

PeopleSoft®

EnterpriseOne 8.10
Sales Order Management
PeopleBook

May 2004

EnterpriseOne 8.10
Sales Order Management PeopleBook
SKU SCM810SOM0504

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Table of Contents

About These EnterpriseOne PeopleBooks Preface	1
EnterpriseOne Application Prerequisites	1
Obtaining Documentation Updates	1
Typographical Conventions and Visual Cues	2
Typographical Conventions.....	2
Visual Cues	3
Comments and Suggestions	3
Overviews	4
Industry Overview	4
Industry Environments and Concepts for Sales Order Management	4
Idea to Action: The Competitive Advantage.....	6
Sales Order Management System	8
System Integration	8
Features of Sales Order Management.....	11
Sales Order Entry	17
Working with Header Information	19
Understanding Header Information	19
Entering Header Information	21
Updating Header Information to the Detail Form	23
Adding Messages to Sales Orders	24
Promising Orders in Sales Order Entry.....	25
Defining User Defined Codes for Order Promising	27
Working with Detail Information	28
Understanding Default Information in Sales Order Detail Revisions	29
Integrating Other Systems with Sales Order Entry	32
Entering Detail Information.....	34
Entering Substitute, Associated or Promotional Items.....	38
Activating Notifications for Volume-Based Upselling	40
Working with Subsystem Processing in Sales Order Entry	41
Audit Log and Approval Processing	43
Working With the Audit Log.....	43
Working with Approval Processing.....	45
Processing Options for Sales Order Entry (P4210)	46
Generating a Sales Proposal	89
Setting Up Proposal Components.....	89
Defining Documents for Sales Proposal Generation	91
Generating a Proposal During Order Entry.....	94
Entering Sales Orders with Templates.....	95
Recurring Sales Orders.....	97

Working With Recurring Orders	97
Processing Recurring Orders.....	99
Working with Kits and Configured Items	99
Entering Kit Orders.....	101
Understanding Configured Item Orders	102
Working with Store and Forward Orders	103
Downloading Master Tables to the Workstation	105
Creating Orders That You Store and Forward	108
Uploading Orders to the Server	109
Processing Batch Sales Orders	110
Correcting Batch Sales Orders	110
Batch of One Processing	112
Customer and Supplier Self-Service	113
Setting Up Self-Service for Customers and Suppliers.....	113
Addressing Security Issues.....	114
Activating Processing Options for Customer Self-Service.....	115
Setting Up Product Hierarchies.....	115
Creating Sales Orders with Customer Self-Service	116
Using Keyword Search.....	117
Using the Product Catalog	118
Working with Your Favorites	118
Reviewing Sales Orders for Customer Self-Service.....	120
Inquiring on Orders	120
Revising Orders	121
Reviewing Product Availability	121
Reviewing Customer Information.....	126
Reviewing Shipment Status	129
Additional Order Entry and Release	132
Working with Order Releases	133
Releasing Orders on Hold.....	133
Releasing Backorders Online.....	135
Releasing Backorders in a Batch	136
Entering Credit Orders	142
Entering Credit Orders Manually.....	142
Entering System-Generated Credit Orders.....	143
Entering Transfer Orders	145
Working with Direct Ship Orders	147
Maintaining Integrity between Related Sales and Purchase Orders	148
Entering Direct Ship Orders	149
Working with Blanket Orders.....	150
Entering a Blanket Order.....	150
Creating a Sales Order from a Blanket Order	151
Releasing a Blanket Order.....	152
Releasing Multiple Blanket Orders.....	154
Working with Quote Orders	155

Entering a Quote Order	155
Creating a Sales Order from a Quote Order	156
Releasing a Quote Order	157
Releasing Multiple Quote Orders	158
Working with Intercompany Orders	159
Understanding Default Information in Interbranch Orders	160
Entering Interbranch Orders	160
Creating Intercompany Orders during Shipment Confirmation	162
Printing Intercompany Invoices	162
Updating Interbranch and Intercompany Transactions	163
Sales Order Information	164
Working with Item Information	164
Duplicating Sales Order Information	164
Reviewing Price and Availability Information	165
Locating Quantity Information	167
Reviewing Supply and Demand Information	173
Working with Customer and Sales Information	182
Reviewing Customer Account Information	182
Reviewing Customer Ledger Information	183
Reviewing Sales Orders	184
Generating Order Status Reports	187
Reviewing Sales Ledger Information	188
Reviewing Delivery Notes	189
Generating Sales History Reports	190
Working with Billing Information	191
Reviewing Online Invoices	191
Printing Order Acknowledgements	194
UCC 128 Compliance	209
Conforming to UCC 128 Compliance Practices	209
Setting Up UCC 128 Processing	216
Processing Shipments	221
Sales Order Processing	226
Updating Status Codes	226
Working with Picking Documents	227
Processing Serial Number Information	236
Understanding Serial Number Processing in the Distribution System	237
Working with Serial Numbers in a Branch/Plant	238
Working with Shipments	239
Additional Order Processing during Ship Confirm	240
Confirming Shipments	242
Processing Options for Shipment Confirmation (P4205)	245
Confirming Shipments in Batches	265
Printing Shipping Documents	268
Shipping Partial Order Quantities for Kits and Configured Items	271
Working with Transaction Processing	271
Prepayment Processing	273
Setting Up Prepayment Processing	273

Setting Up Status Flow for Prepayments	274
Setting Up Prepayment Types	274
Setting Up Prepayment Hold Codes	275
Authorizing Credit Card Transactions	276
Processing Options for Authorize Prepayment Transactions (R004201)	276
Updating Prepayment Transactions	277
Changing Prepayment Transactions during Order Processing	277
Manually Updating Transaction Status	279
Reviewing Transaction Status	280
Settling Prepayment Transactions	280
Processing Options for Settle Prepayment Transactions (R004202)	281
Working with Drafts	281
Understanding Preauthorized Drafts for Prepayments	281
Understanding Draft Collection for Prepayments	281
Invoices	283
Setting Up Invoice Cycles	283
Example: Scheduled Invoice Date Calculation	284
Running Cycle Billing	287
Reviewing the Cycle Billing Transaction Report	290
Processing Options for the Cycle Billing Program (R49700)	291
Printing Standard Invoices	291
Processing Options for Print Invoices (R42565)	293
End of Day Processing	309
Updating Sales Information	309
Updating Customer Sales	310
Using AAls with Sales Update	329
Reviewing Sales Update Reports	331
Reposting Orders	332
Recommitting Future Sales Orders	332
Restoring Active Orders	333
Reviewing and Approving Journal Entries	336
Processing Options for General Journal by Batch Report (R09301)	337
Posting Batches of Journal Entries	338
Processing Options for General Ledger Post (R09801)	339
Verifying the Post of Journal Entries	346
Purging Data	346
Running the Sales Order Header Purge	347
Running the Close Text Lines Program (R42960)	347
Running the Batch Receiver Purge	348
Running Detail to History	348
Running the Purge Audit Log	348
Processing Options for Purge Audit Log (R42420)	348
Returned Material Authorization	349
Setting Up RMA Defaults	349

Processing Options for Return Material Authorization Revisions (P400511)	352
Working with Returned Material Authorizations	353
Entering Returned Material Authorization Information	354
Entering Credit Memos	358
Running the RMA - Update Sales Order Status (R400502)	360
Running the RMA Purge Program (R400510)	360
Pricing	361
Setting Up a Base Pricing Structure	362
Setting Up Customer Price Groups	362
Setting Up Item Price Groups	364
Defining the Pricing Hierarchy	364
Setting Up Base Prices	366
Working with Complex Price Groups	370
Setting Up Complex Customer Price Groups	370
Setting Up Complex Item Price Groups	372
Generating Price Group Relationships	373
Working with Standard Price Adjustments	373
Setting Up Inventory Pricing Rules	374
Setting Up Trade Discounts	376
Setting Up Contract Pricing	377
Updating Base Prices	378
Updating Prices	378
Updating Prices for a Customer	380
Converting Price Levels	382
Generating New Base Prices in a Different Currency	383
Preferences	387
What Are the Preference Types?	388
Basic Preferences	393
How Does the System Use Basic Preferences?	394
Example: Applying a Basic Preference	394
Working with the Preference Master and Hierarchy	395
Assigning Customers and Items to Groups	398
Setting Up Basic Preferences	402
Advanced Preferences	403
Advanced Preference Processing	406
Working with Preferences	407
Activating Preferences	407
Locating Preferences	409
Custom Preference Types	409

Carrier Preference.....	410
Customer Currency Preference	410
Customer Freight Preference.....	410
Delivery Date Preference	411
Document Distribution Preference	413
Document Set Preference.....	413
End Use Preference.....	415
Extended Terms Deal Preference.....	415
Freight Preference	415
Grade and Potency Preference.....	416
Gross Profit Margin Pricing Preference	416
Inventory Commitment Preference	417
Line of Business Preference	418
Mode of Transport Preference	419
Multiple Shipping and Receiving Locations Preference.....	419
Next Order Status Preference.....	419
Options and Equipment Preference.....	420
Order Preparation Days Preference	420
Payment Terms Preference	421
Price Adjustment Schedule Preference	422
Pricing Unit of Measure Preference	422
Product Allocation Preference.....	423
Quality Management Preference	424
Revenue Business Unit Preference.....	424
Sales Commission Preference.....	425
Sales Price Based on Date Preference	425
User Defined Price Code Preference.....	425
Customer Segment Based Selling	426
Assigning a Buying Segment Code to a Customer.....	426
Adding Customer Segment Items to a Sales Order.....	427
Updating Buying Segment Codes.....	428
Building Customer Segment Items	429
Tax Information	431
Setting Up Tax Authorities	431
Setting Up Tax Rate Areas	432
Tax Rate Areas for Items	433
Revising Tax Rate Areas	433
Processing Options for Tax Rate/Areas (P4008).....	436
Setting Up Tax Rules by Company	436
Assigning Tax Information to Customers	440
What Are the Types of Tax Explanation Codes?.....	440
How Does the System Calculate Taxes?.....	441
Setting Up AAIs for Taxes	445
Distribution AAIs for Taxes.....	446
Creating Intrastat Reports in an “As If” Currency	449
Example: Company and Intrastat Reporting in Different Currencies.....	449
Updating the Intrastat Revision Table.....	450
Processing Options for Intrastat Generation - Sales (R001811)	450
System Setup	453
Defining Related Addresses.....	454

Entering Related Addresses	454
Defining the Invoicing Address.....	455
Defining Default Address Types.....	456
Setting Up Customer Billing Instructions	457
Converting Customer Limit Amounts	462
Example: Rounding Converted Limit Amounts	462
Setting Up Constants	463
Defining Branch/Plant Constants	463
Defining Item Availability	465
Defining System Constants.....	466
Defining Batch Control Constants.....	468
Setting Up Location Control	469
Setting Up Order Line Types.....	471
Setting Up Order Activity Rules.....	473
Setting Up Order Templates	475
Creating a Standard Template	475
Updating an Existing Template	476
Creating a System-Generated Template	476
Setting Up Date-Sensitive Customer Sets	477
Setting Up Order Hold Information	478
Defining Order Hold Codes	479
Setting Up Minimum and Maximum Order Amounts.....	481
Setting Up Order Hold Codes for Credit Checking	482
Setting Up Order Hold Codes for Margin Checking	483
Setting Up Partial Order Holds.....	484
Assigning Hold Codes during Order Entry	485
Assigning Hold Codes in the Customer Billing Instructions	485
Setting Up Commission Information.....	486
Setting Up a Sales Group	487
Assigning Commission Information.....	488
Setting Up Commission Constants	489
Reviewing Commission Information.....	491
Setting Up Branch Sales Markups	492
Setting Up Automatic Accounting Instructions	494
AAIs for the Sales Order Management System	494
Defining Flexible Account Numbers	495
Setting Up Record Reservations	500
Interoperability	502
Setting Up for Interoperability Transactions	503
Reviewing Record Types	503
Setting Up Transaction Types.....	504
Setting Up Data Export Controls.....	504
Setting Up the Flat File Cross-Reference	505
Running the Conversion Program.....	506
Receiving Transactions	507
Reviewing and Revising Interoperability Transactions.....	508

Reviewing the Processing Log.....	509
Sending Transactions	510
Working with Subsystem Processing in Sales Order Entry	510
Vertex Sales Tax Q Series	513
EnterpriseOne PeopleBooks Glossary	514
Index	551

About These EnterpriseOne PeopleBooks

Preface

EnterpriseOne PeopleBooks provide you with the information that you need to implement and use PeopleSoft EnterpriseOne applications.

This preface discusses:

- EnterpriseOne application prerequisites
- Obtaining documentation updates
- Typographical elements and visual cues
- Comments and suggestions

Note

EnterpriseOne PeopleBooks document only fields that require additional explanation. If a field is not documented with the process or task in which it is used, then either it requires no additional explanation or it is documented with common elements for the section, chapter, PeopleBook, or product line.

EnterpriseOne Application Prerequisites

To benefit fully from the information that is covered in these books, you should have a basic understanding of how to use EnterpriseOne applications.

See the *Foundation Guide*.

You might also want to complete at least one EnterpriseOne introductory training course.

You should be familiar with navigating the system and adding, updating, and deleting information by using EnterpriseOne menus and forms. You should also be comfortable using the World Wide Web and the Microsoft Windows or Windows NT graphical user interface.

These books do not review navigation and other basics. They present the information that you need to use the system and implement your EnterpriseOne applications most effectively.

Obtaining Documentation Updates

You can find updates and additional documentation for this release, as well as previous releases, on the PeopleSoft Customer Connection Website. Through the Documentation section of PeopleSoft Customer Connection, you can download files to add to your PeopleBook Library. You can find a variety of useful and timely materials, including updates to the full PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM.

Note

Before you upgrade, you must check PeopleSoft Customer Connection for updates to the upgrade instructions. PeopleSoft continually posts updates as the upgrade process is refined.

See Also

PeopleSoft Customer Connection Website, <http://www.peoplesoft.com/corp/en/login.jsp>

Typographical Conventions and Visual Cues

This section discusses:

- Typographical conventions
- Visual cues

Typographical Conventions

The following table contains the typographical conventions that are used in EnterpriseOne PeopleBooks:

Typographical Convention or Visual Cue	Description
<i>Italics</i>	Indicates emphasis, topic titles, and titles of PeopleSoft or other book-length publications. Also used in code to indicate variable values.
Key+Key	A plus sign (+) between keys means that you must hold down the first key while you press the second key. For example, Alt+W means hold down the Alt key while you press W.
Monospace font	Indicates a PeopleCode program or other code example.
“ ” (quotation marks)	Indicates an adjective that is used in a way that might not be readily understood without the quotation marks, for example "as of" date, "as if" currency, "from" date, and "thru" date.
Cross-references	EnterpriseOne PeopleBooks provide cross-references either below the heading "See Also" or preceded by the word See. Cross-references lead to other documentation that is pertinent to the immediately preceding documentation.

Visual Cues

EnterpriseOne PeopleBooks contain the following visual cues:

- Notes
- Cautions

Notes

Notes indicate information that you should pay particular attention to as you work with the PeopleSoft system.

Note

Example of a note.

Cautions

Text that is preceded by *Caution* is crucial and includes information that concerns what you must do for the system to function properly.

Caution

Example of a caution.

Comments and Suggestions

Your comments are important to us. We encourage you to tell us what you like, or what you would like to see changed about PeopleBooks and other PeopleSoft reference and training materials. Please send your suggestions to:

PeopleSoft Product Documentation Manager, PeopleSoft Inc., 4460 Hacienda Drive, Pleasanton CA 94588

Or you can send e-mail comments to doc@peoplesoft.com.

While we cannot guarantee an answer to every e-mail message, we will pay careful attention to your comments and suggestions.

Overviews

Customer-focused supply chain execution has emerged as the key to sustained competitive advantage and growth. Mass customization of products and changing methods of distribution require more personalized sales order management.

Sales order management involves much more than taking an order and shipping it. Today's requirements include sophisticated order management, inventory allocation, kits and configurations, and promotional pricing. The Sales Order Management system allows you to address these issues.

Industry Overview

Customer focused supply chain execution has emerged as the key to sustained competitive advantage and growth. Just as the "one size fits all" product no longer satisfies today's customer, the "one size fits all" order no longer works in the sales industry.

Industry Environments and Concepts for Sales Order Management

Today's companies need to quickly respond to the most complex requests with the ability to combine any type of transaction on the same sales order - from stock items, to configured items, to manufactured items, from promotional management to special shipping, and from simple invoicing to multi-site billing arrangements. To be a viable force in today's sales market, you need to make the most of sales opportunities with rapid access from a single screen to all of the information that you need to configure products, evaluate pricing options, verify delivery dates, calculate freight, and check customer credit.

Customer Service

To stay competitive, you need to maintain excellent customer service. You need to provide immediate, knowledgeable response to customer inquiries by answering any customer question about product availability, order status, order history, credit, and invoicing, from a single screen.

Customer service personnel need to guide customers to the best solutions that their company offers with built-in product options and full prompting of valid configuration and feature choices at sales order entry. Excellent customer service can also require offering alternatives from an online substitution list when requested items are out of stock.

Customer service also means integrating enterprise-wide product supply and customer information. High product visibility is important, and needs to provide accurate supply information with access to the most current inventory, sales, purchasing, and manufacturing data. To provide excellent customer service, sales personnel need to be able to enter the desired quantities and availability dates directly into the sales order, as well as to expedite sales with the online review of customer credit statuses, ship-to and bill-to information, and payment terms.

Multiple Order Types

To be successful, you need to manage all order types from the same system, including quotes, blanket orders, transfers, direct ship requests, and credits. For example, companies in the commodities industry lock in agreements with their customers to purchase items at an agreed-upon price and quantity over a specified period of time. Blanket or contract orders are often entered to lock in a price for items.

Credit Checking

To help eliminate the risk of processing orders from customers with bad credit, you need a method of checking your customers' credit based on a defined credit limit. If orders go on hold because a customer is over the credit limit, the system that you use should not process the order until that hold is released.

Partial Order Holds

You can strengthen your strategic connection with your customers with flexible sales order management. If your customers request not to receive any shipment of their order until it is filled in its entirety, or if they want their orders parceled out to them as items are available, you should use a method of partial shipments, or partial order holds to meet these specific customer demands.

Preference Profiles

You can implement a method of direct sales order workflow by utilizing easy-to-maintain, rule-based preference profiles. Preference profiles can save time in fulfilling the sales strategies that you have established with your customers.

When you use preference profiles, you can define your internal processes (such as reports, labels, workflow, quality, and shipping) based upon a customer or customer group. You can allow customer-specific, item-specific, or customer and item-specific information for product allocations, supply locations, pricing, terms, delivery, and invoicing. Preference profiles are a low cost and efficient means of responding to customer needs.

Order Templates

To speed sales transactions, you can use system-generated order templates that you base on customer buying patterns. Templates streamline order workflow by setting up a preliminary order for an established pattern of customer activity. Organizing order workflow recognizes not only the needs of your customers, but also realizes the realities of your operating environment.

Store and Forward

If you use store and forward features, you use your laptop computer to configure and enter sales orders, which are later downloaded into a parent system. Sales representatives often work on sales with customers at the client site and need to transfer data to the parent system electronically.

Store and forward features can also be helpful in sales environments that embrace manufacture-to-order or configure-to-order processes.

Customer Self-Service

Internet commerce has become an essential ingredient of conducting business for many companies. Customers look for companies that are "open" to customers 24 hours a day.

Research estimates that businesses purchased \$43 billion USD over the Internet in 1998, and predicts that over 90% of the estimated \$1.4 trillion USD in e-commerce transactions in 2003 will be business to business.

In order to provide excellent customer self-service, you must capitalize on the communication features available on the Internet. You must learn to speed communication across the supply chain by defining user types and interface methods. You need to maintain security without having to dictate hardware and software standards to your customers and supply chain partners, but you also need to provide access through client/servers, thin clients or web browsers, regardless of the operating system or software that you deploy.

Promotion Management

In highly competitive markets, accurate pricing can be the difference that sets you apart from other companies. By combining regular discounts and promotions with the capability of applying more than one pricing adjustment to any item on a sales order, and managing rebate accruals into defined ledger accounts, you can improve profitability and competitiveness.

Your sales and marketing organizations can develop pricing strategies to target different market sectors, which gives them the ability to react promptly and effectively to their competitor's pricing strategies and marketing conditions. Ideally, multiple costs and prices should be maintained by item, customer, or both, with effectivity dates, to cover all of the pricing scenarios.

Idea to Action: The Competitive Advantage

The following examples are typical problems that occur during the Sales Order Management processes. For each example, a corresponding business activator is described, which you can use to resolve each problem. Where applicable, information regarding the return on investment is also provided.

How can we protect ourselves from customers with bad credit?

Use the Sales Order Management system's hold code features to stop the processing of orders that put customers over their credit limit. If an order is on hold, the order will not be processed until it is released from the hold. When you lower the debt owed you from your customers, your revenue increases.

How can we ensure that our profit margins aren't affected by price manipulations during order entry?

Use profit margin hold codes to place orders on hold that are below or above a specified profit margin range. You can also use protect price columns during sales order entry.

Maintaining a profit margin range can ensure consistently high revenue. Protecting pricing columns reduces errors during order entry, which improves quality and increases customer satisfaction.

How can we increase the speed of our sales transactions?	Use the Sales Order Management system's order templates to speed up the process of sales order entry. Templates speed order processing by displaying your customer's most frequently ordered items. A template is a system-generated "best guess" about what your customer will order. Using templates generates customer satisfaction.
How can we integrate enterprise-wide product supply and customer information?	Use the Supply and Demand Inquiry program (P4021) to check available-to-promise product schedules in real time. You can also view desired quantities and availability dates from the Supply and Demand Inquiry program, and pull them directly into the sales order. Having access to your inventory in this way increases product visibility.
How can we best meet our customers kit processing and configure-to-order needs?	Use the Sales Order Management system's kit processing features, or the Sales Configurator system to guide customers to the best kit processing or configured product solutions. Your customers can take advantage of built-in product options in kit processing. Configuration checking and valid feature choices are performed by the system during sales order entry. Providing options to customers increases customer satisfaction and can ultimately increase revenue.
We want to move toward a "to order/to postponement" environment. How can we implement this model?	Use the Sales Order Management system's store and forward functionality in conjunction with the Sales Configurator system. Your sales force representatives can work with clients on site, and transfer the data to the system at a later time.
How can commodities businesses lock in prices?	Use the Sales Order Management system's contract and blanket order features to lock in prices that vary due to market fluctuations and supply challenges. Locking in prices helps you to stabilize your profit margins.
How can we utilize business-to-business commerce?	Use the Sales Order Management system's customer self-service features to allow your customers to enter their own orders, inquire upon the status of orders and inquire on inventory, all through the internet. Your customers will have immediate customer service and up-to-date information on their accounts. Utilizing the internet for your business-to-business solutions can help you develop new business models and gain new customers.
How can we set up multiple customer master records for one customer?	Use the Sales Order Management system's line of business preferences to differentiate multiple customer processing instructions while maintaining the same, singular address book record for the customer. Often, one enterprise deals with customers through multiple lines of business. Product, division or geography may be differentiators of the lines of business. You can also set up separate credit limits by line of business.
How can we automate our methods of controlling and monitoring changes to prices and price adjustments?	Use the Advanced Pricing system's Price Approvals program to set up a process and workflow for approving price changes. These price changes are automatic, self-documenting and routed through workflow processing so that the appropriate personnel within your organization can approve changes.

How do we allow for payment at the time of order entry?

Use the Sales Order Management system's prepayment processing to generate a customer receipt in place of an invoice, or to perform credit card authorizations and final settlements.

How can we generate sales proposals?

Use the Sales Order Management system's Automatic Document Generation program to create sales proposals. The Automatic Document Generation program can combine information such as the sales configuration, quotes, financial highlights and pricing information. The program can retrieve various pieces of information from different departments across your company and can utilize media objects. Proposals created by the Automatic Document Generation program can be easily and quickly modified by sales force personnel.

Sales Order Management System

Sales order management involves much more than taking an order and shipping it. Today's requirements include sophisticated order management, inventory allocation, kits and configurations, and promotional pricing. The Sales Order Management system allows you to address these issues.

You can enhance customer service by using the Sales Order Management system to create order templates, standing or blanket orders, and quote orders. Also, the Sales Order Management system provides additional customer service support through online displays that provide the following:

- Pertinent order, inventory, transportation, and financial information
- Net profitability of a product line when promotions, discounts, and allowances are applied

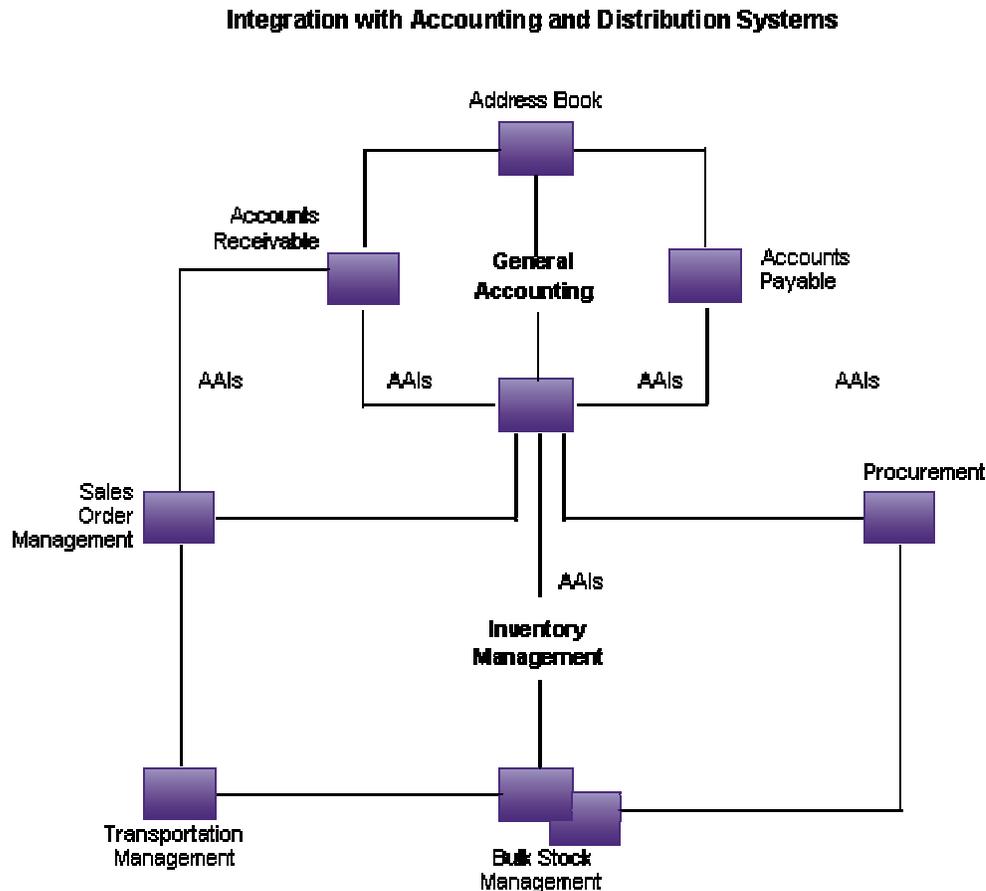
You must manage pricing efficiently, given the complexity of customer- and market-specific contracts, special promotions, allowances, and date effectiveness. The Sales Order Management system allows you to set up a flexible base pricing structure. You can then define price adjustments to revise and update prices when necessary.

System Integration

PeopleSoft EnterpriseOne Sales Order Management system works with other distribution, logistics, and manufacturing systems to ensure that customer demand is met. Supply and demand components must balance to ensure that this takes place. The key is integration and the proactive use of distribution and logistics information.

Integration with Accounting and Distribution Systems

The following graphic illustrates and describes how the Sales Order Management system integrates with the General Accounting system and other systems:



General Accounting

The central point of integration is the General Accounting system which tracks sales order accounting. All distribution systems interface with the General Accounting system through the use of automatic accounting instructions (AAIs).

Address Book

The Address Book system stores up-to-date customer billing and warehouse address information.

Inventory Management

The Inventory Management system stores item information for the Sales Order Management, Purchase Management, and manufacturing systems. It also stores sales and purchasing costs and quantities available by location and tracks holds for locations that should not be sold from. Any change in inventory valuation, count variances, or movement updates the general ledger.

Procurement

The Procurement system supports direct ship order and transfer order processing. You can use the system to release receipts to backordered items.

Advanced Pricing

You can use the Advanced Pricing system in conjunction with the Sales Order Management system. This system integrates with many of the price-related programs in the Sales Order Management system and provides additional pricing, preference, reporting, and setup functionality.

Warehouse Management

You can use the Warehouse Management system in conjunction with the Sales Order Management system. This system integrates with many of the programs related to items and provides additional reporting, picking, and setup functionality.

Transportation Management

Sales Order Management can be closely integrated with the Transportation Management system to provide carrier, shipment and advanced sales order (ECS) functionality.

If you set up the Sales Order Management system to interface with Transportation Management, you process sales orders to:

- Build trips
- Load and deliver bulk and packaged items
- Calculate freight charges

At load and delivery confirmation, the system retrieves cost information and relieves inventory from the Inventory Management system. This retrieval information is based on any sales orders that are load and delivery confirmed as reported by the Sales Order Management system.

In addition, the system updates the general ledger based on the following scenarios:

If you create the following scenario:	The system will perform the following tasks:
Load confirm only with an invoice date in the future	<ul style="list-style-type: none"> • Create in-transit entries • Cycle Billing creates deferred costs of goods sold, revenue, and accounts receivable entries
Load confirm only without a future invoice date	<ul style="list-style-type: none"> • Create in-transit entries
Load and delivery confirm with an invoice date in the future	<ul style="list-style-type: none"> • Cycle Billing creates inventory, deferred costs of goods sold, and Accounts Receivable entries

Advanced Cost Accounting

Optionally, you can use Advanced Cost Accounting with the Sales Order Management system. This system integrates with many of the programs related to managerial accounting and activity-based costing functionality.

Features of Sales Order Management

The Sales Order Management system provides the following features:

- Extensive user defined information
- Recurring order and order template processing
- Customer and item preference profiles
- Online inventory availability and available-to-promise information
- Comprehensive order and line status tracking
- Flexible pricing and discounting, which supports promotions, contracts, and allowances

Order Entry

Order entry allows you to record information about your customers and the items that they have ordered. When you enter a sales order, the system automatically enters pertinent information that currently exists in the customer, item, preference, and pricing records. Sales order processing begins as soon as you complete the order entry process.

The Sales Order Management system provides the following types of additional orders to accommodate specific ordering situations:

- Quote orders
- Blanket orders
- Direct ship orders
- Interbranch sales orders
- Credit orders

You enter these types of orders in the same way that you enter basic sales orders. However, the system processes each type of order differently. Some orders, such as blanket and quote orders, can be prerequisites to actual sales orders. That is, you must enter these types of orders before you can enter sales orders based on them.

Customer Self Service

With Customer Self Service, you can set up sales order processing to accommodate transactions that occur on the Internet. Your customers can place orders, review your inventory and availability, select products, check the status of shipped items, inquire on existing orders, and review order history.

Prepayment Processing

When you enter orders for your customers, you can accept multiple forms of payment in a method that is mutually convenient to you and your customer. You can generate invoices to send to your customers for payment or you can accept payment up front, such as payment from credit card, cash or check. You can generate an invoice as a customer receipt, and for credit card transactions, a corresponding draft that you can collect from the credit card company.

Templates

With some advance preparation and setup, you can significantly speed up the order entry process. One way to do this is to create and assign order templates for your customers. Templates speed the order entry process by reducing repetition.

An order template displays frequently ordered items and quantities. You can create two types of templates:

Standard templates

A standard template applies to all customers. You can assign a standard template to appear every time you enter an order.

Customer-specific templates

Customer-specific templates include a specific customer's most frequently ordered items. You can display a customer-specific template only when you enter orders for that customer.

Order Release

You might have orders on hold for several reasons. For example, you might place orders on hold that do not meet margin requirements. When an order is on hold, it must be released back into the processing cycle for any additional processing to take place.

The system can withhold an order or order line from the processing cycle if you do not have the quantity to fill the order or order line. This type of hold is a backorder. You release backorders when inventory becomes available.

Processing Orders

After you enter sales orders, you typically advance them through the processing cycle in the following sequence:

1. Print control pick lists and pick slips.
2. Confirm shipment.
3. Generate invoices.
4. Update information to the general ledger (G/L).

Updating Status Codes

Each step of the order process has user defined status codes that you define in the order activity rules. The system uses each status code to track where an order is within the sales order process. For example, if you are ready to confirm for shipment, the order might have a status code of 560.

The process that you define for your sales orders may include additional steps, depending on the types of customers that you have.

If you have activated ECS Control in System Constants, the process that you define for your sales order might include additional steps to accommodate advanced ECS features. The following table illustrates the relationship between processing steps and status codes:

Standard Functionality Order Process			ECS Advanced Functionality Order Process		
Last Status		Next Status	Last Status		Next Status
520	Enter Sales Order	540	520	Enter Sales Order	525
540	Print Pick Slips	560	525	Assign a Trip	542
560	Confirm Shipments	578	542	Print Loading Notes	562
578	Run Cycle Billing	580	562	Load Confirm	573
580	Print Invoices	600	573	Delivery Confirm	575
999	Closed		575	Billable Freight	576
			576	Payable Freight	578
			578	Run Cycle Billing	580
			580	Print Invoices	600
			600	Sales Update	999
			999	Closed	

Sales Order Information

You can review and analyze sales order information and generate reports to track the status of sales orders and invoices. For example, you can review the present status of any order, such as an order that is on hold, to accurately plan for future needs.

When entering or reviewing a sales order, you can quickly access item information, such as the item number, availability, quantity cost-breaks, and so on. This is helpful when you are speaking directly to the customer.

You can also access information about customer accounts and open and closed sales orders. For example, you can use the Credit Check program (P42050) to compare a customer's total accounts receivable and open orders with their credit limit. You can also review sales history information and billing information that doesn't print on the invoice that the customer receives.

Order Promising

In today's sales and production environments, customers want to receive immediate feedback about their orders. With Order Promising, you can give your customers a specific delivery date at the same time you enter their order. Order Promising takes into account production capacity and the availability of materials before providing a delivery date to ensure timely delivery to your customers and consistent customer service from your company.

Order Promising can also assist you in supply chain management. For example, with Order Promising you can manage and reduce your leadtime fulfillment by ensuring that you have the materials and production capacity necessary to fill customers orders. You can also use Order Promising to make your inventory more flexible, reducing the need to hold finished or semi-finished goods in your inventory.

Order Promising uses existing supply and demand records and events to return a delivery date to a customer in real time. It calculates the available-to-promise (ATP) and capable-to-promise (CTP) delivery of items.

End of Day Processing

You perform end-of-day processing to complete the order processing cycle. Performing end of day processing consists of running batch programs to:

- Update all tables and records related to customer sales
- Post journal entries resulting from the order processing cycle

You should run the Sales Update program (R42800) each day to keep the most accurate sales information. You update your sales information on a daily basis to do the following:

- Keep accounts receivable records current
- Provide daily activity reports
- Keep general ledger accounts current for inventory, cost of goods sold, sales, and freight
- Keep inventory on-hand balances accurate
- Keep interim sales and commission reports accurate

Pricing

For each item that you sell, you must define the price at which to sell it. You use Sales Order Management pricing to define a base pricing structure. The system uses this base pricing structure to retrieve prices when you enter items on an order and to calculate price adjustments and updates. You can define base prices for any combination of items, item groups, customers, or customer groups.

After you define base prices, you can set up price adjustments that might include the following types of price calculations:

- Contract pricing, which applies special pricing for an item to a single customer or customer group
- Trade discount pricing, which is a discount percentage on all items for a specific customer
- Cash discount pricing, which you can apply to individual sales order detail lines
- Repricing, which are additional discounts or markups that you can set up or to recalculate sales orders

Preferences

You can use preferences to customize the way that sales orders are processed. For sales order processing, PeopleSoft provides you with preferences that you can customize to meet your specific business requirements. You can use either basic or advanced preference processing.

Typically, you create preferences when you have consistent business requirements that differ from the default values for the Sales Order Management system. For example, you can create preferences to suit the needs of:

- Your customer's specific requirements
- Your company's policies
- Regulatory agencies' rules

System Setup

You can customize the Sales Order Management system to meet your company's needs and customer demand. Before you use the Sales Order Management system to process sales orders, you must perform the following system setup tasks:

- Set up constants that provide the system with default information for day-to-day transactions within a branch/plant
- Set up customer billing instructions, which are rules that the system uses to process a customer's order
- Set up order line types, which are codes that determine how the system processes a detail line in an order
- Set up order activity rules to establish the sequence of allowable steps that an order takes from beginning to end
- Define the codes that the system uses to place sales orders on hold

- Define branch sales markups, which are transfer costs that apply to interbranch sales or transfer orders
- Set up commission information for a specific salesperson or a group of salespeople
- Set up automatic accounting instructions (AAIs), which provide the Sales Order Management system with accounting information and general ledger relationships for interacting with the General Accounting system

Sales Order Entry

You enter sales orders to input information about your customers and the items that they order. When you complete the required fields for the sales order, the system retrieves the appropriate customer, item, and preference records from the following tables, programs or systems:

- Address Book Master (F0101)
- Customer Master (P03013)
- Customer Master (F0301)
- Item Master (F4101)
- Preference Master (P40070)

The system also retrieves the base price information when you enter the item on a sales order.

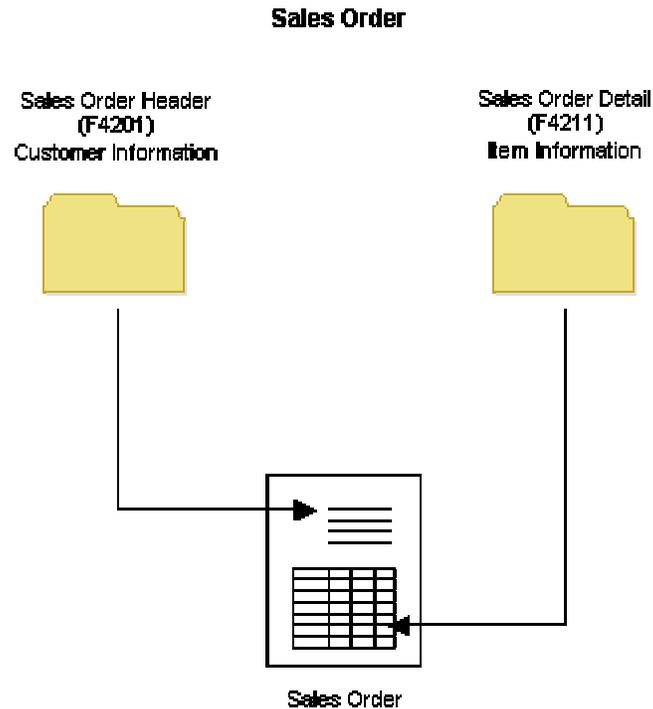
You can review the information on an order and make any necessary changes. If you change the default information in an order, the new values do not affect information in the master records. To change the default information, you can access the appropriate form.

You can enter international sales orders using the same procedures as domestic sales orders if you activate the multi-currency conversion option.

A sales order has two types of information:

Header information	This information relates to an entire order. The system maintains this information in the Sales Order Header File table (F4201). The system also retrieves information from the Address Book Master table (F0101) and the billing instructions in the Customer Master table (F0301) to complete the order.
Detail information	This information primarily relates to individual lines in a sales order and to items. The system maintains this information in the Sales Order Detail File table (F4211). The system also retrieves information from the Sales Order Header File (F4201), the Item Master (F4101), the Item Location File (F41021), and the Customer Master (F0301) tables to complete the order.

The following graphic illustrates how header and detail information relate to a sales order:



Prerequisites

- ❑ For ECS processing, turn on ECS Control in the System Constants of the Branch/Plant Constants program (P41001).
- ❑ Verify that the following information is set up prior to entering sales orders:
 - Address information for each customer in the Address Book Master table (F0101).
 - Billing instructions for each customer in the Customer Master (F0301) table. See *Setting Up Customer Billing Instructions* in the *Sales Order Management Guide*.
 - Item Information in the Item Master (F4101) and Bulk Item Master (F41011) tables. See *Entering Item Master Information* in the *Inventory Management Guide*.
 - Branch/plant information for each of your branch/plants in the Inventory Constants table (F41001). See *Setting Up Constants* in the *Sales Order Management Guide*.
 - Item and branch/plant information in the Item Branch File table (F4102), the Item Location File table (F41021), and the Item Master table (F4101) for each item that you stock.
 - Preferences for customer and item combinations. See *Working with Preferences* in the *Sales Order Management Guide*.
 - Default location and printers for your terminal or user profile in the Default Location/Printers table (F40095).
 - Multi-currency, if you are processing orders using different currencies.

Working with Header Information

Each sales order has header information that is primarily customer-related and can pertain to the entire order, including:

- Billing address
- Currency code and exchange rate
- Payment terms and payment instrument
- Order hold codes
- Order dates

Header information also contains information about the conditions that affect how the system processes a sales order, such as billing instructions and delivery dates.

Most of the remaining header information, such as tax code and area, shipping address, and freight information, consists of default values from the Address Book Master table (F0101), and the customer master billing instructions stored in the Customer Master table (F0301). During order header entry, you can review and change the values that apply to a specific order. To change the information that the system retrieves for future orders, you can access the appropriate form to change the master information.

In addition to the header information that you enter, you can create a message and attach it to a sales order so that it appears on the sales order header when you print it.

The processing options are the same for both header and detail information on sales orders.

Prerequisites

- ❑ Verify that the processing options in the Sales Order Entry program (P4210) are set up to display header information before the detail information.
- ❑ Verify that you can process multi-currency sales orders, if necessary.

Understanding Header Information

Header information is primarily customer-related and pertains to the entire order. Most header information consists of default values from the Address Book Master table (F0101), and the customer billing instructions and other information stored in the Customer Master (F0301) table.

When you enter an order header, you can review and change the values that apply to a specific order. To change the information that the system retrieves for future orders, you can access the appropriate master table, such as Address Book Master, to change the information. The only header information that you cannot change is the order number, company, and document type, because this information uniquely identifies the record.

Related Addresses

When you set up customer billing instructions and other customer master information, you define the address to which you send the invoice as the Sold-To address and the address to which you send the shipment as the Ship To address. You can define related addresses for a customer if the order information, such as the shipping requirements, differs from the billing information, such as invoice copies and payment terms. The system fills in the sold-to address whenever you enter the ship-to address.

During order entry, the system retrieves accounts receivable information, such as tax explanation codes and rate areas, from the Customer Master (F0301) table. For direct ship, transfer orders, or sales orders with differing sold to and ship to addresses, the system retrieves the tax explanation code from the sold to address and the tax rate and area from the ship-to address. Other accounts receivable information defaults from how you have set up customer billing instructions, such as billing address type (sold to, ship to, or both), credit information, and invoice copies.

Reviewing Credit Information

When you enter an order, you can verify the accounts receivable and aging balances for the sold-to address. You can use this information to assist your customer on the current order.

You access the Credit Check program (P42050) from the Form menu in Sales Order Header form to review information about a customer's account and credit status. You can compare the customer's total accounts receivable and open orders to the customer's current credit limit assigned in the Customer Master (F0301) table to determine if the credit limit has been exceeded.

In Credit Check, you can access the following types of information:

- Accounts receivable (for example, any balances that are currently due)
- Account history (for example, customer ABC ranking, invoice, and payment information)
- Open sales orders (for example, order dates and amounts)

See Also

- *Reviewing Customer Information* in the *Sales Order Management Guide* for more information

Entering Commission Information

To apply salesperson or sales group and commission information to a single order, enter the information in the order header during order entry. If you enter salesperson and commission information, the system does not retrieve default information.

Note

After you enter order information, the system prompts you to review header information before accepting the order header. This is only a reminder. After you accept the order header information, the system displays the Sales Order Detail Revisions form.

Entering Header Information

When you enter a sales order, the system creates entries in two tables: the Sales Order Header table (F4201) and the Sales Order Detail table (F4211). Based on your processing option selection, you can enter header information before you enter detail information. If you do not enter header information before you enter detail information, the system creates an order header record based on the Sold To and Ship To address information that you enter in the detail information form.

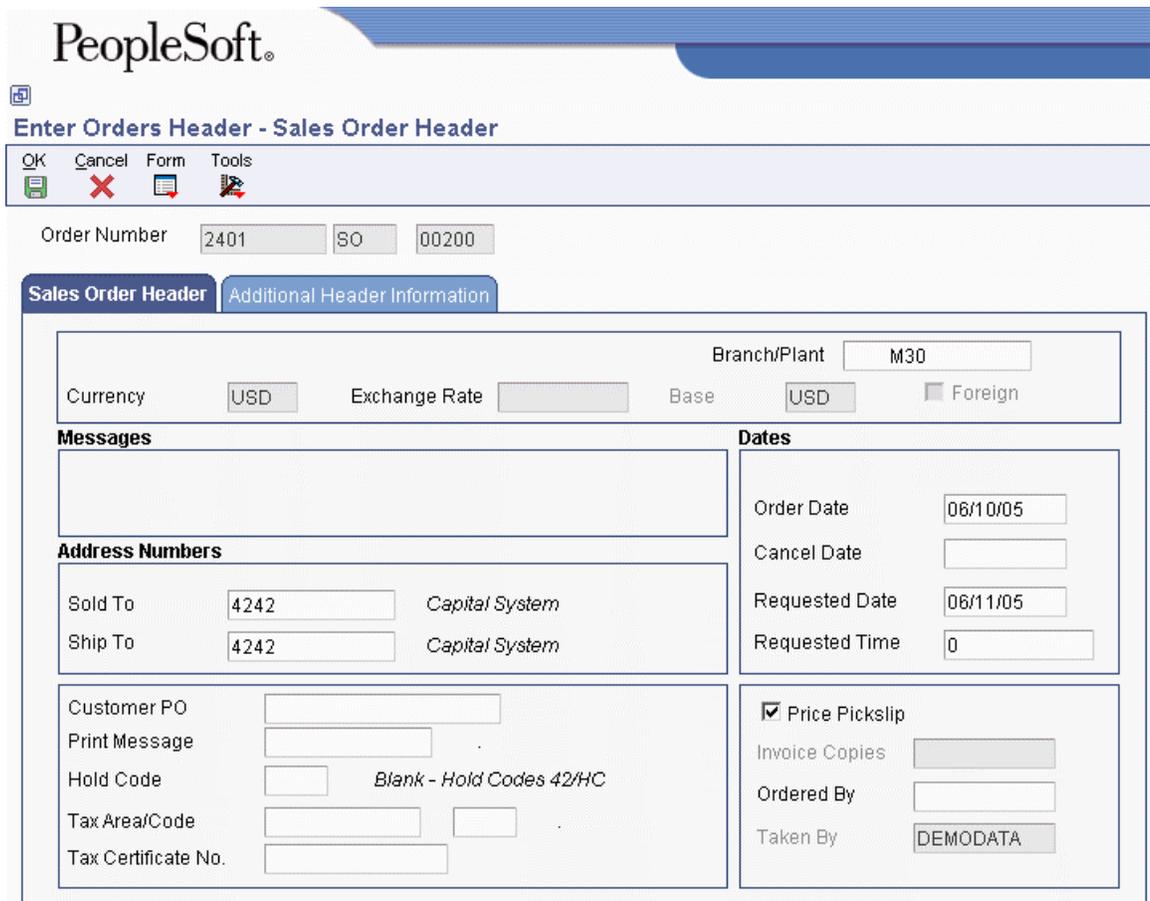
Currency Codes and Entering Order Header Information

When you set up customer master information, you specify the currency code with which the system processes the customer's transactions and the currency code by which the system records and stores transaction history. When you enter an order, you can override the currency code and the exchange rate for the sales order. After you have entered header information, you cannot change the currency information.

► To enter header information

From the Sales Order Processing menu (G4211), choose Enter Orders Header.

1. On Work With Sales Order Headers, click Add.



PeopleSoft®

Enter Orders Header - Sales Order Header

OK Cancel Form Tools

Order Number 2401 SO 00200

Sales Order Header Additional Header Information

Branch/Plant M30

Currency USD Exchange Rate Base USD Foreign

Messages

Address Numbers

Sold To 4242 Capital System

Ship To 4242 Capital System

Customer PO

Print Message

Hold Code Blank - Hold Codes 42/HC

Tax Area/Code

Tax Certificate No.

Dates

Order Date 06/10/05

Cancel Date

Requested Date 06/11/05

Requested Time 0

Price Pickslip

Invoice Copies

Ordered By

Taken By DEMODATA

2. On Sales Order Header, complete the following fields:
 - Branch/Plant
 - Sold To
 - Ship To
3. To override currency information, complete the following fields:
 - Currency
 - Base
 - Exchange Rate
4. To override currency information, choose the following option:
 - Foreign
5. Complete the following optional fields:
 - Customer PO
 - Print Message
 - Hold Code
 - Tax Area/Code
 - Tax Certificate No.
 - Order Date
 - Requested Date
 - Requested Time
 - Cancel Date
 - Ordered By
6. To review additional header information, click the Additional Header Information tab.

PeopleSoft®

Enter Orders Header - Sales Order Header

OK Cancel Form Tools

Order Number 2401 SO 00200

Sales Order Header Additional Header Information

Pricing and Payment Information

Adjustment Schedule NATIONAL *National Pric*

Payment Terms *Net 30 Days*

Payment Instrument *Default (A/R & A/P)*

Trade Discount

Cust Price Grp

Credit/Bank Information

Account Number

Expiration Date

Authorization No.

Delivery Instructions

Freight Information

Apply Freight

Carrier Number

Freight Code

Route Code *Blank - Route Code 42/f*

Stop Code *Blank - Stop Code 42/Sf*

Zone Number *Blank - Shipping Zone 4*

Display VM

Display WT

Mode of Trans

Reason Code

Buying Segment Codes

SoldTo Buying Segment Code

ShipTo Buying Segment Code

7. Review the default information and modify it, as necessary.
8. On Sales Order Header, click OK.

The system displays a warning on the status bar, reminding you to review order header information before accepting it.

9. Click OK a second time to accept the header information for your sales order.
- The system displays the Sales Order Detail Revisions form.

After you enter header information, follow the steps to enter detail information.

Updating Header Information to the Detail Form

Most of the header information consists of default values from the Customer Master program (P03013), and the Address Book Master (F0101) and Customer Master (F0301) tables, such as tax code and area, shipping address, and freight information. You can override this information when you enter an order or when you inquire on an order. If you change header information after you inquire on an order, you can ensure that changes to the header information are reflected in the detail information.

You can use two methods for updating header information to the detail form:

Automatic update First, you must set the processing option in Sales Order Entry (P4210) to automatically load header changes to detail lines. Then, use the Define Header Columns to Detail table to identify the fields that the system automatically updates on the detail form. If you change the header information in fields that you have selected in the table, the system updates the detail form.

Manual update After you inquire on the Sales Order Header form and make changes, use the Define Header Columns to Detail Table form to identify the fields that the system automatically updates to the detail form. Then, choose the menu option to populate the detail form with these fields. The system updates the detail form for this order only.

If you have set the processing option, Status Code Limit for Changes on the Process tab, in Sales Order Entry (P4210), you can only make changes to orders that are not at your defined status.

► **To update header default information**

From the Sales Order Processing menu (G4211), choose Enter Orders Header.

1. On Work With Sales Order Headers, locate the sales order for which you want to change header information.
2. Choose the order and then click Select.
3. On Sales Order Header, change the header information as necessary.
4. From the Form menu, choose Header To Detail and then choose Define.
5. On Define Header Columns to Detail Table, enter a 1 in the Select field for each data item you want to update and click OK.
6. On Sales Order Header, from the Form menu choose Header to Detail and then choose Populate to update the order detail with the changed information.
7. On Sales Order Detail Revisions, click OK.

Adding Messages to Sales Orders

You can attach a message, such as special packing instructions, to a sales order. For example, you can:

- Create your own text
- Copy text from existing messages
- Use a predefined text message

Regardless of the method that you use to add a message, you can view the message online and print it on the invoice and pick slip.

To print the associated text on the invoice, you must set the appropriate processing option in the Print Invoices program (R42565).

See Also

- *Printing Standard Invoices* in the *Sales Order Management Guide* for more information about adding messages to sales orders

► **To add messages to sales orders**

From the Sales Order Processing menu (G4211), choose Enter Orders Header.

1. On Work With Sales Order Headers, locate and choose the sales order to which you want to add a message.
2. From the Row menu, choose Attachments to access the Media Objects form.
3. On Media Object Viewer, click the appropriate media object type option.
4. Perform the necessary steps to create the attachment.
5. Click Save.

Promising Orders in Sales Order Entry

After you have set up Order Promising (P42232), and the system is tracking supply and demand history, Order Promising can perform the calculations necessary to deliver an Available-to-Promise (ATP) or Capable-to-Promise (CTP) delivery date when you enter a sales order.

When determining the promise date for an order, the system performs an ATP or CTP calculation and enters the result into the Scheduled Pick Date field on the Sales Order Detail Revisions form. The system also calculates the delivery leadtime, and adds the result to the Scheduled Pick Date, the Promised Ship Date, and the Promised Delivery fields. The Promised Delivery date is the date when the customer will receive their order.

Order Promising calculates on an item-by-item basis for each detail line in the sales order. Any time the order changes the system updates tables immediately so that subsequent orders reflect actual supply and demand.

When entering sales orders that require an ATP or CTP date, remember that the steps to enter order header and order detail information are the same. Order Promising is a feature in the Sales Order Management system and can be used with the following processes and options:

- Partial orders
- Backorders
- Partial shipments
- Substitutes
- Multisourcing

Note

Kits and configured items cannot be promised effectively because Order Promising does not recognize a customized bill of materials or routing. However, components of kits and configured items can be promised.

Generating Delivery Proposals with Order Promising

Order Promising can generate several delivery proposals to meet a customer's requested date of delivery for an order. After you have entered header and detail information, you initiate Order Promising. Then you can choose either the auto promise mode or scenario manager mode. The system uses XAPI functions to initiate, update, and send the request to promise.

While the system is sending this information, you will be unable to modify the open sales order.

Auto Promise Mode

When you choose the auto promise mode to promise a delivery date, the system generates several proposals, automatically chooses the one with the earliest delivery date, and then supplies that date.

Scenario Manager Mode

When you choose the scenario manager mode to promise a delivery date, the system generates several delivery date proposals and allows you to choose the date that best meets your customer's needs.

Customizing Order Promising Proposals

You can customize the options that Order Promising considers as it creates delivery date proposals. Proposals can be very restrictive, or very flexible, depending upon how you have entered the customer's information and the sales order information.

Order Promising uses default information from existing system setup whenever possible. You can override this information in the Order Promising Scenario Manager.

The following table outlines the codes, fields, and values that Order Promising uses for proposal data:

Code, Field, or Value:	Indications:
Business Objective	Which set of inclusion rules does the system use to promise the order? Order Promising uses the default information from the Billing Instructions in the Customer Master to associate a business objective to the customer.
Partial Order Shipments Allowed	Can line items be shipped on different dates? Order Promising uses the default information from the Billing Instructions in the Customer Master.
Backorders Allowed	Can line items be shipped later than the requested date? Order Promising uses the values from the Customer Billing Instructions and Branch/Plant Constants. Backorders Allowed must be enabled on both forms in order for backorders to be allowed.

Partial Line Shipment Allowed	Can line item shipments be split? Order Promising uses the default information from the Billing Instructions in the Customer Master.
Substitutes Allowed	Will the customer accept substitute items? Order Promising uses the default information from the Billing Instructions in the Customer Master.
Multi-Sourcing Allowed	Can items be shipped to a customer from different branch/plants? The system determines a customer's preference for single source branch/plant delivery through the setup of Order Promising. Otherwise, multisourcing is allowed.
Shipping Group	Is the item to be shipped part of a group that must ship together on the same date? If the customer requests a shipping group, you can indicate that preference in the Order Promising Scenario Manager.
Planning Unit of Measure	What is the smallest possible planning unit of measure that can be shipped as part of an order? The system uses the unit of measure entered in the sales order. Order Promising never suggests a delivery proposal with a fraction of the unit of measure indicated on the sales order.
Promise Line Y/N	Should the system consider this line item when promising a delivery date? Order Promising uses the information indicated on the sales order.

Defining User Defined Codes for Order Promising

User defined codes (UDCs) allow you to customize the way the system operates order promising. You will need to add the following code types in your UDC tables.

Order Promising Enabled – 42B/OP

You can create different versions of the Sales Order Entry program (P4210) to support the different modes of generating delivery date proposals.

Set up a code for each version of P4210 that you will use. Choose from the following codes in the Description 1 field:

- Blank – Do not use order promising.
- 1 – Use order promising with the auto promise mode.
- 2 – Use order promising with both the auto promise and scenario manager modes.

Display Before Accept – 42B/DB

If you are entering sales orders and promising delivery dates in scenario manager mode, set this code to indicate whether the system displays the order for you to review after it has been promised. Choose from the following codes in the Description 1 field:

- 0 – Do not display the order after promising delivery dates.
- 1 – Display the order after promising delivery dates.

► **To review promised sales orders in scenario manager mode**

From the Sales Order Processing menu (G4211), choose Sales Orders Header.

You must enter the header and detail information for a sales order before completing this task.

1. On Sales Order Detail Revisions, choose Order Promising and then choose Scenario Manager from the Form menu.

The system initiates Order Promising. You will not be able to modify the sales order while the system is processing the delivery date calculations.

2. On Order Acceptance, review the following fields:

- Request Date
- Promised Delivery

Order Promising processing may split several order detail lines. As a result, the promised order could look different than the requested order.

3. If the order is acceptable, click Place Order.

If you would like to make changes to the order, click Revise Order and make changes on the Sales Order Detail Revisions form. Follow steps 1 through 3 until the order is complete.

Working with Detail Information

After you add header information to a sales order, you can add detail information about the items on the order, such as item identifiers, quantities, prices, and costs. You can specify information that prints on the customer's invoice, such as backordered and shipped quantities. You can also add messages to individual detail lines.

Because the system retrieves most of the detail information from other tables, you need to enter only a minimum of information. You can review and change the values as necessary.

You can enter the required customer and order information on either the header or detail information form. You might choose to access header information before accessing detail information to review the default values before you enter the order. To locate and review orders, you might want to directly access the detail information.

Understanding Default Information in Sales Order Detail Revisions

When you enter a sales order, the system creates entries in two tables, the Sales Order Header File table (F4201) and the Sales Order Detail File table (F4211). Based on your processing option selection, you can enter header information before you enter detail information. If you do not enter header information before you enter detail information, the system creates an order header record based on the sold to and ship to address information that you enter in the detail information form.

When you enter sales order detail information, the system retrieves the default information from tables, such as:

- Sales Order Header File (F4201)
- Item Master (F4101)
- Customer Master (F0301)
- Item Branch File (F4102)
- Item Location File (F41021)
- Item Cost File (F4105)
- Item Base Price File (F4106)

The information in the sales order detail is specific to the item and customer combination. Changes in the detail form affect only the order detail line to which you have made the change.

Because the system retrieves most of the information from other tables, you need to enter the sold to address, the ship to address, the requested item, and the quantity of the item.

Entering Item and Quantity Information

If you do not know the item number, you can click on the visual assist in the Item Number field to access the Item Search form to find it. The system can retrieve item information using any of the product identifiers, and the replacement, substitute, or cross-reference numbers, such as supplier's or customer's part number. The cross-reference information must be set up in the Item Cross Reference program (P4104).

Retrieving a Base Price

When you enter an item in the Item Master table (F4101), you specify the level at which the system maintains a standard price for an item, or whether that price differs between branch/plants or locations and lots within the branch/plant. If you use multicurrency, you must set the pricing level so that the system maintains prices for the item based on the branch/plant or the location and lots within each branch/plant.

The unit price that you enter during sales order entry overrides pricing that you have set up in the Base Price Revisions form. If you do not enter a unit price during sales order entry, the system retrieves a price based on pricing hierarchy.

The hierarchy that you set up for the Base Price Preference (51) determines the sequence that it searches the Item Base Price File table (F4106). The base price hierarchy is a matrix comprised of combinations of customers and items and customer and item price groups. You use the intersection of the rows and columns to determine your hierarchy sequence.

The system retrieves price information based on entries in the Customer Master program (P03013) and the Item Base Price File table in the following manner:

- If you have entered a trade discount in the Customer Master, which is a flat percentage that is calculated against the order total, the system calculates the percentage against the price for the item based on the branch/plant from which it is sold, and no other discount or pricing agreement applies. If you have not entered a trade discount, the system then searches for a contract price based on the base price preference hierarchy.
- If you have entered a contract price, which is an agreed-upon price between you and the customer for a specific item, the system applies the price that you have defined for the item and customer combination. The order date must be within the effective dates of the contract price. The system retrieves the contract price based on the base price preference hierarchy and uses the price with the earliest expiration date. If you have not set up a contract price, the system searches for an inventory pricing rule.
- If you have set up an inventory pricing rule, which is an agreed-upon price between you and the customer for discounts based on quantities of items purchased, the system applies the price that you have defined for the item or item group and customer or customer group combination. The order date and quantities must be within the effective dates and levels of the inventory pricing rule.
- The system then searches item or item group and customer or customer group combinations based on the base price preference hierarchy, and uses the price with the earliest expiration date and corresponding currency code. The system searches for the item price based on the pricing level that you define in the Item Master table (F4101).
- If the price adjustments do not apply to the order, the system retrieves the price that you define for an item within a branch/plant or a location within a branch/plant.
- If the system does not find a price for the item within a branch/plant or location (depending on the pricing level), you receive an error message indicating that no base price is in effect.

During order entry you can use the Check Price and Availability form to review price information before selecting a price for an item.

Changing Tax Information

During order entry, the system retrieves the tax explanation code and rate areas from the Customer Master (F0301). For direct ship, transfer orders, or sales orders with alternate sold to and ship to addresses, the system retrieves the tax explanation code from the Sold To address and the tax rate and area from the ship to address, but you can override this rate.

If the system retrieves the tax explanation code and tax rate and area from the header information, but the Sales Taxable option in Item Branch/Plant Information for the item in the detail line is set to N, the system does not calculate tax for this detail line.

Processing Serial Number Requirements

Based on the serial number requirements that you have defined for an item in Item Branch (P41026), the following rules apply if a serial number is required during sales order entry:

- The transaction unit of measure must be the same as the primary unit of measure for the serialized item.
- The quantity must be equal to 1 when you enter a location and serial number combination.
- You must enter a valid and available location and serial number combination.

You might receive an error because a location or serial number, and item combination that you enter is not available or because the quantity on hand is zero. Serial numbers are unavailable if the quantity for the item/location/serial number combination is:

- In Inspection
- In Operation 1
- In Operation 2
- In Transit

See Also

- *Processing Serial Number Information* in the *Sales Order Management Guide*

Entering Commission Information

The system applies commission information from the header to the detail. To apply salespersons or sales groups and commission information to a single line within an order, enter the commission information in the order detail information. The system enables you to review both header and detail commission information when you choose the appropriate options on the Sales Order Detail Revisions form in the Sales Order Entry program (P4210).

If you have activated the JDESOENTRY Workflow process, an action message is sent to the salesperson responsible for the hold code if the current order is placed on hold. The message is sent following the system's completion of hold code processing. If the system does not put the order on hold, an action message is sent to the salesperson, as defined in Commission Maintenance (P42120), with the sold-to number indicating that the order is being processed. You can view messages sent during the workflow process in the Work Center (P012501).

Understanding Workflow Processing During Sales Order Entry

The system processes the order through order hold checking. After you click OK to accept the order, the system checks the processing options for hold codes and compares the order against the order hold information.

If you have activated the JDESOENTRY Workflow process, after the system puts the order on hold, an action message is sent to the person responsible for the hold code notifying them that the current order is on hold. If the system does not put the order on hold, an action message is sent to the salesperson, as defined in Commission Maintenance (P42120), with the sold-to number indicating that the order is being processed. You can view messages sent during the workflow process in the Work Center (P012501).

Note

The JDESOENTRY process can affect performance. You cannot enter another order until the system has processed the previous order and terminated the workflow process.

Integrating Other Systems with Sales Order Entry

The Sales Order Management system works with other logistics and manufacturing systems to ensure that customer demand is met. In addition to PeopleSoft EnterpriseOne logistics software, such as Inventory Management and Procurement, you might work with additional EnterpriseOne modules, such as Configuration Management, Transportation Management, and Quality Management.

During order entry, you can access the modules in order to enter or verify additional information that is required for order processing, item configuration, manufacturing specifications, shipping, and so on.

Reviewing Quality and Test Results

If you use the PeopleSoft EnterpriseOne Quality Management system and have activated Quality Control in the branch/plant constants for the shipping branch/plant, the system verifies that the inventory that leaves your warehouse meets customer or manufacturing specifications.

As you enter an order, you use the Multi Item Search option from the Form menu to review additional item information. From the Item Search Returning Quantity form, you can access Test Results Inquiry (P37204) to do the following:

- View test results for an item, lot, and customer to determine whether customer specifications are being met
- Search for items that meet your customer requirements, using a test ID or test ranges
- Locate items based on Preferred or Allowed Minimum and Maximum fields in the processing options of the version of Test Results Revisions (P3711)
- Determine if the lots that you review on Item Search Returning Quantity form meet the customer or manufacturing specifications
- Add lots that meet your customer requirements to the sales order

After you enter test results, the system processes them to determine if the results you collected pass the tests that you defined.

