SKU Handling

Description

The order entry process has numerous controls on handling SKU items entered on the Order Detail form. These controls are based on item availability and SKU definitions, and determine how the detail SKU entry will be processed.

Insufficient Stock

When a SKU having insufficient On Hand quantity is entered, FLEXX will display the prompt “Insufficient Stock! would you like to view alternative items?” Pressing Yes will display the SKU Substitute Items form, which will show all the alternative SKU’s defined to this SKU with Type “al”, “rp”, and “up” codes (*See Inventory Control, SKU Substitute Number Description*). Either one of the substitutes, or another warehouse with available stock can be selected. Press Use Selected button to record that selection and FLEXX replaces the entered SKU code with this alternate selection.



Add - on Products

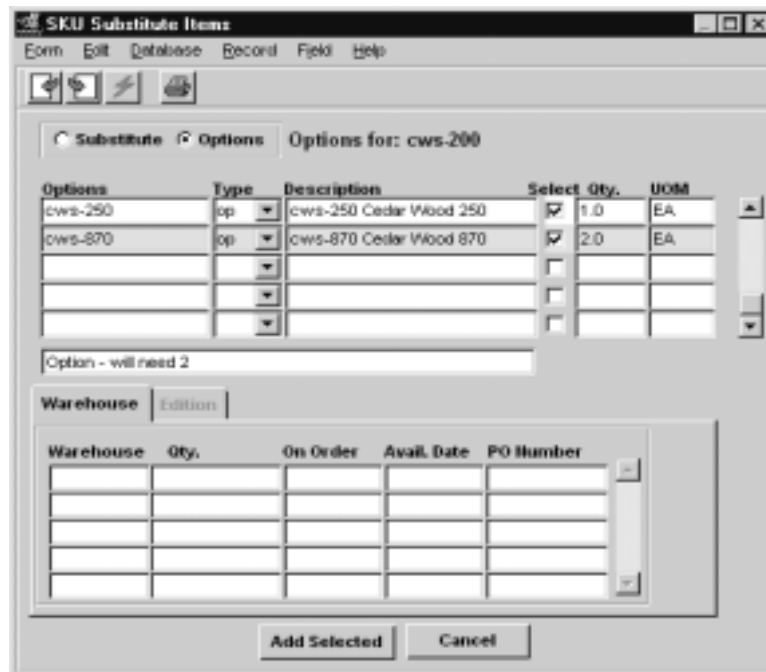
A SKU can be defined to have add-on items (See *Inventory Control, SKU Substitute Numbers Description*). These add-ons can be one of two types:

- Δ **ad** - add one of the defined add-on SKU to the order
- Δ **am** - add a matching quantity of the defined add-on SKU to the ordered SKU.

FLEXX will then automatically enter the add-on SKU to the order at the price defined on the SKU Price Table.

Option SKU's

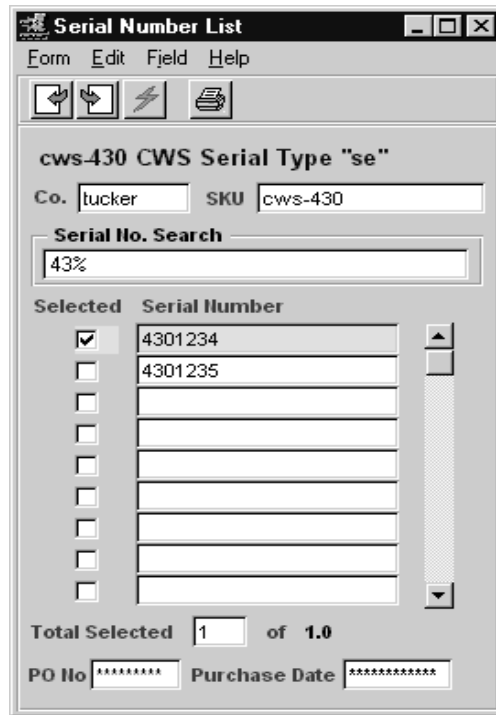
A SKU can be defined to have optional items that can be ordered with the SKU. These are defined on the SKU Substitute Numbers form with Type “op”. When the SKU having options is entered on the order detail, FLEXX will display the prompt “Access options for xxxx ?” Pressing Yes will display the SKU Substitute Items form showing all of the SKU’s defined with Type “op” for this ordered SKU. Check the Select box for those option SKU’s desired and <<Previous Form>> to the order detail. On saving the detail entry, the options selected will be automatically entered on the order.



Serialized SKU's

A serialized SKU is one that is defined with the Serialize flag set on the SKU Attributes form (See *FLEXX Inventory Control Manual*). It is further defined as either Serial Type "in" or "se" (Attributes form, Type field). At order entry of this SKU:

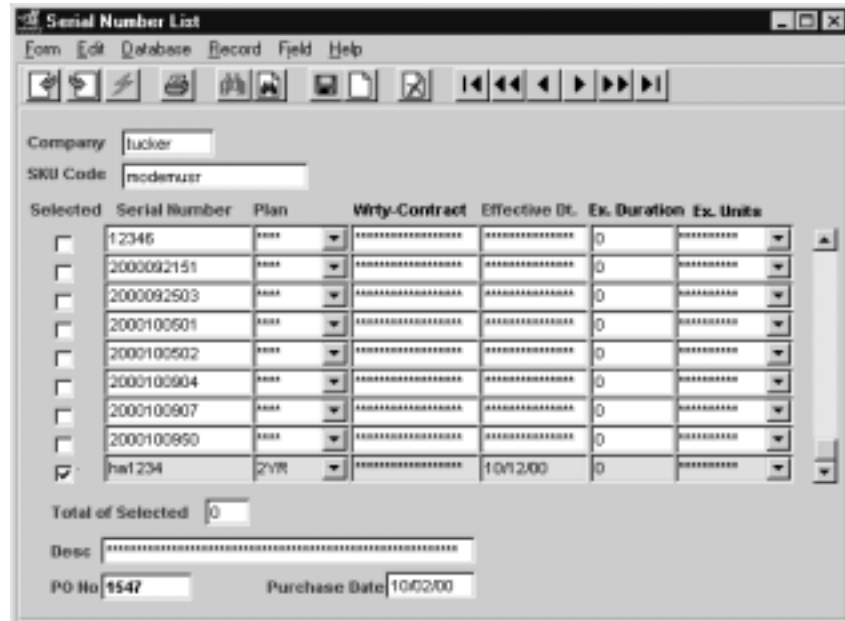
- Δ Type "in" - FLEXX will assign a serial number using the values specified on the SKU Inventory table Serial Number fields (See *FLEXX Inventory Control Manual*).
- Δ Type "se" - The Serial Number will need to be predefined on the Serial Number Information table (See *FLEXX Inventory Control manual*). FLEXX will require one of those predefined to be selected. This can be done at order entry by pressing the Serial Number button and selecting the desired S/N from the Serial Number List displayed. If the serial number is not specified at order entry, it will be required to be selected at shipping, or FLEXX will not ship the item(s). The same Serial Number List screen will be displayed.



RW Equipment SKU's

Repair Warranty Equipment SKU's are those defined with the *RWEquipment* flag set on the SKU Master Attributes form. These also require the Serialize flag be set and the Serial Type defined "se". When ordering this SKU, a predefined serial number will need to be selected (described above). Along with the serial number selection, the equipment warranty plan and any Extended warranty can also be specified. If Extended warranty is to be specified, that needs to be defined on the SKU Master as a SKU with the Attributes flags Logical, Tangible, and Inventory set **OFF**, and a Price defined. On returning to the Order Detail (<<Previous Form>>), FLEXX will record the selected serial number with

the ordered SKU, and also generate a second entry for the Extended Warranty SKU if selected.



Non - Invoice

A SKU can be defined to not be invoiced when sold, by deselecting (set Off) the Invoice Attributes flag. On entering this SKU on an order, FLEXX will omit any defined price for this SKU leaving the Price value zero. The resulting invoice will then not show this SKU although the shipment would have included it.

Bill of Materials

A BOM SKU is one that is predefined to consist of more than one component (children) SKU’s forming a kit or package item. (See *Inventory Control, Bill of Materials section for more details*). On ordering a BoM SKU, two possible processes can occur depending on how the BOM is “built”:

- △ Pre-built BOM - Defined with Attributes **BOM** set **B** or **C** and **Inventory** checked. On order entry, FLEXX will record the “parent” BOM SKU with its defined price. If **B**, it will be exploded to also show the component SKU’s making up the “kit” but at a zero price; if **C**, it will not be exploded, showing only the parent item.
- △ Build-on-the-fly BOM - defined with Attributes BOM set **B** and Inventory **OFF**. On order entry, FLEXX will explode the defined BOM into its component SKU’s and record the price as defined for the “parent” BOM SKU. All component SKU’s will have a price of 0.

3.13 SKU Price Lookup Function

Description

The SKU Price Lookup function is used to perform a price lookup of selected SKU's for a particular customer. FLEXX will use the effective price for the specified customer Price Type, and display prices for all warehouses and quantity price breaks defined on the SKU Pricing table.

The SKU Price Lookup screen can be accessed in one of three ways:

- Δ Select the SKU Price Lookup entry on the Order Processing menu;
- Δ From the SKU Search screen by pressing the Price Lookup button (*see Inventory Control manual, SKU Search Screen description*);
- Δ From the Customer Search screen by pressing the Price Lookup button (*see Getting Started manual, Customer Search Screen description*).

Select



Or, <<zoom>> on any customer field, Press Price Lookup button.

The SKU Price Lookup screen appears in Update mode.



Fields

The following fields appear on the form.

Field	Entry	Default	Reqd
Company	The company code.	Session Default	Y
Customer	The customer code to use for the price lookup.		Y
SKU Code	The SKU code to find the price for.		Y
Order Type	Specify the Order Type code; can be either "rg" (regular) or "sb" (subscription) as defined for the SKU on the Pricing table (% is not allowed).	rg	Y
Price Type	You can specify the price type for the search, or use % for all prices. The default will be the Price Type defined for the selected customer.	Customer Master	Y
Currency	The customer's defined currency code. Any valid currency code can be entered and the price for it will be displayed.	Customer Master	Y
Retrieve Price	Press this button to display the current effective prices for this customer.		
Show Image	Press this button to display the stored image for the specified SKU.		
The following fields are display only and cannot be entered/changed.			
UOM	The Unit of Measure for this price.	SKU Master Pricing Table	
Qty	The quantity this price is effective for.		
Whse	The warehouse this price is effective for.		
Eff. Date	The effective data of the displayed price.		
Expiry Date	The expiry date of this price.		
Price Type	The price type for this price.		
Price	The effective List price of the SKU (includes currency conversion if foreign).		
Disc. Price	The customer's effective price for this SKU. This price is calculated for this customer, and includes any available "line" discounts (not the Whole Order (volume) discount) and currency conversion.		
Minimum Price	The minimum price for this SKU as defined on the SKU Pricing table.		
History	Press the History button to display a complete price history of the selected SKU for the specified customer. FLEXX will display the Customer Order Review screen (See Sec. 10.2).		

Notes

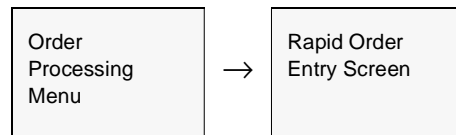
If all prices are to be shown for a SKU for a particular customer, enter the specific customer code value and % for the SKU code. The SKU Code field requires a valid SKU code value.

3.14 Rapid Order Entry Processing

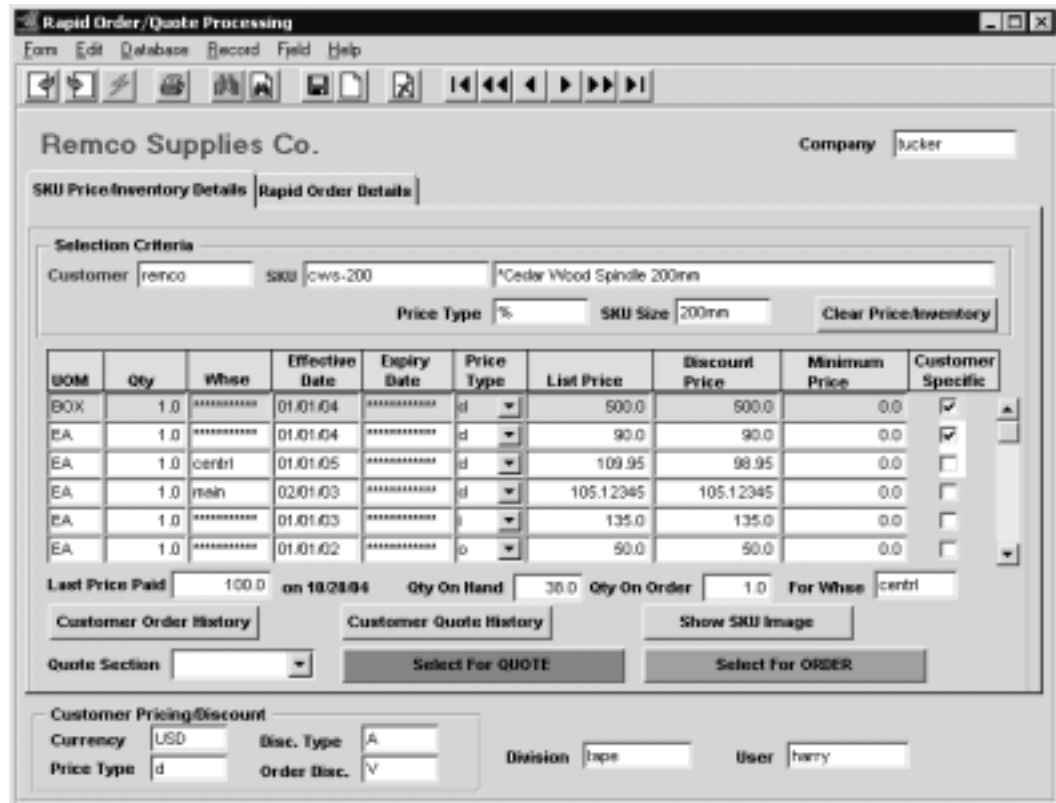
Description

The Rapid Order Entry process in Order Processing allows the user to create a sales order or a quote (in Quotation Management) directly from a SKU price lookup. Rather than using the SKU Price Lookup function (as described above in Sec. 3.13), the operator would select the Rapid Order Entry function from the OP menu, and perform the price lookup from that screen allowing him/her to then create an order using the displayed values if so desired.

Select



The Rapid Order Processing screen is displayed in Update mode.



The initial search screen is the SKU Price/Inventory Details form which is used to enter the required search keywords Customer code and SKU code or description.

Fields

The following fields appear on the form.

Field	Entry	Default	Reqd
Company	The company code.	Session Default	Y
Customer	The customer code to use for the lookup.		Y
SKU	The SKU code or description to find the price and inventory values. Either the code or the description can be used in the search.		Y
Price Type	You can specify a specific price type for the search, or use the default % for all price types.	%	Y
SKU Size	The SKU size value as defined on the SKU Attributes form.	SKU Master	Y
View Price/ Inventory	Press this button to display the current effective prices for this customer and the inventory levels for the selected SKU. Note that this button changes to Clear Price/Inventory after the search has been completed. Pressing the button clears the entries allowing a new search.		
UOM	The Unit of Measure for the displayed price.	SKU Master Pricing Table	Y
Qty	The quantity this price is effective for.		Y
Whse	The warehouse this price is effective for. This will also be the order warehouse when the SKU is selected for ordering. See the "For Whse" description below for more detail.		Y
Eff. Date	The effective data of the displayed price.		Y
Expiry Date	The expiry date of this price.		
Price Type	The price type for this price.		Y
List Price	The defined list price of the SKU (includes currency conversion if foreign).		Y
Discount Price	The customer's effective price for this SKU. This price is calculated for this customer, and includes any available "line" discounts (not the Whole Order (volume) discount) and currency conversion. This value can be changed here if desired, and will become the actual order price of the SKU when the order is generated.		Y
Minimum Price	The minimum price for this SKU as defined on the SKU Pricing table.		Y
Customer Specific	This field will be checked if the price displayed has been defined as the customer-specific price on the SKU Price table.		
Last Price Paid	This field will display the last price paid for the selected SKU by this customer.	Order History	
Qty On Hand	The current on hand quantity of the selected SKU.	SKU Master	Y
Qty On Order	The current on order quantity for the SKU.	SKU Master	Y
For Whse	This field will display the warehouse that will be used to order the selected item. This is a display only field and cannot be changed. If this is a null warehouse price entry, the warehouse used will default to either the company default defined in the Company/Division Table, or if SKU Level Warehouse is used, the default Sales Warehouse defined on the SKU Master.		Y

Field	Entry	Default	Reqd
Customer Order History	Press the Order History button to display a complete price history of the selected SKU for the specified customer. FLEXX will display the Customer Order Review screen (See Sec. 10.2).		
Customer Quote History	Press the Quote History button to display the Quote Overview screen listing all previously entered quotes for the selected customer.		
Show Image	Press this button to display the stored image for the selected SKU.		
Quote Section	If a Quote entry is to be created, enter the Section code to be used. All section codes to be used need to be predefined on the associated Master Types table (zoom on the field to display or update the table entries).	Master Types Table 2315	
Select for Quote	Press this button to select the highlighted entry for a Quote entry.		
Select for Order	Press this button to elect the highlighted entry for a Sales Order entry.		
The following fields are display only to be used as reference.			
Currency	The customer's defined currency code.	Customer Master	Y
Price Type	The customer's defined Price Type.	Customer Master	Y
Disc. Type	The customer's defined discount code.	Customer Master	Y
Order Disc.	The customer's defined Whole Order discount code.	Customer Master	N
Warehouse	The default warehouse code as defined on the Company/Division table.	Company/ Division Table	Y
Division	The default Division code as specified on the FLEXX Control Panel.	Control Panel	Y
User	The user code of the FLEXX user performing the process.	FLEXX login	Y

The fields required for the lookup are:

- Δ Customer – the customer code for the customer requesting the order; if not known, you can zoom this field to display the Customer Search screen allowing a search for the desired code.
- Δ SKU – the code or description of the SKU to be ordered.

Once these fields have been entered, pressing the View Price/Inventory button will display the price and inventory records for that SKU, effective for that customer. The prices shown will include the following:

- Δ All defined ‘customer specific’ prices effective for the current date, and
- Δ All non-specific other than the customer’s Price Type, but with the customer’s currency code, and
- Δ All warehouse specific prices effective for the current date.

Δ All prices will include the customer’s defined discount if the SKU is flagged discountable.

If the prices to be displayed are only those defined for the customer’s Price Type, enter that code into the Price Type field (e.g. “d” rather than the “%”), and only those prices will be listed.

After selecting the desired entry and pressing either the **Select for Quote** or **Select for Order** buttons, the operator will need to display the Rapid Order Details screen to complete the process.

Press the Rapid Order Details tab to display the following screen:

The Details screen will list all items selected for either Order or Quote generation. The Rapid Order Type field will show the type of selection the highlighted entry is for (Order or Quote). This can be changed if required by clicking the other field.

Further changes can be made on this screen to the Qty and Unit Price values as required.

The Shipto Location value is required and is copied from the default value defined on the Customer Master, but can be changed to another valid value.

For a quote selection, or if the selected entry has been changed from an order to a quote selection, a valid Quote Section code is required. All predefined codes will be displayed in a drop-down box list.

Once entries are completed, press the **Create Quote** or **Create Order** button to transfer the selections to a new quote in Quotation Manager or sales order in OP. If more than one detail entry is displayed, all entries will be transferred to the newly created quote or order. If any of the listed records are not to be ordered, the user should delete those before pressing the Create Order button; otherwise they will be transferred to the order.

Fields

The following fields appear on the form.

Field	Entry	Default	Reqd
Company	The company code.	Session Default	Y
Rapid Order Type	Will display the type of selection used to create the entry, either Order or Quote. This can be changed to the other if so desired.		Y
SKU Code	The SKU code of the selection used.		Y
SKU Description	The SKU description as defined on the SKU Master	SKU Master	Y
Whse	The warehouse this price is effective for, and from which the SKU will be shipped.		Y
UOM	The Unit of Measure for the selection used.		Y
Qty	The quantity for the selection used. This can be changed to any desired quantity.		Y
Unit Price	The customer's specific price for this order. This can be changed to any desired value and will become the actual order price of the SKU when the order is generated.		Y
Extended Price	The order extended price.		Y
Order Total	The total value of the order, excluding taxes.		Y
Shipto Location	The Ship To location code to be used for the order or quote. This field is required for a quote entry and will default to customer's default Shipto code.	Customer Master	Y
Quote Section	Used only for quotes. This is required when creating Quote orders.		Y
Create Quote	Press this button to create the actual quote entry in the FLEXX Quotation Management module.		
Create Order	Press this button to create the actual order entry in FLEXX Order Processing.		
The remaining fields are part of the header screen and have been described in the previous screen description.			

Please refer to the FLEXX Procedures Guide, Distribution Modules for a detailed description on the use of this function.

3.15 Shipment Pickers Detail Screen

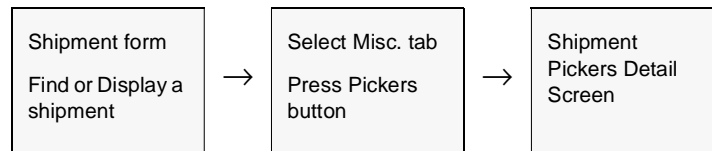
Description

The Shipment Pickers Detail Screen is used to specify the “pickers” who actually picked the different items of the shipment. Those employees eligible to be used for this function need to be defined on the Employee Master Table with a Classification code of ‘picker’. The first column of the screen will be labeled with the value assigned to the User Field 4 on the SKU Master Miscellaneous form.

Note:

The data entered on this form is not used by FLEXX in any other functions. It can be used by other applications or report generators for tracking purposes.

Select



The following screen will be displayed in Update mode.

Item Type	Picker	Quantity Shipped	Picked Date	Picked Time Start	Picked Time End	Quantity Picked	Test
R	Harry	2.0	11/21/02	10:20	10:21	2.0	N

Picker's Name: Harry deMann [Test]

Fields

The following fields appear on the form.

Field	Entry	Default	Reqd
Company	The company code.	Session Default	Y
Shipment	The shipment number.	Shipment Header	Y
Item Type	This is the value assigned to the User Field 4 label on the SKU Master Miscellaneous form. The fields will display the values assigned to each SKU ordered/shipped.		Y
Picker	The employee code for the person who picked the item.		Y
Quantity Shipped	The quantity of this "Item Code" that was shipped.	System Calculated	Y
Picked Date	The date the item(s) were picked.	Shipment Misc.	Y
Picked Time	The Start and End time when the items were picked.		N
Quantity Picked	The actual quantity picked. This can be different from the quantity shipped.		Y
Text	Indicates whether or not there is underlying text entered.		N
Pickers Name	The name assigned to the "picker" code entered above.	Employee Master	Y
Text button	Press this button to display or enter text.		

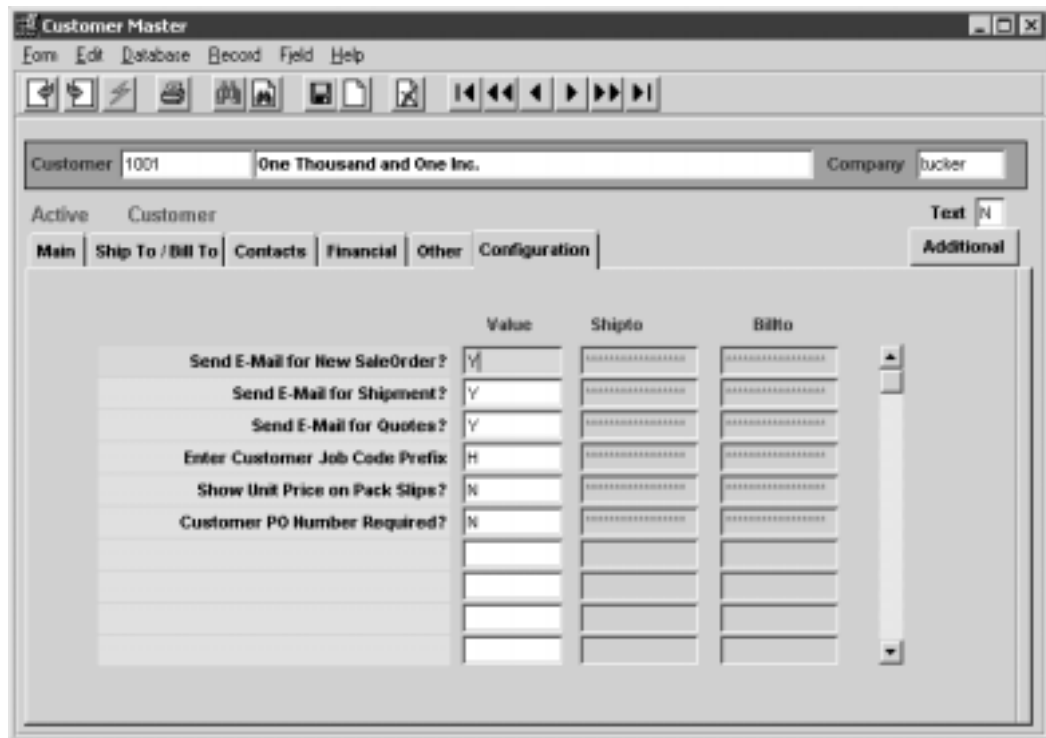
3.16 Email Order and Shipment Confirmation

Description

Order and Shipment Confirmation by Email enables the system to send an Email to the customer at different times of order processing. To use this functionality, the following tables need to be defined:

Customer Master, Configuration

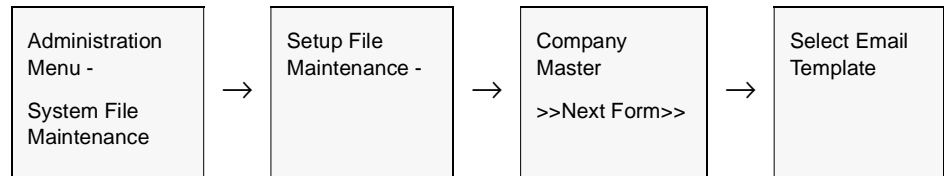
The customer must be defined for the functions that are to send the Email; Order entry, Shipment completion, and Quote entry (*See Getting Started, Customer Master Configuration description*).



Company Table, Email Template

Company Table **Email Template** also needs to be defined (*See Getting Started, Company Master, Email Template description*).

Select



If the Customer Master has been defined to use Email Order and/or Shipment confirmation, whenever a change is made to the order details, FLEXX will display a prompt message “Do you want to send Email for this order now?” Pressing Yes will result in an Email message being sent to the Email address defined on the Customer Ship To form, or if not defined, to the address defined on the Customer Main form.

The Order Confirmation Email will consist of the following information:

- Δ Subject line - as defined on the Email Template form
- Δ Email Message - as defined on the Email Template form, plus the OP order or shipment details
- Δ Email signature - as defined on the Email Template form

Example of Sales Order Confirmation Email



The Shipment Email confirmation will have a similar format, so will not be shown here.

4.0 Factory Direct Orders

Description

A Factory Direct order is used when the requested SKU's ordered are to be shipped directly (drop-shipped) from the supplier (vendor) to the customer. The SKU's on order can be in stock (there is On Hand quantity) for the procedure to work, but the procedure is normally used when there is no stock of the product and the items are to be shipped directly from the vendor. Factory Direct transactions have no impact on the SKU Inventory table. SKU's to be eligible for Factory Direct ordering must have the **Fact. PO** flag set on the SKU Master Attributes form.

Notes:

It is possible on a Factory Direct Order to enter SKU's that are in stock as well as out-of-stock. The process will handle both conditions in the same way in that all items ordered will be shipped directly from the vendor to the customer.

To be eligible for Factory Direct ordering, the ordered SKU must be defined with the **Fact. PO** Attributes flag set **ON**.

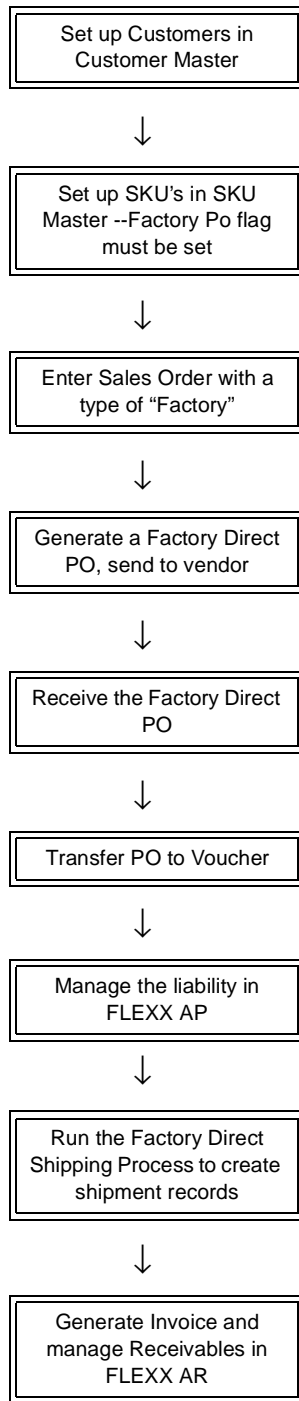
If freight is to be charged on a Factory Direct Order, it is necessary to first set up a SKU called "freight" as described in the section on Special SKU's (*See Sec.10*). Once this has been set up, just enter it like you would a normal SKU on the order detail line. No Factory Direct Purchase Order will be generated for freight but the charge will appear on the resulting invoice.

E-Mail Confirmation

FLEXX order and shipment confirmation by Email can be used in OP. To use this functionality, the Customer must be defined for the functions that are to send the Email (*See Getting Started, Customer Master description*). Further, the Company Table Email Template also needs to be defined (*See Getting Started, Company Master, Email Template description*).