The system evaluates the results against minimum and maximum values and adjusts the status of the lot for each order detail line to pass or fail. During order entry, you can search for the item and select a lot that meets the quality criteria for the customer and item on the sales order.

See Also

- *Working with Test Results* in the *Quality Management Guide*
- *Locating Item Information* in the *Inventory Management Guide* for more information about the Multi-Item Search form

Entering Orders for Agreements

If you use the Agreement Management system, you can enter process orders against agreements. Agreements are either formal or informal contracts between partners to move inventory between the partners' locations or to the partners' customers. When you enter a sales order, the system selects agreements that meet the following criteria:

- The item on the sales order and the agreement must be the same.
- The Due To on the agreement must be P (partner), which indicates that product is due to the partner for this product and agreement.
- The Sold To or Ship To on the sales order must be the same as the Destination on the agreement.
- The detail branch/plant or its owner on the sales order must be the source on the agreement.
- The date on the sales order is within the active date range for the agreement.
- For agreements that have quantity control activated, the quantity on the sales order does not exceed the quantity remaining to be fulfilled before the system selects the agreement.

You can set the Agreement processing options to assign agreements that best fit your business needs. You can:

- Manually assign the agreement numbers to transactions
- Choose from a list of agreements that is selected by the system
- Allow the system to assign the agreement automatically

Entering ECS Information

If you have activated ECS Control in the system constants, you can enter additional detail information, such as mode of transport, duty status, load and delivery dates, agreement numbers, and other information.

You can set up different document types to identify orders for bulk products. The system automatically creates shipment for an order based on the order type and line type combination that you define in the user defined code table (49/SD). From there you can revise or add to your shipment or even create loads with your shipments on them.

Because the system retrieves most of the information from other tables, including Load Type Constants (F49003), Transportation Constants (F49002), and ECS Preferences from the Preference Master table (F40070), you need to enter only a minimum of information.

Creating Shipments for Sales Orders

If you use the Transportation Management system, you can set up processing so that, when you enter a sales order, the system automatically creates a shipment for the order, based on the order type and line type combination that you define in the user defined code table (49/SD). The shipment is a request to transport goods from the branch/plant to the customer. If you do not enter a carrier and mode of transport during order entry, the system retrieves default carrier and transport information from any of the following:

- Item branch/plant information

- Customer master information
- Inventory commitment preference

When you review routing options in Transportation Management, you can review and revise the carrier and mode of transport. If you do not specify a carrier in either of the master tables or during order entry, the system populates the Carrier and Mode of Transport fields based on the carrier transportation preference.

You can also bypass rating and routing options when creating shipments, if the carrier and mode of transportation are specified. To activate this feature, set up the Bypass Rating and Routing user defined code (42/FR with a special handling code of 9).

See Also

- *Working with Loads* in the *Transportation Management Guide* for more information about entering shipment and load information
- *Bypassing Shipment Rating and Routing* in the *Transportation Management Guide* for more information this procedure

Entering Detail Information

Because the system retrieves most of the information from other tables, you need to enter only a minimum of information.

Prerequisites

- Verify that you have set the processing options in the Sales Order Entry program (P4210).
- Verify that you have activated or deactivated the workflow process, JDESOENTRY.

See Also

- *Promising Orders in Sales Order Entry* in the *Sales Order Management Guide* for more information about how the system generates delivery proposals
- *Creating Demand Scheduling Sales Orders* in the *Demand Scheduling Guide* for information about how orders are created from the Demand Scheduling system

► To enter item information

From the Sales Order Processing menu (G4211), choose Enter Orders Header.

After you enter header information on the Sales Order Header form, you can enter information for each line in the sales order.

1. On Work With Sales Order Headers, complete the steps to enter header information.
After you click OK to accept the header information, the system displays the Sales Order Detail Revisions form.
2. On Sales Order Detail Revisions, complete the following fields and click OK:
 - Ship To
 - Quantity Ordered
 - UoM

- Item Number
- Ln Ty
- Unit Price

Because the system retrieves most of the detail information from other tables, you need to enter only a minimum of information. You can review and change the values as necessary. Note that you can click the Search button in the UoM field to access the Unit of Measure Lookup form, where you can choose from a list of valid units of measure for the item that you are entering on the sales order.

3. If you are using Order Promising to calculate Available-To-Promise (ATP) or Capable-To-Promise (CTP) delivery dates, from the Form menu, choose Order Promising and then choose either Auto Promise or Scenario Manager.

The system generates delivery proposals to meet your customer's requested delivery date.

4. On Order Acceptance, review the order information.

PeopleSoft® Sign Out

Sales Order Detail - Order Acceptance i ? N

Form Row Tools

Order Number: 2401 SO: 00200 Foreign
 Sold To: 4242 Capital System Currency Code: USD
 Ship To: 4242 Capital System Base Currency: USD

Records 1 - 7 Customize Grid

Item Number	Description	Order Date	UM	Quantity	Extended Price	Tax	Line Number	Ln Ty	Quantity Shipped
220	Touring Bike, Red	06/10/05	EA	10	6,500.00	Y	1.000	S	
	Order Total...				6,500.00				
	Taxable Amount								
	@ Tax Rate 0 %								
	Freight Charges								
	INVOICE TOTAL				6,500.00				

Place Order Revise Order

5. To accept the order, click Place Order.

The system creates records in the Sales Order Header File table (F4201) and the Sales Order Detail File table (F4211).

Depending on how you have set your processing options, you might have to accept the order before the system records the order information.

► To enter default line information

Default line information is useful when you need to specify pick, ship, and requested dates and times, as well as a customer purchase order or a branch/plant other than the branch/plant in the header information. This is very useful if you do not enter header information before you enter detail information or if you have an alternate branch/plant for many detail lines. You can use this feature only when you add sales orders. Although you can override the information as you enter each detail line, the system will not update the information for each order detail line if you inquire and change the sales detail line defaults.

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, click Add.
2. On Sales Order Detail Revisions, click the Line Defaults tab.
3. Complete the following fields and click OK:
 - Branch/Plant
 - Cust PO
 - Promised Delivery
 - Scheduled Pick
 - Cancel Date

After you enter default line information, complete the steps to enter item information.

► **To review order information**

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, locate the order to review and choose the order detail line.
2. From the Row menu, choose Order and then choose SO Detail Revision.
3. On Sales Order Detail Revisions, review the following fields and make any necessary changes:
 - PR UoM
 - Extended Price
 - Branch/Plant
 - Location
 - Lot Number
 - Description 1
 - Last Status
 - Supplier Number
4. Review the following pricing information for each line in the sales order:
 - Unit Price
 - Extended Price
 - Foreign Unit Price
 - Foreign Extended Price
 - Extended Weight
 - Unit Cost
 - PR UoM
 - Secondary Quantity
 - Secondary UoM
 - PC 1
 - PC 2
 - PC 3

- % Profit Margin

If you change pricing information for a detail line, such as branch/plant, unit of measure, or lot and location, the system updates the information accordingly.

5. Review the following fields for commitment information in the sales order:
 - Quantity Shipped
 - Quantity Backordered
 - Quantity Canceled
 - Quantity Available
6. Review the following cost and tax information fields in each line in the sales order and make any necessary changes:
 - Tax Expl Code
 - Taxable
 - Tax Rate/Area
 - Extended Cost
 - Unit Cost
7. Review the following freight information fields for each line in the sales order and make any necessary changes:
 - Wt U/M
 - Vol UoM
 - Extended Volume
8. If you have activated ECS control in the system constants, review the following fields:
 - Agreement Exists
 - Carrier Number
 - Agreement Supplement
 - Agreement Number
 - Duty Sts
 - End Use
 - Line of Business
 - Mod Trn
 - Wt U/M
9. From the Row menu, choose SOE – Additional.
10. On SOE – Additional Information, review the following fields:
 - Item Price Group
 - Cash Discount %
 - Payment Terms
 - Payment Instrument
 - Print Message
 - Priority Code

- Reason Code
 - G/L Offset
 - Subledger
11. If you are using the Demand Scheduling (40R) system, click the Additional Info2 tab and review the time fields in the Dates group.
 12. Review the following fields in the Demand group:
 - Pull Signal
 - Release Date
 - Release Time
 - Release Number

Note

The system disables the Demand Scheduling fields when the Demand ID on the record is populated or if you are not using the Demand Scheduling system.

13. If you change any order information, click OK to update the order with the new information.

Entering Substitute, Associated or Promotional Items

If only part of the quantity for an item is available, you can use a substitute item to provide the quantity that you need to complete an order. For example, a customer orders a standard bike chain, but you find that they are backordered. You can specify a substitute item, such as an equivalent bike chain from another manufacturer, to fill the order.

Substituting an item on a sales order cancels any quantities for the original item that are backordered. After you add a substitute item, the original order line displays a "Canceled by Substitution" status, and the new order line displays a "Sold as a Substitute" status. Order lines show the split between the original and the substituted items. Use substitutions to replace obsolete items on a sales order if the item and a replacement for it are set up with Item Cross Reference (P4104).

If your company sells items in association with each other, you can set up the system to prompt you before adding the associated items to the order. For example, you can associate a tire pump with a tire repair kit. When you enter the item number for tire pump on a sales order, the system displays a check mark in the row header and column to indicate that associated items exist. If you choose to add the associated item, such as the tire repair kit, the system adds the order detail line to the sales order.

For promotional items, the system automatically replaces the original item with the promotional item and cancels the original item order line.

You activate the system to check for substitutions, associated, replacement, and promotional items in the cross-reference processing options for the Sales Order Entry program (P4210).

You can set up substitute or complementary items during sales order entry by choosing Item XRef from the Form menu in the Substitute/Complementary Items program (P42260). You can specify that the system should offer the best or lowest price. This price is the lowest price after applicable promotions or discounts. It also can be the original item's price or the substitute item's price.

Prerequisites

- ❑ Verify that cross-reference processing options are set in the Sales Order Entry program (P4210) to display item cross-reference information for substitute, associated, replacement, and promotional items.
- ❑ Verify that you have activated availability checking in the Sales Order Entry processing options.
- ❑ Verify that the customer accepts substitute items in Customer Master (P03013).

► To enter substitute, associated or promotional items

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, complete the steps to enter the detail information.

After you enter a detail line, the system indicates additional information processing. For substitute and complementary items, the system displays a check mark in the row header and column. For promotional items, the replacement is automatic.

2. On Sales Order Detail Revisions, from the Row menu, choose Subst/Compl Items.

PeopleSoft®

Sales Order Detail - Substitute/Complementary Items

OK Find Cancel Form Tools

Item Number: 220
Touring Bike, Red

Cross Reference Type: A
Associated Products

Branch/Plant: M30

Quantity Backordered: EA

Unit Price: 650.0000 EA

Display Unit Price

On Find

- Show ALL ITEMS
- Show ALL AVAILABLE ITEMS
- Use Backordered Quantity
- Use Original Quantity

No records fetched.

Quantity Ordered	UM	Item Number	Base Price	Base Price Indicator	Adjustment Indicator	Unit Price	PR UM

3. To display the calculated unit price for substitute or associated items, click the following option:
 - Display Unit Price
4. On Substitute/Complementary Items, choose either of the following options and click Find:
 - Show ALL ITEMS
 - Show ALL AVAILABLE ITEMS

5. Review the following fields:
 - Cross Reference Type
 - Item Number
 - Unit Price
 - Quantity Available
 - Base Price Indicator
 - Adjustment Indicator
6. Choose the item that you want to substitute on the order line, complete the following field, and then click OK:
 - Quantity Ordered

Activating Notifications for Volume-Based Upselling

If you want to recommend that customers purchase a larger quantity to receive a lower price, you can specify adjustments and a percentage tolerance that determine when the system issues a notification that an order line qualifies for an upsell notification.

To activate upselling notifications, you must enter a tolerance percentage in the Alert for Volume Based Up-Sell within Tolerance processing option on the Volume UpSell tab in the Sales Order Entry program (P4210). This tolerance percentage specifies how sensitive the system is when issuing the notification. The system checks for upsell opportunities by increasing the quantity ordered on the sales order line by the upsell percent you specify, and then determines whether another quantity break is achieved using the increased quantity.

For example, assume an upsell adjustment has a quantity break specified for 10 EA (each) with the tolerance percentage set to 15%. If you enter a qualifying order for 9 EA, the system displays the upsell alert because 9 EA increased by 15% equals 10.35 EA, which qualifies for the next level break on the adjustment. In this case, if you set the tolerance percentage to 10%, the system does not display the upsell alert, because 9 EA increased by 10% equals 9.9 EA. In this example, you use the following calculation:

$$(\text{Quantity Ordered} \times \text{Tolerance \%}) + \text{Quantity Ordered}$$

$$(9 \times 15\%) + 9 = 10.35$$

The system uses the Price Adjustment Type table (F4071) to process volume-based upselling information.

Creating Volume-Based Upselling Prices

When the system issues the notification, you can view this information on the Adjustment Type Quantity Breaks form and create upselling prices for sales orders and price history. When you select a new level break, the system changes the quantity for that order line to the amount required for the new level break in sales order entry. Additionally, the system searches for new line-level price adjustments that were not applied during the initial order due to lack of quantity. If a sales order has several adjustments with opportunities for an upsell, the system displays a list of the adjustments, as well as the level breaks for the adjustment, if you select it.

Prerequisites

- ❑ Specify a percentage tolerance limit in the Alert for Volume Based Up-Sell within Tolerance processing option on the Volume UpSell tab in the Sales Order Entry program (P4210).
- ❑ Specify in Price Adjustment Definition whether the adjustment is included in the search for up-selling opportunities during Sales Order Entry.

See Also

- ❑ *Sales Order Entry* in the *Sales Order Management Guide* for information about entering sales orders
- ❑ *Processing Options for Sales Order Entry (P4210)* in the *Sales Order Management Guide*

► To create volume-based upselling prices

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. Follow the steps for entering a sales order.

After you exit the sales order line, the system displays a notification if the order line has upselling opportunities by issuing a soft warning and placing a check mark in the Upsell Exists field (UPEX), and then enabling the Volume Based Upsell selection from the Row menu.
2. On Sales Order Detail Revisions, choose Volume Based Upsell from the Row menu.

If multiple adjustments with upsell opportunities exist for the order line, the system displays all of them. If so, select the upsell opportunity.
3. On Adjustment Type Quantity Breaks, complete the following field and click Find:
 - Reason Code
4. Choose the level break and click Select.

The system returns the quantity you selected to the Sales Order Detail Revisions form, updates the sales order price when you exit from the row, and displays the information in the Price History (P4074) application.

Working with Subsystem Processing in Sales Order Entry

If you need a pick slip or invoice when you finish the order entry process, you can set up and activate the subsystem. You might want this instant print capability if you:

- Operate in an environment that has a high volume of same-day-delivery orders, and you want to create the pick slip as soon as you enter the order
- Have many counter sales, where the customer expects to leave your premises with both the merchandise and the invoice for that merchandise

The processing options in Sales Order Entry program (P4210) activate subsystem processing. For example, in the version of Sales Order Entry that you use for printing pick slips immediately after order entry, you would set the value in the processing options to print pick slips and then identify the version of the Print Pick Slips program. You must set a value to activate the subsystem processing and then identify the corresponding subsystem version of the programs to run the following programs:

- Print Pick Slips (R42520)
- Print Invoices (R42565)
- Inventory Commitment (R42997)
- Batch Edit and Creation (R4210Z)

Caution

You must stop the subsystem processing before performing end of day processing. You can also stop one or more jobs in the subsystem at any time.

Prerequisite

- Create a new version of Sales Order Entry (P4210) specifically for subsystem processing.

► To set up subsystem processing

In the PeopleSoft EnterpriseOne Windows environment, choose Batch Versions from the System Administration Tools menu (GH9011).

1. On Work With Batch Versions - Available Versions, enter the batch version and click Find.
2. Choose the appropriate batch version and click Select.
3. Choose the following options and then click Submit:
 - Data Selection
 - Data Sequencing
4. On Data Selection, specify the conditions that the system uses for data selection and click OK.
5. On Section Data Sequencing, specify the order in which the system displays information and click OK.
6. On Report Output Destination, choose how you want to review the report and click OK.
7. Access the version of Sales Order Entry (P4210) that you use for subsystem processing, access the processing options, activate subsystem processing and identify the corresponding version and click OK.

► To end subsystem processing

From the System Administration Tools menu (GH9011), choose Work with Servers.

1. On Work With Servers, locate and choose the appropriate server on which the subsystem is running.

2. From the Row menu, choose Subsystem Jobs.
You can track the status of each record that the system submits to the subsystem queue.
3. On Work With Subsystems, to end subsystem processing, choose the appropriate job and choose End Subsystem Job from the Row menu.

Audit Log and Approval Processing

The Sales Order Management system provides you with a method of tracking manual changes that have been made to an order. After you have activated the appropriate processing options in the Sales Order Entry program (P4210), you can review the revision number during order entry. The system creates a new revision number each time a user changes an order. The system also creates an audit log for the change. The audit log contains information such as the user ID of the person who made the change and a reason code, provided that you have set the processing option accordingly, that describes why the change was made.

Approval processing allows you to require approval for certain types of manual changes. For example, you might want to activate approval processing for changes to the following information:

- Transaction quantity
- Price
- Requested date
- Promised delivery date
- Payment terms

Although you might want to track changes and require approval for most of your customers, you also can bypass the generation of the audit log and approval processing. You can set the appropriate processing options in the Sales Order Entry program for tracking changes, but you can specify that you do not want to track changes for a particular customer in the Customer Master program (P03013).

Working With the Audit Log

The Sales Order Management system provides you with the ability to review manual changes that users have made to sales order information. Provided that you have activated the appropriate processing options, the system records every manual change that users make to sales order information and allows you to review information about the changes when you access the Order Revision History program (P42420). The system stores information about all changes in the Audit Log Transaction table (F42420). You can access the Order Revision History program when you are working with the following programs:

- Sales Order Entry (P4210)
- Shipment Confirmation (P4205)
- Held Order Release (P43070)
- Backorder Release and Report (R42118)
- Sales Order Speed Status Update (P42040)

The Order Revision History program provides you with the following types of information about an order:

- Revision number
- Whether approval processing is required, and if so, the order's status
- Reason for the revision
- Date and time when the revision was made
- Who made the revision
- Items that are on the order and associated item information

Prerequisite

- Set the appropriate processing options on the Audit Log tab in the Sales Order Entry program (P4210).

► To review the audit log

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, click Find to locate the order for which you want to review the audit log.
2. Choose the row that contains the order and order detail line, and then choose Item and then Revision History from the Row menu.
3. On Order Revision History, sort the information that the system displays by choosing any or all of the following options, and then click Find:
 - Approved
 - Pending
 - Rejected
 - No Approval Req.
4. Review the information in the following fields and click Close when you are finished:
 - Revision Number
 - Date Updated
 - Time Updated
 - Revised By
 - Approved Rejected By
 - Approve/Reject Date
 - Approve/Reject Time

Working with Approval Processing

Approval processing is a workflow process that enables you to control whether manual changes to certain types of information require approval. PeopleSoft EnterpriseOne provides you with a default workflow process, which you can customize to meet your business requirements.

You can activate approval processing through the appropriate processing option in the Sales Order Entry program (P4210). However, in order to use approval processing, you must also activate the audit log.

When a user changes information for an existing sales order detail line, the system alerts the user in the Sales Order Entry program that the change must be approved before the order can be processed. The system uses the workflow process to perform the following steps:

1. Places the order on hold.
2. Sends the approval request through the system's work center to the person who is responsible for approvals.
3. Writes a record of the order in the Held Orders table (F4209).
4. Processes the approval based on whether the change has been approved or rejected.
5. Records the approval processing information in the Audit Log Transaction table (F42420).

After the change has been accepted or rejected, the system continues using the workflow process to remove the order hold and notify the user who initiated the change with a message in the system's work center that indicates whether the change was accepted or rejected.

You can require approvals for manual changes to the following types of information:

- Transaction quantity
- Price
- Requested date
- Promised delivery date
- Payment terms

PeopleSoft EnterpriseOne provides you with a default code (42/HC), AH (Approval Hold) to use for approval processing. You can add other approval hold codes provided that you specify a special handling code of 1. If you choose to use the default code, AH, verify the following settings in the Hold Order Constants program (P42090):

- The person responsible for approvals
- Code type is L (line basis)
- Limit type is A (amount)

If you need to customize the workflow process, you must use the system's Solution Modeler tool.

See Also

- ❑ *Setting Up Order Hold Information* in the *Sales Order Management Guide* for more information about order holds
- ❑ *Creating a Workflow Process* in the *EnterpriseOne Workflow Tools Guide* for information on customizing workflow

Processing Options for Sales Order Entry (P4210)

Defaults Tab

These processing options specify default values, such as the document type, that the Sales Order Entry program (P4210) uses when other values are not entered for the transaction.

Except for the required order type, the following defaults apply during order entry only. If you are inquiring on written records, the system retrieves orders based on the order information in the form header first, and then it uses the parameters that you define in Inquiry processing options.

You can override information that appears on the header and detail forms. If information is hidden, the system processes orders based on the default information that is set up in the processing options or the master tables.

1. Order Type (Required)

Use this processing option to identify the type of document. Certain document type codes are reserved for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program.

You must enter a value that has been set up in UDC 00/DT.

If you use this version of the Sales Order Entry program (P4210) in other programs, the default values for the program in which the original order is created override the default values for the sales order. For example, if you use this version of the Sales Order Entry program in the Blanket Order Release program (P43060), the order line type in the blanket order overrides the default line type in the sales order.

2. Line Type

Use this processing option to specify a code that controls how the system processes lines on a transaction. Line types control the systems with which the transaction interfaces (such as General Accounting, Job Cost, Accounts Payable, Accounts Receivable, and Inventory Management). Valid values are defined on the Line Type Constants Revisions form (P40205) and include:

S

Stock item

J

Job cost

N

Nonstock item

D

Direct ship item

F

Freight

T

Text information

M

Miscellaneous charges and credits

W

Work order

On the Line Type Constants Revisions form, you can set up a line type for nonstock items that retrieves information from the Lot Master table (F4108), but does not commit quantities. The option, Edit the Item Master for Non-Stock Items, is used when the Inventory Interface is set for a nonstock item, such as D or N.

When you enter a direct ship item line type, the system uses a version of the Purchase Order Entry program(P4310) to create the purchase order that is related to this sales order. Specify the version in the Purchase Order Entry processing option on the Version tab of the processing options for the Sales Order Entry program (P4210).

When you enter a work order line type, the system creates the work order using the version of the Work Order Entry program (P48013) that you specify in the Work Order Entry processing option on the Versions tab of the processing options for the Sales Order Entry program.

If you use this version of the Sales Order Entry program in other programs, the default values for the program in which the original order is created override the default values for the sales order. For example, if you use this version of the Sales Order Entry program in the Blanket Order Release program (P43060), the order line type in the blanket order overrides the default line type in the sales order.

3. Beginning Status

Use this processing option to indicate the current point in the order process.

You must specify a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using.

The combination of the beginning status and the next status must be a valid last status/next status combination in the Order Activity Rules table.

4. Override Next Status

Use this processing option to indicate the next step in the order process. You must specify a user defined code (40/AT) that has been set up in the order activity rules based on the order type and the line type that you are using.

The override status is another allowed step in the process. The combination of the beginning status and the override next status must be a valid last status and next status combination in the Order Activity Rules table (F40203).

5. Line Number Increment

Use this processing option to specify the increment the system uses to automatically number your order lines. You should choose a whole number since other processes, such as kit entry, create decimal increments.

6. Reason Code

This memo-only field is used for reporting purposes. You can enter a value that has been set up in user defined code table (42/RC). Note that Reason Code 6 is reserved for J.D. Edwards.

7. Override Transaction Unit of Measure

Use this processing option to specify the unit of measure for an item in an order. Valid values are defined in UDC 00/UM.

If you do not enter a value for this processing option, the system retrieves the primary unit of measure that is defined in the Item Master table (F4101).

8. Default Transaction Unit of Measure

Blank = Primary unit of measure

1 = Pricing unit of measure

Use this processing option to identify the value with which the system retrieves the transaction unit of measure when the override transaction unit measure is blank. Valid values are:

Blank The system uses the primary unit of measure.

1 The system uses the pricing unit of measure.

9. Address Book Revisions

Blank = Manually access A/B Revisions

1 = Auto display A/B Revisions

Use this processing option to specify whether the system prompts users to add new customers to the Address Book system during sales order entry. If you enter a customer address book number in the Sold To or the Ship To field that the system does not recognize, the system does not allow you to enter an order. Valid values are:

Blank You must manually access Address Book Revisions and add customer information before entering an order

1 The system automatically displays Address Book Revisions

Whether you access Address Book Revisions from a Form menu option or choose the option to automatically add customers, the system uses the Address Book Revisions, version ZJDEC003.

10. Update Header to Detail

Blank = Manually load header changes to detail

1 = Auto load header changes to detail

Use this processing option to specify whether the system updates corresponding information in the detail information form if you change the header information. Use Define Header Columns to Detail (P40HDR) table to identify the fields that system uses to update to the detail form. Valid values are:

Blank The system does not update information in Sales Order Detail Revisions unless you choose the Populate option from the Header to Detail form menu.

1 The system automatically updates the detail lines to reflect changes that you make to header information.

11. Header Branch/Plant

Blank = branch/plant defaults from user location

1 = Branch/Plant defaults from Ship To address

2 = Branch/Plant defaults from Sold To address

Use this processing option to specify the value with which the system selects the default branch/plant for tracking costs. You can set up header branch/plant defaults based on the

user ID or terminal, or based on the business unit for the Ship To address in Address Book Revisions (P0101). Valid values are:

Blank The system uses the default location based on the user ID or terminal ID and displays the branch/plant in the order header form.

You set up the default branch/plant based on your user or terminal ID in Default Location and Printers (P400951).

1 The system uses the business unit that you specify on the Address Book Revisions form for the customer to which you are shipping the goods.

12. Default Branch/Plant

Use this processing option to specify the default branch/plant that appears in the order header.

13. Order Template

Use this processing option to identify a standard template that applies to all customers. You can create a standard template that lists frequently ordered items. Although the system displays this template for every order, you do not have to apply any or all of the items during order entry.

14. Customer Self Service Structure Type

Blank = show all related address numbers

Structure Type = show address numbers for that structure type

15. User ID default (CSS only)

Blank = User ID defaults to Sold To

1 = User ID defaults to Ship To

For future use.

Use this processing option to specify whether the system supplies the Sold To header or the Ship To header as the User ID default in Customer Self-Service mode of Order Entry. Valid values are:

Blank

The system displays the User ID in the Sold To header.

1

The system displays the User ID in the Ship To header.

16. Override Sold To and Ship To Header (CSS only)

Blank = Cannot override Sold To and Ship To

1 = Override Sold To and Ship To

2 = Override Sold To only

3 = Override Ship To only

For future use.

Use this processing option to allow users to override the Sold To and Ship To fields in customer self service mode at the header level. Valid values are:

Blank

Do not allow override.

1

Allow override.

17. Override Carrier Number (CSS only)

Blank = Cannot override Carrier Number

1 = Override Carrier Number

For future use.

Duplication Tab

These processing options specify values, such as the document type, that the Sales Order Entry program (P4210) uses when you duplicate a sales order. If you click Copy on the tool bar in the Customer Service Inquiry form, the system duplicates information based on your processing option selection.

1. Order Type

Use this processing option to specify the order type of a duplicated document.

When you click Copy on the tool bar in the Browse/Inquiry form, the system creates a duplicate order with this order type. Certain document type codes are reserved for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program.

You must enter a value that has been set up in UDC 00/DT.

If you leave this processing option blank, the system uses values in this version that are from the Order Type processing option on the Defaults tab of the processing options for the Sales Order Entry program (P4210).

2. Beginning Status

Use this processing option to indicate the current status for the duplicated line. When you click Copy on the tool bar in the Browse/Inquiry form, the system creates a duplicate order at this status. You must use a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using. The combination of the beginning status and the next status must be a valid last status/next status combination in the Order Activity Rules table.

3. Next Status

Use this processing option to indicate the next step in the order process for the duplicate order. You specify a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using. The override status is another allowed step in the process. The combination of the beginning status and the override next status must be a valid last status/next status combination in the Order Activity Rules table.

4. Copy Associated Text

1 = Copy Line Text

2 = Copy Line and Order Text

3 = Copy Order Text

Use this processing option to specify which messages and associated text are copied when you duplicate orders. Valid values are:

Blank The system does not copy associated text or messages.

1 The system copies messages and text that are attached to an order detail line.

2 The system copies messages or text attached to the header, as well as messages attached to the order detail line.

3 The system copies messages or text attached to the header, but not a particular order detail line.

Order Holds Tab

These processing options activate order hold processing. You must specify the hold code in any of the following processing options to activate order hold processing. You set up hold parameters in Hold Order Constants (P42090). Multiple hold codes might result in multiple holds for a single order. You must release the sales order from all holds before the system can process the order.

1. Customer Credit Check

Use this processing option to identify a credit hold code the system uses to automatically compare the credit limit that you set up for your customer in Customer Master Information against the order and any outstanding balances in accounts receivable.

You define the conditions that the system uses to place orders on hold in Order Hold Information (P42090) and attach those conditions to a hold code.

You must specify the hold code in this processing option to activate order hold processing.

You must enter a value that has been set up in UDC 42/HC.

2. Order Margin Check

Use this processing option to identify an order margin check the system uses to verify that all sales orders meet a specific margin.

The system uses the following equation to calculate margin:

$$(\text{Price} - \text{Cost}) / \text{Price} * 100 = \text{Margin}$$

You can define the conditions that the system uses to place orders on hold in Order Hold Information (P42090) and attach those conditions to a hold code.

You must specify the hold code in this processing option to activate the order hold processing.

You must enter a value that has been set up in UDC 42/HC.

3. Order Line Margin Check

Use this processing option to identify an order line margin check the system uses to verify that all order detail lines meet a specific margin.

The system uses the following equation to calculate margin:

$$(\text{Price} - \text{Cost}) / \text{Price} * 100 = \text{Margin}$$

You can define the conditions that the system uses to place orders on hold in Order Hold

Information (P42090) and attach those conditions to a hold code.

You must specify the hold code in this processing option to activate the order hold processing.

You must enter a value that has been set up in UDC 42/HC.

4. Order Minimum Value Check

Use this processing option to identify a code the system uses to automatically compare the order minimum that you set up for your customer in Customer Billing Instructions against the order total.

You can define the conditions that the system uses to place orders on hold in Order Hold Information (P42090) and attach those conditions to a hold code.

You must specify the hold code in this processing option to activate order hold processing.

You must enter a value that has been set up in UDC 42/HC.

5. Order Maximum Value Check

Use this processing option to identify a code the system uses to automatically compare the order maximum that you set up for your customer in Customer Billing Instructions against the order total.

You can define the conditions that the system uses to place orders on hold and attach those conditions to a hold code. You must specify the hold code in this processing option to activate the hold code.

You must enter a value that has been set up in UDC 42/HC.

6. Partial Order Hold

Use this processing option to identify a code the system uses to hold an entire order if quantity is not available to fill an order detail line. You can release a partial order hold at any time. The system can then backorder, cancel, or ship available quantities based on backorder information in the Customer Billing Instructions, Item Master Information, Item Branch/Plant Information and Branch/Plant Constants.

You must enter a value that has been set up in UDC 42/HC.

7. Product Allocation Hold

Use this processing option to specify a hold code the system uses to restrict the amount of an item or item group that a customer or customer group can purchase.

You must set up the Product Allocation preference in the Preference Master (P40070), activate the preference through the Preference Selection (R40400), set up the hold code

information in Order Hold Information (P42090) and then activate preference profile processing in the P4210, Versions, Preference Profile processing option. You must enter a value that has been set up in UDC 42/HC.

8. Authorization Hold for Prepayment Processing

Use this processing option to identify the default value hold code for the Authorization Code in Prepayment Processing.

9. Settlement Hold for Prepayment Processing

Use this processing option to identify the default hold code for Settlement Prepayment Processing.

10. Order Process Hold

11. Approval Hold

Use this processing option to specify a code that the system uses to place the sales order on hold when revisions to an order require approval. The code that you enter can be AH or other values that have characteristics similar to AH. Regardless of the hold code that you specify, it must be set up in the Hold Order Constants program (P42090). The Hold Order Constants setup must be completed with a code type of L (Line) and a limit type of A (Amount).

12. Exclusive Adjustment Hold

Display Tab

These processing options control whether the system displays certain types of sales order information, such as cost and price fields, closed lines and kits, and whether you can change the information.

1. Display or Hide Cost Fields

Blank = Display cost fields

1 = Disable cost fields

2 = Hide cost fields

Use this processing option to indicate whether the system protects or hides cost fields.

Valid values are:

Blank The cost fields appear on the form and the information can be overridden.

1 The system protect costs from change. If you protect the cost fields from changes, the costs are visible on the form, but cannot be changed.

2 The system hides the cost fields. If you hide the cost fields, the cost fields do not appear on the form. However, the system still writes cost information from the Item Cost Ledger (F4105) to the Sales Order Detail table (F4211).

The system retrieves default cost information from the Item Cost Ledger table (F4105).

2. Display or Hide Price Fields

Blank = Display price fields

1 = Disable price fields

2 = Hide price fields

Use this processing option to indicate whether the system protects or hides price fields. Valid values are:

Blank Price fields remain visible and entry-enabled. You can override the information for this order only.

1 The system protect prices from change. The unit and extended price will be visible on the form, but you will not be able to override the information.

2 The system does not display price information. If you hide the price fields, the system still writes the price information to the Sales Order Detail table (F4211).

3. Disable Pricing Related Fields

Blank = Display pricing related fields

1 = Disable pricing related fields

Use this processing option to indicate whether the system disable pricing related fields that affect the calculated price. Valid values are:

Blank Pricing related fields remain visible and entry-enabled.

1 The system displays pricing related fields but you can not override the information.

4. Disable or Hide Status Codes

Blank = Display status codes fields

1 = Disable status code fields

2 = Hide status code fields

Use this processing option to indicate whether the system protects or hides status codes. Valid values are:

Blank You can override the information for this order only. If you enter status codes, they must be set up as an other allowed status code in the Order Activity Rules for the document type and line type combination. Additionally, combination of the beginning status and the next status must be a valid last status/next status combination in the Order Activity Rules table.

1 The system protects status codes from change. If you protect the status codes from being changed, the current and next status will be visible on the form, but you will not be able to override the information.

2 The system hides the status codes. If you hide the status codes, the last and next status codes do not display. The system processes orders based on the current and next status that is set up in the Order Activity Rules.

5. Hide Closed Detail Lines

Blank = Display closed detail lines

1 = Hide closed detail lines

During inquiry, you might choose to review active order detail lines only. Use this processing option to indicate whether the system displays active, closed, or canceled detail lines. Valid values are:

Blank The system displays all order detail lines that will appear on the detail form.

1 Any line with a status of 999 will not appear on the detail form. However, the record for the line still remains in the Sales Order Detail table (F4211) or Sales Order Detail - History (F42119).

6. Hide Credit Card Information

Blank = Display credit card information

1 = Hide credit card information

Use this processing option to indicate whether a user can access customer credit card information. Valid values are:

Blank You can access credit card information during order entry.

1 You can not access credit card information during order entry.

7. Hide Freight and Carrier Information

Blank = Display freight and carrier information

1 = Hide freight and carrier information

Use this processing option to specify whether the system displays freight and carrier information fields. You can standardize your freight and carrier information fields so that freight rate calculations are accurately calculated for the appropriate route, stop, and zone or that a preferred carrier is always responsible for delivering the item to a customer. Valid values are:

Blank Freight and carrier information fields does appear on the order detail form and can be overridden.

1 Freight and carrier information fields do not appear on the order detail form. The system processes orders based on the default information that is set up in the Customer Billing Instructions or the Item Master Information.

8. Hide Commission Information

Blank = Display commission information

1 = Hide commission information

Use this processing option to indicate whether the system displays commission information. Valid values are:

Blank You can review commission information and override default information that affects the current order only.

1 The system does not display commission information. Orders are processed based on the default information that is set up in Commissions Table (F42005).

9. Hide Kit Components

Blank = Display kit components

1 = Hide kit components

Use this processing option to indicate whether kit components appear on the Sales Order Detail Revisions form either after you select features and options in the kit or when you re-inquire on the order. Valid values are:

Blank The system displays the parent item, as well as selected features and options, when you re-inquire on the order.

1 After you select the features and options during order entry or when you re-inquire on the order, the system displays only the parent line. However, the parent line and all component lines are written to the Sales Order Detail table (F4211).

Commitment Tab

Use these processing options to activate availability checking and commitments to generic buckets. Based on your item availability calculations for each branch/plant, commitment calculation affects how the system calculates backorders, cancellations, and customer delivery time.

To determine how the system calculates item availability, you define the factors that subtract from or add to the available quantity of an item. Factors that subtract from an item's availability include sales orders and work orders. Factors that add to an item's availability include purchase orders that are in transit. You define the various factors on the Availability Calculations form, which you can access from Branch/Plant Revisions.

1. Activate Availability Checking

Blank = Bypass availability checking

1 = Activate, notify, and backorder or cancel

2 = Activate, notify, but do not backorder or cancel

Use this processing option to indicate whether the system verifies the available quantity for requested items. Valid values are:

Blank The system does not perform availability checking. You might choose this option for blanket or quote order entry.

1 The system performs availability checking. If quantity is unavailable, the system issues a warning that the quantity for this item exceeds the available quantity. The system automatically backorders or cancels any quantity that is unavailable, based on backorder information that is set up in Item Master, Item Branch/Plant, Branch/Plant Constants and Customer Billing Instructions.

2 The system performs availability checking. If quantity is unavailable, the system issues a warning that the quantity for this item exceeds the available quantity. However, the system does not backorder or cancel any quantity. The quantity remains shippable.

You can allow backorders by item, or by customer, and specify whether the backorders are allowed at a specific branch/plant. To backorder an item, you must set the option, Backorders Allowed, in Item Master, Item Branch/Plant, Branch/Plant Constants and Customer Billing Instructions. If you allow backorders, the system holds the order detail line until quantity is available. If you do not allow backorders, the system cancels the order detail line.

After the system processes an order detail line, you can review backordered, canceled, and shipped information in the appropriate fields in the order detail lines.

2. Commit to Quantity 1 or Quantity 2

Blank = do not commit quantities to buckets, Other Quantity 1 or 2

1 = Commit quantities to Quantity 1

2 = Commit quantities to Quantity 2

Use this processing option to indicate the generic buckets to which the system commits quantities. Commonly used for orders that do not affect your item availability, you can use these buckets to anticipate demand or forecast future sales. For example, you can set up a version of Sales Order Entry (P4210) for quote orders and commit quantities to bucket, Quantity 1. For blanket orders, you can set up another version of Sales Order Entry (P4210)

and commit quantities to bucket, Quantity 2. You can review availability information on the Summary Availability form. Valid values are:

Blank The system commits the quantity based on the factors that you define for sales orders in the Availability Calculations form in the Branch/Plant Constants.

- 1 The system commits quantities to bucket Quantity 1
- 2 The system commits quantities to bucket Quantity 2

You determine how the system calculates item availability by defining the factors that subtract from the available quantities (such as sales or work orders), add to the available quantities (such as purchase orders that are in transit), or do not affect available quantities (such as blanket and quote orders) in Branch/Plant Constants.

If the system neither adds nor subtracts quantities from these orders from available inventory, clear the Sales Order Entry (P4210), Commitment tab, Activate Availability Checking processing option so that the system does not perform availability checking.

3. Display Supply and Demand Inquiry Form

Blank = Manually access Supply and Demand Inquiry form

1 = Auto-display Supply and Demand Inquiry form

Use this processing option to indicate whether the system automatically displays the Supply/Demand Inquiry form when quantity for an item is not available. Valid values are:

Blank The system does not display the Supply and Demand Inquiry form and backorders or cancels the order detail line when quantity is not available. However, you can manually access this information from the Sales Order Detail Revisions form to monitor information about how many items are on demand, available in supply, and available to be promised.

1 The system automatically displays the Supply and Demand Inquiry form when quantity is not available. The system uses the version of the Supply and Demand Inquiry form that you enter in the corresponding processing option on the Versions tab.

Currency Tab

These processing options allow you to specify information about the tolerance percentage, currency code for As If amounts, and the As Of date for processing the exchange rate for As If amounts.

1. Tolerance Limit

Use this processing option to enter a tolerance limit for multicurrency orders. If you enter an option in Set Daily Transaction Rates (F00151) to allow spot rates, you can manually enter or override an exchange rate during order entry. If the currency rate that you enter is outside this tolerance limit, the system issues a warning.

2. Currency Code

Use this processing option to indicate the currency code in which the system displays transactions.

3. "As Of" Date

Use this processing option to indicate the date with which the system retrieves the exchange rate for the As-If currency. If you leave this option blank, the system uses the system date.

Process Tab

These processing options control whether the Sales Order Entry program performs as follows:

- Allows changes to orders that are past a certain point in the process
 - Activates subsystem processing
 - Displays the Sales Order Header Revisions form before the Sales Order Detail Revisions form
 - Prompts you to review order information before the system creates an order
 - Allows automatic order-repricing to recalculate order totals
 - Activates order template processing based on the sold to or ship to address
 - Allows orders to be processed against existing agreements, blanket and quote orders
 - Indicates whether the system applies the specified markup to the unit cost or price
-

1. Status Code Limit for Changes

Use this processing option to indicate a point at which you can not make changes to an order detail line. If you enter an order in a version of Sales Order Entry in which there is a defined status code limit, you can not re-inquire and make changes to the order if the order is past this status.

If you enter an order in a version of Sales Order Entry where there is a defined status code limit, but re-inquire on another version in which this processing option is not activated, you can make changes to the order regardless of the status.

You must specify a user defined code (00/AT) that has been set up in the Order Activity Rules based on the order type and the line type combination.

2. Subsystem Processing

- 1 = Subsystem Pickslips (R42520)
 - 2 = Subsystem Invoice (R42565)
 - 3 = Subsystem Commitment (R42997)
 - 4 = Online Commitment (R42997)
-

5 = Subsystem Sales Order Batch Transaction Editor (R4210Z)

Use this processing option to activate subsystem processing. Subsystem processing allows you to bypass standard system processing. For example, you can use subsystem processing if you want to print a pick slip or invoice immediately following the order entry process. Valid values are:

1

The system performs subsystem processing to print pick slips. On the Version tab of the P4210 processing options, you must also specify the corresponding version in the processing option for Pick Slip Print Subsystem (R42520).

2

The system performs subsystem processing to print invoices. On the Version tab of the P4210 processing options, you must also specify the corresponding version in the processing option for Print Invoice (P42565).

3

The system performs subsystem commitment processing and does not commit inventory until you complete the order. After you accept the order, the system processes the order through the subsystem batch program while you enter another order.

4

The system performs online commitment processing. The system does not process order detail lines asynchronously. After you enter the order, the system processes commitments for the complete order before you can enter another order, which allows you to review commitments online as the system processes availability for each order detail line in the order.

5

The system performs subsystem processing for entering and processing orders in store-and-forward mode. You must also identify the appropriate version of the program, Sales Order Batch Transaction Editor (R4210Z), in the P4210 processing options, Versions tab, Sales Order Batch Transaction Editor (R4210Z) processing option.

3. Display Header or Detail

Blank = Add detail first

1= Add header first

Use this processing option to determine whether the system first displays the Sales Order Header Revisions form or the Sales Order Detail Revisions when you add an order. You can enter header information before detail information and edit default information that affects the order. Valid values are:

Blank The system displays Sales Order Detail Revisions form first. It creates an order header record based on the branch/plant and customer information that you set up for the Sold To and Ship To address entered in the detail information form. You can access Sales Order Header Revisions to override default information, as necessary.

1 The system displays Sales Order Header Revisions form first. You review or override the default order information the system enters for the Sold To and Ship To addresses, such as billing instructions, delivery dates, and payment terms.

4. Auto Order Repricing

Blank = Bypass auto order repricing

1 = Use auto order repricing

Use this processing option to indicate whether the system uses auto order repricing to recalculate order totals. The system evaluates the items and quantities and makes adjustment based on the entire order. Valid values are:

Blank

The system does not use auto-order repricing.

1

The system uses auto-order repricing to recalculate order totals. The system uses the version of Standard Order/Basket Reprice (FUTURE) or Advanced Order/Reprice (R42750) that you specify in Sales Order Entry (P4210), on the Versions tab, the Basket/Order Reprice processing option. If you do not use the Advanced Pricing system, you must enter a version of Standard Order/Basket Reprice. If you use Advanced Pricing, you must enter a version of Advanced Order/Reprice (R42750).

5. Display Before Accept Prompt

Blank = Do not prompt to display changes before accepting order

1 = Prompt to display changes before accepting order

You use this processing option to indicate whether the system prompts you to review the order before creating a record in the Sales Order Detail table (F4211). Review is a good way to ensure accuracy when you enter or change orders. Valid values are:

Blank The system does not prompt you to review the order, but creates a record in the Sales Order Detail table (F4211) when you click OK.

1 The system displays the order, order total, taxes and applicable discounts for you to review the order before creating a record in the Sales Order Detail table (F4211). You can return to Sales Order Detail Revisions to make changes. The system does not create a record in the Sales Order Detail table (F4211) until you choose the option from the Form menu to accept the order.

6. Order Template Processing

Blank = Bypass order template processing

1 = Sold To order template

2 = Ship To order template

Use this processing option to indicate which template the system uses during order entry. A template contains information about frequently ordered items.

You create and assign order templates to speed up the order entry process.

Valid values are:

Blank The system does not use order template processing.

1 The system displays the order template that you have assigned to the Sold To address in the Customer Billing Instructions.

2 The system displays the order template that you have assigned to the Ship To address in the Customer Billing Instructions.

You can set up a customer template based on order history in Customer Template Rebuild (R42815) or you can create a template for your customer in Customer Template Revisions (P4015). Assign an order template to the Sold To address and the Ship To address in the Customer Billing Instructions.

7. Blanket/Quote Order Processing

Blank = Bypass blanket/quote order processing

1 = Process by Sold To address

2 = Process by Ship To address

3 = Process by Sold To address and Customer PO

4 = Process by Ship To address and Customer PO

5 = Process by Deliver To

6 = Process by Deliver To and Customer PO

Use this processing option to indicate whether the system processes sales orders against blanket or quote orders. Use a quote order when a customer requests pricing information but is not ready to commit to a sales order. Use a blanket order when a customer agrees to purchase a quantity of an item over a specified period of time. When you use blanket or quote order processing, the system locates applicable blanket or quote orders from which you can create either multiple sales orders for partial quantities or a single sales order when you release the complete quantity. Valid values are:

Blank The system does not use blankets or quote order processing.

-
- 1 The system processes blanket/quote orders based on the Ship To address.
 - 2 The system processes blanket/quote orders based on the Sold To address.

You can have multiple blanket or quote orders for the Sold To address or the Ship To address. After you enter a detail line, the system displays a check mark in the row header and column to indicate a blanket or quote order exists.

You can view the blanket or quote order on the Blanket Release form and choose the appropriate order from which the system can create a related sales order.

8. Agreement Processing

Blank = Bypass agreement processing

1 = If only one agreement found, assign agreement

2 = User must select agreement

3 = Assign agreement with earliest expiration date

Use this processing to indicate whether the system processes sales orders against agreements in the Agreement Management System. Valid values are:

Blank The system does not use agreement processing.

1 The system searches all available agreements and automatically assigns the sales order to an agreement.

2 The system searches all available agreements, and displays a check mark in the row header and column to indicate multiple agreements exists. On the Agreement Selection Window, the system displays agreements that meet the criteria.

3 The system searches on all available agreements and automatically assigns the sales order to the agreement with the earliest expiration date.

When you enter a sales order, the system selects agreements that meet the following criteria:

- o The item on the sales order and agreement must be the same.
- o The Due To on the agreement must be P (partner), which indicates that product is due to the partner for this product and agreement.
- o The Sold To or Ship To on the sales order must be the same as the Destination on the agreement.

o The detail branch/plant or its owner on the sales order must be the source on the agreement.

o The date on the sales order is within the active date range for the agreement.

o For agreements that have quantity control activated, the quantity on the sales order does not exceed the quantity remaining to be fulfilled before the system selects the agreement.

9. Customer Self-Service Functionality

Blank = Bypass Customer Self-Service functionality

1 = Activate Customer Self-Service functionality

This code indicates whether you are creating an order in standard order entry mode or Shopping Cart mode. If you choose Shopping Cart mode, you can select items from multiple applications before using Sales Order Entry (P4210)

to create an order. You might use this feature if you are entering orders in a web environment. Valid values are:

Blank The system does not use shopping cart functionality

1 The system uses shopping cart functionality

10. Cost or Base Price Markup

Blank = Use cost

1 = Use cost plus markup for price

2 = Use base price

Use this processing option to indicate whether the system applies a markup based on cost or price. You use branch sales markups to set up the additional costs that are associated with an interbranch or transfer sales order. The transfer price is the amount the supplying branch/plant is selling the item to the receiving branch/plant. Valid values are:

Blank The system does not apply an additional cost, but retrieves the cost defined in the Item Cost Ledger (F4105).

1 The system retrieves the markup from the Branch Sales Markup table (P3403) and re-calculates the transfer price with the included markup. This markup is applied to the inventory cost.

2 The system applies the base price that is set by the supplying branch/plant, defined in Base Price Revisions table (F4106).

11. Ship and Debit Processing

Blank = Do not call R45100

1 = Subsystem mode

2 = Batch mode

Use this processing option to specify whether the system will use subsystem or batch processing (R45100) to identify and adjust ship and debit agreements.

Valid values are:

Blank Do not use subsystem or batch processing

1 Use subsystem processing

2 Use batch processing

12. Issue Warning for Default Free Good

Blank = Do not issue warning

1 = Issue warning

Use this processing option to generate a warning when the user selects a good that is by default the free good that is already being awarded.

13. Adjust Accumulated Values in the Volume Transaction

Blank = Do not adjust

1 = Adjust

Use this processing option to readjust the accumulated values for credit orders in the Volume Transaction Summary business view and the Volume Transaction Detail business view (V4078B and V4079B, respectively).

14. Prompt for Customer Segment Items

Blank = Do not display Customer Segment Items

1 = Display Customer Segment Items

15. Display Warning/Error for Ascending Date Rule Check

Blank = Display warning

1 = Display error

16. Default Selection for Multiple Blanket Orders

Blank = Do not relieve a blanket by default

1 = Cancel Date

For future use.

Use this processing option to specify whether the system will manually or automatically release a selected blanket order if more than one blanket order is available. Valid values are:

Blank

The system will not release a blanket order when more than one blanket order is available. You will need to manually select and release blanket orders.

1

The system will select and release the blanket order with the earliest cancel date. If more than one blanket order has the same cancel date, the system will process releases based on the earliest requested date.

17. Default Selection for Single Blanket Orders

Blank = Automatically select blanket when one unique blanket is identified

1 = Always manually select blanket

For future use.

Use this processing option to specify whether the system will manually or automatically release a selected blanket order if only one matching blanket order exists. Valid values are:

Blank

The system will release a blanket order if only one matching blanket order exists.

1

The system will not release a blanket order if only one matching blanket order exists. You will need to manually select and release blanket orders.

Cross Ref Tab

These processing options specify the cross-reference types for substitute, replacement, complementary, and associated items. You create the cross-reference information in Item Cross Reference program (P4104). Cross-references associate your internal item numbers with other internal item numbers or those from other entities. Use this processing option to identify the code with which the system searches cross-reference information for substitute items. Substitute items are goods that are sold in place of the original item when you do not have the quantity on hand for the original item. This code is typically S in the Item Cross Reference program. You can only use substitutions for customers who, in the Customer Billing Instructions, allow substitutes.

1. Substitute Items

Use this processing option to identify the code with which the system searches cross-reference information for substitute items. Substitute items are goods which are sold in place of the original item when you do not have the quantity on hand for the original item. This code is typically S in the Item Cross Reference Revisions program (P4104). You can only use substitutions for customers who, in the Customer Billing Instructions, allow substitutes.

If you have a substitute item, the system displays a checkmark in the row header and column. Optionally, you can access Substitute/Complementary Items form to sell the substitute item in place of the original item. If you enter a quantity for the substitute item, the system creates a second order detail line with the substitute item information.

You must enter a value that has been set up in user defined code table (41/DT).

2. Complementary Items

Use this processing option to identify the code with which the system searches cross-reference information for complementary items. Complementary items are recommended items as part of the sale. Complementary items are not free goods, but are sold in addition to the original item. This code is typically C in the Item Cross Reference Revisions program (P4104).

If you have a complementary item, the system displays a checkmark in the row header and column. Optionally, you can access Substitute/Complementary Items form to sell the complementary item with the original item. If you enter a quantity for the complementary item, the system creates a second order detail line with the complementary item information.

You must enter a value that has been set up in user defined code table (41/DT).

3. Replacement Items

Use this processing option to identify the code with which the system searches cross-reference information for replacement items. Replacement items are goods which are sold in place of the original item when you or your suppliers discontinue an item. The replacement code is typically R in Item Cross Reference Revisions program (P4104). You can only create replacement cross-references for those items whose stocking type in the Item Master or Item Branch Plant is O (obsolete) or U (use up).

You must enter a value that has been set up in user defined code table (41/DT).

4. Pricing for Substitute Items

Blank = Use original item price

1 = Use substitute item price

Use this processing option to indicate which price the system retrieves when you sell substitute items. Substitute items are goods which are sold in place of the original item when you do not have the quantity available for the original item. If you substitute an item, you can charge the customer the price for the item that was originally ordered or you can use the price that you set up for the substitute item. Valid values are:

Blank The system uses the price of the original item, defined in the Base Price Revisions table (F4106).

1 The system retrieves the price of the substitute item, defined in Base Price Revisions table (F4106).

5. Promotional Items

Use this processing option to specify the cross-reference type for a customer. You must enter a value that has been set up in user defined code table (41/DT).

Versions Tab

These processing options specify the version that the system uses when you choose the associated option from the Row or Form menu on Sales Order Header or Detail forms.

Versions control how programs display information. Therefore, for a version to meet your needs, you might need to indicate specific versions in the processing options.

1. Pick Slip Print Subsystem (R42520)

Use this processing option to identify the version of Print Pick Slip program (P42520) that the system uses to process pick slips through the subsystem after order entry. Ensure that you specify the version that is set up for subsystem processing.

2. Supply and Demand Inquiry (P4021)

Use this processing option to identify the the version of Supply and Demand Inquiry (P4021) that the system uses to verify commitments and availability.

The system calls this version whether you automatically display this form when quantity is not available or manually access Supply and Demand Inquiry from from the Sales Order Detail Revisions form. If left blank, the system uses version ZJDE0001.

To automatically display the Supply and Demand Inquiry form when quantity is not

available, choose the appropriate option in the Sales Order Entry (P4210), Commitment tab, Display Supply and Demand Inquiry processing option.

3. Pick Slip Print On Demand (R42520) from Customer Service Inquiry

Use this processing option to specify which version of the Print Pick Slip On Demand program (R42520) is available to you from the Customer Service Inquiry form. If you leave this processing option blank, the system uses version ZJDE0003.

4. Adv Order/Basket Reprice (R42750)

Use this processing to identify the version of Standard Order/Basket Reprice (FUTURE) or Advanced Order/Reprice (R42750) that the system uses to calculate order totals. If you do not use Advanced Pricing, you must enter a version of Standard Order/Basket Reprice.

If you use Advanced Pricing, you must enter a version of Advanced Order/Reprice (R42750). If left blank and you have set the Sales Order Entry (P4210), Process tab, Auto order repricing processing option to auto order reprice, the system uses version ZJDE0001.

5. Online Invoice Inquiry (P42230)

Use this processing option to identify the version of Online Invoice Inquiry program (P42230) that the system uses to display billing information. If left blank, the system uses version ZJDE0001.

If you inquire by sales order number, the system displays open lines that have not gone through sales update. If you inquire by invoice number, the system displays only those lines that have been assigned the invoice number, either through the Print Invoices (R42565) or Sales Update (R42800).

6. Preference Profile (R40400)

Use this processing option to determine which version of the Preference Profiles program (P42520) the system uses to process orders based on preferences that are activated on the Preference Selection form. If you leave this processing option blank, the system uses version ZJDE0001.

7. Check Price and Availability (P41261)

Use this processing option to identify the version of Check Price and Availability that the system uses to retrieve price adjustment information. If you do not use the Advanced Pricing system to set up price adjustments, you must enter a version of Standard Check Price and Availability (P41261). If you set up advanced price adjustments in the Advanced Pricing system, you must enter a version of Advanced Check Price and Availability (P4074).

If left blank, the system uses version ZJDE0001 of the program that is appropriate to your system.

8. Purchase Order Entry (P4310)

Use this processing option to identify the version of Purchase Order Entry (P4310) that the system uses to create related direct ship and transfer orders. The system does not use all default information that is set up in the processing options for Purchase Order Entry. For example, when the system creates the related purchase order, the sales order line type overrides the default purchase order line type.

If left blank, the system uses version ZJDE0001.

9. Sales Ledger Inquiry (P42025)

Use this processing option to identify the version of Sales Ledger Inquiry (P42025) that the system uses to create a credit order from a previous order.

The system retrieves order information from the Sales Order Detail Ledger (F42199).

If left blank, the system uses version ZJDE0001.

10. Bill of Material Inquiry (P30200)

Use this processing option to identify the version of Bill of Material Inquiry (P30200) that the system uses to retrieve information all features and options that are related to the kit. In the distribution systems, a bill of material is used to locate and assemble a group of items.

If left blank, the system uses version ZJDE0001.

11. Work Order Entry (P48013)

Use this processing option to identify the version of Work Order Entry (P4801)

that the system uses to create work orders. When you enter a sales order with a line type W, the system automatically generates a work order in the Manufacturing system.

If left blank, the system uses version ZJDE0001.

12. Print Invoice (R42565)

Use this processing option to identify the subsystem version of the Print Invoice program (R42565) for printing invoices through the subsystem. You must activate the processing option in the Process tab, Subsystem Processing to print invoices and specify the version of the Print Invoice program (R42565).

13. Online/Subsystem Commitment (R42997)

Use this processing option to identify the version of the Commitments program the system uses for either online or subsystem commitments. You must activate the appropriate processing option in the Process tab, Subsystem processing for either online or subsystem commitments and specify the version of the corresponding Commitments program.

If left blank, the system uses version ZJDE0001.

14. Configured Items (P32942)

Use this processing option to identify the version of Configured Items (P32942) that the system uses when you enter an order for a configured item.

If left blank, the system uses version ZJDE0001.

15. Sales Order Batch Transaction Editor (R4210Z)

Use this processing option to identify the version of Sales Order Batch Transaction Editor (R4210Z) that the system uses when you are enter sales orders in a store and forward environment.

If left blank, the system uses version ZJDE0001.

16. Credit Check (P42050)

A user-defined set of specifications that control how applications and reports run. You use versions to group and save a set of user-defined processing option values and data selection and sequencing options. Interactive versions are associated with applications (usually as a menu selection). Batch versions are associated with batch jobs or reports. To run a batch process, you must choose a version.

17. Work with Shipments (P4915)

Use this processing option to specify the version of the Work with Shipments program (P4915). If you leave this option blank, the system uses ZJDE0001.

18. Customer Master (P03013)

Use this processing option to specify the version that the system uses for Customer Master Information (P03013) when you chooses Receivables from the Form menu. If you leave this option blank, the system uses ZJDE0001.

19. Ship and Debit (R45100)

Use this processing option to specify the version of subsystem or batch processing (R45100) that the system uses to identify and adjust ship and debit ageements.

20. Apply Volume Level Adjustment (R45900)

Use this processing option to specify the version of the Re-Apply Volume Level Pricing program (R45900) that the system uses.

21. Automatic Document Generation (P00391)

Use this processing option to specify the version of the Generated Document Revisions program (P00391) that the system uses during automatic document generation. If you leave this option blank, the system uses version ZJDE0001.

23. Product Variants (P41902)

A code that specifies which version of the Matrix Order Entry program (P41902) is

available to you from the Sales Order application. Valid values are:

Blank

The system uses version ZJDE0001.

Non-blank

The system uses the version listed.

24. Order Processing (R31410)

Use this processing option to specify which version of Order Processing (R31410) the system uses. If you leave this option blank, the system uses version XJDE0007.

Preference Tab

These processing options determine whether preference profile processing is activated for this version of Sales Order Entry. A preference is a piece of information that you define for a customer, an item, or any combination of customer (sold to, ship to, or parent addresses), customer group, item, and item group. The system uses preferences to override normal customer and item setup information when you enter orders.

To work with preferences, you must set two separate processing options in Sales Order Entry (P4210). Under the Preferences tab, activate the Preference Profile Processing option. Under the Versions tab, specify the version of the Preference Processing Options application (R40400) that you have set up to select the preferences that you want to run.

1. Preference Profile Processing

Blank = Bypass preference processing

1 = Activate preference processing

Use this processing option to specify that you want to use preference profile processing. If you use preference profile processing, you must use preference profile processing in all of the versions of order entry programs. Valid values are:

Blank The system does not use preference profile processing

1 The system uses preference profile processing After you activate the Preference Profile Processing processing option,specify the version of Preferences Selection (R40400) in Sales Order Entry (P4210), Versions tab, Preferences processing option. In that version of Preferences Selection (R40400), select the preferences in the processing options that you want to run.

Preference Selection (R40400) does not include Inventory Commitment or Print Message

preferences.

2. Inventory Commitment Preference

Blank = Bypass inventory commitment preference

1 = Activate inventory commitment preference for current orders only

2 = Activate inventory commitment preference for all orders

Use this processing option to specify that you want the inventory commitment preference to operate independently of other preference processing. You use inventory commitment to specify that each order line be filled from one or more branch/plants, based on the customer or customer group, or item or item group. You can specify the branch/plants from which you want products shipped, determine the percentage of the order that must exist at a branch/plant before the quantity is filled at that branch/plant, or specify the mode of transportation and carrier information in the sales detail line. Valid values are:

Blank

The system does not use the inventory commitment preference.

1

Use inventory commitment preference processing only for current orders. The system performs inventory commitment preference only for those orders that are inside the commitment window of the header branch/plant. Orders that are outside the window of the header branch/plant are future committed to the header branch/plant.

2

Use inventory commitment preference processing for all orders. The system performs inventory commitment preference for all orders, regardless of the commitment window of the header branch/plant.

3. Override Schedule For Advanced Preferences

Use this processing option if you are using the Advanced Preferences function and want to specify an override preference schedule for the system to use instead of the default preference schedule that is defined in the system constants. If you are using Advanced Preferences, this schedule controls preference processing.

Note: Preference schedules can only be modified with the Advanced Preferences Schedule Revisions program (P4070) on the Advanced Preferences menu (G40311).

Transfers Tab

These processing options determine whether transfer order processing is activated for this version of Sales Order Entry. You enter a transfer order to ship inventory between branch/plants within your company and to maintain an accurate on-hand inventory amount. When you create a transfer order, the system does the following:

- Creates a purchase order for the shipping location that represents the supplier
 - Creates a sales order for the receiving location that represents the customer
-

1. Activate Transfer Order Entry

Blank = Bypass transfer order entry

1 = Activate transfer order entry

Use this processing option to indicate transfer order entry. When you enter transfer orders, you must enter a From Branch/Plant and a To Branch/Plant, as well as information for the related purchase order. Valid values are:

Blank The system does not process transfer order information.

1 The system displays a transfer order entry form on which you enter the origination and destination branch/plants, as well as purchase order information, such as a purchase order number, landed cost rule, and exchange rates for the sales and purchase orders. The system automatically creates a purchase order based on the version that you specify in Sales Order Entry (P4210), Versions, Purchase Order Entry processing option.

2. Sales and Purchase Order Taxable

Blank = Apply appropriate tax rates

1 = Bypass taxable flags for sales and purchase orders

Use this processing option to indicate whether the system applies taxes to sales and purchase orders. Valid values are:

Blank The system retrieves tax explanation codes and rate areas from the Customer Master Information. For direct ship, transfer orders, or sales orders with alternate Sold To and Ship To addresses, the system retrieves the tax explanation code from the Sold To address and the tax rate/area from the Ship To address, but this rate can be overridden.

1 The system does not reference the sales taxable or purchase taxable flags that you set up in the Item Branch Plant Information.

3. Mandatory Landed Cost

Blank = Optional landed cost

1 = Mandatory landed cost

Use this processing option to indicate whether a landed cost for a related purchase order is required. Valid values are:

Blank The system does not require you to enter a landed cost.

1 You must enter a landed cost before entering the order. If you do not enter a landed cost, the system issues an error.

Order Inquiry Tab

These processing options specify how you want the system to search for orders on the Customer Service Inquiry form.

1. From Status

Use this processing option to indicate the current point in the order process.

You must specify a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using.

The combination of the beginning status and next status must be a valid last status/next status combination in the Order Activity Rules table.

During order inquiry, the system does not display orders that are not within the beginning and next status range.

2. To Status

Use this processing option to indicate the next step in the order process. You must specify a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using.

The combination of the beginning status and next status must be a valid last status/next status combination in the Order Activity Rules table.

During order inquiry, the system does not display orders that are not within the beginning and next status range.

3. Search on Last or Next Status

Blank = Last

1 = Next

Use this processing option to specify which status codes the system uses to choose information to display on this screen. Valid values are:

Blank

Display all orders with a Last status that falls within this range.

1

Display all orders with a Next status that falls within this range.

4. Date Range

Blank = Requested date

1=Order date

2=Promised Ship date

3=Original Promised date

4=Actual Ship date

5=Invoice date

6=Cancel date

7=G/L date

8=Promised Delivered date

Use this processing option to indicate the date value with which the system searches on orders. Valid values are:

- 1 The system retrieves orders based on the order entry date.
- 2 The system retrieves orders based on the promised ship date that is populated during order entry.
- 3 The system retrieves orders based on the original promised date that is populated during order entry.
- 4 The system retrieves orders based on the date that the order was confirmed for shipment. The system retrieves only those orders that have been processed through the Shipment Confirmation (P4205) program.
- 5 The system retrieves orders based on the date that the invoice was printed for the customer. The system retrieves only those orders that have been processed through the Print Invoice (R42565) program.
- 6 The system retrieves orders based on the date that you enter in the memo-only, cancel field during order entry.
- 7 The system retrieves orders based on the G/L date. The system retrieves only those orders that have been processed through the Sales Update (R42800) program.

8 The system retrieves orders based on the date that is entered as the promised deliver date during order entry.

5. Display Text Lines

Blank = Do not display text lines

1 = Display text lines

Use this processing option to indicate whether the system displays text lines.

Text lines are order detail lines with a line type T, characterized by the code in the Order Line Type Revisions that contains memo-only information.

When you inquire on an order, it might or might not be necessary to view text line information. Valid values are:

Blank The system does not display text lines. If you created text lines during order entry, the text lines remain in the Sales Order Detail (F4211) table.

1 The system display text lines.

6. Display Backordered/Canceled lines

Blank = Do not display backordered or canceled lines

1 = Display backordered lines

2 = Display canceled lines

3 = Display backordered and canceled lines

Use this processing option to indicate whether the system displays backordered or canceled lines when you inquire on an order. Valid values are:

1 The system displays backordered lines.

2 The system displays canceled lines.

3 The system displays both backordered and canceled lines.

4 The system does not display either backordered or canceled lines.

7. Customer Cross Reference Type

Use this processing option to indicate the code with which the system searches cross-reference information using a customer item number. Cross-references associate your internal item numbers with the customer's item numbers. You set up items in Item Master Information (F4101) and create the cross-reference information in Item Cross Reference Revisions program (P4104).

You must enter a value that has been set up in UDC 41/DT.

Warehouse Tab

The following processing options are used in conjunction with the Warehouse Management system. If you use Warehouse Management, you can specify the mode for pick request processing, and the version of the Location Selection Driver program (R46171).

1. Request Processing Mode

Blank = No pick request

1 = Generate requests only

2 = Generate requests, process through system

Use this processing option to create a pick request in the Warehouse Management system. If you use Warehouse Management, the system can generate a pick request, then process the request through the subsystem. A pick request is used to process a suggestion to pick the inventory for an order from a particular location. Valid values are:

Blank The system does not generate pick requests.

1 The system generates requests only.

2 The system generates requests and creates the pick request through the subsystem

2. Subsystem Print Pick Request

Use this processing option if you generate warehouse management pick requests through the subsystem. You must specify the version, Print Pick Request (P46171), that is set up for subsystem processing.

3. Override Next Status

Use this processing option to indicate an alternative step in the order process. You must specify a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using. The combination of the beginning status and the override status must be a valid last status/next status combination in the Order Activity Rules table.

Store & Fwd Tab

Use the following processing option to identify the mode in which you enter orders. You can choose one of the following four modes to process orders:

- **Sales order entry mode**

The system performs inventory commitments, preference processing, and verifies order information against the master tables.

- **Partial edit store and forward mode**

The system does not perform preference processing or inventory commitments, and only performs necessary sales order processing.

- **Full edit store and forward mode**

The system does not perform preference processing or inventory commitments, but performs order processing.

- **Price only store and forward mode**

The system only processes information that is necessary for pricing.

1. Mode

Blank = Sales Order Entry mode

1 = Partial edit Store And Forward mode

2 = Full edit Store And Forward mode

3 = Price Only Store And Forward mode

Use this processing option to indicate whether you are entering orders in a store and forward environment. Valid values are:

Blank Sales order entry mode

1 Partial edit store and forward mode

2 Full edit store and forward mode

Workflow Tab

Use these processing options to determine how the system processes workflow.

1. E-mail Work Order Planner

Blank = Do not send e-mail

1 = Send e-mail

Future use.

2. Sales Order Entry Workflow

Blank = Not activated

1 = Activated

Use this processing option to activate the Sales Order Entry Approval Process (JDESOENTRY) for this version of the Sales Order Entry program (P4210). The specific

version of JDESOENTRY must be activated through the Process Master program (P98800).

MultiplesTab

Use this processing option to determine how the system processes multiple schedules.

1. Multiple Schedule

Blank = Bypass multiple schedules

1= Activate multiple schedules (Future)

Future use.

2. Schedule Line (Future)

Future use.

Interbranch Tab

These processing options identify the order types for interbranch orders. You can use an interbranch order to fill an order for a customer from a branch/plant other than the selling branch/plant. This is helpful if your company sells from one location but fills and ships orders from another location, such as a central supply warehouse. An intercompany order is an order that tracks the transactions between the supplying and selling branch/plant.

1. Intercompany Invoice

Blank = no intercompany invoice will be supported

1 = create intercompany invoices

An intercompany order is an order that keeps track of the transactions between the supplying and selling branch/plant. While the interbranch order is the sales order to your customer, the intercompany order is the purchase order to the supplying branch/plant to fill the customer's sales order. Valid values are:

Blank The system does not create intercompany invoice

1 The system creates intercompany invoice

2. Interbranch Order Types

Use this processing option to identify the order types for interbranch orders.

Use an interbranch order to fill a sales order from a branch/plant other than the selling branch/plant. This is helpful if your company sells from one location but fills and ships

orders from another location, such as a central supply warehouse.

You must enter a user defined code (00/DT) that identifies the type of document. Enter multiple codes without punctuation or spaces. To accurately update all interbranch orders, you should also enter all order types for interbranch orders in Sales Update (R42800), Interbranch tab, Order Type for Interbranch Orders processing options.

Interop Tab

These processing options control whether the system captures transaction information prior to changes to a transaction and whether the system performs export processing.

1. Transaction Type

Future use.

2. Before/After Image Processing

Blank = Write after image

1 = Write Before and After images

Future use.

Prepayment Tab

These processing options control whether you can record payment information for orders.

Prepayment of an order takes place when a seller receives a form of payment from the customer at the time of order entry. There are many types of prepayments that a customer can use, such as cash, check, and credit card. When you make any type of prepayment, the system records transaction information for each order detail line, and indicates the payment on the invoice.

During order entry, you can validate credit information when you accept a credit card as a means of payment. By way of your middleware solution, the system retrieves authorization and updates the prepayment transaction in the system. If the authorization is unsuccessful, then the order is put on authorization hold and the system does not allow further order processing.

When a settlement is performed, your middleware solution release funds from a customer's account to the merchant account. If the settlement transactions contain errors, the order is put on settlement hold and the system does not allow further order processing.

In order for either hold to be removed, the authorization or settlement process must be successfully run in batch mode of the appropriate prepayment transaction version.

1. Prepayment Processing

Blank = Prepayment Processing files will not be updated and the form exit to the Prepayment Window will be protected.

1 = Prepayment Files will be updated and Prepayment Window will be activated.

Use this processing option to determine whether to activate Prepayment Processing.

Valid values are:

Blank The system does not update Prepayment Processing files and you can not access the Prepayment window from the row exit.

1 The system does update the Prepayment Processing files and you can access the Prepayment window.

2. Process Authorization

Blank = Authorization will not be processed.

1 = Authorization will be processed interactively.

2 = Authorization will be processed in batch or subsystem mode, based on the version.

Use this processing option to identify the method of processing. Valid values are:

1 The system processes the authorization interactively.

2 The system processes the authorization in batch or subsystem mode, based on the version.

Blank The system does not process the authorization.

3. Process Settlement

Blank = Settlement will not be processed.

1 = Settlement will be processed interactively.

2 = Settlement will be processed in batch or subsystem mode, based on the version.

Use this processing option to identify the settlement processing method. Valid values are:

1 The system processes the settlement interactively.

2 The system processes the settlement in batch or subsystem mode, based on the version.

Blank The system does not process the settlement.

4. Authorize Prepayment Transaction version

Use this processing option to identify the version of Authorize Prepayment Transaction.

5. Settle Prepayment Transaction version

Use this processing option to identify the version of Settle Prepayment Transaction.

Enter a Next Status Override Code for:

6. Authorized lines

Use this processing option to identify the override Next Status Code for order lines that have been successfully authorized during the credit card process.

7. Settled lines

Use this processing option to identify the override Next Status Code for order lines that have been successfully settled in the credit card process.

Audit Log Tab

These processing options determine whether the system creates an audit log for changes that you make to sales orders and how the system processes the changes.

1. Use Audit Log for Sales Order Changes

Blank = No

1 = Yes

Use this processing option to specify whether to activate the audit logging process for sales order changes. Valid values are:

Blank

Do not activate audit logging.

1

Activate audit logging.

Note: You can override this processing option by using the Bypass Audit Logging field defined in the customer billing Instruction. For example, if you set this processing option to a 1, but the customer specified in the sales order had Bypass Audit Logging set, then the system performs no audit logging for that order or any order for which that customer is specified.

2. Reason Code required for Sales Order Changes

Blank = No

1 = Yes

Use this processing option to specify whether a revision reason code is required for sales order changes. Valid values are:

Blank

Do not require a revision reason code.

1

Require a revision reason code.

3. Approval process required for Sales Order changes

Blank = No

1 = Yes

Use this processing option to specify whether the approval process is required on the changes made to the sales order. The Use Audit Log for Sales Order Changes processing option on the Audit Log tab must be set to 1 to enable the approval process. However, you can enable audit logging without setting the Approval Process Required for Sales Order Changes processing option. When approval process is required, the system does not record changes to the order. Instead, the system retains the original values and places the order on hold. The new values are pending in the Audit Log table until an approval or rejection decision has been made. The new values are recorded for the order only if the order is approved. Valid values are:

Blank

The approval process is not required.

1

The approval process is required.

Volume Upsell Tab

This processing option determines whether you receive an alert based on the tolerance percentage that you specify.

1. Alert for Volume Based Up-Sell within Tolerance

Blank = No alert given

Enter tolerance percentage

Use this processing option to enter a percentage of tolerance in order for the system to suggest an upsell. This percentage is based on the increase in quantity that the customer would have to order to meet the next level-break.

Profit Margin Tab

These processing options determine the following:

- Whether the system performs gross profit margin pricing
- Which adjustment reason code to use for overrides to pricing information
- Whether to resolve and test the gross profit percentage

1. Enable Gross Profit Margin Pricing

Blank = Not enabled

1 = Enabled

Use this processing option to enable the % Profit Margin column. Enabling this column allows you to enter the gross profit margin percentage.

2. Adjustment Reason Code for Overrides

3. Resolve and Test Target Gross Profit Percentage

Blank = Do not resolve and test

1 = Resolve and test

Use this processing option to generate a warning if the gross profit margin percentage is outside of the range that you specified in the Target Gross Profit Preference processing option. Also, if the gross profit margin percentage is not within the defined margins, and the Line Level Margin Hold Code processing option is set , the system places the order on hold using the line level margin hold code that you specified in the processing option.

Promotion ID Tab

This processing option determines whether the system assigns a promotion identification number.

1. Default Promotion ID

Blank = System does not assign a Promotion ID

1 = System assigns a Promotion ID

Use this processing option to specify whether the system assigns a promotion ID number to a sales order line item to which a promotion ID number has not been manually assigned. Valid values are:

Blank

Do not assign a promotion ID.

Assign a promotion ID.

Note: If you set this option to 1, the system assigns a promotion ID from the Promotion Deal Detail File table (F40P011). If the system locates multiple promotion IDs, it assigns a promotion ID based on the value from the Promotion ID Resolution Constant in the Distribution/Manufacturing Constants table (F4009). The system might require more processing time to assign this ID automatically.

Order Promising Tab

This processing option controls whether the system enables the order promising process and determines the mode of processing.

1. Order Promising

Blank = No Order Promising

1 = Auto Promising Mode

2 = Both Auto Promising and Scenario

Use this processing option to specify the mode of order promising that the system uses to promise a delivery date for an order. Valid values are:

Blank

Do not use order promising.

1

Use the auto promising mode of order promising.

2

Use auto promising and scenario manager modes of order promising.

2. Order Promising (Future)

For future use.

Matrix Tab

This processing option controls the system displays the matrix window during the matrix order entry process.

1. Inventory Parent

Blank = Enable Matrix Window

1 = Disable Matrix Window

Generating a Sales Proposal

Sales proposals contain information such as sales configurations, quotations, company financial highlights, product information, pricing and discount information and product availability. You can use an automatic document generation system to pull the various pieces of information from different departments, such as Sales, Accounting, Marketing, Inventory. You can quickly and accurately put together a formal sales proposal, which you can then modify, and regenerate easily and efficiently.

You must have Microsoft Word 97 in order to work with the automatic document generation system. The automatic document generation system runs on a client Windows 95 or Windows NT environment.

Setting Up Proposal Components

You set up proposal components to provide common information and to promote a consistent style and format, which allows salespeople to gather information efficiently and put together an accurate, formal sales proposal.

Setting Up Proposal Templates

When you put together a sales proposal, you can develop consistent pieces of information that can be used for all your sales proposals. These can be used as templates to provide common information that promote consistency in the style and format. You can create multiple templates for different proposal types.

You must create the proposal template as a Microsoft Word document (.doc). When you create the proposal template document, you insert "bookmarks" to identify places in the document where specific boilerplate text is inserted. Microsoft Word supports multimedia objects, such as media clips, and embedded objects, such as image documents, and Excel spreadsheets.

After you create a proposal template, the system uses the template name you specified in the processing options for Generated Document Revisions (P00391). When you choose to generate proposals, the system only uses the template name that is assigned in the processing options, and retrieves boilerplate text based on the branch/plant, customer information, and item information in the order. Header information in automatic document generation also originates from the specified template.

Prerequisites

- ❑ Set up the proposal template name in user defined code table (00/GD).
- ❑ Save the proposal template as a Microsoft Word document (.doc).
Review the appropriate Microsoft documentation for more information about creating documents, bookmarks, embedded objects and other topics related to Microsoft products.
- ❑ Set the processing options and run the GT0039 Media Object Conversion program (P00394) to convert data structures of your media objects to the Address Book (P01012) or Item Master (P4101), for example.
- ❑ Set up category codes for your media objects to further define your bookmarks.

Setting Up Boilerplate Text

Boilerplate text consists of information pieces that are retrieved from different systems and merged into the final document. For example, you can retrieve pricing and discount information specific to the customer and product, along with specific product information, shipping information, or customer payment terms.

You must create the boilerplate text as a Microsoft Word document (.doc) or a Rich Text Format (.rtf) file. After you create the boilerplate text, you can attach boilerplate text to the bookmarks in the Generated Document Revisions program (P00391).

Based on information in the Sales Order Header File (F4201) and Sales Order Detail File (F4211) tables, the system retrieves boilerplates that have been attached as OLE Word documents to any media object attachments for the following:

- Item
- Customer
- Company
- Branch/Plant

Prerequisites

- You must save the boilerplate text as a Microsoft Word document (.doc) or Rich Text Format (*.rtf) document.

Review the appropriate Microsoft documentation for more information about creating documents, bookmarks, embedded objects and other topics related to Microsoft Word.

- You must have attached the boilerplate text as OLE.

Setting Up Sales Quotes for Proposals

A sales quote is a specific type of boilerplate text that you can merge into a proposal. A sales quote contains product availability and pricing information that is integral to successful contract negotiations. As with other boilerplate text, use Microsoft Word bookmarks to identify the locations where you want to insert the sales quote in the proposal.

Enter the sales quote in the version of Sales Order Entry (P4210) that is set up for quote orders. The system stores the quote order information in the Sales Order Header File (F4201) and Sales Order Detail File (F4211) tables.

Depending upon how you have set your processing options, the system can assign quantities in quote orders to one of the buckets, Other Quantity 1 or 2. Depending upon your item availability definition, the system might not commit quantities in the commitment buckets until you create a sales order from the quote order.

To create a sales order from a quote order that is used during contract negotiations, use Sales Blanket Order Release program (P420111).

Setting Up Text Substitution Tags

You can retrieve data directly from the system's tables and insert the information directly into the proposal by using text substitution tags. Text substitution tags identify the system's fields in user defined locations in the Microsoft Word boilerplate document. The system then replaces the fields with values from the quote order.

You can substitute information for any fields in a proposal from the following tables:

- Sales Order Header File (F4201)
- Sales Order Detail File (F4211)
- Order Address Information (F4006)

To set up text substitution tags, enter the name of the field between three character delimiters. The delimiters are user defined and can be no more than three characters. Place the text substitution tags in any location within a boilerplate document. When the system generates a proposal, the system searches for the tags and substitutes the field name with the appropriate value from the quote order. For example, to retrieve the unit price into a proposal, identify the data name for the field <SDUPRC>. Based on the information in the quote, the system retrieves the amount in the field and inserts the value in place of the tag.

Text substitution tags in the boilerplate document are user defined. If you specify a field, such as a user defined code, that has a value and an associated description, the text substitution function substitutes the user defined value with the associated description.

Defining Documents for Sales Proposal Generation

To attach boilerplate text to bookmarks and to review the various components that make up a generated document, use the Generated Document Revisions program (P00391). With the graphical tree structure, you can see which bookmarks are attached to your template. Then you can inquire on each bookmark and edit, add, or delete boilerplates. For example, if the bookmark "Product" identifies the media object structure, Item Master, you can identify the specific items to which you can attach boilerplate text.

When you enter a sales order and generate the proposal, the system searches bookmarks that are attached to the named template. Based on the order information, the system inserts the boilerplate text at the bookmark.

Prerequisites

- Set up the proposal template name in user defined code table (00/GD).
- Save the proposal template as a Microsoft Word document (.doc).
Review the appropriate Microsoft documentation for more information about creating documents, bookmarks, embedded objects, and other topics related to Microsoft Word.
- Characterize your template by category code. You can define up to 30 category codes for your media objects.
- Save the boilerplate text as a Microsoft Word document (.doc) or Rich Text Format (*.rtf) file.

► **To review the template**

From the Sales Proposal Generation menu (G42412), choose Generated Document Revisions.

1. On Headerless Detail, complete the following fields and click Find:
 - Generated Document
 - Generated Document TypeThe system displays the template and bookmark hierarchy.
2. To review the template text, click View Template.
The system displays the Media object window for the template.
3. From the Form menu, choose Template.
Like any media object text, you can edit or delete text or embedded images and objects. If you make any changes, click Save.
4. Click Close Template to close the template and return to the Headerless Detail form.

► **To attach boilerplates to bookmarks**

From the Sales Proposal Generation menu (G42412), choose Generated Document Revisions.

1. On Headerless Detail, complete the following fields and click Find:
 - Generated Document
 - Generated Document TypeThe system displays the template and bookmark hierarchy.
2. Complete the following fields to choose your bookmarks:
 - Bookmark
Use the visual assist button to choose your bookmarks.
 - Sequence No.
 - Media Object Data Structure
 - Repeat Detail
 - Use Lang
 - Text SubstitutionAfter you define the bookmarks for your template, you must attach boilerplates to each bookmark.
3. For each bookmark, select the row and choose Boilerplate from the Row menu.
The system displays the Work with Boilerplates form based on the Media Object Data Structure for each bookmark. That is, if your Media Object Data Structure is Item Master, when you enter Work with Boilerplates, the system prompts you for item information.
4. On Work with Boilerplates, click Add.

5. On Add Boilerplate, complete the specific item, branch/plant, or customer information, as appropriate, and click OK.

The system displays the Media Object form.

The boilerplate type the system displays on the Media Object form depends on the media object structure that you specified on the Headerless Detail form.

6. From the File menu, click Add, then OLE.

The system displays the form, Insert Object.

7. On Insert Object, click the Create from File button and define the file path for the boilerplate.

The file path must be a Microsoft Word document (.doc) or Rich Text Format (.rtf) document.

8. Click OK.

On Media Objects, the system displays the boilerplate text.

9. Click Save.

► **To review attached boilerplates**

From the Sales Proposal Generation menu (G42412), choose Generated Document Revisions.

1. On Headerless Detail, complete the following fields and click Find:

- Generated Document
- Generated Document Type

The system displays the template and bookmark hierarchy.

2. For each bookmark, select the row and choose Boilerplate from the Row menu.

The system displays the Work with Boilerplates form based on the Media Object Data Structure for each bookmark. That is, if your Media Object Data Structure is Item Master, when you enter Work with Boilerplates, the system prompts you for item information.

3. On Work with Boilerplates, click Find to review existing data structures (items, customers, branch/plants) with attached boilerplates.

4. To review the boilerplates that are attached, select the row and choose Edit from the View menu.

The system displays the attached boilerplate in the Media Object window.

5. Click Close to return to the Headerless Detail form.

► **To create a table of contents**

From the Sales Proposal Generation menu (G42412), choose Generated Document Revisions.

You can automatically create a table of contents after the system generates the document. To create a table of contents, you must insert a bookmark for the table of contents within your proposal template and specify the bookmark in the template and bookmark hierarchy.

1. On Headerless Detail, to identify the bookmark for a table of contents, click Table Of Contents.
2. On Add Table of Contents, complete the following field and click OK:
 - Enter Bookmark for Table of Contents

Processing Options for Generated Document Revisions (P00391)

Default

1. Generated Document
2. Generated Document Type
3. Beginning Text Substitution Tag
4. Ending Text Substitution Tag

Directory

1. Temporary Document Path
-

Generating a Proposal During Order Entry

After you set up proposal components, you can put together a formal sales proposal. Since a proposal is used heavily during contract negotiation, you can modify an existing proposal in a very short period of time.

After you create a proposal template, the system uses the template name you specified in the processing options for Generated Document Revisions (P00391). When you choose to generate proposals, the system only uses the template name that is assigned in the processing options, and retrieves boilerplate text based on the branch/plant, customer information, and item information in the order. Header information in automatic document generation also originates from the specified template.

The automatic generation of the sales proposal is based on information in existing sales orders, and the information from Sales Order Header File (F4201) and Sales Order Detail File (F4211) tables. You cannot generate sales proposals from the Sales Order History File table (F42119).

Prerequisites

- Set the processing option in the version of Sales Order Entry (P4210) to generate a proposal.
- Set up the proposal template name in user defined code table (00/GD).
- Save the proposal template as a Microsoft Word document (.doc).

Review the appropriate Microsoft documentation for more information about creating documents, bookmarks, embedded objects, and other topics related to Microsoft Word.
- Save the boilerplate text as a Microsoft Word document (.doc) or Rich Text Format (*.rtf) file.
- Attach the boilerplate text as an OLE media object.

► **To generate a proposal during order entry**

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, click Add.
2. On Sales Order Detail Revisions, complete the following fields and click OK:
 - Ship To
 - Quantity Ordered
 - UoM
 - Item Number
 - Ln Ty
 - Unit Price
3. From the Form menu, choose Generate Proposal.

The system displays the generated document in Microsoft Word as a Word document (*.doc). For more information about Microsoft Word documents, review the appropriate Microsoft documentation.

Entering Sales Orders with Templates

You can use templates to speed order processing by displaying your customer's most frequently ordered items. A template is a system-generated prediction about what your customer will order. Using templates also reduces errors and redundant data entry.

You can set up a default template, a template that is specific for your customer, or choose from any available template that is set up on your system. In the processing options for Sales Order Entry (P4210), you can set up order template processing as follows:

- You can enter a specific template name that appears when you enter an order for any customer
- You can specify whether the system retrieves the template from the Customer Master program (P03013) for either the sold to or the ship to address

You can complete order information using templates in the following ways:

- Copy all items and quantities on the template
- Change item and quantity information on a line-by-line basis
- Leave quantity information blank for those items that you do not want to add to your sales order

Prerequisites

- Verify that the processing options for the Sales Order Entry (P4210) program are set to permit order template processing.
- Verify that standard and customer templates are set up for your system.

► **To enter sales orders with templates**

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, click Add.
2. On Sales Order Detail Revisions, complete the following fields:
 - Branch/Plant
 - Sold To
 - Ship To
 - Order Date

The system retrieves the template specified in the Order Template processing option in Sales Order Entry (P4210). The system can display templates according to the Sold To address, Ship To address, or a specified template.

3. On Work With Available Order Templates, complete one of the following:
To retrieve templates that are associated to the Ship To or the Sold To address book number, click Find.

Remove the address book number from the Template Selection Window and click Find to review all available templates.

4. Select the row.

Quantity Ordered	UM	Item Number	Usual Quantity	Usual UM	Item Description	Item Description 2
		210		10	Mountain Bike, Red	
		220		5	Touring Bike, Red	
		221		5	Touring Bike, Blue	
		222		5	Touring Bike, Green	

5. On Order Templates, review the following fields:
 - Item Number
 - Usual Quantity
6. To order the usual quantity, choose Preload With Usual from the Form menu. The system enters the Usual Quantity in the Quantity Ordered field.
7. To order quantities that are different from the usual quantity, enter a quantity amount in the order detail line.
8. Click OK to incorporate the template order into the sales order.

The system selects only those lines that have corresponding quantities in the Quantity Ordered field.

Recurring Sales Orders

You can streamline order entry by creating recurring orders. By creating recurring orders, you avoid manually re-entering orders that are always the same. You can have the system automatically re-enter an order on a weekly, monthly, or yearly basis.

Working With Recurring Orders

After you enter a recurring sales order, you must process the order through the Recurring Orders Edited Creation (R40211Z) program. The system edits the information that you entered and creates orders on the designated date.

You can define the frequency that the system uses to process orders as follows:

- If you specify a daily frequency (D), you can indicate which day of the week the system should process the order.
- If you specify a weekly (W) or monthly (M) frequency, the system calculates the future dates to process orders based on the next order date that you enter.

► To enter recurring sales orders

From the Additional Order Processes menu (G4212), choose Recurring Order Entry.

1. On Work With Store and Forward Order, click Add.
2. On Store and Forward Order Revisions, complete the following fields:
 - Ln Ty
 - Unit Price
 - Item Number
 - Ship To Number
 - Quantity Ordered
3. From the Form menu, choose Recurring Order.

The screenshot shows the PeopleSoft interface for entering recurring order information. The title bar reads "PeopleSoft®" and "Recurring Order Entry - Recurring Order Information". Below the title bar are buttons for "OK", "Cancel", "Error", and "Tools". The main area contains three input fields: "Order Frequency" with a dropdown menu, "Next Order Date" with a date picker, and "Suspend Date" with a date picker. To the right of these fields is a "Days of the Week" section with a label "SMTWTFS" and seven checkboxes, each corresponding to a day of the week.

4. On Recurring Order Information, complete the following fields and click OK:
 - Order Frequency
 - Next Order Date
 - Suspend Date
5. On Store and Forward Order Revisions, click OK.

Processing Options for Recurring Orders (P4004Z)

Defaults

1. Order Type
2. Line Type
3. Beginning Status
4. Override Next Status
5. Line Number Increment

Versions

1. Sales Order Entry Master Business Function (P4210)
2. Batch Transaction Editor (R40211Z)
3. Order Templates (P4015W) - (Future use)

Process

1. Enter '1' to automatically submit the batch order to the Batch Transaction Editor in subsystem mode. Enter '2' to call the Batch Transaction Editor in online mode.
2. Enter '1' to process in full edit mode or leave blank for partial editing.

Customer Self Service

1. Customer Self-Service Functionality (CSS only) - (Future use)

Blank = Bypass Customer Self-Service functionality

1 = Activate Customer Self-Service functionality

2. Customer Self Service Address Structure Type (CSS only) - (Future use)

Blank = show all related address numbers

Structure Type = show address numbers for that structure type

3. User address default (CSS only) - (Future use)

Blank = User address defaults to Sold To

1 = User address defaults to Ship To

4. Allow override of Sold To and Ship To address (CSS only) - (Future use)

Blank = Cannot Override Sold To and Ship To

1 = Override Sold To and Ship To

2 = Override Sold To only

3 = Override Ship To only

5. Customer Item Cross Reference Type (CSS only) - (Future use)

Processing Recurring Orders

From the Additional Order Processes menu (G4212), choose Recurring Orders Edited Creation.

To process recurring sales orders, you must run the Recurring Orders Edited Creation (R40211Z) batch program. The system edits the information that you entered and creates the orders for the specified date. To ensure the integrity of the data, the system creates sales orders for recurring orders only after the editing process is complete.

Any of the orders that contain errors remain in the batch receiver tables as unprocessed. You must correct this information and then run the Recurring Orders Edited Creation batch program again.

On Work With Versions – Available Versions, select an existing version or create a new version to process recurring orders.

Processing Options for Recurring Orders Edit and Creation (R40211Z)

Process

1. Enter '1' to Perform Availability Check and Kit Balancing
2. Enter '1' to override prices, if ' ' use the Unit Price in F4106

Versions

1. Enter the Version ID of the Sales Order Entry

Configurator

Configured Item Inventory Split.

Enter '1' to support a single split, or '2' to support multiple splits. Blank disables splitting.

See Also

- ❑ *Sales Order Processing* in the *Sales Order Management Guide* for more information about submitting sales orders for processing and verifying sales order information

Working with Kits and Configured Items

You can enter sales orders for kits and configured items. A kit is a collection of inventory items, called components, which are associated with a description name, called a "parent" item. For example, you might store several computer components, such as the monitor, hard drive, keyboard, and mouse. When you sell the items, you might sell them collectively as a computer system.

In a manufacturing environment, a manufacturer assembles a large variety of end products from relatively few components. A configured item is comprised of different features that are requested by a customer. For example, if you manufacture and sell automobiles, you might offer the same automobile type with a variety of features and options, such as engine size or transmission type. When you set up a configured item, you define segments (the features and options) to represent characteristics of a configured item, such as an optional paint color or power type. You can also set up a configured subassembly within a configured item. For example, the configured item, automobile, contains a configured subassembly of the transmission.

Kit Components

A kit is typically made up of several types of inventory items:

- Parent item** A parent item represents the assembled item. Generally, the system does not carry inventory for a parent item. You must set up a parent item in the Item Master (P4101) and designate it with a stocking type of K (for kit). The Item Master determines how the system calculates the price.
- Components** Components are the actual inventory items that are contained in the kit. You set up components in the Item Master as regular stock items.
- Features and options** Features and options are additional items for the kit. Feature items have a stocking type of F (for feature). The system recognizes feature items as second-level parent items, because the system does not carry inventory for the feature items. You set up the actual inventory items in the bill of material.

Assume that a kit consists of a stereo, which is the parent item, and the following components and options:

- Stereo (first level parent item)
 - Wiring jacks (component)
 - Receiver (component)
 - Speakers (component)
 - Cassette deck (option)
- CD player (second-level parent item)
 - 5-platter CD player (option)
 - Single CD player (option)

Example: Feature

Assume that a compact disk (CD) player is a feature in the kit. With a feature, you can choose one of the following options:

- 5-platter CD player
- Single CD player

Feature

5-Platter Compact Disk
Player (Option)



Single Compact Disk
Player (Option)



Entering Kit Orders

When you enter an item number for a kit, you can review the preselected items and quantities that make up the kit. You can also select any optional items that you want to include on the sales order. You can only process fully configured kits. The system backorders the entire kit if any of the components are backordered.

You cannot enter kit information on a direct ship or transfer order. To enter an order for kits, use the regular sales order entry programs to process kits.

You can change quantity and price information for the parent item on kit orders. The system recalculates the price. Any price changes affect only the current order. You make permanent price changes in the base price records.

When you cancel a parent item, the system cancels all component lines that are associated with that kit item.

Kit Restrictions

The following preferences do not function with kit items:

- Print Message
- Product Allocation
- Inventory Commitment

You cannot set up automatic freight calculations for the parent item. You must set up automatic freight calculations for each component for the system to calculate the appropriate charge.

You cannot perform item cross-reference checking for kit parent items or the associated components.

Work Orders for Kits

If you create a work order for a kit during sales order entry, the parent item can be built and stocked in inventory after you process and complete the work order. When you process and complete the work order, the system subtracts the components from the on-hand quantity, then adds the parent item into on-hand quantity in inventory. This is the only time that a parent item is stocked in inventory.

You must specify a "T" line type for all components in the processing options of the Work Order Processing program (R31410). This line type must be set up as a text line type to avoid writing journal entries for costs of goods sold and Inventory for the components at the time of sales update. This also ensures that the system does not subtract components again during shipment confirmation or sales update.

See Also

- *Reviewing Work Order Information* in the *Shop Floor Management Guide*

Prerequisites

- Verify that you have set or cleared the processing option that suppresses kit component lines in the Sales Order Entry program (P4210).
- Verify that kit items have been set up. See *Entering Kit Information* in the *Inventory Management Guide* for more information.

► To enter kit orders

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Store And Forward Order Inquiry, click Add.
2. On Sales Order Detail Revisions, complete the steps to enter item information.

When you enter an item number for a kit, the system displays the Kit Selection window automatically.

PeopleSoft® Sign Out

Sales Order Detail - Kit Selection

OK Cancel Form Row Tools

Branch/Plant: 30

Item Number: 2400 Bike Accessory Kit

Quantity: 1 EA

Records 1 - 4													
	Sel	O	+/-	Description	Qty Per	U/M	L	T	Request Date	Last Stat	Next Stat	2nd Item Number	3rd Item Number
		F	+	Helmet Feature Parent Item		EA	S		06/10/10			2405	2405
	*	S		Water Bottle w/ Cage	1	EA	S		06/10/10	520	540	2420	2420
	O			Gloves - Cloth	1	EA	S		06/10/10	520	540	2430	2430
	*	S		Tire Repair Kit	1	EA	S		06/10/10	520	540	2440	2440

3. On Kit Selection, review the following component information:
 - O
 - Quantity
 - Qty Avail
 - Request Date
4. To review features of the kit component item, double-click on the row.
5. To accept options, double-click on the row to display an asterisk in the following field:
 - Sel
6. Click OK.

Understanding Configured Item Orders

You can manage your manufacturing and production process in conjunction with your sales to ensure that customer demand is being met. For example, if you manufacture and sell automobiles, you might offer the same automobile type with a variety of features and options.

You can use the Sales Configurator system in conjunction with the Sales Order Management system to sell items that:

- Are complex
- Require routings that change based on features or options

- Include features that are not compatible with other features
- Require multiple work orders to define an assembly

When you enter a sales order for a configured item, the Sales Configurator system automatically prompts you to enter values for the segments of that configured item. A segment is a feature of a configured item, such as color, size, fabric, or power type. The system verifies each segment value against user-defined information, such as rules and user defined code tables of choices. If the configuration is valid, the system processes the order.

After you have entered a sales order and generated work orders for a configured item, use the following programs in the Sales Order Management system to complete the sales order processing cycle:

- Print Pick Slips (R42520)
- Shipment Confirmation (P4205)
- Print Invoices (R42565)
- Sales Update (R42800)

See Also

- *Working with Configured Item Sales Orders* in the *Sales Configurator Guide*

Working with Store and Forward Orders

Store and forward (batch) order processing provides an efficient way to enter and manage a high-volume of sales orders before they are processed in the Sales Order Management system. For example, if you are at a remote site and do not have dedicated access to the server, it might be more productive and cost effective to create sales orders locally on your PC during normal business hours. Afterward, you can upload them to the server for processing during off-peak hours.

You can enter batch sales orders to provide the following features for a fast-paced, high-volume environment:

Quick entry of large quantities of items	You only need to enter limited information because the system uses most of the default information from the Customer Master table (F0301) to create the orders.
Optimal information processing	You can generate sales orders during the day and process them later.

Caution

You must set up the next number functionality before you set up and use store and forward order processing.

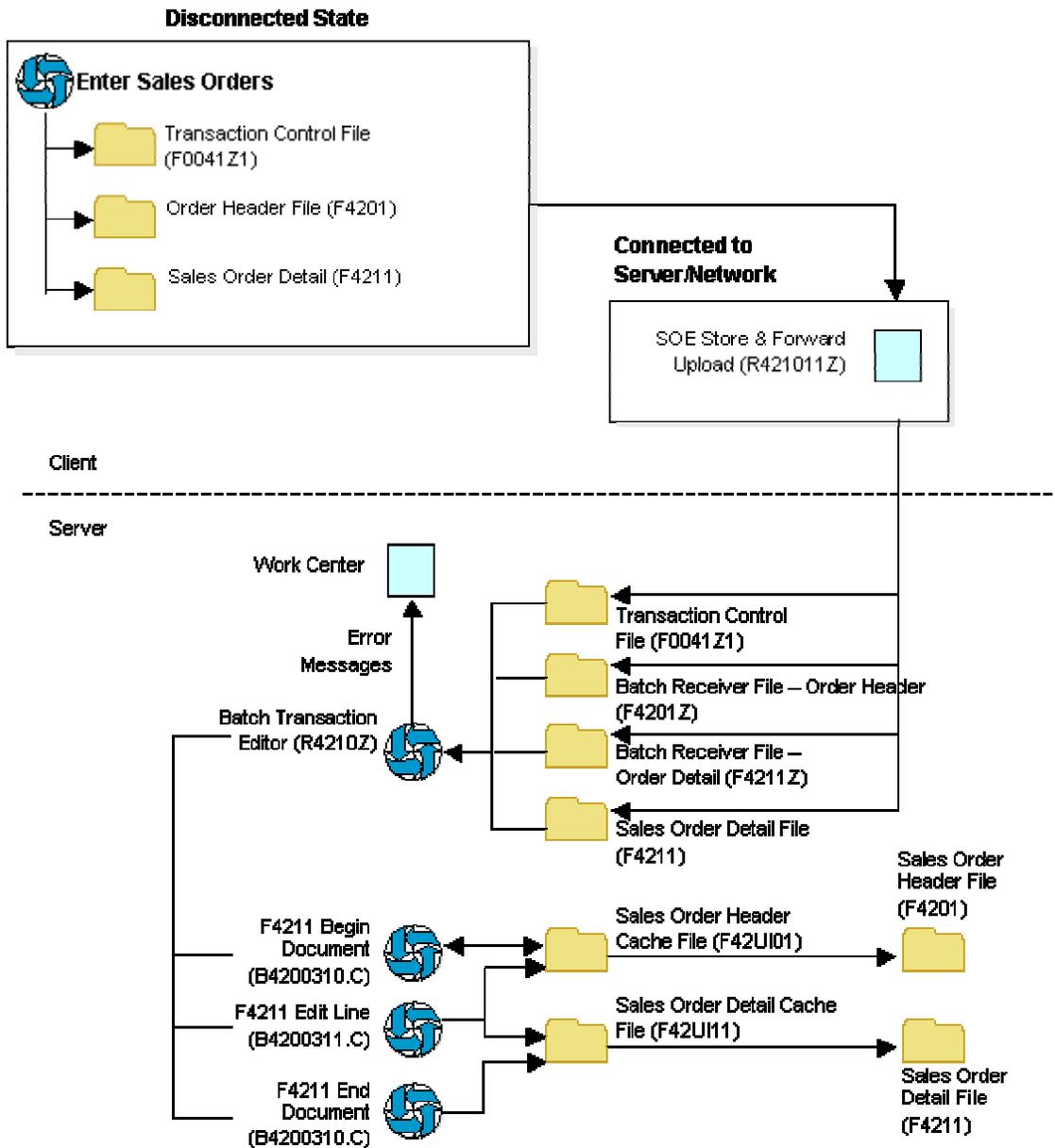
The system transfers the header information that you enter to the Sales Order Header Unedited Transaction File table (F4201Z1) and detail information to the Sales Order Detail Unedited Transaction File table (F4211Z1). The information remains in those tables until you are ready to process the orders.

When you are ready to process multiple orders, you must run the Batch Edit and Creation program (R4210Z). The system edits the order information and transfers it to the Sales Order Header File (F4201) and the Sales Order Detail File (F4211) tables.

You must run the Batch Edit and Creation program to generate the sales orders. After the system creates orders, you can also change any detail information on these orders on a line-by-line basis.

The following graphic illustrates the store and forward process:

Store and Forward Process



Prerequisites

- ❑ Verify that the system administrator downloads the necessary technical master tables before you complete the steps to store and forward sales orders.
- ❑ To download the master tables for your workstation, you must be connected to the server and signed on to your normal production environment.
- ❑ Choose the appropriate environment on Select User Environment when you log in to the system. Click Detail to access the name of the environment.

Downloading Master Tables to the Workstation

Before creating sales orders on your workstation, you must download tables from the server using the Store and Forward Download program (P00140). These tables are necessary to create and validate transactions. For example, you must download the Address Book Master (F0101), Item Master (F4101) and Customer Master by Line of Business (F03012) tables in order to have the supplier information that you need to create sales orders.

You must ensure that data is present in all technical and business data tables, except Sales Order Header File (F4201). If you download master tables to the workstation and data is not present, you can use Environment Database Creation (R98403) to download each master table separately. It is recommended that you test the completeness of the download before disconnecting from the network, such as creating a sales order on your workstation.

The following is a list of the business data tables that must reside on the workstation that are used for store and forward processing. In addition to the business data tables, you must also download the technical data tables.

Sales Order Entry (P4210)

Table	Description
F0004	User Defined Code Types
F0005	User Defined Codes
F0006	Business Unit Master
F0006D	Business Unit Alternate Description Master
F0008	Date Fiscal Patterns
F0008B	Date Fiscal Patterns - 52 Period Accounting
F0009	General Constants
F0010	Company Constants
F0012	Automatic Accounting Instructions Master
F0013	Currency Codes
F0014	Payment Terms

F0022 Tax Rules

F0041Z1 Transaction Control File

F0101 Address Book Master

F0111 Address Book - Who's Who

F0116 Address by Date

F0150 Address Organization Structure Master

F0301 Customer Master

F0401 Supplier Master

F0901 Account Master

F0907 Chart of Accounts Format

F4001Z Batch Receiver File - Order Headings

F40073 Preferences Hierarchy File

F4008 Tax Areas

F4009 Distribution/Manufacturing Constants

F40095 Default Locations/Printers

F4013 Order Processing Cross Reference File

F4211Z1 Sales Order Detail Unedited Transaction File

F40205 Line Type Control Constants File

F4070 Price Adjustment Schedule (only if Advanced Pricing)

F4071 Price Adjustment Type (only if Advanced Pricing)

F4072 Price Adjustment Detail (only if Advanced Pricing)

F4075 Price Variable Table (only if Advanced Pricing)

F4092 Group Code Key Definition Table

F4094 Item/Customer Key ID Master File

F41001 Inventory Constants

F41002 Item Units of Measure Conversion Factors

F41003 Unit of Measure standard conversion
F4101 Item Master
F4102 Item Branch File
F4106 Item Base Price File
F4201 Sales Order Header File
F4207 Price by Item
F4208 Price by Customer
F4801 Work Order Master File

You might have to download additional business tables for transactions that affect other PeopleSoft systems, such as Base Configurator.

F3294Z Configurator Batch Segments
F32943 Configured String History
F3296 Configurator Level/Sequence
F3296T Configurator Level/Sequence Tag File
F32961 Configurator Cost/Price Adjustment
F329611 Configurator Detail Cost/Price Adjustment

► **To download master tables to the workstation**

From the Additional Order Processes menu (G4212), choose Download Store and Forward Tables.

1. On Work With Batch Versions - Available Versions, choose a version of the Store and Forward Download and click Select.
2. On Version Prompting, do one of the following:
 - Choose the Data Selection option to limit the information that the system downloads and click Submit. On Data Selection, make your data selections and click OK.
 - Click Submit.
3. On Report Output Destination, choose the option to print or preview online and click OK.
4. On Environment Overrides, enter the name of the source environment and target environment and then click OK.

Technical Considerations

Viewing the version detail You can view a complete description of the table that you want to download. To do so, choose the appropriate version on the Work With Batch Versions - Available Versions form, and then choose Version Detail from the Row menu.

See Also

- ❑ *Downloading Business Data* in the *Configurable Network Computing Implementation Guide*

Creating Orders That You Store and Forward

After you download the master tables to your PC, you can create standard sales orders by using the store and forward environment. You store the sales orders on your PC until you are ready to upload, or forward, them to the server for processing.

When you create sales orders that you store and forward, the system:

- Edits and validates each sales order, based on the information that you downloaded from the tables
- Creates a transaction control record for each sales order, assigns it a status of 1 (ready to process), and stores it in the Transaction Control File table (F0041Z1)
- Creates a version of sales order entry and sets processing options

When you run the Upload Store and Forward program (R421011Z), the system checks the history fields for duplicate sales order numbers. If the batch order number is a duplicate, the system assigns a new number to the sales order and references the duplicate order number in the original order number field in the Sales Order Header File (F4201) and Sales Order Detail File (F4211) tables.

Prerequisite

- ❑ Set the processing options for the appropriate edit mode for Sales Order Entry program (P4210) and Batch Edit and Creation program (R4210Z).

► To create orders that you store and forward

From the Additional Order Processes menu (G4212), choose Batch Order Entry.

1. On Store and Forward Order Inquiry, click Add.
2. On Store And Forward Detail Revisions, complete the steps to enter detail information.
3. From the Form menu, choose Trans Control to access transaction control.
4. On Transaction Control Revisions, revise the following fields, as necessary:
 - Status Code
 - Approval Code
 - Client Notification
5. Click OK.
6. Click Cancel.
7. On Store and Forward Detail Revisions, click OK.

8. Do one of the following:
 - Submit the order for processing, if the processing options are not set to automatically submit the order.
 - Process the sales orders later by running the Batch Edit and Creation program (R4210Z).

After you enter an order, the status code is 1. The system uploads orders from the workstation to the server only at this status.

Regardless of when you process the orders, the Batch Edit and Creation program edits the information and creates the sales orders. If there are no errors, the system adds information to the Sales Order Header File table (F4201) and the Sales Order Detail File table (F4211).

See Also

- *Entering Detail Information* in the *Sales Order Management Guide* for more information about how to complete the steps to enter detail information

Uploading Orders to the Server

After creating sales orders on your workstation, you must upload them to the server for processing. To do this, you must be connected to the server, signed on to your normal production environment, and submit your job locally.

When you upload sales orders, the system:

- Creates records in the Batch Receiver File – Order Headings (F4001Z) and Batch Receiver File – Order Details (F4011Z) tables.
- Deletes files on the workstation after records are successfully uploaded to the server. If a sales order on the PC has a status of 1 (ready to process) or 2 (errors), you can make changes to it on the PC.
- Creates a transaction control record for each sales order on the server and assigns it a status of 1 (ready to process).

The system creates a transmission upload report for all of the sales orders that you upload. Use this report to verify that the orders have been uploaded correctly.

Note

To maximize system performance, upload the sales orders during off-peak hours.

► To upload sales orders to the server

From the Additional Order Processes menu (G4212), choose Upload Store and Forward Transaction.

1. On Work With Batch Versions - Available Versions, choose a Store and Forward Upload version and click Select.
2. To limit the information that the system uploads, choose the Data Selection option on Version Prompting and then click Submit.
3. On Printer Selection, make the appropriate selections and click OK.

Processing Batch Sales Orders

From the Additional Order Processes menu (G4212), choose Batch Order Edit and Creation.

To process sales orders at a later time, you must run the Batch Edit and Creation program (R4210Z). The system edits the information that you entered and creates all orders at one time. To ensure the integrity of the data, the system creates sales orders for batch orders only after the editing process is complete.

Any orders that contain errors remain in the batch receiver tables as unprocessed. You must correct the errors and then run the Batch Edit and Creation program again.

On Work With Versions - Available Versions, select an existing version or create a new version to process batch sales orders.

When processing the sales orders that you uploaded, use the same program that you use to process batch input sales orders.

You can review batch status codes to identify where orders are in the process. The system uses the following codes to identify the status of an order:

Status Code	Value
1	The transaction is available for processing
2	The transaction contains errors
3	The system is processing the transactions
4	Upload transmission is active
5	The system is unavailable and waiting for response from the server
6	The transactions are complete and have been updated to the sales order header and detail tables on the server.

See Also

- *Sales Order Processing* in the *Sales Order Management Guide* for more information about submitting sales orders and verifying sales order information

Correcting Batch Sales Orders

After you run the Batch Edit and Creation program (R4210Z), you must correct both header and detail information for any orders that contain errors. After you correct the information, you can run the program again to process the orders.

► **To correct batch sales orders**

From the Additional Order Processes menu (G4212), choose Batch Order Entry.

1. On Store and Forward Order Inquiry, locate the sales order that you need to correct.
2. From the Row menu, choose Order and then choose any of the following forms to revise sales order information, as necessary:
 - Store and Forward Header Revisions (SO Header Revision)
 - Store and Forward Detail Revisions (SO Detail Revision)
 - Transaction Control Revisions (Trans Control)
3. Run the Batch Edit and Creation program (R4210Z) to process the order.

Processing Options for Sales Order Batch Trans. Editor (R4210Z)

Process

1. Enter '1' to perform Availability Check and Kit Balancing
2. Enter '1' to override prices. Blank = use the Unit Price in F4106.

Versions

1. Enter the Version ID of the Sales Order Entry

Configurator

Configured Item Inventory Split.

Future use.

Enter '1' to recreate configurator order, or blank to accept configurator order as is.

What You Should Know About Processing Options

Checking batch orders for discrepancies

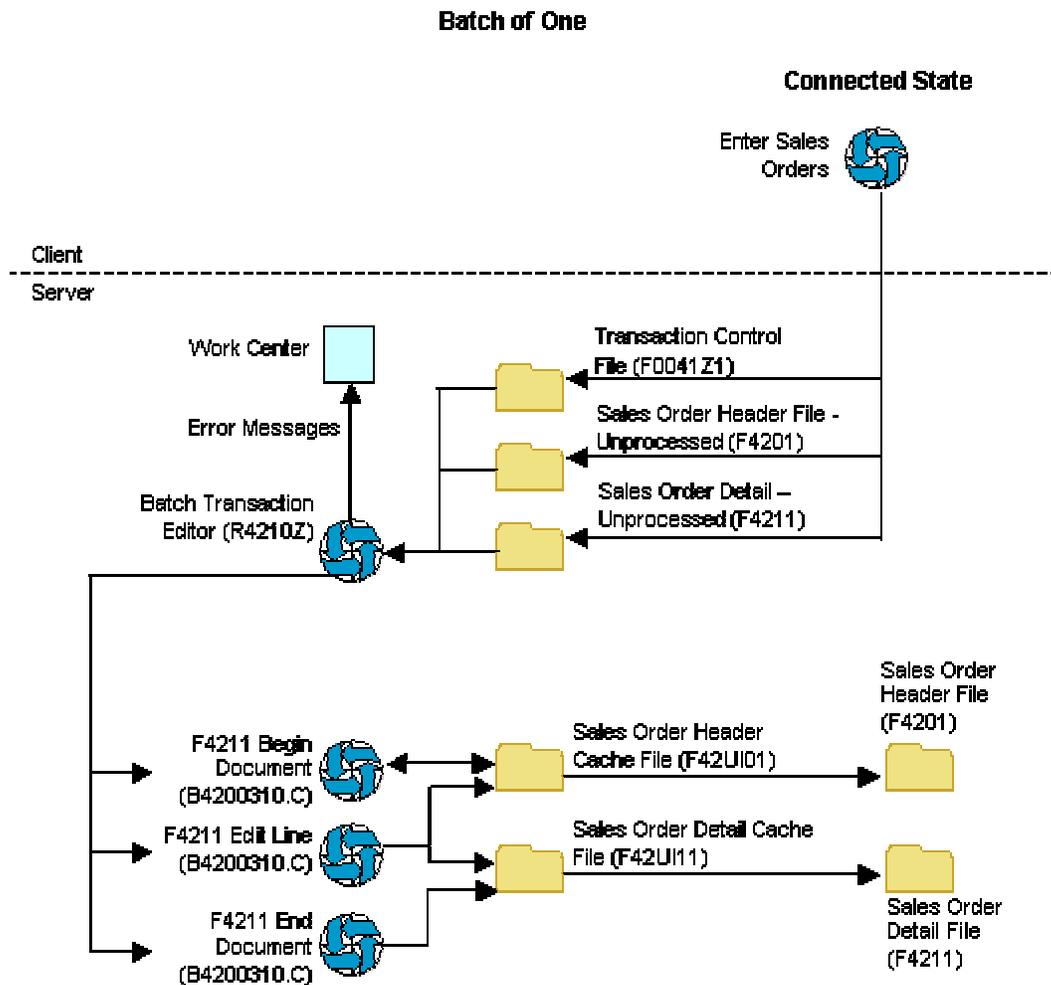
If there is a discrepancy in the transmission, the system creates the order and places the order on a discrepancy hold. For example, the system places an order on hold if the transmitted extended price differs substantially from the system-generated price. You can review the hold warning on the report generated by the Batch Edit and Creation program (R4210Z). You can release the order using the Held Order Release program (P43070).

See Also

- *Releasing Orders on Hold* in the *Sales Order Management Guide* for more information

Batch of One Processing

Batch of one processing combines the performance benefits of the store and forward model with the real-time updates of transaction data found in the direct connect model. Batch of one uses the store and forward application, but the system maps the work table to the server instead of locally. The following graphic illustrates the batch of one process:



You can use batch of one processing interactively or in conjunction with subsystem processing. When you use batch of one with subsystem processing, the system writes a record to the data queue for each completed transaction, which triggers the subsystem to process the order. The user can continue on to the next transaction while the system is processing the first order on the server. The system sends all errors to the Work Center. Users can either set an option to be prompted when a new message is sent, or they can wait and view all messages.

When you use interactive processing, you can set a processing option in Sales Order Entry (P4210), which prompts you to accept the order before the system processes the order.

Customer and Supplier Self-Service

Internet Commerce, the exchange of goods and services on the Internet, specifically the World Wide Web (WWW), allows businesses to conduct business with other businesses and with consumers. Internet transactions are inexpensive, increasingly secure, platform-independent, and built on standards that make communicating with suppliers, partners, or customers a simple task. Businesses can easily use the Internet for time-critical transactions, such as purchasing, invoicing, electronic funds transfer, cargo tracking, and sales force automation.

You can create an Internet site from which your customers and suppliers can access the most updated information at any time.

The advantages of Internet commerce include:

- Global market expansion
- Wider product distribution
- World-wide, 24-hour access to customers
- Cost reduction, including reduction of your physical inventory, fewer distribution intermediaries, and reduction of costs on catalog production and distribution
- Increased revenue

With PeopleSoft software, your customers can enter their own orders, inquire on the status of orders, and review service and billing information whenever they want, without security risks or additional costs. Likewise, your suppliers can view real-time information about orders, receipts, and payment information and respond to requests for quotes.

Using the system's tools applications for web-based transactions, you can customize the self-service interface for your environment and business needs.

Note

This documentation is based on PeopleSoft EnterpriseOne forms and data that are provided for self-service in a Windows environment. The navigations, forms, steps, and data shown in this documentation might not correspond to your customized self-service Internet site.

Setting Up Self-Service for Customers and Suppliers

Before your customers and suppliers can use self-service to access information, you must provide a method for them to do one or more of the following:

- Access item information
- Review account information
- Review existing orders and shipments

- Access product and warranty information
- Review information about existing calls
- Review service orders

When you set up user profiles for your customers and suppliers, you can limit their access to only the self-service menus, based on their user IDs. Customers and suppliers cannot use self-service to add or modify address book, customer master, or supplier master information.

Prerequisites

- ❑ Verify that you have set up address book for your customers. See *Entering Address Book and Mailing Information* in the *Address Book Guide*.
- ❑ Verify that you have set up customer master records for your customers.
- ❑ Assign a branch/plant and default location to each customer. When your customers inquire on products, pricing and availability, the system retrieves the information based on the branch/plant that you assign to the customer's user ID. See *Setting Up Default Location Information* in the *Inventory Management Guide* for more information.
- ❑ If you are using the Transportation Management system, set up routing entries to include self-service routing options. See *Setting Up Routing Entries* in the *Transportation Management Guide* for more information.

Addressing Security Issues

After you set up address book and master records for customers and suppliers, you must set up user profiles to limit your customers' and suppliers' access to your system. Customers and suppliers must have profiles before they can log on to any self-service applications.

In the user profile, you indicate the following information for a customer or supplier:

- User ID
- Password
- Preferences, such as language and localization information

You must also specify the menu that you want the supplier or customer to be able to access. Suppliers and customers can access only the programs that are on the menu that you specify in the user profiles. Specify one of the following menus, depending on the type of user:

- Daily Customer Self-Service Processing (G1715), for customers who need access to self-service programs in the Service Management system
- Customer Self-Service (G42314), for customers who need access to self-service programs in the Sales Order Management system
- Supplier Self-Service (G43S11), for suppliers who need access to self-service programs in the Procurement system

When a customer or supplier enters information using self-service programs, the system stores product selections and other information in a memory cache file. The customer or supplier can move between programs and the cache file retains the current contents of the order or quote.

See Also

- *Understanding User Profiles* in the *System Administration Guide* for more information about security and user profiles

Activating Processing Options for Customer Self-Service

To enable your customers to use your website to enter and review orders and review order statuses and account information, you must activate the customer self-service processing options for the following programs:

- Sales Order Entry (P4210)
- Customer Ledger Inquiry (P03B2002)
- Item Availability (P41202)

If you use the Transportation Management system, activate the customer self-service processing options for the following programs:

- Shipment Tracking (P4947)
- Work with Shipments (P4915)
- Work With Loads (P4960)

The system displays only those fields that are useful to your customers. It hides fields that are confidential.

Setting Up Product Hierarchies

When customers use your self-service website, you can allow them to view products by group and hierarchy. By assigning items to product groups and hierarchies, you relieve your customers from having to scroll through a complete list of your inventory.

You define a product group by selecting a category code from either the Item Master table (F4101) or the Item Branch File table (F4102). Items that have the same assigned category code belong to a group. For example, a bicycle manufacturer might create a group called Bikes that contains subgroups for mountain bikes, road bikes, BMX bikes, and so on. The system assigns hierarchies based on the sequence number and the parent directory that you specify. For example, the group Bikes would have a higher sequence number than the group Mountain Bikes. The resulting tree-like structure can have any number of levels.

If you have defined item restrictions for a customer in the Customer Master program (P03013), that customer is not able to view the restricted items, although the items remain part of the product groups and hierarchies that you assign.

► To set up product hierarchies

From the Sales Order Management Setup menu (G4241), choose Item Hierarchy Manager.

1. On Product Hierarchy Maintenance, click Add to set up a new product hierarchy group.

2. On Product Hierarchy Revisions, complete the following fields:

- Description
- Sequence Number

Use the sequence number to identify the sequential order within a group.

3. For the lowest level, which is the product listing that contains the actual items, choose a field in either the Item Master table (F4101) or the Item Branch File table (F4102) from which the system retrieves values and creates groups:

- Category Code

Based on your processing options, the system retrieves valid values for the category code from either the Item Master table (F4101) or the Item Branch Plant table (F4102). When you enter a field in the Category Code field, the system prompts you for a valid value.

- User Defined Code

4. To assign a parent directory, choose Parent Directory from the Form menu.

5. On Directory Search, choose the parent directory for your items and click Select.

6. On Product Hierarchy Revisions, review the following field and click OK:

- Parent Directory

Processing Options for Item Hierarchy (Web) (P4101H)

Defaults

Structure Type

SO Entry Version (P4210)

Process

1. Item Restrictions (1/0)

2. Check Availability (1/0)

3. Item File

Blank = Use Item Master

1 = Use Item/Branch

Creating Sales Orders with Customer Self-Service

To place an order in a standard operating environment, your customers are usually assisted by personnel who are familiar with the system as well as with the process requirements. When you create a sales environment on the web, you must enable your customers to choose items from your inventory and create sales orders based on their selection.

When your customers enter sales orders on the web, they can move freely between the menu applications. The system generates an order based on the customer information that is identified during login and the products that you choose to add to an order.

As your customers add items to their sales orders, they can review and total the order and apply the appropriate taxes. Additionally, your customers can specify an alternate carrier or edit order information by accessing the appropriate options on the Row and Form menus. Your customers can choose to cancel the order or place the order. The system does not create the order until they accept the order.

The system uses the primary unit of measure from the Item Master. The system displays the unit price in the currency that is identified for the customer in Address Book (P01012). The system retrieves item information, such as line type, from the Item Branch File (F4102) or Item Master (F4101) tables.

Each application provides an option to add items to a user's order. If they do not know the item number, your customers can click on the visual assist to access the Search by Keyword form to find it.

Since order entry, inquiry, and acceptance are part of Sales Order Entry program (P4210), set the following processing options for creating Customer Self-Service sales orders:

- You must activate Customer Self-Service
- You can activate the option, "Display before Accept" so that your customers can review order totals, including taxes before the system creates records in the Sales Order Header File (F4201) and Sales Order Detail File (F4211) tables.
- For inventory commitments, activate the Store and Forward processing option for either Full or Partial Edit. The system does not perform inventory commitments until you run the Batch Edit and Creation (R4210Z) program.

Caution

Do not use online commitments in the version of Sales Order Entry (P4210) used for Customer Self-Service. Activate the Store and Forward processing option for either Full or Partial Edit.

See Also

- *Working with Detail Information* in the *Sales Order Management Guide* for more information about processing options and exits from Sales Order Entry to other programs in the Sales Order Management system

Using Keyword Search

When your customers review your inventory for products, you must give them an opportunity to locate items based on descriptive text. Your customers can use Keyword Search to locate items based on the descriptions that you defined in the Item Master Revisions form.

► **To use Keyword Search**

From the Customer Self-Service menu (G42314), choose Keyword Search.

1. On Search By Keyword, enter descriptive text and click Find.
2. When you select the item, the system displays the product information, including availability and price.

3. To order the item, complete the following fields and click Add to Order:
 - Quantity Requested
 - Date Requested

Using the Product Catalog

When customers access the enterprise's Web site, they can view products by group and hierarchy. Instead of having customers scroll through a list of inventory, you can assign items to groups and hierarchies in the Item Hierarchy (Web) program (P4101H). Assigning items to groups and hierarchies enables you to create departments, which customers use during order entry, when browsing for items.

The enterprise can also provide customers with customers' own item numbers and descriptions, as defined in the customer item cross-reference, which simplifies choosing an item from the catalog and adding the item to the shopping cart.

► To use the Product Catalog

From the Customer Self-Service menu (G42314), choose Product Catalog.

1. On Product Catalog, select a product group.

Based on the hierarchies defined in the Item Hierarchy Manager, you can make multiple product group selections.
2. On Product Listing, select a product to review the product information for a specific product.
3. On Product Information, complete the following fields and click Add to Order to order the item:
 - Quantity Requested
 - Date Requested
4. Click Cancel to return to the product listing and subsequent product groups.

Working with Your Favorites

Your customers can access their preferred selections with templates through Your Favorites. Your Favorites is a method to group items for your customers and speed the order entry process. Customers can create their own product groups that contain lists of their most commonly ordered items. Additionally, your customers can create a template from order history. The system retrieves the order information from the Sales Order History File table (F42119).

At order entry time, customers can select the Your Favorites group they wish to use. From the list of items that appear, they enter a quantity to order or they accept commonly ordered amounts.

See Also

- *Setting Up Order Templates* in the *Sales Order Management Guide* for more information about creating templates from sales history

► **To set up Your Favorites**

From the Customer Self-Service menu (G42314), choose Your Favorites.

1. On Your Favorites, click Add for a new template.
Alternately, you can click Find, choose a template, and then click Select to access an existing template.
2. On Product Group Revisions, complete the following fields:
 - Item Number
 - Usual Quantity
 - UM
 - Effective From
 - Effective ThruYou can use visual assist to access the Search By Keyword form to retrieve items for Your Favorites.
3. To create a new Your Favorite group from a previous order using details from a previous order as a template, choose Order History from the Form menu.
The system displays previous orders with which you can create a template.
4. On Work With Sales Order History, choose Details from the Row menu to review the sales order.
5. On Customer Service Inquiry, click Close.
6. On Work With Sales Order History, choose an order and click Select to create a template, or click Close.
7. On Product Group Revisions, click OK to save your template.

► **To generate an order from Your Favorites**

During order entry on the web, your customers can add new groups or access existing product groups by selecting Your Favorites from the Customer Self-Service menu. Based on the login, the system displays available groups.

From the Customer Self-Service menu (G42314), choose Your Favorites.

1. On Your Favorites, select the product group from which you want to order.
2. If you are working with an existing product group, do either of the following:
 - Enter a quantity for item your customer would like to add to the order.
 - Click "Select All Items" to add the usual quantity for all items to the order.
3. Click OK to incorporate the product group items and quantity into the sales order.

Reviewing Sales Orders for Customer Self-Service

When your customers enter orders using Customer Self-Service, the system generates orders based on the customer information that is identified during login and the products that your customers choose to add to an order. At any time, your customers can choose to cancel the order or place the order. The system does not create the order until the order is accepted. If Customer Self-Service is unexpectedly disconnected, the system holds the customer's order until the customer accesses self-service again. The system prompts the customer to review and continue processing the interrupted order, or delete it.