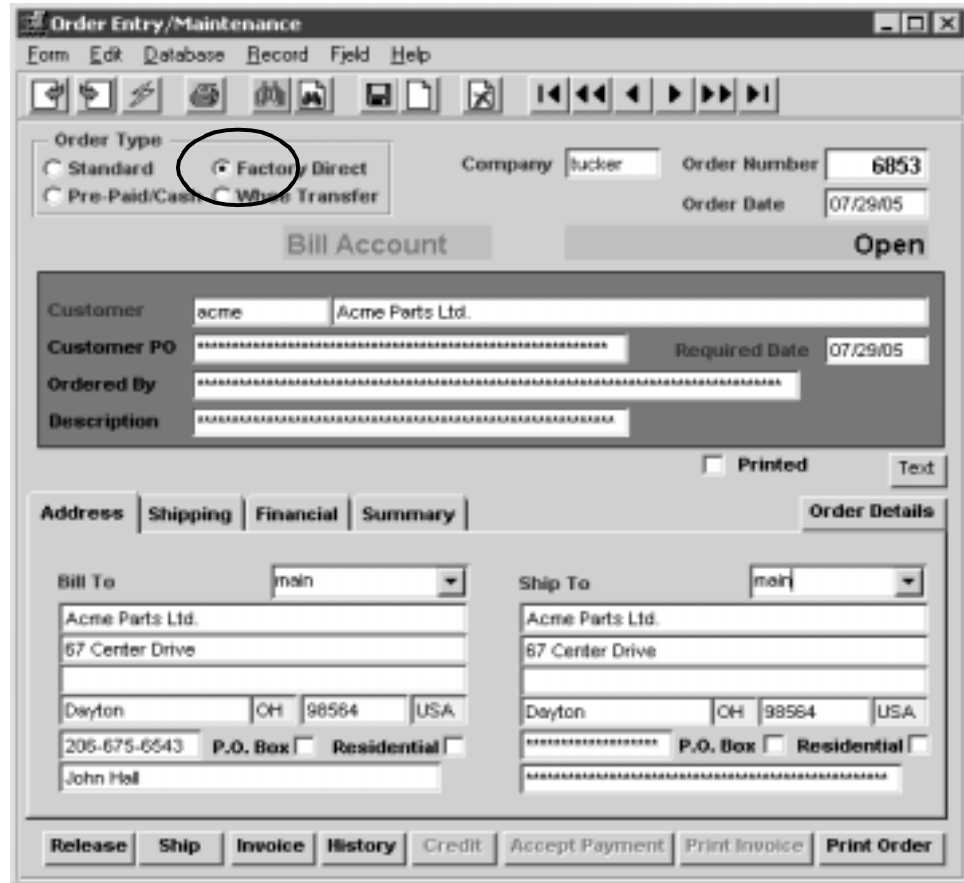
If the Customer Master has been defined to use E-Mail Order and/or Shipment confirmation, whenever a change is made to the order details, FLEXX will display a prompt message "Do you want to send E-Mail for this order now?" Pressing Yes will result in an E-Mail message being sent to the E-Mail address defined on the Customer Ship To form, or if not defined, to the address defined on the Customer Main form.

Factory Direct Orders Sequence of Operations



Procedure

Create a new Sales Order but check the **Factory Direct** flag (See Sec. 4.1).



On saving, the Detail screen will display. Enter the SKU items required.

Once all items required are entered and all data is as desired exit the order and select the Factory Direct menu from the Order Processing list. Select Factory Direct Purchase Order Generation and enter the required values (Order #, Buyer) and hit Start (See Sec. 4.3). A PO will be automatically generated with the generated number shown in the PO Number box. The Sales Order, Detail form will now contain the number of the generated PO in the PO Number field of the Shipping tab. The generated PO, Detail form will contain the number of the original sales order in the Order # field.

The generated PO will by default use the Vendor recorded in the SKU Master Vendor table with the highest priority. This can be changed if required by changing the Vendor code on the Mail To: location.

It is now possible to access the FD generated PO by either ‘zooming’ on the PO Number field, or exiting OP and entering Purchasing and selecting (FIND) the PO. Certain changes can be made to the PO if desired as follows:

Customer changes

By default, the PO Ship To: address will be that of the Customer’s specified Ship To location defined on the Customer Master. If necessary it is possible to enter another customer defined Ship To location, or a local warehouse Ship To: code (as defined in the company Warehouse Table) if this order is NOT to be shipped to the customer but to the Company’s warehouse. It is not possible to manually change only the Ship To address. The location can either be a predefined customer Ship To location or a predefined Company Warehouse location.

Once the header form is complete, the Purchase Order can be printed and sent to the vendor for handling.

Return to the Factory Direct menu in OP and select Factory Direct Receiving (See Sec. 4.4). Enter the PO number to be received and hit Start. The PO should now show the Detail entries in ‘r’ (Received) status.

On successful completion of Receiving, select Factory Direct Shipping and enter the PO number to be shipped, and hit Start (See Sec. 4.5). The FD Sales Order will now show the Detail entries in ‘fs’ status (Factory Order – shipped). This will complete the FD order shipping and receiving process.

If desired the Sales Order and PO can now be printed.

The PO and Sales Order is now handled by accounting the same as any other PO and Order would be:

Δ **Voucher** is created for the PO, likely on receipt of vendor's invoice, and processed via normal AP processing.

Δ **Invoice** is generated, either from OP Invoice Generation function, or Invoice button on the FD order, or via AR manual Invoice Entry.

Δ Invoice is then processed via AR as normal.

The GL accounts used to record the sale and purchase amounts are those as defined for the Vendor and Customer, or if not defined as set up in the Company or Co/Div Table defaults. To record the transactions in the GL, the various Generate GL Transactions functions would need to be run from both AR and AP.

4.1 Factory Direct Order Entry/Maintenance

Description

Use the Order Entry/Maintenance screen to create a Factory Direct order. Mark the **Factory Direct** flag to define the order as a Factory Direct order.

Select



The Order Entry/Maintenance form appears in FIND mode. To create a new Factory Direct sales order press <<Clear to Add>>

Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Order Type	The type of the sales order. • Factory Direct flag must be selected.	Standard	Y
Company	The Company that is recording the sale.	Session Default	Y
Order Number	The number of the Sales Order. When adding a new sales order, press Enter to let FLEXX autogenerate the next available sales order number.	99999	Y
Order Date	The date the order was entered into FLEXX. This order is also used by the SKU Price Table to determine the effective date to be used for pricing (See <i>FLEXX Inventory Control Manual</i>).	Session Default	Y
Customer	The Customer code and Name of the customer placing the order. The Code is entered as desired, and the Name is copied from the Customer Master corresponding to the code.		Y
Customer PO	The customer's Purchase Order number. This PO number also defaults to the resulting Purchase Order created by using the Factory Direct Purchase Order Generation routine (See Sec. 4.3). The Purchase Order number field can be set to be a required field by specifying PO Required on the Customer Master Other form. Flexx will check for a duplicate PO # on all Open orders and display prompt if it is a duplicate "Open orders exist for this customer. Continue creating the order again?".		N
Required Date	The date the sales order must be filled to meet the needs of the client. This date can also be used as selection criteria for the Factory Direct PO Generation routine (See Sec. 4.3).	Session Default	
Ordered By	This field can be used as desired to enter the name of the Customer personnel who is placing the order. This is a 70 character field and is not used by FLEXX.		N
Description	End user description field to give an overall description of the nature of the sales order.		N
Printed	The Printed flag indicates the order has been printed. If the flag is set, to re-print the order, the Order Print Status Update process needs to be run to reset the flag (See Sec. 6.1).		
Text button	Press this button to enter or view text. The button will be highlighted if there is already text in the Text table. Note that normally text cannot be entered or changed once the order has been completed. However, with Application Control setting for op <i>ordtext</i> = Y, text can be added or modified even after the order is invoiced.		

Field	Entry	Default	Reqd
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After pressing <<Enter>> through the description field the cursor moves to the Address Tab where the following information may be entered/viewed

Bill To	Customer predefined Bill To location and Address to which the resulting invoice will be sent.	Customer Master Table	Y
Contact	The customer contact at the Bill To location.	Customer Master Table	N
Ship To	Customer predefined Ship To Location and Address to which the items ordered on the sales order will be sent or delivered. All values in these fields can be changed until the order has been invoiced. Once invoiced, no further changes are allowed.	Customer Master Table	Y
Contact	The customer contact at the Ship To location.	Customer Master Table	N

Field	Entry	Default	Reqd
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The Shipping Tab may be selected to enter/view the following:

Shipment Carrier	The preferred carrier used to ship the completed order to the customer.	Customer Ship To	N
Freight	The code used to identify how the freight charges are to be paid.		N
FOB	Free on Board location where title to the goods being shipped is passed to the customer.		N
Rush	If this is a rush job, then select this field. This will result in a rush line to be generated on the order detail form Note: A rush SKU will need to be pre defined in the SKU master to allow for this entry to be copied into the order detail.		N
Ship Complete	Not used for Factory Direct Order.		N
Warehouse	Default warehouse which is also carried over to the Sales Order detail lines. Since this is a Factory Direct Order, there is no warehouse inventory updated or relieved.	Company Division Table	Y
Comment	End user comment field for any additional comments on the overall nature of the sales order.		N

Field	Entry	Default	Reqd
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The Financial Tab may be selected to enter/view the following:

Credit Payment: Type	The payment type (cash, check, visa, etc.)		N
Number	The payment type number		N
Expiry Date	The four digit year and 2 digit month expiry date as shown on the credit card		N
Routing	Bank ID		N
Authorization	The credit authorizers name and credit authorization number		N
Name	Name as it appears on the credit card		N
Currency	The Customer Currency Code. The currency the customer does business in and the resulting invoice will be denominated in.	Customer Master Table	Y
Pricing/Discount Type	Customer price type. This price type is used by the pricing matrix in FLEXX Inventory Control to determine the price to charge this customer. (See the FLEXX Inventory Control Manual).	Customer Master	Y
Line	Allows a line item discount (defined in the Customer Master Table - See FLEXX Getting Started Manual) to be applied to each eligible SKU ordered.	Customer Master	N

Field	Entry	Default	Reqd
Order	<p>This discount field is loaded from the customer master and copied to the order detail. It is used if there are whole order discounts to be applied to the order. Orders which require discounts based upon whole orders will require a value defined in this field. Once the order is complete the operator will press the 'price order' button on the detail form. The system will then sum up all lines and determine if additional discounts should apply.</p> <p>Note: Line items not to be discounted by this process should have their individual whole order discount field set to null.</p>		
Credit Allowed	If order is set up as Prepaid, the prepaid flag will be set here. Any other order will be set as defined for that customer on the customer master. It is possible to change the status to a lower level. (ex: Bill Account to COD or Prepaid) but once saved cannot change to a higher level.	Customer Master	Y
P/ST Payable	If the order is subject to taxation then this field should be selected. FLEXX then looks to the tax jurisdictions and rates as defined on the customer ShipTo location (See <i>FLEXX Getting Started Manual - Customer Master</i>). The resulting tax is calculated when the Invoice Generation routine (See <i>Sec. 3.10</i>) is run, and is displayed on the invoice in FLEXX Accounts Receivable. This field is an end user summary information field only. (i.e. is the whole order subject to taxation or not). The taxability of each order detail is determined by the tax setting on the SKU Master. (See <i>FLEXX Inventory Control Manual</i>).	Customer Master	Y
VAT Type	This field should be selected if the order is subject to VAT. The rate of VAT to be charged is determined by the VAT Code defined on each SKU. (See <i>FLEXX Inventory Control Manual</i>).	Customer Master	Y
Sales Analysis	An end user defined sales analysis code which can be used to group sales.		N
Job Code	If this sale is related to a job defined in FLEXX Project Management and is to be tracked for Job Costing, enter the appropriate job code.		N
Sales Rep	The code for the salesperson responsible for the sale.	Customer Master	N
Dept	End user defined department code to categorize orders based on which department took the order or will be responsible for fulfilling the order. (See <i>FLEXX Getting Started Manual - Department Table</i>).		N
Status	<ul style="list-style-type: none"> • o - open. Indicates order is open, not invoiced. Changes can be made to the header and details as desired. • c - closed. Indicates the order has been completed, as well as invoiced, and is now closed. No further detail entries can be added, or changes made to the detail or header. • cn - cancelled. Indicates the order has been cancelled. There is no automatic cancel order routine in FLEXX Order Processing. An order can only be cancelled once all of the order detail lines also have a status of "cn". • in - invoiced. System generated status as a result of running the Invoice Generation routine (See <i>Sec. 3.10</i>). For an order header record to have a status of "in", all of the underlying order detail records must be either cancelled and/or invoiced. Once an order has a status of invoiced, no further order detail lines may be entered. 		

Field	Entry	Default	Reqd
Status Cont'd	<ul style="list-style-type: none"> • ch - check hold. Status supplied for customized end user purposes only. Marks an order as being on check hold. This status will not prevent further order detail entry but will prevent the entire order from being selected during the Product Release Process (See Sec. 3.3). Use of this status will have no impact on existing shipment records. • cr - credit hold. Status to be used where there are credit concerns about the customer. This status will not prevent further order detail entry but will prevent the entire order from being selected during the Product Release Process (See Sec. 3.3). A Factory Direct sales order with a status of "cr" will not allow the Factory Direct PO Generation routine (See Sec. 4.3) to be run against it. Use of this status will have no impact on existing shipment records. An order can be put on credit hold a number of ways (See Sec. 11 <i>Credit Management for further information</i>). • p - preclosed. Status supplied for customized end user purposes only. Marks an order as being preclosed. This status will not prevent further order detail entry but will prevent the entire order from being selected during the Product Release Process (See Sec. 3.3). Use of this status will have no impact on existing shipment records. 		Y
Division	The Division Code.	Session Default	Y
Next Bill Date	This field contains the date the first recurring invoice should be produced for.		N
Resale	This flag is used where the sales order is being placed for a customer who is not the final user of the goods sold. In other words, you are selling to an intermediary who will then resell the goods ordered from you, to another third party. By selecting this flag, no tax is charged to the intermediary customer as he will charge the tax to the goods final customer. This flag will override the taxable flag setting on the SKU Master.		N

Field	Entry	Default	Reqd
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The Summary Tab appears in Update Mode. All the values displayed are system generated and do not allow for any end user input

Detail Lines Total	The total number of order detail lines present.	System Generated	
Detail Lines Open	The number of order detail lines that have not yet been shipped and/or invoiced.	System Generated	
Order Amt. Total	The total dollar value of the sales order.	System Generated	
Shipped/Invoiced	The dollar value of all order detail lines that have already been shipped and/or invoiced.	System Generated	
Outstanding	The dollar value of all order detail lines that have not yet been shipped and/or invoiced.	System Generated	
Entered By	As soon as the <<Add/Update>> button on the Order Header is pressed, FLEXX will populate this field with the user ID of the person entering the order as well as the date.	System Generated	

Field	Entry	Default	Reqd
Source	• Manual - only value for Factory Direct. Is set when it is a manually entered order. Factory Direct orders will always be Manual.	System Generated	
Document	Document is the source document number that created this order in either Quote or subscription, not applicable with FD orders.	System Generated	

Once all of the information has been entered/viewed on the tab forms, the buttons can be used as follows:

Buttons	Action
Order Details	Calls up the Order Detail Entry form (See Sec. 3.2).
Release	The Order Release form is displayed to allow the release procedure to be performed (See Sec. 3.3).
Ship	Displays the Shipment Maintenance Header form (See Sec. 3.4).
Invoice	Calls up the Invoice Generation process.(See Sec. 3.10).
History	Displays the Customer Order Review form (See Sec. 10.2) which shows all previous sales orders for that customer.
Credit	Should a customer have a credit status of "credit hold with override", the order header will automatically have a status of "cr" - Credit Hold. It will still be possible to enter the details of the order but nothing else until the status is set to "o" - open. Selecting this credit button brings up a Credit Hold Release form. An authorized person can then release the credit hold on the order if needed. See the FLEXX Administration Guide for further information.
Accept Payment	If an order is flagged as prepaid the Accept Payment button is enabled. Press this button to bring up the payment screen to enter payment methods and amounts. Once payment is made the order status goes from check hold to invoiced. (See Sec. 3.3).
Print Invoice	Press this button to print (or reprint) the invoice. The button will only be lit after the order has been invoiced (status 'in').
Print Order	Selecting this button calls up the FLEXX Report Schedule form. This gives you several options as to how you want the report run (See Sec. 10.4).

Once <<Add/Update>> has been pressed, select the Order Details Button to enter details

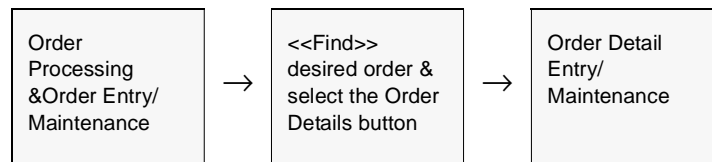
4.2 Factory Direct Order Detail Entry/Maintenance

Description

The Order Detail screen contains information about what is being ordered. Order detail lines of Factory Direct Orders will have a status of “fo”. The entry and processing of Factory Direct orders has no impact on the inventory tables of the ordered SKU’s.

There is also a rapid entry option on the order detail. With this option selected, the order detail line is automatically saved when the cursor is entered past the SKU description field. This option defaults to “on”. Should it be necessary to change anything on the detail at time of entry (i.e. price), unselect this option.

Select



The Order Detail Entry form appears in Update mode.

Part Number	Sell DOM	Quantity	Description	Sell Unit Price	Extended Price	Status	Tot	Sell Price
ewo-200	EA	2.0	ewo-200 Cedar Wood 200	70.0	140.00	fo	Y	

Edition: _____ Cutoff Date: _____ Job Code: _____ Order Discount: 0.0
 Stock Level: 0.0 Edition Level: 0.0 Resource: _____ Order Total: 140.0
 Shipping Pricing Total Weight: 5.0 Serial Number: _____ SKU Subst: _____ Notes: _____
 Price Type: Discounts: Wholesale Order: _____
 Sell List Price: 100.0 Net Unit Price: 70.0 Net Est. Price: 140.0
 Container Charge: 0.0 Total: 0.0
 Environmental Charge: 0.0 Total: 0.0
 Stacking Qty: 2.0 Dept: acct
 Stock DOM: EA Sales Rep: (200)
 Tax: Y Analysts: _____
 Currency: USD Invoice: _____ Original Order: _____
 Rapid Entry Save Order Override Price Order Return View Return

Fields

The following fields appear on the Factory Direct Order Detail form.

Field	Entry	Default	Reqd
Part Number	The SKU code representing the parts requested by the customer. These SKU's are set up on SKU Master Attributes form with Fact. PO checked (set ON). (See the <i>FLEXX Inventory Control Manual - SKU Master</i>).		Y
Sell UOM	The Unit of Measure the item will be sold in. The UOM can be changed to another validly priced value.	SKU Master	Y
Quantity	The quantity of the goods being ordered.	1.00	Y
Description	Full description of the SKU part being ordered.	SKU Master	N
Unit Price	The unit price after considering the effects of the discounts entered on the Pricing Tab. If the List Price on the Pricing Tab is changed it will be recalculated upon entering through	System Generated	Y
Extended Price	The extended price determined by multiplying the number of units ordered by the list price after considering all discounts.If the List Price on the Pricing Tab is changed it will be recalculated upon entering through.	System Generated	Y
Status	For Factory Direct orders, the Order detail status can be; <ul style="list-style-type: none"> • cn - cancelled. Indicates the order has been cancelled. There is no automatic cancel order routine in FLEXX Order Processing. An order detail line can be cancelled by manually changing the existing status to one of "cn". Only order detail lines that have not yet been released using the Product Release Process (See Sec. 3.3) can be cancelled. The process of cancelling a detail line updates the SKU Inventory table as follows: The committed quantity is reduced by the quantity of the SKU being cancelled. A cancelled status can be manually returned to one of "o" - open if needed. • fo - Factory Order - Open, No PO. All Factory Direct Order detail lines will have this status upon entry of the SKU where the inventory levels are zero or less. The Factory Direct Purchase Order Generation routine has not yet been run. An end user can change an "fo" status to a status of "cn" - cancelled if needed • fd - Factory Order - PO Created. Factory Direct Order detail lines will have this status where the Factory Direct Purchase Order Generation has been run. • fs - Factory Order - Shipped. Factory Direct Order detail lines will have this status where the Factory Direct PO Shipping Process (See Sec. 4.5) has been run. Factory Direct Shipping Process (See Sec. 4.5) will select the detail entries and change the status from "fo" to "fs" so that the Factory Direct Invoice Generation routine (See Sec 4.6) can invoice them • f - failed. A status to be used for custom end user purposes only. Can reset order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine (See Sec. 6.2). • in - invoiced. System generated status as a result of running the Invoice Generation routine (See Sec. 4.6). 	fo	Y
Text	Display only field, to show if there is underlying text for this record; N - no text, Y - text is defined.	N	N
Sell Priced	If the Sell UOM entered has a price defined the Sell Priced flag will be set. If some other UOM is used, FLEXX will not mark the sell priced flag.		

Field	Entry	Default	Reqd
Edition	If the SKU has editions, the current edition is shown.	SKU Master	
Cut Off Date	The cut off date of the edition.	SKU Master	
Job Code	This field is only used for Job Costing purposes (See <i>Flexx Project Management Manual for more details</i>). Enter the job code that will be used to track the COGS expenses by specific Job (used by FLEXX Project Management if installed.)	Order Header	N
Order Discount	If there is a whole order discount press price order button and the whole order will be re calculated with order discount displayed here.		
Stock Level	Not Applicable	SKU Master	Y
Edition Level	Not Applicable	SKU Master	
Resource	Enter the Job Costing Resource code to be used with the specified job (used by FLEXX Project Management (Job Costing) if installed.). Required codes must be defined in the Resource Table (zoom on resource Code).		N
Order Total	Total value of the order detail lines.	System Generated	
Total Weight	Displays the total weight ordered.	System Generated	
Text button	Press this button to enter or view detail text. This button will be lit if there is text for the selected detail entry in the Text table.		

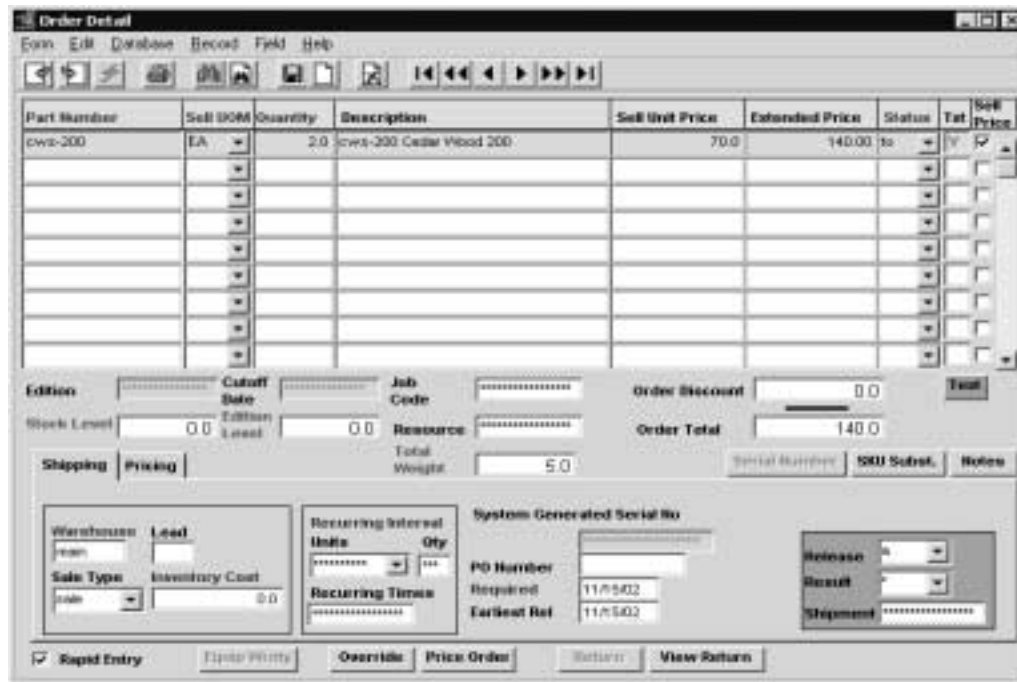
Select the Pricing Tab to enter/view the following:

The screenshot shows the 'Order Detail' window with a menu bar (File, Edit, Database, Record, Field, Help) and a toolbar. The main area contains a table with columns: Part Number, Sell DOM, Quantity, Description, Sell Unit Price, Extended Price, Status, Tot, and Sell Price. The first row shows 'cws-200' with a quantity of 2.0, a unit price of 70.0, and an extended price of 140.00. Below the table are various input fields for 'Edition', 'Cutoff Date', 'Job Code', 'Order Discount', 'Stock Level', 'Edition Level', 'Resource', and 'Order Total'. A 'Pricing' tab is active, showing 'Price Type' as 'Discounts' and 'Whole Order'. It includes a table for pricing details with columns for 'Seq', 'Group', 'Level', 'Sell Unit Price', 'Net Unit Price', and 'Net Ext. Price'. At the bottom, there are buttons for 'Rapid Entry', 'Equipments', 'Override', 'Price Order', 'Return', and 'View Return'.

Field	Entry	Default	Reqd
Seq	The sequence number determining the order of the detail lines.	System Generated	Y
Grp	Used by the Bill of Materials function to group the BOMs.		N
Level	The Bill of Materials level. If the SKU part being ordered by the customer is a Bill of Material "parent" or if the SKU part is a SKU in its' own right it has a level of "0". If the SKU part is a subcomponent of a parent BOM, it will have a level of "1". If the SKU part is a subcomponent of a subcomponent of a parent BOM it will have a level of "2" etc. (For further details see the FLEXX Inventory Control Manual - Bill of Materials).	"0"	Y
Price Type	Customer price type. Used in conjunction with FLEXX Inventory Control - SKU Price Master to determine what pricing matrix to use.	Order Entry Header	N
Discounts	Discount codes for any discounts that may apply. First level is copied from the Customer Master definition, second level discount code can be entered in the second discount field.		N
Whole Order	Whole order discount code used to apply discounts to the whole order when the Price Order button is pressed.		N
Stock or Sell List Price	The price to be charged to the customer (before discounts) for the SKU part being ordered. If a price change is to be made, the new price is entered in this field. The price displayed is determined by the SKU Price Matrix (See FLEXX Inventory Control Manual - Price Matrix) and can be overridden if needed.	SKU Master	Y
Net Unit Price	The unit price after all discounts have been applied (discounts and whole order)		
Net Ext. Price	The extended price after all discounts have been applied. List price * quantity-discount-whole order discount)		
Container Charge	Container charge of an item. Must be set up in the Container Table from Inventory Control. This field is visible only if the Application Control Table has been setup for container charge usage (See FLEXX Implementation Guide).		N
Total	Total Container Charge of the order		
Environmental Charge	Environmental charge of the item. Must be set up in the Container Table from Inventory Control. This field is visible only if the application control table has been setup for environmental fee usage (See Flex Implementation Guide).		N
Total	Total environmental charge of the order		N
Tax	If the SKU part being ordered is subject to taxation, this flag should be set to Y - Yes. FLEXX uses this flag in combination with the tax jurisdictions defined for the customer (See Getting Started Manual - Customer Ship To) and the tax tables to calculate the appropriate taxes. This field is not automatically set from the Order Entry Header. It is set based on the taxable setting of the SKU or the setting of the resale flag on the Order Entry Header as described earlier.		N
Currency	The currency of the customer placing the sales order.	Order Entry Header	Y

Field	Entry	Default	Reqd
Rapid Entry	This field is selected when the Rapid Entry sales order option is active. With this option active, the order detail line is automatically saved when the cursor is entered past the SKU description field. If it is necessary to change anything on the order detail, at time of entry, unselect this field first.		
Dept	End user defined department code to categorize each SKU item ordered based on which department took the order or will be responsible for fulfilling the order. (See FLEXX Getting Started Manual - Department Table).	Order Entry Header	N
Analysis	End user defined sales analysis code which can be used to group sales.	Order Entry Header	N
Invoice	After the Invoice Generation routine has been run (See Sec 4.6) and this order detail has been successfully invoiced, this field will display the resulting invoice number.	System Generated	N

Select the Shipping Tab to enter/view the following:



Warehouse	Not used for Factory Direct Orders but needed by FLEXX.	Order Entry Header	Y
Lead	The lead time required to order the SKU item needed to fulfill the needs of the sales order.	SKU Master	N
Sale Type	The Sale Type of the SKU ordered. This sale type defaults from the SKU Master and is used during the Generate GL Transactions from Inventory Movement Routine (See Sec. 9.0) to determine which General Ledger accounts to use.		

Field	Entry	Default	Reqd
Inventory Cost	This field is not used on Factory Direct Orders. For an explanation of its purpose, see the description in Sec. 3.2.	SKU Master	Y
Serial Number	The serial number of the SKU item being ordered if the SKU is serialized and the serial number is known. If the serial number is not known then leave this field blank and enter the serial numbers during shipment. (See Sec. 3.4)		N
Recurring Interval Units Qty Times	This field should be left Null for normal single billing SKU's. Items that are to have a recurring invoice generated should select one of the frequency codes. Once selected the invoice generation process will set the recurring invoice system to generate additional invoices which include this item along with any other recurring items. The first invoice produced for the order with this SKU will be used as the recurring template.		
PO Number	The system generated PO number to fulfill the needs of this Factory Direct sales order This field is automatically updated after running the Factory Direct Purchase Order Generation process. (See Sec. 4.3)		N
Required	The date this item is needed by the customer.	Order Entry Header	Y
Earliest Release	The earliest date that the order may be completed.	Session Default	Y
Release	The release code is used by the Product Release process (See Sec. 3.3) as an additional selection criteria to determine which order detail lines will be released. The release code can be: <ul style="list-style-type: none"> • a - Automatic release • m - Manual release Not used for Factory Direct Orders.	a	Y
Result	Not applicable to Factory Direct Orders. This field is only set as a result of using the Product Release Process.	*	Y
Shipment	After the Factory Direct PO Shipping Process has been run (See Sec. 4.5) this field is stamped with the number of the shipping record created.	System Generated	N

Note:

If the Customer Master has been defined to use E-Mail Order and/or Shipment confirmation (See *Getting Started manual, Customer Master description*), whenever a change is made to the order details, FLEXX will display a prompt message “Do you want to send E-Mail for this order now?” Pressing Yes will result in an E-Mail message being sent to the E-Mail address defined on the Customer Ship To form, or if not defined, to the address defined on the Customer Main form.

4.3 Factory Direct Purchase Order Generation

Description

The Factory Direct Purchase Order Generation routine creates a Purchase Order in the FLEXX Purchase Order module. This purchase order is then sent to the supplier (vendor) of the SKU parts being ordered. When the SKU is defined in FLEXX Inventory Control, vendors are assigned and ranked in the SKU Vendor Table. The Purchase Order Generation routine uses the vendor that is ranked 1 and creates a purchase order to him. This holds true unless the number one ranked vendor is on hold (Vendor Additional Information). In that case, the number two vendor is used. Also by running this Purchase Order generation routine, each of the Order Detail lines that had a status of “fo” - Factory Order - open are updated to “fd” - Factory Order - PO created. The resulting Purchase Order number is also updated on the Order Detail line that created it.

Multiple Purchase Orders may be created from one Factory Direct Order if all of the SKU items needed can not be obtained completely from one vendor.

Notes

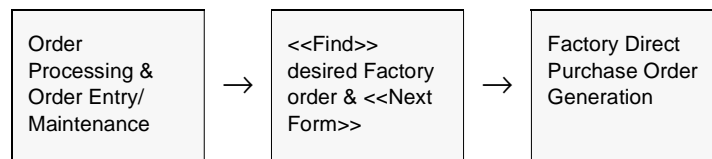
The Ship To information that appears on a Factory Direct PO is the same Ship To address that is defined for the customer on the original Factory Direct Sales Order.

Factory Direct Purchase Order Generation routine will only create a Purchase Order for SKU’s that have a detail line status of “fo”. All other status values are ignored.

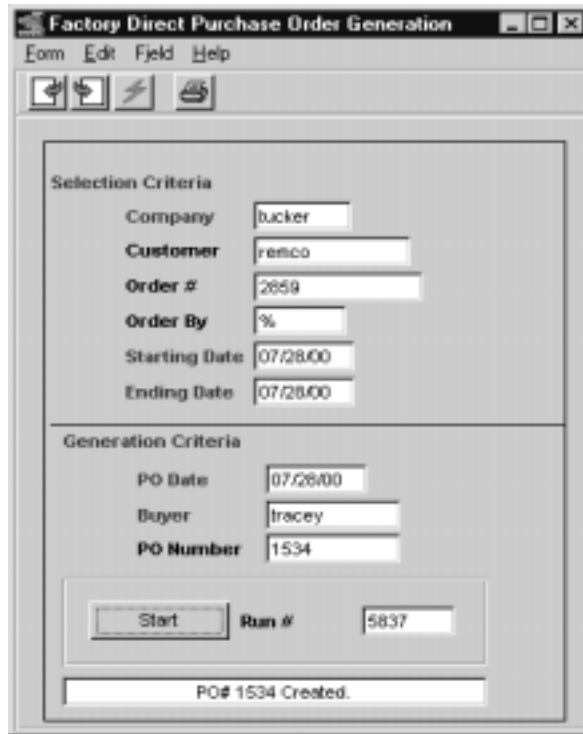
The Factory Direct Order header and status must be “o” - open for the PO Generation routine to be successful.

Multiple PO’s will be generated if there are SKU’s ordered from different vendors.

Select



The Purchase Order Generation routine appears in Update mode.



Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Company	The Company code.	Order Entry Header	Y
Customer	The customer for whom the SKU parts are being ordered or accept the default to select all customers.	*	Y
Order #	The Factory Direct order number for which the Purchase Order is being generated. Should an attempt be made to generate a Factory Direct PO for an order that already has had a PO generated, error "PO already generated" will appear. This is true where all order detail lines have had a PO generated.	Order Entry Header	Y
Order By	The salesperson code of the salesperson whose Factory Direct orders need Purchase Orders generated to meet the needs of the order. Accept the default to select all salesperson codes.	*	Y
Starting & Ending Date	The starting and ending date range of the order. Selection is based on the order date of each Order Header.	Session Default	Y
PO Date	The date to appear on the resulting purchase order.	Session Default	Y

Field	Entry	Default	Reqd
Buyer	The code for the buyer to appear on the resulting purchase order.		Y
PO Number	The PO Number to be created in FLEXX Purchase Order. Accept the default blank to have FLEXX automatically assign the next available PO number. Should you wish to add the Factory Direct PO Generated detail lines to an existing Purchase Order, enter the Purchase Order number here. The existing Purchase Order must be in an "o" - open state and for the same vendor.	Autogen	Y
Start	Press the button to begin generation.		

Once a Purchase Order has been generated the resulting PO number(s) will be displayed. To actually view the generated Purchase Orders press <<Next Form>>.

The resulting purchase orders use the Customer code of the customer who the Factory Direct sales order is for, to determine the Ship to address which appears on the Purchase Order.

The Purchase Order detail lines are also updated with customer and sales order number information. Also note that the purchase order type on the Purchase Order header record is "fd" - Factory Direct.

On each of the Purchase Order Detail lines there is a GL Account field to capture for accounting purposes where the cost of the SKU will be recorded. For Factory Direct Ordered SKU's this GL Account field will be populated with the GL Division and Account as defined by the SKU GL Code for that SKU. The GL Account used will be the one defined for Cost of Goods Sold. If the Division field on the SKU GL Account is NULL, the division code of the Factory Direct Order will be used.

Notes

The PO Generation routine determines which vendor to assign to the PO to be created by reviewing the information on the SKU Vendor Table (*See FLEXX Inventory Control Manual*) of the SKU being ordered. The Vendor with the highest ranking is the vendor used if there are multiple vendors to choose from. If no vendor has been assigned to the SKU, error message 9049 "Vendor Code Not Found" will appear and no PO will be created.

4.4 Factory Direct PO Receiving

Description

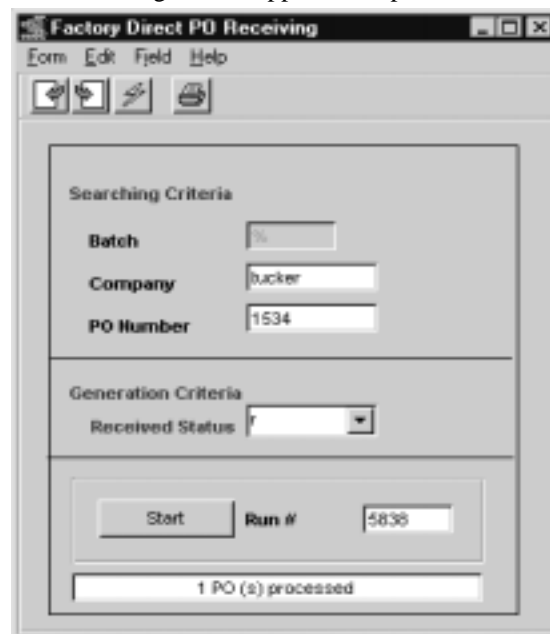
To continue the Factory Direct order cycle, it is necessary to “receive” the Purchase Order that was generated. This can take place at any time but usually is performed upon notification that the vendor has or is about to ship the ordered goods to the customer. The first step in this process is to “mark” the Purchase Orders that are about to be filled & shipped to the customer. This marking routine changes the status of the Purchase Order Detail to “r” - received and leaves the Purchase Order header status “o” - open. There is no change of status on the originating Factory Direct Sales Order as a result of using this process. This process is the equivalent of the Product Release process (See Sec. 3.3) where the SKU parts are “released” to the order. Factory Direct PO Receiving routine will only work with Factory Direct generated Purchase Orders. Purchase Orders created “manually” will not be affected.

The Factory Direct PO Receiving routine assumes that you will fully receive all items on the Factory Direct Purchase Order. In cases where partial receiving will take place use the Purchase Order Receiving routine in FLEXX Purchase Order.

Select



The Receiving routine appears in Update mode.



Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Batch	The batch number assigned to the Purchase Orders to be marked.		Y
Company	The Company Code present on the Purchase Order Header.	Session Default	Y
PO Number	The factory generated Purchase Order to be received.	*	
Received Status	The status the Purchase Order will have as a result of running this routine.	r	Y
Start	Press the button to begin process.		

Now that the vendor has filled and shipped the order, the purchase order can be transferred to a new voucher and paid in FLEXX Accounts Payable (as per terms) and the shipping function recognized by running the Factory Direct PO Shipping Process (See Sec. 4.5).

Notes

If the process fails with a conflict id, <<zoom>> on the Process ID field (box next to Start button), determine if the conflicting process ('r' status) should still be running, Force it to completion if not, and rerun the process (see Administration Guide, sec 4.1 for details).

4.5 Factory Direct PO Shipping Process

Description

Now that the Factory Direct generated Purchase Orders have been “received” (*Sec. 4.4*), it is necessary to reflect on the sales order itself the fact that the goods have been shipped from the vendor to the customer. The Factory Direct PO Shipping process is designed to accomplish this. The process starts with a Purchase Order that has a header record status of open “o” and a detail status of received “r”. The Purchase Order detail line must also contain the originating Factory Direct Order number. As a result of running this process a shipment header and detail record are created with a status of “fs”-Factory Order, Shipped and the Factory Direct Order detail records are updated as follows:

- Δ if the SKU part is not tangible and non inventory, the order detail status is set to “sh”.
- Δ if the SKU part is anything else, the order detail status is set to “fs”.

Finally, the PO Header record status is set to “c” - closed. The Notes field on the resulting FD Order Shipment Maintenance header record will also display “Factory Shipment” to differentiate this shipment from a normal order shipment.

Notes

If the process fails with a conflict id, <<zoom>> on the Process ID field (box next to Start button), determine if the conflicting process (‘r’ status) should still be running, Force it to completion if not, and rerun the process (*see Administration Guide, sec 4.1 for details*).

Select



The Factory Direct PO Shipping Process appears in Update mode.



Fields

The following fields appear on the screen.

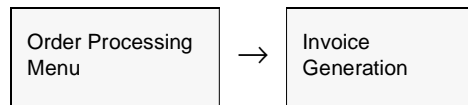
Entry	Entry	Default	Reqd
Company	The Company code.	Session Default	Y
PO Number	The factory generated Purchase Order that has already been received. By selecting the PO, FLEXX then knows which Factory Direct Order to mark as "fs" - Factory Order - Shipped. this routine can be run PO number by PO number or accept the default to select all Factory Direct generated PO's that have been received.	*	Y
Received Status	The status of the Factory Direct generated PO detail lines. Only selects those that are received.	r	Y
Batch #	If you are using batch control and the PO's were assigned batch numbers, the batch number can be used as selection criteria.		N
Shipped Status	The status that the Factory Direct Order detail lines will have as a result of running this process.	fs	Y
Shipped Date	The date the Factory Direct Order detail lines were shipped and the date that will appear on the shipment records.	Session Default	Y
Batch #	If you are using batch control, the batch number to be assigned to the resulting shipping records.		
Start	Press button to start the process.		

4.6 Factory Direct Invoice Generation

Description

The Invoice Generation process verifies the status of an order, ensuring that it has been shipped (the order detail lines have a status of “fs”) and creates an invoice in FLEXX Accounts Receivable. Once a detail line has been successfully invoiced, its status is updated from “fs” to “in” - invoiced. The resulting invoice number is stamped on both the Shipment Maintenance Header and the Order Detail line. Once all of the detail lines of the Factory Direct Order are invoiced, the Order header status will also be set to “in” - invoiced (*see Sec. 3.10 for more details*).

Select



Or

Press **Invoice** button on Factory Direct Order form.

The Invoice Generation routine appears in Update mode.

Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Selection Criteria			
Company	The Company Code.	Session Default	Y
Division	The Division Code or accept the default to generate invoices for all divisions.	*	Y
Department	The Department Code to generate invoices for. FLEXX will use the Department Code as entered on the Order Header Financial form.	*	Y
Shipment Code	The code of a specific shipment to be invoiced or accept the default to generate invoices for all shipment codes.	*	Y
Shipment Batch	Enter the batch number of the shipments to be invoiced or accept the default to generate invoices for all shipment batches.	*	Y
Customer	The code for the customer whose orders are to be invoiced or accept the default to invoice all customer orders.	*	Y
Start and End Ship Date	The start and ending date range of shipments to be invoiced.	Session Default	Y
Combine Flags	None - separate invoice for each shipment Order - combine all shipments with matching order numbers on same invoice. All - combine all orders with same date shipments to the same shipping address on the same invoice.	None or Application Control setting	Y
Combine Payment Method	Combine shipments by payment method for the same customer.	N	
Generation Criteria			
Invoice Date	The date to appear on the invoices created in FLEXX Accounts Receivable.	Session Default	Y
Invoice Status	The status that the resulting invoice will have in FLEXX Accounts Receivable.	O	Y
GL Period	The GL Period to appear on the invoices created in FLEXX Accounts Receivable.	Session Default	Y
Batch Number	If batch processing is being used and it is desirable to group all of the resulting invoices into a batch in FLEXX Accounts Receivable, enter the batch number.		N
Start	Press this button to start the Order Processing Invoice Generation Routine.		
Invoice No.	The number of the resulting invoices generated in FLEXX Accounts Receivable.	System Generated	

Once the Invoice Generation routine has completed, press <<Next Form>> to view the invoices generated.

4.7 *BOM's and Factory Direct Orders*

Description

If the SKU ordered on a Factory Direct order is a Bill of Material (BOM) parent, when the SKU is entered on the order detail, a bill of material “explosion” will take place. This explosion is based upon the Bill of Material list specified when the SKU was defined in FLEXX Inventory Control.

As a result of running the Factory Direct PO Generation routine (See Sec. 4.3), purchase orders are created for each of the BOM components. Each PO is then received (See Sec. 4.4) and shipped (See Sec. 4.5). No PO is created for the BOM parent SKU itself. The final step is to run the invoice routine (See Sec. 4.6). The invoice that is created in FLEXX Accounts Receivable will display the BOM parent SKU, as well as the component parts. If multiple shipment records have been created, ensure that the Combine field is marked ‘Order’ on the Invoice Generation form. This will group all shipments related to the order on one invoice.

5.0 Transfer Order Entry/Maintenance

Description

The Transfer Order Entry/Maintenance process is used to transfer SKU's to another warehouse when it is necessary to keep track of the items in transit. If parts are simply being moved from one warehouse to another and there is no in transit time, the Warehouse to Warehouse Transfer routine in the FLEXX Inventory Control module should be used. If parts are being moved from one physical warehouse to another and some time is spent in transit between the two warehouses, then use this routine.

It is possible to create a transfer order with an initial status of "q" - quote. Be aware that Transfer Orders created by an unauthorized user will be initially opened in "q" status. A transfer order with this status can not have the Product Release Process (See Sec. 5.2) run against it without appropriate authorization. A 'quote' transfer order has no impact on the SKU Inventory table. This allows a quote transfer order to be first reviewed and consideration given to the impact of the transfer on the inventory levels of each warehouse (i.e. minimum stock levels). Once each quote transfer order has been reviewed, a person with proper authorization can approve them. Transfer Order authorization is provided by the User Authorization code 'SKUTranOvr' and a defined User password, and is assigned by your System Administrator. If there is no need to first create a quote transfer order, assign each user authorization rights.

A transfer order created by an authorized user will start with a status of "o" - open. The Product Release Process (See Sec. 5.2) can only be run against open (status "o") Transfer Orders.

It is also possible to print both a Picking and Packing slip from a Transfer Order. If this is a requirement, a unique "transfer" customer will need to be defined on the Customer Master table and the following Application Control setting be defined to identify that customer to FLEXX:

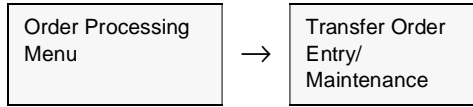
Application	Type	Description	Value	Company
op	xfrcust	Transfer Order Customer	customer code (default "xfrcust")	default

Note that this customer definition needs no other fields to be defined other than the customer code. It is only used for printing the picking and packing reports.

Note:

Please refer to the FLEXX Distribution Procedures Guide, Sec. 19 for a more detailed description of the Warehouse Transfer Order procedure.

Select



The Transfer Order Entry/Maintenance form appears in Find mode. To start a transfer press <<Clear to Add>>.

Fields

The following fields appear on the screen. Once all of the information about the

Field	Entry	Default	Reqd
Company	The Company that is performing the transfer.	Session Default	Y
Division	The Division code.	Session Default	Y
Transfer No.	The transfer order number. Press enter to have FLEXX autogenerate the next available number.	Autogen'ed	Y
Description	End user general description of the nature of the transfer.		N

FLEXX® - Order Processing 5.0 Transfer Order Entry/Maintenance

Field	Entry	Default	Reqd
Job Code	If this transfer is related to a job defined in FLEXX Project Management and is to be tracked for Job Costing, enter the appropriate job code.		N
From	The warehouse code of the shipping warehouse. Warehouse codes are defined in the Warehouse Table (See <i>FLEXX Getting Started Manual</i>). The name and address fields will be copied from the Warehouse table definition and cannot be modified on the order.		Y
To	The warehouse code of the receiving warehouse. Ensure that the "Del" flag of the warehouse the SKU is being shipped to is not set to Y - Yes. If it is the following message will appear "This part is not stocked at the TO warehouse". For information on this see the FLEXX Inventory Control Manual. The name and address fields will be copied from the Warehouse table definition and cannot be modified on the order.		Y
Status	<p>The Transfer Order Header status can be:</p> <ul style="list-style-type: none"> • o - open. All authorized transfer orders will use this status code. An order will remain status "o" until all of the order detail lines have been received or updated manually. An end user can change an "o" status to one of the following: "p" - preclosed, "ch" - check hold and/or "cr" - credit hold. If the status of the Transfer Order Header is anything other than "o", the Product Release Process (See Sec. 5.2) will not select it. • q - quote. Used only for Transfer Orders that have yet to be authorized (<i>Authorization code SKUTranOvr - see "Description" above</i>). After authorization, the status will change to "o". • c - closed. Used on Transfer Orders only. No use on sales orders. • cn - cancelled. Indicates the order has been cancelled. There is no automatic cancel order routine in FLEXX Order Processing. An order can only be cancelled once all of the order detail lines also have a status of "cn". • p - preclosed. Status supplied for customized end user purposes only. Marks an order as being preclosed. This status will not prevent further order detail entry but will prevent the entire order from being selected during the Product Release Process (See Sec. 5.2). Use of this status will have no impact on existing shipment records. • r - received. System generated status that a Transfer Order will have once all of the transfer detail line items have been received (See Sec. 5.5). 	o	Y
Order Type	• tx - Transfer, the only valid value.	tx	Y
Printed	Once the Order has been printed, the flag is set to Y - Yes. It can then not be reprinted. However, should the need arise to reprint an order, the Order Print Status Update routine can be used (See Sec. 6.1) to set the print status back to "N".	N	N
Text	Yes/No - Indicates if underlying text is present. <<Zoom>> on the field to access the Text table to view or enter new text.	N	N
Order Date	The date the transfer order was entered.	Session Default	Y
Required Date	The date the transfer is required to take place.	Session Default	Y

Field	Entry	Default	Reqd
Shipment Carrier	The preferred carrier used to perform the transfer.		N
Rush	If this is a rush job, then enter a "Y". This is an end user information field only and not used by FLEXX.		N
Comment	End user comment field for any additional comments on the overall nature of the transfer.		N
Entered By	As soon as the <<Add/Update>> button is pressed, FLEXX will populate this field with the user ID of the person entering the order as well as the date.	System Generated	
Buttons			
Details	Press Details to display the Order Detail screen.		
Authorize	Press this button to start the authorization process. For a Transfer Order with a status of "q" - quote, the selection of this button will call up a SKU Transfer Authorization form. Upon entry of the correct User Name and Password the Transfer Order Header is authorized and updated with a status of "o" - open. Only users with the appropriate authorization (authorization setting <i>SKUTranOvr</i>) can authorize a transfer order. Users without these rights will find the Authorize button stippled and not accessible.		
Release	Press Release to call up the Product Release screen and perform the release.		
Ship	Press Ship to call up the Shipment form to perform the shipping.		
Print	Press Print to print the order.		

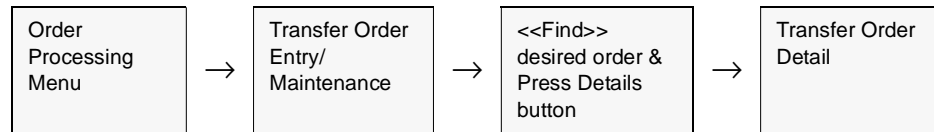
transfer order has been entered, press <<Add/Update>> to save the order and to have the Transfer Order Detail Entry form appear.

5.1 Transfer Order Detail Entry

Description

The Transfer Order Detail screen contains information about what is being transferred. There is also an authorization routine to be performed here on each Transfer Order Detail line. If the Authorized Quantity is acceptable press the Authorize button. If the quantity needs editing, update the Authorized Quantity and press the Authorization button. Once a Transfer Order Detail line has been authorized and has a status of “o” - open, the SKU Inventory table Committed quantity is automatically updated.

Select



The Transfer Order Detail form appears in Update mode.

Seq	Quantity	Auth. Qty.	Sku Code	Description	Status
1	1.0	1.0	cws-500	BCM CWS-500	o

Fields

The following fields appear on the screen.

Fields	Entry	Default	Reqd
Company	The Company Code.	Order Header	Y
Transfer No.	The transfer order number.	Order Header	Y
Seq	The sequence number determining the order of the detail lines.	System Generated	Y
Quantity	The quantity of the SKU's being transferred. The quantity to be transferred cannot deplete the quantity on hand amounts below that of any minimum quantity amounts specified for the shipping warehouse.	1.00	Y
Auth.Qty	For a transfer order of status "q" - quote, the value that appears here is automatically set by FLEXX based on the value entered in the quantity field. Only authorized users will have access to this field. When an authorized user is reviewing the Transfer Order detail he can edit the Authorized quantity as needed. Once finished he would then press the Authorize button on the Transfer Order Detail.	System Generated	Y
SKU Code	The SKU code representing the parts requested to be transferred. If the SKU code being entered is serialized (<i>i.e. the serialized flag on the SKU Master in FLEXX Inventory Control has been selected</i>), the serial numbers to be transferred will need to be selected either on the order detail form or at time of shipping. Upon entry of the SKU item, FLEXX checks the from and to warehouse codes specified on the Transfer Order Header against the SKU Inventory table (<i>See FLEXX Inventory Control Manual for further information</i>) to see if they have been set up for the entered SKU. If not, one of the following error messages may appear "There is no To Warehouse Inventory record for this item" or "There is no From Warehouse Inventory record for this item". Should either of these error messages appear, it will be necessary to add the missing warehouse to the SKU Inventory Table before continuing.		Y
Description	Full description of the SKU part being transferred.	SKU Master	N
Status	The Transfer Order detail status can be; <ul style="list-style-type: none"> • o - open. Transfer Order detail lines will have this status after they have been authorized and where the On Hand Inventory levels equal or exceed the number of units ordered. The Product Release process (<i>See Sec. 5.2</i>) has not yet been run. An end user can change an "o" status to a status of "cn" cancelled. • b - back. A status to be used for custom end user purposes only. Can reset transfer order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine. (<i>See Sec. 6.2</i>). • bo - back order at time of order. The status of the order detail line will go to "bo" upon entry of the SKU if the On Hand Inventory levels are less than the quantity ordered. • bp - back order caused by partial. This status can be assigned by FLEXX in one of two situations as follows: 		

Fields	Entry	Default	Reqd
<p>Status (Cont'd)</p>	<p>1. The Product Release Process (See Sec. 5.2) has been run and a portion of the ordered quantity can be released (i.e. there is inventory available but it is less than the ordered quantity). The portion that can be released is assigned a status of "s" - staged while the remainder is given a "bp" status.</p> <p>2. The Product Release Process has been run and there is sufficient on hand inventory available. However, when it comes time to perform the Shipping Process (See Sec. 5.3) a quantity less than that ordered is shipped. The quantity shipped is assigned a status of "sh" while the remainder is given a status of "bp".</p> <ul style="list-style-type: none"> • cn - cancelled. Indicates the order has been cancelled. There is no automatic cancel order routine in FLEXX Order Processing. An order detail line can be cancelled by manually changing the existing status to one of "cn". Only order detail lines that have not yet been released using the Product Release Process (See Sec. 5.2) can be cancelled. The process of cancelling a detail line updates the SKU Inventory table as follows: The committed quantity is reduced by the quantity of the SKU being cancelled. A cancelled status can be manually returned to one of "o" - open if needed. • cf - cannot fill. This status can be assigned by FLEXX where The Product Release Process (See Sec. 5.2) has been run against an SKU that can not be back ordered. For a SKU with this attribute, the status of "cf" can be assigned in one of two situations: <ol style="list-style-type: none"> 1. The quantity ordered exceeds the current on hand inventory where the on-hand inventory levels are greater than zero. If the SKU could be back ordered then statuses as described above would be assigned (i.e. s and bp). Since the SKU can not be back ordered the detail line status goes to "cf". 2. The Product Release Process has been run and there is sufficient on hand inventory available. However, when it comes time to perform the Shipping Process (See Sec. 5.3) a quantity less than that ordered is shipped. Again this situation would normally create a back order situation but because the SKU can not be back ordered a status of "cf" is assigned. • f - failed. A status to be used for custom end user purposes only. Can reset order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine (See Sec. 6.2). • s - staged for shipping. Transfer Order Detail lines will have this status where the Product Release Process (See Sec. 5.2) has been run and the on-hand stock levels exceed or equal the quantity being ordered. It is possible to return a detail line status of "s" to being "o" - open again by running the Product Unrelease Process (See Sec. 6.3). • sh - shipped. Transfer Order detail lines will have this status once the Shipping Process (See Sec. 5.3) has been used. Once a detail line has this status it is not possible to return it to a status of "s" - staged and/or "o" - open. • r - received. System generated status that a Transfer Order will have once all of the transfer detail line items have been received. • q - quote. Used only for Transfer Orders (See Sec. 5.0) that have yet to be authorized. Transfer Order detail lines that have this status will be ignored by the Product Release Process. So the transfer will not take place until the detail status is "o" - open. • l - lost. A status assigned to transfer orders during the receiving process (See Sec. 5.5). Used where the quantity received is less than the quantity shipped. 		

Fields	Entry	Default	Reqd
Level	The Bill of Materials level. If the SKU part being transferred is a Bill of Material "parent" or if the SKU part is a SKU in its own right it has a level of "0". If the SKU part is a subcomponent of a parent BOM, it will have a level of "1". If the SKU part is a subcomponent of a subcomponent of a parent BOM it will have a level of "2" etc. (For further details see the FLEXX Inventory Control Manual - Bill of Materials).	"0"	Y
Group	Used by the Bill of Materials function to group the BOMs.		N
Division	The Division Code.	Order Header	Y
Inventory Level	Displays the available and uncommitted stock level of the SKU item being transferred.	SKU Master	Y
Cost	The cost per unit of the SKU part being ordered.	SKU Master	
Lead	Not currently used by FLEXX. Any value can be entered for user reference.		N
Edition Code	For Edition SKU's, enter the edition code to be transferred.	SKU Master	
Level	For Edition SKU's, shows the quantity available of the current edition displayed	SKU Master	
Cut Off Date	For Edition SKU's, the cut off date of the edition.	SKU Master	
Line Status			
Required	The date the transfer order is required to be complete.	Transfer Order Header	Y
Earliest	The earliest date that the transfer order may be completed.	Session Default	Y
Release	The release code is used by the Product Release process (See Sec. 5.2) as an additional selection criteria to determine which order detail lines will be released. The release code can be: <ul style="list-style-type: none"> • a - Automatic release • m - Manual release 	a	Y
Result	After the Product Release Process has been run successfully this field will have one of the following status codes: <ul style="list-style-type: none"> • r - Released Successfully. The order detail line will have this status if there was sufficient stock available of the specified SKU part to meet the needs of the order. • s - Out of Stock. The order detail line will have this status if there was not sufficient stock available of the specified SKU part to meet the needs of the order. 	*	Y
Shipment	After the Shipping Process has been run (See Sec. 5.3) this field is stamped with the number of the shipping record created.	System Generated	N
Text	Yes/No - Indicates if underlying test is present. <<Zoom>> to enter unlimited text about this Transfer Order detail lines. (See Sec. 6.4)	N	N
Serial Number	This button will be active (lit) for serialized SKU's only. Press the button to select the serial number(s) to be transferred from the list		

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Fields	Entry	Default	Reqd
Authorize	<p>Press this button to complete the authorization process. To be able to authorize a Transfer Order detail quantity, the end user must have the appropriate authorization rights and the Transfer Order header (See Sec. 5.0) must already have been authorized. Before pressing the button review the Authorized Quantity. If it is suitable, press the button and the Transfer Order detail status of the select line will be updated to "o" - open. If the Authorized Quantity is not acceptable, edit it and then press the button. If the Authorized Quantity is less than the originally entered quantity then FLEXX will create two detail lines. One line will have a status of "o" - open and the Authorized Quantity will reflect that amount just entered and authorized. The second line will have a status of "q" - quote and the quantities displayed will be the difference between the quantity authorized and the originally entered quantity. Should the authorized quantity draw down the stock below that of the minimum level specified on the SKU a further message will appear and the SKU Transfer Authorization form will again appear.</p>		

Once all of the transfer order detail information has been entered, press <<Add/Update>> to save the details and prepare FLEXX for further transfer order detail entry. If you are finished entering order details, press <<Previous Form>> to return to the Transfer Order Header record.