Since order entry, inquiry, and acceptance are part of the Sales Order Entry program (P4210), set the following processing options for creating orders on the web:

- You must activate the Customer Self-Service Functionality option on the Process tab.
- You can activate the Display before Accept Prompt option on the Process tab so that your customers can review order totals, including taxes, before the system creates records in the Sales Order Header File (F4201) and Sales Order Detail File (F4211) tables.
- For inventory commitments, activate the Mode option on the Store & Fwd tab for either Full or Partial Edit. The system does not perform inventory commitments until you run the Batch Edit and Creation program (R4210Z). Do not use online commitments in the version of Sales Order Entry (P4210) used for Customer Self-Service.

The system uses the primary unit of measure from the Item Master table (F4101). The system displays the unit price in the currency that is identified for the customer in Address Book Master table (F0101).

See Also

- *Working with Detail Information* in the *Sales Order Management Guide* for more information about processing options and exits from Sales Order Entry (P4210) to other programs in the Sales Order Management system

Inquiring on Orders

If you are using this version of Sales Order Entry (P4210) in a web environment, you must set the processing options in order for your customers to review product selections, modify the order, continue to select items, and then total the order based on the modified information. Additionally, your customers use the version of Sales Order Entry that you set up for Customer Self-Service to inquire on the status of orders.

► To inquire on an order

From the Customer Self-Service menu (G42314), choose Order Status.

In the web environment, the system displays the current order.

On Order Status, complete any of the following fields and click Find:

- Order Number
- Customer PO
- Item Number

Revising Orders

When you create a self-service sale environment, you must enable your customers to choose items from your inventory and create orders based on their selections.

As your customers add items to their orders, they can review and total the order and apply the appropriate taxes. Additionally, your customers can specify an alternate carrier or edit order information by accessing the appropriate option on the Row and Form menus. Your customers can choose to cancel the order or place the order. The system does not create the order until the customer has accepted the order. When your customers access Customer Self-Service, they can also copy and revise existing orders.

Many customers frequently order similar quantities and selections of items. With Customer Self-Service, your customers can copy an existing order and revise it to their current needs.

Sometimes, a customer will need to change information on existing orders. In a standard sales environment, your employees assist your customers in making additions or deletions to previously placed orders. When you enable your customers to use Customer Self-Service, they can access their existing orders and revise them.

Your customers can also cancel orders and individual order detail lines on sales orders during the revision process.

Reviewing Product Availability

Your customers can use Product Availability to locate all of the items in a particular location within a branch/plant. They can also review product information for each item.

You can set up a version of the Item Availability program (P41202) to review updated quantity information at each branch/plant.

When you set up a version of Item Availability for Customer Self-Service, you must activate the processing options for Customer Self-Service functionality. When you activate this processing option, the system only displays summary information for On-Hand quantities. For example, in a web environment, the system does not display quantities that are In Transit, On Receipt, Committed to Other 1 or Committed to Other 2.

Note

The Product Availability menu option is the same program as Summary Availability and Item Availability, and uses the same processing options.

See Also

- ❑ *Locating Quantity Information* in the *Inventory Management Guide* for more information about processing options for the Item Availability program (P41202)
- ❑ *Reviewing Summary Availability* in the *Shop Floor Management Guide* for more information about Summary Availability (P41202)

► **To review product availability**

From the Customer Self-Service menu (G42314), choose Product Availability.

On Work With Item Availability, enter the item number and click Find.

Alternatively, you can click the visual assist to locate the item by entering search text and clicking Find.

Processing Options for Item Availability (P41202)

Versions Tab

These processing options allow you to specify the versions for various programs that you access from the Item Availability program (P41202). Versions control how the system processes and displays information. Therefore, you might need to set the processing option to meet your specific needs.

1. Item Master

Use this processing option to specify which version the system uses when you access the Item Master program (P4101). If you leave this processing option blank, the system uses version ZJDE0001.

2. Item Notes

Use this processing option to specify which version the system uses when you access the Item Notes program (P40163). If you leave this processing option blank, the system uses version ZJDE0001.

3. Item Search

Use this processing option to specify which version the system uses when you access the Item Search program (P41200). If you leave this processing option blank, the system uses version ZJDE0001.

4. Purchase Order Inquiry

Use this processing option to specify which version the system uses when you access the Purchase Order Inquiry program (P430301). If you leave this processing option blank, the system uses version ZJDE0001.

5. Customer Service Inquiry

Use this processing option to specify which version the system uses when you access the Customer Service Inquiry (Misc. Windows) program (P42045). If you leave this processing option blank, the system uses version ZJDE0001.

6. Open Work Orders

Use this processing option to determine which version the system uses when you access the Open Work Orders program (R31400). If you leave this processing option blank, the system uses version ZJDE0001.

7. Supply and Demand

Use this processing option to specify which version the system uses when you access the Supply and Demand Inquiry program (P4021). If you leave this processing option blank, the system uses version ZJDE0001.

8. Bill of Material

Use this processing option to specify which version the system uses when you access the Bill of Material Inquiry program (P30200). If you leave this processing option blank, the system uses version ZJDE0001.

9. Lot Availability

Use this processing option to specify which version the system uses when you access the Lot Master Availability program (P41280). If you leave this processing option blank, the system uses version ZJDE0001.

10. Item Ledger

Use this processing option to specify which version the system uses when you access the Item Ledger Inquiry (CARDEX) program (P4111). If you leave this processing option blank, the system uses version ZJDE0001.

11. Branch/Plant Item Information

Use this processing option to specify which version the system uses when you access the Branch/Plant Constants program (P41001). If you leave this processing option blank, the system uses version ZJDE0001.

12. Location Master

Use this processing option to specify which version the system uses when you access the Location Master program (P4100). If you leave this processing option blank, the system uses version ZJDE0001.

13. Item Location Information

Use this processing option to specify which version the system uses when you access the Item Location Type program (P41023). If you leave this processing option blank, the system uses version ZJDE0001.

Display Tab

These processing options allow you to specify whether the system displays certain types of information and how the system calculates certain information.

1. Grade Information

Blank = No information is displayed

1 = Display grade information

Use this processing option to determine whether the system displays grade information.
Valid values are:

Blank

Do not display grade information.

1

Display grade information.

2. Potency Information

Blank = No information is displayed

1 = Display potency information

Use this processing option to specify whether the system displays potency information.
Valid values are:

Blank

Do not display potency information.

1

Display potency information.

3. Quality Management

Blank = No information is displayed

1 = Use Quality Management.

Use this processing option to specify whether the system displays information from the
Quality Management system. Valid values are:

Blank

Do not display quality management information.

1

Display quality management information.

4. Quantity - Primary Units of Measure

Blank = No information is displayed

1 = Also display primary units

Use this processing option to specify whether the system displays quantity information in
primary units of measure. Valid values are:

Blank

Do not display quantities in primary units of measure.

1

Display quantities in primary units of measure.

5. Truncate/Round

Blank = Default to round

1 = Truncate information in the grid

2 = Round up

Use this processing option to specify the manner in which the system truncates or rounds the information in the detail area. Valid values are:

Blank

Round the information in the detail area. The system uses normal mathematical rounding. For example, with no display decimals specified, 2.3 remains 2 and 2.6 is rounded up to 3.

1

Truncate the information in the grid. The system always removes additional positions. For example, with no display decimals specified, 2.3 and 2.6 are both truncated to 2.

2

Round up the information in the grid. The system always rounds to the next higher number. For example, with no display decimals specified, 2.3 and 2.6 are both rounded up to 3.

6. Customer Self-Service

Blank = Bypass Customer Self-Service functionality

1 = Activate Shopping Cart mode

Use this processing option to specify whether the system uses the standard mode or customer self-service functionality. Valid values are:

Blank

Bypass customer self-service functionality and use the standard mode.

1

Activate customer self-service functionality.

Lot Options Tab

These processing options allow you to specify whether the system displays fields for advanced lot processing, and to specify the default date for calculating the number of days until a lot expires.

1. Display Percent of Life Remaining

An option that determines whether the system displays the Percent of Life Remaining field. If you do not choose this option, the system does not display the Percent of Life Remaining field.

2. Display Number of Days Remaining

A code that determines whether the system displays the Number of Days Remaining field. If you do not choose this option, the system does not display the Number of Days Remaining field.

3. Calculation Date

A date that the system uses to calculate the remaining number of days until a lot expires. If you leave this field blank, the system uses today's date.

Reviewing Customer Information

Your customers can access order and invoice information to review the status of the account. They can review and revise information about their company, their company's forecast, or their orders. They can also review invoices or compare the total accounts receivable and open orders to their current credit limit, which is assigned in the Customer Master table (F0301), to determine if the credit limit has been exceeded.

Changing Name, Address, and Telephone Information

After you create your database of information about a customer, you maintain the database to ensure that the information is current. Company information such as name, address, and phone numbers can change. Also, information about employees and other individuals associated with the company can change. To support your efforts to keep your address book information current, you can activate self-service for Address Book (P01012).

When you activate self-service for Address Book, you allow your customers to review and change specific address book information about themselves such as name, address, phone number, effective date and who's who address book information.

Personalizing Customer Information

You can allow your customers to further personalize their company information through Customer Self-Service. Depending upon their business practices, your customers can further customize Customer Self-Service by selecting different ship-to addresses or entering their purchase order numbers in the sales order header.

Your customer's company might order items for multiple locations in one sales order. Customer Self-Service sales order functionality allows them to select a different ship-to address for different order lines within each sales order they create.

The ship-to addresses for your customer can be organized into structures that correlate to their company, or your customers can choose from all addresses related to their company within the Address Book program (P01012). You specify the method your customers select ship-to addresses by enabling the Customer Self-Service Ship To Structure Type processing option on the defaults tab in the Sales Order Entry program (P4210).

Your customers can specify a purchase order number on their Customer Self-Service sales order header. This allows them to better track their purchases and can help them fulfill their accounts payable processes.

Reviewing Customer Forecasts

Forecasting is the process of projecting past sales demand into the future. Implementing a forecasting system allows you to quickly assess current market trends and sales so that you can make informed decisions about your operations. With Customer Self-Service, your customers can access the forecasts you have created for them. They can review and revise the forecasts for their company.

The system displays the forecast values and actual quantities or sales order extended price for the customer over a specified period of time. When your customers revise a forecast, they can change information in their forecast manually, and enter descriptive text for the forecast. Your customers can only access their own forecast.

The system retrieves customer information, such as the customer number and currency code information, based on the login, which is attached to an address book number in User Profiles. If your customers do not enter a branch/plant in the processing options for Sales Order Entry (P4210), the system retrieves the default branch/plant based on the Ship-To address for the order.

Reviewing Credit Status

Your customers can use the Credit Check program (P42050) to review information about their account and credit status. Your customers can compare the total accounts receivable and open orders to their current credit limit, which is assigned in the Customer Master table (F0301), to determine if the credit limit has been exceeded.

Your customers can access the following types of information:

- Accounts receivable (for example, any balances that are currently due)
- Open sales orders (for example, order dates and amounts)

Prerequisite

- You must activate A/R - Line of Business processing in the Enhanced A/R Constants.

► **To review credit status**

From the Customer Self-Service menu (G42314), choose Credit Status.

1. On Credit Status, review the credit information as of today's date.
2. To retrieve credit information from a particular date, complete the As Of Date field and click Retrieve A/R.
3. To review open orders, choose Open Orders from the Form menu.
4. On Open Order Inquiry, choose an order detail line and click Select to review the order status.

Processing Options for Credit Check (P42050)

Process

1. Customer Self-Service

Functionality

Blank = Bypass Customer Self-Service functionality

1 = Activate Customer Self-Service functionality for use in Java/HTML

2. Display Draft Information

Blank = Do not display number of open drafts and draft amount

1 = Display number of open drafts and draft amount

Versions

1. Sales Order Entry
-

Reviewing Account Information

To quickly review invoices and receipts or audit a customer's transaction history, use Account Information. When you set up a version of Customer Ledger Inquiry (P03B2002) for Customer Self-Service, your customers can access numerous types of information about their transaction history. Your customers can use these various forms from the Form and Row menus on Work with Customer Ledger Inquiry to review accounts receivable information.

Account information is retrieved from the following tables:

- Customer Ledger (F03B11)
- Invoice Revisions (F03B112)
- Receipts Detail (F03B14)

See Also

- *Working with Customer Ledger Information* in the *Accounts Receivable Guide* for complete information on the various forms that are available from the Work With Customer Ledger Inquiry form

► **To review account information**

From the Customer Self-Service menu (G42314), choose Account Information.

1. On Work with Customer Ledger Inquiry, enter customer and invoice criteria and click Find.
2. To review information for a specific invoice, choose the detail line and click Select.
3. On Standard Invoice Entry, review the order and invoice information.
4. Click Cancel.

Reviewing Shipment Status

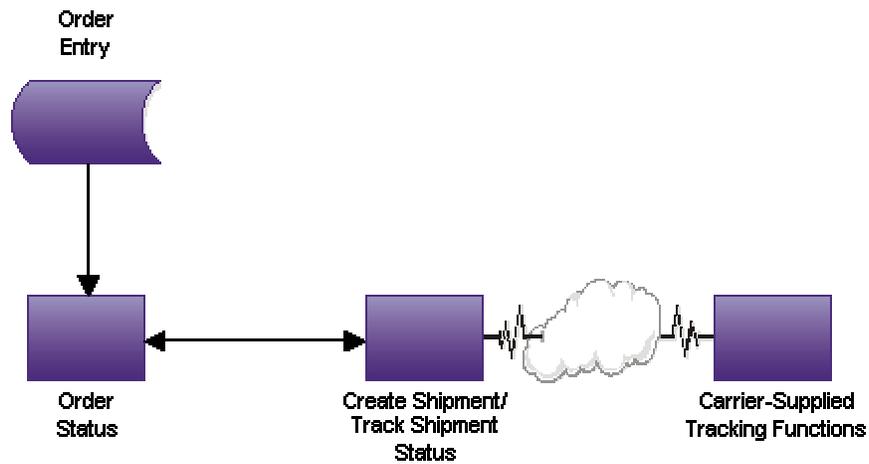
You can review information associated with the status of a shipment, such as:

- Scheduled and actual shipment date and time
- Scheduled and actual delivery date and time
- Mode
- Carrier
- Total billable freight charges
- Shipment tracking number

Reviewing shipment status provides information about your shipments after they have been confirmed and while they are in transit.

When you set the Customer Self-Service Mode processing option on the Process tab of the Shipment Tracking program (P4947), your customers can sign on to customer self-service to review the status of any of their shipments that have been created throughout the system. Reviewing shipment status allows your customers to have greater access to shipments and the delivery process through which they travel. By using this program, your customers become aware of shipping delays or other possible transportation problems sooner.

Tracking Shipments



► To review shipment status

From the Shipments and Loads menu (G4911), choose Work With Shipment Status.

Alternatively, from the Customer Self-Service menu (G42314), choose Shipment Tracking.

1. On Shipment Tracking, click Find.
2. Choose the shipment for which you want to review transportation information and click Select.



Work with Shipment Status - Shipment Status

Cancel Form Tools



Branch/Plant	<input type="text" value="30"/>
Shipment Number	<input type="text" value="35"/>
Shipment Status	<input type="text" value="10"/> Pending
Sold To	<input type="text" value="4242"/> Capital System
Ship To	<input type="text" value="4242"/> Capital System
Carrier	<input type="text" value="0"/>
Mode of Transport	<input type="text"/>
Last Status Code	<input type="text"/>
Reference Number	<input type="text"/>

Date/Time

Requested	<input type="text"/>	<input type="text" value="0"/>		
Promised Shipment	<input type="text" value="01/01/98"/>	<input type="text" value="1200"/>	Actual Shipment	<input type="text"/> <input type="text" value="0"/>
Promised Delivery	<input type="text" value="01/01/98"/>	<input type="text" value="1200"/>	Delivery Date	<input type="text"/> <input type="text" value="0"/>

Customer Freight Charge	<input type="text"/>	<input type="text"/>	<input type="text"/>
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3. On Shipment Status, review the shipment information and click Cancel.

Additional Order Entry and Release

The Sales Order Management system provides different order types to accommodate specific ordering situations. Although you enter these additional orders in the same way that you enter a basic sales order, the system processes each order type differently.

You use order releases to return the order to the processing cycle or to initiate the sales order process. For example, you could place a customer's order on hold for credit reasons and then release the order when the customer's credit status changes. Or, you can create sales orders from blanket orders or quote orders by releasing the blanket order or the quote order.

When the system places an order on hold, the order is taken out of the processing cycle. When you release an order, you return it to the order processing cycle.

You use transfer orders to ship inventory between branch/plants within your company and to maintain an accurate on-hand inventory amount. When you create a transfer order in either the Procurement system or in the Sales Order Management system, you ship and receive goods. This allows you to account for markups, freight costs, and transport time.

You use credit orders when a customer returns goods that you want to return to inventory. You can also use credit orders when a customer returns damaged goods that you cannot return to inventory. In both cases, you must issue the necessary credits and make adjustments for the returned merchandise.

You use direct ship orders to record the sale of an item that you purchased from another supplier. The supplier sends the item directly to your customer. Because the supplier ships the item directly to your customer, the system does not process the order quantities through your inventory.

You use blanket orders when you have an agreement with a customer to release an item multiple times over a specified period. For example, you can place an order for 100 items that will be delivered over a period of four months in increments of 25 items per month. At the agreed-upon time, the quantity that you enter in an actual sales order is subtracted from the blanket order.

You use quote orders to record price quotes. You can:

- Access quote orders through the same review, maintenance, and inquiry form that you use to work with sales orders
- Convert an entire or partial quote order to a sales order
- Use quote orders to ensure effective controls over price guarantees
- Use quote orders to avoid committing inventory until the customer authorizes the order

You can use intercompany orders to fill a sales order from a branch/plant other than the selling branch/plant. This is helpful if your company places an order from one location but fills and ships the order from another location, such as a central supply warehouse.

Prerequisites

- ❑ Verify that you have set up status codes and order activity rules for additional types of orders. See *Setting Up Order Activity Rules* in the *Sales Order Management Guide*.
- ❑ Verify that you have set up the line types related to credit orders and direct ship orders. See *Setting Up Order Line Types* in the *Sales Order Management Guide*.
- ❑ Verify that you have set up the document types for additional types of orders.

Working with Order Releases

You might have orders on hold for several reasons. For example, you might place orders on hold that do not meet margin requirements as well as orders that exceed a customer's credit limit. When an order is on hold, it must be released back into the processing cycle for any additional processing to take place.

The system can withhold an order or order line from the processing cycle if you do not have the quantity to fill the order or order line. This type of hold is a backorder. When an order or order line is placed on backorder, you must release backorders into the processing cycle when inventory becomes available.

If you have activated the JDESOENTRY workflow process, the system processes the order through order hold checking. After you click OK to accept the order, the system checks the processing options for hold codes and compares the order against the order hold information.

If the system puts the order on hold, an e-mail message is sent to the address book number defined in the hold code as the person responsible. This message indicates that the order is on hold. The person responsible for releasing the orders can use the work center to review messages sent during the workflow process and to access the orders to release. When the order is released, an e-mail message is sent to the salesperson, defined in the commission fields, as well as the sold to number, indicating that the order is being processed.

Releasing Orders on Hold

You release an order to return it to the processing cycle. For example, if you enter an order for a customer who has exceeded their credit limit, the system places the order on hold. When the customer makes a payment, their credit status changes and their orders can be filled. However, the system does not process this customer's orders until you release them. You must have appropriate security access to release an order.

You can place a variety of holds on an order, including:

- Customer holds, such as credit holds
- Item holds, such as detail lines that do not meet the margin requirements
- Order holds, such as orders that do not meet minimum amounts or that exceed maximum limits

You can release items and orders for customers as many times as necessary. You can print the Print Held Sales Order report (R42640) to review all sales orders that are on hold.

► To release orders on hold

From the Additional Order Processes menu (G4212), choose Release Holds.

1. On Work With Held Orders, complete the following optional field to display all held orders for your branch/plant:
 - Branch/Plant

2. Complete any combination of the following fields and click Find to locate the order for which you want to release:
 - Hold Code
 - Person Responsible
 - Supplier/ Customer
 - Order Number
3. Choose the order that you want to release.
4. From the Row menu, choose Release.
5. On Password Confirmation, complete the following field and click OK:
 - Password
6. Choose the release option to release additional orders.

Processing Options for Held Order Release (P43070)

Defaults

1. Order Type
2. Release Code

Display

1. Enter a '1' to display SO's, else display PO's
2. Enter 'Y' to display previously released orders

Versions

Enter the version for each program. If left blank, ZJDE0001 will be used.

1. Sales Order Entry (P4210)
2. Purchase Order Entry (P4310)
3. Print Pick Slip (R42520)
4. Ship and Debit (R45100)
5. Manufacturing Work Order (P48013)

(Applicable to Release of Sales Orders only)

Process

Enter '1' for

1. Automatic printing of Pick Slip.
2. Enter the release status code of the work order
3. Ship and Debit Processing

Blank = Do not call R45100

1 = Subsystem Mode

2 = Batch Mode

Warehouse

1. Enter the request processing mode

' ' = No pick request. '1' = Generate requests only. '2' = Generate requests and process using the subsystem.

-
2. If processing pick requests using the subsystem, enter the version.
 3. Override next status for sales order lines for which requests have been generated.

Prepayment

1. Release Authorization Hold and Advance Prepayment Status.
 2. Release Settlement Hold and Advance Prepayment Status.
-

Releasing Backorders Online

The system can withhold an order or order line from the processing cycle if you do not have the quantity to fill the order or order line. This type of hold is a backorder. You release backorders when inventory becomes available. When releasing backorders, you can enter a quantity that is greater than the backordered amount.

The system updates the following tables with the amount:

- Sales Order Header File (F4201) - Order Total
- Sales Order Detail File (F4211) - Order Quantity
- Customer Master (F0301) - Customer Open Order Amount
- Item Location File (F41021) - Item Balance

If the payment instrument type for the sales order is cash, the system does not update the Customer Master table.

You can locate backorder information for a specific customer, item, or order before you release a backorder.

Note

If you customize the grid sequence in either of the backorder release forms and you set the display processing options to show only those backorders that can be completely filled, you should set up the other grid sequence to be consistent.

► To release backorders online

From the Additional Order Processes menu (G4212), choose Release Backorders - Online.

1. On Work With Backorders, complete the following fields and click Find:
 - Item Number
 - Branch Plant
 - Sold To
 - Ship To
 - Order Number
 - Customer PO

2. Complete one of the following:
 - To release all orders that appear on the form, choose Release Shown Rows from the Form menu.
 - To release a specific order, choose the order and click Select.
3. On Release Backorders, complete the following field and click OK:
 - Quantity To Ship

Note

If you use the Demand Scheduling (40R) system, the system displays the information for the requested delivery time of the order, as well as the scheduled pick time. This information allows you to release the product based upon a date and time.

Releasing Backorders in a Batch

From the Additional Order Processes menu (G4212), choose Release Backorders – Batch.

You can release multiple backorders at one time using the Backorder Release and Report program (R42118). When inventory becomes available, the system releases backorders until the available inventory is completely committed.

The system automatically establishes the order in which backorders are filled. By default, the system fills the quantity for the order with the earliest date first. To fill an order based on the priority code that you set up in customer billing instructions, you can create an alternative version of the Backorder Release and Report program and edit the data sequence values. This version fills any orders with priority codes first, then any orders with a specified request date.

If you use the Demand Scheduling (40R) system, the report displays the Promised Delivery Time (RSDT) information on the report in a column labeled Date/Time.

Processing Options for Backorder Release and Report (R42118)

Defaults Tab

These processing options determine default values, such as the document type, that the Backorder Release and Report program (R42118) uses when other values are not entered for the transaction.

1. Next Status for Released Orders

Use this processing option to indicate the line status to be used as the next status on released orders. You must use a status that has been set up in user defined code table (40/AT) of the order activity rules based on the order type and the line type combination.

NOTE: If you do not enter a status or enter an invalid status, the system does not update the order status.

Process Tab

These processing options control whether the Sales Order Entry program (P4210) performs the following:

- Allows you to include backordered quantity as available quantity
 - Activates commitment processing
 - Allows you to release an order when the quantity to ship exceeds the backordered quantity
 - Allows you to release an order when the on-hand quantity is zero
 - Allows you to update costs with the most current cost
-

1. Proof or Final Mode

Blank = Run backorder release in proof mode

1 = Run backorder release in final mode

Use this processing option to specify if you want to run the backorder release report in proof or final mode. In proof mode no changes will be made to any sales order lines and no backorders will be filled. The proof mode will only show you what sales order lines you have enough inventory to fill. In final mode the program will update and fill backordered lines.

Valid Values Are:

1 Final Mode

Blank Proof Mode.

2. Backorder Quantity as Available Quantity

Blank = Do not include Backorder Quantity as Available Quantity

1 = Include Backorder Quantity as Available Quantity

Use this processing option to specify whether you want the backorder quantity added to the quantity available. This option will give you more quantity available to fill orders.

Valid values are:

Blank Do not add backorder quantity to quantity available.

1 Add backorder quantity to quantity available.

3. Commitments

Blank = Do perform commitments

1 = Perform commitment processing

Use this processing option to specify whether you call the Commitment program to hard commit released orders to inventory locations. If you do not call the commit program, the system only soft commits orders that are released. Valid values are:

- 1 Call the Commitment program.

Blank Do not call the Commitment program and only soft commit released orders.

NOTE: If you release amounts over the quantity available, the order may be backordered again.

4. Release when Quantity to Ship Exceeds Backordered Quantity

Blank = Do not allow release when Quantity to Ship exceeds Backordered Quantity

1 = Allow release when Quantity to Ship exceeds Backordered Quantity

Use this processing option to specify whether you want to allow the release of orders when the quantity on hand is zero. Valid values are:

- 1 Allow release when the on-hand quantity is zero.

Blank Do not allow the release when on-hand quantity is zero.

NOTE: This option can drive inventory levels to negative quantities, which affects average costing.

5. Cost Update

Blank = Do not update costs

1 = Update orders with most current cost

Use this processing option to specify whether you want to update released orders with the current costs. This option will allow you to update costs for items that might have changed costs during the interval between the placement of the order and release of the backordered amounts. Valid values are:

- 1 Update Costs

Blank Do not update costs NOTE: The system does not change sale price.

6. Ship and Debit Processing

Blank = Do not call R45100

1 = Subsystem Mode

2 = Batch Mode

Use this processing option to specify whether the system will use subsystem or batch processing (R45100) to identify and adjust ship and debit agreements when you run the

Backorder Release program. Valid values are:

Blank Do not use subsystem or batch processing

1 Use subsystem processing

2 Use batch processing

Order Holds Tab

These processing options activate order hold processing. You must specify the hold code in any of the following processing options to activate order hold processing. You set up hold parameters in Hold Order Constants (P42090). Multiple hold codes might result in multiple holds for a single order. You must release the sales order from all holds before the system processes the order.

1. Credit Check Hold Code

Use this processing option to identify the credit hold code that the system uses to automatically compare the credit limit that you set up for your customer in Customer Master Information against the order and any outstanding balances in accounts receivable.

You define the conditions that the system uses to place orders on hold in Order Hold Information (P42090) and attach those conditions to a hold code.

You must specify the hold code in this processing option to activate order hold processing.

You must enter a value that has been set up in user defined code table (42/HC).

2. Partial Order Hold Code

Use this processing option to identify the code that the system uses to hold an entire order if quantity is not available to fill an order detail line. You must enter the partial order hold code for backorder release to release the hold when the order is completely filled. The system can then release and remove the hold according to information in Customer Billing Instructions, Item Master Information, Item Branch/Plant Information and Branch/Plant Constants form. If you do not enter a correct partial hold code, the backorder release does not release the held order.

Enter a value that has been set up in user defined code (42/HC).

Print Tab

This processing option indicates whether the system prints order information for those orders that can be completely filled, orders that are on hold, or components of kits.

1. Total Fill Orders

Blank = Print held orders and allow release

1 = Print only orders that can be completely filled

Use this processing option to indicate whether to print all lines or only the lines that can be totally filled. Valid values are:

Blank Print all lines.

1 Print only lines that can be totally filled.

2. Print Held Orders

Blank = Do not print orders on hold

1= Print orders on hold

Use this processing option to specify whether you want held orders to print and to allow the release of the held orders. Valid values are:

1 Print held orders and allow release.

Blank Do not print held orders.

3. Print Kit Component Lines

Blank = Do not print kit components

1 = Print kit component lines

Use this processing option to specify whether you want kit components to print in backorder release.

NOTE: If kit components are displayed, kit balancing is turned off and you can release components separate from the total kit. Valid values are:

1 Print kit components.

Blank Do not print kit components.

Versions Tab

These processing options determine the version that the system uses during backorder release processing. If you leave a processing option blank, the system uses the ZJDE0001 version.

1. Subsystem Print Invoice (R42565)

Use this processing option if you generate invoices through the subsystem. You must specify the version, Invoice Print (R42565), that is set up for subsystem processing.

2. Subsystem Print Pickslip (R42520)

Use this processing option if you generate pick slips through the subsystem.

You must specify the version, Print Pick Slip (R42520), that is set up for subsystem processing.

3. Ship and Debit (R45100)

Use this processing option to specify the version of subsystem processing (R45100) that the system uses to identify and adjust ship and debit agreements when you run the Backorder Release program.

Warehouse Tab

The following processing options are used in conjunction with the Warehouse Management system. If you use Warehouse Management, you can specify the mode for pick request processing, the version of Print Pick Request (R46171), and the override next status value.

1. Request Processing Mode

Blank = No pick request

1 = Generate requests only

2 = Generate requests, process through subsystem

Use this processing option to create a pick request in the Warehouse Management system. If you use Warehouse Management, the system can generate a pick request, then process the request through the subsystem. A pick request is used to process a suggestion to pick the inventory for an order from a particular location. Valid values are:

Blank The system does not generate pick requests.

1 The system generates requests only.

2 The system generates requests and creates the pick request through the subsystem

2. Subsystem Print Pick Request

Use this processing option if you generate warehouse management pick requests through the subsystem. You must specify the version, Print Pick Request (P46171), that is set up for subsystem processing.

3. Override Next Status

Use this processing option to indicate an alternative step in the order process. You must specify a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type combination. The combination of the beginning status and the override status must be a valid last status/next status combination in the Order Activity Rules table.

Entering Credit Orders

You use credit orders when a customer returns goods that you might return to inventory, or when you receive back damaged goods that you cannot return to inventory. In both cases, you need to issue the necessary credits and make adjustments for the returned merchandise.

When you enter credit orders manually, the system applies the current unit price for the credited item. If necessary, you can also enter a different unit price to override the default information.

When the system generates a credit order, it retrieves the credit information from the S.O. Detail Ledger File table (F42199). The credit order amount is based on the unit price that the customer actually paid instead of the current price.

Prerequisite

- ❑ Verify that you have set up a line type for credit orders. See *Setting Up Order Line Types* in the *Sales Order Management Guide*.

Entering Credit Orders Manually

You enter a credit order manually to record a returned item and credit the current price to the customer. You can override the default pricing information. You enter credit orders in the same way that you enter sales orders.

For credit orders, you might want to define not only the price that you refund the customer for the return, but also the process with which you receive goods into your inventory.

You can set up a specific document type for credit orders to track credits in specific general ledger accounts and to record a separate credit history. You can set up automatic accounting instructions to direct entries to special accounts that are based on the credit order document type. This allows the system to track returns and create general ledger entries for credits when you run the Sales Update program (R42800).

To set up a credit order line type, you must activate the reverse sign option in line type definitions. When you enter a sales order, the system subtracts the quantity from available inventory. When you enter a credit order, the system does not subtract the quantity from available inventory.

You can set up a document type that identifies credit orders, and then set up status codes for the credit order document type and line type combination. Status codes define the steps in which the system must process an order.

If you use price adjustments, you must set up negative quantity breaks to account for items in credit orders.

► **To enter credit orders manually**

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, click Add.
2. On Sales Order Detail Revisions, complete the steps to enter order information.
3. If restock charges or nonstock items are included on the return, complete the following fields:
 - Quantity Ordered
 - Item Number
 - Ln Ty
4. Click OK.

When you accept the order, the total amount of the credit appears above the first line item.

Entering System-Generated Credit Orders

When you create a credit order from history, you retrieve the original order information and issue the customer credit for the amount based on the unit price that the customer actually paid. This might be different from the current price. The system retrieves the order information from the S.O. Detail Ledger File table (F42199).

Note

When you create a credit order from history, the system allows you to ship a quantity greater than what was originally sold, picked and shipped to the customer. The system will not check whether the total quantity credited matches the original quantity sold.

► **To enter system-generated credit orders**

From the Additional Order Processes menu (G4212), choose Credit Orders from History.

1. On Customer Service Inquiry, click Add.
2. On Sales Order Detail Revisions, choose Credit Memo from the Form menu.

PeopleSoft.

Credit Orders From History - Work With Sales Ledger Inquiry

Select Find Close Form Row Tools

Order Number SO * Branch/Plant *
 Customer PO * Additional Selections Exist
 Item Number *

Records 1 - 10 Customize Grid

	Order Number	Order Type	Order Co	Line Number	Sold To	Alpha Name	Quantity Ordered	Quantity Shipped	Amount Ordered	Amount Shipped	Cur Cod
<input type="checkbox"/>	2401	SO	00200	1.000	4242	Capital System		134	134	87,100.00	87,100.00 USD
<input type="checkbox"/>	2401	SO	00200	1.000	4242	Capital System		134	134	87,100.00	87,100.00 USD
<input type="checkbox"/>	2401	SO	00200	2.000	4242	Capital System		50	50	39,900.00	39,900.00 USD
<input type="checkbox"/>	2401	SO	00200	2.000	4242	Capital System		50	50	39,900.00	39,900.00 USD
<input type="checkbox"/>	2401	SO	00200	3.000	4242	Capital System		80	80	52,000.00	52,000.00 USD
<input type="checkbox"/>	2401	SO	00200	3.000	4242	Capital System		80	80	52,000.00	52,000.00 USD
<input type="checkbox"/>	2401	SO	00200	4.000	4242	Capital System		230	230	183,540.00	183,540.00 USD
<input type="checkbox"/>	2401	SO	00200	4.000	4242	Capital System		230	230	183,540.00	183,540.00 USD
<input type="checkbox"/>	2401	SO	00200	5.000	4242	Capital System		74	74	48,100.00	48,100.00 USD
<input type="checkbox"/>	2401	SO	00200	5.000	4242	Capital System		74	74	48,100.00	48,100.00 USD

3. On Work With Sales Ledger Inquiry, click Find to review all order detail lines from the history information.
4. To add order information to a credit order, choose an order detail line and perform one of the following:
 - To add an order detail line to the credit memo, from the Row menu, choose Credit Memo and then choose Select Line. The system retrieves the history information regardless of the status codes that you have defined in the processing options for Sales Ledger Inquiry (P42025).
 - To add all detail lines from an order, from the Row menu, choose Credit Memo and then choose Select Order. The system retrieves the history information for all detail lines in the order within the status code range that you have defined in the processing options for Sales Ledger Inquiry or the status code range that you define in the Additional Selections tab.
5. Optionally, to review order history information, choose the order detail line and click Select. Review the order on Sales Ledger Detail. Click Cancel to return to Work With Sales Ledger Inquiry.
6. On Work With Sales Ledger Inquiry, click Close.
7. On Sales Order Detail Revisions, review the credit information.
8. If you have incorrectly selected a line or order to create a credit memo, but you haven't created a credit order, you can clear the credit information by choosing Credit Memo from the Form menu.
9. On Work With Sales Ledger Inquiry, choose Clear Credit Memo from the Form menu.
10. Click Close.

The system creates the credit order.

To delete the credit information after you have created a credit memo, you cancel the detail lines on Sales Order Detail Revisions.

11. To create another credit order or review the credit orders that exist, complete one of the following:
 - To create another credit order from history, choose Credit Memo from the Form menu.
 - To review credit orders, click Cancel to return to Customer Service Inquiry and then click Find.

Processing Options for Sales Ledger Inquiry (P42025)

Defaults

Order Type

Status Code - From

Status Code - Thru

Credit Memo

Note: The following options are only in use if this application is called from Sales Order Entry (P4210) and the "Select Order" row exit is used to select all the order lines for processing..

1. Enter the status code to select when retrieving credit orders.
2. Enter '1' if the status code is based on the Last Status. If left blank, the status code is based on the Next Status.

Versions

Note: The following options are in use only when this application is NOT called from sales order entry (P4210).

Credit Order Entry Version

Sales Order Entry Version

Entering Transfer Orders

You enter a transfer order to ship inventory between branch/plants within your company and to maintain an accurate on-hand inventory amount. When you create a transfer order, the system does the following:

- Creates a purchase order for the supplier, which is the branch/plant that ships the items
- Creates a sales order for the supplying branch/plant to the customer, which is the receiving branch/plant
- Processes the inventory amounts on the transfer order as a formal purchase and sale of goods
- Creates documents, such as pick slips or invoices, that are necessary to complete the transfer

Understanding Inventory Transfers and Transfer Orders

You can record a transfer transaction using either the Inventory Transfers program (P4113) in the Inventory Management system or the Transfer Order Processing program (P4242) in either the Procurement or the Sales Order Management system.

When you create an inventory transfer in the Inventory Management system, the system moves inventory from one location to another and records the transaction immediately. The system does not create sales or purchase order documents; therefore, you do not have a paper trail for tracking inventory. At the most, you might require management approval

When you create a transfer order in either the Procurement or the Sales Order Management system, you can ship and receive goods. In this way, you can account for markups, freight costs, and transport time. The system creates the paper trail by generating a sales order and a related purchase order. The system processes each order based on the order activity rules that you set up for the document type/line type combination.

When you create a transfer order, the Transfer Order Processing program creates records in the following tables:

- Sales Order Header File (F4201)
- Sales Order Detail File (F4211)
- Purchase Order Header (F4301)
- Purchase Order Detail File (F4311)

Note

You cannot enter configured items or kit information on a transfer order. To enter an order for kits, use the regular sales or purchase order entry programs.

The system will not allow you to assign Commit to Other 1 or Commit to Other 2 to a sales transfer order. These commitment options are available only to quote and blanket orders.

Prerequisite

- Verify that you have set the processing options for the version of the Sales Order Entry program (P4210) that you use for transfer orders.

See Also

- *Entering Order Detail Information in the Procurement Guide*

► To enter transfer orders

From the Sales Order Processing menu (G4211), choose Transfers.

1. On Customer Service Inquiry, click Add.
2. On Sales Order Detail Revisions, complete the following fields:
 - Branch/Plant
 - To Branch/Plant
 - Landed Cost Rule

Note

When you are entering transfer orders, be aware that the system will not allow you to enter header information prior to entering detail information, regardless of how you have set your processing options.

3. For multicurrency orders, complete the following fields:
 - P/O Exch Rate
 - S/O Exch Rate
4. Complete the steps to enter item information.
5. Click OK to accept the order.

Working with Direct Ship Orders

A direct ship order is the sale of an item that you purchase from a supplier, who then sends the item directly to your customer. The quantity and item information of a direct ship order does not affect your inventory.

When you enter a direct ship order, the system simultaneously creates a sales order for the customer and a purchase order for the supplier. The purchase order specifies that you want the supplier to ship the item directly to your customer.

When you set up line types for direct ship orders, you must define the inventory interface for direct ship orders as D and activate the option, Edit Item Master for Non-Stock Item. During direct ship order entry, the system verifies the item number in the Item Branch File table (F4102) and the cost and price information in the Item Cost File (F4105) and Item Base Price File (F4106) tables. However, the system does not create inventory commitments or perform availability checks.

The program creates records in the following tables:

- Sales Order Header File (F4201)
- Sales Order Detail File (F4211)
- Purchase Order Header (F4301)
- Purchase Order Detail File (F4311)

When you change information on either the sales or the purchase order, the system updates the corresponding order with the following information:

- Promise date
- Quantity ordered
- Primary unit of measure (changes purchasing unit of measure)
- Weight and volume (when a change is made to quantity)
- Unit price

Maintaining Integrity between Related Sales and Purchase Orders

When you enter a sales order, and use the direct ship line type (D), the system creates a corresponding purchase order. If the system puts the order on hold, both the sales and purchase order are withheld from the sales order and purchase order process. If you cancel the order or the order detail line on a sales order, the system cancels the corresponding purchase order detail line or purchase order.

Changing information on the sales order might affect purchase order processing. Likewise, changing the purchase order might affect sales order information. The system automatically updates the corresponding order if you make changes to information in the following fields:

- Status** When you close or cancel either a purchase or a sales order, the system updates the status of the corresponding order.
- The system updates the sales order status when the supplier ships goods to the customer and the goods have been formally received.
- If a line is partially received, the system updates only the sales order status for the portion of the items that are received. The remaining quantity remains at the current status level.
- Cost** The system maintains the original cost in the purchase order. The system does not update the cost on the purchase order when the cost on the receipt is different. However, any changes to the cost during receipts are updated to the sales order detail line, unless you use standard costing.
- Lot/Serial Number** When the supplier enters a receipt and specifies a lot or serial number, the system updates the sales order detail line with the lot/serial number information. For multiple items, the system splits the sales and purchase order for each lot/serial number. If you reverse a lot/serial number, the system issues a warning message indicating the reversal in the sales order.
- Dates** When the supplier ships the goods to the customer, the supplier enters the receipt date to indicate that the customer has received the item. The system updates the actual ship date in the sales order detail line.

Receipts

When the supplier ships goods to the customer, the supplier can enter a receipt to indicate that the customer has received the item. During receipts processing, any changes in the cost are updated to the corresponding sales order detail line, unless the standard costing method is used.

For partial receipts, the system splits the sales order detail lines to reflect the quantity that remains to be received. For receipt of lots and serialized information, the system splits the sales order detail line to correspond with lot and serial information on the purchase order.

When you reverse the receipt of an order detail line, the system updates the status of the sales order detail line.

Voucher Match

When the supplier enters a voucher for the invoice, the system updates the cost on the sales order detail line with the new cost, if the order detail line in the sales order is not closed or purged.

Prerequisites

- ❑ Verify that you have set the processing options for the version the Sales Order Entry program (P4210) that you use for direct ship orders.
- ❑ Verify that you have set up a line type for direct ship orders. See *Setting Up Order Line Types* in the *Sales Order Management Guide*.

Entering Direct Ship Orders

You enter a direct ship order to record the sale of an item that your supplier sends directly to your customer. The quantity and item information does not impact your inventory when you enter a direct ship order.

You can create a direct ship quote or blanket order. If you activate the commitment processing option in the Sales Order Entry program (P4210) to commit to Other Quantity 1 or Other Quantity 2, the system does not create a purchase order, even if you use the non-stock line type that you have set up for direct ship orders. When you release a sales order against the direct ship quote or blanket order, the system creates a purchase order.

Note

You cannot enter a direct ship order for a kit or configured item. To enter an order for kits, use the regular sales or purchase order entry programs.

► To enter direct ship orders

From the Sales Order Processing menu (G4211), choose Direct Ships.

1. On Customer Service Inquiry, click Add.
2. On Sales Order Detail Revisions, complete the following fields:
 - Ship To
 - Quantity Ordered
 - Item Number
 - UoM
 - Unit Price
 - Ln Ty
3. Click OK.

See Also

- ❑ *Entering Order Detail Information* in the *Procurement Guide*

Working with Blanket Orders

Use a blanket order when a customer agrees to purchase a quantity of an item over a specified period of time. Then, at agreed-upon times, you create sales orders for partial quantities of the blanket order.

You can either enter a sales order directly to deduct the partial quantity from the blanket order, or you can release the blanket order. You can view the original quantity ordered on the blanket order, the associated released orders, and the remaining quantities.

You can set the commitment control processing option in Sales Order Entry (P4210) so that the system does not commit inventory when you create blanket orders. If you set this processing option, the system ignores the Inventory Commitment Preference.

Prerequisites

- ❑ Verify that you have set the processing option in the Sales Order Entry program (P4210) to process blanket orders and releases.
- ❑ Set up a user defined code for blanket orders in user defined code table 40/BT.

See Also

- ❑ *Locating On-Hand Quantity Information* in the *Inventory Management Guide* for information about committing inventory

Entering a Blanket Order

You can enter the blanket order as one line with a requested date that reflects the last day of the agreement. At agreed-upon times, you create sales orders for partial quantities of the blanket order.

You can create a blanket order in the same way that you enter a sales order, except that the quantity that you enter represents the *entire* quantity to release during the blanket order period. In the same way, the requested date that you enter represents the *last* date on which the blanket order is effective.

► To enter a blanket order

From the Sales Order Processing menu (G4211), choose Blankets.

1. On Customer Service Inquiry, click Add.
2. On Sales Order Detail Revisions, complete the following fields:
 - Branch/Plant
 - Ship To
 - Quantity Ordered
 - UoM
 - Item Number
 - Ln Ty
3. Click OK.

See Also

- ❑ *Working with Detail Information* in the *Sales Order Management Guide*
- ❑ *Releasing a Blanket Order* in the *Sales Order Management Guide*

Creating a Sales Order from a Blanket Order

When you create a sales order, the system deducts the quantity of the order from an existing blanket order. The system maintains any remaining balance on the blanket order for future orders. The system will also indicate when the sales order quantity exceeds the blanket order quantity.

If there is a single blanket order, the system automatically processes the sales order that you enter against the outstanding blanket order. However, you can also manually identify the blanket order to release.

If there are multiple blanket orders for a customer, such as orders received using electronic purchase orders (EDI 850 orders), you can ensure that the system automatically identifies a sales order blanket to be released. To reduce the chances of multiple blankets meeting the processing criteria, you can process blanket orders based on the following values:

- Sold to and Item
- Ship to and Item
- Sold to, Item, and Customer PO
- Ship to, Item, and Customer PO
- Delivered to and Item
- Delivered to, Item, and Customer PO

The system lets you release single or multiple blanket orders automatically or manually, and you can specify whether a blanket order is selected by default in the event that multiple blankets meet the identification criteria.

To create a sales order from a blanket order, you must use the unit of measure from the original blanket order. If the units of measure in the sales order do not match the units of measure in the blanket order, the system does not initiate blanket order release.

Prerequisites

- ❑ Verify that you have created a blanket order for the processing criteria.
- ❑ Verify that you have created a user defined code for blanket orders in table 40/BT.
- ❑ Verify that you have enabled blanket and quote order processing. Specify correct values in the following processing options on the Process tab in the Sales Order Entry (P4210) processing options:
 - Blanket/Quote Order Processing
 - Default Selection for Multiple Blanket Orders
 - Default Selection for Single Blanket Orders

► To create a sales order from a blanket order

From the Sales Order Processing menu (G4211), choose Blankets.

1. On Customer Service Inquiry, complete the steps to enter a sales order.
After you enter a detail line, the system indicates additional information processing. For blanket orders, the system displays a check mark in the row header and column.
2. On Sales Order Detail Revisions, choose the row then choose Blanket Orders from the Row menu.
3. On Blanket Release, complete the quantity information and click OK.
If the order matches multiple blanket orders, you can choose the appropriate order from which to release.
4. Select the appropriate blanket order, complete the quantity information, and click OK.
5. On Sales Order Detail Revisions, add additional items or click OK to create the sales order.

Releasing a Blanket Order

You can create sales orders for your customers with blanket orders. You use the Sales Blanket Order Release program (P420111) to manually deduct item quantities from a blanket order. The system creates a sales order for the quantity that you specify.

The system consolidates order lines based on sold to, branch/plant, and currency code information. The order numbers that a user enters can be consolidated in the same way as the system-generated sales orders. For example, if you select multiple records to release and enter a new order number for the first record only, the system consolidates the orders.

If you are using the Customer Relationship Management's (CRM) Customer Self-Service version of the Sales Blanket Order Release program, you can partially release quantities from multiple blanket orders and from multiple lines on blanket orders provided that you have set the appropriate processing options. When the system creates the sales orders, you can review each sales order number that results. You can also cancel a single line that has been released (as opposed to having to cancel all of the lines that have been released).

► To release a blanket order

From the Additional Order Processes menu (G4212), choose Release Blankets.

1. On Work With Order Blanket Release, locate the order that has the items that you want to release by completing the following fields and clicking Find:
 - Order Number
 - Or Ty
 - Order Co

If you have more than one blanket order for the same customer and item, all blanket orders appear on the Work With Order Blanket Release form. The Quantity fields do not contain values. You must enter the quantity for the appropriate blanket order.

2. Choose all order lines to release and click Select.



Release Blankets - Blanket Order Revisions

OK Cancel Tools

Order Number	210	SB	00001
Line Number	1.000		
Branch/Plant	30		
Sold To	4242		Capital System
Ship To	4242		Capital System
Item Number	210		Mountain Bike, Red
Unit of Measure	EA		
Unit Price	798.0000		

New Order Number		SO
Release Quantity	100	
Request Date		

3. On Blanket Order Revisions, complete the following fields to release a different quantity than the quantity that is listed:
 - New Order Number
 - Release Quantity
 - Request Date

When you release a blanket order, you can specify the sales order number when you verify the release date and quantity. The system checks the order number and line type combinations for duplicates. If duplicates are found, the system stops processing the order and displays an error message that the document number already exists. You must assign a unique number to the order before the system processes the sales order.

If you do not enter an order number, the system generates the sales order number.

4. Click OK.
5. Repeat steps 3 and 4 until you have released all the items that you have selected.
6. On Work With Order Blanket Release, choose SO Generation from the Form menu to create the sales order.

The system displays the sales order number in the Added Order field.

See Also

- *Entering a Blanket Order in the Sales Order Management Guide*

Processing Options for Sales Blanket Order Release (P420111)

Default

1. Order Type to select (Required)
2. Outgoing Document Type (Required)
3. Line Number Increment (Optional)

Version

Enter the version for each application. If left Blank, ZJDE0001 will be used.

1. Sales Order Entry
2. Customer Service Inquiry

Customer Self Service

1. Customer Self-Service Functionality

Blank = Bypass Customer Self-Service Functionality

1 = Activate Customer Self-Service Functionality

2. Organization Structure Type

Blank = Show all related addresses

Structure Type = Show addresses for that structure type

3. Customer Cross Reference Type

4. Display/Hide Change button

Blank = The Change button will be hidden from the user

1 = The Change button will be shown to the user

Releasing Multiple Blanket Orders

You can release multiple blanket orders at one time. You use the Release Full Quantity option in the Sales Blanket Order Release program (P420111) to release the full item quantity in each blanket order without verifying the release quantity and date or specifying a sales order number. The system generates a sales order for the full quantity and assigns a sales order number through the Next Number Revisions program (P0002).

► To release multiple blanket orders

From the Additional Order Processes menu (G4212), choose Release Blankets.

1. On Work With Order Blanket Release, locate the orders that you want to release by completing the following fields and clicking Find:
 - Order Number
 - Or Ty
 - Order Co
2. Choose all order lines to release.
3. From the Row menu, choose Release Full Qty only if you want to release the full quantity for each line that is selected.

4. Click OK.
5. Repeat steps 3 and 4 until you have released all the items that you have selected.
6. Choose SO Generation from the Form menu to create the sales order.

The system displays the new sales order number in the Added Order field.

Working with Quote Orders

You use quote order entry when a customer requests pricing information but is not ready to commit to a sales order. You enter quote orders to:

- Provide prices and availability on a large number of items
- Record the quantity and price quotes for future reference
- Hold the quote until the customer authorizes the order
- Collect information about the price and availability of items
- Honor an obligation for a quoted price for a period of time

When the customer confirms the order, you convert the quote order into an actual sales order.

Note

You can generate a sales proposal based on a quote order. Based on your processing option selection and proposal template setup, you can enter an order as a quote, generate a customized proposal, refine the quote as contract negotiations continue, and create a sales order to fulfill the contract.

See Also

- *Generating a Proposal During Order Entry* in the *Sales Order Management Guide* for more information on automatic document generation

Prerequisites

- Verify that you have specified how quote orders affect inventory availability in the processing options for quote orders.
- Verify that you have set up the order type for quote orders in the user defined code table 40/BT.
- Verify that you have set up the Blanket/Quote Order processing option to accommodate quote orders. You set this option on the Process tab in the Sales Order Entry processing options (P4210).

Entering a Quote Order

You enter a quote order when your customer requires a formal price quote prior to actually placing an order. You enter a quote order in the same way that you enter a sales order. You do not convert the quote order into a sales order until the customer confirms the order.

You can set up a version of the Print Invoices program (R42565) to print an invoice for a quote order. Also, you can set a processing option that will print a message on the invoice to inform your customer that the invoice is a quote.

► **To enter a quote order**

From the Sales Order Processing menu (G4211), choose Quotes.

1. On Customer Service Inquiry, click Add.
2. On Sales Order Detail Revisions, complete the following fields and click OK:
 - Branch/ Plant
 - Sold To
 - Quantity Ordered
 - Item Number
 - Unit Price

Creating a Sales Order from a Quote Order

If you have created a quote order and your customer authorizes the purchase of the quoted items, you can use the quote to create a sales order. You use this method to create a sales order that reflects all or most of the quantities and items on a quote order.

To create a sales order from a quote order, you must use the unit of measure in the original quote order. If the unit of measure in the sales order does not match the unit of measure in the quote order, the system does not initiate quote order release.

► **To create a sales order from a quote order**

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, complete the steps to enter detail information.

After you enter a detail line, the system indicates additional information processing. For quote orders, the system displays a check mark in the row header and Blanket Exists column.
2. On Sales Order Detail Revisions, choose the row then choose Blanket Orders from the Row menu.
3. On Blanket Release, complete the quantity information and click OK.

If the order matches multiple quote orders, you can choose the appropriate order from which to release.
4. Select the appropriate quote order, complete the quantity information, and click OK.
5. On Sales Order Detail Revisions, add order detail lines, if necessary, and then click OK to create the sales order.

Releasing a Quote Order

You use the Sales Blanket Order Release program (P420111) to release any of the items on a quote order to create a sales order. If you release only part of the quantity or some of the items on the quote order, the system maintains the balance remaining on the original quote order. The next time that you display the quote order, you see the adjusted quantity.

The system consolidates order lines based on sold to, branch/plant, and currency code information. The order numbers that a user enters can be consolidated in the same way as the system-generated sales orders. For example, if you select multiple records to release and enter a new order number for the first record only, the system consolidates the orders.

► To release a quote order

From the Additional Order Processes menu (G4212), choose Release Quotes.

1. On Work With Order Blanket Release, to locate the quote order, complete the following fields:

- Order Number
- Or Ty
- Order Co
- Request Date

If you have more than one order for the same customer and item, all blanket orders appear on the Work With Order Blanket Release form. The Quantity fields do not contain values. You must enter the quantity for the appropriate order.

2. Choose the quote order and click Select to access Blanket Order Revisions.
3. On Blanket Order Revisions, complete the following fields to release a different quantity than the quantity that is listed:
 - New Order Number
 - Release Quantity
 - Request Date

When you release a blanket order, you can specify the sales order number when you verify the release date and quantity. The system checks the order number and line type combinations for duplicates. If duplicates are found, the system stops processing the order and displays an error message that the document number already exists. You must assign a unique number to the order before the system processes the sales order.

If you do not enter an order number, the system generates the sales order number.

4. Click OK.
5. From the Form menu, choose SO Generation to create the sales order.

The system displays the sales order number in the Added Order field.

Processing Options for Sales Blanket Order Release (P420111)

Default

1. Order Type to select (Required)
2. Outgoing Document Type (Required)
3. Line Number Increment (Optional)

Version

Enter the version for each application. If left Blank, ZJDE0001 will be used.

1. Sales Order Entry
2. Customer Service Inquiry

Customer Self Service

1. Customer Self-Service Functionality

Blank = Bypass Customer Self-Service Functionality

1 = Activate Customer Self-Service Functionality

2. Organization Structure Type

Blank = Show all related addresses

Structure Type = Show addresses for that structure type

3. Customer Cross Reference Type

4. Display/Hide Change button

Blank = The Change button will be hidden from the user

1 = The Change button will be shown to the user

Releasing Multiple Quote Orders

You can release multiple quote orders at one time. You use the Release Full Quantity option in the Sales Blanket Order Release program (P420111) to release the full item quantity in each quote order. The system creates multiple sales orders.

► To release multiple quote orders

From the Additional Order Processes menu (G4212), choose Release Quotes.

1. On Work With Order Blanket Release, locate the orders that you want to release by completing the following fields and clicking Find:
 - Order Number
 - Or Ty
 - Order Co
2. Choose all order lines to release.
3. From the Row menu, choose Release Full Qty only if you want to release the full quantity for each line that is selected.
4. Click OK.

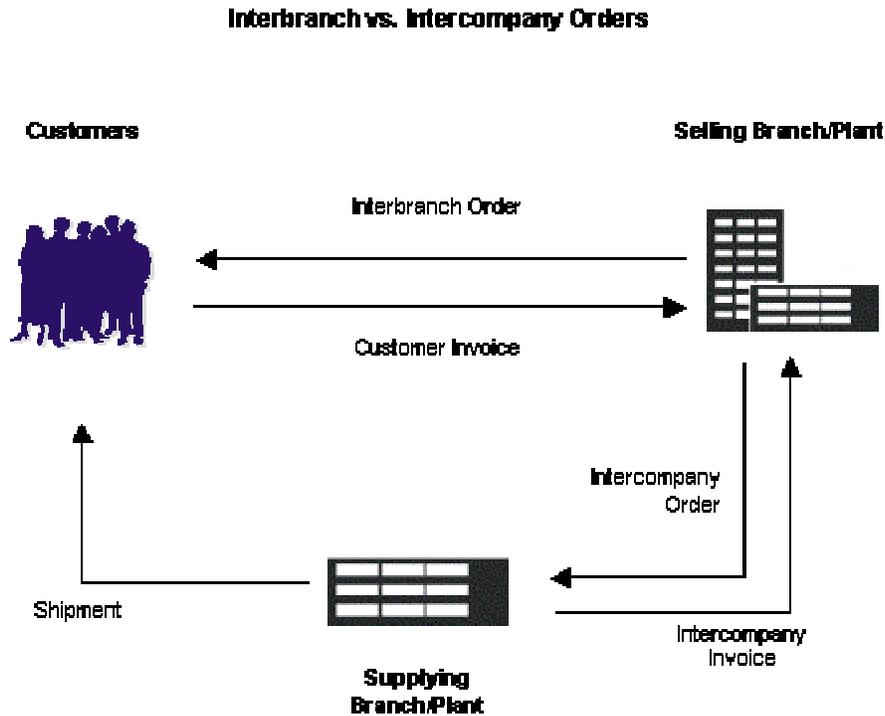
5. Repeat steps 3 and 4 until you have released all the items that you have selected.
6. From the Form menu, choose SO Generation to create the sales order.
The system displays the new sales order number in the Added Order field.

Working with Intercompany Orders

You use interbranch orders to fill orders for customers from a branch/plant other than the selling branch/plant. Interbranch orders are helpful if your company sells from one location but fills and ships orders from another location, such as a central supply warehouse.

An intercompany order is an order that tracks the transactions between the supplying and selling branch/plant. While the interbranch order is the sales order to your customer, the intercompany order is the purchase order to the supplying branch/plant. The difference between a direct ship order and an intercompany order is the supplier is the supplying warehouse, the sold to address is the selling branch/plant, and the ship to address is the customer number. Additionally, the intercompany order is not created until shipment confirmation.

The following graphic illustrates the difference between an interbranch order and an intercompany order:



The system processes interbranch orders based on the document type and line type combination that you set up for interbranch orders. For intercompany orders that are created during shipment confirmation, the system enters the last status as 914 (Added in Shipment Confirmation). You can edit order activity rules to continue order processing for interbranch and intercompany orders.

You can set up a line type for interbranch orders as a non-inventory item with the "Edit Item Master for Non-Stock" flag activated. With these line type features, you can verify the item number in the Item Branch File table (F4102) and the cost and price information in the Item Cost File (F4105) and Item Base Price File (F4106) tables and write transactions to a G/L Offset account for a line type that is unique to intercompany orders. As with a direct ship order, the system does not create commitments or perform availability checks at the selling branch/plant.

Understanding Default Information in Interbranch Orders

For interbranch and intercompany orders, the system retrieves price information based on the price method that you specify in the processing options in Sales Order Entry (P4210). Whether you choose the base price or the cost plus markup, the system retrieves the price as follows:

- For the interbranch order, the system retrieves price information from the Item Base Price File table (F4106) for the supplying branch/plant based on the base price preference hierarchy. The base price preference hierarchy can be defined to search for prices based on the ship to or the sold to address book number.
- The system retrieves cost information from the Item Cost File table (F4105) based on the detail branch/plant (supplier).
- When you create an intercompany order during shipment confirmation, the unit cost of the interbranch order is the unit price of the intercompany order.

You can override the currency information for the customer, which is helpful if you process international orders in different currencies. For multicurrency, the following processing occurs:

- For the intercompany invoice, the system retrieves exchange rate information from the currency code that is set up in the Customer Master table (F0301) for the supplying branch/plant to the selling branch/plant.
- For the interbranch (customer) invoice, the system retrieves exchange rate information from the currency code that is set up in the Customer Master table for the selling branch/plant to the customer.

You can override order information, including price and cost, during order entry or you can set up preferences to override other default information.

Entering Interbranch Orders

Verify that you have set the processing options in Sales Order Entry (P4210) to use the appropriate pricing method and intercompany order types. Verify that you have specified whether the system creates intercompany invoices in addition to customer invoices.

Your processing option combinations can indicate one of the following options:

- Use the cost markup price, but do not generate an intercompany invoice.
- Use the cost markup price and generate intercompany invoice.

- Use the interbranch price, but do not generate an intercompany invoice.
- Use the interbranch price, and generate an intercompany invoice.

You can set up base prices in the Item Base Price File table (F4106) for interbranch orders based on ship to or sold to information at the supplying branch/plant. The cost markup is a specific price that you set up in the Branch Relationships Master File table (F3403) between the selling and supplying branch/plant. This markup is applied to the inventory cost.

Note

If you generate an intercompany invoice, you must specify the same intercompany document types in Sales Order Entry (P4210), Print Invoices (R42565), and Sales Update (R42800).

Prerequisites

- ❑ Verify that you have set markup costs in the Branch Relationships Master File table (F3403), if necessary. See *Setting Up Branch Sales Markups* in the *Sales Order Management Guide*.
- ❑ Verify that you have set the processing options in Sales Order Entry (P4210) to use the appropriate pricing method, intercompany order types, and whether to create intercompany invoices.
- ❑ To relieve on-hand inventory during shipment confirmation, verify that an order type is set up for interbranch sales orders in the user defined code table (40/IU).

See Also

- ❑ *Understanding Default Information in Interbranch Orders* in the *Sales Order Management Guide* for more information about default customer information for the customer and selling branch/plant

► To enter interbranch orders

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, click Add.
2. On Sales Order Detail Revisions, complete the following fields for the selling branch/plant:
 - Or Ty
 - Branch/Plant
 - Ship To
 - Sold To
 - Order Date
3. For each detail line, complete the following fields for the supplying branch/plant:
 - Quantity Ordered
 - UoM
 - Item Number
 - Branch/ Plant

4. Review the following fields and make any necessary changes:
 - Unit Price
 - Unit Cost
5. Click OK.

Creating Intercompany Orders during Shipment Confirmation

An intercompany order is an order that tracks the transactions between the supplying and selling branch/plant. While the interbranch order is the sales order to your customer, the intercompany order is the purchase order to the supplying branch/plant. The difference between a direct ship order and an intercompany order is that the supplier is the supplying warehouse, the sold to address is the selling branch/plant, and the ship to address is the customer number. Additionally, the intercompany order is not created until shipment confirmation.

When you confirm an interbranch sales order, the system verifies the processing options in Ship Confirm Batch Application (R42500) to determine whether the system creates an intercompany order and the version. The amount in the cost field of the interbranch order is passed in as the price of the intercompany order. The system creates an intercompany order from the version of Create Intercompany Sales Orders (R4210IC).

After the intercompany order is created, any changes to the interbranch or intercompany order in Sales Order Entry (P4210) triggers a warning message indicating that you must make changes to the corresponding order to maintain integrity.

Prerequisite

- Verify that you have created order types, line types, and order activity rules for the corresponding purchase order of the intercompany order. The intercompany purchase order must be created using a line type to create the appropriate accounting entries during Voucher Match (P4314).

See Also

- *Working with Shipments* in the *Sales Order Management Guide* for more information about the shipment confirmation features and processing options

Printing Intercompany Invoices

The system processes intercompany sales orders in the same way as other sales orders with the following exception: during invoice processing, the system prints an intercompany invoice for the selling branch/plant.

You must set the interbranch processing options for intercompany orders in Sales Order Entry (P4210) to identify the intercompany document type, which creates a sales order detail record in the Sales Order Detail File - Tag File table (F49211). After you process the intercompany order through Print Invoices (R42565), the system updates the Sales Order Detail File – Tag File table with the intercompany invoice number.

You can print intercompany invoice through the normal invoice process in the Print Invoices or Cycle Billing Program (R49700) programs. However, you cannot print an intercompany invoice with customer invoices. You can print consolidated invoices for intercompany invoices however, you must specify this feature in the customer billing instructions for the selling branch/plant.

If you generate an intercompany invoice, you must specify the same intercompany document types in Sales Order Entry, Ship Confirm Batch Application (R42500), Print Invoices, and Sales Update (R42800).