5.2 Product Release Process

Description

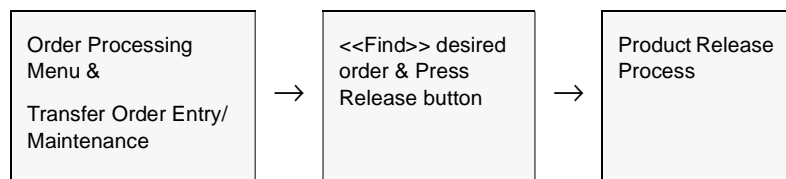
The Product Release Process, when used for authorized Transfer Orders, reduces the inventory quantity of the SKU parts in the shipping warehouse and increases the Quantity In Transit of the receiving warehouse. For an order to be released and shipment records created the Transfer Order header status must be o - open, bo - back ordered or bp - back order - caused by partial. If the status is anything else the order will not be released. When the release process is run, the Transfer Order Detail line status is changed from an "o" - open to "s" - staged and the result field will display a "r" for released successfully (See Sec. 5.1).

On orders where the inventory levels of the SKU parts being ordered are not sufficient, the Order Detail line has a status of "bo" - back ordered. If it is possible to fill a part of the order (i.e. 6 units are ordered and there are 4 on hand) and the Partial flag on the SKU Master is selected, FLEXX will automatically split the order detail line, creating two detail lines. One line will have a status of "s" - staged for 4 items and the other line will have a status of "bo" - back ordered.

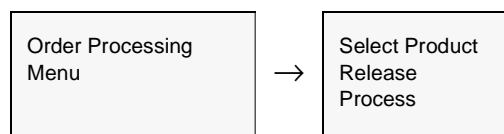
As a result of using this process, shipment records are created with status of "o" - open on the shipment header record (See Sec. 5.3) and detail status of "s" - staged. Should there be multiple warehouses involved on the order detail, multiple shipment records will be created, i.e. one shipment record per warehouse.

If the SKU is a serialized item, the status of the serial number is updated from "c" - committed to "u" - unavailable as a result of running the release process (See FLEXX Inventory Control Manual for more information).

Select



Or



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The Product Release Procedure appears in Update mode.

Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Order Type	Select the type of order that the Product Release Process will apply to. If this process is arrived at by coming from a sales order, the order type will default to order. If coming from a transfer order, the order type will default to transfer.	Transfer	Y
Company	The Company Code.	Session Default	Y
Order Status	Status codes to select order detail lines to be released.	o bo bp	Y
Order Start & End Date	Date range within which order detail lines will be selected for release. Selects based on the required date of each detail line.	Transfer Order Header/Session Default	Y
Warehouse	The warehouse releasing the orders. To select all warehouses leave as a wildcard.	*	Y

Field	Entry	Default	Reqd
Release Code	Release code to allow for an additional level of selection criteria. The release code can be: <ul style="list-style-type: none"> • a - Automatic Release. Will only select order detail lines that have a release status code of "a". (See Sec.5.1) • m - Manual Release. Will only select order detail lines that have a release status code of "m". (See Sec. 5.1) 	a	Y
SKU	SKU code to allow for an additional level of selection criteria. If a SKU code is specified, only order detail lines for that SKU will be selected for release.	*	Y
Product Category	The SKU category that appears on the SKU Master. If a category has not been defined for a SKU that is selected for release by the Product Release process, the release process will fail and the following error message will appear "Invalid entry - SKU not found".	*	Y
Customer	Not applicable for use with Transfer Orders. Accept the default value only.	*	Y
Starting & Ending Order #	The starting and ending order number range of orders to be released.	Transfer Order Entry Header	Y
Pick Date	The date the order detail items will be picked. This pick date will also appear on the resulting Shipment Header record as a default value.	Session Default	Y
Pick Time	The time the order detail items will be picked. This pick time will also appear on the resulting Shipment Header record as a default value.	System Generated	Y
Ship Group	User defined shipping group that can be used to group similar shipment records together. Similar to a "batch" system.		N
Combine?	Should common Transfer Order's be combined on the resulting shipment detail record? Usually, FLEXX will create a separate Shipment record (header & detail) for each transfer order. If YES is selected here, any transfer orders for the same warehouse will be combined on the same shipment record.	NO	Y
Start	Press the button to begin the procedure.		
Shipment Number	The shipment number(s) created as a result of running the Product Release Procedure. Make note of this number for use in the shipping process (Sec. 5.3).	System Generated	

Notes

Should it become necessary to "unrelease" an order or a specific order detail line, the Product Unrelease Process can be utilized (See Sec. 6.3).

5.3 Transfer Order Shipping Process

Description

As a result of successfully running the Product Release Process (*See Sec. 5.2*) a shipment record (header & detail) is created. This shipment record initially captures information such as the originating transfer order number, a default pick date and time (based on the Pick date and time of the Product Release Process (*See Sec. 5.2*) when it was run), shipper information and what is available for shipment.

To start the shipping process press the “Ship” button. As a result of pressing the button a message appears “Please confirm that you would like to complete the shipping of the shipment? [Y/N]”. If Y -Yes is selected all shipment detail lines with a status of “s” - staged will be shipped and their status updated to “sh” - shipped. Any shipment detail lines with status of other than “s” - staged will be ignored. The Shipment Header status will also change to “sh” - shipped. For shipment detail lines with status of “bo” - back order or “bp” - back order caused by partial when sufficient product is available to fill the order, the Product Release Process is run again (*See Sec. 5.2*) and a new Shipment Header with a new Shipment number is created. The only reason a new Shipment Header and number are created is because the status on the original Shipment Header is now “sh” - shipped. As a result of a new Shipment record (header & detail) being created, the shipment detail lines of the original shipment record that has a status of “bo” or “bp” are removed and now appear on the new shipment record.

If No is selected, the Shipment Detail form appears to allow manual entry of what was shipped. After entering the actual quantity that was shipped in the Qty. Shipped field, press <<Add/Update>>. FLEXX will save the line and create another shipment detail line with a status of “bp” - back ordered caused by partial (*See Sec. 5.4 for further details*). Once the shipping process is complete press the “ship” button on the Shipment Detail form. A message prompt will appear “Please confirm that you would like to complete the shipping of the shipment? Y/N” Select Yes to have the shipment header status changed from “o” - open to “sh” - shipped. Only a transfer shipment with a header status of “sh” can be received (*See Sec. 5.5*).

If the Ship button is selected and there are no detail lines in a state to be shipped, the following message will appear “No shipments exist for this order”.

When the shipping process is completed, FLEXX creates an Inventory Movement record (for inventoried sku’s only) that can be viewed on the Inventory Movement Review form in the FLEXX Inventory Control module (For further information see the FLEXX Inventory Control manual). Both a record showing the increase to the receiving warehouse inventory levels and a record showing the decrease to the shipping warehouse inventory levels are created.

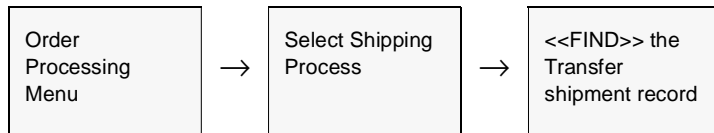
Note:

Inventory movement doesn’t agree to inventory levels until items are received.

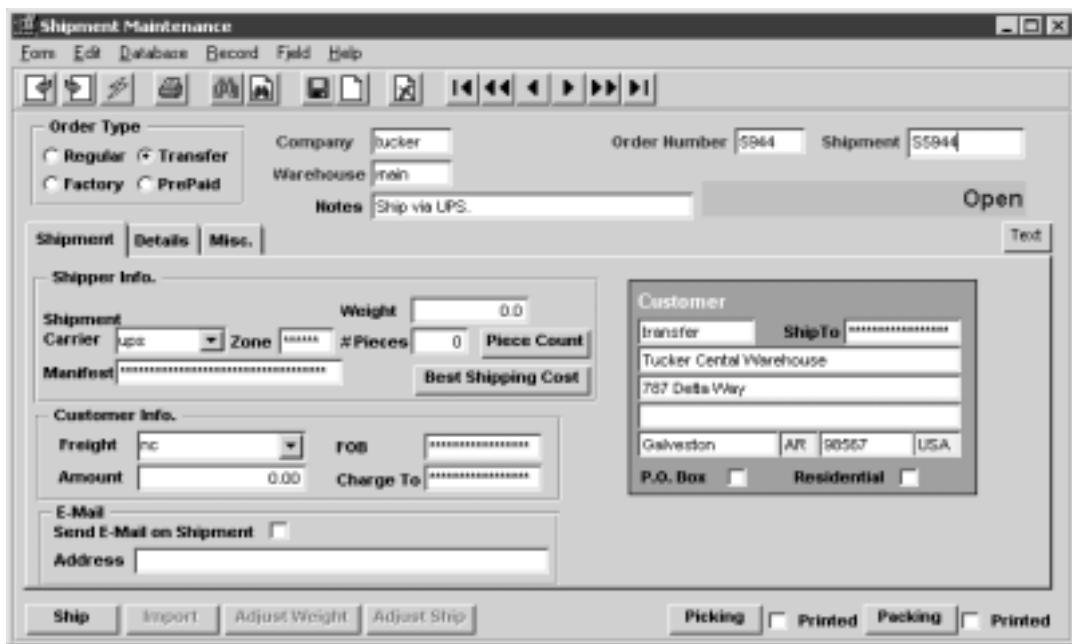
Select



Or



The Shipment Maintenance header record appears in Update mode.



Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Order Type	Transfer Order - An order to transfer SKU items from one warehouse to another.	Transfer	
Company	The Company code.	Session Default	Y
Warehouse	The warehouse out of which the SKU parts are being shipped.	Order Detail	Y

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Field	Entry	Default	Reqd
Order Number	The transfer order number related to this shipment header record.	Order Entry Header	Y
Shipment Code	The shipment code automatically generated by FLEXX as a result of using the Product Release Process (See Sec. 5.2)		Y
Notes	End user defined comment field.		N
Text	<<Zoom>> to enter unlimited text about this shipment. Access to the text fields is not allowed until after the Shipment header has been created. (See Sec. 6.4 Order Processing Text).	N	N

Select the "Shipment" Tab to enter/view the following information.

Shipper Info.			
Shipment Carrier	The carrier performing the shipping.		N
Zone	The shipping zone within which the SKU parts are being sent.		N
Manifest	The shipping manifest number.		N
Weight	The weight of the pieces being shipped.	0.00	N
# Pieces	The number of pieces being shipped.	0	N
Piece Count	Press this button to access the piece count repacking screen.		
Best Shipping Cost	This button will result in FLEXX selecting the most economical shipping method using the Carrier Rate table, and record it in the Shipment Carrier field, and the Freight and Amount fields.		

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Field	Entry	Default	Reqd
Customer Info.			
Freight	The freight payment method i.e. whether the freight is prepaid, collect, etc.		N
Amount	Not applicable to Transfer Order	0.00	N
FOB	The Free on Board Location.		N
Charge To	The person the freight should be charged to.		N
Customer & Ship To	Since this shipment record was created from a transfer order, there is no customer involved. As a result both the Customer code and Ship To code fields will have null values in them. The description and address of the receiving warehouse will appear here instead of any customer information. If Application Control has been set up as described in Sec. 5.0 ("xfrcust" variable), that value will be entered into the Customer field.	Customer Master	Y

Select the "Misc." Tab to enter/view the following information.

Picking Info: Date	The date the SKU parts were picked for shipment.	Product Release Process	Y
Pick Time	The time the SKU parts were picked for shipment.	Product Release	Y
Packing Info: Date & Time	The date and time the SKU parts were packed. These fields are for manual entry only. There is no process in FLEXX to automatically update these fields.		N
Packed By	The name of the person who performed the packing. These fields are for manual entry only. There is no process in FLEXX to automatically update these fields.		N
Shipping Info: Group	User defined shipping group that can be used to group similar shipment records together.	Product Release Process	N

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Field	Entry	Default	Reqd
Ship Date & Time	The date and time the SKU parts were shipped. These fields are automatically updated by FLEXX as a result of running the shipping process.	Session Default	Y
Shipped By	The name of the person who performed the shipping. These fields are automatically updated by FLEXX as a result of running the shipping process.	User ID	Y
Batch No.	If batch processing is desirable, a batch number can be assigned. The batch number can be used to: <ul style="list-style-type: none"> • group shipment records • group the resulting invoices in FLEXX Accounts Receivable 		N
Status	The Shipment header status can be; <ul style="list-style-type: none"> • o - open. All shipments initially start with this status code. A shipment will retain a status of "o" until all of the shipment detail lines have been shipped, updated manually or received. An end user can change an "o" status to one of "ic" - received but incomplete. This status is for end user purposes only and will be ignored by FLEXX. • in - invoiced. Not used for Transfer Orders. • r - received. System generated status that a Transfer Order will have once all of the transfer detail line items have been received. • ic - received but incomplete. This status is for custom end user purposes only and will be ignored by FLEXX. sh - shipped. System generated status as a result of running the Shipping Process (See Sec. 5.3). For a shipment header record to have a status of "sh", all of the underlying shipment detail records must be either cancelled and/or shipped. 	o	Y
Invoice	Not used for Transfer Orders.		Y
Subtotal VAT Amt. Local Tax. COD Amt.	Not used for Transfer Orders.		N

To complete the shipping, press the Ship button. A message prompt will appear "Please Confirm that you would like to complete the shipping of the shipment? Y/N". If Yes is selected FLEXX will ship all of the SKU parts defined on the Shipment Detail and update the Shipment Detail line status from s - staged to sh - shipped. If you desire to ship the SKU parts line by line, press No and FLEXX will go to the Shipment Detail.

To view the Shipment Detail select the "Details Tab" (See Sec. 5.4).

5.4 Transfer Order Shipment Detail

Description

The shipment detail form lists all of the SKU parts ordered on the original transfer order. The detail allows entry of the quantity to be shipped on a line by line basis. Shipment of items greater than that ordered is not allowed and will cause the following error message to appear “Warning the quantity shipped is greater than quantity released”.

Select



The Shipment Detail form appears in Update mode.

The screenshot shows the 'Shipment Maintenance' window in Update mode. The interface includes a menu bar (Form, Edit, Database, Record, Field, Help), a toolbar with navigation icons, and a form area with the following fields:

- Order Type:** Regular, **Transfer** (selected), Factory, PrePaid
- Company:** lucker
- Warehouse:** mah
- Order Number:** 5944
- Shipment:** 55944
- Notes:** Ship via UPS.
- Status:** Shipped

The main data table is as follows:

Order #	SKU Code	Stock Uom	Quantity	Qty Shipped	Serialized	System Assigned	Serial # Range	Status	Auto Ship ?
5944	cws-500	EA	1.0	1.0	***	*****	*****	sh	<input checked="" type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>
									<input type="checkbox"/>

Below the table, there is a summary row:

*****	0.0	0.0	BOM CWS-500						
-------	-----	-----	-------------	--	--	--	--	--	--

Buttons at the bottom include: Ship, Import, Adjust Weight, Adjust Ship, Picking, Printed, Packing, Printed.

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Fields

The following fields will appear on the screen.

Field	Entry	Default	Reqd
Order Number	The transfer order number where this detail line originated. Once the Product Release process has been run (See Sec. 5.2) the shipment detail records are automatically created and a shipment number generated.	Order Detail	Y
SKU Code	The SKU code of the part originally ordered.	Order Detail	Y
Stock UOM	The UOM used for stocking the SKU.	Order Detail.	Y
Quantity	The quantity of the SKU part originally ordered on the transfer order.	Order Detail	Y
Qty Shipped	<p>The number of units of the SKU part to be shipped. To ship the order line by line, enter the quantity of that specific SKU part to be shipped and press <<Add/Update>>. If no shipment quantity is specified the following message will appear "Were the non-shipped items put back into inventory? [Y/N]".</p> <p>If you select Yes - FLEXX automatically creates a second line from the detail of the original line. The original line quantity ordered is changed to match the quantity shipped. The new detail line has a status of "bp" and the quantity ordered now becomes the difference between what was originally ordered and what was shipped.</p> <p>In other words it restores the inventory levels back to what they were before the Product Release routine was run. Similar to the running the Product Unrelease Process (See Sec. 6.3).</p> <p>If you select No - the status of the shipment detail line is changed from "s" - Staged to "bp" - Back Order - Caused by Partial and the Inventory table in FLEXX Inventory Control is updated as follows: the Committed field is increased by the number of units ordered on the Shipment Detail line.</p> <p>Shipment detail lines with a status of other than "s" - Staged will not be shipped.</p> <p>The Inventory table in FLEXX Inventory Control is updated as follows: The on hand quantity of the shipping warehouse is increased by the number of units returned to inventory The in transit quantity of the receiving warehouse is decreased by the number of units returned to inventory. If you select No - a second line is still created from the details of the original line. The original line quantity ordered is changed to match the quantity shipped and the status of the original line changes from "s" - Staged to sh - Shipped. The new detail line has a status of "bp" and the quantity ordered now becomes the difference between what was originally ordered and what was shipped. There is no impact on the Inventory table in FLEXX Inventory Control. Shipment detail lines with a status of other than "s" - Staged will not be shipped. To ship detail lines with a "bp" status the Product Release process must be run again and sufficient inventory must exist to fulfill the order. This will change the "bp" status back to a "s" - Staged status.</p>	0.00	Y
Serialized	If the SKU part being shipped is serialized this field will have a Y - Yes flag. If it isn't serialized it will be a N - No.	SKU Master	Y

Field	Entry	Default	Reqd
System Assigned Serial # Range	<p>The serial number of the SKU part being shipped. This serial number may already have been entered during order entry (See Sec. 5.1) or it may have been assigned by FLEXX automatically if the serial type of the SKU part is "in". (See the FLEXX Inventory Control Manual). If the serial type is "se" and a serial number was not entered at the time of order a valid serial number must be entered here. If no serial number is entered and <<Add/Update>> is pressed then the following message will appear "Will not allow Add/Update/delete - you must specify a serial number. If a serial number is entered that is not on the serial table (See FLEXX Inventory Control Manual) the following message will appear "Invalid entry - serial number not found". If you are not sure of the serial number to use <<Zoom>> to the Serial Number Table for a complete listing.</p>		
Status	<p>The Shipment detail status can be;</p> <ul style="list-style-type: none"> • o - open. Not used on Shipment Detail lines. • b - back. A status to be used for custom end user purposes only. Can reset shipment detail lines that have not been shipped, through the use of the Mass Order Marking Routine (See Sec. 6.2) • bo - back order at time of order. Not used on Shipment Detail lines. • cn - cancelled. No direct use on Shipment Detail lines. May display the status of a cancelled order detail line where the order detail line was originally staged and then cancelled. s - staged. Shipment Detail lines will have this status where the Product Release Process (See Sec. 5.2) has been run and the on-hand stock levels exceed or equal the quantity being ordered. It is possible to return a detail line status of "s" to being "o" - open again by running the Product Unrelease Process (See Sec. 6.3). <p>bp - back order caused by partial. This status can be assigned by FLEXX in one of two situations;</p> <ol style="list-style-type: none"> 1. The Product Release Process (See Sec. 5.2) has been run and a portion of the ordered quantity can be released (i.e. there is inventory available but it is less than the ordered quantity). The portion that can be released is assigned a status of "s" - staged while the remainder is given a "bp" status. 2. The Product Release Process has been run and there is sufficient on hand inventory available. However, when it comes time to perform the Shipping Process (See Sec. 5.3) a quantity less than that ordered is shipped. The quantity shipped is assigned a status of "sh" while the remainder is given a status of "bp". <ul style="list-style-type: none"> • cf - cannot fill. This status can be assigned by FLEXX where The Product Release Process (See Sec. 5.2) has been run against an SKU that can not be back ordered. For a SKU with this attribute the status of "cf" can be assigned in one of two situations: <ol style="list-style-type: none"> 1. The quantity ordered exceeds the current on hand inventory. If the SKU could be backordered then statuses as described above would be assigned (i.e. s and bp). Since the SKU can not be backordered the detail line status goes to "cf". 		

FLEXX® - Order Processing 5.0 Transfer Order Entry/Maintenance

Field	Entry	Default	Reqd
Status (Cont'd)	<p>2. The Product Release Process has been run and there is sufficient on hand inventory available. However, when it comes time to perform the Shipping Process a quantity less than that ordered is shipped. Again this situation would normally create a back order situation but because the SKU can not be back ordered a status of "cf" is assigned.</p> <ul style="list-style-type: none"> • p - picked. A status to be used for custom end user purposes only. Can reset order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine (See Sec.6.2). • f - failed. A status to be used for custom end user purposes only. Can reset order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine (See Sec. 6.2). • sh - shipped. Order detail lines will have this status once the Shipping Process has been used. Once a detail line has this status it is not possible to return it to a status of "s" - staged and/or "o" - open. • in - invoiced. Not used for Transfer Orders. • r - received. System generated status that a Transfer Order (See Sec. 5.0) will have once all of the transfer detail line items have been received. • fd - Factory Order - PO Created. Not used in Shipment Records. • fo - Factory Order - Open, No PO. Not used on Shipment Records. • fs - Factory Order - Shipped. Not used for Transfer Orders. q - quote. Used only for Transfer Orders (See Sec. 5.0) that have yet to be authorized. Transfer Order detail lines that have this status will be ignored by the Product Release Process. So the transfer will not take place until the detail status is "o" - open. • ch - check hold. Status supplied for customized end user purposes only. Marks an order as being on check hold. This status will not prevent further order detail entry but will prevent the entire order from being selected during the Product Release Process (See Sec. 5.2). Use of this status will have no impact on existing shipment records. • pa - packed. A status to be used for custom end user purposes only. Can reset order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine (See Sec. 6.2). 		
Sell UOM	The Sell UOM as entered in the order detail.	Order Detail	Y
Sell Quantity	The quantity of the sku ordered based on the Sell UOM	Order Detail	Y
Sell Qty Shipped	Displays the quantity shipped based on the Sell UOM		
Description	End user description of the SKU part ordered.	SKU Master	N

Buttons	Action
Ship Button	If this information and the subsequent Shipment Detail information is correct press the ship button. A message prompt will appear "Please confirm that you would like to complete the shipping of the shipment? Y/N". If Yes is selected FLEXX will ship all of the SKU parts defined on the Shipment Detail and update the Shipment Detail line status from s - staged to sh - shipped. If you desire to ship the SKU parts line by line, press No and FLEXX will go to the Shipment Detail.
Import Button	Not used in Transfer Orders.
Adjust Weight	After packing slip is printed and the weight is different than shows on shipment tab. Change to the corrected weight and press the Adjust Weight Button and it enables you to find the best shipping cost based on the newest weight.
Adjust Ship	Press the Adjust Ship button to make adjustments to the quantity shipped after the shipment has been completed - is in Shipped status (See Sec. 3.8 for more details).
Picking	Press Picking to print the Pick Slip for this particular shipment. Each shipment will have a unique Pick slip. After it is printed, the Printed flag will be checked, and to reprint, will first require running the Shipment Print Status Update routine. Button will only be active before the shipment has been shipped.
Packing	Press Packing to print the Packing Slip for this particular shipment. Each shipment will have a unique Packing slip. After it is printed, the Printed flag will be checked, and to reprint, will first require running the Shipment Print Status Update routine. Button will only be active when shipment is in Shipped status.

To ship the SKU parts on a line by line basis, select the line which contains the SKU part to be shipped and fill in the quantity to be shipped. If the SKU part is serialized you may need to enter a serial number if one hasn't already been entered. If one is needed you will be prompted. Now press <<Add/Update>>. FLEXX will ship the SKU parts on the Shipment Detail line selected and change the status from s - staged to sh - shipped. To ship another line, select it and continue as described above. Only Shipment Detail lines with a status of "sh" can be received.

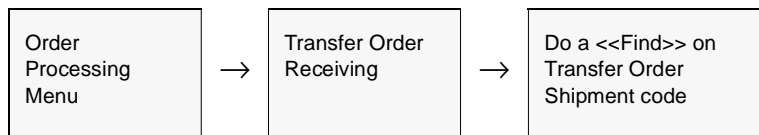
Once you have completed shipping the detail lines, press the "Ship" button. If there are detail lines with a status of other than "sh" - shipped, an error message will appear "Would you like to complete the shipping of the shipment? [Y]". If you select "Yes" to this, the Shipment Header status goes to "sh" regardless if all shipment detail lines have a status of "sh" or not. When sufficient stock becomes available and the Product Release Process is run again, a new Shipment record is created (header and detail) containing all shipment detail lines of the original Shipment that were not shipped. If you say "No" the Shipment Header status remains "o" -open and no new Shipment records are created when the Product Release Process is run again for that order.

5.5 Transfer Order Receiving

Description

The Transfer Order Receiving form is used by the receiving warehouse to acknowledge delivery of the inter warehouse transfer order. The process of receiving also updates the receiving warehouse inventory records and changes the status of the Transfer Order to “r” - received. Only Shipment records with a header status of “sh” - shipped can be received.

Select



The Transfer Order Receiving form appears in Find mode.

Procedure

To start the receiving process, Find the Shipment of the shipped Transfer Order. Press the Receive button if the complete order is to be received. Message “Would you like to automatically receive the whole shipment? [Y/N].” will then be displayed. If Yes is selected, all order receiving detail lines with a status of “sh” - shipped will be received and their status updated to “r” - received. The Transfer Order header status will also change to “r” - received.

If No is selected, the Transfer Order Detail form will appear. Enter the quantity to be received in the Received field and press <<Add/Update>>. If the quantity entered is less than that shipped, the following message will appear “Qty received is less than that shipped. Y/N”. If Yes is selected, FLEXX will automatically create two details, one of status “r” - received with the quantity shipped the same as that received. The second line will have a status of “cn” - cancelled and a quantity shipped representing the difference between what was originally shipped and what was actually received.

Once all of the Transfer Order receiving detail lines have been received and/or cancelled, press <<Previous Form>>. The following message will appear “Would you like to complete the receiving of the shipment Y/N?” By selecting Yes the status on the Transfer Order Receiving header will be changed from “sh” - shipped to “r” - received.

Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Company	The company code of the Company which initiated the transfer.	Session Default	Y
Batch No.	If using Batch processing, the batch number of the shipment record being received.		N
Code	The shipment code representing the shipment to be received.		Y
Order Number	The number representing the order that initiated the transfer.		Y
Ship Group	User defined shipping group used to group similar shipment records together.	Shipment Header	N
Status	The status that appears here initially must be “sh” - shipped. Any other status will be ignored by the transfer receiving process. An “sh” - shipped status means that the selected shipment record has been completely shipped. Once the receiving process has been completed the status will be “r” - received.		Y
From Whse.	The warehouse code representing the shipping warehouse		Y
To Whse.	The warehouse code representing the receiving warehouse.		Y

FLEXX® - Order Processing 5.0 Transfer Order Entry/Maintenance

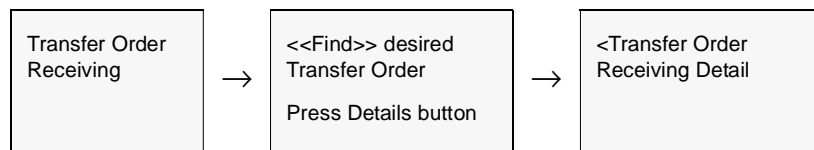
Field	Entry	Default	Reqd
Pick Date & Time	The date and time the SKU parts were picked for shipment.	Shipment Header	
Pack Date & Time	The date and time the SKU parts were packed for shipment.	Shipment Header	
Packed By	The name of the person who performed the packing.	Shipment Header	
Ship Date & Time	The date and time the SKU parts were shipped.		
Shipped By	The name of the person who performed the shipping.		
Received Date & Time	The date and time the order was fully received and the status changed from "sh" to "r".	System Generated	
Received By	The name of the person who performed the receiving.		
Ship Via	The method by which the SKU parts were shipped.		
Carrier	The carrier who performed the shipping.		
Zone	The shipping zone within which the SKU parts were shipped.		
# Pieces	The number of pieces shipped.		
Weight	The weight of the pieces shipped.		
FOB	The Free on Board Location.		
Freight	The total freight charge incurred to have the parts shipped.		
Charge To	The person charged for the freight.		
Manifest	The shipping manifest number.		
Text	<<Zoom>> to enter/view unlimited text about the shipment.		
Comment	End user defined comment field.		
Details	Press Details to display the Transfer Order Detail form.		
Receive	Press the Receive button perform the Receiving process (as described above under Procedure).		

5.6 Transfer Order Receiving Detail

Description

The receiving detail form lists all of the SKU parts shipped from the original transfer order. The detail allows entry of the quantity to be received on a line by line basis.

Select



The Receiving Detail form appears in Update mode.

The screenshot shows a software window titled "Transfer Order Receiving Detail". At the top, there is a menu bar with "Form", "Edit", "Database", "Record", "Field", and "Help". Below the menu bar is a toolbar with various icons for navigation and editing. The main area contains a table with the following columns: Order, Status, SKU, Edition, Description, Shipped, and Received. The first row of data shows Order 3876, Status "sh", SKU "cws-250", Edition "*****", Description "cws-250 Cedar Wood 250", Shipped "1.0", and Received "0.0". Below the table, there are several input fields: "Warehouse" with the value "rain", "Serialized" with the value "N", "Serial Number" (empty), "Range" with "*****", and "Text" with "Y". At the top right of the form, there are fields for "Co" (Tucker), "Division" (tape), and "Code" (53876).