See Also

- *Printing Standard Invoices* in the *Sales Order Management Guide* for more information about additional features and processing options

Updating Interbranch and Intercompany Transactions

If you generate an intercompany invoice, you must specify the same intercompany document types in Sales Order Entry (P4210), Print Invoices (R42565), and Sales Update (R42800).

During sales update, you can choose to have the system perform one of the following:

- Create accounts payable and accounts receivable journal entries for the selling branch/plant and accounts receivable entries for the supplying branch/plant
- Create accounts receivable entries only for the selling branch/plant

During the sales update process, you can run the Sales Update program to create the journal entries for interbranch sales.

Example: Accounts Receivable and Accounts Payable Entries

If you set the interbranch processing option in the Sales Update program (R42800) to create accounts receivable and accounts payable entries for both the selling and the supplying branch/plants, the system creates the following types of batches:

Batch type IB Debits the COGS account, and credits the receivables accounts and inventory for the supplying branch/plant and selling branch/plant.

Batch type V Credits the payables accounts and debits the inventory for the selling branch/plant.

Example: Accounts Receivable Entries

If the appropriate processing option is set to create only the accounts receivable entries, the system creates the following types of batches:

Batch type IB Credits the revenue accounts and inventory, and debits the COGS account of the selling branch/plant.

Batch type ST Credits the revenue account and inventory for the selling branch/plant, and debits the COGS accounts and inventory for the supplying branch/plant.

Sales Order Information

You review and analyze sales order information to track the status of sales orders and invoices and accurately plan for future needs. For example, you can monitor quantity information to identify how many items on a sales order are backordered. You can also review the present status of any order, such as orders that are on hold.

When entering or reviewing a sales order, you can quickly access item information, such as item number, availability, quantity cost-breaks, and so on. This is helpful when you are working directly with the customer.

You can access information about customer accounts and open and closed sales orders. For example, you can use the Check Credit program (P42050) to compare a customer's total accounts receivable and open orders with their credit limit. You can also access and review sales history information.

You can review billing information that doesn't print on the invoice that the customer receives, such as the status of any related orders. This is helpful when you need to provide information to a customer during order entry.

Working with Item Information

When entering or reviewing a sales order, you can quickly access item information, such as item number, availability, quantity cost-breaks, and so on. This is helpful when you are working directly with the customer.

You can also access additional item information that helps you accurately plan for future needs, such as summary availability, and supply and demand for an item. For example, you can locate information about how many items are on demand, available in supply, and available to be promised.

See Also

- ❑ *Locating Item Information in the Inventory Management Guide*
- ❑ *Locating Quantity Information in the Inventory Management Guide* for more information about inventory quantities

Duplicating Sales Order Information

You can streamline sales order entry by copying both header and detail information and adding it to a new sales order. Or, to send the same order to another ship to address or invoice another sold to address, you can copy only the detail information and change the ship to or sold to information.

Depending on how the processing options are set, the following information might differ between the original and the duplicate sales order:

- Document type
- Beginning status code

The order number for the duplicate sales order is always different from the original order.

You can copy item information to sales orders from any sales order entry program (P4210). For example, you can set up the duplication processing options for the Blanket Order version of Sales Order Entry so that when you copy order and line information from a blanket order, the system creates a new sales order.

Prerequisite

- ❑ Verify that you have activated the duplication processing options for Sales Order Entry (P4210) for new document types or statuses.

► To duplicate sales order information

From the Sales Order Inquiries menu (G42112), choose Customer Service.

1. On Customer Service Inquiry, locate and choose the order from which you want to copy item information.
2. Click Copy.
Depending on your duplication processing options, the system creates a new sales order.
3. On Sales Order Detail Revisions, review and change any of the information in the fields, as necessary.
4. Click OK.

Reviewing Price and Availability Information

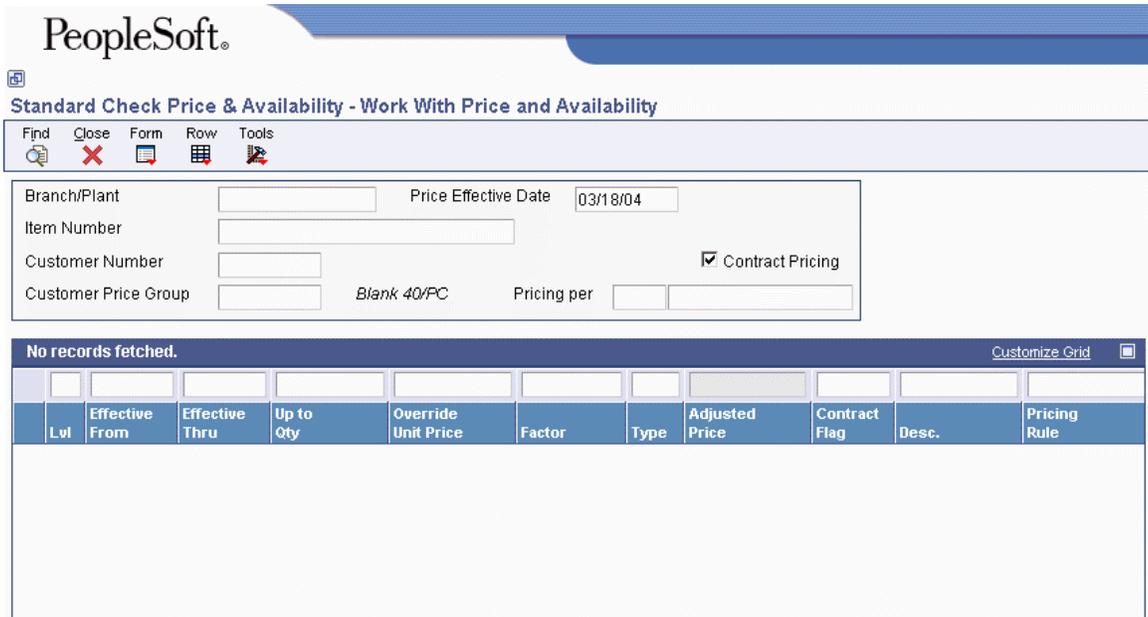
If you have set up a prices for item and customer combinations, use the Check Price and Availability program (P4074) to locate information about the pricing and availability of specific inventory items that are sold to specific customers or are part of customer group and item group combinations. This program displays information from the Item Location table and the Price by Customer table (F4208).

Use the Inventory Pricing and Availability program (P41261) to review standard price adjustment information, such as inventory pricing rules. If you use Advanced Pricing, you can access advanced price adjustment information, such as adjustment schedules, from the Check Price and Availability program.

To obtain quantity cost-break information, check the Work With Price and Availability form from a sales order detail line.

► **To review price and availability**

From the Sales Order Inquiries menu (G42112), choose Standard Check Price & Availability.



PeopleSoft®

Standard Check Price & Availability - Work With Price and Availability

Find Close Form Row Tools

Branch/Plant Price Effective Date 03/18/04

Item Number

Customer Number Contract Pricing

Customer Price Group Blank 40/PC Pricing per

No records fetched. Customize Grid

Lvl	Effective From	Effective Thru	Up to Qty	Override Unit Price	Factor	Type	Adjusted Price	Contract Flag	Desc.	Pricing Rule
No records fetched.										

1. On Work With Price and Availability, complete the following fields:
 - Branch/Plant
 - Item Number
 - Customer Number
 - Customer Price Group
 - Price Effective Date
2. To search for contract prices, click the Contract Pricing option.
3. Click Find.
4. Review the following fields:
 - Lvl
 - Effective From
 - Effective Thru
 - Up to Qty
 - Override Unit Price
 - Factor
 - Type
 - Contract Flag
 - Desc.

Processing Options for Check Price and Availability (P4074)

Preference

Enter the version of Sales Order Entry (P4210). This will control the preference profile. If left blank, ZJDE0001 will be used.

Version

Locating Quantity Information

You use the Item Availability program (P41202) to review quantity information and determine your current and future inventory needs. The system calculates item availability and quantity information based on the options you select for the branch/plant. You can view the information on the number of items in any of the following categories:

- On-hand
- Hard- and soft-committed
- Available
- On purchase and work orders
- On backorders

You can locate all of the items in a particular location within a branch/plant and review detailed information for each item.

See Also

- *Locating Quantity Information* in the *Inventory Management Guide* for more information about inventory quantities

► To locate quantity information

From the Sales Order Inquiries menu (G42112), choose Summary Availability.

1. On Work With Item Availability, complete the following fields:
 - Branch/Plant
 - U/M
 - Item Number
2. Click the Additional Selections 1 tab and complete the following fields:
 - Grade Range
 - Potency Range
3. To edit the display, click the following options:
 - Summary Only
 - Omit Zero Quantities
4. Click Find.

- To review how availability is calculated for each branch/plant, choose Detail Avail from the Row menu.

The system retrieves quantity information based on the item availability definition for the branch/plant.

PeopleSoft

Summary Availability - Detail Availability

Work With Item Availability | **Detail Availability**

Cancel Form Previous Next Tools

Item Number: 220 Touring Bike, Red
 Branch/Plant: 30
 Location: Lot/Serial:

Primary

U/M: EA

Quantity to Subtract		Quantity to Add	
<input checked="" type="checkbox"/> Soft Committed - SO, WO	357	<input type="checkbox"/> On Hand	1432
<input checked="" type="checkbox"/> Hard Committed - SO	323	<input type="checkbox"/> On Purchase Order	
<input type="checkbox"/> Future Committed		<input type="checkbox"/> On PO - Other 1	
<input checked="" type="checkbox"/> Hard Committed - WO		<input type="checkbox"/> On WO Receipts	
<input type="checkbox"/> On Sales Order - Other 1		<input type="checkbox"/> In Transit	
<input type="checkbox"/> On Sales Order - Other 2		<input type="checkbox"/> In Inspection	
<input checked="" type="checkbox"/> On Hold		<input type="checkbox"/> In Operation 1	
<input type="checkbox"/> Safety Stock		<input type="checkbox"/> In Operation 2	
<input type="checkbox"/> Hard Committed - Project			

Total Quantity

On Receipt		Available	752
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Processing Options for Item Availability (P41202)

Versions Tab

These processing options allow you to specify the versions for various programs that you access from the Item Availability program (P41202). Versions control how the system processes and displays information. Therefore, you might need to set the processing option to meet your specific needs.

1. Item Master

Use this processing option to specify which version the system uses when you access the Item Master program (P4101). If you leave this processing option blank, the system uses version ZJDE0001.

2. Item Notes

Use this processing option to specify which version the system uses when you access the Item Notes program (P40163). If you leave this processing option blank, the system uses version ZJDE0001.

3. Item Search

Use this processing option to specify which version the system uses when you access the Item Search program (P41200). If you leave this processing option blank, the system uses version ZJDE0001.

4. Purchase Order Inquiry

Use this processing option to specify which version the system uses when you access the Purchase Order Inquiry program (P430301). If you leave this processing option blank, the system uses version ZJDE0001.

5. Customer Service Inquiry

Use this processing option to specify which version the system uses when you access the Customer Service Inquiry (Misc. Windows) program (P42045). If you leave this processing option blank, the system uses version ZJDE0001.

6. Open Work Orders

Use this processing option to determine which version the system uses when you access the Open Work Orders program (R31400). If you leave this processing option blank, the system uses version ZJDE0001.

7. Supply and Demand

Use this processing option to specify which version the system uses when you access the Supply and Demand Inquiry program (P4021). If you leave this processing option blank, the system uses version ZJDE0001.

8. Bill of Material

Use this processing option to specify which version the system uses when you access the Bill of Material Inquiry program (P30200). If you leave this processing option blank, the system uses version ZJDE0001.

9. Lot Availability

Use this processing option to specify which version the system uses when you access the Lot Master Availability program (P41280). If you leave this processing option blank, the system uses version ZJDE0001.

10. Item Ledger

Use this processing option to specify which version the system uses when you access the Item Ledger Inquiry (CARDEX) program (P4111). If you leave this processing option blank, the system uses version ZJDE0001.

11. Branch/Plant Item Information

Use this processing option to specify which version the system uses when you access the Branch/Plant Constants program (P41001). If you leave this processing option blank, the system uses version ZJDE0001.

12. Location Master

Use this processing option to specify which version the system uses when you access the Location Master program (P4100). If you leave this processing option blank, the system uses version ZJDE0001.

13. Item Location Information

Use this processing option to specify which version the system uses when you access the Item Location Type program (P41023). If you leave this processing option blank, the system uses version ZJDE0001.

Display Tab

These processing options allow you to specify whether the system displays certain types of information and how the system calculates certain information.

1. Grade Information

Blank = No information is displayed

1 = Display grade information

Use this processing option to determine whether the system displays grade information.
Valid values are:

Blank

Do not display grade information.

1

Display grade information.

2. Potency Information

Blank = No information is displayed

1 = Display potency information

Use this processing option to specify whether the system displays potency information.
Valid values are:

Blank

Do not display potency information.

1

Display potency information.

3. Quality Management

Blank = No information is displayed

1 = Use Quality Management.

Use this processing option to specify whether the system displays information from the Quality Management system. Valid values are:

Blank

Do not display quality management information.

1

Display quality management information.

4. Quantity - Primary Units of Measure

Blank = No information is displayed

1 = Also display primary units

Use this processing option to specify whether the system displays quantity information in primary units of measure. Valid values are:

Blank

Do not display quantities in primary units of measure.

1

Display quantities in primary units of measure.

5. Truncate/Round

Blank = Default to round

1 = Truncate information in the grid

2 = Round up

Use this processing option to specify the manner in which the system truncates or rounds the information in the detail area. Valid values are:

Blank

Round the information in the detail area. The system uses normal mathematical rounding. For example, with no display decimals specified, 2.3 remains 2 and 2.6 is rounded up to 3.

1

Truncate the information in the grid. The system always removes additional positions. For example, with no display decimals specified, 2.3 and 2.6 are both truncated to 2.

2

Round up the information in the grid. The system always rounds to the next higher number. For example, with no display decimals specified, 2.3 and 2.6 are both rounded up to 3.

6. Customer Self-Service

Blank = Bypass Customer Self-Service functionality

1 = Activate Shopping Cart mode

Use this processing option to specify whether the system uses the standard mode or customer self-service functionality. Valid values are:

Blank

Bypass customer self-service functionality and use the standard mode.

1

Activate customer self-service functionality.

Lot Options Tab

These processing options allow you to specify whether the system displays fields for advanced lot processing, and to specify the default date for calculating the number of days until a lot expires.

1. Display Percent of Life Remaining

An option that determines whether the system displays the Percent of Life Remaining field. If you do not choose this option, the system does not display the Percent of Life Remaining field.

2. Display Number of Days Remaining

A code that determines whether the system displays the Number of Days Remaining field. If you do not choose this option, the system does not display the Number of Days Remaining field.

3. Calculation Date

A date that the system uses to calculate the remaining number of days until a lot expires. If you leave this field blank, the system uses today's date.

Reviewing Supply and Demand Information

The highlighted available-to-promise lines indicate your company's uncommitted available inventory. Available-to-promise inventory is available for sale or distribution within a specified period.

► To review supply and demand information

From the Sales Order Inquiries menu (G42112), choose Supply/Demand.

PeopleSoft. Sign Out

Supply/Demand - Work With Supply and Demand

Find Cancel Form Row Tools

Branch/Plant 30

Item Number 220 Touring Bike, Red

Thru Date UOM

No records fetched. Customize Grid

Promise Date	Project Demand	Project Supply	Project Available	Project Number	Demand	Supply	Quantity Available	Order No	Type	Branch/Plant
--------------	----------------	----------------	-------------------	----------------	--------	--------	--------------------	----------	------	--------------

On Work With Supply and Demand, complete the following fields and click Find:

- Branch/Plant
- Item Number
- Thru Date
- UOM

Processing Options for Supply and Demand Inquiry (P4021)

Process Tab

Use these processing options to control processing for the Supply/Demand Inquiry program, such as which quantities and document types, as well as forecast and planning data, are included in the inquiry.

1. Deduct Safety Stock From Available Quantity

Blank = Do Not Deduct

1 = Deduct Safety Stock

Use this processing option to specify whether the system displays the safety stock line and decreases the safety stock from the available quantity. Valid values are:

Blank The system does not deduct safety stock.

-
- 1 The system deducts safety stock.
 2. Receipt Routing Quantities Considered As On Hand

Blank = Do Not Consider

1 = Consider As On Hand

3. Supply/Demand Inclusion Rules

Use this processing option to specify the supply and demand inclusion rules version for the system to use. These rules define the order type, line type and line status. Inclusion rule version is a user defined code (40/RV) that identifies the version to use for processing. Enter an inclusion rule to use as the default value or choose it from the Select User Define Code form.

4. Subtract Expired Lot Quantities

Blank = Do Not Subtract

1 = Subtract Expired Lots

Use this processing option to specify whether the system deducts the expired lot quantities from the available quantity. Valid values are:

Blank The system does not reduce the available quantity.

1 The system reduces the available quantity.

This processing option does not work with available to promise lines. If you choose value 1 in this processing option, you must set the Available to Promise Line Flag processing option, under the Process 1 Tab, to either blank or 2.

5. Enable Engineer to Order (ETO)

Blank = Do Not Enable ETO

1 = Enable ETO Functionality

Use this processing option to specify whether the system enables Engineer-to-Order (ETO) functionality. Valid values are:

Blank

Do not enable ETO functionality.

1

Enable ETO functionality.

6. Include Past Due Supply In Quantity Available
-

Blank = Do Not Include

1 = Include Past Due Supply

Use this processing option to specify if past due quantities are considered while calculating available quantity. Valid values are:

Blank

Do not include past due quantities.

1

Include past due quantities.

7. Rate Based Schedule Type

Blank = Do Not Include Rate Based Items

Use this processing option to specify the rate-based schedule type for the system to display. Rate-based schedule type is a user defined code (31/ST)

that identifies the schedule type. Enter the type to use as the default value or choose it from the Select User Define Code form. If you leave this field blank, the system does not display any rate-based schedules.

8. Include MPS/MRP/DRP Planned Orders

Blank = Do Not Include

1 = Include Planned Orders

Use this processing option to specify whether the system displays planned orders from MPS/MRP/DRP generations. Valid values are:

Blank The system does not display planned orders.

1 The system displays planned orders.

9. Forecast Types (5 Types Maximum)

Use this processing option to specify which forecast types, up to five, that the system includes in the inquiry. If you leave this field blank, the system does not include any forecast records. Enter multiple forecasts as follows: To enter 01, 02, and BF, type 0102BF.

10. Days From Today To Include Forecast

Blank = Include From Today

Use this processing option to specify the number of days (+ or -) from the system date that you want the system to include forecast records. If you leave this field blank, the system

uses the system date.

11. Exclude Bulk Items

Blank = Do Not Exclude

1 = Exclude Bulk Items

Use this processing option to specify whether the system displays bulk stocking type records. Valid values are:

Blank The system displays bulk stocking type records.

1 The system does not display bulk stocking type records.

12. Include Past Due Rates as a supply

Blank = do not include

1 = include

Use this processing option to specify whether the system considers open quantities from past due rate schedules as supply. When you enter 1, the system includes past due rate orders in the display. Valid values are:

Blank

Do not use open quantities from past due rate orders as supply.

1

Use open quantities from past due rate orders as a supply.

13. Forecast Start Date

Blank = System Date

1 = Start Date Of Current Forecast Period

Use this processing option to determine the Start Date. Valid values are:

Blank

Use the System Date.

1

Use the Start Date of the current forecast period.

Note: If you enter a 1, the Enable Engineer to Order processing option must be blank.

14. Lot Hold Codes (up to 5)

Blank = include no held lots in calculation of on-hand inventory

* = include all held lots in calculation of on-hand inventory

Use this processing option to specify the lots to be included in the calculation of on-hand inventory. You can enter a maximum of 5 lot hold codes (41/L).

blank include no held lots in calculation of on-hand inventory

* include all held lots in calculation of on-hand inventory

Display Tab

Use these processing options to control how certain information appears on the Work With Supply and Demand form. For example, a processing option controls whether quantities appear after they are converted to standard potency.

1. Convert Quantities To Standard Potency

Blank = Do Not Convert

1 = Convert To Standard Potency

Use this processing option to specify whether the system converts quantities to the standard potency. Valid values are:

Blank The system does not convert the quantities.

1 The system converts the quantities.

2. Display ATP Line

Blank = Do Not Display

1 = Display ATP Line

2 = Display CATP Line

Use this processing option to specify whether the system displays an available to promise line, a cumulative available to promise line, or neither. Valid values are:

Blank The system does not display either line.

1 The system displays the available to promise line.

2 The system displays the cumulative available to promise line.

If you choose to display the available to promise line (value 1) in this processing option, you cannot use the Display 3 Tab, Reduce Expired Lot Quantities processing option (above).

3. Summarize All In Receipt Routing Steps

Blank = Do Not Summarize

1 = Summarize

Use this processing option to specify whether the system summarizes all quantities for the In Receipt routing steps into one line. Valid values are:

Blank The system does not summarize.

1 The system summarizes the In Receipt routing steps.

4. Summarize Item Balance Quantity Records

Blank = Do Not Summarize

1 = Summarize

Use this processing option to specify whether the system summarizes all the quantities in the item location records into one line. Valid values are:

Blank The system does not summarize.

1 The system summarizes all the quantities in the item location records.

5. Display Data In Window Mode

Blank = Do Not Display

1 = Display In Window Mode

Use this processing option to specify whether the system displays the Supply & Demand Inquiry program (P4021) in the window format if called from another program. Valid values are:

Blank The system displays the program in the full form format.

1 The system displays the program in the window format.

Versions Tab

Use these processing options to specify the version of each program that the system accesses. If you leave the option blank, the system uses the ZJDE0001 version of the program.

1. Purchase Order Entry (P4310)

Use this processing option to specify the version of the Purchase Order Entry program (P4311) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Purchase Order Entry program.

Versions control how the Purchase Order Entry program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

2. Purchase Order Inquiry (P4310)

Use this processing option to specify the version of the Purchase Order Inquiry program (P430301) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Purchase Order Inquiry program.

Versions control how the Purchase Order Inquiry program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

3. Sales Order Entry (P4210)

Use this processing option to specify the version of the Sales Order Entry program (P4211) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Sales Order Entry program.

Versions control how the Sales Order Entry program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

4. Sales Order Inquiry (P4210)

Use this processing option to specify the version of the Sales Order Inquiry program (P42045) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Sales Order Inquiry program.

Versions control how the Sales Order Inquiry program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

5. Scheduling Work Bench (P31225)

Use this processing option to specify the version of the Scheduling Workbench program (P31225) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Scheduling Workbench program.

Versions control how the Scheduling Workbench program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

6. MPS/MRP/DRP Pegging Inquiry (P3412)

Use this processing option to specify the version of the MPS/MRP/DRP Pegging Inquiry program (P3412) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Pegging Inquiry program.

Versions control how the Pegging Inquiry program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

7. MPS/MRP/DRP Time Series (P3413)

Use this processing option to specify the version of the MPS Time Series program (P3413) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the MPS Time Series program.

Versions control how the MPS Time Series program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

8. MPS/MRP/DRP Msg Detail (P3411)

Use this processing option to specify the version of the MPS/MRP Detail Message Revisions program (P3411) that the system uses when call from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the MPS/MRP Detail Message Revisions program.

Versions control how the MPS/MRP Detail Message Revisions program displays information. Therefore, you might need to set the processing options to specific versions to meet your needs.

9. Bill of Material Inquiry (P30200)

Use this processing option to specify the version of the Bill of Material Inquiry program (P30200) program that the system uses when called from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Bill of Material Inquiry program.

Versions control how the Bill of Material Inquiry program displays information. Therefore, you might need to set the processing options to specific versions to meet your needs.

10. Item Branch (P41026)

Use this processing option to specify the version of the Item Branch program (P41026) that the system uses when you access the program from row and form exits on the Work With Supply and Demand form. If you leave this option blank, the system uses the ZJDE0001 version of the Item Branch program. Versions control how the Item Branch program displays information.

11. Mfg WO Processing (P48013)

Use this processing option to specify the version of the Manufacturing Work Order Processing program (P48013) program that the system uses when called from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Manufacturing Work Order Processing program.

Versions control how the Manufacturing Work Order Processing program displays information. Therefore, you might need to set the processing options to specific versions to meet your needs.

12. Enter/Change Rate Schedule (P3109)

Use this processing option to specify the version of the Enter/Change Rate Schedule program (P3109) program that the system uses when called from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Enter/Change Rate Schedule program.

Versions control how the Enter/Change Rate Schedule program displays information. Therefore, you might need to set the processing options to specific versions to meet your needs.

13. Item Availability (P41202)

Use this processing option to specify the version of the Item Availability program (P41202) that the system uses when called from row and form exits from the Work With Supply and Demand form. If you leave this field blank, the system uses the ZJDE0001 version of the Item Availability program.

Versions control how the Item Availability program displays information.

Therefore, you might need to set the processing options to specific versions to meet your needs.

Working with Customer and Sales Information

You can access information about customer accounts, and open and closed sales orders. For example, you can use the Check Credit program (P42050) to compare a customer's total accounts receivable and open orders with their credit limit.

You can generate reports to review information about the status of sales orders. You can also access and review sales history information.

Reviewing Customer Account Information

You can use the Check Credit program (P42050) to review information about a customer's account and credit status. You can compare the customer's total accounts receivable and open orders to the customer's current credit limit assigned in the Customer Master table (F0301) to determine if the credit limit has been exceeded.

You can access the following types of information:

- Accounts receivable (for example, any balances that are currently due)
- Account history (for example, customer ABC ranking, invoice, and payment information)
- Open sales orders (for example, order dates and amounts)

Additionally, you can check credit at the following levels:

- Customer (C)
- Parent (P)
- Line of Business (L)

If you do business with a company that operates in multiple lines of business, you can differentiate your customers based on product, division, or geography. When you perform credit checking at the Line of Business (LOB) level, you can define different default processing instructions for the same customer for different lines of business.

Prerequisite

- ❑ You must activate A/R - Line of Business processing in the Enhanced A/R Constants.

► To review customer account information

From the Sales Order Inquiries menu (G42112), choose Check Credit.

1. On Work with Customer Master, complete the following fields and click Find:
 - Sold To
 - Alpha Name
 - Credit Limit
 - Last Crd Rev Date
2. Choose the customer and click Select.
3. On Credit Check, review the credit information:
 - As of Date
 - Company
 - Amount Due
 - Open Order Amount
 - Total Exposure
 - Credit Limit
 - Over Credit Limit

See Also

- *Converting Customer Limit Amounts* in the *Multicurrency Guide* for information about converting minimum and maximum order amounts to another currency

Reviewing Customer Ledger Information

To quickly review invoices and receipts or audit a customer's transaction history, use Customer Ledger Inquiry (P03B2002). On Work with Customer Ledger Inquiry, you can access numerous types of information about the transaction history of a customer. You can access various forms from the Form and Row menus on the Work with Customer Ledger Inquiry form to review receipts, recurring invoices, status and so on.

Customer ledger information is stored in the following tables:

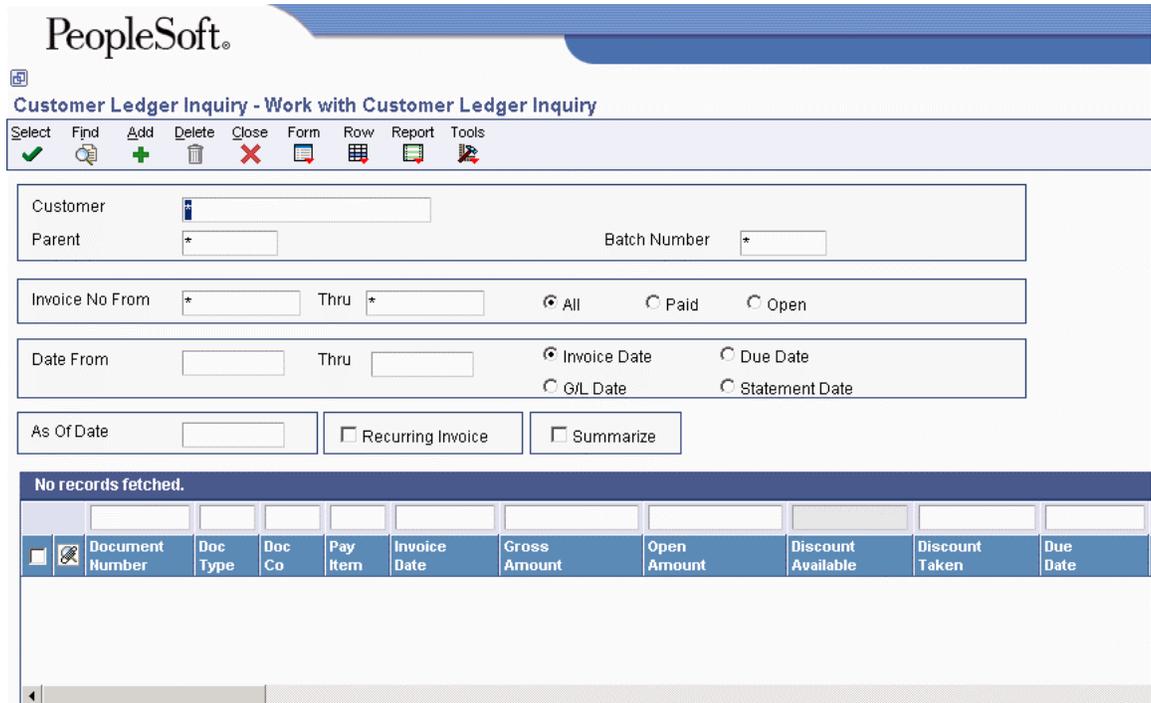
- Customer Ledger (F03B11)
- Invoice Revisions (F03B112)
- Receipts Detail (F03B14)

See Also

- *Working with Customer Ledger Information* in the *Accounts Receivable Guide* for complete information on the various forms that are available from the Work with Customer Ledger Inquiry form

► **To review customer ledger information**

From the Customer Invoice Entry menu (G03B11), choose Customer Ledger Inquiry.



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Customer Ledger Inquiry - Work with Customer Ledger Inquiry

Select Find Add Delete Close Form Row Report Tools

Customer [] Parent * [] Batch Number * []

Invoice No From * [] Thru * [] All Paid Open

Date From [] Thru [] Invoice Date Due Date
 G/L Date Statement Date

As Of Date [] Recurring Invoice Summarize

No records fetched.

Document Number	Doc Type	Doc Co	Pay Item	Invoice Date	Gross Amount	Open Amount	Discount Available	Discount Taken	Due Date
No records fetched.									

1. On Work with Customer Ledger Inquiry, enter customer and invoice criteria and click Find.
2. To review information for a specific invoice, choose the detail line and click Select.
3. On Standard Invoice Inquiry, review the order and invoice information.

Reviewing Sales Orders

You use the Customer Service Inquiry program (P42045) to review sales order, customer, and item information in the Sales Order Detail File (F4211) or Sales Order History File (F42119) tables. The Customer Service Inquiry program allows you to review the following information:

- Open sales order information
- Closed sales order information
- Information at the sales order, customer, and item levels

Use * as a wildcard character in some fields, such as invoice number and item number, to have the system search on all values for the field. You can enter the first few letters or numbers of the item number followed by * to locate all items that start with the values that you enter. For example, if you enter 10*, the system displays all numbers that begin with 10.

Reviewing Sales Orders in an “As If” Currency

From the Sales Order Inquiries menu (G42112), choose Customer Service.

Whether you enter a sales order in a domestic or foreign currency, you can review amounts as if they were entered in a specific currency. “As if” currency processing allows you to review sales orders as if they were entered in a currency other than the currency in which they were actually entered. For example, a Canadian company that enters a foreign currency sales order in the euro can review the sales order amounts as if they were entered in the Japanese yen (JPY) and then compare the JPY amounts to the domestic (CAD) and foreign (EUR) currency amounts.

One of the advantages of "as if" currency processing is that it does not impact disk space. The "as if" currency amounts are not written to a table; instead, they are stored in temporary memory. Although this has no impact on disk space, it can impact processing time.

To review sales order amounts in an "as if" currency, you must enter a default currency code and an exchange rate date in the processing options for the Customer Service program (P4210). This activates the As If Currency field on the Customer Service Inquiry form.

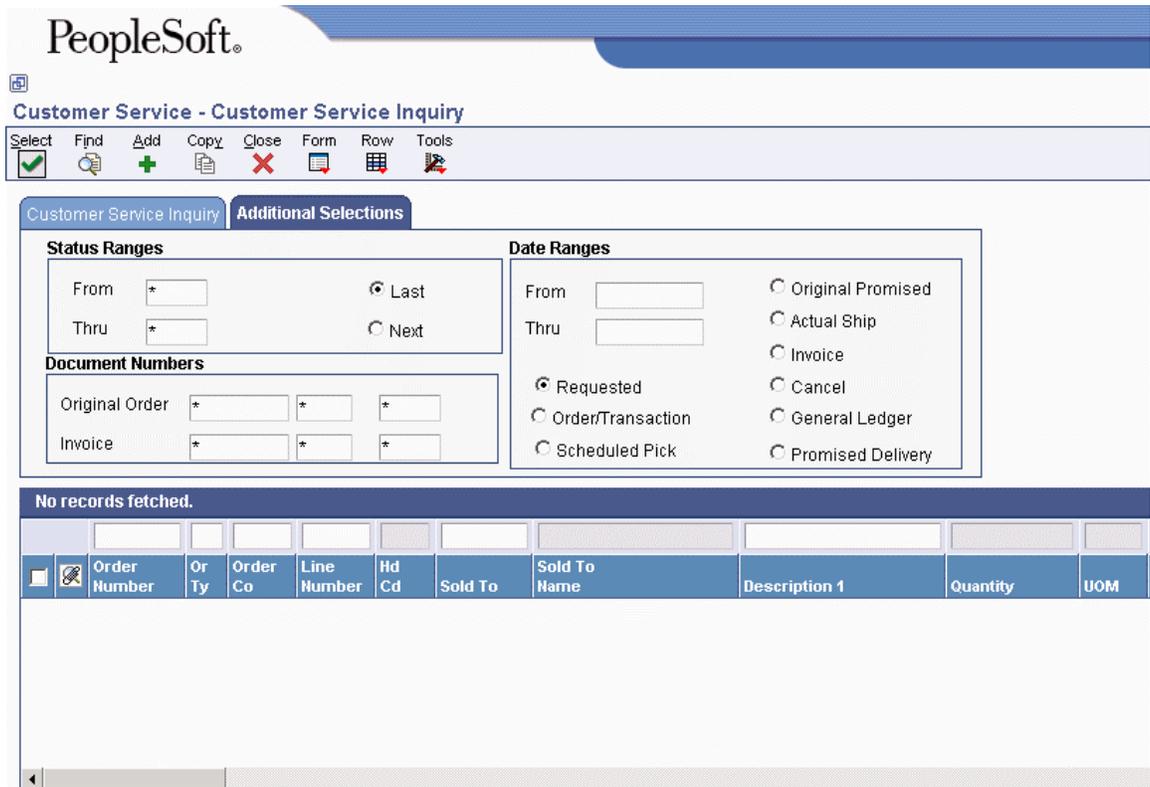
The system retrieves the exchange rate from the Currency Exchange Rates table (F0015) and calculates the “as if” currency amounts based on the base (domestic) currency of the sales order. The “as if” currency amount that you review might not be the same amount as the actual invoice or receipt because of fluctuating exchange rates.

► To review sales orders

From the Sales Order Inquiries menu (G42112), choose Customer Service.

1. On Customer Service Inquiry, complete the following field:
 - Order Number
2. To locate orders based on associated orders, complete the following optional fields:
 - Or Ty
 - Customer PO
3. To locate orders based on customer addresses, complete the following optional fields:
 - Sold To
 - Ship To
4. To specify whether the system includes the backorder quantity, choose the following option:
 - Extend Back Order Quantity
5. To specify whether to display the Customer Item Revision Level field, choose the following option:
 - Customer Item
6. To locate orders based on status, complete the following optional fields:
 - Last Status
 - Next Status

7. To locate orders based on dates, complete the following optional fields:
 - Order Date
 - Request Date
 - Actual Ship
 - Invoice Date
8. Click the Additional Selections tab to specify additional search criteria.



PeopleSoft®

Customer Service - Customer Service Inquiry

Select Find Add Copy Close Form Row Tools

Customer Service Inquiry **Additional Selections**

Status Ranges

From * Last
 Thru * Next

Date Ranges

From Original Promised
 Thru Actual Ship
 Requested Invoice
 Order/Transaction Cancel
 Scheduled Pick General Ledger
 Promised Delivery

Document Numbers

Original Order * * *
 Invoice * * *

No records fetched.

		Order Number	Or Ty	Order Co	Line Number	Hd Cd	Sold To	Sold To Name	Description 1	Quantity	UOM
No records fetched.											

9. On the Additional Selections tab, complete the following fields and click Find:
 - Last Status
 - Order Number
 - From
 - Thru

From the Form and Row menus, you can choose options to locate additional types of information that relate to sales orders, such as:

- Order holds
- Online invoices
- Customer information
- Item availability
- Supply and demand information
- Item cross-reference

- Order header revision information
- Order detail revision information
- Shipment information
- Pricing history
- Rebate history

Generating Order Status Reports

You generate order status reports to review information about open orders, held orders, and backorders.

Generating the Open Orders by Item Report

From the Sales Order Reports menu (G42111), choose Open Orders by Item Reports.

You generate the Print Open Sales Orders by Item program (R42632) to review the number of open orders for an item and determine how to fill them using availability information.

This report prints the detail line items within each of your sales orders and sorts the information by item number. It prints the on-hand quantities for each item within a warehouse location.

If you use the Demand Scheduling (40R) system, the report displays the Scheduled Pick Time (PDTT) in the Date/Time column.

Prerequisite

- Verify that all necessary backorders have been released for processing.

Generating the Open Orders by Customer Report

From the Sales Orders Reports menu (G42111), choose Open Orders by Customer Reports.

You generate the Print Open Sales Orders program (R42620) to review the following:

- Orders that have been picked but not shipped
- Orders that have been picked but not billed
- Open orders that exceed the customer's requested ship date

You can generate different versions of this report to review:

- Open orders and their total amount
- Open orders beyond a specific date
- Open orders for a specific document type or line type

This report includes backordered items if you have set a processing option in sales order entry to create a backorder when inventory is not available. You must release backorders into the order process before generating this report to reflect accurate backorder and open order information.

If you use the Demand Scheduling (40R) system, the report displays the Scheduled Pick Time (PDTT) in the Date/Time column.

See Also

- *Working with Order Releases* in the *Sales Order Management Guide*

Generating the Held Orders Report

From the Sales Orders Reports menu (G42111), choose Held Orders Reports.

You generate the Print Held Sales Orders program (R42640) to review a list of all sales orders that are on hold for the following reasons:

- Credit
- Profit margin
- Partial order hold
- Price review

Reviewing Sales Ledger Information

You can review sales ledger information for any orders that have been processed through the sales order process. Use sales ledger information to track sales orders and determine when an order was entered or printed. You can also use this information for internal audit purposes.

The system writes information to the S.O. Detail Ledger File table (F42199) based on the order activity rules. You can determine at which point the system writes order information to the table through status codes. For example, you might want to record information to the table during sales order entry, invoicing, and sales update.

When you create a credit order from history, you retrieve the original order from the S.O. Detail Ledger File. You must specify a version of the Sales Ledger Inquiry in the version of Sales Order Entry (P4210) that has been set up for credit orders.

Prerequisite

- Verify that the correct status codes are set up to record an entry in the S.O. Detail Ledger File table (F42199). See *Setting Up Order Activity Rules* in the *Sales Order Management Guide*.

► To review sales ledger information

From the Sales Order Inquiries menu (G42112), choose Sales Ledger History Inquiry.

1. On Work With Sales Ledger Inquiry, complete one or more of the following fields and click Find:
 - Order Number
 - Order Type
 - Customer PO
 - Item Number
 - Ship To Number
2. To review detail information for individual ledger items, choose Sales Ledger Dtl from the Row menu.

Processing Options for Sales Ledger Inquiry (P42025)

Defaults

Order Type

Status Code - From

Status Code - Thru

Credit Memo

Note: The following options are only in use if this application is called from Sales Order Entry (P4210) and the "Select Order" row exit is used to select all the order lines for processing..

1. Enter the status code to select when retrieving credit orders.
2. Enter '1' if the status code is based on the Last Status. If left blank, the status code is based on the Next Status.

Versions

Note: The following options are in use only when this application is NOT called from sales order entry (P4210).

Credit Order Entry Version

Sales Order Entry Version

Reviewing Delivery Notes

Delivery personnel can use delivery notes to compare what they deliver to what they have on the truck. You can use Delivery Notes Inquiry (P42290) to review information about items that are transported.

Prerequisites

- Verify that the customer billing instructions for the customer are set up to print delivery notes. See *Setting Up Customer Billing Instructions* in the *Sales Order Management Guide*.
- Verify that the Delivery Notes Print program (R42535) has been run.

► To review delivery notes

From the Sales Order Inquiries menu (G42112), choose Delivery Notes Inquiry.

1. On Work With Delivery Notes, to limit the items that appear, complete one or more of the following fields and click Find:
 - Delivery Date From
 - Delivery Date Thru
 - Branch/ Plant
 - Ship To Number
 - Or Ty
 - Carrier Number

2. To review the order information, choose the detail line and then choose one of the following options from the Row menu:
 - Cust Service
 - Sales Ledger

Processing Options for Delivery Notes Inquiry (P42290)

Versions

1. Customer Service Inquiry
 2. Sales Ledger Inquiry
-

Generating Sales History Reports

You generate sales history reports to analyze sales history and review period-to-date and year-to-date sales amounts.

The most common reasons why information does not print on these sales reports are:

- You did not specify the correct status code in the processing options
- The order has one or more hold codes
- The system did not update the Sales Summary History File (F4229) table when you ran the Sales Update program (R42800)

Generating the Sales Ledger Detail Report

You generate the Sales Ledger Report program (R42600) to analyze sales history. Depending on the version of the Sales Ledger Report that you choose, you can analyze sales history in the following ways:

- By order (document) type, such as phone orders, blanket orders, COD orders, and credit orders
- By line type, such as stock sales, non-stock sales, freight, and miscellaneous charges
- By order status, such as shipped, backordered, or cancelled
- By customer, salesperson, or order entry person
- By customer payment terms
- By price amounts

In the order activity rules, you can specify the steps in the process where the system records entries to the S.O. Detail Ledger File table (F42199).

Because the S.O. Detail Ledger File table can contain multiple records for a single order detail line, you must specify either a next or last status code in the data selection for the Sales Ledger Report. If you do not specify a status code, the report can overstate historical sales information.

Processing Options for Sales Ledger Report (R42600)

Dates

Enter the report date range:

From Date

Thru Date

Generating the Sales Analysis Summary Report

You generate the Sales Analysis Summary program (R42611) to review period-to-date and year-to-date sales amounts and sales margin. The Sales Analysis Summary program retrieves information from the Sales Summary History File table (F4229).

Prerequisite

- ❑ Verify that the processing options for the Update Customer Sales program (R42800) are set to update records in the Sales Summary History File table (F4229).

See Also

- ❑ *Updating Sales Information* in the *Sales Order Management Guide*

Processing Options for Sales Analysis Summary (R42611)

Print

1. This job has various options described below. Enter the desired values and press ENTER to continue.

Enter requested period start date

Enter requested period end date

Working with Billing Information

To provide order information to a customer after order entry, you can review billing information, such as order totals or the status of related orders. You can also review sales orders, including those that have been only partially invoiced, before printing the invoice.

You print order acknowledgements to send to your customer to confirm that you are processing the order.

Reviewing Online Invoices

You use the Online Invoice Inquiry program (P42230) to review invoice information about an order that has not been invoiced or that has only been partially invoiced. The program displays the same information that appears on a printed invoice.

You can also use Online Invoice Inquiry to:

- Review open and closed invoice information
- Display the invoice with or without backordered lines
- Review information about shipping conditions, discounts, payment terms, and taxes
- Review transaction dates of lines within the invoice
- Review commission accruals for a sales order

You can set the processing options for the Online Invoice Inquiry program to display backordered items in the following ways:

- Without quantity and extended price information
- With quantity information only
- With quantity and extended price information

You can also display tax summary information based on one of the following:

- Tax group - Total taxable amount
- Tax area - Tax rate area, such as a state
- Tax authority - Tax authority with jurisdiction in the tax area, such as a county or city

If the order has items that are taxed at different rates, the system calculates the taxes, but displays N/A (not applicable) instead of a tax rate.

Note

You cannot inquire on interbranch or intercompany orders until you have printed invoices for the orders.

► To review online invoices

From the Sales Order Inquiries menu (G42112), choose Online Invoice.

1. On Work With Online Invoice, complete one or both of the following fields and click Find:

- Invoice Number
- Order Number

If more than one invoice is associated with a sales order, the system displays the Select Invoices form. Select the invoice from a list of invoices that are associated with a sales order.

2. You can select an order line and do any of the following:

- To review dates for the detail line that you select, choose Order Dates from the Row menu.
- To review the detail information for the order line that you select, choose Order Detail from the Row menu.
- To review the price history for the item, choose Pricing History from the Row menu.

- To attach or edit a media object for the detail line, choose Detail Attachments from the Row menu.
3. To review the information for the order, choose the following options from the Form menu and click Close when you are finished:
- Discount Summary
 - Tax Summary
 - Order Address
 - Attachments, for the order or invoice
 - Commission accruals

Processing Options for Online Invoice Inquiry (P42230)

Defaults

Enter the default Order Type:

1. Order Type

Enter the From Status:

2. Status Code - From

Enter the Thru Status:

3. Status Code - Thru

Based on Status (1 = Last, default is Next):

4. Based On Status

Include/Exclude Backorders:

(1 = Exclude Backorders

2 = Include Backorders, Quantities Only

3 = Include Backorders, Quantities and Prices)

5. Backorders

6. Customer Self Service Functionality

Blank = Bypass Customer Self Service

1 - Activate Customer Self Service Functionality for use in JAVA/HTML

Freight

1. Process Freight Estimate

<Blank> = Do not display freight estimate.

1 = Display freight estimate.

Versions

1. Enter version for Print Invoices(FUTURE)

Commissions

1. Bypass Commission Processing

Blank = Process Commissions

1 = Do not Process Commissions

Printing Order Acknowledgements

You can print a confirmation of a sales order that you send to your customer. You can include the same information that is on the sales invoice, such as the following:

- Item quantities, including backordered or cancelled items
- Total price, taxes, and discounts
- Delivery date
- Payment terms
- Associated text and print messages
- Charge references for detached adjustments and flat rates

You usually print order acknowledgements for those order lines that are ready to print on a pick slip. You should set up a separate status code for printing order acknowledgements in the order activity rules. You do this to prevent the system from bypassing the status for printing pick slips.

When you print acknowledgements, the system uses a version of the Print Invoices program (R42565). You can specify whether the system assigns invoice numbers when you print invoices or order acknowledgements by setting the appropriate processing option for each version. You can run or copy the proof version for other functions, such as invoice reprints.

Caution

When you run a version of Print Invoices in proof mode, the system does not perform updates to status codes or any files. To properly process sales order acknowledgements, you must run version XJDE0005 or run a copy of this version.

Processing Options for Print Invoices (R42565)

Default Tab

Use these processing options to specify the default values that the system uses.

1. Status Code - From

Use this processing option to specify the beginning status code range that the system uses to select orders for printing invoices.

You must use a status that has been set up in user defined code table (40/AT) of the order activity rules. The combination of Status Code - From and Status Code - To must be a valid combination of last status and next status in the Order Activity Rule table for the order type and the line type that you are processing.

2. Status Code - To

Use this processing option to specify the status code range the system uses to select orders for printing invoices.

You must use a status that has been set up in user defined codes table (40/AT) of the order activity rules. The combination of Status Code - From and Status Code - To must be a valid last status/next status combination in the Order Activity Rule table for the order type and the line type that you are processing.

3. Based On Status

1 = Select according to last status

2 = Select according to next status

Use this processing option to specify whether the system selects the Sales Order Detail table according to the last status or next status. Valid values are:

1 Select according to last status

2 Select according to next status

4. Override Next Status Code

Use this processing option to indicate the next step in the order process. The user defined code that you specify (40/AT) must have been set up in the Order Activity Rules based on the order type and the line type that you are using.

The override status is another allowed step in the invoicing process and is optional. The combination of the beginning status and the override next status must be a valid last status/next status combination in the Order Activity Rules table.

5. Prevent Next Status Update

Blank = Update next status

1 = Prevent next status update

Use this processing option to specify whether to prevent the system from updating the next status from the Order Activity Rules. The user defined code that you specify (40/AT) must have been set up in the Order Activity Rules based on the order type and the line type that you are using. Valid values are:

Blank Update the next status.

1 Prevent the next status update.

If you leave this processing option blank, the system will update the next status according to the existing Order Activity Rules.

6. Prevent A/R Number Assignment

Blank = Do not prevent

1 = Prevent

Use this processing option to prevent the system from assigning an A/R number to the transaction when running an invoice in proof mode. Valid values are:

Blank Do not prevent A/R number assignment.

1 Prevent A/R number assignment.

When you run this program in proof mode, set this processing option to 1.

7. Assign A/R Next Number

Use this processing option to specify the index number that the system uses when assigning an A/R next number. You can choose from 10 different sequencing buckets for A/R next number assignments. If you leave this option blank, the system will assign 01.

8. Invoice Document Type

Use this processing option to specify the document type that the system assigns to the invoice.

You must use a document type that has been set up in user defined codes table 00/DT. If you leave this option blank, the system uses document type RI.

Print Tab

Use these processing options to specify the data that the system prints.

1. Invoice Date

Use this processing option to specify the date that appears on the invoice. If you leave this processing option blank, the system date will print.

2. Print Backordered/Cancelled Lines

1 = Print backordered lines

2 = Print cancelled lines

3 = Print both

4 = Do not print backordered or cancelled lines

Use this processing option to specify whether the system prints backordered lines or cancelled lines or both on the invoice. Valid values are:

1 Print backordered lines.

2 Print cancelled lines.

3 Print both backordered and cancelled lines.

4 Do not print backordered or cancelled lines.

3. Extend Price on Backordered Lines

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints the extended price of backordered items. Valid values are:

Blank Do not print the extended price of backordered items.

1 Print the extended price of backordered items.

4. Print Backordered Lines Once Only

Blank = Print multiple times

1 = Print once only

Use this processing option to specify whether the system prints backordered and canceled lines one time or multiple times. Valid values are:

Blank Print backordered lines multiple times.

1 Print backordered lines one time only.

5. Print Extended Cost

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints the extended cost and profit margin. Valid values are:

Blank Do not print the extended cost and profit margin.

1 Print the extended cost and profit margin.

If you have set this processing option to 1, you must print in landscape format to be able to view the extended cost.

6. Print Available Discount

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints discounts available to a customer. Valid values are:

Blank Do not print available discounts.

1 Print available discounts.

7. Print Kit Component Lines

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints kit component lines. Valid values are:

Blank Do not print kit component lines.

1 Print kit component lines.

If you are using Sales Configurator, set this option to 1.

8. Print Future Committed Lines

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints future committed lines. Valid values are:

Blank Do not print future committed lines.

1 Print future committed lines.

9. Print Item Number

1 = Print our item numbers

2 = Print ours and the customers item numbers

Use this processing option to specify whether the system prints your customer's item numbers along with your item numbers. Valid values are:

1 Print our item numbers only.

2 Print ours and the customer's item numbers.

If you leave this option blank, the system only prints our item numbers.

10. Customer Cross Reference

Use this processing option to specify the cross-reference code that identifies the customer item number, if you choose to print the customer item number on the invoice. You must enter a value from user defined code table (41/DT).

11. Item Summary

1 = Summarize by item

2 = Summarize items split by commitments

Use this processing option to specify whether the system prints summaries of multiple line items for the same item if the item number, cost, and price of each line item are identical. For example, if you ship the same item to multiple locations, you might want to summarize line items for the invoice that is sent to the bill to location. Valid values are:

1 Print summaries of items only.

2 Print summaries of items split by commitments.

If you set this option to 1, the summarization is based on the following fields: 2nd Item Number, Unit Price, Unit of Measure, Line Type, Pricing Unit of Measure, Document Number, Document Type, and Document Company.

If you set this option to 2, the summarization is based on the following fields: Order Number, Order Type, Order Company, Line Number, Unit Price, Unit of Measure, Line Type, and Pricing Unit of Measure.

When working with kits, set this option to 1.

12. Print Serial Numbers

Blank = Do not print

1 = Print

Use this processing option to specify whether the system will print serial numbers on your invoice. Valid values are:

Blank Do not print serial numbers

1 Print serial numbers

13. Print in Foreign Currency

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints foreign currency. Valid values are:

Blank Do not print foreign currency.

1 Print foreign currency.

14. Print Tax Summary

Blank = Do not print tax information

1 = Summarize taxes by group

2 = Summarize taxes by area

3 = Summarize taxes by authority

Use this processing option to specify whether the system prints tax summary information on an invoice. The system will summarize the tax information according to how you have set this option. Valid values are:

Blank Do not print tax summary information.

1 Print tax summary information by group.

2 Print tax summary information by area.

3 Print tax summary information by authority.

15. Global Print Message

Use this processing option to specify the global print message that the system prints on each invoice.

You must use a message that has been set up in user defined codes table 40/PM.

16. Print Associated Text

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints sales order associated text on an invoice. Valid values are:

Blank Do not print associated text.

1 Print associated text.

If you set this option to 1, the system prints the associated text for both the sales order header and the sales order detail.

17. Print Drafts

Blank = Do not print drafts

1 = Print drafts

Use this processing option to specify whether the system prints drafts. Valid values are:

Blank Do not print drafts.

1 Print drafts.

18. Draft Origination

Use this processing option to specify the city name from where the draft originates. If you enter a city name here, it appears on the draft.

19. Print Message Preference

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints user defined print message preference for the combination of item number and customer number appeared in the sales order. Valid values are

Blank Do not print user defined print message preference

1 Print user defined print message preference

20. As If Currency Code

Use this processing option to specify an "as if" currency in which to print net, sales tax, and total order amounts on the invoice. The Print Invoice program uses "as if" currency processing to calculate and print amounts as if they were entered in a currency other than the domestic or foreign currency.

21. As If Print Tax Summary

Blank = Do not print

1 = Print

Use this processing option to print tax summary amounts in an "as if" currency. Valid values are:

Blank Do not print tax summary information in an "as if" currency.

1 Print tax summary information in an "as if" currency. The program uses the currency code specified in the As If Currency processing option and the format specified in the Print Tax Summary processing option.

22. Print Additional Header Text

Blank = No Additional Header Text

1 = Print ORIGINAL

2 = Print REPRINT

Use this processing option to specify whether to print the additional header text on the page header of the report. The additional header text identifies the document as an original or a reprint. Valid values are:

Blank

Do not print additional header text

1

Print additional header text to indicate that the document is original.

2

Print additional header text to indicate that the document is a reprint.

23. Print copy for Forwarded To address

Blank = Do not Print

1 = Print

Cost/Price Update Tab

Use these processing options to specify how the system processes cost and the version of the cost program to use.

1. Update Cost

Blank = Do not update Costs/Price

1 = Update Item Costs

Use this processing option to indicate whether the system updates costs prior to printing an invoice. The system updates all selected sales orders with current costs, exchange rates, and prices. To ensure that the system accurately calculates your profit margins, you can run a sales cost update. Run this update if your purchasing or manufacturing costs change frequently, or if orders have been in the system for an extended period before being

updated. Valid values are:

Blank

Do not update costs for the item.

1

Update costs with the Sales Order Batch Price/Cost Update program(R42950)

2. Sales Price/ Cost Update Version (R42950)

Use this processing option to specify the version of Sales Order Batch Price/Cost Update (R42950) that the system uses to update costs prior to printing invoices. If you leave this option blank, the system uses version ZJDE0001.

For interbranch orders, you must set the processing options in R42950 to update the price information, and specify the exchange rate for the branch/plants that are involved in the transaction.

Prepayment Tab

Use this processing option to specify whether the system displays prepayments.

1. Display Prepayments on Invoice

Blank = Do not display

1 = Display

Use this processing option to specify whether the system displays prepayment information on an invoice. Valid values are:

Blank Do not display prepayment information.

1 Display prepayment information.

Process Tab

Use these processing options to specify how the system processes the next order status.

1. Enable Next Order Status Preference

Blank = Do not activate

1 = Activate

For future use.

Use this processing option to enable advance preferences for all sales order detail records that the system processes when printing invoices. Valid values are:

Blank

Do not use Next Order Status Preference.

1

Use Next Order Status Preference.

2. Printing Invoice Selection

Blank = Print Invoice

1 = Suppress printing of Invoice

For future use.

Use this processing option to enable advance preferences for all sales order detail records that the system processes when printing invoices. Valid values are:

Blank

Do not use Next Order Status Preference.

1

Use Next Order Status Preference.

EDI Tab

Use these processing options to specify how the system processes edit information.

1. EDI Processing Selection

Blank = Do not activate EDI processing

1 = Activate EDI processing

Use this processing option to indicate the method of processing that the system uses for EDI transactions. Valid values are:

Blank Use Invoice Print processing only.

1 Use EDI and Invoice Print processing.

2 Use EDI processing only.

2. EDI Transaction Type

1 = Invoice

2 = Purchase Order Acknowledgment

3 = Request for Quotation.

Use this processing option to specify the EDI transaction type. Valid values are:

1 Invoice

2 Purchase order acknowledgement

3 Request for quotation

3. EDI Document Type

Use this processing option to specify the document type for EDI transactions.

You must use a document type that has been set up in user defined code table 00/DT.

4. EDI Transaction Set Number

Use this processing option to specify the transaction set number in EDI processes. You must use a transaction set number that has been set up in user defined code table 40/ST.

5. EDI Translation Format

Use this processing option to specify the translation format for EDI transactions.

6. Trading Partner ID

Use this processing option to specify the identification number of your EDI trading partner.

7. Transaction Set Purpose

Use this processing option to specify the transaction set purpose for your EDI transactions. You must use a transaction set purpose that has been set up in user defined code table 47/PU.

8. Extended EDI Invoice Processing

Blank = Do not activate

1 = Activate

For future use.

Use this processing option to specify that the system should populate the EDI Invoice Expanded Header (F470462) and EDI Invoice Expanded Detail (F470472) tables when printing invoices. Valid values are:

Blank

Do not populate the tables.

1

Populate the tables.

9. Reference Qualifier 1

For future use.

Use this processing option to apply the reference qualifier that the system uses to locate the corresponding shipment reference number.

10. Reference Qualifier 2

For future use.

Use this processing option to apply the reference qualifier that the system uses to locate the corresponding shipment reference number.

11. Reference Qualifier 3

For future use.

Use this processing option to apply the reference qualifier that the system uses to locate the corresponding shipment reference number.

12. Reference Qualifier 4

For future use.

Use this processing option to apply the reference qualifier that the system uses to locate the corresponding shipment reference number.

13. Reference Qualifier 5

For future use.

Use this processing option to apply the reference qualifier that the system uses to locate the corresponding shipment reference number.

Demand Scheduling Tab

Use these processing options to specify how the system processes demand scheduling.

1. Party Type 1

Use this processing option to specify the Party Type Qualifier for retrieving the values for the Party Type Name and ID Number. The system populates the EDI Invoice Expanded Header (Sales) table (F470462) with the Party Type Name and ID Number if you enable the EDI Extended EDI Invoice Processing field on the EDI tab.

2. Party Type 2

Use this processing option to specify the Party Type Qualifier for retrieving the values for the Party Type Name and ID Number. The system populates the EDI Invoice Expanded Header (Sales) table (F470462) with the Party Type Name and ID Number if you enable the EDI Extended EDI Invoice Processing field on the EDI tab.

3. Party Type 3

Use this processing option to specify the Party Type Qualifier for retrieving the values for the Party Type Name and ID Number. The system populates the EDI Invoice Expanded Header (Sales) table (F470462) with the Party Type Name and ID Number if you enable the EDI Extended EDI Invoice Processing field on the EDI tab.

4. Party Type 4

Use this processing option to specify the Party Type Qualifier for retrieving the values for the Party Type Name and ID Number. The system populates the EDI Invoice Expanded Header (Sales) table (F470462) with the Party Type Name and ID Number if you enable the EDI Extended EDI Invoice Processing field on the EDI tab.

5. Party Type 5

Use this processing option to specify the Party Type Qualifier for retrieving the values for the Party Type Name and ID Number. The system populates the EDI Invoice Expanded Header (Sales) table (F470462) with the Party Type Name and ID Number if you enable the EDI Extended EDI Invoice Processing field on the EDI tab.

E-mail Tab

Use these processing options to specify how the system processes emails.

1. E-mail Acknowledgement Selection

Blank = No E-mail processing

1 = Process E-mail

Use this processing option to indicate whether system sends e-mail acknowledgements when you run the Print Invoices program (R42565). Valid values are:

Blank

The system does not send e-mail acknowledgements.

1

The system sends e-mail acknowledgements.

2. Electronic Address Type

Use this processing option to indicate the code that the system uses when creating and defining the e-mail address from the Who's Who contact information. The system then uses the e-mail address for acknowledgements. If you leave this processing option blank, the system uses a default value of E.

3. Include Amounts on E-mail

Blank = Include amounts and totals on E-mail

1 = Exclude amounts and totals on E-mail

Use this processing option to specify whether the system prints line amounts and totals (such as total order amount, price, extended amount, and tax) on the e-mail acknowledgement. Valid values are:

Blank

The system does not print all line amounts and totals.

1

The system prints all line amounts and totals.

4. E-mail Heading Message

Use this processing option to define which global print message the system includes on the e-mail acknowledgement. If you leave this processing option blank, the system does not include a global print message.

5. E-mail Subject Line

Use this processing option to define the text that the system prints in the subject line when sending an e-mail acknowledgement. If you leave this processing option blank, the system leaves the subject line blank.

6. E-mail Sender Address Number

Use this processing option to define the address number that specifies the name and e-mail address of the sender of the e-mail acknowledgement.

UCC 128 Compliance

To reduce cycle times, limit inventory, and increase profitability, most large retailers require that their suppliers receive electronic purchase orders and send electronic invoices.

The Uniform Code Council (UCC) in the United States, the Electronic Commerce Council of Canada (ECCC), and the International Article Numbering Association (EAN) have established standard identification and information transmission procedures. These standards, known as UCC 128 Compliance, facilitate uniform product identification and the exchange of shipment information between suppliers and customers (retailers).

Conforming to UCC 128 Compliance Practices

To reduce cycle times, limit inventory, and increase profitability, most large retailers require that their suppliers conform to UCC 128 Compliance procedures. Standard identification and communications procedures ensure that the distribution process remains efficient for the supplier and the retailer.

To adopt UCC 128 Compliance practices, suppliers and retailers adopt the following standards:

- Identification codes** A defined structure for each code.
- Bar code labels** Fixed or variable codes that are used to encode information for a single product unit, a consumer pack, or a collection or packages for shipment.
- Shipping labels** Labels that follow the specific standard of the UCC Common Label. This standard sets up specific label segments and the information that is contained in each segment.
- EDI (Electronic Data Interchange)** The electronic exchange of structured machine-readable information.

For large retailers, the benefits of being UCC 128 compliant are:

- Improved sales** By reducing warehouse cycle time, retailers can get their products on the shelf more

quickly. A retailer can increase the sell-through revenue by moving the product to the customer faster.

- Reducing safety stock** By receiving information on shipments prior to arrival, companies can react more quickly to shortages and maintain less safety stock in inventory.
- Increased forecasting accuracy** Retailers are able to more accurately measure lead time of shipments. This can reduce safety stock.
- Reduced receiving costs** By scanning shipping labels, the retailer can collect bar-coded data faster than by manually entering data. Scanning shipping labels is less labor-intensive and results in fewer errors and omissions of data.
- Improved warehouse management** Retailers can gather better shipping statistics, reduce warehouse cycle time, and more efficiently plan floor space and labor schedules.

For suppliers, the benefits of being UCC 128 compliant are:

- Improved cash flow** By reducing the payment cycle times with retailers, suppliers can reduce borrowing requirements and improve cash flow.
- Improved sales** Retailers penalize suppliers that cannot adopt UCC 128 Compliance procedures. Typically, this penalty is per transaction. If the supplier cannot adopt UCC 128 Compliance practices within a given time frame, the supplier can lose business with the retailer.

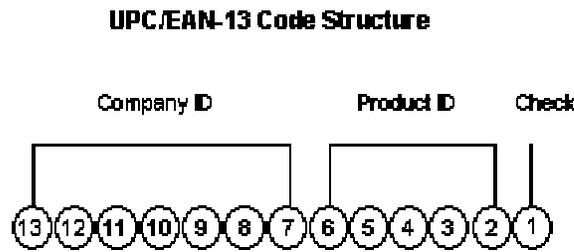
Understanding UCC Identification Codes

Each company can assign product identification codes. The Uniform Code Council (UCC), the Electronic Commerce Council of Canada (ECCC), and the EAN (outside of Canada and the United States) assign member companies the company identification. In the company identification codes, the first digit is the region code. For North America, the region code is "0." Therefore, the company identification can be seven digits if you include the first digit "0." Because each UCC code contains the company number, all numbers are unique.

Universal Product Code (UPC)

Each company can assign the Universal Product Code (identified as UPC in North America and EAN-13 outside of North America) to both a consumer unit and the lowest saleable unit for a specific product. For example, a can of soda would have the UPC identification on the can because it can be sold individually. The UPC code is a fixed code that identifies one unit of a specific product.