Order	Status	SKU	Edition	Description	Shipped	Received
3876	sh	cws-250	*****	cws-250 Cedar Wood 250	1.0	0.0

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Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Order	The transfer order number where this detail line originated.	Transfer Order Header	Y
Status	<p>The Receiving detail status can be;</p> <ul style="list-style-type: none"> • sh - shipped. Transfer Order receiving detail lines will have this status initially. This indicates that the SKU items have been shipped but not yet received. • r - received. Once the receiving process has been performed, the detail line will display this status. • cn - cancelled. A transfer receiving detail line can have this status if, during the receiving routine, a quantity is received that is less than the quantity shipped. When this occurs, FLEXX creates a detail line with a quantity reflecting the difference between what was shipped and what was received. This line will have a status of "cn". • l - lost. A status assigned to transfer orders during the receiving process (See Sec. 5.5). Used where the quantity received is less than the quantity shipped. 		Y
SKU	The SKU code of the part originally shipped.		Y
Edition	The Edition code if this is an edition SKU.		N
Description	The SKU description	SKU Master	N
Shipped	The number of units of the SKU shipped.	0.00	Y
Received	The received quantity. To receive each transfer order line by line, enter the quantity of the specific SKU item to be received and press <<Add/Update>>. If the quantity of the SKU parts received is less than the original quantity shipped, the following message will appear "Qty received is less than that shipped". Y/N. If Yes is selected, FLEXX will automatically create two detail lines from the existing original one. One line will have a status of "r" - received with the quantity shipped the same as that received. The second line will have a status of "cn" - cancelled and a quantity shipped representing the difference between what was originally shipped and what was actually received.	shipped qty	Y
Warehouse	The code representing the shipping (from) warehouse.		Y
Serialized	If the SKU part is serialized this field will have a Y - Yes flag. Otherwise will be N.	SKU Master	Y
Serial Number	This button will be active (lit) if the detail SKU is serialized. Press this button to either display the serial number(s) shipped or to select the serial numbers received.		
Range	Not currently used by FLEXX. Can be used to enter the ending serial number of Type "in" serialized SKU's.		N

Procedure

To receive the SKU parts on a line by line basis, select the specific detail entry and enter the quantity to be received and press <<Add/Update>>. FLEXX will receive the SKU items on the Detail line selected and change the status from “sh” - shipped to “r” - received. To receive another line, select it and continue as described above. Only Shipment Detail lines with a status of “sh” can be received.

Once all of the Transfer Order receiving detail lines have been received and/or cancelled, press <<Previous Form>>. Message “Would you like to complete the receiving of the shipment”? will appear. By selecting Yes, the status on the Transfer Order Receiving header will be changed from “sh” shipped to “r” - received.

If the quantity actually received is less than that shipped, FLEXX offers the following functionality. Enter the actual received quantity on the selected line. Where the quantity received is less than that shipped, message “Quantity received is less than shipped. Confirm Y/N” will appear. Press Yes and select Add/Update. Another message will appear as follows “Do you wish to cancel the remaining units. Y/N”. If you select Yes, FLEXX will create two detail lines from the original one. One line will have a status of “r” - received and a quantity that reflects what was actually received. The second line will have a status of “cn” - cancelled and a quantity that reflects the difference between the quantity shipped and that received. The quantity of the cancelled SKU units will be added back to the On hand inventory of the shipping warehouse. If you select No, FLEXX will create two detail lines just as previously described. The only difference is that the status of the second line will be “l” - lost and there is no impact on the inventory levels of the shipping warehouse.

6.0 Order Processing Management

This section describes management processes with Order Processing. Processes described are;

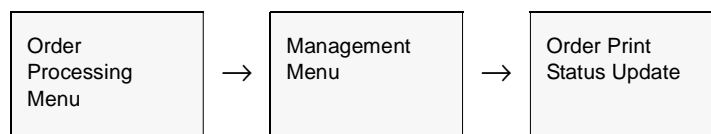
- Δ Order Print Status Update
- Δ Mass Order Marking Routine
- Δ Product Unrelease Process
- Δ Sales Order Text
- Δ Shipment Slip Print Status Update routine
- Δ Purge Order Process

6.1 Order Print Status Update

Description

Once an order has been printed, the Printed flag will be set to Y on the Order Header Record. If it is necessary to reprint an order, the print status must be restored to N before another printing can be accomplished. This procedure will do this.

Select



The Order Print Status Update screen appears in Update mode.



Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Company Code	The Company Code.	Session Default	Y
Order Number	The number of the order to be reprinted.	0	Y
Order Date	The date of the order to be reprinted.	Session Default	Y
Print Status	Change print status from Y to N.		Y
Start	Press the button to start the print status update routine.		

6.2 Mass Order Marking Routine

Description

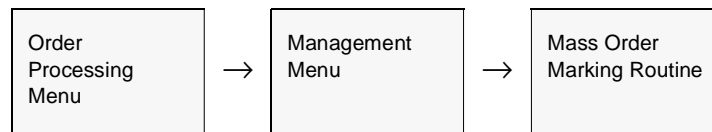
The Mass Order Marking Routine is designed to be used with end user defined status codes on shipment detail records. For example, after the Product Release Process (*See Sec. 3.3*) has been run, the newly created shipment detail has a system generated status of “s” - staged. If it was desired to put all released orders for a specific customer on hold for some reason, this Mass Order Marking Routine could be used. This routine should only be used to change an existing system status (i.e. o, s, sh) to an end user defined status (i.e. ch, pa, etc.), or an end user status back to a system status. It should not be used to bypass system procedural status changes (i.e. shipped - sh to in - invoiced).

Notes

The marking routine only changes the status of the shipment detail and related sales order detail. It has no effect on the status of the shipment or order header.

If the process fails with a conflict id, <<zoom>> on the Process ID field (box next to Start button), determine if the conflicting process ('r' status) should still be running, Force it to completion if not, and rerun the process (*see Administration Guide, sec 4.1 for details*).

Select



The Mass Order Marking Routine appears in Update mode.



Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Company	The Company Code.	Session Default	Y
Shipment Number	The Shipment number of the shipping detail records whose status is to change.	*	Y
Pick Date	The Pick date of the shipping records whose status is to be changed.	Shipment Header	Y
Order Status	The existing status of the shipping detail records to be changed.		Y
New Status	The new status to update the existing status of the shipping detail records.		Y
Start	Press the button to start the status update procedure.		

6.3 Product Unrelease Process

Description

The Product Unrelease Process is used where a customer needs to cancel what has been ordered on an existing sales order after it has been released. The SKU parts originally ordered have already been released (through the use of the Product Release Procedure - *See Sec. 3.3*) and now have a detail line status of “s” - staged. The Shipping Process has not yet been used with these SKU parts; however a shipment record has been created. If the Shipping Process and Invoice Generation Routine have been used already, this requires a return of product and should be handled as described in *Sec. 7.0 Order Processing Returns*. The Unrelease Process changes the order detail line status from “s” - staged back to “o” - open and updates the SKU Inventory Table as needed. (i.e. the On Hand and Committed fields are adjusted by the number of units of the SKU unreleased).

If the entire shipment is being unreleased, the Product Unrelease Process will delete the Shipment Header Form and detail records entirely. If only a part of the shipment is being unreleased, only those shipment detail records will be deleted. In this case the shipment header status remains as “o” - open and the remaining shipment detail records still have the status of “s” - staged.

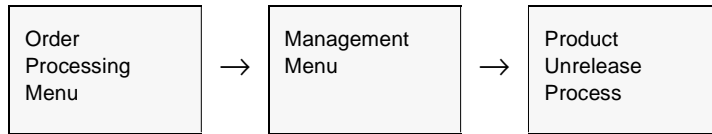
Product/Order Unship

This process can also be used to ‘Un-ship’ a particular SKU or order. If the order has not yet been invoiced, by specifying a status of “sh” in the Current Status field of the Unrelease Process, the order (or individual SKU’s of the order) can be returned to ‘o’ status. The Shipment form will also be processed as for the Released order described above.

Notes

If the process fails with a conflict id, <<zoom>> on the Process ID field (box next to Start button), determine if the conflicting process (‘r’ status) should still be running, Force it to completion if not, and rerun the process (*see Administration Guide, sec 4.1 for details*).

Select



The Product Unrelease Process appears in Update mode.

Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Order Type	Select the type of order that the Product Unrelease Process will apply to.	Order	Y
Company	The Company code.	Session Default	Y
Pick Date	The date that appears on the shipment record that was created when the Product Release procedure was run.	Session Default	Y
Shipment Group	The shipment group that was assigned to the shipment records created when the Product Release procedure was run or accept the default to select all shipment groups.	*	Y
Shipment Code	The shipment code associated with the order to be unreleased or accept the default to select all shipment codes.	*	Y
Order Number	The order number of the order to be unreleased.	0	Y
SKU Code	The SKU code of the SKU part to be unreleased.	*	Y
Current Status 1, 2, 3	The current status of the order detail line to be unreleased. Three status codes can be selected.	s, pa, p	Y
Resultant Status	The status to appear on the order detail lines selected as a result of using the Unrelease Process. This will always only be "o" - Open.	o	Y
Start	Press the button to start the Unrelease Process.		

6.4 Order Processing Text or Order Processing Detail Text

Description

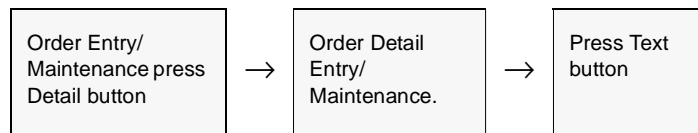
For a transaction selected using the Order Entry/Maintenance Screen, use the Order Processing Text or Order Processing Detail Text to:

- △ Add unlimited comments about the Order. For example, the text could be used to keep a historical record of changes made to the Order. Enter as many lines as you want, then Press <<Add/Update>>.
- △ View Comments.
- △ Update comments. Change as many lines as you want, then Press <<Add/Update>>.
- △ Delete Comments.

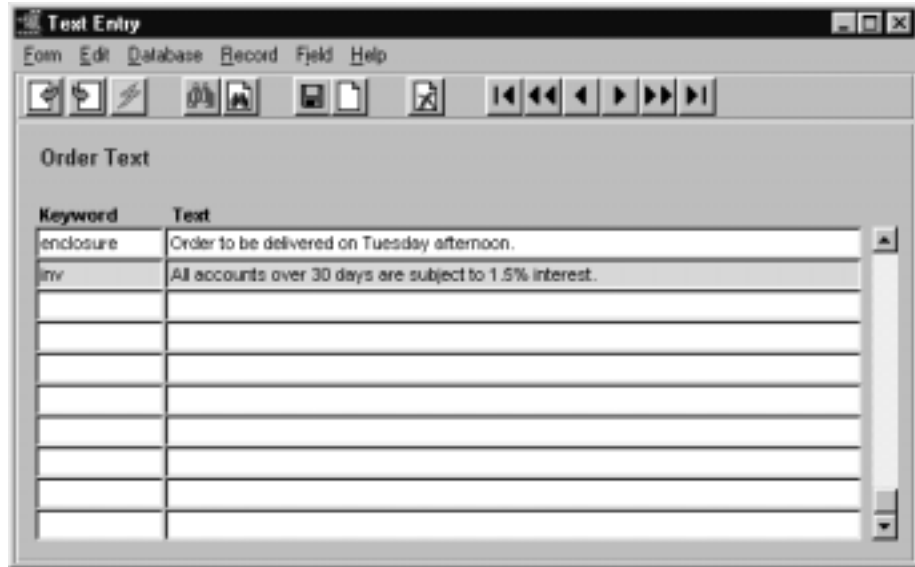
Select



or for Detail



The Order Text or Detail Text screen appears in Add Update mode.



Fields

The following fields appear on the screen.

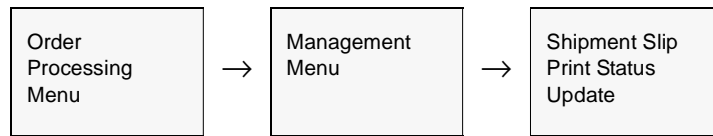
Field	Entry	Default	Reqd
Keyword	<p>A word indicating the type of comment. Example: notes or info.</p> <p>If it is desired to have text entered at the time of order entry to flow through to the resulting invoice perform the following:</p> <ul style="list-style-type: none"> • For order detail text to appear on the invoice detail use the keyword "inv". • For text specific to the Packing slip to print, use keyword "pack" on either the Order Detail text or the Shipment Header text fields. • By default, all text will print on the Picking slip. 		Y
Text	The comment.		N

6.5 Shipment Slip Print Status Update

Description

Once either the Picking or Packing slip of a shipment have been printed, the corresponding Printed flag will be set. To re-print either slip, the print status will first need to be reset to N. This procedure is used to perform this.

Select



The screen appears in Update mode.



Fields

The following fields are displayed

Field	Entry	Default	Reqd
Company Code	The company code of the order.	Session Default	Y
Shipment Number	The number of the shipment to be reprinted	%	Y
Customer	The customer code of the order.	%	N
Ship Date	The ship date of the shipment		Y
Set Pickslip Status To	Check the field for the status desired for the Pick Slip.	Unprinted	
Set Packslip Status To	Check the field for the status desired for the Pack Slip	Unprinted	
Start	Press start to run the status update routine.		

6.6 Purge Orders Process

Description

The Purge Orders Process is provided to allow the FLEXX user to mass-delete unprocessed sales orders.

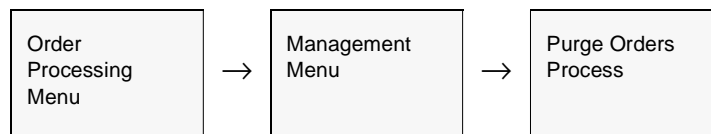
The following conditions must exist for the Purge to be successful:

- Δ order header must be Open (status “o”), and
- Δ all detail entries must be in either “o”, “bo”, “bp”, “cf” (cannot fill), or “cn” (cancelled) status. If there is any detail entry not in one of these status, that order will not be purged.

Any orders that are on Credit Hold (status “cr”) must first be released from credit hold so as to be ‘purgeable’.

Orders that are in Check Hold status (status “ch”; i.e Pre-Paid orders that have not been paid) can only be purged by manually deleting them.

Select



The Purge Orders screen appears in update mode.



Fields

The following fields are displayed

Field	Entry	Default	Reqd
Company Code	The company code of the order.	Session Default	Y
Starting Order #	The starting order number to be selected for purging.	Earliest order entered	Y
Ending Order #	The ending order number to be selected for purging.	Latest order entered	Y
Cutoff Date	The order entry date to use as a selection cutoff.	Session Default	Y
Purge Orders with detail status of	These fields allow selection of the type of order to be purged. <ul style="list-style-type: none"> • Open - purge only orders with details in "o" status. • BackOrdered - purge orders with details in "bo" and "bp" status. • CannotFill - purge orders with details in "cf" status. • Cancelled - purge orders with details in "cn" status. 	All set	Y
Start	Press start to run the status update routine.		

7.0 Order Processing Returns

Description

This process is used where a completed (invoiced) OP order is returned and a credit memo is to be issued. This process can be used to place the returned goods back into FLEXX Inventory (if applicable) and create a credit memo in FLEXX Accounts Receivable.

To return items to inventory on orders that have been released but not yet shipped, use the Product Unrelease routine (*See Sec. 6.3*).

There are four ways to handle a product return once it has been invoiced:

1. Create a new order and enter negative values for the quantities returned on the Order Detail form.
2. Use the **“Return”** button on the original order, which will automatically create the new order with negative values for the quantities returned. *Please refer to section 7.2 for a description of this process.*
3. Use the **Order Return** process from the OP menu (*See Sec. 7.3*).
4. Use the **RMA Process** (*See Sec. 8.0*). This is only used if an RMA (Return Merchandise Authorization) record is required before the return order will be processed.

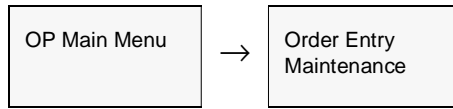
As a result of running the Product Release Process with return items (negative quantity entries), the status of the order detail lines are changed from “o” - open to “sh” - shipped. Unlike the normal sales order process, the Product Release Process when used with returns does the release and the negative shipping all in one step. All that remains to be done is to run the Invoice Generation routine (*See Sec. 3.10*) to create the credit memo.

It is possible to enter Order Processing detail lines with both positive (sales order) and negative (sales return) values on the same order. Two shipment records will be created when the release process is run. One shipment record will have the positive (sales order) values and will have a status of “s” - staged. The other shipment record will have the negative (sales return) and will have a status of “sh” - shipped.

Note: Serialized SKU's

If returning **Serialized** items, the Order Return process must be used, either via the Return button or the Order Return routine. FLEXX will not allow negative quantities to be entered on orders for serialized SKU's.

Select



The Order Entry/Maintenance screen appears in Find mode. To enter a return, <<press Clear to Add >>

Notes

If you would like to process returns from the original order, you don't need to create a new order. Find the original order on this screen, go to Order Detail, select the desired detail entry and press the "Return" button. The new order will be automatically created by the return process (See Sec. 7.2 for details).

Always process a serialized SKU return using the RETURN button on the original invoiced order.

Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Order Type	The type of the sales order. <ul style="list-style-type: none"> • Standard - A regular Billed sales order. • Factory Direct - A Factory Direct sales order (See Sec.4.0). • Whse Transfer - Not used for returns • Pre-Paid/Cash - A prepaid (cash) sales order. If the order is defined as Pre-Paid, once saved it cannot be changed to Standard. The customer must make payment on the payment screen before order can be released. 	Standard	Y
Company	The Company that is recording the sale.	Session Default	Y
Order Number	The number of the Sales Order. When adding a new return order, FLEXX will autogenerate the next available sales order number.	99999	Y
Order Date	The date the return order was entered into FLEXX. This order date is also used by the SKU Price Table to determine the effective date to be used for credit pricing (See FLEXX Inventory Control Manual).	Session Default	Y
Customer	The Customer code of the customer.		Y
Customer PO	The customer's original Purchase Order number. This field could also be used to record the original sales number if known. The PO field can be set to be a required field through the use of the Application Control Table (for further information see Order Processing 'pomandat' in Implementation Guide. Flexx will check for a duplicate PO # on all Open orders and display prompt if it is a duplicate "Open orders exist for this customer. Continue creating the order again?".		N
Required Date	The date the return order was entered. This date can also be used as selection criteria for the Product Release Process (See Sec. 3.3)	Session Default	
Ordered By	This field can be used as desired to enter the name of the Customer personnel who is placing the order. This is a 70 character field and is not used by FLEXX.		N
Description	End user description field to give an overall description of the nature of the return.		N
Printed	This flag is marked when the order has been printed. To reprint the order, it is necessary to first run the Order Print Status Update routine to reset the Printed flag.		
Text button	Press this button to enter or view text. The button will be highlighted if there is already text in the Text table.		

Field	Entry	Default	Reqd
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After pressing <<Enter>> through the description field, the cursor moves to the Address Tab where the following information may be entered/viewed

Bill To	The location code and address to which the resulting credit will be sent.	Customer Master Table	Y
Ship To	Not relevant for a return order. Will contain the default Ship To code and address as defined on the Customer Master.	Customer Master Table	Y

Field	Entry	Default	Reqd
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The Shipping Tab may be selected to enter/view the following:

Shipment Carrier	The preferred carrier used to ship the returned goods.	Customer Ship To	N
Freight	The code used to identify how the freight charges are to be paid.		N
FOB	Free on Board location where title to the goods being returned is passed.		N
Rush	If this is a rush job, then select this field. A change will be added on the order detail. "Rush" must be defined in SKU master		N
Ship Complete	Not relevant for returned orders.		N
Warehouse	Default warehouse which is also carried over to the Return Order detail lines. As parts are returned, the inventory will be increased at the designated warehouse.	Company Division Table	Y
Comment	End user comment field for any additional comments on the overall nature of the sales order.		N

Field	Entry	Default	Reqd
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The Financial Tab may be selected to enter/view the following:

Credit Payment	If using credit payment enter the following information		
Currency	The Customer Currency Code. The currency the customer does business in and the resulting credit memo will be denominated in.	Customer Master Table	Y
P/ST Payable	If the order is subject to taxation then this field should be selected. FLEXX then looks to the tax jurisdictions and rates as defined on the customer ship to location (See <i>FLEXX Getting Started Manual - Customer Master</i>). The resulting tax is calculated when the Invoice Generation routine (See Sec. 3.10) is used and displayed on the invoice in FLEXX Accounts Receivable. This field is an end user summary information field only. (i.e. is the whole order subject to taxation or not). The taxability of each order detail is determined by the tax setting on the SKU Master. (See <i>FLEXX Inventory Control Manual</i>).	Customer Master	Y
VAT Type	This field should be selected if the order is subject to VAT. The rate of VAT to be charged is determined by the VAT Code assigned to each SKU. (See <i>FLEXX Inventory Control Manual</i>).	Customer Master	Y
Price Type	Customer price type. This price type is used by the pricing matrix in FLEXX Inventory Control to determine the price to charge this customer. (See <i>the FLEXX Inventory Control Manual</i>).	Customer Master	Y
Discount Line	Allows a discount to be applied to each detail entry if the item is 'discountable'.		N

Field	Entry	Default	Reqd
Order Discount	<p>This discount field is loaded from the customer master and copied to the order detail. It is used if there are whole order discounts to be applied to the order. Orders which require discounts based upon whole orders will require a value defined in this field. Once the order is complete the operator will press the 'price order' button on the detail form. The system will then sum up all lines and determine if additional discounts should apply.</p> <p>Note: Line items not to be discounted by this process should have their individual whole order discount field cleared.</p>		
Credit Allowed	<ul style="list-style-type: none"> • COD. Not used for return orders. • Bill Account. Customer will be invoiced after product is shipped. • Pre paid. Customer must prepay the order before it can be released. 	Customer Master	N
Sales Analysis	An end user defined sales analysis code which can be used to group sales.		N
Job Code	If this sale is related to a job defined in FLEXX Project Management and is to be tracked for Job Costing, enter the appropriate job code.		N
Sales Rep	The code for the salesperson responsible for the original sale.	Customer Master	N
Dept	End user defined department code (See <i>FLEXX Getting Started Manual - Department Table</i>).		N
Status	<ul style="list-style-type: none"> • o - Open. Status of a regular open order. Where order details can be entered and released. • cn - Cancelled. Indicates the order has been cancelled. There is no automatic cancel order routine in FLEXX Order Processing. An order can only be cancelled once all of the order detail lines also have a status of "cn". • p - Preclosed. Status supplied for customized end user purposes only. Marks an order as being preclosed. This status will not prevent further order detail entry but will prevent the entire order from being selected during the Product Release Process (See Sec. 3.3). Use of this status will have no impact on existing shipment records. • c - Closed. Once an order has been shipped and completed. No further detail records may be entered. • ch - Check Hold. System generated status for Pre-Paid orders before they are paid. This status will not prevent further order detail entry but will prevent the entire order from being selected during the Product Release Process (See Sec. 7.4). • cr - Credit Hold. Status to be used where there are credit concerns about the customer. This status will not prevent further order detail entry but will prevent the entire order from being selected during the Product Release Process (See Sec. 3.3). Use of this status will have no impact on existing shipment records. An order can be put on credit hold a number of ways (See Sec. 11 <i>Credit Management for further information</i>). 	o	Y

Field	Entry	Default	Reqd
Status Contd.	<ul style="list-style-type: none"> • in - Invoiced. System generated status as a result of running the Invoice Generation routine (See Sec. 3.10). For an order header record to have a status of "in", all of the underlying order detail records must be either cancelled and/or invoiced. Once an order has a status of invoiced, no further order detail lines may be entered. • r - Received. Transfer Order only (See Sec. 5.0). • q - Quote. Used only for Transfer Orders that have yet to be authorized (See Sec. 5.0). 		
Division	The Division Code.	Session Default	Y
Next Bill Date	Not relevant on return orders		
Resale	Not relevant to return orders.		N

The Summary Tab may be selected to view the following information:

Detail Lines Total	The total number of order detail lines present.	System Generated	
Detail Lines Open	The number of order detail lines that have not yet been shipped and/or invoiced.	System Generated	
Order Amts. Total	The total dollar value of the return order.	System Generated	

Field	Entry	Default	Reqd
Shipped/ Invoiced	The dollar value of all order detail lines that have already been shipped and/or had a credit memo issued.	System Generated	
Outstanding	The dollar value of all order detail lines that have not yet been shipped and/or had a credit memo issued.	System Generated	
Entered By	As soon as the <<Add/Update>> button on the Order Header is pressed, FLEXX will populate this field with the user ID of the person entering the order as well as the date.	System Generated	
Source	<ul style="list-style-type: none"> • Quotation/Standing Orders. This Flag is set when the order is generated by the Quotation module used for both quotes and standing orders. • Subscriptions. Set when the order is created from the Subscription module. • Manual. Set when it is a manually entered order. • Workorder Return. Set when the order is created from a WO return. • RMA. Set when an RMA is processed and a Return Order is selected. 	System Generated	
Document	Document is the source document number that created this order; e.g. Quote number, Subscription number, WO number or RMA number.		
Entered By on	As soon as the Order Header is saved, FLEXX will populate these fields with the ID of the FLEXX user entering the order as well as the date. This will be the system date, not the order date.	System Date	

Buttons	
Order Details	Calls up the Order Detail Entry form (See Sec. 3.2).
Release	The Order Release form is displayed to allow the release procedure to be performed (See Sec. 3.3).
Ship	Displays the Shipment Maintenance Header form (See Sec. 3.4).
Invoice	Calls up the Invoice Generation (See Sec. 3.10).
History	Displays the Customer Order Review form (See Sec. 10.2) which displays all previous sales orders for that customer.
Credit	Should a customer have a credit status of "credit hold with override", the order header will automatically have a status of "cr" - Credit Hold. It will still be possible to enter the details of the order but nothing else until the status is set to "o" - open. Selecting this credit button brings up a Credit Hold Release form. An authorized person can then release the credit hold on the order if needed. See the FLEXX Administration Guide for further information.
Accept Payment	If an order is flagged as prepaid the Accept Payment button is enabled. Press this button to bring up the payment screen to enter payment methods and amounts. Once payment screen to enter payment methods and amounts. Once payment is made the order status goes from check hold to invoiced. (See Sec. 3.3).
Print Invoice	Press this button to print (or reprint) the invoice. The button will only be lit after the order has been invoiced (status 'in').
Print Order	Press this button to print the Order Confirmation report. If the Printed flag is on, the Order Print Status Update routine will need to be run to reset the flag (See Sec. 6.1).

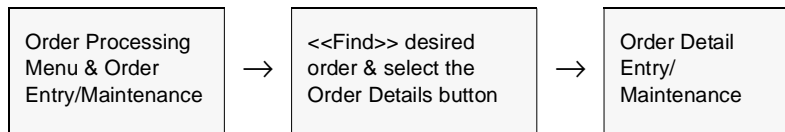
7.1 Return Order Detail Entry/Maintenance

Description

The Return Order Detail screen contains information about what is being returned. For FLEXX to identify that an item is being returned, the quantity being returned must be entered as a negative amount. On entering the negative quantity, FLEXX will prompt with message “Do you want to put the items back to inventory?”. Respond as required before saving the entry.

If the item being returned is serialized, FLEXX will display message “Please use Order Return for serialized item”, and the entry will not be saved. The item can only be returned by using the Order Return process as described in Sec. 7.2 or 7.3.

Select



The Order Detail Entry/Maintenance form appears in Update mode.

Part Number	Sell UOM	Quantity	Description	Sell Unit Price	Extended Price	Status	Tot
cwa-200	EA	-1.0	*Cedar Wood Spindle 200mm	109.95	-109.95		Y

Order # 6668 Edition Job Code Order Discount 0.0
 Stock List 1207.75 Cutoff Date Resource Order Total -109.95
 Shipping Pricing Edition Total Weight 2.5
 Price Type Discounts whole Order
 Seq 1 Sell List Price 109.95 Net Unit Price 109.95 Net Ext. Price -109.95
 Group Container Charge 0.0 Total 0.0
 Level Environmental Charge 0.0 Total 0.0
 Stacking Qty -1.0 Dept
 Stock UOM EA
 PST Type Y
 Currency USD
 Invoice Original Order 6626
 Rapid Entry Override Price Order Return View Return

Fields

The following fields appear on the return order detail form.