The following graphic illustrates the structure of UPC code:



The UPC code is made up of the following:

- A single-digit check character.
- A 5-digit Product ID assigned by the company.
- A 7-digit company (or manufacturer) ID that is assigned by the UCC/EAN. For North American companies, the company ID is represented by only 6 characters, since the leading 7th digit is always 0 and can be left off the code.

Typically, a company will maintain its own product identification codes for internal use but will cross-reference the internal product identification codes to the UPC code.

Shipping Container Code (SCC)

Companies assign the Shipping Container Code (identified as the SCC-14 in North America and EAN-14 outside of North America) to an intermediate pack for a specific product. For example, cans of soda are sold in various configurations. One possible configuration is four six-packs in each case. Therefore, the case would have an intermediate pack identifier (SCC-14) on it.

The Shipping Container Code, like the UPC, is a fixed code that identifies the specific number of consumer packs of a specific product. The SCC code on the case of soda represents four consumer packs, each with six sodas or a total of 24 sodas.

The SCC-14 code is made up of the following:

- A single-digit check character.
- A 5-digit Product ID assigned by the company.
- A 7-digit company (or manufacturer) ID assigned by the UCC/EAN.
- A single-digit Packaging Indicator that identifies the packaging. This identifier is assigned by the company and may vary from product to product. This identifier is fixed and has the following values:
 - 0 indicates that the Product ID on the SCC is not the same as the product identification on the UPC codes contained within the package.
 - 1 - 8 indicates company-defined packaging. For example, for soda, a 1 might mean a case containing six packs and a 2 might mean a case containing 12-pack boxes.

- 9 indicates that the amount of product inside the package varies from package to package even though there is the same product identification in the UPC codes of the consumer pack contained within the package.

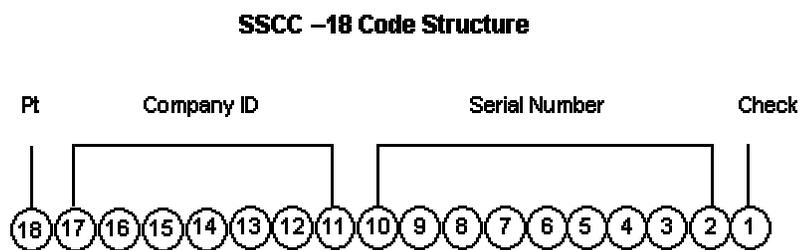
In the system, an SCC code is equivalent to an item code for a specific unit of measure. For any item, there would be one UPC code but several SCC codes.

Serial Shipping Container Code (SSCC)

Serial Shipping Container Code (SSCC-18) is a unique serial number that is assigned to cartons or shipping containers, including entire truckloads or shipments.

The SSCC code is a variable code that can be a hierarchical structure of SCCs and UPCs. The code is a key to a database record. For example, an SSCC may be put on a pallet that has 10 cases of soda and 10 cases of juice.

The following graphic illustrates the structure of SSCC-18 code:



The SSCC-18 code is made up of the following:

- A single-digit check character.
- A 9-digit serial number that identifies the shipping method that is assigned by the company.
- A 7-digit company (or manufacturer) ID that is assigned by UCC/EAN.
- A single-digit packaging type. This identifier is fixed and has the following values:
 - 0 indicates the shipping container is a case or carton
 - 2 indicates that shipping container is a pallet (larger than a case)
 - 3 indicates the shipping container is undefined
 - 4 indicates the shipping container that is used internally for intra-company use
 - 5 - 9 are reserved for future use

Understanding Bar Code Labels

Bar codes are machine-readable symbols that are used to encode information on physical product, intermediate packages, and collections of packages for shipment.

Bar Code Labels for UPC/EAN-13

The UPC symbology has different formats, depending on your business needs.

UPC



- UPC-A: A format that displays all 12 or 13 digits.
- UPC-E: A format that compresses the 12 or 13 digit numbers to eight by removing zeroes from the number. Although the UPC-E version displays only eight digits, when the code is scanned and decoded by the bar reader, the transmission includes all digits to the computer.

Bar Code Labels for SCC-14/EAN-14

The Shipping Container Code has different formats, depending on where you print the label and the information that you want to include. For example, you can use the Interleaved 2-of-5 (ITF) format if you print the bar codes on corrugated cartons. You might want to use the UPC/EAN-128 if you encode an Application Identifier (AI) prefix. An AI prefix is important when scanning multiple bar codes on a shipping label as they allow the scanner to identify what the encoded number represents.

- Interleaved 2-of-5 (ITF): This format encodes the 14 digits and is often used on corrugated cartons because it can be printed more reliably than UPC/EAN-128.

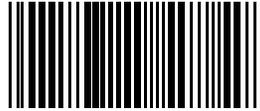
Bar Code Label SCC-14/EAN-14



- UPC/EAN 128: This format encodes the 14 digits of the SCC and an AI prefix.

Bar Code Label UPC/EAN 128

(01) 3 001 2345 67890 6



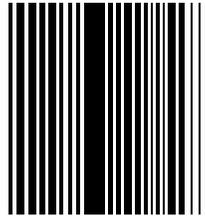
Bar Code Labels for Serial Shipping Container Code (SSCC-18)

The Serial Shipping Container Code is encoded with the UPC/EAN-128 standard. This standard encodes both the 18 digits of SSCC-18 code and an AI prefix. The AI identifies the type of information that is encoded. An AI of 00 identifies the bar code as an SSCC-18.

The SSCC is the label that is affixed to the shipment, the pallet, or a container. It may be applied as the shipment is being assembled or at the dock as the shipment is being loaded for transport to the customer.

Bar Code Label SSCC - 18

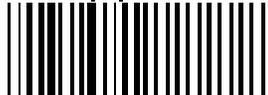
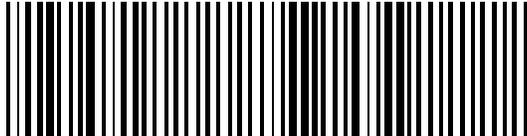
(00) 0 0052177 513895717 2



Understanding Shipping Labels

Although they can vary in size, shape, and content, shipping labels follow a specific standard, the UCC Common Label. This standard specifies label segments and defines the type of information that is contained in each segment.

The following graphic illustrates an example of a shipping label.

From: Supplier 1155 Battery Street San Francisco CA 94111	To: Customer DC 1478 5241 San Antonio Drive NE Albuquerque, NM 87109
SHIP TO POST (420) 871009 	CARRIER Best Freight PRO: 28957698660 BL: 853930
PO: 345-896779-0 DEPT: 092	
FOR: (91) 1528 	Customer Store 1528 1815 N Main Roswell NM 88201
SSCC- (00) 0 0052177 513895717 2 	

The following table illustrates the segments within the previous graphic, and the information contained in each.

Zone A - Ship From

Contents: The Ship From name and address

Characteristics: Conditional for full trailer shipments, mandatory for other shipments

Zone B - Ship To

Contents: Ship To name and address

Characteristics: Conditional for full trailer shipments, mandatory for other shipments

Zone C - Carrier Routing Bar Code

Contents: Ship To postal code or PRO Number bar code

Characteristics: Conditional

Zone D - Carrier

Contents: Carrier Name, SCAC Bill of Lading Number, PRO Number Carrier Assigned Packaged ID, Carrier Assigned Shipper ID

Characteristics: Conditional

Zone E - Trading Partner Data

Contents: The agreed-upon data for the trading partners. Both bar code and text data can appear in this zone. For example, you can enter purchase order numbers, serial numbers, and product numbers.

Characteristics: Optional

Zone F - Trading Partner Data

Contents: This is the agreed-upon data for the trading partners. This data is supplemental to the data that is in Zone E.

Characteristics: Optional

Zone G - Final Destination Code

Contents: Can be large human-readable location number or bar code. For example, you can use this zone for the Mark-For number.

Characteristics: Conditional

Zone H - Final Destination Code

Contents: The Final Destination ID, Mark-For name and address

Characteristics: Conditional

Zone I - SSCC-18 Bar Code

Contents: The Serial Shipping Container Code

Characteristics: Mandatory

Understanding EDI Transmissions

The PeopleSoft EnterpriseOne integrated system depends on accurate data flow from one process to another. You can transmit order and shipment detail information electronically between the supplier and the customer.

Setting Up UCC 128 Processing

To process orders that comply to UCC 128 specifications, you must set up customer and item information. For example, you can define customer preferences for transmitted information and standard identification codes for your products.

Prerequisites

- ❑ Set up your UCC-assigned vendor number in user defined codes (41/UC).
- ❑ Verify that you have set up your shipping document types in user defined codes (49/SD).

See Also

- ❑ *Planning Transportation Shipments* in the *Transportation Management Guide* for more information about setting up your company's shipping information

Setting Up Customer Information

You must set up customer specifications that are maintained for UCC 128 Compliance. These specifications might include the customer-specific format for transmitted information and additional UCC 128 processing information, such as transportation equipment, routing, and reference numbers.

Setting Up Hierarchical Configurations

When you transmit order information, you can establish a format that relays the information about the shipment, the orders within the shipment, and the items within the order. You define hierarchical configurations to transmit information that meets your customers' needs.

You can set up any structure based on your business needs. The following are examples of hierarchical structures:

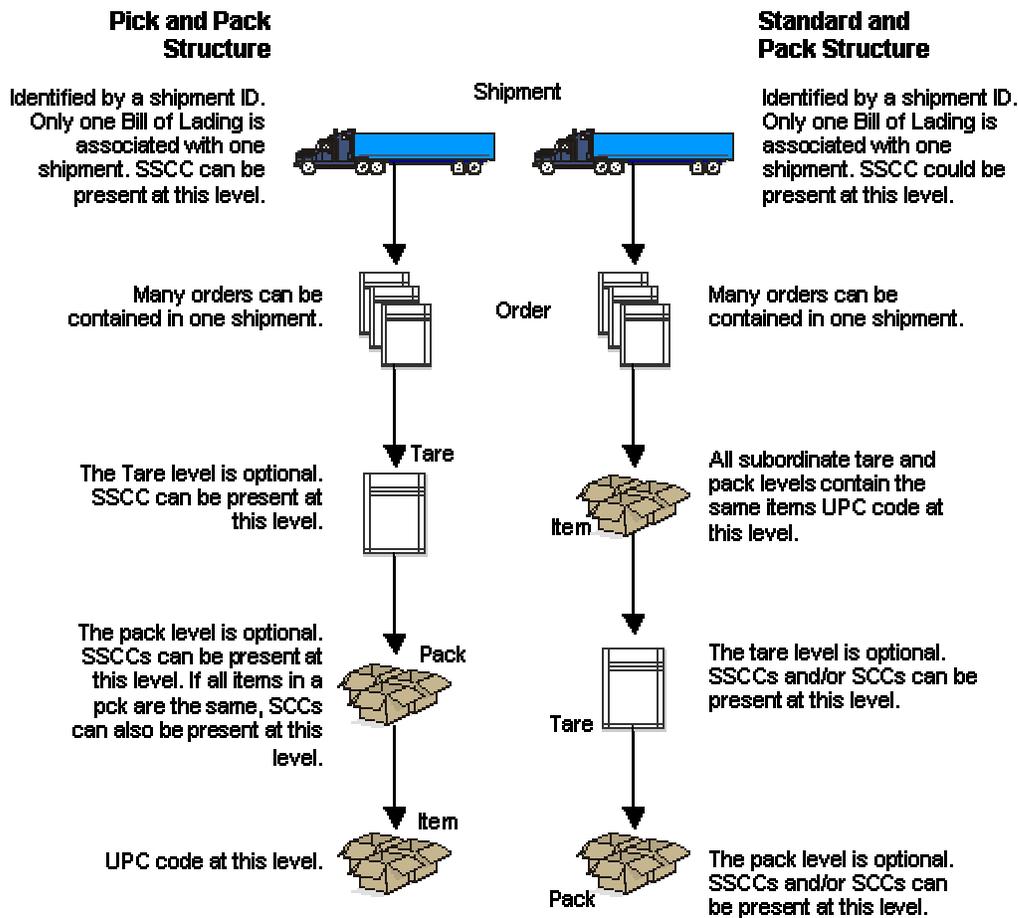
- | | |
|-----------------------------|---|
| Pick and Pack | This is the most flexible configuration because you can combine products at the tare and pack levels. |
| Standard Carton Pack | Within this configuration, there can only be one UPC present in subordinate tare and pack levels. |

Within the configurations, you can define hierarchies based on the customer preferences. The following are examples of configuration levels:

- | | |
|---------------------|--|
| Shipment (S) | There can only be one Shipment level in each transaction set that is transmitted. This contains information such as the bill of lading number, ship to, and sold from information. |
| Order (O) | The order level contains information related to the supplier's sales order and the customer's purchase order. |
| Tare (T) | The optional tare level contains information related to pallets and other large product collections. |
| Pack (P) | The optional pack level contains information related to intermediate packs. |
| Item (I) | The item level contains information about the product that is shipped, such as UPC number and quantity. |

One customer may need shipment, order, item information, in that order, while another may prefer shipment, order, tare, pack, item information, in that order. You define hierarchical configurations to transmit information that meet your customer's needs.

Hierarchical Configurations



► To set up hierarchical configurations

From the Shipping Notice menu (G47215), choose Hierarchical Configuration Definition.

1. On Work With Hierarchical Configuration Definition, click Add.
2. On Hierarchical Configuration Definition Revisions, complete the following fields:
 - Address Number
 - Hierarchical Configuration
 - Hierarchical Structure Code

3. Complete the following fields for each level and then click OK:
 - Level
 - Hierarchical Configuration
 - Field Name
 - Ascending Decending
 - Total Level

Setting Up Ship Notice/Manifest Requirements

You can assign the hierarchical configuration according to your customer's requirements. For example, you can specify additional UCC 128 information, such as transportation equipment, routing, and reference numbers.

► To set up shipping information

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

If you set up shipping information for UCC 128 Compliance, you enter information on the Customer Ship Notice tab.

1. On Work With Customer Master, locate and choose the customer, and then click Select.
2. On Customer Master Revision, click the Customer Ship Notice tab.
3. Complete the following fields:
 - Shipping Label Program
 - Shipping Label Version
 - Pick & Pack Config
 - Standard Carton Pack Config
 - Default
4. Choose the following applicable options and click OK:
 - None
 - Pick & Pack
 - Standard Carton
 - Packaging Code
 - Transportation Method
 - Requires Equipment
 - Identification Code 1
 - Identification Code 2
 - Weight
 - Reference Number 1
 - Reference Number 2

Setting Up Item Information

You must provide the system with information about the items that you stock. When you enter item master information, you provide the system with details such as:

- Item identifiers
- Item descriptions

For UCC 128 processing, your item identifiers can be the UPC or SCC codes that you assign to the product unit and intermediate packs.

See Also

- *UCC 128 Compliance in the Sales Order Management Guide*

Using Package Indicators

If you are setting up the SCC, use the following Packaging Indicators to identify the type of packaging:

- 0 indicates that the Product ID on the SCC is not the same as the product identification on the UPC contained within the package. You can use this product identifier for kits.
- 1-8 indicates company-defined packaging. For example, for soda, a 1 might mean a case containing six packs and a 2 might mean a case containing 12-pack boxes.
- 9 indicates that the amount of product inside the package varies from package to package even though there is the same product identification in the UPC of the consumer pack contained within the package. The system does not support variable unit of measures.

Setting Up Aggregate SCCs

You can set up aggregate SCCs to represent kits with noninventory components. A kit is a collection of inventory items, called components, that are associated with a description name, called a parent item. The aggregate SCC represents the parent item. You can access the Item Cross-Reference Revisions form to assign component UPCs to the aggregate SCC for the kit. You only enter cross-reference information for non-inventory items. For example, you do not stock bandages, an item for which you do not record inventory or UPCs. You do sell first aid kits, which include bandages. Depending on your customer requirements, you can enter the aggregate SCC for the first aid kit and item cross-reference information for the components, such as bandages, that make up the first aid kit.

If the components are inventory items, you do not have to enter cross-references. When you enter an order for a kit, the system retrieves the kit information, which includes the component UPCs, from the Item Master table (F4101).

To set up identification for kits with noninventory items, you can set up an SCC with a product identifier equal to 0, which indicates that the SCC is not the same as the product identification on the UPCs it contains. To assign the UPCs to the aggregate, you can enter information in the Item Cross-Reference field.

On Item Cross Reference, you must enter the cross-reference type, UP, to indicate UPCs. The cross-reference item number is the UPC code and the cross-reference description is the unit of measure.

► **To set up item information**

From the Inventory Master/Transactions menu (G4111), choose Item Master.

1. On Work With Item Master Browse, locate the item and choose Storage/Shipping from the Row menu.
2. On Storage/Shipping, click the UCC 128 tab.
3. Complete the following fields for UPCs:
 - UPC
 - UPC Number

You can enter UPCs and SCCs with product identifiers 1-8.

In the system, an SCC is equivalent to an item code at a specific unit of measure. For any item, there would be one UPC but several SCCs.

- SCC(PI=1)
 - SCC(PI=2)
 - SCC(PI=3)
 - SCC(PI=4)
 - SCC(PI=5)
 - SCC(PI=6)
 - SCC(PI=7)
 - SCC(PI=8)
4. To set up item information for a kit, complete only the following fields:
 - Default Aggregate UPC UOM
 - SCC(PI=0)
 5. To assign UPCs for non-inventory components to the aggregate SCC, choose Item Cross Ref. from the Form menu.
 6. On Item Cross Reference Revisions By Item, complete the steps to enter item cross-reference information.

Processing Shipments

After you create the sales order, you can prepare the product for picking and shipment. You can transmit order and shipment detail information according to UCC 128 Compliance standards, which allow you to facilitate uniform product identification and the exchange of shipment information between suppliers and customers.

Preparing the Shipment

When you send an EDI transaction that tells the customer exactly what was shipped as well as how it was shipped, you are transmitting information that you have collected as you prepared the shipment. You must enter shipment information, such as how the product will be transported, routing instructions, and reference numbers.

Prerequisites

- ❑ Verify that you have set up hierarchical configurations, and UCC 128 information for your customers and items. See *Setting Up UCC 128 Processing* in the *Sales Order Management Guide*.
- ❑ Verify that you have activated Transportation Management. See *Activating Transportation Management* in the *Transportation Management Guide*.

Creating Shipments for Sales Orders

If you use the Transportation Management system, you can set up processing so that, when you enter a sales order, the system automatically creates a shipment for the order, based on the order type and line type combination that you define in the user defined code table (49/SD). The shipment is a request to transport goods from the branch/plant to the customer. If you do not enter a carrier and mode of transport during order entry, the system retrieves default carrier and transport information from any of the following:

- Item branch/plant information
- Customer master information
- Inventory commitment preference

When you review routing options in Transportation Management, you can review and revise the carrier and mode of transport. If you do not specify a carrier in either of the master tables or during order entry, the system populates the Carrier and Mode of Transport fields based on the carrier transportation preference.

You can also bypass rating and routing options when creating shipments, if the carrier and mode of transportation are specified. To activate this feature, set up the Bypass Rating and Routing user defined code (42/FR with a special handling code of 9).

See Also

- ❑ *Working with Loads* in the *Transportation Management Guide* for more information about entering shipment and load information
- ❑ *Bypassing Shipment Rating and Routing* in the *Transportation Management Guide* for more information this procedure

Entering Header Information for Packaging, UCC 128, and Shipments

When you perform shipment confirmation, the system verifies the shipment information against customer requirements. You can enter your UCC 128 header information when you review the shipment information.

► **To enter header information for packaging, UCC 128, and shipments**

From the Sales Order Processing menu (G4211), choose Confirm Shipments.

1. On Work with Shipment Confirmation, click Find to locate the shipment.
2. Choose the row and click Select.

3. On Shipment Revisions, review the following fields:
 - Shipment Depot
 - Sold To
 - Ship To
4. Revise the following fields:
 - Promised Ship
 - Promised Delivery
 - Scheduled Weight
 - Scheduled Volume
 - Number of Pieces
 - Mode of Transport
 - Carrier Number
 - Number of Containers
 - Freight Handling Code
5. Click OK.
6. On Work with Shipments, highlight the row and choose Packaging Revisions or UCC 128 Revisions from the Row menu.

Note

The Packaging Revisions and the UCC 128 Revisions forms provide identical functionality.

7. On Packaging Revisions or UCC-128 Revisions, click either the Packaging tab or the UCC-128 tab, depending on your previous selection.
8. Complete the following fields and click OK:
 - Trading Partner ID
 - Routing
 - Hierarchical Configuration
 - Equipment Description Code
 - Packaging Code
 - Weight Qualifier
 - Identifier Code 1
 - Identifier Code Qualifier
 - Identifier Code 2
 - Identifier Code Qualifier 2
 - Equipment Initial
 - Equipment Number

Confirming Tare and Pack Information

After creating the shipment, and picking the items for the shipment, you can record the packing information and confirm the intermediate packs or pallets.

When you perform shipment confirmation, the system verifies tare and pack information. For each shipment, you can enter the information about the way products and orders are packed. When you enter tare information, you are recording information about the pallets and large product collections that you are shipping. When you enter pack information, you are recording the intermediate packs. For example, you can record the information for a pallet contains two different models of microwaves that are packed two to a carton. The system retrieves the UPC for each microwave and the SCC for the pre-packaged carton of microwaves in the Item Master Information. To record tare and pack information, you can enter the type of pallet onto which the microwaves were loaded.

If you enter an aggregate SCC, the system displays two asterisks (**) to indicate the associated UPCs. To review the UPCs, you can access Item Cross Reference Revisions by Item from the UCC-128 Revisions form.

You must set the Pack Confirmation and the Pack Confirmation Version processing options in the Shipment Confirmation program (P4205) to indicate whether to enter tare and pack detail information. Setting these processing options will also specify whether the system will confirm the pack when you confirm the order detail line.

Note

To generate SSCC next numbers by company, you must set up a document type in user defined code table (00/DT).

► To confirm the pack

From the Sales Order Processing menu (G4211), choose Confirm Shipments.

1. On Work with Shipment Confirmation, click Find.
2. Choose the order and click Select.
3. On Shipment Confirmation, to select order detail lines for confirmation, complete the following field and click OK:

- Sel = 1

If you have activated the processing option on the Warehouse tab to activate pack confirmation, the system automatically displays Pack Confirm Detail Revisions.

4. On Pack Confirm Detail Revisions, complete the following fields:

- UPC UOM

The system verifies that the SCC and the unit of measure for each item correspond to the information in the Item Master (P4101) and Item Cross Reference (P4104).

- UPC Quantity

The system verifies that the sum of the Tare/Pack quantities add up to the shipped quantity on the sales order line. If you have entered the SCC unit of measure and quantity, the system converts the SCC information to the UPC quantity. For example, if you confirm a shipment of 12 cases of soda, the system verifies that you are confirming shipment of 288 cans of soda.

5. To have the system automatically assign tare and pack information, do the following:

- Highlight the row and choose Tare SSCC from the Row menu.
- Highlight the row and choose Pack SSCC from the Row menu.

The system verifies that the appropriate SSCCs and SCCs are entered for each record and they correspond with the hierarchical configuration that is specified in shipment entry. For example, if you enter an SOTPI configuration in shipment entry but you have not entered a pack SSCC or an SCC, the system displays an error message.

After you confirm sales, tare and pack information for each order detail line, complete the steps to confirm the shipment.

See Also

- *Working with Shipments* in the *Sales Order Management Guide* for more information about Shipment Confirmation (P4205)

Sales Order Processing

After you enter sales orders, they advance through the processing cycle in the following sequence:

1. Print pick slips
2. Confirm shipment
3. Generate invoices
4. Update information to the general ledger (G/L)

Picking documents are documents that warehouse personnel use for picking inventory to fill sales orders. After warehouse personnel pick the appropriate items to fill an order, you can verify that the billing and shipping information on the sales order is correct. You can enter any changes, such as additional charges for freight or taxes, on the sales order before the merchandise leaves your warehouse.

You set up a status code for each of the steps in the sales order process using order activity rules. The system uses these codes to track the status of an order within the sales order process. For example, an order that is confirmed for shipment has a status code of 578.

You can set up as many status codes as your company needs to complete the sales order process. For example, you can set up an additional status code for credit approval between sales order entry and printing pick slips.

You can also skip steps in the processing cycle by manually advancing the status code on order lines. This is helpful if you have customers who come to your warehouse and purchase items directly. After you enter their order, you can bypass the picking and shipment confirmation steps by advancing the status code on the order line to the status code for processing invoices.

Updating Status Codes

You can use the Sales Order Speed Status Update program (P42040) to manually advance the status codes for order lines that you select. This allows you to manage steps in the order process that are unique to your company. For example, you can bypass credit approval for several order lines by processing them through the Sales Order Speed Status Update program.

You can also manually change a single line's status code to the next status code. However, if an order or order line is on hold, you must first release the order. Advancing the status of a held order does not automatically release the order.

You can only bypass the status codes that are set up in your system's order activity rules.

Note

You cannot use the Sales Order Speed Status Update program to advance order lines to a closed status, such as 999, or to a restricted status that is specified during sales order entry. To assign a closed status to a sales order, you must advance the order through all of the steps in the sales order process. To cancel an order, you must inquire on the order and cancel each order detail line.

Prerequisite

- Verify that the status codes are set up in order activity rules (40/AT).

► To update status codes

From the Additional Order Processes menu (G4212), choose Status Code Update.

1. On Work With Sales Speed Status Update, complete the following fields and click Find:
 - Order Number
 - Or Ty
 - Branch/Plant
2. From the Form menu, choose Added Selection to define the criteria based on either the last status or next status.

The screenshot shows the PeopleSoft interface for the 'Status Code Update - Sales Order Speed Status Update Additional Selections' dialog box. The title bar includes the PeopleSoft logo and the window title. Below the title bar is a menu bar with 'OK', 'Cancel', 'Form', and 'Tools' options, each with a corresponding icon. The main area of the dialog has two input fields: 'From' and 'Last', each with an empty text box to its right. Below these fields is a section titled 'Based On Status' which contains two radio button options: 'Last' (which is selected) and 'Next'.

3. On Sales Order Speed Status Update Additional Selection, enter and choose the based on status criteria and then click OK.
4. On Work with Sales Speed Status Update, choose the row or rows to be updated.
5. Complete the following field and click Select to update the status code of each order line:
 - Update to Status Code

Working with Picking Documents

Your warehouse personnel can print documents to be used to retrieve inventory from the warehouse to fill a customer's order, shipment, or load. Additionally, you can print lists to pick items for multiple sales orders. A control pick slip, or a pick list, enables warehouse personnel to fill multiple sales orders efficiently.

You can use the Print Pick Slips program (R42520) to print the following documents for your warehouse personnel to use to retrieve inventory:

Pick Slips A pick slip is a document that contains information about the items to be shipped, such as quantity and location, for a single sales order. Use pick slips in the following ways:

- Review prices for line items and the entire order
- Identify delivery personnel
- Verify that a customer has signed for the items at the time of delivery
- Use as a receipt if the customer returns any items

If you hard-commit inventory when you print pick slips, a pick slip can include several locations from which you can pick items. It lists the primary location of an item first. If the primary location is out of stock, it lists the secondary location.

The system assigns the pick slip number by order number and prints the total number of items for that order.

Control pick list A control pick list has information about the items to be shipped for multiple sales orders. The control pick list groups the items by item number and sequences them by quantity and location.

Control pick lists enable warehouse personnel to fill multiple sales orders efficiently; reducing the amount of time spent locating necessary quantities.

The system assigns the pick slip number by location and prints the total number of items for that location.

Packaged Pick Slip A packaged pick slip enables warehouse personnel to pick inventory to fill a certain shipment or load.

The system assigns the pick slip number by shipment or load number and prints the total number of items for the shipment.

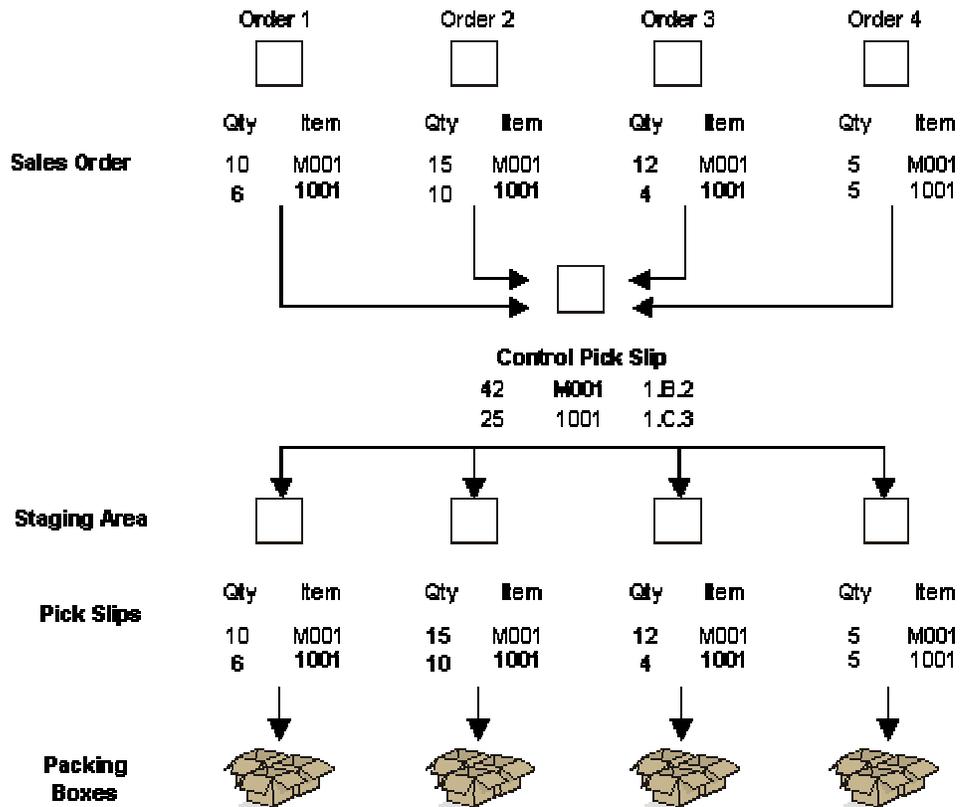
If you print a control pick slip first instead of a pick slip, you can later print a pick slip for each sales order on the control pick list. The warehouse personnel can use these pick slips to determine the items and quantities to pack for each of the sales orders that they are shipping. The pick slips help warehouse personnel work efficiently because they can pack multiple orders from one area. The system assigns a number to each pick slip that you can later use to confirm a shipment.

If you use the Demand Scheduling (40R) system, the report displays the Scheduled Pick Time (PDTT) information on the report in a column labeled Date/Time. This report also displays charge references for detached adjustments and flat rates.

You can assign a priority code to customers in the customer billing information to have the system fill customer orders and generate pick lists according to the priority of the customer. This helps to ensure that you have sufficient inventory for certain customers.

The following graphic illustrates how the system uses a list, a control pick slip, and pick slips to fill orders.

Using List, Control Pick Slip, and Pick Slip



You can reprint pick slips if the printing process is interrupted or if you need additional copies. To do this, choose Print Pick Slips from the Sales Order Processing menu. The system reprints the pick slip without advancing the status codes for that order.

You must set your processing options to identify the type of pick slip to print.

Processing Options for Print Pick Slips (R42520)

Edits Tab

These processing options specify how the system processes status codes when you run the Print Pick Slips program.

1. Next Status From (Required)

Use this processing option to specify the status code range that the system uses to select orders for pick slip processing.

You find status codes in user defined code table 40/AT. Status codes must be set up in the Order Activity Rules for each combination of order type and line type that you use.

2. Next Status Thru (Required)

Use this processing option to specify the highest line status that the system uses to select orders for pick slip processing. You must specify a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using.

3. Override Next Status

Use this processing option to specify the next status code that the system uses to select orders for pick slip processing. The override status is another allowed step in the process.

You must specify a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using.

4. Updating Next Status

Blank = Update line status

1 = Do not update line status

Use this processing option to specify whether the system updates the status of the order detail line. Valid values are:

Blank Update the line status.

1 Do not update the line status.

Display Tab

These processing options control whether the system prints certain types of information, such as print messages or associated text, kit components, backordered items and customer cross-references.

1. Global Print Message

Use this processing option to specify whether the system prints a global print message on all pick slips. You must enter a value that is set up in user defined code table (40/PM).

2. Print Associated Text

Blank = Do not print associated text

1 = Print header and detail text

2 = Print only header text

3 = Print only detail text

Use this processing option to specify whether the system prints text lines associated with the sales order. You can specify whether to print text associated with the sales order header, sales order detail, or both. Valid values are:

Blank Do not print associated text.

1 Print text associated with header and detail lines.

2 Print text associated with the header only.

3 Print text associated with detail lines only.

3. Print Kit Components

1 = Print kit components

2 = Do not print kit components

Use this processing option to specify whether the system prints kit components. Valid values are:

1 Print kit components.

2 Do not print kit components.

4. Future Committed Lines

Blank = Bypass

1 = Process only

2 = Process and print

3 = Print only

Use this processing option to specify whether the system processes future committed lines and prints the information on the pick slip. When processing future committed lines during the pick slip process, the system updates order detail line information such as status codes. Valid values are:

Blank Do not print or process future commitments.

- 1 Process future committed lines.
- 2 Process and print future committed lines
- 3 Print future committed lines
- 5. Backordered Lines

Blank = Bypass

1 = Process only

2 = Process and print

3 = Print only

Use this processing option to specify whether the system processes backordered lines and prints the information on the pick slip. When processing backordered lines during the pick slip process, the system updates order detail line information such as status codes. Valid values are:

Blank Do not print or process backorder information.

- 1 Process backordered lines.
- 2 Process and print backordered lines
- 3 Print backordered lines
- 6. Print Detail Text

1 = Print text lines

2 = Do not print text lines

Use this processing option to specify whether the system prints sales order detail text lines on the pick slip. Text lines are order detail lines that have a text line type in the Line Type field and contain only text. Valid values are:

- 1 Print text lines.

-
- 2 Do not print text lines.
 - 7. Print Item Number

- 1 = Print our item numbers
- 2 = Print ours and the customer item numbers

Use this processing option to specify which item numbers the system prints on the pick slip. Valid values are:

- 1 Print only our item numbers.
- 2 Print both ours and the customer item number.

If you leave this option blank, the system prints only our item numbers.

8. Customer Cross Reference

Use this processing option to specify the cross-reference code that identifies the customer item number, if you choose to print the customer item number on the pick slip. You must enter a value from user defined code table (41/DT).

9. Print Additional Header Text

- Blank = No Additional Header Text
- 1 = Print ORIGINAL
- 2 = Print REPRINT

Use this processing option to specify whether the system prints additional header text on the page header of the report. The additional header text indicates whether the document is an original or a reprint. Valid values are:

Blank

Do not print additional header text.

1

Print additional header text to indicate that the document is original.

2

Print additional header text to indicate that the document is a reprint.

10. Print Shipment Number

- Blank = Do Not Print Shipment Number
- 1 = Print Shipment Number

Use this processing option to specify whether the system prints the shipment number for

the sales order associated with the Print Pick Slips report (R42520). Valid values are:

Blank

Do not print the shipment number on the report.

1

Print the shipment number on the report.

Process Tab

These processing options control how the system performs certain processes when you run the Print Pick Slip program. For example, you can specify how you want the system to commit inventory. You can also create a workfile or specify how the system will process ship and debit agreements.

1. Hard Commit Inventory

1 = Hard commit inventory

2 = Bypass commitment process

Use this processing option to specify whether the system hard commits order detail lines.
Valid values are:

1 Hard commit inventory.

2 Bypass the commitment process.

When the system commits inventory, some lines may be backordered.

2. Preference Commit

Blank = Bypass commitment processing

1 = Use preferences to commit

Use this processing option to specify whether the system commits order detail lines using preference processing. The system commits inventory according to how you have set up Customer Group Preferences (P40071) and Item Group Preferences (P40072). Valid values are:

Blank Do not commit inventory using preference processing.

1 Commit inventory using preference processing.

3. Create Work File

Blank = Do not create a work file

1 = Create a work file

Use this processing option to specify whether the system creates a workfile with this version of the Print Pick Slips program (R42520). When you create a workfile, the system processes all of the order detail lines through the pick slip process but creates a second report to display the information in a format you may prefer over the standard pick slip format. Valid values are:

Blank Do not create a workfile.

1 Create a workfile.

To use this processing option, you must create a report in Report Design Aid and specify the Pick Slip Header table (F42UI520) and Pick Slip Detail table (F42UI521).

4. Ship and Debit Processing

Blank = Do not call R45100

1 = Subsystem Mode

2 = Batch Mode

Use this processing option to specify whether the system will use subsystem or batch processing (R45100) to identify and adjust ship and debit agreements when you run the Print Pick Slips program. Valid values are:

Blank Do not use subsystem or batch processing

1 Use subsystem processing

2 Use batch processing

Currency Tab

This processing option specifies whether the system prints foreign or domestic currency on the pick slip.

1. Domestic or Foreign Currency

Blank = Print domestic currency

1 = Print foreign currency

2 = Print foreign and domestic currency

Use this processing option to specify whether the system prints foreign or domestic currency on the pick slip. Valid values are:

Blank Print domestic currency.

- 1 Print foreign currency.
 - 2 Print foreign and domestic currency.
-

Versions Tab

This processing option determines the version that the system uses when performing ship and debit processing.

Versions control how programs display information. Therefore, for the version to meet your needs, you might need to set the processing options for specific versions.

1. Ship and Debit (R45100)

Use this processing option to specify the version of subsystem processing (R45100) that the system uses to identify and adjust ship and debit agreements when you run the Print Pick Slips program.

Processing Serial Number Information

You use serial numbers to uniquely identify a single item and track it through the system. Serial numbers can help track information for a specific part, such as when it arrived in your warehouse, when it was received, when and to whom it was sold, and when it was shipped.

Depending on your serial number requirements, you can add serial numbers to your branch/plant at the time you receive an item. When you sell the item, you must enter the serial number during order entry and verify the serial number during shipment confirmation.

In other instances, you can add serial numbers into the system when you ship your products. For example, you can enter a serial number during shipment confirmation in order to identify a warranty period for an item. To assign serial numbers within the branch/plant, you can access the Basic Serial Numbers program (P4220).

The functionality for serial number processing is an enhancement to lot processing. The system processes serial numbers as lots with a quantity of one. A lot with the quantity of one is the lowest trackable unit. To trace and track the serial number through the distribution system, you can use the following lot information programs:

- Lot Master (P4108)
- Location Revisions (P41024)
- Lot Master (P4108)
- Lot Master Availability (P41280)

- Item Ledger Inquiry (CARDEX) (P4111)
- Lot Track & Trace Inquiry (P41203)

The system maintains serial number information in the following tables:

- Item Master (F4101)
- Item Branch File (F4102)
- Item Location File (F41021)
- Lot Master (F4108)
- Item Ledger File (F4111)

Understanding Serial Number Processing in the Distribution System

If you sell serialized items, you can set up the item information and track the movement of the item from the time it enters your warehouse to the time you ship the merchandise to your customer

Entering Serial Number Requirements during Initial Item Entry

When you enter item information in the Item Master (F4101), which defaults to the Item Branch File (F4102), you must identify the requirement for serial number assignment, lot process type, commitment method, and shelf life (in days). If you require a serial number, the lot process type indicates whether that assignment is optional or required, and, if required, the format for system-assigned serial numbers. You must specify the shelf life in order for the system to calculate the expiration date of the item. You can override serial number requirements for each branch/plant. The system verifies serial number processing based on information in the Work With Item Branch form.

If you enter the lot process type that indicates the serial number requirement is optional, you are not prompted to enter a serial number until shipment confirmation. You use this feature for using the serial number to identify a warranty for an item that you are extending to your customer.

You must enter a lot process type and the shelf life for all items for which a serial number entry is not optional. The system uses the lot process type and the shelf life to commit inventory. If you do not specify the shelf life, you must enter an expiration date each time you receive an item.

Accessing Serial Numbers during Purchase Order Receipts

When you receive items into your warehouse, you can record serial number information. When you enter receipts for purchase orders, you must enter the receipt option based on the lot process type that exists in Item Branch (P41026).

If you enter the lot process type that indicates that the system assigns serial numbers based on a next number format or a date format, you must enter the option to "Receive into Multiple Locations." The system prompts you to enter a quantity of one as quantity received. Based on a next number format or system date format, the system creates new locations in the Item Location File table (F41021) and retrieves the expiration date based on the shelf life that you entered in Item Branch, or you can enter an expiration date for each serial number.

If you enter the lot process type that indicates that you must manually assign serial numbers, you must enter the option to "Receive into Multiple Locations." The system prompts you to enter a quantity of one as quantity received, as well as the serial numbers, with which the system can create as lots in the Item Location table, if necessary. The system retrieves the expiration date based on the shelf life that you entered in Item Branch, or you can enter an expiration date for each serial number.

You must set the processing option in PO Receipts (P4312) to record serial number information in order trace and track item information by serial number.

Entering Serial Numbers during Order Entry

If you enter an order for an item that has a lot process type that indicates that a serial number is required, you must enter a valid location and serial (lot) number during order entry.

The following rules apply if a serial number is required during sales order entry:

- The transaction unit of measure must be the same as the primary unit of measure for the serialized item.
- The quantity must be equal to 1 when you enter a location/serial number combination.
- You must enter a valid and available location/serial number combination.

You might receive an error because a location/serial number and item combination that you enter is not available or because the quantity on hand is zero. Serial numbers are unavailable if the quantity for the item/location/serial number combination is:

- In Inspection
- In Operation 1
- In Operation 2
- In Transit

If an item is returned for credit or repair, you must enter a valid location and serial number. Alternately, you can use the serial number information to inquire on the existing order.

Entering Serial Numbers during Shipment Confirmation

If you enter a serial number requirement for an item, you must enter serial number information at shipment confirmation. When you confirm order detail lines during shipment confirmation, you must enter the serial number based on the lot process type that exists for the item in Item Branch (P41026).

Working with Serial Numbers in a Branch/Plant

You can set up serial numbers for a branch/plant before you receive items or as you ship the items from your warehouse, according to serial number requirements that are specific to your organization. If you enter the lot process type that indicates that you must manually assign serial numbers, you can pre-define the serial numbers to choose from when you enter a sales order or confirm the item for shipment. If you use serial number processing as an identifier for information, such as warranties, and you have specified the lot process type as optional serial number entry, you can enter the serial number before you confirm the shipment of the item to your customer. Optionally, if you assigned a serial number to an item, you can enter a second serial number to identify a warranty.

You can inquire on serial numbers, serial numbers of different items that were sold to a customer, serial numbers within a particular type of order, or all serial numbers that are assigned to an item that have yet to be ordered or shipped.

► **To set up serial numbers for a branch/plant**

From the Sales Order Inquiries menu (G42112), choose Serial Number Inquiry.

1. On Work With Serial Numbers, to add new serial numbers, click Add.
2. On Serial Number Revisions, complete the following fields:
 - Serial Number 1
 - Serial Number 2
3. Click OK.

► **To review serial number information**

From the Sales Order Inquiries menu (G42112), choose Serial Number Inquiry.

1. On Work With Serial Numbers, complete any combination of the following fields and click Find:
 - Item Number
 - Serial Number
 - Order Number
 - Or Ty
 - Customer Number

The system displays serial numbers that are not assigned to a item, with a quantity of one. The system has not created lots and locations for these items in the Item Location File table (F41021).

2. Choose Sales History from the Form menu to access Customer Service Inquiry and review the order detail information.

Working with Shipments

After warehouse personnel pick the items for an order, you must verify that the item and shipping information is correct before shipping the order. You use the Shipment Confirmation program (P4205) to verify that the inventory has left the warehouse. You can verify the location from which the item was picked, the quantity, all item and shipping information, additional charges, and serial numbers before shipping the order.

Additional Order Processing during Ship Confirm

When you run the ship confirmation process, the system can perform other processes for your order. These processes include updating the on-hand inventory or improving inventory accuracy with load and delivery confirmation. You can also ensure the accuracy of your order by entering serial number information or confirming test results for shipped items during ship confirmation.

Some of these additional order processes require that you are working with other PeopleSoft EnterpriseOne systems, such as Quality Management and Transportation Management.

Updating On-Hand Inventory

You can relieve the on-hand quantity for an item during shipment confirmation or sales update. The method you choose affects when history files are written to the Item Ledger File (F4111).

- If you subtract the on-hand quantity from inventory during shipment confirmation, the system creates a record in the Item Ledger with the sales order as the document number and the order type as the document type. During sales update, the system overwrites the record with the invoice number and type, G/L date, and batch number.
- If you subtract the on-hand quantity from inventory during sales update, the system writes the invoice number, type, and G/L date to the Item Ledger File. No record is written during shipment confirmation.

To relieve the on-hand quantity for an item during shipment confirmation, you must add order types to the UDC table (40/IU). During sales update, the system overwrites the Item Ledger record with the invoice number and type, G/L date, and batch number.

Understanding Load and Delivery Confirmation

Accurate and timely load and delivery confirmation is key to successful transportation. When you confirm a load, the system verifies the products that make up the load. When you confirm a delivery, the system verifies that your load reached its final destination. The PeopleSoft EnterpriseOne Transportation Management system enables the rapid load confirmation of bulk and packaged products.

Loads are made of one or more shipments. You confirm loads to record the actual quantities of products shipped. When you confirm a load, the system retrieves the actual ship date and time for the load date and time. You can update the actual delivery date and time, if needed.

The delivery of a product is the moment when ownership is transferred to your customer. You perform delivery confirmation to verify the quantities of product delivered, according to the specifications of the load. Confirmation can be completed for all types of deliveries, such as for bulk products, packaged products, and unscheduled deliveries. You can confirm the delivery of one trip or one order at a time, or you can confirm multiple deliveries at the same time.

The system improves inventory accuracy by:

- Making the necessary inventory adjustments to account for temperature and density readings taken during the loading process
- Allowing you to record valid test results of a bulk product before you can successfully confirm a load
- Changing the status of an order to be eligible for batch document product or automatically triggering delivery document printing

- Creating historical records of each transaction in the item ledger and preventing load confirmation if predefined requirements, such as quality standards, are not met
- Allowing you to record the disposition of remaining bulk quantities during delivery confirmation
- Making the necessary journal entries to the system

You can also use the Transportation Management system to support the aviation and marine industries. When you confirm load and delivery of products for the aviation and marine industries, the programs allow you to enter additional order information, such as flight or vessel numbers, fueling times, and arrival and departure times.

If you have activated the ECS Control in Sales Order Management system constants, you can track the transport of bulk or packaged goods from the warehouse or depot to the customer site. You can confirm bulk order shipments. You must complete the additional fields that are required before you confirm the shipment. The system stores the shipment confirmation information in the Sales Order Detail File - Tag File table (F49211).

See Also

- *Confirming Delivery* in the *Transportation Management Guide* for more information about load and delivery confirmations

Entering Serial Number Information during Confirmation

If any type of serial number requirement exists for an item in Item Branch, you must enter serial number information at shipment confirmation. When you confirm order detail lines during shipment confirmation, you must enter the serial number based on the lot process type that exists for the item in Item Branch.

If you enter the lot process type that indicates that the system assigns serial numbers based on a next number format or a date format, you must confirm a quantity of one as the quantity shipped. Based on a next number format or system date format, the system creates new locations in the Item Location File table (F41021), if necessary. If you are shipping a quantity greater than one, the system automatically displays the Select Multiple Locations form, creates serial numbers based on the format, and does not confirm a line with a quantity greater than one.

If you enter the lot process type that indicates that you must manually assign serial numbers, you must enter the option to Select Locations. The system prompts you to enter a quantity of one as quantity shipped, as well as the location serial numbers, with which the system can create as lots in the Item Location File table (F41021), if necessary. If you are shipping a quantity greater than one, the system automatically displays the Select Multiple Locations form and does not confirm a line with a quantity greater than one.

If the serial number for the item that is being shipped does not match the serial number in the system, you can change the information to accurately reflect your shipment. You can use the Serial Number Revisions form to set up a new serial number for the item.

See Also

- *Processing Serial Number Information* in the *Sales Order Management Guide* for more information about the Basic Serial Numbers program (P4220)

Confirming Test Results for Shipped Items

If you are working with the PeopleSoft EnterpriseOne Quality Management system and have activated Quality Control in the branch/plant constants for the shipping branch/plant, you can confirm the results of test samples at shipment confirmation. After you enter test results, the system processes them to determine if the results you collected pass the tests that you defined. The system evaluates the results against minimum and maximum values and adjusts the status of the lot for each order detail line to pass or fail. If the lot passes, the system confirms the order detail line for shipping. If the lot fails, you can access Test Results Revisions from the Row menu on the Shipment Confirmation form to search and select a lot that meets the quality criteria for the customer and item on the sales order.

Additionally, you can set processing options in the Shipment Confirmation program (P4205) to automatically print the test results on a Certificate of Analysis. A certificate of analysis (COA) is a document that lists the tests and test results for item lots sold to a customer. The system prints COA documents only for those customers whose billing instructions indicate that the customer should receive this document. Additionally, the system prints test results information on a COA based on the parameters that are defined in the Test Definitions.

See Also

- ❑ *Setting Up Tests* in the *Quality Management Guide* for more information about setting up tests and defining characteristics, such as the information that prints on a COA
- ❑ *Working with Test Results* in the *Quality Management Guide* for more information about selecting tests and entering results

Confirming Shipments

You can verify sales order information, enter additional information, such as packing or handling fees, and determine when the inventory leaves the warehouse.

Although you cannot add inventory items to a sales order during shipment confirmation, you can add amounts for nonstock items, such as handling charges and freight, depending on how a processing option is set.

When you confirm an order, the system advances the order to the next status. For example, an order with a status of 540 advances to 560 after you confirm shipment.

If the shipment quantity is less than the order quantity, you can adjust the shipment quantity on the sales order. If the system cannot fill a quantity of items, it processes the order depending on the following:

- Whether the processing options for the Shipment Confirmation program (P4205) are set to backorder, cancel, or ship available items.
- Whether the customer billing instructions allow backorders.

In Shipment Confirmation you can enter the Actual Ship Time value when confirming an order line. The system also accepts an Actual Ship Time from the Transportation Shipment Confirmation (P49645) and Transportation Load Confirmation (P49640) applications.

You can confirm the shipment of kits in the following ways:

Manually	Set a processing option to display all kit components. You must manually confirm each component and balance the remaining quantity for each component in the kit.
Carton Reorganization (P4620)	<p>You can correct carton data if the line-level reconciliation fails or a change is made to the quantity shipped during shipment confirmation. You can use the Shipment Confirmation Carton Status and the Reconcile Carton Detail to Shipment Detail processing options on the Carton Detail tab to ensure that cartons have passed the necessary edits before you confirm shipment. You can use the Row menu on Shipment Confirmation (W4205K) to access the Carton Reorganization program (P4620) and make corrections.</p> <p>For example, after all the labels have been assigned to the shipment, you can change the carton status to indicate that carton detail has been reconciled to shipment detail. If all cartons for the shipment are not at that status, the system cannot confirm the shipment. This process is optional, because you can leave the status blank to proceed without checking the carton status. You can also perform this function using the batch version of Ship Confirm Batch Application (R42500). The batch version retrieves the processing options of the interactive version specified in its processing options.</p>
Automatically	Set a processing option to prevent the display of kit components. The system confirms the components and balances the remaining quantities for each component in the kit.

See Also

In the *Warehouse Management Guide*:

- ❑ *Reconciling Inbound Shipment Information*
- ❑ *Reorganizing Cartons and Items in a Shipment*

Prerequisite

- ❑ Verify that a status code is set up for shipment confirmation.

► To confirm shipments

From the Sales Order Processing menu (G4211), choose Confirm Shipments.

Alternatively, from the Outbound Warehousing Operations menu (G4612), choose Ship Confirmation.

1. On Work with Shipment Confirmation, complete the any of following fields and click Find to locate the order:
 - Order Number
 - Or Ty
 - Branch Plant
 - Shipment Number
 - Pick Slip Number
 - Customer PO
2. Choose the order and click Select.

PeopleSoft®

Confirm Shipments - Shipment Confirmation

OK Cancel Form Row Tools

Order Number 2401 SO 00200 Branch/Plant *

Pick Slip Number *

Shipment Number

Customer PO *

Records 1 - 1

	Sel = 1	Quantity Shipped	Unit of Measure	Secondary Qty Shipped	Secondary UoM	Item Number	Location
<input type="checkbox"/>		134	EA	134	EA	220	..

3. On Shipment Confirmation, revise the following information as necessary, and then click OK:
 - Quantity Shipped
 - Location
 - Lot/Serial
 - Quantity Backordered
 - Quantity Canceled
 - Carrier Number
 - Actual Ship Date
4. On Work with Shipment Confirmation, do either of the following:
 - To confirm all order detail lines that the system displays according to your search criteria, choose Confirm Shown Rows from the Form menu.
 - To confirm an order detail line, choose the row and then choose Confirm Line from the Row menu.
5. On Shipment Confirmation, to select order detail lines for confirmation, complete the following field:
 - Sel = 1

If you have activated the processing option to automatically select order detail lines, the system automatically selects all detail lines for confirmation.
6. To change the line default information, choose Line Defaults from the Form menu.
7. On Shipment Confirmation Line Defaults, complete the following fields and click OK.
 - Container I.D
 - Carrier Number
 - Actual Ship Date
 - Actual Ship Time

8. On Shipment Confirmation, to choose alternative locations or assign serial numbers, choose the row and then choose Select Location from the Row menu.
9. On Select Multiple Locations, complete the following fields and click OK:
 - Location
 - Lot / Serial
10. On Shipment Confirmation, click OK to confirm the selected order detail lines.

Based on the processing option selection, the system might display Additional Line Items.
11. On Additional Line Items, you can enter additional non-inventory lines and click OK.

Depending on your processing option selection, the system might display the Pack Confirm Detail Revisions form.

Processing Options for Shipment Confirmation (P4205)

Selection Tab

These processing options specify the criteria that the system uses to select order detail lines for confirmation.

1. Next Status From (Required)

Use this processing option to indicate the current point in the process of the line. You must use a status that has been set up in user defined codes table (40/AT) of the order activity rules based on the order type and the line type that you are using. The combination of Status From and Status Thru must be a valid last status/next status combination in the Order Activity Rule table.

2. Next Status Thru (Required)

Use this status to indicate the next step or an alternate step in the order process. You must enter a user defined code table (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using. The combination of the Status From and the Status Thru must be a valid last status/next status combination in the Order Activity Rules.

3. Sales Order Type (Required)

Use this processing option to specify the type of document. This code also indicates the origin of the transaction. Certain document type codes are reserved for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program. (These entries are not self-balancing when you originally enter them.)

You must enter a value that has been set up in UDC 00/DT.

To relieve the on-hand quantity for an item during shipment confirmation, you must also add order types to UDC 40/IU. If you do not enter the order types to the user defined code table, the system automatically relieves on-hand quantity for an item at sales update.

If you do add order types to UDC 40/IU, the system automatically subtracts the on-hand quantity from inventory during shipment confirmation. The system creates a record in the Cardex with the sales order as the document number and the order type as the document type. During sales update, the system adds the invoice number, invoice type, G/L date, and batch number to the existing record.

If you do not add order types to UDC 40/IU, the system subtracts the on-hand quantity from inventory during sales update and writes the invoice number, type, and G/L date to the Cardex. No record is written during shipment confirmation.

Defaults Tab

These processing options specify default values, such as the document type, that the Shipment Confirmation program (P4205) uses when other values are not entered for the transaction.

1. Line Type for New Sales Detail Lines

Use this processing option to specify a code that controls how the system processes lines on a transaction. Line types affect the systems with which the transaction interfaces (General Ledger, Job Cost, Accounts Payable, Accounts Receivable, and Inventory Management). It also specifies the conditions for including a line on reports and in calculations. Valid values are defined in the Line Type Constants Revisions form (P40205) and include:

S Stock item

D Direct ship item

J Job cost

N Non-stock item

F Freight

T Text information

M Miscellaneous charges and credits

W Work order

Although you cannot add inventory items to a sales order during shipment confirmation, you can add amounts for non-stock items, such as handling charges and freight.

If you enter a non-inventory line type for new sales detail lines and set the processing

option, Allow Additional Line Entry, the system will display the Additional Line Entry window after you confirm sales order detail lines.

2. Enter a Next Status Override Code for:

Confirmed Sales Detail Lines

Use this status to indicate an alternate step in the order process. You must enter a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using. The combination of status codes specified in the processing options for the Status From and the Override Code for Sales Detail Lines must be a valid last status/next status combination in the Order Activity Rules.

Additional Non-inventory Line Items Entered

Although you cannot add inventory items to a sales order during shipment confirmation, you can add amounts for non-stock items, such as handling charges and freight. Use this processing option to indicate an alternate step in the order process when you add non-inventory items at the time of Shipment Confirmation. You must enter a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using. The combination of status codes specified in the processing options for the Status From and the Override Code for Additional Non-Inventory Lines must be a valid last status/next status combination in the Order Activity Rules.

You can only use this processing option if you have activated the processing option, Allow Additional Line Entry.

Remaining Backordered Quantities

Use this processing option to indicate an alternate step in the order process for quantities that are unavailable at the time of Shipment Confirmation. On a confirmed order, the original order detail line indicates the quantity that was confirmed for shipment. If the available quantity is less than the ordered quantity, the system adds an order detail line to indicate the quantity that remains unshipped. The current status code for the new detail line is 904 (Backordered at Shipment Confirmation). The next status code can default from the order process or you can indicate an alternate status.

You must enter a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using.

The combination of status codes specified in the processing options for the Status From and the Override Code for Backordered/Canceled Quantities must be a valid last status/next status combination in the Order Activity Rules.

You can only use this processing option if you have activated the processing option, Backorder or Cancel Unshipped Quantity.

Authorized Lines

Enter an override status code for authorized lines. If you enter a status code, you must use a status that has been set up in the user defined code table (40/AT) of the order activity rules based on the order type and line type combination.

Settled Lines

Use this processing option to enter an override status code for settled lines.

If you enter a status code, you must use a status that has been set up in the user defined code table (40/AT) of the order activity rules based on the order type and line type combination.

Display Tab

These processing options specify whether the system displays certain types of sales order information or allows you to enter additional lines during confirmation.

1. Allow Additional Line Entry

Blank = Do not display Additional Line

Entry form

1 = Display additional line entry
form

Use this processing option to indicate whether you can add non-inventory items to a sales order during shipment confirmation. For example, you can add amounts for non-stock items, such as handling charges and freight. Valid values are:

Blank Do not display Additional Line Entry form.

1 Display the Additional Line Entry form after sales order detail lines are confirmed.

This processing option works with the processing option for the default line type for new sales detail lines. If you enter a non-inventory line type for new sales detail lines, the system displays the line type in the form.

2. Display Kit Component Lines

Blank = Do not display kit component
lines

1 = Display kit component lines

Use this processing option to choose whether to display component lines for kits. When you confirm the shipment of a kit, you can manually confirm the individual components of the kit or have the system confirm the components when you confirm the parent item. Valid values are:

Blank The system does not display kit component lines, but automatically confirms each component and balances the remaining quantity for each item in the kit. If quantity is not available for a component, the system backorders or cancels the entire kit.

1 The system displays all kit component lines and you must manually confirm each component. If a quantity is not available for an optional component, the system backorders or cancels the component, but not the parent item.

3. Display Text Lines

Blank = Do not display text lines

1 = Display text lines

Use this processing option to indicate whether the system displays text lines when you confirm the shipment of an order. Order detail lines with a text line type, typically T, contain memo information.

When you confirm the shipment of an order, it might be necessary to view text line information. Valid values are:

Blank The system does not display text lines.

1 The system displays text lines.

4. Item Location Hold Error

Blank = Do not receive error when the
item location is on hold

1 = Receive error when the item
location is on hold

Use this processing option to indicate whether you receive an error when an item location is on hold. You can set up lot status codes and assign status codes to locations in the Item Master, Item Branch Plant, Lot Master Revisions. An approved lot or location does not have a status code. If you do not assign a status code to a location or lot, it is an approved lot or location. All other codes indicate a hold. The system might process items out of locations that appear on hold. Valid values are:

Blank The system does not indicate an error when the item location is on hold.

1 The system does not confirm the shipment of items from this location until the lot status is approved.

5. Pre-select Detail Lines for Confirmation

Blank = Do not pre-select lines

1 = Pre-selected lines

Use this processing option to indicate whether the system enters the selection value in the revisions form. You might choose the option to pre-select detail lines if you display kit component lines, or sub-assemblies. Valid values are:

Blank The system does not automatically select the detail lines for confirmation. You must enter the selection value to confirm a detail line.

1 The system enters the selection value, a 1, for all order detail lines in the Revisions form. You can then de-select any lines that you do not to confirm for shipment.

Edits Tab

These processing options specify whether the system verifies availability before confirming the order detail line and whether the quantity can be changed.

1. Check Availability

Blank = Check availability, but do not notify

1 = Check availability and notify

Use this processing option to specify whether the system notifies you of quantity availability before confirming the order detail line. You might perform availability checking during shipment confirmation if you do not hard commit inventory until shipment confirmation. Valid values are:

Blank The system performs availability checking, but does not issue a warning that the ordered quantity exceeds the available quantity.

1 The system performs availability checking and issues a warning that the ordered quantity exceeds the available quantity.

If you set the Ship Confirm (P4205), Process tab, Auto Backorder or Cancel Unshipped Quantity processing option to backorder or cancel unshipped quantities, the system verifies backorder information in Item Master, Item Branch/Plant, Branch/Plant Constants and Customer Billing Instructions, and automatically backorders or cancel any quantity that is unavailable. If you leave that processing option blank, the quantity remains shippable.

2. Ship from Negative On-hand Quantity

Blank = Ship from location that has zero or negative quantity

1 = Do not ship from location

Use this processing option to indicate whether the system allows you to ship from a location when the location has a negative on-hand quantity or the order quantity drives the quantity below zero. Valid values are:

Blank The system allows you to confirm the order detail line and ship from location which has negative on hand quantity.

1 The system issues an error message to indicate that the location from which you are shipping does not have available quantity and does not allow you to confirm the order detail line from this location. You must choose another location from which to ship.

3. Prevent Over-shipping

Blank = Overship
1 = Do not overship

Use this processing option to indicate whether the system allows you to increase the quantity of an order detail line during shipment confirmation.

Valid values are:

Blank The system allows you to increase the quantity of an order detail line during shipment confirmation.

1 The system does not allow you to increase the quantity of an order detail line during shipment confirmation.

Process Tab

These processing options specify whether the Shipment Confirmation program allows you to:

- Override order information, such as the line type and ship to address.
 - Relieve on-hand quantity
-

1. Override Line Type

Blank = Do not override line type
1 = Override line type

Use this processing option to specify a code that controls how the system processes lines on a transaction. Line types affect the systems with which the transaction interfaces (General Ledger, Job Cost, Accounts Payable, Accounts Receivable, and Inventory Management). It also specifies the conditions for including a line on reports and in calculations. You must enter a value that is defined in the Line Type Constants Revisions form (P40205). Valid values are:

Blank Order line type information can be changed for this order only. If you enter another line type, it must be a non-inventory line type.

1 The line type cannot be changed. The line type is visible on the form, but you will not be able to override the information.

2. Override Ship To Address

Blank = Do not override Ship to
Address
1 = Override Ship to Address

Use this processing option to indicate whether the default address information for the Ship To address can be changed. When you set up the Customer Master Information and Customer Billing Instructions, you define the Sold To address as the address to which you

send the invoice and the Ship To address as the address to which you send the shipment. Valid values are:

Blank The Ship To address can not be changed.

1 The Ship To address can be changed for this order only.

3. Backorder or Cancel Unshipped

Quantity

Blank = Do not backorder or cancel
unshipped quantity

1 = Backorder or cancel unshipped
quantity

Use this processing option to indicate whether the system backorders or cancels orders for which quantity is not available.

You can allow backorders by item or by customer, and specify whether the backorders are allowed at a specific branch/plant. To backorder an item, you must set the option, Backorders Allowed, in Item Master, Item Branch/Plant, Branch/Plant Constants and Customer Billing Instructions. If you allow backorders, the system holds the order detail line until quantity is available. If you do not allow backorders, the system cancels the order detail line.

Blank The system does not backorder or cancel quantity that is not shipped. All remaining quantity will be shippable when it becomes available.

1 The system backorders or cancels quantity that is not shipped based on backorder information in Customer Billing Instructions, Item Master Information, Item Branch/Plant, and Branch/Plant Constants.

4. Relieve On Hand Inventory Override

Blank = Relieve Inventory

1 = Do not relieve inventory

Use this processing option to indicate whether the system allows you to relieve inventory when you confirm shipment. Valid values are:

Blank The system relieves the on-hand quantity for the item when you confirm the shipment. You must add order types to the user defined code table (40/IU).

1 The system does not relieve the on-hand quantity for the item when you confirm the shipment. If you do not relieve on-hand quantities, the system does not perform additional processing, such as basic serial number processing, interoperability, and agreement information.