Field	Entry	Default	Reqd
Part Number	The SKU code representing the parts requested by the customer. These SKU's are set up in FLEX Inventory Control (See the <i>FLEX Inventory Control Manual - SKU Master</i>).		Y
Sell UOM	The Unit of Measure the item will be sold in. The UOM can be changed to another validly priced value.	SKU Master	Y
Quantity	The quantity of the goods being returned. This would be a negative value.	1.00	Y
Description	Full description of the SKU part being returned.	SKU Master	N
Sell or Stock Unit Price	The unit price after considering the effects of any discounts entered on the Pricing Tab.	System Generated	Y
Extended Price	The extended price determined by multiplying the number of units returned by the list price after considering all discounts.	System Generated	Y
Status	<p>The Order Entry detail status can be;</p> <ul style="list-style-type: none"> • o - open. Order detail lines will have this status upon entry of the SKU where the On Hand Inventory levels equal or exceed the number of units ordered. The Product Release process (See Sec. 3.3) has not yet been run. An end user can change an "o" status to a status of "cn" cancelled. • b - back. A status to be used for custom end user purposes only. • bo - back order at time of order. Not used on returns. • cn - cancelled. Indicates the item has been cancelled. Only order detail lines that have not yet been released using the Product Release Process (See Sec. 3.3) can be cancelled. A cancelled status can be manually returned to one of "o" - open if needed. • s - staged. Order Detail lines will have this status where the Product Release Process (See Sec. 3.3) has been run and the on-hand stock levels exceed or equal the quantity being ordered. It is possible to return a detail line status of "s" to being "o" - open again by running the Product Unrelease Process (See Sec. 6.3). • bp - back order caused by partial. Not used on returns. • cf - cannot fill. Not used on returns. • p - picked. A status to be used for custom end user purposes only. Can reset order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine (See Sec.6.2). • f - failed. A status to be used for custom end user purposes only. Can reset order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine (See Sec. 6.2). • sh - shipped. Order detail lines will have this status once the Shipping Process (See Sec. 3.4) has been used. Once a detail line has this status it is not possible to return it to a status of "s" - staged and/or "o" - open. • in - invoiced. System generated status as a result of running the Invoice Generation routine (See Sec. 3.10). • rh - RMA Hold. Details will have this status when they have been generated from an RMA which has not yet been received. 	o	Y

Field	Entry	Default	Reqd
Status (Cont'd)	<ul style="list-style-type: none"> • r - received. Used on Transfer Orders <i>only</i> (See Sec. 5.0). • fd - Factory Order Not used on returns • fo - Factory Order - Open, No PO. Not used on returns • fs - Factory Order - Shipped. Not used on returns • q - quote. Used only for Transfer Orders (See Sec. 5.0). Not used on returns • ch - check hold. Status supplied for customized end user purposes only. Marks an order as being on check hold. • pa - packed. A status to be used for custom end user purposes only. Can reset order detail lines that have already had the Product Release process run against them, through the use of the Mass Order Marking Routine (See Sec. 6.2). 		
Sell Priced	If the Sell UOM is priced, this flag will be set.		
Text	Display only field, to show if there is underlying text for this record; N - no text, Y - text is defined.	N	N
Order #	The order number.	Order Header	Y
Edition	The current edition of the SKU		
Job Code	This field is only used for Job Costing purposes (See <i>Flexx Project Management Manual for more details</i>). Enter the job code that will be used to track the COGS expenses by specific Job (used by FLEXX Project Management if installed.)	Order Header	N
Order Discount	If there is a whole order discount, press Price Order button and the order will be re calculated with whole order discount displayed here.	System Generated	
Stock Level	Displays the available and uncommitted stock level of the SKU item being ordered. This value is not applicable to a Factory Direct order since it will not be shipped from the warehouse.	SKU Master	Y
Cut Off Date	The last date the edition can be used		
Resource	Enter the Job Costing Resource code to be used with the specified job (used by FLEXX Project Management (Job Costing) if installed.). Required codes must be defined in the Resource Table (zoom on resource Code).		N
Order Total	Total of the order detail lines, after discounts, excluding all taxes.	System Generated	
Edition Level	Shows the quantity available of the current edition displayed	SKU Master	
Total Weight	Displays the total weight of the order. This requires the SKU Weight to be defined on the SKU Attributes form.	SKU Master	
Text button	Press this button to enter or view detail text. This button will be lit if there is text for the selected detail entry in the Text table.		
Buttons			

Field	Entry	Default	Reqd
Serial Number	This button is only functional for serialized SKU's entered on the detail line (Serialize flag set on SKU Attributes form). Press this button to get a list of all available Serial Numbers for this particular SKU item (See Sec. 3.9 for description). Serial Numbers can be selected either here at the order detail entry process or at the shipping process (See Sec. 3.5). If they have not been selected here, FLEXX will require that they be selected before the order can be shipped.		
SKU Subst.	Press this button if SKU substitution items need to be displayed.		
Notes	This button displays the Contact Management screen so previous notes can be retrieved and new ones added.		
Equip Wrnty	The Equipment Warranty button is enabled when a Serialized RW Equipment SKU is entered on the detail line. Press this button to display the Customer Equipment Maintenance form where additional warranty information can be entered or viewed (See the Repair & Warranty manual for more details).		
Override	Press this button if the list price, price type and discounts need to be modified. Only authorized users can modify these values (User Authorization Entry/Maintenance in Administrators Guide - orderprice parameter).		
Price Order	Press this button if whole order discount needs to be applied. The discount will either be applied to each order detail line or a separate discount total is displayed depending on the Application Control setting (see FLEXX Implementation Guide Sec. 3.0).		
Return	Not used on Return orders.		
View Return	Not used on Return orders.		

Select the Pricing Tab to enter/view the following:

The screenshot shows the 'Order Detail' window with the 'Pricing' tab selected. The main table lists order items with columns: Part Number, Sell UOM, Quantity, Description, Sell Unit Price, Extended Price, Status, and Tot. The first row shows 'ows-200' with a quantity of -1.0 and a description 'Cedar Wood Spindle 200mm'. Below the table, the 'Order #' is 6558, 'Stock Level' is 1207.75, 'Order Discount' is 0.0, and 'Order Total' is -109.95. The 'Pricing' section includes fields for Price Type, Discounts, and Whole Order, along with a table for pricing details. The table has columns for Seq, Group, Level, Sell List Price, Net Unit Price, and Net Est. Price. The first row shows Seq 1, Group, Level 0, Sell List Price 109.95, Net Unit Price 109.95, and Net Est. Price -109.95. Other fields include Stocking Qty, Stock UOM, Dept, SalesRep, Analysts, Currency, and Original Order.

Field	Entry	Default	Reqd
Seq	The sequence number determining the order of the detail lines.	System Generated	Y
Grp	Not currently used by FLEXX.		N
Level	The Bill of Materials level. If the SKU part being returned by the customer is a Bill of Material "parent" or if the SKU part is a SKU in its' own right it has a level of "0". If the SKU part is a subcomponent of a parent BOM, it will have a level of "1". If the SKU part is a subcomponent of a subcomponent of a parent BOM it will have a level of "2" etc. (For further details see the FLEXX Inventory Control Manual - Bill of Materials)	"0"	Y
Price Type	Customer price type. Used in conjunction with FLEXX Inventory Control - SKU Price Master to determine what pricing matrix to use.	Order Entry Header	N
Discounts	Discount codes for any discounts that may apply.		N
Whole Order	Whole order discount code used to apply whole order discounts when the Price Order Button is pressed		N
Sell List Price	The credit memo amount to be credited to the customer (before discounts) for the SKU part being returned. The price displayed is determined by the SKU Price Matrix (See FLEXX Inventory Control Manual - Price Matrix) and can be overridden if needed.	SKU Master	Y
Net Unit Price	The unit price after all discounts have been applied (discounts and whole order)		N
Net Ext Price	The extended price after all discounts have been applied. List price * quantity - discount - whole order discount)		N
Container Charge	Container charge of an item. Must be set up in Application Control.		N
Total	Total Container Charge of the order		N
Environmental Charge	Environmental charge of the item. This field is visible only if the application control table has been setup for environmental fee usage (See FLEXX Implementation Guide, Sec. 3.0).		N
Total	Total environmental charge of the order		N
Stocking Qty	The Stocking quantity making up the sell UOM from the UOM table using the factor defined for that UOM.	SKU Master	Y
Stock UOM	The UOM used in stocking as defined in the sku master	SKU Master	Y
Tax	If the SKU part being returned is subject to taxation, this flag should be set to Y - Yes. FLEXX uses this flag in combination with the tax jurisdictions defined for the customer (See Getting Started Manual - Customer Ship To) and the tax tables to calculate the appropriate taxes. This field is not automatically set from the Order Entry Header. It is set based on the taxable setting of the SKU or the setting of the resale flag on the Order Entry Header as described earlier.		N
Currency	The currency of the customer returning the goods.	Order Entry Header	Y

Field	Entry	Default	Reqd
Rapid Entry	This field is selected when the Rapid Entry sales order option is active. With this option active, the order detail line is automatically saved when the cursor is entered past the SKU description field. If it is necessary to change anything on the order detail at time of entry, unselect this field first.	Y	N
Dept.	End user defined department code to categorize each SKU item returned based on which department took the order or will be responsible for handling the return. (See FLEXX Getting Started Manual - Department Table).	Order Entry Header	N
Sales Rep	The salesperson for this detail entry. The field is only active when using the multiple salespersons per customer function (See Getting Started, Customer Master description)		N
Analysis	End user defined sales analysis code which can be used to group returns.	Order Entry Header	N
Invoice	After the Invoice Generation routine has been run, this field will display the resulting Invoice (credit memo) number.	System Generated	N
Original Order	If this is the return order generated, this field will show the original order number.	System Generated	N

Select the Shipping Tab to enter/view the following:

The screenshot shows the 'Order Detail' window with a menu bar (Form, Edit, Database, Record, Field, Help) and a toolbar. The main area contains a table with columns: Part Number, Sell UOM, Quantity, Description, Sell Unit Price, Extended Price, Status, Tax, and Sell Price. The first row shows 'cws-200' with a quantity of -1.0 and a description 'Cedar Wood Spindle 200mm'. Below the table are several control panels: 'Order #' (6650), 'Edition', 'Job Code', 'Order Discount' (0.0), 'Stock Level' (1207.75), 'Cutoff Date', 'Resource', 'Order Total' (-109.95), 'Shipping' and 'Pricing' tabs, 'Edition Level', 'Total Weight' (2.5), 'Serial Number', 'SKU Subst.', and 'Notes'. At the bottom, there are sections for 'Warehouse' (min, Lead, Sale Type, Inventory Cost), 'Recurring Interval' (Units, Qty, Recurring Times), 'System Generated Serial No', 'PO Number' (Required: 112305, Earliest Rel: 112305), 'Release' and 'Result' dropdowns, and 'Shipment'. A 'Rapid Entry' checkbox is checked at the bottom left.

Field	Entry	Default	Reqd
Warehouse	The source warehouse where the returned goods will be placed back into inventory.	Order Entry Header	Y
Lead	Not relevant to return orders.	SKU Master	N
Sale Type	The Sale Type of the SKU ordered. This sale type defaults from the SKU Master and is used during the Generate GL Transactions from Inventory Movement routine (See Sec. 9.0) to determine which General Ledger accounts to use.	SKU Master	Y
Inventory Cost	The cost per unit of the SKU part being returned. This cost value is determined as a result of running the Product Release Process (See Sec. 3.3). The Cost figure that appears here comes from the Average Cost field on the SKU Inventory Table, if the SKU is costed using the Average Cost method. The cost will be obtained from the SKU LIFO/FIFO table if the SKU is costed using the LIFO or FIFO costing method. If the SKU is a non-inventory SKU and is thus costed using Standard Costing, the Standard Cost figure from the SKU Master is set here. The figure that is set here is just for costing purposes when the Generate GL Transactions from Inventory Movement routine (See Sec. 9.0) is used. The cost figure that is displayed here cannot be changed by an end user unless the quantity of SKU's being entered is negative (i.e. returns).	SKU Master	Y
Recurring Units	<p>This field should be left Null for normal single billing SKU's. Items that are to have a recurring invoice generated should select one of the frequency codes. Once selected the invoice generation process will set the recurring invoice system to generate additional invoices which include this item along with any other recurring items. The first invoice produced for the order with this SKU will be used as the recurring template.</p> <p>An order can have multiple entries and each entry can have a different recurring interval. Each interval will have different recurring templates with the same invoice as the 'source'. See AR Recurring invoices for further explanation.</p>		
Recurring Qty.	This is an internal modifier for the units field. i.e items billed quarterly would select a unit of monthly and an interval of 3.		
Recurring Times	This field stores the number of times the recurring invoice is to be generated. For ending series enter a '0'.		
Serial Number	The serial number of the SKU item being returned if the SKU is serialized and the serial number is known.		N
PO Number	Not relevant for return orders.		N
Required	The date this item was returned by the customer.	Order Entry Header	Y
Earliest Release	The earliest date that the order may be completed.	Session Default	Y
Release	<p>The release code is used by the Product Release process (See Sec. 3.3) as an additional selection criteria to determine which order detail lines will be released. The release code can be:</p> <ul style="list-style-type: none"> • a - Automatic release • m - Manual release 	a	Y

Field	Entry	Default	Reqd
Result	<p>After the Product Release Process has been run successfully this field will have one of the following status codes:</p> <ul style="list-style-type: none"> • r - Released Successfully. The order detail line will have this status if there was sufficient stock available of the specified SKU part to meet the needs of the order. • s - Out of Stock. The order detail line will have this status if there was not sufficient stock available of the specified SKU part to meet the needs of the order. 	*	Y
Shipment	<p>After the Shipping Process has been run (See Sec. 3.4) this field is stamped with the number of the shipping record created.</p>	System Generated	N

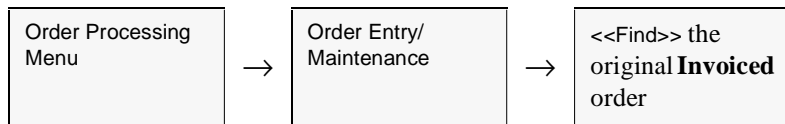
7.2 Processing Returns from Original Order

Description

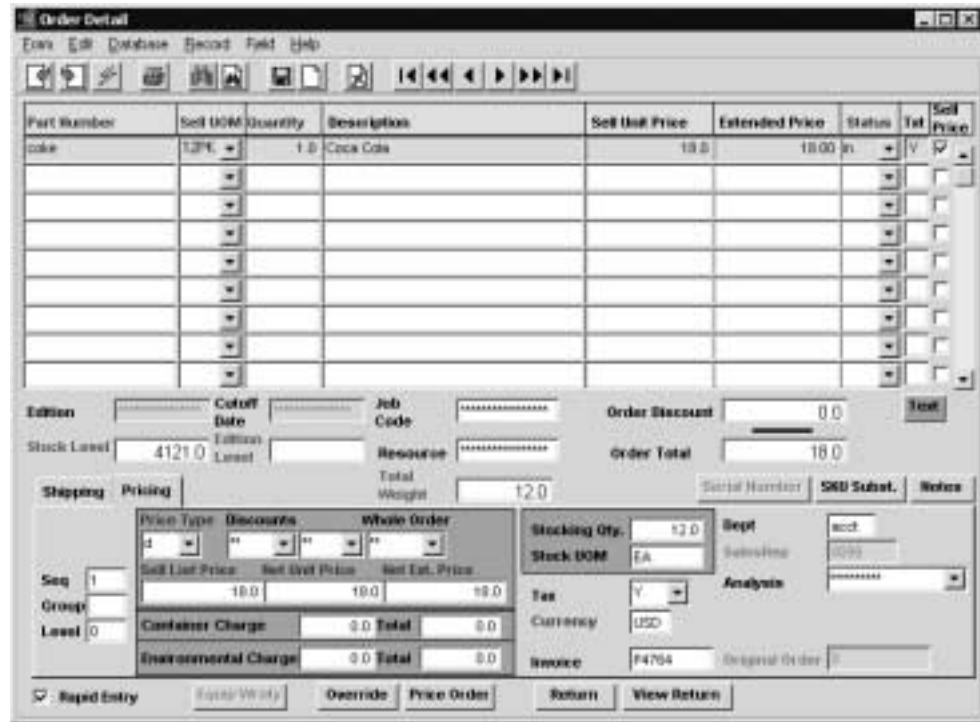
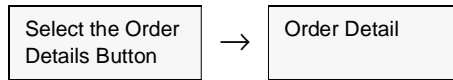
To process returns from the original order, find the order on the Order Entry/Maintenance screen, go to Order Detail screen and press the “Return” button for the desired line item. The new order will be automatically created by this return process with negative detail quantities entered on the Detail form.

Note that the original order must be invoiced before using this process.

Select:



The Order Entry/Maintenance screen appears in Find Mode.



Select the item that is to be returned and press the “Return” button.

Notes:

If the product is not invoiced, the return button will not be available. For BOM’s (Bills of Materials), only the ‘parent’ product can be returned. The Return button will not be active for the component products of the BOM. The parent BOM SKU will automatically ‘explode’ in the new order that is generated.

Text lines will be generated on the original order detail Text form for each product that is processed stating the number of items returned, the date returned and the number of the new order generated to return the items.

If the product to be returned is not serialized (or serialized Type “in”) then the following Return Order screen will be presented:



Fields

The following fields appear on the screen.

Field	Description	Default	Reqd
Company	Company Code	Session Default	Y
Return SKU Code	The SKU code of the part to be returned.	Order Detail	Y
Return Edition Code	The Edition number if this is an Edition SKU.	Order Detail	
Return Order Number	The Sales Order Number of the new order that is generated for the return item. A valid open order number for the same customer can also be entered to be able to combine multiple returns on the same order.	Autogen'ed	Y
Return Stock Quantity	Quantity in Stocking UOM that needs to be returned. This value must be greater than 0. It will default to the original order quantity.	Order Detail.	Y
Cancel Order	If the item needs to be cancelled instead of returned, select this box. The resulting order will be created with 0 price fields.	N	Y
Return To Inventory?	Check this box if the SKU is to be returned to inventory. If this box is deselected, the inventory On Hand value will not reflect the return.	Y	N
Warehouse	The warehouse the SKU is to be returned to.	Order Detail	Y
OK	Press this button to return the product. On completion, a new Order will be created with negative quantities for the returned items.		

If the product to be returned is a serialized SKU with Serial Type 'se', (See *FLEXX Inventory Control Manual, Sec. 3.1*), the following Return Order screen is displayed, and will allow selection of serial numbers previously shipped on this order.

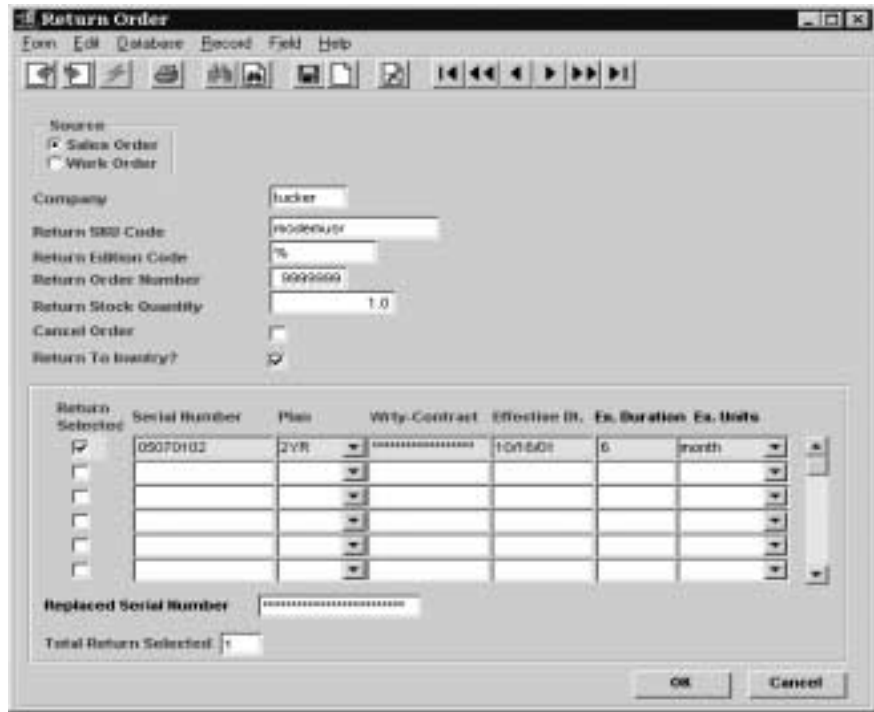
Fields

The following **additional** fields appear on the screen.

Field	Description	Default	Reqd
Return Selected	Select the serial numbers of the product returned.	N	Y
Serial Number	List of serial numbers of the product that is being returned. This list will only show those serial numbers ordered on this order. The value cannot be changed.		N
Replaced Serial Number	If the serial number to be returned is not one listed (due to order shipping error), enter the item serial number in this field, and select the serial number from the list this is to replace.		N
Total Return Selected	Number of serial numbers selected.		N
OK	Press this button to return the product. On completion, a new Order will be created with negative quantities for the returned items.		
Cancel	Press this button to return to the order detail screen without processing the return.		

FLEXX will by default autogenerate the new return order number. However, this number can be overwritten with a currently open order number for the same customer.

If the product is a **serialized R/W equipment** SKU (has the RWEquipment flag set on the SKU Attributes form), the following Return Order screen is displayed, and will allow selection of serial numbers originally shipped on this order. (See the FLEXX Repair & Warranty manual, See Sec. 5.3 for more details).



Fields

The following **additional** fields appear on the screen.

Field	Description	Default	Reqd
Return Selected	For Serialized SKU's, select the serial numbers of the product returned.	N	Y
Serial Number	List of serial numbers of the product that is being returned. This list will only show those serial numbers ordered on this order.		N
Plan	The warranty plan for this item.		
Wrtly Contract	The Extended warranty contract number		
Effective Dt.	Effective date of the standard warranty.		
Ex. Duration	Duration number of units of the Extended warranty.		
Ex. Units	The Extended warranty units.		
Replaced Serial Number	If the serial number to be returned is not one listed (due to order shipping error), enter the item serial number in this field, and select the serial number from the list this is to replace.		N

Field	Description	Default	Reqd
Total Return Selected	Number of serial numbers selected.		N
OK	Press this button to return the product. On completion, a new Order will be created with negative quantities for the returned items.		
Cancel	Press this button to return to the order detail screen without processing the return.		

Notes:

FLEXX will by default autogenerate the new return order number. However, this number can be overwritten with a currently open order number for the same customer.

If the item is serialized, the serial number table is updated with status 'ra' to show that it has been returned and is again available.

7.3 Order Return Process

Description

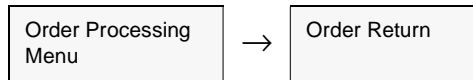
The Order Return process can be used to make “bulk” returns. Selecting the orders by customer and/or SKU codes will display all orders for that selection. The desired order entry is then selected, and if not already returned, the Return button will be lit. Enter the return quantity in the New Stock Return field and press the Return button to return that SKU.

The Return Order form (see Sec. 7.2) is then displayed and pressing OK will generate the return order, as described in the previous topics.

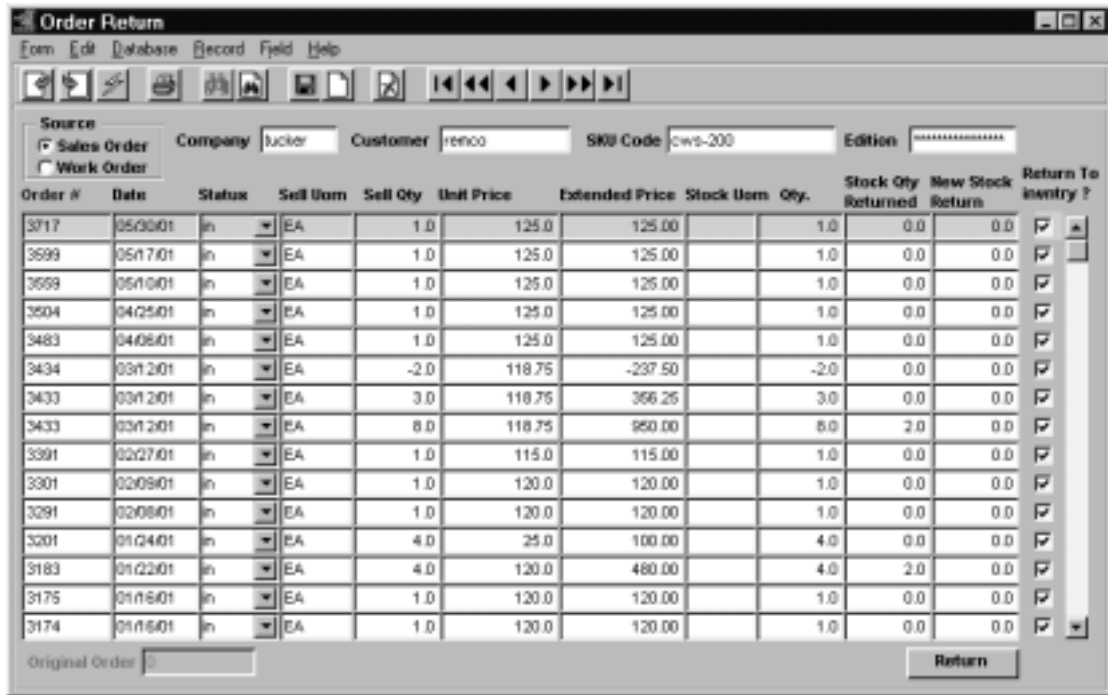
Note:

To improve the FIND response, enter as many search keywords as possible (i.e. Customer code, Date, Order #, etc.).

Select



The Order Return Screen appears in Find mode.



Fields

The following fields appear on the screen.

Field	Description	Default	Reqd
Source Sales Order Work Order	Mark the button for the type of orders to be displayed. If neither is selected, FLEXX will display all orders according to the other selection criteria entered.	All	N
Company	Company Code	Session Default	Y
Customer	Enter the Customer code to find specific orders.		N
SKU Code	Enter the SKU Code if specific SKU's are to be returned.		N
Edition	If SKU is an Edition SKU, enter the edition code to select only these selected.		N
Order #	Enter Order number to select only specific orders.		N
Date	This is the order date. Returns can be selected by date.		N
Status	Order Detail status. Only "in" (Invoiced) orders can be returned. So, although other status codes can be entered, FLEXX allows only invoiced orders to be returned.	Order Detail	Y
Sell UOM	The Selling Unit of measure from original order.	Order Detail	N
Sell QTY	The original order quantity sold of the sell UOM.	Order Detail	N
Unit Price	The unit sell price from the original order.	Order Detail.	N
Extended Price	The extended price from the original order	Order Detail	N
Stock UOM	The stocking UOM of the SKU	SKU Master	N
QTY	The quantity in Stocking UOM sold	Order Detail	N
Stock QTY Returned	The SKU quantity in stocking UOM Sold	System Generated	N
New Stock Return	Enter the quantity in Stocking UOM to be returned. If Sell and Stock UOM is different, this quantity must be the Stocking UOM equivalent of actual quantity to be returned.	0.0	
Return to Inventory	Check this flag if the returns are to be returned to inventory. This will update the SKU Inventory On Hand value by the returned qty when the release process is ran for the newly created return order.	Y	N
Original Order	If displaying a returned order, this field will show the original order number.		N
Return button	Press the Return button to start the return process. The Return Order form (see Sec. 7.2) is then displayed.		

7.4 Order Return Product Release Process

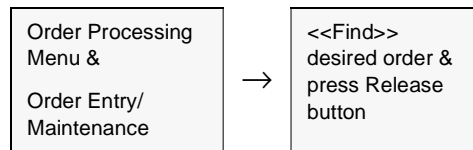
Description

On a product return, the newly created return order needs to be released as per normal processing. As a result of running the Product Release Process, the order detail line status is changed from “o” - open to “sh” - shipped and the shipment will be put into Shipped status. If the item is a serialized SKU, the previously selected serial numbers are made available for future use. A shipment header and detail record are created and auto-shipped. There is no need to run the Shipping Process for a Returned item. If the Return to Inventory flag was checked on the return process, the Quantity on Hand amount on the SKU Inventory Table will also be adjusted by the amount of the returned items.

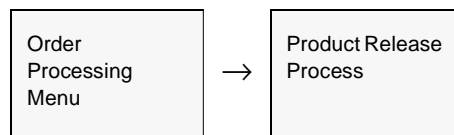
Notes

If the process fails with a conflict id, <<zoom>> on the Process ID field (box next to Start button), determine if the conflicting process (‘r’ status) should still be running, Force it to completion if not, and rerun the process (*see Administration Guide, sec 4.1 for details*).

Select



Or



The Product Release Procedure appears in Update mode

Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Order type	Whether the order being released is an order or transfer defaults	Order	Y
Company	The Company Code.	Session Default	Y
Order Status	Status codes to select order detail lines to be released.	o bo bp	Y
Required Start & End Date	Date range within which order detail lines will be selected for release. Selects based on the required date of each detail line.	Order Header/ Session Default	Y
Warehouse	The warehouse used for the order	*	Y

Field	Entry	Default	Reqd
Release Code	Release code to allow for an additional level of selection criteria. The release code can be: <ul style="list-style-type: none"> • a - Automatic Release. Will only select order detail lines that have a release status code of "a". (See Sec. 7.1) • m - Manual Release. Will only select order detail lines that have a release status code of "m". (See Sec. 7.1) 	a	Y
SKU	SKU code to allow for an additional level of selection criteria. If a SKU code is specified, only order detail lines for that SKU will be selected for release.	*	Y
Product Category	The SKU category that appears on the SKU Master. If a category has not been defined for a SKU that is selected for release by the Product Release process, the release process will fail and the following error message will appear "Invalid entry - SKU not found".	*	Y
Customer	Customer code for a specific customer's returns. If a customer code is specified, only returns for that customer will be released.	*	Y
Starting & Ending Order #	The starting and ending order number range of orders to be released.	Order Entry Header	Y
Pick Date	Not relevant for returns.	Session Default	Y
Pick Time	Not relevant for returns.	System Generated	Y
Ship Group	User defined shipping group that can be used to group similar shipment records together. Similar to a "batch" system.		N
Combine?	Should common Customer Order's be combined on the resulting shipment detail record? Usually, FLEXX will create a separate Shipment record (header & detail) for each sales order regardless of customer. If YES is selected here, any sales orders for the same customer will be combined on the same shipment record.	N	Y
Start	Press the button to start the Product Release Procedure.		Y
Shipment Number	The shipment number(s) created as a result of running the Product Release Procedure.	System Generated	

Once the release process has been run for a return order, all that is left to do is to run the Invoice Generation routine (See Sec. 3.10). This generation routine will create a credit memo in FLEXX Accounts Receivable. See the FLEXX Accounts Receivable manual for information on how to process a credit memo (e.g. Apply to invoice or Refund).

8.0 RMA Process

Description

The RMA Process in OP is used to create an RMA (Return Merchandise Authorization) record in FLEXX when a SKU item is to be returned from a customer. The SKU can be returned to inventory on an OP Sales Order or returned to be repaired or replaced on a Repair & Warranty Repair Order. This will then allow for added tracking and control of the returned SKU.

The RMA Process is not necessary to return SKU's but can be used if so desired by the company. The normal Order Return process can be used if an RMA number is not required with the returned item (*See Sec. 7.0 for order return details*).

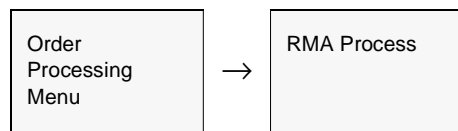
Once the required data has been entered, either an OP Return order or a R/W Repair order can be generated. FLEXX will automatically generate the order record which will then need to be processed as per normal procedures for that operation *Please refer to Sec. 7.0 for a description of OP Return Orders and the Repair/Warranty manual, Sec. 4.0 for a description of R/W Transaction handling.*

Procedure

To create a new RMA record:

- Δ Press <<Clear to Add>> to put the screen into Update mode;
- Δ Enter the Customer code if known, and any other known values into the **Search By** fields;
- Δ Press **Initiate Search**.
Records fitting the search parameters will be displayed on the **Search Results** subform.
- Δ Select the specific item that is to be returned and press the desired Return button (**Create Return Order** or **Create Repair Order**).
A return order will then be automatically generated, and the RMA will be assigned a number corresponding to the Return order number.
- Δ When the item is later received, FIND the corresponding RMA and press the **Receive** button. The associated order (Return or Repair) can then be processed per normal procedures.

Select



The RMA Process form is displayed in Find mode. Press Clear to Add to create a new record.

Return Order #	SKU Code	Edition	Stock UOM	Stock Quantity	Sell Unit Price	Extended Price	Status	Serial Number
5006	CWS-430	*****	EA	1.0	12.5	-12.50	0	
5007	CWS-430	*****	EA	1.0	18.5	-18.50	0	
5008	CWS-430	*****	EA		18.5	-18.50	0	

Notes:

The RMA form is a multi-section screen. Each section has unique uses depending on the type of SKU being returned:

- Δ normal sku
- Δ serialized sku
- Δ repair/warranty sku
- Δ BOM sku
- Δ where stocking UOM different from selling UOM

An Email confirmation message can be sent to the customer on RMA entry completion. Please refer to Sec. 8.1 for complete details on this function.

Fields

The following fields and buttons appear on the RMA header screen. The subforms will be described separately since they are unique to their operation.

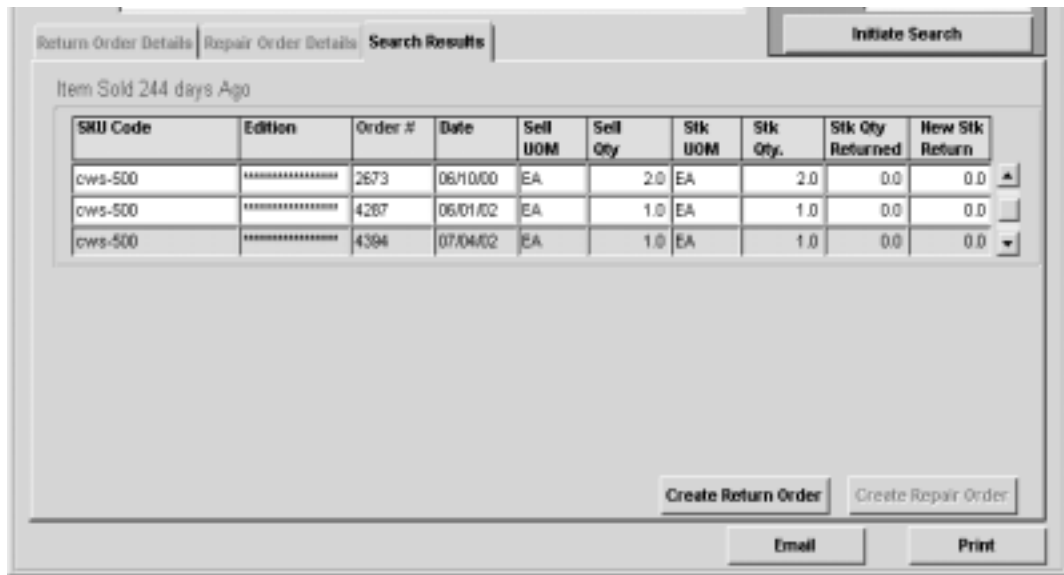
Field	Entry	Default	Reqd
RMA Method	The return method used after the Create Return process has completed. This value cannot be set or changed; it is a display only field.	System Generated	
Company	The Company Code of the RMA.	Session Default	Y
RMA#	The number assigned to the RMA. This number will be 'autogenerated' by FLEXX at initial entry. When RMA is used to generate the return order, this number will be changed to a value matching the Return order number with a prefix: <ul style="list-style-type: none"> • RO - if return is OP sales Return Order • RW - if return is RW Repair Order 		Y
Customer	The customer code and name requesting the RMA.		Y
Reason For Return	The Reason code as defined on the RMA Return Reason Master Types table (#2303). Several codes are predefined but additional codes can be defined as required (See description at end of this section).		Y
Return Whse	The Company warehouse code the item is to be returned to. This will default to the Whse code defined on the Company/Division table.	Company/ Division Table	Y
Status	The RMA status code; can be: <ul style="list-style-type: none"> • o - Open • r - Received • cn - Cancelled. RMA status can be manually changed to "cn" from either "o" or "r" to Cancel it, but only after any associated orders are cancelled or deleted. 	System Generated	Y
Date	The date the RMA is entered.	Session Default	Y
Comments	Any user-defined comments. This is a free-form field and any text can be entered. There is no limit to the text size.		N
Search By - any of the following fields along with the Customer code can be used to retrieve the SKU item that is to be returned.			
Order #	The OP sales order number where the SKU was originally sold.		
WO #	The Work Order number (TB or RW) where the SKU was originally sold.		
Date	The date when the SKU was originally sold.		
SKU Code	The specific SKU code.		
Serial #	If the SKU is serialized, the specific Serial Number that was sold.		
Initiate Search	Press this button to perform the search on any of the above entered fields. The search will use all of the defined fields, including the Customer code if entered.		
RMA History	Press the RMA History button to display the Customer RMA Review screen (See Sec. 8.2).		
Email	Press the Email button to send a confirmation email to the customer. The email address used will be either that defined on the Customer Ship To for the default "Shipto" location, or if not defined, the address defined on the Customer Main form. See Sec. 8.1 for more details on Email confirmation usage.		
Print	Press the Print button to print the RMA Request report.		

Once the Initiate Search function has completed, the results will be displayed on the **Search Results** subform.

Search Results

The **Search Results** subform appears in Update mode. It can have one of the following three formats depending on the type of SKU being returned.

Standard SKU



The following fields will be displayed. They are all display only fields (except New Stk Return) and cannot be changed.

Field	Entry	Default	Reqd
SKU Code	The SKU code of the retrieved Search record.		Y
Edition	The Edition code of the retrieved Search record, if the SKU is an "edition" item.		N
Order #	The order number of the retrieved Search record.		Y
Date	The order date of the retrieved record.		Y
Sell UOM	The selling UOM of the retrieved order record.		Y
Sell Qty	The original selling quantity of the retrieved order record.		Y
Stk UOM	The stocking UOM of the retrieved order record.		Y
Stk Qty	The original selling quantity in Stocking units of the retrieved order record.		Y
Stk Qty Returned	The quantity (in stocking UOM) that has already been returned on an earlier Return Order.		

Field	Entry	Default	Reqd
New Stk Return	Enter the quantity to be returned, in Stocking units. This value must be greater than zero, and cannot be more than the order Stk Qty value.	0.0	Y
Create Return Order	Press this button to generate a return OP Sales Order. A New Stk Return value is required as well as a Reason needs to be selected.		
Create Repair Order	This button is used only to create a repair order in RW of a R/W SKU being returned.		

Serialized SKU

The screenshot shows a software interface with tabs for 'Return Order Details', 'Repair Order Details', and 'Search Results'. The 'Search Results' tab is active, displaying a table of search results for 'Item Sold 28 days Ago'. Below this is a 'Serial Number Details' section with a table of serial numbers and checkboxes for selection. At the bottom, there are buttons for 'Create Return Order', 'Create Repair Order', 'Email', and 'Print'.

SKU Code	Edition	Order #	Date	Sell UOM	Sell Qty	Stk UOM	Stk Qty	Stk Qty Returned	New Stk Return
battery	*****	4855	01/23/03	EA	1.0	EA	1.0	0.0	0.0
battery	*****	4860	01/23/03	EA	1.0	EA	1.0	0.0	0.0
battery	*****	4918	02/05/03	EA	1.0	EA	1.0	0.0	0.0

Select	Serial #	Warranty Plan	Effective Date	Expiry Date	Duration	Duration Units	Warranty Status	Returned	Returned for Repair
<input checked="" type="checkbox"/>	032401							<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>

Field	Entry	Default	Reqd
SKU Code	The SKU code of the retrieved Search record.		Y
Edition	The Edition code of the retrieved Search record, if the SKU is an "edition" item.		N
Order #	The order number of the retrieved Search record.		Y
Date	The order date of the retrieved record.		Y
Sell UOM	The selling UOM of the retrieved order record.		Y
Sell Qty	The original selling quantity of the retrieved order record.		Y
Stk UOM	The stocking UOM of the retrieved order record.		Y
Stk Qty	The original selling quantity in Stocking units of the retrieved order record.		Y
Stk Qty Returned	The quantity (in stocking UOM) that has already been returned on an earlier Return Order.		

Field	Entry	Default	Reqd
New Stk Return	Enter the quantity to be returned, in Stocking units. This value must be greater than zero, and cannot be more than the order Stk Qty value.	0.0	Y
Serial Number Details			
Select	Select the box for the serial number to be returned.		Y
Serial #	The serial number of the retrieved item; this is a display only field. Each serial number is displayed separately and needs to be selected separately.		Y
Returned	This box will be checked if the serial number has already been returned.		
Create Return Order	Press this button to generate a return OP Sales Order. A New Stk Return value is required as well as a Reason needs to be selected.		
Create Repair Order	This button is used only to create a repair order in RW of a R/W SKU being returned.		

Repair/Warranty SKU

The screenshot shows a software interface with tabs for 'Return Order Details', 'Repair Order Details', and 'Search Results'. The 'Search Results' tab is active, displaying a table of search results for SKU Code 'rweqpt'. Below the table is a 'Warranty Details' section with a table of warranty plans. At the bottom, there are buttons for 'Create Return Order', 'Create Repair Order', 'Email', and 'Print'.

SKU Code	Edition	Order #	Date	Sell UOM	Sell Qty	Stk UOM	Stk Qty.	Stk Qty Returned	New Stk Return
rweqpt	*****	4579	08/00/02	EA	1.0	EA	1.0	0.0	0.0
rweqpt	*****	4610	09/10/02	EA	1.0	EA	1.0	0.0	0.0
rweqpt	*****	4616	09/13/02	EA	1.0	EA	1.0	0.0	0.0

Select	Serial #	Wrrty Plan	Effective Date	Expy Date	Duration	Duration Units	Wrrty Status	Returned	Returned for Repair
<input type="checkbox"/>	s555	2YR	09/16/02	09/16/04	24	month	a	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>

Field	Entry	Default	Reqd
SKU Code	The SKU code of the retrieved Search record.		Y
Edition	The Edition code of the retrieved Search record, if the SKU is an "edition" item.		N
Order #	The order number of the retrieved Search record.		Y
Date	The order date of the retrieved record.		Y

Field	Entry	Default	Reqd
Sell UOM	The selling UOM of the retrieved order record.		Y
Sell Qty	The original selling quantity of the retrieved order record.		Y
Stk UOM	The stocking UOM of the retrieved order record.		Y
Stk Qty	The original selling quantity in Stocking units of the retrieved order record.		Y
Stk Qty Returned	The quantity (in stocking UOM) that has already been returned on an earlier Return Order.		
New Stk Return	Enter the quantity to be returned, in Stocking units. This value must be greater than zero, and cannot be more than the order Stk Qty value.	0.0	Y
Warranty Details			
Select	Select the box for the serial number to be returned.		Y
Serial #	The serial number of the retrieved item - display only field. Each serial number is displayed separately and needs to be selected separately.		Y
Wrnty Plan	The Warranty Plan assigned to the retrieved serial number item.		
Effective Date	The warranty effective date.		
Expiry Date	The warranty expiry date.		
Duration	The warranty duration number.		
Duration Units	The warranty duration units; e.g. day, month, year, etc.		
Wrnty Status	The warranty status; e.g. a - Active, e - Expired.		
Returned	This box will be checked if the serial number has already been returned in an OP Return order. If this flag is checked, the item cannot be selected for return.		
Returned for Repair	This box will be checked if the serial number has already been returned in a RW Repair order. If this flag is checked, the item cannot be selected for return.		
Create Return Order	Press this button to generate a return OP Sales Order. A New Stk Return value is required as well as a Reason needs to be selected.		
Create Repair Order	Press this button to generate a RW Repair order. A New Stk Return value is required as well as a Reason needs to be selected.		

RMA Tracking

Once the RMA has been created, and the SKU item has been used to generate a Return or Repair order, the RMA form can be used to track and further process the returned SKU. Do a <<FIND>> of the RMA using the RMA # value to display the record and its details. When the RMA is found, it will be displayed along with either the Return Order Details or Repair Order Details depending on how the item was returned. These detail records are described below.

Return Order Details

The **Return Order Details** subform appears in Update mode. It can have two different formats depending on the type of SKU being returned.

Standard SKU

The following fields are displayed for all 'standard' SKU's (non-serialized, non-rwequipment).

Field	Entry	Default	Reqd
Return Order #	The number of the OP Return order that was created by the RMA.		Y
SKU Code	The SKU code of the returned item.		Y
Edition	If the item is an Edition SKU, the edition code returned.		
Stock UOM	The stocking UOM.		
Stock Quantity	The stocking quantity returned.		Y
Sell Unit Price	The original order selling price, in Sell UOM.		Y
Extended Price	The actual order price of the item. This will usually be a negative value.		Y
Status	The Order Detail status code. Will initially be "rh" (RMA Hold) until the item is received; then "o" until the order is processed.	rh	Y
Serial Number	This button will be inactive. It is lit only on serialized SKU's.		
Receive fields			
Stock UOM	The stocking UOM to be received		Y

Field	Entry	Default	Reqd
Stock Quantity Received	The quantity in stocking UOM to be received.		Y
Receive button	Press this button to receive the specified quantity of the displayed SKU item. Once the item is received, the RMA Status will be set to "r" - Received, and the corresponding order will be set to "o" -Open.		
The next three fields will only be displayed if the Stock UOM and Sell UOM are different for the SKU (as defined on the SKU Attributes form). This is to allow receiving the item in either UOM.			
Sell UOM	The selling UOM to be received		Y
Sell Quantity Received	The quantity in selling UOM to be received.		Y
Receive button	Press this button to receive the specified quantity of the displayed SKU item. Once the item is received, the RMA Status will be set to "r" - Received, and the corresponding order will be set to "o" -Open; if an OP Return order, the order Detail status, and if an RW Repair order, the order header.		

Serialized SKU (including Repair/Warranty SKU)

The screenshot shows a software interface for Return Order Management. At the top, there are tabs for 'Return Order Details', 'Repair Order Details', and 'Search Results', along with an 'Initiate Search' button. Below the tabs is a table with columns: Return Order #, SKU Code, Edition, Stock UOM, Stock Quantity, Sell Unit Price, Extended Price, Status, and Serial Number. The first row shows '5058', 'battery', '*****', 'EA', '1.0', '52.5', '-52.50', 'rth', and a dropdown arrow. Below this is a section titled 'Un-Received Serial Numbers' with columns: SKU Code, Serial Number, Warehouse, Location, and Select to Receive. The first row shows 'battery', '2003022005', 'main', '*****', and a checkbox. At the bottom, there are input fields for 'Stock UOM' (set to 'EA') and 'Stock Quantity Received' (set to '1.0'), a 'Receive' button, and 'Email' and 'Print' buttons.

The following fields are displayed for all Serialized SKU's, including Repair/Warranty equipment SKU's.

Field	Entry	Default	Reqd
Return Order #	The number of the OP Return order that was created by the RMA.		Y
SKU Code	The SKU code of the returned item.		Y

Field	Entry	Default	Reqd
Edition	If the item is an Edition SKU, the edition code returned.		
Stock UOM	The stocking UOM.		
Stock Quantity	The stocking quantity returned.		Y
Sell Unit Price	The original order selling price, in Sell UOM.		Y
Extended Price	The actual order price of the item. This will usually be a negative value.		Y
Status	The Order Detail status code. Will initially be "rh" (RMA Hold) until the item is received; then "o" until the order is processed.	r	Y
Serial Number button	This button will only be active after the RMA item has been received, and the RMA status is "r". Press the button to display the SKU serial number received.		
Un-Received Serial Numbers - the following fields will be displayed only before the item has been received.			
SKU Code	The 'serialized' SKU code; should be the same as the Results SKU code above.		Y
Serial Number	The specific SKU serial number.		Y
Warehouse	The warehouse the serial number was shipped from.		Y
Location	The warehouse 'bin' location for the item.		N
Select to Receive	Check this box to select the specific serial number that is to be received. This must match the Receive quantity specified below.		
Receive fields			
Stock UOM	The stocking UOM to be received		Y
Stock Quantity Received	The quantity in stocking UOM to be received.		Y
Receive button	Press this button to receive the specified quantity of the displayed SKU item. Once the item is received, the RMA Status will be set to "r" - Received, and the corresponding order will be set to "o" -Open.		
The next three fields will only be displayed if the Stock UOM and Sell UOM are different for the SKU (as defined on the SKU Attributes form). This is to allow receiving the item in either UOM.			
Sell UOM	The selling UOM to be received		Y
Sell Quantity Received	The quantity in selling UOM to be received.		Y
Receive button	Press this button to receive the specified quantity of the displayed SKU item. Once the item is received, the RMA Status will be set to "r" - Received, and the corresponding order will be set to "o" -Open; if an OP Return order, the order Detail status, and if an RW Repair order, the order header.		

Repair Order Details

The **Repair Order Details** subform appears in Update mode. Only one format will be displayed since only Repair/Warranty SKU's can be returned on Repair Orders.

The screenshot shows a software interface for 'Repair Order Details'. At the top, there are tabs for 'Return Order Details', 'Repair Order Details', and 'Search Results', along with an 'Initiate Search' button. The main area contains a table with the following data:

Repair Order #	Equipment	Whse	Bill type	Order Status
1697	harrycpt	main	bc	rh

Below the table is a 'Warranty Info' section. It includes an 'Equipment ID' field with the value 'harrycpt'. Below that is another table:

Serial #	Warranty Plan	Effective Date	Expiry Date	Duration	Duration Units	Warranty Status
h2003021702	2YR	02/17/03	03/17/05	2	year	a

At the bottom of the form, there are buttons for 'Receive', 'Email', and 'Print'.

The following fields are displayed for Repair Orders only. Only Repair/Warranty equipment SKU's will be shown on this form.

Field	Entry	Default	Reqd
Repair Order	The number of the RW Repair WO that was created for this RMA.		Y
Equipment	The RW Equipment SKU returned.		Y
Whse	The warehouse the item was originally shipped from.		Y
Bill Type	The Bill Type code of the WO.	bc	Y
Order Status	The status of the RW WO. Will initially be "rh" (RMA Hold) until the item is received; then "o" until the order is processed.	rh	Y
Warranty Info - the following fields are taken from the Customer Equipment Warranty Maintenance table.			
Equipment ID	The defined equipment ID code. Will normally be the same as the SKU code.		Y
Serial #	The serial number of the equipment item.		Y
Warranty Plan	The defined warranty plan.		Y
Effective Date	The warranty effective date.		
Expiry Date	The warranty expiry date.		
Duration	The warranty duration number.		

Field	Entry	Default	Reqd
Duration Units	The warranty duration units; e.g. day, month, year, etc.		
Wrnty Status	The warranty status; e.g. a - Active, e - Expired.		
Receive button	Press this button to receive the specified quantity of the displayed SKU item. Once the item is received, the RMA Status will be set to "r" - Received, and the Repair Order to "o" - Open.		

RMA Return Reason

Several basic RMA Return Reason codes have been predefined. Additional codes can be defined as desired.

To display the table, <<zoom>> on the Reason for Return field and <<Next Form>> to the RMA Return Reason table.



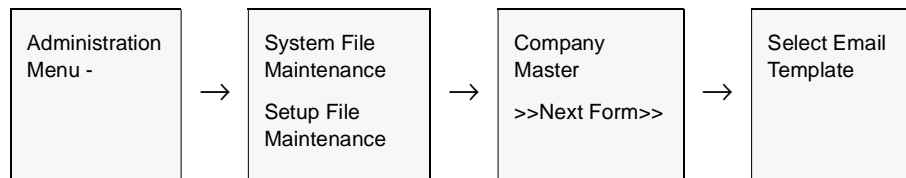
Each code also needs to be defined as to the type of order it can be used to create. The “create repair order” and “create return order” flags need to be set to make this selection. If the Reason code being used on an RMA has not been set up for the type of order being created, FLEXX will report a warning message, “Warning, this type of return is not marked for return (repair) order.” This is a warning only and FLEXX will still create the order requested.

8.1 RMA Email Confirmation

Description

The RMA process also provides for an Email confirmation message to be sent to the customer after completion of the RMA record. To enable this functionality, the Company Table **Email Template** also needs to be defined (*See Getting Started, Company Master, Email Template description for more details*).

Select



Select the RMA radio button to display or define the RMA information.

Then, pressing the **Email** button on the RMA form will result in an Email message being sent to the Email address defined on the Customer Ship To form, or if not defined, to the address defined on the Customer Main form.

The RMA Confirmation Email will consist of the following information:

- Δ Subject line - as defined on the Email Template form
- Δ Email Message - as defined on the Email Template form, plus the RMA details
- Δ Email signature - as defined on the Email Template form

Example of RMA Confirmation Email



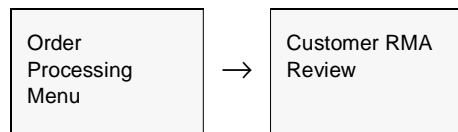
8.2 Customer RMA Review

Description

The Customer RMA Review screen is used to find and display RMA records previously entered. It can be used as a search screen, depending on the selection parameters, to find:

- Δ a specific RMA for a customer, or
- Δ all RMA's for a customer, or
- Δ all RMA's for a particular SKU code, or
- Δ RMA's by date.

Select



OR

Press the **RMA History** button on the RMA Process form (*See Sec. 8.0*).

The Customer RMA Review form is displayed in Find mode.

RMA #	RMA Status	Order #	SKU Code	Serial #	Order Status
RO5023	o	5023	coke		rh
RO5032	o	5032	coke		rh
RO5039	r	5039	cws-500		o
RO5049	r	5049	battery	b2003022003	o
RO5072	r	5072	cws-500		in
RO5072	r	5072	cws-870		in
RO5072	r	5072	cws-900		in
RW1697	r	1697	harryeqt	h2003021702	in
RW1701	cn	1701	thinkpad	lp234560	cn

Fields

The following fields appear on the RMA Review screen.

Field	Entry	Default	Reqd
RMA Type	The type of RMA order to search. Can select either Return or Repair Order; will default to All.	All	N
Company	The Company Code of the RMA.	Session Default	Y
Customer	The customer code used on the RMA.		Y
Date	The date the RMA was entered.		Y
RMA #	The RMA number.		
RMA Status	The status of the RMA; can be: <ul style="list-style-type: none"> • o - Open • r - Received • cn - Cancelled. 		
Order #	The order number of the Return or Repair order generated.		
SKU Code	The SKU code of the item returned.		
Serial #	The SKU serial number if it is a serialized SKU.		
Order Status	The current status of the return/repair order; can be <ul style="list-style-type: none"> • rh - RMA Hold until the item is received • o - Open once the item has been received, and until the order is processed • in - Invoiced when order has been invoiced. 		

9.0 Generate GL Transactions

Description

The Generate GL Transactions from Inventory Movement routine (in OP) uses the Order Entry detail information to generate a summary journal entry in the FLEXX General Ledger. This journal entry is generated using the SKU GL Account code information as defined for each SKU in FLEXX Inventory Control. Only orders that have been invoiced (status 'in') will be used by FLEXX to generate GL transactions. **The GL Period used for the transaction will be the period corresponding to the date the order was Shipped** (not invoiced).

Inventory SKU

For each **inventory** SKU item, FLEXX Order Processing uses the Cost of Goods Sold (COGS) Division and Account Number to record the costs (debit) and the Inventory Division and Account Number to record the Inventory (credit). Costs are determined by multiplying the number of sold SKU items by the costing method of the SKU (i.e. Average, LIFO or FIFO). For Average, it will use the Average Cost value for that warehouse as shown on the SKU Inventory table.

Non-inventory SKU

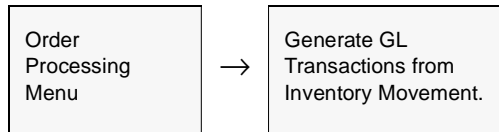
For each **non-inventory** SKU, FLEXX Order Processing uses the Cost of Goods Sold (COGS) Division and Account Number to record the costs (debit) and the Expense Division and Account Number to record the related costs already incurred (credit). Costs are determined by multiplying the number of sold SKU items by the defined Standard Cost value.

It is not until the Order Entry detail has been transferred to FLEXX Accounts Receivable (as a result of running the Invoice Generation routine, *see Sec. 3.10*) and the Generate GL Transactions (Invoices) routine utilized that the revenue side of the Order Entry transaction is recognized. The Generate GL Transactions (Invoices) routine, in FLEXX Accounts Receivable, uses the Sales Division and Account Number defined on the SKU to determine where to record the sale. The default Accounts Receivable Division and Account as defined on the Company/Division table is used to record the receivable.

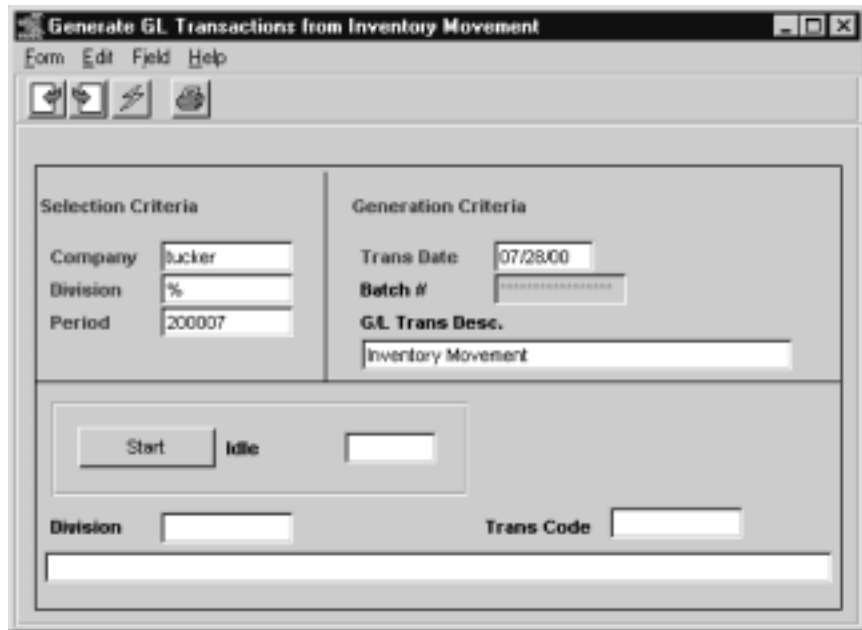
This Generate GL Transactions routine will not produce a journal entry for Factory Direct Sales Orders (*See Sec. 4.0*) as there is no impact on inventory. The costs of SKU's acquired on a Factory Direct Purchase Order are already recorded as Cost of Goods Sold and will eventually show up in the FLEXX General Ledger as a result of using the Generate GL Transaction (Vouchers) routine in FLEXX Accounts Payable.

The Generate GL Transactions routine will not produce a journal entry for Transfer Orders (*See Sec. 5.0*) as there is no sales/cost of sales impact on inventory.

Select



The Generate GL Transactions from Inventory Movement appears in Update mode.



Note:

The GL Period used by FLEXX when generating the GL transaction will be the period corresponding to the date the order was actually Shipped (not invoiced). This may be a consideration when shipping and invoicing orders if the SKU COGS and Revenue transactions are to be posted in the same GL period.

Example of shipping and invoicing on different periods:

- Δ Order entered in May 2001;
- Δ Shipped May 2001 (GL Period 200105) - COGS will be posted in period 200105
- Δ Invoiced June 2001 - invoice will be posted in period 200106

Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Company	The Company Code of the Orders for which a journal entry and costs will be generated.	Session Default	Y
Division	The Division Code of the Orders for which a journal entry and costs will be generated.	Session Default	Y
GL Period	The GL Period to be used as criteria to select the Order Detail entries to be generated.	Session Default	Y
GL Trans Date	The date that will appear on the resulting journal entry in FLEXX General Ledger.	Session Default	Y
Batch #	If using batch control, the batch number to appear on the resulting journal entry in FLEXX General Ledger.		N
GL Trans Desc	End-user description to appear on the resulting journal entry in FLEXX General Ledger.		N
Start	Press this button to start the GL transaction generation.		
GL Transaction	The FLEXX General Ledger transaction number generated as a result of running this process.	System Generated	

To view the resulting journal entry, press <<Next Form>> and the GL Transactions form will appear.

Notes

If the process fails with a conflict id, <<zoom>> on the Process ID field (box next to Start button), determine if the conflicting process ('r' status) should still be running, Force it to completion if not, and rerun the process (see Administration Guide, sec 4.1 for details).

10.0 Extracting OP Information

Description

This section describes:

- Δ How to do on-screen inquiries with regard to Customer Orders.
- Δ Printing standard reports

Notes

While in find mode, the Order Entry/Maintenance screen in conjunction with selection criteria, can be used to search the database to respond to all sorts of queries, (i.e status of the order, all open orders for a specific customer, all orders on a specific day, etc.)

10.1 Order Overview

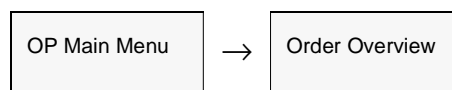
Description

The Order Overview screen is a query screen only and no update of OP transactions is allowed. Through the use of selection criteria a complete history of a customer (or all customers) can be viewed. Further selection can be made by order Status (open, invoiced), Order Date, Required Date, Department code, order Description, etc.