5. Ship and Debit Processing

Blank = Do not call R45100

-
- 1 = Subsystem Mode
 - 2 = Batch Mode

Use this processing option to specify whether the system will use subsystem or batch processing (R45100) to identify and adjust ship and debit agreements when you run the Confirm Shipments program. Valid values are:

Blank Do not use subsystem or batch processing

- 1 Use subsystem processing
 - 2 Use batch processing
6. Sales Order Batch Price/Cost Update
- Blank = Do not call R42950
 - 1 = Submit in Subsystem Mode

Use this processing option to specify whether the system uses subsystem processing in the Sales Order Batch Price/Cost Update program (R42950) to update prices and costs during shipment confirmation. Valid values are:

Blank
Do not use subsystem processing.

- 1
Use subsystem processing.
7. Display Warning/Error for Ascending Date Rule check
- Blank = Display Warning
 - 1 = Display Error

Use this processing option to specify whether the system displays a warning or an error message when the system checks the ship date rule and the ship date rule fails during Shipment Confirmation. Valid values are:

Blank
Display a warning message.

- 1
Display an error message.
8. Process New Lots for Credit Orders
- Blank = Do not allow new lots for credit orders
 - 1 = Allow new lots for credit orders

Use this processing option to determine whether the system assigns new lot numbers to credit orders during shipment confirmation. Before the system can assign new lot numbers, you must deactivate lot control. Valid values are:

Blank

Do not assign new lot numbers to credit orders.

1

Assign new lot numbers to credit orders.

9. Enable Next Order Status Preference

Blank = NO

1 = YES

Use this processing option to activate the next order status preference in Shipment Confirmation (P4205). If the next order status preference is activated, it is applied to all sales order detail records on confirmed shipments. Valid values are:

Blank

Do not activate the next order status preference.

1

Activate the next order status preference.

Freight Tab

These processing options specify whether the system retrieves freight information and whether you can override the freight and carrier information.

1. Freight Program (FUTURE)

Blank = Do not use Freight Program

1 = Activate freight processing

Use this processing option to indicate whether the system retrieves freight information. You can standardize your freight and carrier information so that freight rate calculations are accurately calculated for the appropriate route, stop and zone. You can specify a preferred carrier for an item (Item Master and Item Branch/Plant), or a customer Customer Billing Instructions). Valid values are:

Blank The system does not retrieve freight information and you can enter values that affect the current order only.

1 The system retrieves freight information and processes orders based on the default information that is set up in the Customer Billing Instructions or the Item Master Information.

2. Override Freight (FUTURE)

Blank = Disable freight information

1 = Override freight information

Use this processing option to choose whether the system processes orders based on the default information. To avoid overriding freight information for an order, you can disable this information. Valid values are:

Blank The system processes orders based on the default information set up in the Customer Billing Instructions or the Item Master Information.

1 Default values can be changed for this order only.

Print Tab

This processing option specifies whether the system prints invoices through the subsystem.

1. Subsystem Invoice (R42565)

**Blank = Do not print invoices
automatically**

1 = Print invoices automatically

Use this processing option to indicate whether the system prints invoices through the subsystem. If you use subsystem processing for printing invoices, you must specify the version of the Print Invoice program (P42565) to activate subsystem processing. Valid values are:

Blank The system does not print invoices automatically.

- 1 The system prints invoices automatically.
-

Versions Tab

These processing options specify the version that the system uses when you confirm an order detail line. If you leave a processing option blank, the system uses version ZJDE0001.

1. Sales Order Entry (P4210)

Use this processing option to indicate the version of Sales Order Entry (P4210) the system uses to create additional order detail lines during shipment confirmation. If you use this version of sales order entry in other programs, the system overrides the order line type that is set up in the Shipment Confirmation processing options with the order line type from the processing options for this version of Sales Order Entry.

2. Print Invoices (R42565)

Use this processing option to indicate the version of Print Invoices (R42565) the system uses to automatically print invoices through the subsystem. You must activate the processing option, Print Invoices Automatically, to activate subsystem processing.

If you leave this option blank, the system uses version ZJDE0001.

3. Ship and Debit (R45100)

Use this processing option to specify the version of subsystem processing (R45100) that the system uses to identify and adjust ship and debit agreements when you run the Confirm Shipments program.

4. Sales Order Batch Price/Cost Update (R42950)

Use this processing option to specify the version of Sales Order Batch Price/Cost Update (R42950) that the system uses after each order is processed by the Shipment Confirmation program (P4205). Ensure that the version specifies subsystem processing; otherwise the data required to create the report might not be available.

5. Carton Reorganization (P4620)

Blank = 'ZJDE0001'

Use this processing option to determine which version of the Carton Reorganization program (P4620) the system uses. If you leave this processing option blank, the system uses version ZJDE0001.

Warehouse Tab

These processing options define additional processing for tare and pack confirmation. If you follow UCC 128 requirements, you can confirm tare and pack information after you confirm an order detail line.

1. Pack Confirmation

(UCC128 or Container Entry)

Blank = Bypass pack confirmation
processing

1 = Activate pack confirmation

Use this processing option to indicate whether you are confirming packs for shipment. Valid values are:

Blank Do not use pack confirmation.

1 Use pack confirmation.

The system verifies that the appropriate serial shipping container code (SSCC) and shipping container code (SCC) are entered for each record and they correspond with the hierarchical configuration that is specified in Shipment Entry. For example, if you enter an SOTPI (Shipment, Order, Tare, Pack, Item) configuration in Shipment Entry but you have not entered a pack SSCC or an SCC, the system displays an error message.

The system verifies that the SCC and the unit of measure for each item correspond to the information in the Item Master and Item Cross-Reference Revisions. The sum of the Tare/Pack quantities must equal the shipped quantity on the sales order line. The system converts the SCC unit of measure to the UPC quantity if an SCC has been entered. For example, if you confirm the shipment of 24 cases of soda, the system verifies that you are confirming shipment of 144 cans of soda.

If you follow UCC 128 requirements, you must specify a version of Pack confirmation.

2. Pack Confirmation Version (P4216)

Use this processing option to indicate the version of Pack confirmation the system uses when you are confirming packs for shipment. This processing option is in effect only if you activate the processing option to use pack confirmation. If left blank, the system uses version ZJDE0001.

Quality Tab

If you use Sales Order Management with the Quality Management system, these processing options specify the versions to produce test results and a certificate of analysis.

1. Test Results Revisions Version (P3711)

Use this processing option to indicate the version of Test Results Revisions (P3711) the system uses to verify quality specifications when you confirm the shipment of an item. The system uses this version to verify item characteristics to allowed minimum and maximum values, lot status, and acceptable quantities or percentages. If a lot passes quality inspection and meets the specifications, it is available for shipment to the customer.

If you leave this processing option blank, the system uses version ZJDE0001.

2. Certificate of Analysis

- Blank = Do not print Certificate of Analysis
- 1 = Print Certificate of Analysis

Use this processing option to indicate whether the system prints a Certificate of Analysis (COA). A COA is a list of all of the tests performed and the results for lots sold to a customer. Valid values are:

Blank The system does not automatically print a Certificate of Analysis.

- 1 The system automatically prints a Certificate of Analysis.

To generate a COA, you must specify a version in the processing option, Certificate of Analysis Extract Version, to obtain the information.

3. Certificate of Analysis Extract Version (R37900)

Use this processing option to indicate the version of the Certificate of Analysis Extract program (P37900) the system uses to generate a COA. This processing option is in effect only if you have activated the processing option to Print a Certificate of Analysis.

If you leave this option blank, the system uses version ZJDE0001.

4. Certificate of Analysis Subsystem

- Blank = Prints interactively
- 1 = Prints using Subsystem

Use this processing option to indicate whether the system prints the Certificate of Analysis through the subsystem. If you use subsystem processing, you must also specify the

subsystem version of the Certificate of Analysis Extract in the processing options. Valid values are:

Blank The system does not print the Certificate of Analysis through the subsystem process.

1 The system prints the Certificate of Analysis in a subsystem process.

5. Evaluate Quality Tests

Blank = Do not re-evaluate test results

1 = Re-evaluate test results

This processing option is used when the lots being confirmed for shipment need to be re-evaluated for quality. When test results are entered for a lot, the lot status is set based on whether the test results are within quality ranges for the item. However, a customer may have different quality standards for this product.

When this option is enabled, the quality tests will be re-evaluated to determine whether the lot being shipped has passed quality standards for the customer on this order. Valid values are:

1 Re-evaluate test results using quality management preferences.

Blank Do not re-evaluate test results. If this option is selected, a lot may be confirmed for shipment even though it does not pass the customer's quality criteria for this product.

Agreements Tab

If you use Sales Order Management with the Agreement Management system, these processing options define the method that the system uses to select agreements.

1. Specify Borrow Agreement Destination

If you use Agreement Management in conjunction with the Sales Order Management system, use this processing option to enter a specific delivery destination for an item that is part of an agreement.

2. Agreement Search Method

Blank = Assign agreement with earliest expiration date

1 = If only one agreement found, assign agreement

2 = User must select agreement.

3 = Assign agreement with earliest expiration date

Use this processing option to identify the method by which the system selects an agreement. Valid values are:

Blank The system assigns an agreement based on the earliest expiration date.

- 1 The system automatically assigns an agreement if only one is found.
- 2 The system prompts you to assign an agreement.
- 3 The system assigns an agreement based on the earliest expiration date.

Interop Tab

These processing options specify whether you perform interoperability processing.

1. Interoperability Transaction Type

Blank = Bypass outbound
interoperability

JDESC = Ship Confirmation Transaction
Type

Use this processing option to activate interoperability processing. Valid values are:

Blank Bypass outbound interoperability.

- 1 Process outbound interoperability.
2. Run the Outbound Subsystem UBE
Blank = Bypass outbound subsystem
processing
1 = Perform outbound subsystem
processing

Use this processing option to indicate whether the system processes outbound interoperability transactions through the subsystem. Valid values are:

Blank Bypass outbound subsystem processing.

- 1 Perform subsystem processing.

Bulk Tab

This processing option specifies the method that the system uses to process temperature gain/loss records.

1. Bulk Transaction Volumes

- Blank = Record Transaction Volumes
as Ambient
- 1 = Record Bulk Transaction
Volumes as Standard

Use this processing option to write temperature gain/loss records for customers billed at ambient temperature when the inventory has been relieved at standard temperature. The gain or loss is calculated in either of the following ways, cost or revenue. Valid values are:

Blank The system does not process temperature gain/loss records

1 For cost, the system computes the difference between the extension of ambient volume multiplied by cost and standard volume multiplied by cost. The calculation uses the primary unit of measure.

2 For revenue, the system computes the difference between the extension of ambient volume multiplied by price and standard volume multiplied by price. The calculation uses the pricing unit of measure.

Interbranch Tab

These processing options specify the order types for interbranch orders.

1. Enter the version for the Create

Intercompany Sales Order (R4210IC).

Use this processing option to identify the version of Create Intercompany Sales Orders (R4210IC) system uses to verify the order types for intercompany orders. Use an intercompany order to fill a sales order from a branch/plant other than the selling branch/plant. This is helpful if your company sells from one location but fills and ships orders from another location, such as a central supply warehouse.

If you leave this option blank, the system uses ZJDE0001.

2. Call the Create Intercompany Sales Order

- Blank = Do not create intercompany
orders
 - 1 = Create intercompany orders
in batch mode
 - 2 = Create intercompany orders
-

in subsystem mode

Use this processing option to indicate whether the system creates intercompany orders when you create new order detail lines. Valid values are:

Blank The system does not create intercompany orders.

1 The system creates orders through the Create Intercompany Orders (R4210IC) in batch mode. In batch mode, the system processes the job immediately and you will not be able to work interactively until the system has processed the order.

2 The system create orders through the Create Intercompany Orders (R4210IC) in subsystem mode. In subsystem mode, the system processes the job from a queue. You can continue to work interactively when you process orders in subsystem mode.

Prepayment Tab

These processing options specify whether you can record payment information for orders.

Prepayment of an order takes place when a seller receives a form of payment from the customer at the time of order entry. Many types of prepayments are available for a customer to use, such as cash, check, and credit card. When you make any type of prepayment, the system records transaction information for each order detail line, and indicates the payment on the invoice.

If an order detail line is over shipped, or an additional order detail line is added to the order, you must receive a new authorization.

1. Prepayment Processing

Blank = Prepayment Processing tables
will not be updated.

'1' = Prepayment Processing tables
will be updated.

Enter 1 for Prepayment Transaction to be updated. If left blank, Prepayment Transactions will not be updated.

2. Process Authorization

Blank = Authorization will not be
processed.

'1' = Authorization will be
processed interactively.

'2' = Authorization will be
processed in batch

'3' = Authorization will be
processed in subsystem mode.

Enter a value to indicate how the system processes authorizations.

Valid values are:

- 1 The system processes authorizations interactively.
- 2 The system processes authorizations in batch or subsystem mode, depending on the version.

Blank The system does not process authorizations.

3. Process Settlement

Blank = Settlement will not be processed.

'1' = Settlement will be processed interactively.

'2' = Settlement will be processed in batch mode.

'3' = Settlement will be processed in subsystem mode.

Enter a value to indicate how the system processes settlements.

Valid values are:

- 1 The system processes the settlement interactively.
- 2 The system processes the settlement in batch or subsystem mode.

Blank The system does not process the settlement.

4. Authorize Prepayment Transaction

Enter the version of the Authorize Prepayment Transaction UBE to Run. If left blank, authorization will not be run.

5. Settle Prepayment Transaction

Enter the version of the Settle Prepayment Transaction. If you leave this option blank, the system does not run this application.

6. Authorization Hold For Prepayment Processing

Enter the hold code to display on the order if the authorization process fails.

7. Settlement Hold For Prepayment

Processing

Enter the hold code to display on the order if the settlement process fails.

Carton Detail Tab

Use these processing options to specify how the system processes cartons.

1. Shipment Confirmation Carton Status

Blank = Carton Status will not be validated

Use this processing option to specify the carton status for shipment and load confirmation. All cartons must be at this status to be confirmed. Valid values are chosen from the Carton Status (46/CS) user defined codes. If left blank, carton status will not be validated.

2. Reconcile Carton Detail to Shipment Detail

Blank = No

1 = Yes

Use this processing option to reconcile the carton detail to the shipment detail. Valid values are:

Blank

No

1

Yes

Confirming Shipments in Batches

From the Additional Order Processes menu (G4212), choose Ship Confirm Batch Application.

The Ship Confirm Batch Application (R42500) allows you to confirm multiple shipments at one time. This process updates the EDI Purchase Order Change Header - Inbound table (F47131) and the EDI Purchase Order Change Detail - Inbound table (F47132). The Ship Confirm Batch Application calls the Inbound Transaction Processor (R47500), which also uses the customer order change tables.

When you confirm shipments for orders in batch mode, the system retrieves all orders at the status that you specify in the Ship Confirm Batch Application processing options.

The system will not process orders with the following criteria:

- Orders currently on hold
- Orders being processed by the Warehouse Management system
- Orders previously processed for ship confirmation
- Orders with a future committed quantity greater than zero

You can run the batch shipment confirmation in proof or final mode. When you run the batch shipment confirmation in proof mode, the system does not advance the status of the orders or update the database. The system sends any electronic error messages to the Work Center. You can correct errors in the Sales Order Detail Revisions form and resubmit the order for confirmation.

Whenever you run the Ship Confirm Batch Application, the system automatically runs the Inbound Transaction Processor in order to streamline batch processing. When you set up the processing options for the Ship Confirm Batch Application, you must specify a version of the Shipment Confirmation (P4205) program.

Consult the following table to troubleshoot unsuccessful batch transactions processed by the Batch Ship Confirm Application:

Troubleshooting from the Batch Ship Confirm Application

When you have set the Inbound Transaction Processor (R47500) processing options to:

Consider the following recovery action:

Proof Mode: 1

Make the necessary corrections to the detail lines that failed during processing. Rerun the Ship Confirm Batch Application in proof or final mode, using the same data selection.

Purge Records: 1

You can alter data selection in proof mode if you want to reprocess the detail lines of failed orders.

Proof Mode: 1

Make the necessary corrections to the detail lines that failed during processing. Rerun the Ship Confirm Batch Application in final mode.

Purge Records: Blank

Set the data selection to process the order detail lines that failed.

Proof Mode: Blank

Make the necessary corrections to the detail lines that failed during processing. Run the Inbound Transaction Processor in proof or final mode.

Purge Records: 1

Because the processing option was set to purge processed records, you cannot rerun the Ship Confirm Batch Application.

Use the original batch EDI number from the EDI Purchase Order Change Header - Inbound table (F47131) for data selection

Proof Mode: Blank

Make the necessary corrections to the detail lines that failed during processing. Run the Inbound Transaction Processor in final mode.

Purge Records: Blank

Because the processing option was set to purge processed records, you cannot rerun the Ship Confirm Batch Application.

Use the original EDI batch number from the EDI Purchase Order Change Header - Inbound table (F47131), as well as the order and line numbers of the failed detail lines for data selection.

Consult the following table to troubleshoot unsuccessful batch transactions processed by the Inbound Transaction Processor:

Troubleshooting from the Inbound Transaction Processor

When you have set the Inbound Transaction Processor (R47500) processing options to:	Consider the following recovery action:
Proof Mode: 1 Purge Records: 1	Make the necessary corrections to the detail lines that failed during processing. Run the Inbound Transaction Processor in proof or final mode using the same data selection. You can alter data selection in proof mode if you want to reprocess the detail lines of failed orders.
Proof Mode: 1 Purge Records: Blank	Make the necessary corrections to the detail lines that failed during processing. Rerun the Inbound Transaction Processor in proof or final mode, using the same data selection. You can alter data selection in proof mode if you want to reprocess the detail lines of failed orders.
Proof Mode: Blank Purge Records: 1	Make the necessary corrections to the detail lines that failed during processing. Rerun the Inbound Transaction Processor in proof or final mode, using the same data selection. You can alter data selection in proof mode if you want to reprocess the detail lines of failed orders.
Proof Mode: Blank Purge Records: Blank	Make the necessary corrections to the detail lines that failed during processing. Rerun the Inbound Transaction Processor in final mode, using the same data selection. You can alter data selection in proof mode if you want to reprocess the detail lines of failed orders.

Note

PeopleSoft recommends that if you set up the Ship Confirm Batch Application to call the Inbound Transaction Processor, you should ensure that the Inbound Transaction Processor has no data selection criteria selected. In addition, status codes indicated in the Ship Confirm Batch Application override status codes set in the Inbound Transaction Processor processing options.

Prerequisites

Before you can operate this batch process, complete the following tasks:

- ❑ Create a version of Ship Confirm Batch Application (R42500) and set the processing options according to your business needs.

For example, you might want to create multiple versions for proof and final mode. In this way, you can review the orders that will be confirmed before actually confirming orders and updating the database.
- ❑ Create a version of Shipment Confirmation (P4205) and set the processing options according to your business needs.

See *Confirming Shipments* in the *Sales Order Management Guide* for more information about processing options for the Shipment Confirmation program.
- ❑ Create a version of Inbound Transaction Processor (R47500) and set the processing options according to your business needs.
- ❑ Ensure that the correct version of the Inbound Transaction Processor is indicated in the processing options for the Ship Confirm Batch Application.
- ❑ Ensure that the correct version of Shipment Confirmation is indicated in the processing options for the Inbound Transaction Processor.

Printing Shipping Documents

You can print shipping documents, such as bills of lading and delivery reports, before you ship the order. Shipping documents accompany the order to its destination. Delivery personnel can use these documents to compare what they are supposed to deliver with what they are transporting.

Prerequisite

- ❑ Verify that the order activity rules include a status for printing shipping documents. See *Setting Up Order Activity Rules* in the *Sales Order Management Guide*.

Printing Bills of Lading

From the Sales Order Reports menu (G42111), choose Print Shipping Documents.

You run a version of the Bill of Lading program (R42530) to print bills of lading. A bill of lading lists the following information about the order:

- Item** Includes item description, quantity, weight, and volume.
- Billing** Includes customer address and price.
- Shipping** Includes shipping instructions, total weight, and total volume.
- Delivery** Includes signature lines for the driver and the customer.

You can specify the heading that prints at the top of the document, such as "Bill of Lading", when you run the program. Because a shipping document has signature lines for the delivery person and the customer, you can also use it as a receipt.

If you use the Demand Scheduling (40R) system, the report displays the following fields on the report in a column labeled Date/Time:

- Requested Delivery Time (DRQT)
- Promised Delivery Time (RSDT)
- Promised Shipment Time (PMDT)

Processing Options for Bill of Lading (R42530)

Default 1

1. Enter a Status Code Value

Defaults 2

1. Enter a Override Next Status
2. 1=Prevent Update the Next Status Code from Order Activity Rules, blank=Next Status will update
3. 1=Not to display future committed inventory

Process

Enter a Value for Volume or Weight of UoM in sales orders total fields.

1. Enter a value for Volume of UOM
2. Enter a value for Weight of UOM

Print

1. 1=To display Prices
2. 1=Not to print Kit Components
3. 2=To print both Item Number and Customer Item Number, or leave a blank
4. Enter Type of Cross Reference to retrieve Customer Item Number
5. Enter '1' to print serial numbers. If left blank, no serial numbers will be printed.
6. Print Additional Header Text

1 = Print ORIGINAL

2 = Print REPRINT

Blank = No Additional Header Text

Currency

1. blank=Print Domestic only, 1=Print Foreign only, 2=Print both Domestic and Foreign.
-

Printing Delivery Notes

From the Sales Order Reports menu (G42111), choose Print Delivery Notes.

You run a version of the Delivery Notes Print program (R42535) to print information that delivery personnel can use during delivery. For example, they can compare the items that they are supposed to deliver with the items that they have on the delivery vehicle. This is helpful if your company uses its own vehicle for deliveries instead of an outside company's vehicle.

You can only provide delivery notes to a customer if the customer's billing instructions are set up to allow delivery notes.

To ensure that the customer's invoice is accurate, you can print delivery notes after shipment confirmation but before you generate a customer invoice for an order.

Prerequisites

- ❑ Verify that the customer billing instructions for the customer are set up to allow delivery note printing. See *Setting Up Customer Billing Instructions* in the *Sales Order Management Guide*.
- ❑ Verify that the order activity rules include a status code for printing delivery notes that is between shipment confirmation and printing invoices. See *Setting Up Order Activity Rules* in the *Sales Order Management Guide*.

Processing Options for Delivery Notes Print (R42535)

Defaults

1. Enter an override next status.
2. Enter a '1' to prevent the updating of the next status

Display

1. Enter a '1' to print Kit Component lines
2. Enter a '1' to print extended amount
3. Enter the transport reason

Display 1

1. Enter the global print message to print on each delivery note.
2. Enter "1" to print associated text.
3. Print Additional Header Text

1 = Print ORIGINAL

2 = Print REPRINT

Blank = No Additional Header Text

Item Number

1. Enter a '1' to print the customers item number
2. Enter the type of cross reference number to retrieve

Process

1. Enter a '1' to write to the Delivery Note History file

Currency

1. Enter a '1' to print the amounts in foreign currency.
-

Shipping Partial Order Quantities for Kits and Configured Items

Sales orders for kits and configured items can often have large order quantities, including parts and subassemblies. Typically, as items (and their components) are completed for kit and configured sales orders, they remain in inventory until the entire order is complete. However, by shipping partial quantities of items as they are completed, you can effectively manage inventory and reduce handling costs, and you can periodically bill for the quantity completed instead of waiting for the entire order to be completed.

See Also

- ❑ *Understanding Partial Shipments for Configured Items* in the *Sales Configurator Guide* for more information

Working with Transaction Processing

Transaction processing ensures data integrity for specific programs and tables. In the event of a database error or failure of a server while inventory is being committed to the database, all table updates related to a sales order must be rolled back from the database to maintain data integrity. Transaction processing allows data to be stored in a queue until a commit command is issued, at which time the data is moved to the corresponding table.

The Item Location File table (F41021) reflects on hand and committed quantities of items by branch/plant, location and lot/serial number. It is extremely important to maintain the Item Location File table accurately. Transaction processing ensures that you don't commit items to a sales order prior to having a valid, processed order. If an item or order is held up for any reason, the order will not be committed. The system places the data in the F41021 Transaction Workfile table (F41021WF); this table is identical to the Item Location File table, except it only holds the data temporarily. The update of the Item Location File table is then performed outside of the transaction boundary to ensure data integrity. The system updates the data into the Item Location File table and deletes data from the work file table once the commitment is successful.

You can specify for the work file to be populated by entering a value of 1 in the Special Handling field of UDC 00/AT (Auto Transaction Processing Rollback Level).

Transaction processing works with the following programs:

- P4210 Sales Order Entry
- P4205 Shipment Confirmation
- P42117 Backorder Release

When performing transaction processing, the system considers the data contained in the following tables:

- F4201 Sales Order Header File
- F4211 Sales Order Detail File
- F41021 Item Location File
- F41021WF F41021 Transaction Workfile
- F42150 Sales Order Header Commission Information
- F42160 Sales Order Detail Commission Information
- F42199 Sales Order Detail Ledger File
- F4301 Purchase Order Header
- F4311 Purchase Order Detail File
- F3201 Configurator Master Table
- F38012 Product/Source Destination Master
- F40UI74 Price Adjustment History Work File
- F4801 Work Order Master File
- F76422 Sales Order Detail Tag File - Brazil

Prepayment Processing

When you enter orders for your customers, you can send out invoices to your customers for received goods. Occasionally, customers may make a form of payment up front, which is immediately after order entry. With prepayment processing, you can generate an invoice as a customer receipt, with the order total noted as prepaid on the invoice.

Prepayment of an order takes place when a seller receives a form of payment from the customer at the time of order entry. There are many types of prepayments that a customer can use, such as cash, check, and credit card. When you make any type of prepayment, the system records transaction information for each order detail line, and indicates the payment on the invoice.

There are two types of prepayment transactions:

Two-party prepayment Two-party prepayments are typically cash or check transactions, which occur between you and your customer. When an order is prepaid with cash or a check, the system indicates the prepayment form, transaction and total on the invoice.

Three-party prepayment Three-party prepayments are typically credit card transactions, which occur between you, your customer, and the credit card company.

In the system, the transaction is an electronic transmission of transaction information between your bank, the credit card company, and credit card processor.

The prepayment processing system provides an interface between PeopleSoft EnterpriseOne applications, such as Sales Order Entry (P4210), and a seller's designated credit card processor. With the prepayment processing system, you can integrate credit card authorizations and final settlements with your business processes, such as order entry and invoicing procedures.

For three-party prepayment transactions, PeopleSoft does not provide middleware or credit card transaction processors. In order to complete credit card prepayment processes, you must select a credit card processor, a third-party vendor or a middleware solution, with which you can transmit information between EnterpriseOne, the credit card company, and your bank.

Setting Up Prepayment Processing

From the Prepayment Processing menu (G42131), choose Prepayment Processing Information.

Before you can process two or three-party transactions, you must identify the points in the process that the system authorizes orders with the credit card company, transaction types, and the status at which you perform the settlements.

Prerequisite

- ❑ Verify that you have performed the appropriate setup for your credit card processor. This information includes Merchant ID, Terminal ID, Authorization and Settlement phone numbers and other information that is necessary for successful electronic transmission.

Setting Up Status Flow for Prepayments

Authorization usually occurs after order entry. Settlement usually occurs after shipment confirmation, but before invoicing. The system follows the order activity rules for the order type and line type combination. You can set up override status codes in the processing options for the following programs:

- Sales Order Entry (P4210)
- Shipment Confirmation (P4205)
- Print Invoices (R42565)
- Held Order Release (P43070)
- Sales Update (R42800)

When you inquire on orders in the Work with Prepayment Transactions form, you can identify the status of transactions, such as transactions that are ready to be authorized, settled, or declined, based on the prepayment status codes in the user defined code table (00/SP). The following statuses have been predefined:

- Blank, Pre-authorization
- 01, Sent for Authorization
- 02, Authorized
- 03, Ready to Settle
- 04, Sent for Settlement
- 05, Settled
- 06 Authorization Declined/Error
- 07, Settlement Declined/Error

Setting Up Prepayment Types

Payment Instrument codes (00/PY) indicate various methods of payment, such as draft, check, and electronic funds transfer. You assign a payment instrument code to each invoice or voucher. Set up a code for each type of payment instrument that you use. The system also uses this user defined code table in the PeopleSoft EnterpriseOne general business systems for vouchers and invoices. To identify transactions for prepayment processing, you must use payment types with assigned handling codes. Blank is the default.

Hard-Coded Codes

- X - Electronic data interchange (EDI) Remote Draft (A/R & A/P)
- Y - EDI Remove Wire (A/R & A/P)
- Z - EDI Remote Check (A/R & A/P)
- ? - Credit Card Payment

Soft-Coded Codes

- C – Check – 8 3/4” (A/R & A/P)
- D - Draft by Invoice (A/R & A/P)
- N - Note
- T - Electronic Funds Transfer (EFT) (A/R & A/P)
- W – Check – 8 1/2” (A/R & A/P)

Special Handling Codes

Prepayment processing is driven by values in the special handling code column for the payment instrument type. That is, if you set up a handling code for a payment type, the system processes the transaction through the authorization and settlement cycle. PeopleSoft EnterpriseOne has pre-defined payment types with the following special handling codes:

- 11, for cash payment
- 12, for check payment
- 13, for credit card payment

See Also

- *Entering Prepayments* in the *Accounts Payable Guide* for more information about prepaid vouchers

Setting Up Prepayment Hold Codes

From the Sales Order Management Setup menu (G4241), choose Order Hold Information.

You can set up order hold information that the system uses to place orders on hold. The system applies this information if you set the appropriate processing options for the Sales Order Entry program (P4210). PeopleSoft recommends that you define the following hold codes for prepayment transactions:

- Settlement holds, identified by hold code, CS
- Authorization holds, identified by hold code, CA

Authorization Hold Codes

During order entry, you can validate credit information when you accept a credit card as a means of payment. By way of your middleware solution, the system retrieves authorization and updates the prepayment transaction in the system. If the authorization is unsuccessful, then the order is put on authorization hold and the system does not allow further order processing. In order for this hold to be removed, the authorization process must be successfully run in batch mode.

Settlement Hold Codes

During settlement, you can run the Settle Prepayment Transaction program (R004202) to perform settlement. By way of your middleware solution, the system retrieves settlement information and updates the prepayment transaction in the system. When a settlement is performed, your middleware solution releases funds from a customer's account to the merchant account. If the settlement transactions contain errors, the order is put on settlement hold and the system does not allow further order processing. In order for this hold to be removed, the settlement process must be successfully run in batch mode.

In Hold Order Constants (P42090), you set up the hold code in the user defined code table (42/HC) and define the hold information.

In the processing options for the version of Sales Order Entry (P4210) that is defined for prepayment processing, you must enter the authorization and settlement hold codes to activate order hold processing.

See Also

- ❑ *Defining Order Hold Codes* in the *Sales Order Management Guide* for the specific steps for setting up authorization and settlement hold codes

Authorizing Credit Card Transactions

From the Prepayment Processing menu (G42131), choose Authorize Prepayment Transactions.

During order entry, you capture the customer's credit card transaction information and transmit the order amount through your middleware solution, a credit card processor. The processor then checks the cardholder's accounts for available funds and places a hold equivalent to the order amount on the customer's credit line. The credit card processor then returns an authorization code to you.

The authorization process varies based on your credit card processor. If the authorization is successful, the system returns an authorization code and the system updates the transaction status in the Prepayment Transaction Table (F004201).

Processing Options for Authorize Prepayment Transactions (R004201)

Defaults

Enter the Next Status Override Code for:

1. Authorized Lines

Holds

1. Authorization Hold for Prepayment Processing
-

Updating Prepayment Transactions

When you make a change to an order that affects a prepayment transaction, the system updates the transaction record and activates re-processing, as necessary. For example, if you cancel an order, the system voids the prepayment transaction. If you increase the quantity, the system initiates the authorization process again.

Changing Prepayment Transactions during Order Processing

You can process two-party and three-party transactions through the standard order processing cycle. When you change order information, such as increasing the quantity or canceling the order, the system updates the order with the prepayment status in the Prepayment Transaction table in addition to updating order information in the standard Sales Order Management tables, such as Sales Order Header File (F4201), Sales Order Detail File (F4211) and S.O. Detail Ledger File (F42199), depending on the order activity rules.

You must activate prepayment processing in the processing options for the following Sales Order Management programs:

- Sales Order Entry (P4210)
- Shipment Confirmation (P4205)
- Print Invoices (R42565)
- Held Order Release (P43070)
- Sales Update (R42800)

Working with Prepayment Information during Order Entry

You can enter or update prepayment during order entry if the prepayment processing options for Sales Order Entry (P4210) are defined for prepayment processing. After you enter an order, you can access Prepayment Transaction Revisions to enter check number or credit card information. The system retrieves the order amount, plus the calculated taxes as the prepayment amount. When you enter prepayment information, the system writes a record to the Prepayment Transaction Table (F004201).

If you inquire on an order and change the information, you might need additional authorization. After you accept changes to the order, the system compares the order total against the authorized amount in the Prepayment Transaction Table. If the order amount is greater than the authorized amount, the system updates the status of the transaction to get authorization.

If an order detail line is partially backordered or cancelled, then a new authorization is not necessary unless the other transactions are moved to a settled status. Only one prepayment type for the order is currently allowed.

See Also

- *Working with Detail Information* in the *Sales Order Management Guide* for more information about the Sales Order Entry program (P4210) and its related processing options

Releasing Held Orders for Authorization and Settlement

If an order is placed on hold because it did not pass authorization or settlement, you can use the Held Order Release program (P43070) to return an order to the processing cycle. However, the system does not process this customer's orders until you release them. You must have appropriate security access to release an order.

You must set the prepayment processing options in the Held Order Release program to update the prepayment status to Ready to Authorize or Ready to Settle when an held order is released. You can print the Print Held Sales Orders report (R42640) to review all sales orders that are on hold.

See Also

- *Working with Order Releases* in the *Sales Order Management Guide* for more information about the Held Order Release program (P43070)
- *Setting Up Prepayment Hold Codes* in the *Sales Order Management Guide*

Updating Transaction Status during Shipment Confirmation

If an order detail line is overshipped, or an additional order detail line is added to the order, you must receive a new authorization.

See Also

- *Working with Shipments* in the *Sales Order Management Guide* for more information about the Shipment Confirmation program (P4205) and its related processing options

Printing Prepayment Information on Invoices

When you print invoices, you can set the processing options to print prepayment information on the document. When you activate prepayment processing in the Print Invoices program (R42565), you cannot summarize invoices.

See Also

- *Printing Standard Invoices* in the *Sales Order Management Guide* for more information about the Print Invoices program (R42565)

Updating Prepayment Information at Sales Update

In Sales Update (R42800), you must activate Prepayment processing options, and if the settlement transaction is valid, and no errors are found in Sales Update, then the system generates a draft, requesting funds from the credit card company's bank.

When you set up a version of Sales Update for Prepayment Transactions, you can set the processing options so that the system assigns an invoice number if you have not processed the orders through Print Invoices (R42565), however you cannot summarize invoices.

If the processing option for prepayment processing is on and settlement of a prepayment transaction has occurred, the system writes a draft record for receivables due from the credit card company's bank. During Sales Update, call the version of Preauthorized Drafts to generate draft records. Once drafts are written, they can be closed using the following programs:

- Journal Entries (P0911)
- A/R Draft Collection (R03B680)

See Also

- *Updating Sales Information* in the *Sales Order Management Guide* for more information about the Sales Update program (R42800)

Manually Updating Transaction Status

You can enter or update prepayment during order entry if the prepayment processing options for Sales Order Entry (P4210) are defined for prepayment processing. After you enter an order, you can access Prepayment Transaction Revisions to enter check number or credit card information. The system retrieves the order amount, plus the calculated taxes, as the prepayment amount. When you enter prepayment information, the system writes a record to the Prepayment Transaction Table (F004201).

You can review prepayment status for a particular customer or status. You can modify the prepayment status of a transaction using the Work With Prepayment Processing Information program (P004201).

► To manually update transaction status

On Prepayment Processing (G42131), choose Prepayment Processing Information.

1. On Work with Prepayment Transactions, complete the following fields and click Find to locate prepayment transactions:
 - Order Number
 - Or Ty
 - Order Co
 - Ord Suf
 - Program ID
2. Select the row and choose Revisions from the Row menu.

The screenshot shows the PeopleSoft interface for the 'Prepayment Processing Information - Prepayment Transaction Revisions' form. The form includes a header with the PeopleSoft logo and a toolbar with 'OK', 'Cancel', and 'Tools' buttons. The main area contains several input fields for transaction details:

Order Number	28	Authorize Transaction Amount	1,300.00
Order Type	CM	Cash Payment Amt	0.00
Order Company	00200	Check Payment Amt	0.00
Order Suffix	001	Tax	0.00
Prepayment Origination Flag	02	Settle Transaction Amount	1,300.00
Sequence Number			
Line Number	0.001		
Payment Instrument	?		
Prepayment Transaction Status	05		

3. On Prepayment Transaction Revisions, review the following transaction information:
 - Prepayment Origination Flag
 - Sequence Number
 - Line Number
 - Payment Instrument
 - Authorize Transaction Amount
 - Cash Payment Amt
 - Check Payment Amt
 - Tax
 - Settle Transaction Amount
4. To manually update the prepayment status, complete the following field and click OK:
 - Prepayment Transaction Status

Reviewing Transaction Status

On the Prepayment Processing menu (G42131), choose Prepayment Transaction Report.

You can use the Prepayment Transaction Report (R004203) to determine which transactions are at which statuses. Based on your data selection, the report can list prepayments that are authorized but not settled or transactions that are in error.

Processing Options for Prepayment Transaction Report (R004203)

Purge

1. Purge Prepayment Transactions

Blank = Prepayment transactions will not be purged.

'1' = Settled Prepayment Transactions will be purged.

Settling Prepayment Transactions

From the Prepayment Processing menu (G42131), choose Settle Prepayment Transactions.

Final settlement occurs between you and the credit card company by way of your selected middleware software solution. At this time, you transmit all authorized transactions to the credit card processor requesting funds.

The settlement process varies based on your credit card processor. If the settlement is successful, the system returns a settlement code and updates the transaction status to Settled in the Prepayment Transaction Table (F004201).

The settlement phase should occur after shipment confirmation, but before invoicing. After you confirm shipment for the goods, you can perform a settlement. This way, when you print invoices, you can indicate that the customer has paid the amount.

Processing Options for Settle Prepayment Transactions (R004202)

Defaults

Enter a Next Status Override Code for:

1. Settled Lines

Holds

1. Settlement Hold for Prepayment Processing

Working with Drafts

After the settlement process occurs successfully, you can generate drafts for receivables due from the credit card company's bank. Once you write drafts, you can close the draft by entering manual journal entries or by running the A/R Draft Collection program (R03B680).

Understanding Preauthorized Drafts for Prepayments

During Sale Update (R42800), you can generate a draft record after the prepayment settlement occurs if you have set the processing options for prepayment process and the settlement has occurred successfully. Using a version of the A/R Batch Draft Creation program (R03B671), the system selects open invoices to be paid as drafts.

Understanding Draft Collection for Prepayments

Your bank collects the funds for the draft from the credit card company's bank on the due date of the draft. On or after the due date, both you and the credit card company recognize the transfer of cash. You update the status of the draft in your records to show that it has been collected.

Some companies prefer to close the draft on the settlement date, while others wait until the payment appears on their bank statement. Depending on your company policy, use the A/R Draft Collection program (R03B680) to perform one of the following:

- Run Sales Order Speed Status Update (P42040) with Journal Entries on the draft due dates to create journal entries.
- Run Sales Order Speed Status Update without Journal Entries on the draft due dates using a pay status code of something other than P (paid). After you verify that payments have been collected, run Sales Order Speed Status Update with Journal Entries.

Additionally, the credit card company might assess fees for authorizations. To account for all fees, create a separate journal entry in the Journal Entries program (P0911).

You can run this batch process in either proof or final mode.

Proof mode

In proof mode, the system:

- Chooses drafts with a remitted to bank status. That is, it chooses drafts that have been remitted but not yet collected.
- Prints a report that shows the drafts to be updated. It shows all drafts that have a payment status of G (draft deposited not due) with a due date that you specify in a processing option.

Final mode

In final mode, the system works in the same way as proof mode, with the following exceptions:

- It changes the pay status of drafts to P (paid) or to another value that you choose.
- After you collect drafts, you approve and post journal entries to the general ledger. You must run the program using this option in order to close your drafts. The system creates a journal entry to debit a cash account and credit drafts remitted.
- If the draft was created with a contingent liability, the system clears that account.

This process creates records in the Receipts Detail table (F03B14) and updates records in the Accounts Receivable Ledger table (F0311).

Data Selection for Draft Collection with Status Update

You must select drafts for credit card processing on the basis of the payment instrument, ?, which indicates credit card transactions.

Invoices

After you process a sales order detail line through ship or load confirmation and perform the required billable and payable freight calculations, you can invoice the customer for goods received. You can set up cycles to determine invoice schedules that meet your customers needs. For example, one customer might prefer an invoice at the end of the month for all shipments made during that month, and another customer might want a weekly invoice for specific items.

Use the Cycle Billing Program (P49700) to calculate scheduled invoice dates. You can run the Print Invoices (R42565) program to print either an individual invoice or a batch of invoices at the appropriate time.

An invoice provides the following information about an order:

- Item, quantity, and cost
- Shipping date and payment due date
- Additional charges and applicable discounts

You can set up customer-specific information to facilitate the processing of invoices. Through a combination of preferences, cycle calculation rules and schedules, you can print invoices that meet your business needs.

You set up invoice cycles to apply different cycle calculation rules and schedules to different customer and item combinations. To set up invoice cycles, you set up invoice cycle calculation rules and create Invoice Cycle preferences.

After you confirm orders for delivery, you process them through the Cycle Billing Program. The Cycle Billing Program calculates scheduled invoice dates based on the invoice cycle preference, invoice cycle calculation rules, and scheduled invoice date ranges.

Setting Up Invoice Cycles

You set up invoice cycles to control how the Cycle Billing Program (R49700) calculates scheduled invoice dates. When you set up invoice cycles, you apply different cycle calculation rules and schedules to different customer and item combinations. For example, one customer might prefer an invoice at the end of the month for all shipments made during that month, and another customer might want a weekly invoice for specific items.

You set up an invoice cycle calculation rule to define the type of calculation that the system uses to compute an invoice date. After you set up invoice cycles, you can assign them to customer and item combinations with the Invoice Cycle preference. You can later revise scheduled invoice dates, if necessary.

Invoice Cycle Calculation Rules

You set up an invoice cycle calculation rule to define the type of calculation that the system uses to compute an invoice date. For example, you can set up daily, bi-weekly, or based-on-date invoicing. You can then enter test dates to review the calculated invoice dates and ensure that you have set up the calculation correctly.

If the calculation rules are bi-weekly, semi-monthly, or at the end of each month, you must also set up scheduled invoice date ranges.

The following invoice cycle calculation rules are hard-coded and require specific settings:

- Daily invoicing**
 - Based On Date Name and Day of Week must be blank
 - Days to Increment is optional

- Weekly invoicing**
 - Requires Based On Date Name and Day of Week
 - Days to Increment is optional

- Bi-weekly invoicing**
 - Requires Based On Date Name
 - Day of Week must be blank
 - Days to Increment is optional

- Semi-monthly invoicing**
 - Requires Based On Date Name
 - Day of Week must be blank
 - Days of Increment is optional

- End-of-month invoicing**
 - Requires Based On Date Name
 - Day of Week must be blank
 - Days to Increment is optional

- Based-on-date invoicing**
 - Requires Based On Date Name
 - Day of Week must be blank
 - Days to Increment is optional

Example: Scheduled Invoice Date Calculation

This example illustrates how the Cycle Billing Program (R49700) calculates the scheduled invoice date and how the calculation affects the generation of invoices. The following values are entered for the invoice cycle calculation rule:

- Based On Date is Order/Transaction Date (9/27/05).
- Days to Increment is 0.
- Calculation Rule is End of Month.
- Scheduled Invoice Date Ranges are:
 - Start Dates = 9/1/05 and 10/1/05
 - End Dates = 9/30/05 and 10/31/05
 - Invoice Dates = 9/30/05 and 10/31/05

If the delivery confirmation occurs on 9/29/05, the following events occur:

On 9/29/05 The Cycle Billing Program processes the order line and calculates the scheduled invoice date to be 9/30/98. Because the scheduled invoice date is greater than the system date (9/29/05), the Cycle Billing Program creates deferred journal entries.

On 9/30/05 Because the scheduled invoice date is less than or equal to the system date, the Cycle Billing Program generates the invoice and the Sales Update program (R42800) reverses the deferred entries and completes the required G/L entries.

AAIs for Invoice Cycles

You must set up the following AAIs when processing invoice cycle information:

- 4221 - deferred COGS
- 4231 - deferred revenue
- 4232 - unbilled accounts receivable

User Defined Codes for Invoice Cycles

You must set up the following UDC tables for use with invoice cycle processing:

- Invoice Cycle - 40/CY
- Day of Week - 42/DW
- Based on Date Name - 42/DN
- Calculation Rule - 42/CR (hard-coded)

► To create invoice cycle preferences

From the Sales Order Advanced & Technical Ops menu (G4231), choose Preference Master.

You must set up the preference master and hierarchy information before you can enter the invoice cycle preference information.

1. On Work With Preference Master, locate and choose the cycle invoicing preference and click Select.
2. On Work with Invoice Cycle, click Add.
3. On Preference Hierarchy Selection, choose the appropriate combination and click Select.
4. On Invoice Cycle Revisions, complete the following fields and click OK:
 - Customer Number
 - Customer Group
 - Invoice Cycle
 - Branch Plant
 - Preference Status

► **To set up invoice cycle calculation rules**

From the Sales Order Advanced & Technical Ops menu (G4231), choose Preference Master.

You set up the preference master and hierarchy information before you can enter the Invoice Cycle preference information.

1. On Work With Preference Master, locate the cycle invoicing preference.
2. Choose the cycle invoicing preference and click Select.
3. On Work With Invoice Cycle, click Find to locate existing cycles.
4. Choose the row for the appropriate customer/item combination and from the Row menu, choose Calc Rule.

The screenshot shows the PeopleSoft Preference Master dialog box for setting up an Invoice Cycle Calculation Rule. The dialog has a title bar with 'OK', 'Cancel', 'Form', and 'Tools' buttons. Below the title bar is a 'Fiscal Year' field. The main area is divided into two sections: 'Date Calculation Parameters' and 'Date Validation Tests'.

Date Calculation Parameters

Invoice Cycle	<input type="text" value="EOM"/>	<i>End of Month</i>
Calculation Rule	<input type="text" value="5"/>	<i>End of Month</i>
Number of Days Increment	<input type="text" value="0"/>	
Based On Date Name	<input type="text" value="6"/>	<i>Actual Ship Date</i>
Day of Week	<input type="text" value="0"/>	<i>Day Function Ignored</i>

Date Validation Tests

Test Date	Calc Date
<input type="text"/>	<input type="text"/>

5. On Invoice Cycle Calculation Rule, complete the following fields:
 - Invoice Cycle
 - Calculation Rule
 - Number of Days Increment
 - Based On Date Name
6. Complete the following field if you are setting up a calculation rule for a weekly invoice schedule:
 - Day of Week
7. If you enter a bi-weekly, semi-monthly, or end-of-month invoice cycle, choose Scheduled Invoice Dates from the Form menu.
8. On Scheduled Invoice Date, complete the following fields and click OK:
 - Effect From
 - Effect Thru
 - Invoice Date
9. On Invoice Cycle Calculation Rule, complete the following field to calculate the test scheduled invoice date and click OK:
 - Test Dates

Running Cycle Billing

You use the Cycle Billing Program (R49700) to calculate scheduled invoice dates. Cycle Billing Program is a batch program that works in conjunction with the Invoice Cycle preference and the invoice cycle calculation rule. If no Invoice Cycle preference is found, the system applies the default invoice cycle identified in the appropriate processing option.

The scheduled invoice date determines whether the system writes deferred journal entries to G/L accounts. If the scheduled invoice date is more recent than today's date, this indicates that the invoice is on a billing cycle.

The Cycle Billing Program updates deferred G/L accounts for COGS, revenue, and unbilled accounts receivable. You can run the program in proof mode for review purposes or in final mode to perform the updates.

Deferred entries are necessary because, although you have delivered the order to the customer, the system will not include the order in the sales update until the order has been invoiced on the next billing cycle. The system must update the records to indicate that inventory is no longer in transit, and the accounting records must reflect the deferred billing.

If the scheduled invoice date for an order is less than or equal to today's date, this indicates one of the following:

- A daily invoice cycle
- No billing cycle
- The current date as the cycle date

The program does not create deferred entries because the order will be included in the sales update that night.

The system processes orders differently for cycle billing than for non-cycle billing. The following table is an example of how the system updates different G/L accounts for non-cycle and cycle billing. The debit and credit amounts represent sample monetary values for each transaction.

Program	G/L Account	Debit Entry	Credit Entry
Non-Cycle Billing Journal Entries			
Load Confirm	Inventory In-Transit	410	
	Inventory		410
Update Customer Sales	COGS	410	
	Inventory In-Transit		410
	Billed A/R	990	
	Revenue		990
Cycle Billing Journal Entries			
Load Confirm	Inventory In-Transit	410	
	Inventory		410
Cycle Billing	Deferred COGS	410	
	Inventory In-Transit		410
	Unbilled A/R	990	
	Deferred Revenue		990
Update Customer Sales	COGS	410	
	Deferred COGS		410
	Deferred Revenue	990	
	Revenue		990
	Unbilled A/R		990
Invoice Post	A/R	990	

- Non-Cycle Billing Journal Entries**
- The Load Confirm program:
 - Debits 410 to Inventory In-Transit
 - Credits 410 to Inventory
 - The Update Customer Sales program:
 - Debits 410 to COGS
 - Credits 410 to Inventory In-Transit
 - Debits 990 to A/R
 - Credits 990 to Revenue

- Cycle Billing Journal Entries**
- The Load Confirm program:
 - Debits 410 to Inventory In-Transit
 - Credits 410 to Inventory
 - The Cycle Billing program:
 - Debits 410 to Deferred COGS
 - Credits 410 to Inventory In-Transit
 - Debits 990 to Unbilled A/R
 - Credits 990 to Deferred Revenue
 - The Update Customer Sales program:
 - Debits 410 to COGS
 - Credits 410 to Deferred COGS
 - Debits 990 to Deferred Revenue
 - Credits 990 to Revenue
 - Credits 990 to Unbilled A/R
 - The Invoice Post program:
 - Debits 990 to A/R

Note the following exceptions:

- If load confirmation and delivery confirmation occur at the same time (that is, the inventory is never considered to be in transit), then the Transportation Load Confirmation program (P49640) does not create journal entries. The Cycle Billing Program credits inventory instead of crediting Inventory In-Transit entries.
- If the Transportation Load Confirmation program prints a primary invoice, then the system does not generate deferred journal entries. The system generates non-cycle billing journal entries.

After you process orders through load confirmation and perform billable and payable freight calculations, the orders advance to cycle billing status. Depending on whether you have printed invoices with the delivery documents, the Cycle Billing Program processes order lines as follows:

If a sales order line has been invoiced The Cycle Billing Program changes the status of the sales order line to indicate that it is not to be included in periodic invoicing. The system advances the order line to the Update Customer Sales status.

If a sales order line has not been invoiced The Cycle Billing Program checks the Invoice Cycle preference or the processing option, and calculates the scheduled invoice date. When you run Cycle Billing Program in final mode, the program updates the Sales Order Detail File - Tag File table (F49211) with the invoice cycle and scheduled invoice date. It also changes the status of the order line to indicate that it is to be included in periodic invoicing. The program writes deferred accounting entries for order lines that are to be invoiced on a future date.

If you want to review the G/L entries or determine if there are any errors, you can review the Cycle Billing Program report.

Prerequisites

- ❑ Set the appropriate processing option to run Cycle Billing Program (R49700) in proof or final mode.
- ❑ Verify that the Invoice Cycle Calculation rule has been set up. See *Invoice Cycle Calculation Rules* in the *Sales Order Management Guide* for more information.
- ❑ Verify that the Invoice Cycle preference has been set up. See *To create invoice cycle preferences* in the *Sales Order Management Guide* for additional information about setting up the preference.
- ❑ Verify that a user defined code for the default invoice cycle exists. The system applies this code when no preference is found for a customer and item combination.

Reviewing the Cycle Billing Transaction Report

The Cycle Billing Program (R49700) generates the Cycle Billing Transaction report for deferred entries. This report details the G/L entries for a particular order line. The system allows up to four G/L entries for a single order line. When you run the Cycle Billing Program in proof mode, this report shows the G/L entries that will occur when you run the program in final mode. When you run the program in final mode, the report shows the updates that have been made.

Processing Options for the Cycle Billing Program (R49700)

Defaults 1

1. Enter the value of the override next status to be used for an order that is already invoiced. (Required)
 2. Enter the value of the override next status for processing orders. If nothing is entered, the value of the next status from the Order Status Flow will be used.
 3. Enter the value of the version of Sales Update to retrieve processing options from.
 4. Enter a '1' to run the program in final mode. A blank will indicate proof mode.
 5. Enter the value of the default invoice cycle to be used for those lines for which a preference is not found.
-

Printing Standard Invoices

From the Sales Order Processing menu (G4211), choose Print Invoices.

The Print Invoices program (R42565) updates the following fields in the Sales Order Detail File table (F4211):

- Invoice number
- Invoice date
- Invoice document type
- Status codes (the program sets the next status code to run the Sales Update program (R42800))

You must specify the next status codes that the system will select for processing.

Note

You can process and print a group of invoices in a batch using a proof or final mode. When you run the Print Invoices in proof mode, the system does not perform updates to status codes or any files. You can use the proof version for other functions, such as sales order acknowledgements or invoice reprints. To properly process invoice proofs, you must run version XJDE0005 or a copy of this version.

Invoice Types

You can specify one of the following types of invoices for your customers:

Unconsolidated invoice	The system prints a separate invoice for each order that the customer places.
Consolidated invoice	<p>The system combines multiple sales orders on one invoice. You can set up the option to consolidate invoices in the customer's billing instructions. When you choose to consolidate invoices, the system consolidates the accounts receivable and general ledger entries.</p> <p>If you run consolidated invoices and prevent the system from assigning accounts receivable numbers, you must choose the version in Sales Update (R42800) that assigns invoice numbers.</p>
Summarized invoice	The system combines multiple line items for the same item if the item number and cost and price of each line item are identical. For example, if you ship the same item to multiple locations, you might want to summarize line items for the invoice that is sent to the Bill-To location.

Note

You can consolidate or summarize invoices, but you cannot do both.

Currencies

You can choose the currencies in which you want to print net, tax, and gross amounts on your invoices. The processing options for the Print Invoices program (R42565) allow you to print amounts in either the domestic or foreign currency, or in the following two currencies:

- Domestic and "as if" currency
- Foreign and "as if" currency

The Print Invoices program uses "as if" currency processing to print invoice amounts as if they were entered in a different currency. One of the advantages of "as if" processing is that it does not impact disk space. The system temporarily stores the "as if" currency amounts in the Invoice Print File table (F42565) and then deletes them after the invoices are processed.

To print foreign and "as if" currency amounts, the Print Invoices program does the following:

- Calculates the foreign and "as if" currency amounts based on the domestic amount of the sales order
- Uses the exchange rate on the sales order date, not the invoice date
- Prints foreign amounts only for each detail line

If you print invoice amounts in an "as if" currency, you can also set a processing option to print tax summary amounts in the same "as if" currency.

Taxes

You can print tax summary information in a domestic or foreign and "as if" currency based on one of the following:

- Tax group - Total taxable amount
- Tax area - Tax rate area, such as a state
- Tax authority - Tax authority with jurisdiction in the tax area, such as a county or city

If the order has items that are taxed at different rates, the system calculates the taxes, but prints N/A (not applicable) instead of a tax rate. The system calculates tax amounts only for items that you ship. Any backordered items on the invoice do not have tax amount information. If you print invoice amounts in an "as if" currency, you can also set a processing option to print tax summary amounts in the same "as if" currency.

Prerequisites

- Verify that sales orders have the correct status code for printing invoices.
- If you use customer sets, ensure that the system constant for customer sets is activated in the Item Branch program (P41026) so that the Print Invoices report (R42565) displays all entities that belong to the customer set.

Processing Options for Print Invoices (R42565)

Default Tab

Use these processing options to specify the default values that the system uses.

1. Status Code - From

Use this processing option to specify the beginning status code range that the system uses to select orders for printing invoices.

You must use a status that has been set up in user defined code table (40/AT) of the order activity rules. The combination of Status Code - From and Status Code - To must be a valid combination of last status and next status in the Order Activity Rule table for the order type and the line type that you are processing.

2. Status Code - To

Use this processing option to specify the status code range the system uses to select orders for printing invoices.

You must use a status that has been set up in user defined codes table (40/AT) of the order activity rules. The combination of Status Code - From and Status Code - To must be a valid last status/next status combination in the Order Activity Rule table for the order type and the line type that you are processing.

3. Based On Status

1 = Select according to last status

2 = Select according to next status

Use this processing option to specify whether the system selects the Sales Order Detail table according to the last status or next status. Valid values are:

- 1 Select according to last status
- 2 Select according to next status
- 4. Override Next Status Code

Use this processing option to indicate the next step in the order process. The user defined code that you specify (40/AT) must have been set up in the Order Activity Rules based on the order type and the line type that you are using.

The override status is another allowed step in the invoicing process and is optional. The combination of the beginning status and the override next status must be a valid last status/next status combination in the Order Activity Rules table.

- 5. Prevent Next Status Update

Blank = Update next status

1 = Prevent next status update

Use this processing option to specify whether to prevent the system from updating the next status from the Order Activity Rules. The user defined code that you specify (40/AT) must have been set up in the Order Activity Rules based on the order type and the line type that you are using. Valid values are:

Blank Update the next status.

- 1 Prevent the next status update.

If you leave this processing option blank, the system will update the next status according to the existing Order Activity Rules.

- 6. Prevent A/R Number Assignment

Blank = Do not prevent

1 = Prevent

Use this processing option to prevent the system from assigning an A/R number to the transaction when running an invoice in proof mode. Valid values are:

Blank Do not prevent A/R number assignment.

- 1 Prevent A/R number assignment.

When you run this program in proof mode, set this processing option to 1.

7. Assign A/R Next Number

Use this processing option to specify the index number that the system uses when assigning an A/R next number. You can choose from 10 different sequencing buckets for A/R next number assignments. If you leave this option blank, the system will assign 01.

8. Invoice Document Type

Use this processing option to specify the document type that the system assigns to the invoice.

You must use a document type that has been set up in user defined codes table 00/DT. If you leave this option blank, the system uses document type RI.

Print Tab

Use these processing options to specify the data that the system prints.

1. Invoice Date

Use this processing option to specify the date that appears on the invoice. If you leave this processing option blank, the system date will print.

2. Print Backordered/Cancelled Lines

1 = Print backordered lines

2 = Print cancelled lines

3 = Print both

4 = Do not print backordered or cancelled lines

Use this processing option to specify whether the system prints backordered lines or cancelled lines or both on the invoice. Valid values are:

1 Print backordered lines.

2 Print cancelled lines.

3 Print both backordered and cancelled lines.

4 Do not print backordered or cancelled lines.

3. Extend Price on Backordered Lines

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints the extended price of backordered items. Valid values are:

Blank Do not print the extended price of backordered items.

1 Print the extended price of backordered items.

4. Print Backordered Lines Once Only

Blank = Print multiple times

1 = Print once only

Use this processing option to specify whether the system prints backordered and canceled lines one time or multiple times. Valid values are:

Blank Print backordered lines multiple times.

1 Print backordered lines one time only.

5. Print Extended Cost

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints the extended cost and profit margin. Valid values are:

Blank Do not print the extended cost and profit margin.

1 Print the extended cost and profit margin.

If you have set this processing option to 1, you must print in landscape format to be able to view the extended cost.

6. Print Available Discount

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints discounts available to a customer. Valid values are:

Blank Do not print available discounts.

1 Print available discounts.

7. Print Kit Component Lines

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints kit component lines. Valid values are:

Blank Do not print kit component lines.

1 Print kit component lines.

If you are using Sales Configurator, set this option to 1.

8. Print Future Committed Lines

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints future committed lines. Valid values are:

Blank Do not print future committed lines.

1 Print future committed lines.

9. Print Item Number

1 = Print our item numbers

2 = Print ours and the customers item numbers

Use this processing option to specify whether the system prints your customer's item numbers along with your item numbers. Valid values are:

1 Print our item numbers only.

2 Print ours and the customer's item numbers.

If you leave this option blank, the system only prints our item numbers.

10. Customer Cross Reference

Use this processing option to specify the cross-reference code that identifies the customer item number, if you choose to print the customer item number on the invoice. You must enter a value from user defined code table (41/DT).

11. Item Summary

-
- 1 = Summarize by item
 - 2 = Summarize items split by commitments

Use this processing option to specify whether the system prints summaries of multiple line items for the same item if the item number, cost, and price of each line item are identical. For example, if you ship the same item to multiple locations, you might want to summarize line items for the invoice that is sent to the bill to location. Valid values are:

- 1 Print summaries of items only.
- 2 Print summaries of items split by commitments.

If you set this option to 1, the summarization is based on the following fields: 2nd Item Number, Unit Price, Unit of Measure, Line Type, Pricing Unit of Measure, Document Number, Document Type, and Document Company.

If you set this option to 2, the summarization is based on the following fields: Order Number, Order Type, Order Company, Line Number, Unit Price, Unit of Measure, Line Type, and Pricing Unit of Measure.

When working with kits, set this option to 1.

12. Print Serial Numbers

Blank = Do not print

1 = Print

Use this processing option to specify whether the system will print serial numbers on your invoice. Valid values are:

Blank Do not print serial numbers

- 1 Print serial numbers

13. Print in Foreign Currency

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints foreign currency. Valid values are:

Blank Do not print foreign currency.

- 1 Print foreign currency.

14. Print Tax Summary

Blank = Do not print tax information

1 = Summarize taxes by group

2 = Summarize taxes by area

3 = Summarize taxes by authority

Use this processing option to specify whether the system prints tax summary information on an invoice. The system will summarize the tax information according to how you have set this option. Valid values are:

Blank Do not print tax summary information.

1 Print tax summary information by group.

2 Print tax summary information by area.

3 Print tax summary information by authority.

15. Global Print Message

Use this processing option to specify the global print message that the system prints on each invoice.

You must use a message that has been set up in user defined codes table 40/PM.

16. Print Associated Text

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints sales order associated text on an invoice. Valid values are:

Blank Do not print associated text.

1 Print associated text.

If you set this option to 1, the system prints the associated text for both the sales order header and the sales order detail.

17. Print Drafts

Blank = Do not print drafts

1 = Print drafts

Use this processing option to specify whether the system prints drafts. Valid values are:

Blank Do not print drafts.

1 Print drafts.

18. Draft Origination

Use this processing option to specify the city name from where the draft originates. If you enter a city name here, it appears on the draft.

19. Print Message Preference

Blank = Do not print

1 = Print

Use this processing option to specify whether the system prints user defined print message preference for the combination of item number and customer number appeared in the sales order. Valid values are

Blank Do not print user defined print message preference

1 Print user defined print message preference

20. As If Currency Code

Use this processing option to specify an "as if" currency in which to print net, sales tax, and total order amounts on the invoice. The Print Invoice program uses "as if" currency processing to calculate and print amounts as if they were entered in a currency other than the domestic or foreign currency.

21. As If Print Tax Summary

Blank = Do not print

1 = Print

Use this processing option to print tax summary amounts in an "as if" currency. Valid values are:

Blank Do not print tax summary information in an "as if" currency.

1 Print tax summary information in an "as if" currency. The program uses the currency code specified in the As If Currency processing option and the format specified in the Print Tax Summary processing option.

22. Print Additional Header Text

Blank = No Additional Header Text

1 = Print ORIGINAL

2 = Print REPRINT

Use this processing option to specify whether to print the additional header text on the page header of the report. The additional header text identifies the document as an original or a reprint. Valid values are:

Blank

Do not print additional header text

1

Print additional header text to indicate that the document is original.

2

Print additional header text to indicate that the document is a reprint.

23. Print copy for Forwarded To address

Blank = Do not Print

1 = Print

Cost/Price Update Tab

Use these processing options to specify how the system processes cost and the version of the cost program to use.

1. Update Cost

Blank = Do not update Costs/Price

1 = Update Item Costs

Use this processing option to indicate whether the system updates costs prior to printing an invoice. The system updates all selected sales orders with current costs, exchange rates, and prices. To ensure that the system accurately calculates your profit margins, you can run a sales cost update. Run this update if your purchasing or manufacturing costs change frequently, or if orders have been in the system for an extended period before being updated. Valid values are:

Blank

Do not update costs for the item.

1

Update costs with the Sales Order Batch Price/Cost Update program(R42950)

2. Sales Price/ Cost Update Version (R42950)

Use this processing option to specify the version of Sales Order Batch Price/Cost Update (R42950) that the system uses to update costs prior to printing invoices. If you leave this option blank, the system uses version ZJDE0001.

For interbranch orders, you must set the processing options in R42950 to update the price information, and specify the exchange rate for the branch/plants that are involved in the transaction.

Prepayment Tab

Use this processing option to specify whether the system displays prepayments.

1. Display Prepayments on Invoice

Blank = Do not display

1 = Display

Use this processing option to specify whether the system displays prepayment information on an invoice. Valid values are:

Blank Do not display prepayment information.