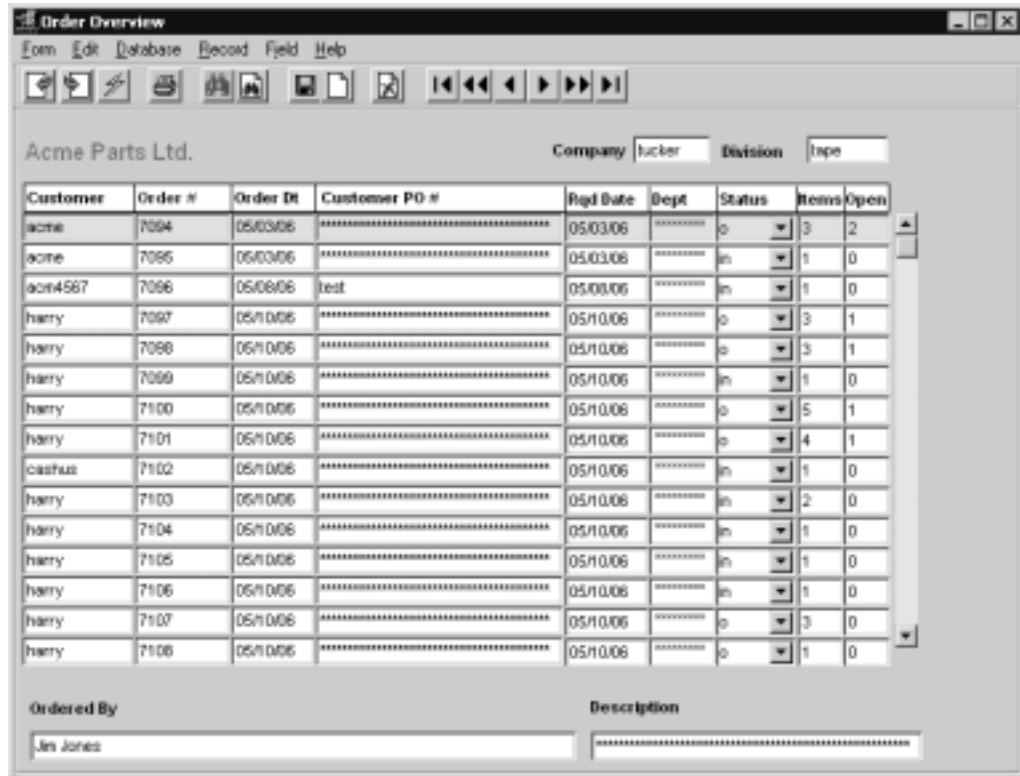
The screen will also display all Work Order records meeting the selection criteria entered.

Note that all fields are searchable.

Select



The Order Overview screen appears in FIND mode.



Fields

Enter the following information to view customer orders. Customer Order Review

Field	Entry	Default	Reqd
Company	The Company Code or clear the field to view all companies.	Session Default	Y
Division	The Division Code appearing on the order header or clear the field to view all divisions.	Session Default	N
Customer	The Customer Code or leave blank to view all customers.		N
Order #	The Order Number or leave blank to view all orders.		N
Enter Date	The date the order was originally entered or leave blank to view all dates.		N
PO Number	The customer Purchase Order Number or leave blank to view all PO numbers.		N
Rqd Date	The date the order is required to be filled or leave blank to view all required dates.		N
Dept	The department code as entered on the Order Header form.		N

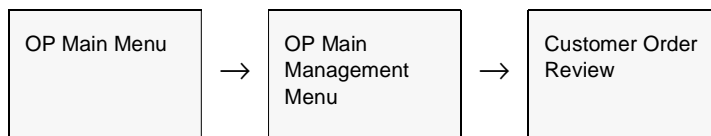
Field	Entry	Default	Reqd
Status	The status of the order or leave blank to view all status codes.		N
Items	The number of order detail lines present on the order.	System Generated	N
Open	The number of order detail lines that have not been shipped. This field represents the number of order detail lines that are either "o" - open, "bo" - back ordered and/or "s" - staged.	System Generated	N
Ordered By	The Ordered By name from the Order Header form.		N
Description	The Order Description as entered on the Order Header form.		N

10.2 Customer Order Review

Description

This is a query only screen and no update of Customer Orders can be done. Through the use of selection criteria a review of the details of Customer Orders can be performed.

Select



The Customer Order Review screen appears in Find mode.

The screenshot displays the 'Customer Order Review' window. At the top, there is a menu bar with options: Form, Edit, Database, Record, Field, Help. Below the menu bar is a toolbar with various icons for navigation and editing. The main area contains several input fields and filters:

- Customer: remco (selected), Renco Supplies Co. (displayed), Company: tucker
- Order Type: Sale Order, Labor Order, Part Order, All
- Division: type (dropdown), Status: 0 (dropdown), Warehouse: main
- Display Results For Current Year Only: Yes, No

The central part of the screen is a table with the following data:

Order #	Date	Part Number	Quantity	Unit Price	Ext. Price
2077	11/01/99	cws-200	1.0	50.0	50.0
5734	08/05/03	cws-200	4.0	0.0	0.0
5799	09/17/03	cws-200	1.0	105.0	105.0

At the bottom of the table, there are summary fields:

- Avg. Price: 25.83
- Quantity: 6.0
- Ext. Price: 155.0

The Description field at the bottom shows: Cedar Wood Spindle 200mm

Fields

Enter the following information to review Customer Order details.

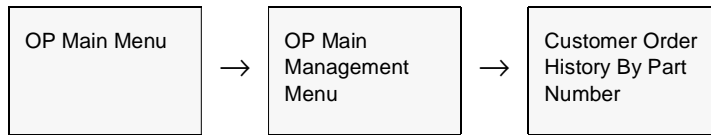
Field	Entry	Default	Reqd
Customer	The Customer code and Name. Enter the code or leave blank to view all customers.		N
Company	Company Code	Session Default	
Sale Order Labor Order Part Order All	Select one of these buttons to control the search for the type of order. <ul style="list-style-type: none"> • Sale Order - order from OP • Labor and Part Order - orders from Time Billing or Repair Warranty • All - all customer orders. 	All	Y
Division	The Division Code representing the division that appears on the order header or leave blank to review all divisions.		N
Status	The status of each OP detail line. If you wish to view open Orders only, enter a status of "o".		N
Warehouse	The order detail warehouse which supplied the items the customer was ordering or leave blank to view all warehouses.		N
Display Results For Current Year Only - set Yes or No button to further control the search.		Y	Y
Order #	The Order Processing number, a range of OP numbers or leave blank to view all OP numbers.		N
Date	The date of the order or leave blank to view all dates.		N
Part Number	The SKU item number, a range of SKU numbers or leave blank to view all SKU items on customer orders.		N
Quantity	The quantity ordered of each SKU item.		N
Unit Price	The unit price of each SKU Item ordered.		N
Ext. Price	The extended price - result of the multiplication of the quantity ordered times the unit price.	System Generated	N
Avg. Price	The average price of the listed records.	System Generated	
Totals	The totals of the Quantity and Ext. Price columns.	System Generated	
Description	The description of the SKU item.	SKU Code	N

10.3 Customer Order History

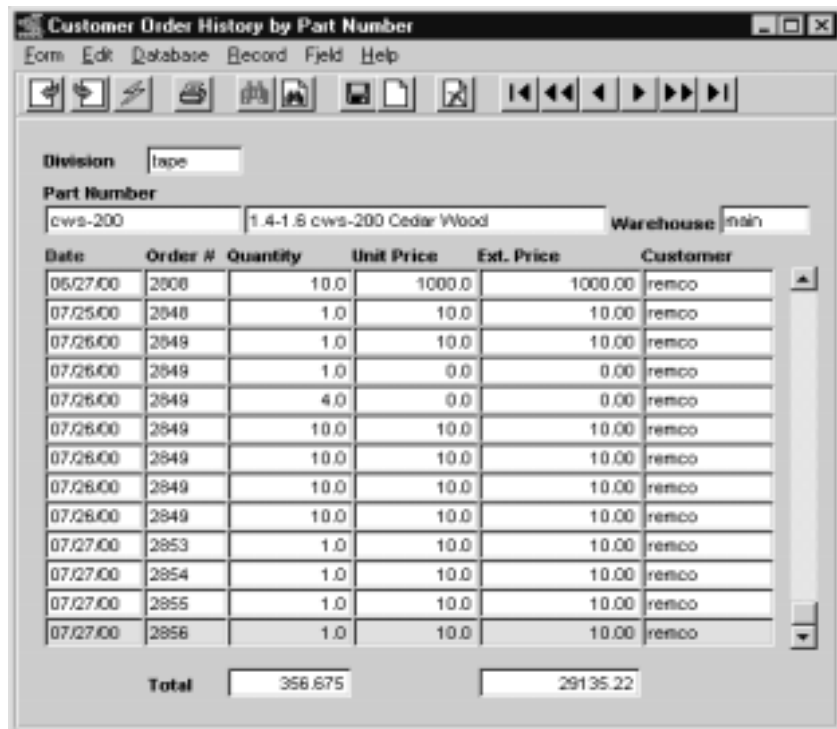
Description

This is a query only screen and no update of Customer Order History can be done. Through the use of selection criteria a review of Customer History can be done.

Select



The Customer Order History screen appears in FIND mode.



On first run, this screen will display the records for only the current year. After the initial display has been completed, information from previous years can be retrieved by re-entering the search parameters as necessary.

Fields

.Enter the following information to review Customer Order History.

Field	Entry	Default	Reqd
Division	The Division Code of the division that appears on the sales order header or leave blank to view all division.		N
Part Number	The SKU item number, a range of item numbers or leave blank to view all SKU item numbers needed on the Customer Order.		N
Warehouse	The Warehouse Code of the warehouse on the sales order detail. This represents the warehouse supplying the SKU items on the sales order.		N
Date	The date of the sales order or leave blank to view all dates.		N
Order #	The Order Processing number, a range of OP numbers or leave blank to view all OP numbers.		N
Quantity	The quantity ordered of each SKU item.		N
Unit Price	The unit price of each SKU item ordered.		N
Ext. Price	Extended price - The result of the multiplication of the quantity ordered times the unit price.	System Generated	N
Customer	The Customer code or leave blank to view all customers.		N
Total	Totals of the Quantity and Ext. Price columns.	System Generated	N

10.4 Printing Standard OP Reports

Description

Reporting within Order Processing is the same as in all FLEXX modules. The kinds of reports you can generate depends on which ones your company has set up in the system.

The following table lists the standard OP reports;

Report Code	Report Title	Description
bilading	Bill of Lading	A bill of lading report of a specific shipment.
bkorder	Order Report	A report displaying all details of selected orders.
cprofile	Customer Profile Report	Report lists customers by Customer Class and their Sales Volumes in that class.
csmetrics	Customer Sales Metrics Report	A summary report showing total orders by customer including order value, GM per order, etc.
csmetrics2	Customer Sales Metrics Report	Summary sales report by period of the last 12 periods.
cuspurch	Customer Purchases by Month	A report showing all customer purchases for the specified GL period range, and grouped by Customer.
cuspurchsm	Purchases by Month	A report as above but also grouped by Salesperson or Division code.
cusrvl	Customer Service Level	A report showing the order shipping service level. Shows in percentage the level of orders shipped by the order Required Date.
invtryvl	Inventory Value and Turns Report	A report showing by SKU the current inventory value, the Month to Date and Year to Date sales and the number of turns on a year to date basis. This information can be shown by individual warehouse or with all warehouses combined. This report requires the Inventory Period Balance Process (from I.C. menu) be run for each period for the data to be accurate.
manifest	Manifest Report	A report that shows the delivery charges for each shipment.
opdist	Inventory Movement Distribution to GL	This report shows the GL distribution of the inventory movement from OP.
openord	Open Order Report by Order	Summary report displaying all orders where the order header status is open.
ordform	Order Form	A print out of the actual order displaying both header and detail information.
packslip	Packing Slip	A form to be included with the SKU's when they are shipped. Report shows the original customer PO#, the quantity and what was ordered.
pickslip	Picking Slip	A form to be used to select from the warehouse, the SKU's needed to fill an order. Displays location, description and quantity.

Report Code	Report Title	Description
rankcus	Customer Sales Ranking	A report that shows customer sales by MTD and YTD sales, by salesperson. Gross Profit can also be selected.
rma	RMA Request Form	Report used to print the RMA request when a customer requests to return an item and the RMA function is being used.
rmarpt	RMA Report	Report lists all RMA's according to the selection paramters.
saleprd2	Sales Analysis by Salesperson, Customer and Product Class	Report showing month to date and year to date sales information by salesperson, customer and product class.
saleprd3	Sales Analysis by Division and Product Class	Report showing month to date and year to date sales information by division and product class.
salescus	Sales Analysis by Customer Classification Report	Report showing month to date and year to date sales information by customer class.
salesperc	Salesperson Sales Report	Detailed sales information report grouped by salesperson. Displays sales, margin and margin percentage numbers.
salesprd	Sales by Salesperson and Product Class Report	Report showing month to date and year to date sales information by salesperson and product class.
ship_labelc	Shipping Labels	A report used to print shipping labels.
venbkord	Back Order Report by Vendor	Report showing all orders with Back Ordered SKU's listed by supplying Vendor.

Procedure

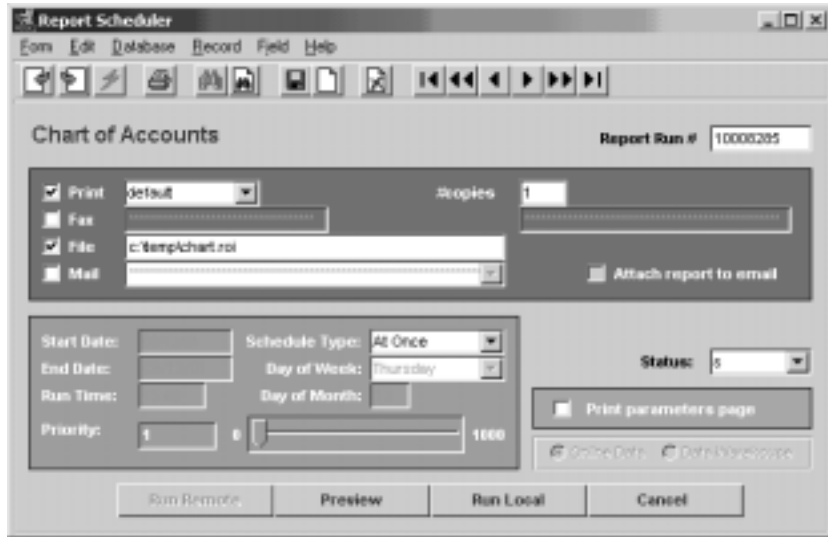
To print an OP report;

1. Select **Report Selection** from the OP menu.
2. Click on the report you want to print.

Report Code	Report Title	Rpt Set
bloading	Bill of Lading	
bkorder	Order Report	
custsvl	Customer Service Level	
invtryvl	Inventory Value and Turns Report	
loadplan	Container Load Plan Report	
loadship	Loads Finished (Garten)	
manifest	Manifest Report	
opdist	Inventory Movement Distribution to OL	
openord	Open Order Report	
ordform	Order Confirmation	
packingt	Packing Slip (TREEB)	
packslip	Packing Slip	
pickingt	Picking Slip (TREEB)	
pickslip	Picking Slip	
printord	Print Orders Report	
rankous	Customer Sales Ranking Report	
reporder	Replacement Orders by Warehouse (NOAA)	

3. <<Press Select Report>>. The Report Parameters form appears showing the report title and report control run number along with the list of selection criteria.
4. Enter the selection criteria. Each report will have a unique set of selection parameters to be entered.
 - Δ Press the Enter key after each field entry.

5. <<Press Run Report>> to display the following printing options.



Press <Preview> to display the report, or press <Run Local> to print the report on the specified printer.

Fields

Enter the following information to print the report.

Field	Entry	Default	Reqd
Print	Select the print box to send the report output to a printer.		Y
Print Device	The printer name. This will be the printer specified as the Default on the User Master for this user.	default	Y
# Copies	Enter the number of copies of the report desired.	1	Y
Fax	Select the fax box to fax the report. This functionality only works if fax software has been installed and configured to FLEXX specifications.		Y
Fax Number	Enter the fax telephone number.		Y
File	Select the file box to send the report output to a file, otherwise leave blank. This file can be used to reprint the report at any time.		Y
File Name	The user-defined name of the file to send the output to. Your System Administrator sets up this field.	System Generated	
Mail	Select the Mail box to have the report server send you an e-mail on print completion. This functionality only works when reports are being "scheduled".	User Master	N
Mail Address	The e-mail address to be used.	User Master	

Field	Entry	Default	Reqd
Attach report to email	Select this box to have the report “.rox” file sent to the designated e-mail address as an attachment. If Actuate is loaded the report can then be viewed or printed.		
The following fields are only active (lit) if the FLEXX Report Server is installed and active.			
Start Date	The date to start the printing schedule for this report.	Session Default	Y
End Date	The date when the print schedule is to end.	Session Default	Y
Run Time	The time of day when the print schedule is to be started.	Internal Time Clock	Y
Priority	The scheduling priority. Once the report scheduler has determined which reports are eligible to be run for the specified date or time, they are then prioritized with 1000 being the highest and 0 the lowest priority.	1	
Schedule Type	The type of schedule to use; can be: <ul style="list-style-type: none"> • At Once – to be run immediately. This is the only option for Preview or Run Local. • Run Once – run only once (no repeats). • Daily – run schedule each day for the period entered. • Weekly – run the schedule once a week. • Monthly – run the schedule once a month 	At Once	
Day of Week	The day of the week the report is to be scheduled.	Session Default	
Day of Month	The month date the report is to be scheduled. Note that when defining the Day of Week or Day of Month settings, only one or the other can be set. FLEXX will enter the other corresponding value to match.	Session Default	
Status		s	
Print Parameters Page	Select this box to have a cover sheet printed with the report, displaying the selection criteria used to produce the report. This can be controlled with the Application Control variable <i>parampage</i> setting.	marked	
Buttons			
Run Remote	Press this button to send the report to the Report Scheduler to be printed.		
Preview	Press this button to preview the report only. It can be printed from the preview screen.		
Run Local	Press this button to print the report on the local printer (i.e. not schedule the printing)		
Cancel	Press Cancel to cancel the operation. This is the same as pressing <<Previous Form>>. It will not cancel printing if the report has already been sent to the printer or scheduler.		

11.0 Special SKU's

Description

COD - Cash on Delivery

To bill for and track expenses related to sales orders that are COD, a SKU can be set up with code "COD". The SKU Code must be set up as "COD" and typically the Tangible and Inventory flags are not selected. The SKU Price Master table will still be set up with the price information needed to bill customers. The COD costs are entered in the Price field on the SKU Master Pricing form. For COD customers, set the COD flag to "Y" on the Customer Additional Information form (*See FLEXX Getting Started Manual*). When a sales order is placed for a COD customer, the COD flag on the Order Entry header is defaulted to "Y" and the term "COD" will appear on the upper left hand corner of the form. After the Order header has been saved and the Order detail form accessed, an Order detail line will already have been created. The SKU "COD" will appear in the part number field and the SKU Price Master will have been used to determine a default COD price. This price is only a default and can be changed if needed. This COD functionality only applies to regular sales orders.

Freight

Freight charges to be billed to customers in FLEXX Order Processing can be entered in one of two ways. The entire Order Processing cycle can be utilized (i.e. Product Release, Shipping and Invoice Generation) and a one line item called freight entered on the Invoice Detail form. This would be a manual entry that would be reflected on the invoice only. The second option for billing freight to customers involves entering the total freight charge on the Shipment Maintenance header form. (*See Sec. 3.4*). As a result of entering a freight amount in the Freight Charge field, FLEXX will automatically (when running the shipment process) add to the Order and Shipment detail records, a line with freight displaying the freight charge entered on the Shipment Maintenance header. When the Invoice Generation routine is run (*See Sec. 3.10*) an invoice detail line will be created for freight. If freight charges incur any taxation, the appropriate taxes will also be calculated at this time.

For this second option to work, a SKU needs to be set up with a code of "FREIGHT", "Freight" or "freight". The shippable, tangible and inventory flags should not be selected. If there are any costs related to these freight charges, they should be entered in the Price field on the SKU Master Pricing form.

Rush

Rush Charges can be billed to customers in FLEXX Order Processing. The SKU must be set up with a code of 'RUSH', 'Rush' or 'rush'. The tangible and inventory flags should not be selected. The costs related to Rush Charges should be entered in the Price field on the SKU Master Pricing form. To utilize this, the Rush flag would be checked on the Order Entry Header Shipping Tab. FLEXX would automatically add a Rush line on the Order Detail Record with the Rush Charge.

12.0 Credit Management

Description

FLEXX Order Processing, Subscription Process, Time Billing and Repair/Warranty make use of customer credit checking. Credit checking can be set up to check a customer's credit limit and prompt when the limit is about to be exceeded. Customers can also be made inactive, put on credit hold with override and put on full credit hold with no override. Status settings can be changed at any time if needed.

Setting Customer Status

To set a customer status, find the desired customer in FLEXX Customer Master (See Getting Started Manual) and depending upon the severity of the credit problem you can do the following;

- Δ Make the customer inactive. A customer with an inactive status can not have any transactions entered for him at all. The only exception to this would be in FLEXX Accounts Receivable. If a customer has a status of inactive and has several invoices outstanding, it is still possible to enter any subsequent receipts. If an attempt is made the following error message will appear "Customer is inactive".
- Δ Assign the customer a Credit Flag status of "1" - Credit Hold - No Override. A customer with this status can not have any transactions entered in FLEXX Order Processing, Time Billing or Repair/Warranty. If an attempt is made the following error message will appear "Warning! This customer has a credit hold with NO override status".
- Δ Assign a customer a Credit Flag status of "2" - Credit Hold with override. A customer with this status can have transactions entered in FLEXX Order Processing, Time Billing or Repair/Warranty. However, when these transactions are entered, a message appears stating that the customer is subject to "Credit Hold with override". Press okay and you can continue to enter the transaction. This status serves only as a prompt in the FLEXX Time Billing and Repair Warranty modules. In FLEXX Order Processing a status of Credit Hold with Override will allow you to enter the order but the order header will have a status of "cr" - credit hold. No further processing of the order will be allowed until it has been authorized and the header status changed to "o" - open.

Notes

The default Credit Flag status of '0' signifies a customer with normal credit. FLEXX does not check the customer credit flag status when entering transactions directly into Accounts Receivable.

If there is to be no credit checking done for a customer, set the Credit Flag to '3' and all normal credit checking will be bypassed at order entry.

Setting Customer Credit Limit

To set a Customer Credit Limit, find the desired customer in FLEXX Customer Master (See Getting Started Manual) and select the Financial Tab. In the field, Credit Limit, enter the appropriate credit limit. The default setting is 0.00 which implies unlimited credit. When a transaction is entered in FLEXX Order Processing, Time Billing and/or Repair/Warranty, FLEXX checks the amount of the transaction being entered, adds the amount to the Customer Balance figure and checks the total against the figure entered in the Credit Limit field.

If the customer has an **outstanding balance beyond the Credit Check 1 value** as defined on the Application Control Table, ar definition *creditchk* parameter level 1, any new order may be put on Credit Hold by an authorized FLEXX user. Authority is determined by the 'credels' user authorization parameter and requires a password to function.

If the customer has an **outstanding balance beyond the Credit Check 2 value** as defined on the Application Control Table, ar definition *creditchk* parameter *level2*, any new order **will automatically** be put on Credit Hold (status 'cr') with the message "*Customer has \$xx.xx 'level1' days & \$xx.xx 'level2' days overdue*" displayed. This credit Hold is set with Override, so can be Released from Credit Hold by an unauthorized FLEXX user. Application Control table is defined as follows:

Application	Type	Description	Value	Company	Parameter
ar	creditchk	Credit Check level 1	30	Default	level1
ar	creditchk	Credit Check level 2	60	Default	level2

If the customer has exceeded his Credit Limit as defined on the Customer Master Financial form, Credit Limit field, any new order will automatically be put on Credit Hold (status 'cr'), with message "Customer balance exceeds credit limit; status change to credit hold" displayed. This Credit Hold is set with Override, so can be Released from Credit Hold by an authorized FLEXX user. However, with this Credit Hold condition (credit limit exceeded), and the order has the Credit Hold released (now in 'o' Open status), any time this Order Detail form is accessed, upon the return (<<Previous Form>>) to the header the message "*Customer balance exceeds credit limit; status change to credit hold*" will again be displayed and the order will again be put on Credit Hold. It will again need to be Released before it can be processed further. This is to ensure any new changes to the order will result in the order being put into Credit Hold again.

If the **automatic** credit hold on overdue balances is not desired, set the customer Credit Flag to '3' and all normal credit checking will be bypassed at order entry.

Credit Approval

There exists in the FLEXX Order Processing module a credit approval routine. This routine applies to sales orders with a status of “cr” - credit hold only. An order with a status of “cr” can be created and its details entered but no further processing can take place (i.e. the Product Release Process ignores it). For a sales order on credit hold to be processed it must first be Released from credit hold. Only a person with “credrels” authorization (granted as part of user setup - See FLEXX Administration Guide for further information) can approve a sales order on credit hold.

As a result of this approval, the status of the order header goes from “cr” - credit hold to “o” - open. The order can now be processed as normal. To approve a credit hold sales order, find the order and press the “Credit” button. A Credit Hold Release form will appear with the default values identifying the person who is logged in. A password is required to be entered. As long as the person who is logged in has been granted the appropriate authorization rights, has a sufficient dollar limit assigned and a correct password, the order header status will be updated from “cr” - credit hold to “o” - open. Customers exceeding their credit limit cannot be taken out of Credit Hold.

13.0 Automatic Upload of Orders

Description

The Order Upload process in OP will automatically create orders by uploading a flat file (text data) having a pre-defined format.

The flat file will consist of a header record for each customer followed by multiple detail lines for the items to be ordered. The items will be represented by their UPC code as defined on the SKU Master.

The flat file will be processed, the generated order numbers will be displayed after processing is complete. After processing, any errors will be displayed as well as written to a log file in your temporary directory (defined by TMP DIR). It is important that these log files are deleted after your review.

Customer defaults regarding ship to, bill to, tax flags, currency...etc. will be used.

Application Control Settings

The Order Upload process can be controlled by the following Application Control settings:

Application	Type	Description	Type	Company	Parameter
op	up_file	Order Upload File Name	User Defined	Default	
op	upload	Field Delimiter for Data File	User defined; e.g. (pipe symbol)	Default	delimiter
UPC code handling					
op	up-excl	Order Upload SKU Exclusion Mask	Any user-defined value. (E.g. 99% will exclude all UPC codes which begin with "99")	Default	
op	up-expand	Expand UPC	0 (Any numeric value to define the character position where a space within the UPC code is located)	Default	

Flat File Format

The upload data file can consist of three input line types:

- Δ H - Header,
- Δ D - Detail,
- Δ S - Serial number lines for BOM children

Each data field in the input line is delimited by a delimiter character as specified on the Application Control for the *delimiter* parameter, and that can also be specified at run-time. The example below uses the pipe symbol (|) as the delimiter.

If the record value in a field exceeds the specified length, its value is read in its entirety but truncated to the specified length before storing in the database.

Header

Field 1 = 'H'	Required	1 Character
Field 2 = Customer Code	Required	10 Characters
Field 3 = Customer PO No.	Optional	20 Characters
Field 4 = Next Bill Date	Optional	MM/DD/YYYY
Field 5 = Rush Flag	Optional	1 Character

Example: H|cust1|PO12345|Y

Detail

Field 1 = 'D'	Required	1 Character
Field 2 = SKU Bar Code	Required	20 Characters
Field 3 = Quantity	Required	Numeric
Field 4 = Serial Number	Optional	15 Characters

Example: D|123456|2|SN24680

If the SKU is a Bill of Materials (BOM) the BOM will be exploded, inserting children records.

If the children SKU codes have Serial Numbers, these can be specified by an 'S' line. S lines are optional.

An S line may refer only to the child most recent D line. If the SKU Bar Code specified in an S line is found not to be a child of the preceding D line, the S line will be ignored.

Serial

Field 1 = S	Required	1 Character
Field 2 = BOM Level	Required	Numeric
Field 3 = SKU Bar Code	Required	20 Characters
Field 4 = Serial Number	Optional	15 Characters

Example: S|1234567|SN24689

Example

Sample Data File:

H|cust1|PO12345||Y

D|SKU1|2|SN123

S|1|SKU3|SN152

S|2|SKU3|SN151

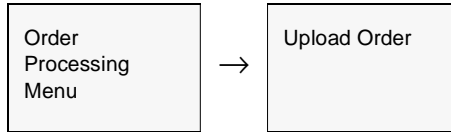
In this example, the SKU records have the following Parent/Child relationships.

Parent	Child	Grandchild
SKU1	SKU2	SKU3
	SKU3	

The Sample Data File would cause the following records to be inserted into the order detail table:

Sequence	BOM Level	Quantity	SKU	Serial Number
1	0	2	SKU1	SN123
2	1	2	SKU2	
3	2	2	SKU3	SN151
4	1	2	SKU3	SN152

Select



The Upload Order appears.



Fields

The following fields appear on the screen.

Field	Entry	Default	Reqd
Company	The company to be used on the Order Header	Session Default	Y
Division	The division to be used on the Order Header.	Session Default	Y
Received Date	The received date to be used on the Order Header	Session Default	Y
Required Date	The required date to be used on the Order Header	Session Default	Y
Order Status	The status the order is to be in after it has been created. Can be Open or Credit Hold requiring preauthorization before it can be processed.	Open	Y
Delimiter	The record delimiter character that is used in the data file.	Application Control setting	Y
From	The name of the flat file to load; include complete path. This can be defaulted, through the use of FLEXX Application Control <i>up_file</i> variable setting.	Application Control setting	Y
Start	Press Start to begin the process.		