1 Display prepayment information.

Process Tab

Use these processing options to specify how the system processes the next order status.

1. Enable Next Order Status Preference

Blank = Do not activate

1 = Activate

For future use.

Use this processing option to enable advance preferences for all sales order detail records that the system processes when printing invoices. Valid values are:

Blank

Do not use Next Order Status Preference.

1

Use Next Order Status Preference.

2. Printing Invoice Selection

Blank = Print Invoice

1 = Suppress printing of Invoice

For future use.

Use this processing option to enable advance preferences for all sales order detail records that the system processes when printing invoices. Valid values are:

Blank

Do not use Next Order Status Preference.

1

Use Next Order Status Preference.

EDI Tab

Use these processing options to specify how the system processes edit information.

1. EDI Processing Selection

Blank = Do not activate EDI processing

1 = Activate EDI processing

Use this processing option to indicate the method of processing that the system uses for EDI transactions. Valid values are:

Blank Use Invoice Print processing only.

1 Use EDI and Invoice Print processing.

2 Use EDI processing only.

2. EDI Transaction Type

1 = Invoice

2 = Purchase Order Acknowledgment

3 = Request for Quotation.

Use this processing option to specify the EDI transaction type. Valid values are:

1 Invoice

2 Purchase order acknowledgement

3 Request for quotation

3. EDI Document Type

Use this processing option to specify the document type for EDI transactions.

You must use a document type that has been set up in user defined code table 00/DT.

4. EDI Transaction Set Number

Use this processing option to specify the transaction set number in EDI processes. You must use a transaction set number that has been set up in user defined code table 40/ST.

5. EDI Translation Format

Use this processing option to specify the translation format for EDI transactions.

6. Trading Partner ID

Use this processing option to specify the identification number of your EDI trading partner.

7. Transaction Set Purpose

Use this processing option to specify the transaction set purpose for your EDI transactions. You must use a transaction set purpose that has been set up in user defined code table 47/PU.

8. Extended EDI Invoice Processing

Blank = Do not activate

1 = Activate

For future use.

Use this processing option to specify that the system should populate the EDI Invoice Expanded Header (F470462) and EDI Invoice Expanded Detail (F470472) tables when printing invoices. Valid values are:

Blank

Do not populate the tables.

1

Populate the tables.

9. Reference Qualifier 1

For future use.

Use this processing option to apply the reference qualifier that the system uses to locate the corresponding shipment reference number.

10. Reference Qualifier 2

For future use.

Use this processing option to apply the reference qualifier that the system uses to locate the corresponding shipment reference number.

11. Reference Qualifier 3

For future use.

Use this processing option to apply the reference qualifier that the system uses to locate the corresponding shipment reference number.

12. Reference Qualifier 4

For future use.

Use this processing option to apply the reference qualifier that the system uses to locate the corresponding shipment reference number.

13. Reference Qualifier 5

For future use.

Use this processing option to apply the reference qualifier that the system uses to locate the corresponding shipment reference number.

Demand Scheduling Tab

Use these processing options to specify how the system processes demand scheduling.

1. Party Type 1

Use this processing option to specify the Party Type Qualifier for retrieving the values for the Party Type Name and ID Number. The system populates the EDI Invoice Expanded Header (Sales) table (F470462) with the Party Type Name and ID Number if you enable the EDI Extended EDI Invoice Processing field on the EDI tab.

2. Party Type 2

Use this processing option to specify the Party Type Qualifier for retrieving the values for the Party Type Name and ID Number. The system populates the EDI Invoice Expanded Header (Sales) table (F470462) with the Party Type Name and ID Number if you enable the EDI Extended EDI Invoice Processing field on the EDI tab.

3. Party Type 3

Use this processing option to specify the Party Type Qualifier for retrieving the values for the Party Type Name and ID Number. The system populates the EDI Invoice Expanded Header (Sales) table (F470462) with the Party Type Name and ID Number if you enable the EDI Extended EDI Invoice Processing field on the EDI tab.

4. Party Type 4

Use this processing option to specify the Party Type Qualifier for retrieving the values for the Party Type Name and ID Number. The system populates the EDI Invoice Expanded Header (Sales) table (F470462) with the Party Type Name and ID Number if you enable the EDI Extended EDI Invoice Processing field on the EDI tab.

5. Party Type 5

Use this processing option to specify the Party Type Qualifier for retrieving the values for the Party Type Name and ID Number. The system populates the EDI Invoice Expanded Header (Sales) table (F470462) with the Party Type Name and ID Number if you enable the EDI Extended EDI Invoice Processing field on the EDI tab.

E-mail Tab

Use these processing options to specify how the system processes emails.

1. E-mail Acknowledgement Selection

Blank = No E-mail processing

1 = Process E-mail

Use this processing option to indicate whether system sends e-mail acknowledgements when you run the Print Invoices program (R42565). Valid values are:

Blank

The system does not send e-mail acknowledgements.

1

The system sends e-mail acknowledgements.

2. Electronic Address Type

Use this processing option to indicate the code that the system uses when creating and defining the e-mail address from the Who's Who contact information. The system then uses the e-mail address for acknowledgements. If you leave this processing option blank, the system uses a default value of E.

3. Include Amounts on E-mail

Blank = Include amounts and totals on E-mail

1 = Exclude amounts and totals on E-mail

Use this processing option to specify whether the system prints line amounts and totals (such as total order amount, price, extended amount, and tax) on the e-mail acknowledgement. Valid values are:

Blank

The system does not print all line amounts and totals.

1

The system prints all line amounts and totals.

4. E-mail Heading Message

Use this processing option to define which global print message the system includes on the e-mail acknowledgement. If you leave this processing option blank, the system does not

include a global print message.

5. E-mail Subject Line

Use this processing option to define the text that the system prints in the subject line when sending an e-mail acknowledgement. If you leave this processing option blank, the system leaves the subject line blank.

6. E-mail Sender Address Number

Use this processing option to define the address number that specifies the name and e-mail address of the sender of the e-mail acknowledgement.

End of Day Processing

End of day processing is the last step in sales order processing and consists of updating, verifying, and posting daily sales information. This is perhaps the most important step in the sales order processing cycle because the system updates the records in the Sales Order Management system and the records in the other systems with which it interfaces, such as the Accounts Receivable and Inventory Management systems.

You perform end of day processing each day to maintain the most accurate sales information. After you run the program, you can review and post sales information, and print reports.

When you perform end of day processing, the system provides the following:

- Accounts receivable transactions
- General ledger entries for inventory, cost of goods sold, revenue, and accounts receivable
- Inventory balances for on-hand quantities
- Daily activity reports
- Interim sales reports

If you do not update your sales records on a daily basis, the following information might be inaccurate:

- Inventory balances for on-hand quantities
- Amounts posted to the sales, inventory, cost of goods sold, tax, and freight accounts
- Amounts posted to the accounts receivable ledger
- Reports for interim sales

Updating Sales Information

To maintain the most accurate sales information, you can update your records daily in the sales order management system. Run a version of the Sales Update program (R42800) each day to maintain the most accurate sales information. The system updates the records in the Sales Order Management system and the records in the other systems with which it interfaces, such as the Accounts Receivable and Inventory Management systems. After you run the program, you can review and post sales transactions and review sales reports.

Note

Because of the number of transactions that occur when you run the Sales Update program, it is recommended that you run the program in proof mode first to detect and correct any errors before you run it in final mode.

During sales update, the system writes warning messages as well as error messages for you to review. You can improve the performance of the system if you set the processing option to write error messages only.

Caution

It is strongly recommended that you run the sales update when no one is on the system. The system does not lock records. Therefore, if a sales order record is being accessed during a sales update, the record might not process correctly.

Updating Customer Sales

To maintain the most accurate sales information, you can update your records in the sales order management system daily. You run a version of the Sales Update program (R42800) each day to maintain the most accurate sales information.

Updating Tables

When you run the Sales Update program (R42800), the system generates information about the following:

- Update information about customer sales
- Accounts receivable and G/L entries
- Sales for different categories, such as stock sales and freight, cost of goods sold, and profit percentages
- Errors that result from running the program

Depending on how you set the processing options, the system:

- Updates all status codes according to the order activity rules. For example, the system updates all order detail lines with a status of 600 to a closed status of 999
- Updates the Sales Order Header File table (F4201) and the Sales Order Header History File table (F42019)
- Updates the Sales Order Detail File table (F4211) and the Sales Order History File table (F42119)
- Updates on-hand inventory in the Item Location File table (F41021), the Item History table (F4115), and the Item Ledger File table (F4111) if the quantity is not updated during shipment confirmation
- Updates invoice information, such as the dates of the first and last invoices, and year-to-date totals for invoices
- Updates the Account Ledger table (F0911), the Customer Ledger table (F03B11), and the S.O. Detail Ledger File table (F42199)
- Creates invoices and assigns invoice numbers to sales orders that you do not process through the Print Invoices program (R42565)
- Updates commission information in the Sales Commission File table (F42005), and summarizes cost of goods sold and sales by item in the Sales Summary History File table (F4229)
- Updates costs with the current information in the Item Cost File table (F4105) and prices in the Price Adjustment Ledger File table (F4074)

- Updates interbranch sales information
- Updates the Sales Order/Purchasing Text Detail Lines table (F4314) with current messages
- Updates on-hand inventory for bulk items in the Item Location table and writes a record to the Bulk Product Transaction File table (F41511)
- Updates the Ship and Debit History table (F4575) with ship and debit information.

Selecting Versions and Modes for Sales Update

You must choose the appropriate version of the Sales Update program (R42800) to update your tables. Choose one of the following versions based on your process:

Sales Update You can use this version when the sales order has been processed through Invoice Print (R42565) and contains an invoice number and type in the Sales Order Detail File table (F4211).

Assign Invoice Numbers You must use this version when the sales order has not been processed to print invoices in the Print Invoices program. The program assigns an invoice (A/R) number.

Because of the number of transactions that occur when you run the Sales Update program, run the program in proof mode first to detect and correct any errors before you run it in final mode. Choose either of the following:

Proof Mode When you run the sales update in proof mode, you can:

- View the journal entries and correct any errors.
- Review proof copies of Invoice Journal, an online error review and, depending on the processing options, a Sales Journal.

The system does not perform updates to status codes or any tables. You can use proof mode for either version, Sales Update or Assign Invoice Numbers to detect and correct any errors before running in final.

After you run the program in proof mode, you can review and correct any errors before performing a final Sales Update.

Final Mode When you run the sales update in final mode, you can review the Invoice Journal, a complete online error review, and depending on the processing options, a Sales Journal.

The system updates status codes and tables, and performs edits, such as checking for duplicate records, against the G/L, A/R, and A/P functional servers.

Updating Interbranch Sales Information

During the sales update process, you can run the Sales Update program (R42800) to create journal entries for interbranch sales.

If you set the interbranch processing option in the Sales Update program to create accounts receivable and accounts payable entries for both the selling and the supplying branch/plants, the system creates the following types of batches:

Example: Accounts Receivable and Accounts Payable Entries

- Batch type I - Debits the COGS account, and debits the receivables accounts and inventory for the supplying branch/plant and selling branch/plant.
- Batch type V - Credits the payables accounts and debits the inventory for the selling branch/plant.

Example: Accounts Receivable Entries

If the appropriate processing option is set to create only the accounts receivable entries, the system creates the following types of batches:

- Batch type I - Credits the revenue accounts and inventory, and debits the COGS account of the selling branch/plant.
- Batch type ST - Credits the revenue account and inventory for the supplying branch/plant, and debits the COGS account for the supplying branch/plant. Debits the inventory for the selling branch/plant.

Updating On-Hand Inventory

You can relieve the on-hand quantity for an item during shipment confirmation or sales update. The method you choose affects the history records that are written to the Item Ledger File (F4111).

- If you subtract the on-hand quantity from inventory during shipment confirmation, the system creates a record in the Item Ledger File with the sales order as the document number and the order type as the document type. During sales update, the system overwrites the record with the invoice number and type, G/L date, and batch number.
- If you subtract the on-hand quantity from inventory during sales update, the system writes the invoice number, type, and G/L date to the Item Ledger File. No record is written during shipment confirmation.

To relieve the on-hand quantity for an item during shipment confirmation, you must add order types to the UDC table (40/IU). During sales update, the system overwrites the Item Ledger File record with the invoice number and type, G/L date, and batch number.

See Also

- *Locating On-Hand Quantity Information in the Inventory Management Guide* for more information on the Item Ledger Inquiry (P4111)

Updating ECS Information

During the load confirmation process, the system updates the quantity of on-hand inventory for bulk items in the Item Location File table (F41021).

If you do not process a detail line through the Transportation Load Confirmation program (P49640), the Sales Update program (R42800) updates inventory for bulk items and writes a record to the Bulk Production Transaction File table (F41511). If you process a sales order detail line through load confirmation, the system does not update inventory quantity during sales update.

You can update quantities based on the quantity that was invoices, which can be ambient or standard. However, the item ledger is updated at standard. If you update ambient quantities, you might receive unpredictable errors.

Using Interactive Versions in Update Customer Sales Program

When you set up processing options for Sales Update (R42800), you can only specify versions for Accounts Receivables (A/R) and General Ledger (G/L) processing. To review the processing options that affect A/R and G/L processing, such as ledger types and VAT tax processing for multi-currency orders, you must inquire on the following A/R and G/L interactive batch versions.

In the Windows environment, from the System Administration Tools menu (GH9011), choose Interactive Versions and inquire on the following interactive applications:

- Invoice Entry MBF Processing Options (P03B0011). You must use version ZJDE0002.
On the Currency tab, this version must be set to allow VAT processing. Set the appropriate value, 1, to allow Value Added Tax Processing with Currency.
- Journal Entry MBF Processing Options (P0900049).

Reviewing Electronic Mail for Sales Update Errors

After you run the Sales Update program, you can review and correct any errors before performing a final Sales Update (R42800). The program sends messages to your electronic mail in the Employee Work Center when there are errors and when the job completes normally. After you run the Sales Update program, you should check your electronic mail to determine the status of the job. If the job did not complete normally, review the error messages. Typically, one message notifies you that the job had errors, followed by one or more detailed messages defining the errors.

Note

During sales update, the system writes warning messages, as well as error messages, for you to review. You can improve the performance of the system if you set the processing option to write error messages only.

Prerequisites

- ❑ Ensure that no one is using the system.
- ❑ Verify that the appropriate line types are set up and that the processing options are set to correctly interface with the G/L and accounts receivable.
- ❑ Verify that the status code for sales journal, sales update and any status codes that follow are set up in the order activity rules.
- ❑ Verify that you have ended subsystem processing before running sales update.
- ❑ Verify that the appropriate processing option for creating the necessary types of accounting entries is set.
- ❑ Verify that the interbranch sales processing options are set to:
 - Recognize the order type used to identify interbranch orders.
 - Create necessary types of accounting entries.

Processing Options for Sales Update (R42800)

Defaults Tab

These processing options determine the default values that the Sales Update program (P42800) uses to create G/L and A/R entries. If you enter a specific date for A/R Invoice Date, you must also enter a date in the Specific Date for G/L date processing option. If you enter a date value as an A/R Invoice Date, you must enter a date value for the G/L date.

1. Specific Date as A/R Invoice Date

Use this processing option to specify the invoice date for Accounts Receivable.

2. Select Date Value as A/R Invoice Date

1 = Sales Invoice

2 = Ship Date

3 = Execute Date

Use this processing option to specify the order processing date. Valid values are:

1

The system uses the date the invoice was printed for the customer for those orders that were processed through the Print Invoice (R42565) program.

2

The system uses the date the order was confirmed for shipment for those orders that were processed through the Shipment Confirmation (P4205) program.

3. Specific Date as G/L Date

Use this processing option as the G/L Date, or enter a value with which the system enters the date based on order processing information.

If you enter a specific date, you must also enter a date in the Specific Date for A/R Invoice Date processing option.

4. Select Date Value as G/L Date

1 = Sales Invoice

2 = Ship Date

3 = Execute Date

Use this processing option to specify the order processing date. Valid values are:

1

The system uses the date that the invoice was printed for the customer for those orders that were processed through the Print Invoice (R42565) program.

2

The system uses the date that the order was confirmed for shipment for those orders that were processed through the Shipment Confirmation (P4205) program.

5. G/L Account Business Unit

Blank = Equal to '3'

1 = Detail Business Unit

2 = Sold To Address Number

3 = Revenue Business Unit for all
accounts except Inventory

Use this processing option to specify the business unit to which the system assigns G/L entries if you do not specify a business unit in the AAIs. The system verifies the business unit associated with the account number in the AAI for that company, document type, and G/L class. Valid values are:

Blank

The system uses a value equal to 3.

1

The system uses the detail business unit.

2

The system uses the Sold To address book number.

3

The system uses the revenue business unit for all accounts except inventory. For inventory, the system uses the detail business unit.

6. Override Next Status Code

Use this processing option to indicate the next step in the order process. You must specify a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using.

An override status is another allowed step in the process.

If you are running Sales Update (R42800) in final mode, you should update status codes to 999 to ensure that the system does not retrieve orders that have been previously updated and process them through Sales Update again.

7. Billing Remark

Use this processing option to indicate a memo-only field is used for reporting purposes. You can enter a 3-character value that has been set up in the user defined code table (42/BR).

The system uses the billing remark to update the Alpha Name - Explanation for the journal entry (F0911). You can review the billing remark in the header portion of the journal entry if you run Sales Journal before Update.

Update Tab

These processing options indicate the mode in which the system runs Sales Update and the tables that are bypassed during the sales update process.

1. Proof or Final Mode

Blank = Run Sales Update in Proof Mode

1 = Run Sales Update in Final Mode

Use this processing option to indicate whether the system runs Sales Update in either the proof or final mode. You must use the version specific to your update process and for any version, you must indicate whether the system uses the proof or final mode. Valid values are:

Blank Run Sales Update in proof mode. The system does not update status codes or tables. You can print and review journal entries, review and correct errors in the Employee Work Center, and depending on processing options, review the Sales Journal.

1 Run Sales Update in final mode. The system updates status codes and tables, and performs edits, such as checking for duplicate records, against the G/L, A/R, and A/P functional servers. You can print and review journal entries, review and correct errors in the Employee Work Center, and depending on processing options, review the Sales Journal.

You must use the proof or final version of Sales Update (XJDE0001, XJDE0002) when the sales order has been processed through Invoice Print and contains an invoice number and type in the Sales Order Detail file.

You must use the proof or final version of Sales Update - Assign Invoice Numbers (XJDE0003, XJDE0004) when the sales order has not been processed to print invoices in the Print Invoice program. The program assigns an invoice (A/R) number.

If you run multiple jobs, such as printing the Sales Journal before Sales Update, the system leaves the processing results, the sales journal and the journal entries, open for review.

2. Bypass Update to Accounts Receivable (F0311)

Blank = Update Accounts Receivable

1 = Bypass Update to Accounts Receivable

Use this processing option to indicate whether the system updates the Accounts Receivable table (F03B11). Valid values are:

Blank The system update the Accounts Receivable table (F03B11).

1 The system does not update to Accounts Receivable. Instead, the system creates accounts receivable offset journal entries using the Distribution AAI (A/R Trade) 4245.

3. Bypass Update to Inventory (F41021/F4115)

Blank = Update Inventory

1 = Bypass Update to Inventory

Use this processing option to indicate whether the system updates inventory in the Item Location (F41021) table and the Item History (F4115) table. Valid values are:

Blank The system updates on-hand inventory in the Item Location table (F41021), the Item History table (F4115), and the Item Ledger table (F4111) if the quantity is not updated during shipment confirmation.

1 The system does not update on-hand inventory in the Item Location table (F41021), the Item History table (F4115), and the Item Ledger table (F4111).

4. Bypass Update to Commissions (F42005)

Blank = Update Commissions

1 = Bypass Update to Commissions

Use this processing option to indicate whether the system updates the Commissions table (F42005). Valid values are:

Blank The system updates commission information in the Commissions table (F42005).

1 The system does not up update commission information in the Commissions table (F42005). If you don't record commission information, you may want to bypass update to the Commissions table to improve performance.

5. Bypass Update to Sales History Summary (F4229)

Blank = Update Sales History Summary

1 = Bypass Update to Sales History Summary

6. Purge to Sales Detail History (F42119)

Blank = Purge to Sales Detail History

1 = Do not purge to Sales Detail History

Use this processing option to indicate whether the system updates the Sales History Summary table (F4229). Valid values are:

Blank The system updates and summarizes cost of goods sold and sales by item in the Sales Summary table (F4229), which you can use for reporting purposes.

1 The system does not update the Sales History Summary table (F4229).

If you do not use the Sales History Summary for reporting, you may want to bypass update to the Sales History Summary table to improve performance.

7. Purge to Sales Header History (F42019)

Blank = Purge to Sales Header History

1 = Do not purge to Sales Header History

Use this processing option to specify whether the system purges detail information from the Sales Order Detail table (F4211). When you update customer sales, the system moves detail lines from the Sales Order Detail table (F4211) to the Sales Order Detail History table (F42119). Valid values are:

Blank

The system copies records from the Sales Order Detail table (F4211) to the Sales Order Detail History table (F42119) and then deletes the original records. This action allows the Sales Order Detail table to remain small and improves performance.

1

The system does not copy records from the Sales Order Detail table (F4211) to the Sales Order Detail History table (F42119).

8. Purge Pricing Records (F4074)

Blank = Do not purge pricing records

1 = Purge pricing records

Use this processing option to specify whether the system copies records from the Sales Order Header table (F4201) to the Sales Order Header History table (F42019) and then deletes the original records. Doing so allows the Sales Order Header table to remain small and improves system performance.

Records are purged from the Sales Order Header table (F4201) table only if no open detail

lines with a matching order type and order number combination exist in the Sales Order Detail File table (F4211). Valid values are:

Blank

Copy records from the F4201 table to the F42019 table and delete the original records.

1

Do not copy records from the F4201 table to the F42019 table.

9. Subledger:

Blank = Do not create subledger entries

1 = Order Number

2 = Salesman Number

3 = Sold To Number

4 = Ship To Number

5 = Short Item Number

Use this processing option to specify whether the system purges the Price Adjustment Ledger (F4074). Valid values are:

Blank

The system does not purge price records from the Price Adjustment Ledger (F4074), and pricing history can be reviewed.

1

The system purges pricing records from the Price Adjustment Ledger (F4074) and does not maintain pricing history in another file.

10. A/R Next Number Index

Use this processing option to create subledger entries that are specific to your organization. Valid values are:

1 The system writes subledger journal entries to the G/L with the order number that is assigned at order entry.

2 The system writes subledger journal entries to the G/L with the salesman number that is assigned in the Customer Billing Instructions.

3 The system writes subledger journal entries to the G/L with the Sold To number that is entered on the order.

4 The system writes subledger journal entries to the G/L with the Ship To number that is entered on the order.

5 The system writes subledger journal entries to the G/L with the Short Item number.

11. Document Type for Invoices

Use this processing option to indicate the next number the system uses to assign an invoice (A/R) number.

You must use the version of Sales Update - Assign Invoice Numbers (XJDE0003,XJDE0004) when the sales order has not been processed to print invoices in the Print Invoice program. The program assigns an invoice (A/R) number based on this next number sequence.

12. Purge Associated Text

Blank = Do not purge associated text

1 = Purge associated text

Use this processing option to indicate the document type the system uses to assign to an invoice (A/R) number.

You must use the version of Sales Update - Assign Invoice Numbers (XJDE0003,XJDE0004) when the sales order has not been processed to print invoices in the Print Invoice program. The program assigns a document type and an invoice (A/R) number to this transaction.

13. Ship and Debit Processing

Blank = Do not call R45100

1 = Subsystem Mode

2 = Batch Mode

You can choose whether the system purges associated text from the Media Object Detail table (F00165). Valid values are:

Blank The system does not delete header and detail line attachments from the Media Object Detail table (F00165).

1 The system deletes header and order detail line attachments from the Media Object Detail table (F00165).

14. Ship and Debit Accrual

Blank = Do not call R45800

1 = Batch Mode

Use this processing option to specify whether the system will use subsystem or batch processing (R45100) to identify and adjust ship and debit agreements when you run the Update Customer Sales program. Valid values are:

Blank Do not use subsystem or batch processing

1 Use subsystem processing

2 Use batch processing

14. Ship and Debit Accrual

Blank = Do not call R45800

1 = Batch Mode

Use this processing option to specify whether the system uses Generate Claim and Claim Accrual Entries (R45800) processing when running the Sales Update program. Valid values are:

Blank Do not use R45800 processing

1 Use R45800 processing

Versions Tab

These processing options determine the versions that the system uses to create entries in accounts receivable and general ledger tables. If you leave a processing option blank, the system uses the ZJDE0002 version for Accounts Receivable and the ZJDE0001 version for General Ledger.

1. A/R Master Business Function (P03B0011)

Use this processing option to indicate the version of A/R Master Business Function (P03B0011). To review the processing options that affect A/R processing, such as ledger types and VAT tax processing for multi-currency orders, you must inquire on the appropriate A/R batch version that is used for sales update. If you leave this option blank, the system uses version ZJDE0002.

If you specify a version of A/R Master Business Function (P03B0011) other than ZJDE0002, set this processing options for this version to allow VAT processing. On the Currency tab in the processing options for the A/R MBF, Set the appropriate value, 1, to allow Value Added Tax Processing with Currency.

2. G/L Master Business Function (P0900049)

Use this processing option to indicate the version of G/L Master Business Function (P0900049) for General Ledger (G/L) processing. To review the processing options that

affect G/L processing, you must inquire on the appropriate G/L interactive batch version that you use for sales update.

The system uses G/L Master Business Function (P0900049). If you leave this option blank, the system uses version ZJDE0001.

3. Ship and Debit (R45100)

Use this processing option to specify the version of subsystem processing (R45100) that the system uses to identify and adjust ship and debit agreements when you run the Update Customer Sales program.

4. Ship and Debit Accrual (R45800)

Use this processing option to specify which version of the Generate Claim and Claim Accrual Entries (R45800) that the system uses when you run the Sales Update program.

Print Tab

These processing options indicate whether the system prints the sales journal before updating journal entries, and if so, which version to use.

1. Print Sales Journal before Update

Blank = Do not print Sales Journal before Update

1 = Print Sales Journal before Update

Use this processing option to indicate whether the system prints a sales journal before updating journal entries. The sales journal contains only summary information. The report includes total invoice amounts, cost of goods sold, and profit amounts and percentages. This is helpful if you want to review how sales revenues are distributed. Valid values are:

Blank The system does not print a sales journal before update.

1 The system prints a sales Journal before running update.

Make sure that you have set the processing options in the version for Sales Journal Print (P42810) so that system does not update the status codes of the sales orders.

2. Sales Journal Version (R42810)

Use this processing option to indicate the version of Sales Journal (P42810)

the system uses to print the sales journal before Sales Update. This processing option is in effect only if you activate the processing option to Print Sales Journal before Update. The sales journal contains only summary information. The report includes total invoice amounts, cost of goods sold, and profit amounts and percentages. This is helpful if you want to review how sales revenues are distributed.

If you leave this option blank, the system uses version ZJDE0001.

Make sure that you have set the processing options in the version for Sales Journal Print so that system does not update the status codes of the sales orders.

Summarization Tab

These processing options indicate whether the system writes A/R, G/L, COGS, and inventory entries in summary or detail.

1. Summarize A/R entries by Invoice

Blank = Do not summarize A/R entries

1 = Summarize A/R entries by invoice

Use this processing option to indicate whether the system writes Accounts Receivable journal entries in summary or detail. When the system creates A/R entries, it creates batch type IB. In batch type IB, you can choose whether the system creates separate entries for each invoice or for each order detail line. Valid values are:

Blank The system does not summarize A/R entries and creates separate entries in the Accounts Receivable table (F03B11) for each order detail line in an invoice.

1 The system summarizes A/R entries and creates entries in the Accounts Receivable table (F03B11) for an invoice.

2. Summarize G/L entries by Invoice

Blank = Do not summarize G/L entries

1 = Summarize G/L entries by invoice

Use this processing option to indicate whether the system writes General Ledger (G/L) journal entries in summary or detail. When the system creates G/L entries, it creates batch type IB. In batch type IB, you can choose whether the system creates separate entries for each invoice or for each order detail line. Valid values are:

Blank The system does not summarize G/L entries. The system creates separate entries in the General Ledger table (F0911) for each order detail line in an invoice.

1 The system summarizes G/L entries and creates entries in the General Ledger table (F0911) for each invoice.

3. Summarize COGS and Inventory Entries

Blank = Do not summarize COGS and Inventory entries

1 = Summarize COGS and Inventory entries

Use this processing option to indicate whether the system creates a separate batch, type G, for inventory and costs of goods sold (COGS) entries. Valid values are:

Blank The system does not summarize inventory and COGS entries to a separate batch. The system only creates batch type IB for posting to journals.

1 In addition to batch type IB, the system creates a separate batch, G, for inventory and COGS entries.

Cost Update Tab

These processing options indicate whether the system updates costs prior to sales update and the version of Sales Price/Cost Update, if applicable.

1. Update Costs

Blank = Do not update costs

1 = Update Item Costs

Use this processing option to specify whether the system updates costs prior to sales update. The system updates all selected sales orders with current costs, exchange rates, and prices before you create A/R and G/L records. The system will not update the costs on a sales order line that has had inventory relieved through shipment confirmation.

You might run a sales cost update if your purchasing or manufacturing costs change frequently or if orders have been in the system for quite some time before being updated. This ensures that the system accurately calculates your profit margins. Valid values are:

Blank

The system does not update inventory costs for the item.

1

The system uses the version of Sales Price/Cost Update that you reference in the processing options to update all selected sales orders with current costs, exchange rates, and prices before creating A/R and G/L records.

2. Sales Price/Cost Update Version (R42950)

Use this processing option to indicate the version of Sales Price/Cost Update (R42950) the system uses to update costs prior to sales update. The default version is ZJDE0001. The system updates all selected sales orders with current costs, exchange rates, and prices before you create A/R and G/L records.

You might run a sales cost update if your purchasing or manufacturing costs change frequently or if orders have been in the system for quite some time before being updated. This ensures that the system accurately calculates your profit margins.

For interbranch orders, you must set the processing options in the Update Sales Price/Cost program (R42950) to update the price information, as well as the exchange rate for both the supplying and selling branch/plants.

Interbranch Tab

These processing options identify the order types for interbranch orders.

1. Interbranch Order Types

Use this processing option to identify the order types used for interbranch orders. You can list multiple order types without punctuation or spaces. To accurately update all interbranch orders, you should enter all interbranch order types that you entered in Sales Order Entry, Defaults tab, Order Types processing option.

You must enter values that have been set up in user defined code table (00/DT).

2. A/R and A/P Batches

Blank = Create interbranch batch

1 = Create A/R and A/P batches

Use this processing option to specify the types of batches for interbranch/intercompany orders. Valid values are:

Blank

The system creates a separate batch type ST for interbranch orders. The ST batch is used to record the transactions between the supplying and selling branch plants, and is used when intercompany orders have not been created.

1

The system creates accounts payable and accounts receivable journal entries for the selling branch/plant and accounts receivable entries for the supplying branch/plant.

3. Voucher Match Version (P4314)

Use this processing option to identify the version of the Voucher Match Master Business Function that the system uses to create Accounts Payable transaction records. For intercompany invoicing, the system creates an accounts payable entry from the selling company to the supplying company.

To review the processing options that affect A/P processing, you must inquire on the appropriate A/P batch version that is used for sales update.

Flex Acctg Tab

This processing option indicates whether you are working with flexible sales accounting.

1. Sales Flexible Accounting

Blank = Do not use sales flexible accounting

1 = Use sales flexible accounting

Use this processing option to indicate whether you are using the Cost Management System or working with flexible sales accounting. Valid values are:

Blank The system does not use the Flex Sales Accounting program (P42096) to create general ledger entries.

1 The system creates entries with cost object information according to the account number definition that you have set up in Flex Sales Accounting (P42096).

Bulk Product Tab

This processing option indicates the method by which the system calculates temperature gain/loss records.

1. Temperature Gain/Loss

Blank = Do not record

1 = Record based on cost

2 = Record based on revenue

Use this processing option to write temperature gain/loss records for customers billed at ambient temperature when the inventory has been relieved at standard temperature. The gain or loss is calculated in either of the following ways, cost or revenue. Valid values are:

Blank The system does not process temperature gain/loss records.

1 For cost, the system computes the difference between the extension of ambient volume multiplied by cost and standard volume multiplied by cost. The calculation uses the primary unit of measure.

2 For revenue, the system computes the difference between the extension of ambient volume multiplied by price and standard volume multiplied by price. The calculation uses the pricing unit of measure.

Agreements Tab

If you use Sales Order Management with the Agreement Management system, these processing options define the method by which the system selects agreements.

1. Specific Destination Business Unit for Borrow Agreement Search

OR

Use this processing option to specify where an item on the agreement is delivered. If you leave this option blank, you must enter a value in which the system selects the destination business unit.

2. Select Destination Business Unit

1 = ANY

2 = User default branch

Use this processing option to specify a value where an item on the agreement is delivered. Valid values are:

- 1 The destination can be any location defined in the agreement.
- 2 The system identifies the default branch/plant as the destination.

If you leave this option blank, you must enter a specific destination business unit.

3. Selection Criterion

1 = Match to one agreement

2 = Based on expiration date

Use this processing option to identify the method with which the system uses to select an agreement. Valid values are:

Blank The system assigns an agreement based on the earliest expiration date.

- 1 The system automatically assigns an agreement if only one is found.
 - 2 The system assigns an agreement based on the earliest expiration date.
-

Performance Tab

This processing option indicates whether the system writes warning messages, as well as error messages, to the Employee Work Center during Sales Update.

1. Suppress Warning Messages

Blank = Write warning messages to work center

1 = Do not write warning messages

Use this processing option to indicate whether the system writes warning messages to the Employee Work Center during Sales Update. Valid values are:

Blank The system writes warning messages to the Employee Work Center

1 The system does not write warning messages to the Employee Work Center. You can improve the performance of the system when you choose this option.

Prepayment Tab

Use this processing option for prepayment processing. When you set up a version of Sales Update for Prepayment Transactions, and you have not processed the orders through Print Invoice, set the processing options so that the system assigns an invoice number.

If the processing option for prepayment processing is on and settlement of a prepayment transaction has occurred, the system writes a draft record for receivables due from the credit card company's bank. During Sales Update, call the version of Preauthorized Drafts to generate draft records.

1. Update Settled Prepayment Transactions

Blank = Settled Prepayment Records will not be updated

1 = Settled Prepayment Records will be updated and drafts will be written for credit card transactions

Use this processing option to indicate whether credit card prepaid transactions, which have an open invoice, will be paid as drafts. Once an invoice is selected, the open amount is paid, and draft documents are created.

The Drafts are created at the acceptance status as the funds have not yet been collected at the bank.

Valid values are:

1 Settled Prepayment Records will be updated and drafts will be written for credit card transactions.

Blank Settled Prepayment Records will not be updated.

2. Pre-Authorized Drafts Version (R03B671)

Use this processing option to specify which version of Pre-Authorized Drafts (R03B671) the system uses to print drafts which will request funds from the company's bank. This processing option is only in effect if you have activated the Prepayment processing option, have not bypassed Update to Accounts Receivable, and have selected Final mode.

If you leave this option blank, the system uses version ZJDE0007.

Using AAIs with Sales Update

Automatic accounting instructions (AAIs) are the links between your day-to-day functions, chart of accounts, and financial reports. The system uses AAIs to determine how to distribute G/L entries that the system generates. For example, in the Sales Order Management system, the following AAIs indicate how to record the transaction when you sell a stock item to a customer:

Cost of Goods (COGS) Sold (4220)	Provides the expense/cost amount to the cost of goods sold account.
Revenue (4230)	Provides the actual sales price of inventory in the sales revenue account.
Inventory (4240)	Credits the cost amount to an inventory account.
A/R Trade (4245)	Debits the sales amount to an accounts receivable account. The system writes the accounts receivable offset entries to the general ledger only if the accounts receivable update option is turned off.
Tax Liability (4250)	Provides journal entries to tax liability accounts that were created during a sales update.
Price Adjustments (4270)	Provides the journal entries for individual price adjustments that were created during a sales update.
Rebates Payable (4280)	Provides the offset entries of accrued accounts.

You can direct transactions to various accounts by inserting information in the following fields:

Company Number	The system compares the company number that you specify in the sales order detail form to the appropriate AAI table. For example, if the company number is 100 and there is not a valid line in the AAI table for that company, then the system compares the number in the sales order detail form to the valid line for company 000.
Document Type	The system uses the document type of the order, such as SO for sales orders.
G/L Class	According to your order line types, if the Inventory Interface option is Y, then the system refers to the G/L class from the Item Location File table (F41021). If the Inventory Interface option is N, then the system use the G/L class that is in the fold of the line type definition.

For Accounts Receivable AAIs, the system uses the G/L class from the customer record in the Customer Master Information form. However, a G/L class is not required for the Accounts Receivable AAIs. Blank is a valid value.

The system verifies the business unit associated with the account number in the AAI for that company, document type, and G/L class. If you don't define a business unit in the AAIs, you can use the default value processing options in Sales Update (R42800) to specify the priority that the system uses to select the business unit to track G/L entries for an order.

Based on your Sales Update processing option selection, one of the following occurs:

Subsequent cost center (business unit) using only the order detail line If the business unit in the AAI line is blank, then it looks at the project number that you have defined in the Business Unit Master (F0006) for the detail branch/plant.
If both the business unit in the AAI and the project number are blank, then the system uses the business unit from the order detail line.

Sold To Address Book number The system uses the sold-to address book number as the business unit part of the account number.

Subsequent cost center using both the order header and detail lines If the business unit in the AAI line is blank, then the system assigns G/L entries to project numbers that you have defined in the Business Unit Master for the header and detail branch/plants. The system assigns G/L entries to the project number of the header branch/plant for A/R and revenue entries. The system uses the project number from the detail branch/plant for inventory and cost of goods sold entries.
If both the business unit in the AAI and the project numbers for the header and detail branch/plant are blank, then the system uses the business unit from the header of the order for the sales cost of goods sold and A/R entries and revenue and the business unit from the detail of the order for the inventory entry.

If you bypass invoice processing, and process entries through sales update you must set up an entry in the 4245 for an offset entry. The G/L class code is not associated with an inventory item, its being associated with the A/R offset in the Customer Master Information. In other words, the system matches the AAI 4245 the A/R offset in the Customer Master Information to record an entry. System only looks at the header level for the information to the 4245, not the order detail line.

If you want the information to go to a specific account, you must edit the Customer Master Information and set up a corresponding AAI in 4245 as well as RC (Accounts Receivable, system 03) AAI. However, the system only records entries as invoice totals related to the customer, individual order detail lines are not recorded. You can use all asterisks; the system doesn't look to match the G/L offset and A/R offset

See Also

- ❑ *Defining Business Units* in the *General Accounting Guide* for more information about assigning project numbers in the Business Unit Master table (F0006)

Reviewing Sales Update Reports

When you run the Sales Update program (R42800), the system generates the following reports:

Invoice Journal	Details all accounts receivable and general ledger entries.
Sales Journal	Analyze amounts by category, such as stock sales and freight with summary or detail entries. Also, review costs of goods sold and profit percentages.

Reviewing the Invoice Journal

The system generates the Invoice Journal whenever you run the Sales Update program (R42800). This report lists summary or detail G/L entries, depending on how you set a processing option.

The Invoice Journal lists the G/L transactions by:

- Customer account number
- Total amounts by invoice
- Total amounts for all orders

Reviewing the Sales Journal

You can select the sales journal from the Reports menu and run it separately. This is helpful if you want to review how sales revenues are distributed.

Unlike the Invoice Journal, the Sales Journal contains only summary information. The report includes total invoice amounts, cost of goods sold, and profit amounts and percentages.

Caution

If you set the Print processing option in Sales Update (R42800) to print a sales journal before Sales Update and do not reference a version of Print Sales Journal (R42810), then Sales Journal uses the same data selection as specified for Sales Update.

Processing Options for Print Sales Journal (R42810)

Default 1

Enter a '1' into each of the following options to activate, or leave a blank.

1. 1=To update the Status codes of Sales Order, blank=Not to Update

Default 2

Enter the override Status code for the sales order. If left blank the next status code from the OrderActivityRule(F40203) will be used. This option will only be in effect if processing option one is set to '1'

2. Enter an Override Status Code, or leave a 'blank'

Print

Enter a value for the currency printing mode of the following report.

1. blank=Print in Domestic, 1=Print in Foreign, 2=Print both Domestic and Foreign.

Reposting Orders

You can set up a version of the Repost Active Sales Orders program (R42995) to recommit future sales orders and repost active sales orders. Each function performs a separate set of activities.

The program does not restore or recalculate information for the following:

- Non-inventory items
- Orders that contain kit components
- Cancelled detail lines
- Orders that are missing header information

Caution

It is strongly recommended that you run the Repost Active Sales Orders program when no one is on the system. The system does not lock records. Therefore, if a sales order record is being accessed during an update, the record might not process correctly.

Recommitting Future Sales Orders

When you recommit future orders, you can specify that the system do the following:

- Check customer credit limits on future sales orders
- Hard-commit items on future sales orders
- Put future sales orders on hold for review

When you recommit future sales orders, the system compares the item promised date against the sales order entry date, plus the number specified as commitment days in the Branch/Plant Constants (P41001). For example, if you enter a sales order for a bike on 06/05/05, and specify the promised date as 06/12/05, with five commitment days in the branch/plant constants, the system performs the following calculation:

$$06/12/05 > (06/05/05 + 5 \text{ days}) = \text{future commit}$$

Because the item promised date (06/12/05) is greater than the sales order entry date (06/05/05), plus the number of commitment days specified in the Branch/Plant Constants (that is, 5), the system future commits the order. When the promised date of the item is equal to the sales order entry date plus the number of commitment days, the system relieves the future committed order.

When the recommit procedure is complete, you can print a report that lists each detail line that has future-committed items. This is helpful if you want updated information about future commitments.

Restoring Active Orders

You run a repost in the event of an unusual circumstance, such as a system failure. Reposting all active orders clears all commitments from locations and restores the commitments based on quantities from the Sales Order Detail File table (F4211). This provides a clean-up of all active orders (even those on hold) and resolves any discrepancies in the availability calculation resulting from changes to commitments at print pick slip, ship confirm, and invoicing.

You can have the system clear and then recalculate the following quantity information for items, depending on how you set the following processing options:

- Update item quantities in the Item Location File table (F41021) with information from the Sales Order Detail File table
- Update order totals in the Sales Order Header File table with information from the Sales Order Detail File table
- Update the open order total in the customer billing instructions from the Sales Order Detail File table

The system always includes items on hold during this procedure.

Processing Options for Repost Active Sales Orders (R42995)

Recommit Tab

These processing options help you determine what functions the system performs when you recommit active and future sales orders. When you recommit future orders, you can specify that the system check customer credit limits, hard-commit items or put orders on hold for review.

1. Hard Commit Future Orders (FUTURE)

Blank = Do not hard commit items

1 = Hard commit items

Use this processing option to specify whether the system hard commits items on future sales orders. Valid values are:

Blank Do not hard commit items on future sales orders.

1 Hard commit items on future sales orders.

When you recommit future sales orders, the system compares the promised date of the items against the sales order entry date plus the number of commitment days that you specify in Branch/Plant Constants.

2. Credit Check Hold Code

Use this processing option to specify the hold code that the system uses to check customer credit limits on future sales orders. You must use a hold orders code that is set up in user defined code table 42/HC.

3. Future Orders Hold Code

Use this processing option to specify the hold code that the system uses on all future sales orders.

You must use a hold code that has been set up in user defined code table 42/HC.

4. Sales Order Entry (P4210) Version

Use this processing option to specify the version of the Sales Order Entry program (P4210) the system uses to update the sales order. If you need to check availability, use a version that has the Check Availability processing option activated.

Repost Tab

These processing options help you determine the functions the system performs when you repost active and future sales orders. Use these processing options to specify whether the system will perform functions such as updating commitments, order header totals, and open order amounts.

1. Bypass Recommitting Future Orders

Blank = Recommit future orders

1 = Bypass recommitment

Use this processing option to specify whether the system will bypass the recommitment of future orders when sales orders are reposted. Valid values are:

Blank The system recommits future orders.

1 The system bypasses the recommitment of future orders.

If you set this option to 1, this program will function as a repost only and will not recommit future orders regardless of how you have set other processing options.

2. Bypass Item Commitment Update

Blank = Update commitment fields

1 = Bypass the update

Use this processing option to specify whether the system bypasses the update of the commitment fields from the Item Location table (F41021) upon reposting active sales orders. Valid values are:

Blank The system updates the commitment fields.

1 The system bypasses the update of the commitment fields.

If you have left this option blank, the system updates the commitment fields with the quantities from the Sales Order Detail table (F4211) and resets the availability calculation if changes to commitments were made at print pick slip, ship confirm and invoicing.

The system always processes cancelled lines and includes items on hold in the update.

3. Bypass Order Header Update

Blank = Update order header total

1 = Bypass the update

Use this processing option to specify whether the system bypasses the update of the order header total from the Sales Order Detail table (F4211) when you repost active sales orders. Valid values are:

Blank The system updates the order header total.

1 The system bypasses the update of the order header total.

If you leave this option blank, the system updates the order header table with the accumulated total from the Sales Order Detail table.

The system always includes items on hold in the update.

4. Bypass Customer Open Order Amount

Blank = Update the amount

1 = Bypass the update

Use this processing option to specify whether the system bypasses the update of the customer open order amount from the Sales Order Detail table (F4211)

when you repost active sales orders. Valid values are:

Blank The system updates the customer open order amount.

1 The system bypasses the update of the customer open order amount.

If you leave this option blank, the system updates the open order amount with the accumulated total from the Sales Order Detail table and also updates the Customer Master table (F0301).

The system always includes items on hold in the update.

Reviewing and Approving Journal Entries

You can ensure the accuracy of your sales transaction records by reviewing the G/L entries that the Sales Update program (R42800) creates before you post them to the General Ledger.

The Sales Update program groups transactions into different types of batches for posting to journals:

Customer sales (batch type IB) Posts the sales, cost of goods sold, and inventory entries to the Customer Sales Journal.

The system creates batch type IB when the summarization processing options in Sales Update program (R42800) is set to write G/L entries in summary or detail.

Inventory/COGS (batch type G) Posts to the Inventory/COGS Journal.

The system creates batch type G for inventory and COGS entries when the summarization processing options in Sales Update (R42800) are set to summarize your COGS and inventory entries to a separate batch.

You can review the information in each batch at three different levels:

General batch review Displays batches by user ID, batch status, batch number, and entry date range.

Detailed batch review Displays journal entry header information, such as invoice number, document type, and gross amount for a single batch.

Individual journal entries review Displays journal entry detail information, such as the amount charged to a cost of goods sold, inventory, or revenue account.

You use this information to do the following:

- Review information that is specific to each batch, such as status and date range
- Add and make changes to transactions within a batch
- Change the status of a batch

Technical Considerations

Limitations for changing transactions You cannot change the following information for transactions:

- Document type
- Document number
- Document company
- G/L date
- Currency code
- Ledger type

► **To review and approve journal entries**

From the End of Day Processing menu (G4213), choose a journal review form.

1. On Work With Batches, to locate entries, choose the following search criteria and click Find:
 - Batch Number / Type
 - All Batches
 - Posted Batches
 - Unposted Batches
2. Review the following fields:
 - Batch Type
 - Batch Number
 - Batch Date
 - Batch Status
3. To approve entries, choose a batch and then choose Batch Approval from the Row menu.
4. Choose one of the following options and click OK:
 - Approved - Batch is ready to post
 - Pending - Batch is not ready to post

Processing Options for General Journal by Batch Report (R09301)

Account Mode

1 = Account Number

2 = Short Account ID

3 = Unstructured Account

4 = Number entered

Units

Enter '1' to print units.

Posting Batches of Journal Entries

After you review and approve a batch of journal entries, you can use the General Ledger Post Report program (R09801) to edit and post each type of transaction.

This program also edits transaction batches for the Account Ledger table (F0911) and updates the batch status to allow the system to post transactions to the Account Balances table (F0902). If any errors occur during editing, the system assigns an error status to the batch and does not post it.

Optionally, you can update tax information for the Taxes table (F0018). If the system does not update the tax file or if the tax file does not get updated correctly, you cannot repost this information.

After you post your journal entries, verify that your batches of journal entries posted successfully. The program creates a variety of messages and reports to help you verify the posting information.

Prerequisites

- Verify that the batch has an approved status.
- Ensure that the job queue allows only one job to process at a time.

► To post batches of journal entries

From the End of Day Processing menu (G4213), choose a post option.

1. On Work With Batch Versions - Available Versions, choose the appropriate version and click Select.
2. On Version Prompting, choose the Data Selection option and click Submit.
3. On Data Selection, choose the Batch Status, and then choose Literal from the Right Operand pull-down menu.
4. On Select Literal Value, enter the approval code (A) and click OK.
5. To change the batch type, follow the same procedure for the batch status, but choose the Batch Type field on Data Selection.
6. Click OK.
7. On Processing Options, click OK.
8. When the post is complete, the program displays the report on the screen or sends the report to a printer, depending on your destination.

Additional Considerations

Posting interbranch sales When the system posts interbranch sales transactions for different companies, the system creates intercompany settlement entries through the post program to balance accounts in the two companies.

Making changes during the post process While the post is running, do not change accounts, AAIs for the Sales Order Management system or processing options for the post program.

Customizing the post program This program performs a number of complex tasks. It is strongly recommended that you do not customize the programming for it.

Processing Options for General Ledger Post (R09801)

Print Tab

These processing options specify which account format prints on the report and whether the report includes error messages.

1. Account Format

Blank = Default Account Format

1 = Structured Account

2 = Short Account ID

3 = Unstructured Account

Use this processing option to specify the account format that you want to print on the General Ledger Post report.

2. Print Error Messages

Blank = No error message will print

1 = Error message will print

Use this processing option to specify whether to print error messages on the General Ledger Post report. If you leave this processing option blank, an error message still prints in the work center when an error message is detected. Valid values are:

Blank

Do not print error messages.

1

Print error messages.

Versions Tab

These processing options specify versions of the corresponding programs to run. If a version is not specified, the system does not run the program. If a version is specified, the system runs the program after the post program finishes.

1. Detail Currency Restatement Version

Blank = No Detail Currency Restatement entries created

Use this processing option to specify the version of the Detailed Currency Restatement program (R11411) that you want to run to create entries. If you leave this field blank, the program does not run and does not create detailed currency restatement entries.

2. Fixed Asset Post Version

Blank = No Fixed Asset entries created

Use this processing option to specify the version of the Fixed Asset Post program (R12800) that you want the system to run to create fixed asset entries. If you leave this field blank, the Fixed Asset Post program (R12800) does not run and does not create fixed asset entries.

3. 52 Period Post Version

Blank = No 52 Period Post entries created

Use this processing option to specify the version of the 52 Period Accounting Post program (R098011) to use to update the Account Balances table (F0902) and the Account Balances - 52 Period Accounting table (F0902B). If you leave this processing option blank, the 52 Period Accounting Post program does not run and does not update the tables.

Edits Tab

This processing option specifies whether the system updates the specific fields on the transaction.

1. Update Transaction

Blank = No editing

1 = Update transaction

Use this processing option to update Account ID, Company, Fiscal Year, Period Number, Century, and Fiscal Quarter on unposted records in the Account Ledger table (F0911). You might need to update these fields if you have records in the Account Ledger table that were created by a custom program and may not contain the correct values in these fields.

The system uses the value in the G/L Account Number field of the unposted record in the Account Ledger table to update the Account ID and Company fields.

The system calculates the correct values for the Fiscal Year, Period Number, and Century fields using the value in the G/L date field of the unposted record in the Account Ledger table.

The system will update the Fiscal Quarter field on the unposted record in the Account Ledger table to blank.

Taxes Tab

These processing options specify how the system updates tax information.

1. Update Tax File

Blank = No update to Tax File

1 = VAT or Use Tax only

2 = For all Tax Amount

3 = For all Tax Explanation Codes

Use this processing option to specify whether and how to update the Taxes table (F0018) when you post transactions with tax information to the general ledger. Valid values are:

Blank

The system does not update the Taxes table.

1

The system updates the Taxes table for the following tax explanation codes only: V, VT, V+, U, and UT.

2

The system updates the Taxes table for all tax amounts. The system does not update the Taxes table for transactions with tax explanation code E (exempt).

3

The system updates the Taxes table for all tax explanation codes including E (exempt).

2. Update VAT Discounts

Blank = No Adjustment

1 = Update VAT only

2 = Update VAT, Ext Price and Taxable

Use this processing option to specify whether to adjust the tax amount fields, and which fields to adjust, when discounts are taken. The system adjusts the tax amount fields only for transactions with tax explanation code V.

Note: The following options in the tax rules must be turned on to use this processing option:

- o Tax on Gross Including Discount
- o Discount on Gross Including Tax

Valid values are:

Blank

The system does not adjust tax amounts for discounts taken.

1

The system updates only the tax amount field (STAM).

2

The system updates the tax (STAM), taxable (ATXA), and extended price (AEXP) amount fields.

The system uses the following algorithms to calculate the adjustment amounts to the tax, taxable, and gross (extended price) amount fields for discounts taken:

- o Adjustment to the gross amount (extended price) = discount taken
- o Adjustment to the taxable amount = (taxable amount / gross amount) x discount taken
- o Adjustment to the tax amount = (tax amount / gross amount) x discount taken

For example:

Tax Rate = 25%

Discount Taken = 12.50 USD

Gross Amount (Extended Price) = 1,250.00 USD

Taxable Amount = 1,000.00 USD

Tax Amount = 250.00 USD

Based on the example, using the adjustment algorithms, the system calculates the following adjustment amounts:

- o Adjustment to the Gross Amount = 12.50
- o Adjustment to the Taxable Amount = 10.00
- o Adjustment to the Tax Amount = 2.50

To calculate the adjustments, the system subtracts the adjusted amount from the original amount:

- o Adjusted Gross Amount: $1,250.00 - 12.50 = 1,237.50$
- o Adjusted Taxable Amount: $1,000.00 - 10.00 = 990.00$
- o Adjusted Tax Amount: $250.00 - 2.50 = 247.50$

3. Update VAT Receipts and W/O

Blank = No Adjustment

1 = Update VAT only

2 = Update VAT, Ext Price and Taxable

Use this processing option to specify whether to adjust the tax fields, and which fields to adjust, when the receipt has a write-off. The system adjusts the tax amount fields only for transactions with tax explanation code V. Valid values are:

Blank

The system does not adjust tax amounts for write-offs.

1

The system updates only the tax amount field (STAM).

2

The system updates the tax (STAM), taxable (ATXA), and extended price (AEXP) amount fields.

The system uses the following algorithms to calculate the adjustment amounts to the tax, taxable, and gross (extended price) amount fields for write-off amounts:

- o Adjustment to the gross amount (extended price) = write-off amount
- o Adjustment to the taxable amount = $(\text{taxable amount} / \text{gross amount}) \times \text{write-off amount}$
- o Adjustment to the tax amount = $(\text{tax amount} / \text{gross amount}) \times \text{write-off amount}$

For example:

Tax Rate = 25%

Write-off Amount = 12.50 USD

Gross Amount (Extended Price) = 1,250.00 USD

Taxable Amount = 1,000.00 USD

Tax Amount = 250.00 USD

Based on the example, using the adjustment algorithms, the system calculates the following adjustment amounts:

- o Adjustment to the Gross Amount = 12.50
- o Adjustment to the Taxable Amount = 10.00
- o Adjustment to the Tax Amount = 2.50

To calculate the adjustments, the system subtracts the adjusted amount from the original amount:

- o Adjusted Gross Amount: $1,250.00 - 12.50 = 1,237.50$
- o Adjusted Taxable Amount: $1,000.00 - 10.00 = 990.00$
- o Adjusted Tax Amount: $250.00 - 2.50 = 247.50$

Process Tab

This processing option specifies whether the system explodes the parent item.

1. Explode parent item time

Blank = No exploding

1 = Explode parent item time

Use this processing option to specify whether the system explodes the time entries for a parent asset down to the children of the parent asset. If you enter a 1 for this processing option, the General Ledger Post Report program (R09801) creates time entries for the parent asset's children. The system uses the unit of time from the parent asset entries and the rates from the child asset to calculate the appropriate entries. This processing option applies only to batch type T entries. Valid Values are:

Blank

Do not explode the time entries for a parent asset down to the children of the parent asset.

1

Explode the time entries for a parent asset down to the children of the parent asset.

Cash Basis Tab

These processing options specify the units ledger type to assign to cash basis entries, and the version of the Create Cash Basis Entries program (R11C850) to run. If a version is not specified, the system does not run the program. If a version is specified, the system runs the program after the post program finishes.

1. Units Ledger Type

Blank = ZU

Use this processing option to specify the units ledger type for the system to use for cash basis entries. You must enter a valid ledger type from the Ledger Type Master Setup program (P0025). If you leave this processing option blank, the system uses a default ledger type of ZU.

2. Create Cash Basis Entries Version

Blank = No Cash Basis entries created

Use this processing option to specify which version of the Create Cash Basis Entries program (R11C850) to run. If you leave this processing option, the system does not create cash basis entries.

What You Should Know About Processing Options

Posting tax information You can specify the information that the system updates in the Taxes table (F0018). You can choose the option the tax work file for all tax explanation codes for complete reporting.

If you update the tax work file with VAT (GST) and self-assessed PST (use tax), the system only updates tax information for explanation codes V, U, C, and B.

If you update the tax work file with non-zero tax amounts, the system will not include tax exempt information, zero-rated items, and any items with a zero tax amount for tax explanation codes V, B, C, U, or S.

Adjusting VAT amounts for discounts If you have set up your tax rules to Calculate Tax based on the Gross Amount, including Discount and Calculate Discount on the Gross Amount, including Tax, the system adjusts VAT in the G/L and the tax work file when a discount is taken on the invoice where tax was originally calculated on the gross amount.

This adjustment only applies to tax explanation code V.

Adjusting VAT amounts for receipt adjustments and write-offs You can specify if the system updates only the VAT amount or the VAT amount, the extended cost, and the taxable amount.

This adjustment only applies to tax explanation code V.

Verifying the Post of Journal Entries

After posting your journal entries, verify that your batches of journal entries posted successfully. If any batches did not post, you must correct all errors and set the batch to approved status before the program will post the batch. The program creates a variety of messages and reports to help you verify the posting information.

See Also

- *Reviewing Journal Entries* in the *General Accounting Guide* for more information about working with batches

Reviewing Your Electronic Mail for Messages

The program sends messages to your electronic mail in the Employee Work Center when there are errors and when the job completes normally. After you run the post program, you should check your electronic mail to determine the status of the job. If the job did not complete normally, review the error messages. Typically, one message notifies you that the job had errors, followed by one or more detailed messages defining the errors.

From error messages, you can access the Work With Batches form, which allows you to locate problems and make changes interactively.

Reviewing the General Ledger Post Report

To verify the transactions that were posted to the Account Balances (F0902) and the Account Ledger (F0911) tables, review the General Ledger Post report.

The General Ledger Post Report (R09801) lists batches that posted successfully. At the end of the report, if one or more batches contained errors, the report also includes a text box to alert you that the program found errors. You should review your electronic mail for messages that provide more detail. From there, you can access the Work With Batches and Journal Entry forms, where you can correct errors.

Purging Data

When data becomes obsolete or you need more disk space, you can use purge programs to remove data from tables.

The system provides purges for removing data from tables where the selection criteria need to be more specific. Purges are programs that have predefined criteria that the system checks before removing any data so that you avoid removing associated data that is located in other tables.

Purging data consists of:

- Specifying the information to delete
- Running the purge program
- Running the table reorganization program to rebuild the table structure

Prerequisites

- ❑ Back up the tables that will be affected.
- ❑ Determine the data that you want to purge.
- ❑ Verify that no users are working with the data that you want to purge and reorganize.

Running the Sales Order Header Purge

From the Data File Purges menu (G42312), choose Sales Header Purge (F4201).

Use the Purge Sales Order Header program (R4201P) to purge sales order header records from the Sales Order Header File table (F4201). Records are purged from the Sales Order Header File table only if no open detail lines with a matching order type and order number combination exist in the Sales Order Detail File table (F4211). In addition to purging records, you can optionally move information to the Sales Order Header History File table (F42019). You specify in the processing options whether you want to move information.

Running the Close Text Lines Program (R42960)

From the Data File Purges menu (G42312), choose Sales Order Text Lines (F4211).

You use the Close Text Lines program (R42960) to delete specific information from the Sales Order/Purchasing Text Detail Lines table (F4314).

This purge checks the Sales Order Detail File (F4211) and the Purchase Order Detail File (F4311) tables for open detail lines with matching order type and order number combinations. One of the following occurs:

- If the system does not find matching records, it deletes the closed text lines from the Text Line table.
- If the system finds matching records, it deletes the closed text lines from the Text Line table only if the matching detail tables have a status of 999.

Technical Considerations

Purging active order lines

The Closed Text Lines program (R42960) removes closed text lines only if all other lines on the order are closed. Order lines whose status is not 999 cannot be purged.

You can use the Closed Text Lines program to change the status of text lines to 999 (closed) on orders with no open detail lines. You use this program only if you have not set up the processing options for the Sales Update program (R42800) to purge text lines for closed orders.

Running the Batch Receiver Purge

From the Data File Purges menu (G42312), choose Batch Receiver Purge (F4001Z).

Delete processed sales orders from the batch receiver tables by using the Purge Batch Receiver File program (R4001ZP). The system selects only records with Y in the Processed (Y/N) field of the batch receiver tables.

This purge does not remove records from the Batch Receiver File - Destination Quantity table (F4012Z). Use the general purge program to remove data from this table.

Running Detail to History

From the Data File Purges menu (G42312), choose Detail to History Purge.

Run the Purge Detail to History program (R42996) to purge detail lines with a status of 999 from the Sales Order Detail File table (F4211) and move them to the Sales Order History File table (F4201).

You can run this program when you update customer sales.

See Also

- *Updating Sales Information in the Sales Order Management Guide*

Running the Purge Audit Log

From the Data File Purges menu (G42312), choose Purge Audit Log.

Use the Purge Audit Log program (R42420) to delete records from the Audit Log Transaction table (F42420). The system checks the Sales Order Detail File table (F4211) to verify whether the order still exists. Next, provided that you have set the processing option for the Purge Audit Log program accordingly, the system checks the Sales Order History File table (F42119) to verify whether the order still exists. If the order does not exist in either table, then the system deletes the order's corresponding records that are contained in the Audit Log Transaction table.

Processing Options for Purge Audit Log (R42420)

Purge Options

Verify whether the Audit Log record exists in the Sales Order History table (F42119).

Returned Material Authorization

A Returned Material Authorization (RMA) is an approval from the supplier for the customer to return inventory for credit, replacement, or repair. The system creates an authorization number for the supplier to track the return of the inventory. This is also known as Returned Goods Authorization (RGA).

When you create an RMA, you create a purchase order to receive the old product and a sales order to ship a replacement. Or instead of shipping a replacement product, you can create a credit order. You can indicate how the system creates purchase orders and sales orders by setting up processing options for versions of Sales Order Entry (P4210) and Purchase Orders (P4310) and specifying those versions in the Work with Return Material Authorization program (P40051).

The following graphic illustrates an example of how you can achieve maximum service revenue with the levels of Service Management functionality. Service Management utilizes customer and product information that you enter once in order to operate efficient and cost-effective service processes.

In this example, an equipment record and base warranty record were created when you sold a computer monitor to customer 4242. When the customer calls with an issue, the customer service representative (CSR) is able to resolve the issue based on previous calls with corresponding failures, analyses, and resolutions. If the CSR is unable to resolve the issue, the CSR can create a Returned Materials Authorization, by which the customer can return the faulty monitor and receive a replacement.

Setting Up RMA Defaults

When you set up RMA defaults, you identify to the system that you want the system to reserve and release parts for shipment using the default data based on the service type, model, parts recommendation, RMA type, and service provider. You can enter RMA default information for purchase orders, credit orders, and sales orders.

► **To set up RMA defaults**

From the Work Order Setup menu (G1742), choose Return Materials Authorization Defaults.

1. On Work with Return Material Authorization Defaults, click Add.

PeopleSoft®

Return Materials Authorization Defaults - Return Material Authorization Defaults Revisions

Work with Return Material Authorization Defaults | Return Material Authorization Defaults Revisions

OK Cancel Previous Next Tools

RMA Type Return Material Authorizator: Branch/Plant

Service Type Service Group

Service Provider

Purchase Order | Credit Order | Sales Order

Repairable Brn/Plt

Repairable Location

Scrap Brn/Plt

Scrap Location

Purchase Order Version Return Material Authorization

Received Lead Time days

2. On Return Material Authorization Defaults Revisions, complete the following fields:

- RMA Type
- Service Type
- Service Provider
- Branch/Plant
- Service Group

3. To set up default information for purchase orders, complete the following fields on the Purchase Order tab:

- Repairable Brn/Plt
- Repairable Location
- Scrap Brn/Plt
- Scrap Location
- Purchase Order Version
- Received Lead Time

If a returned inventory item is repairable, the system places the item in a repairable branch/plant. If the returned item is not repairable, the system places the item in a scrap branch/plant.

The system uses the value from the Received Lead Time field to calculate the promised delivery for the returned inventory item number.

4. To set up default information for credit orders, complete the following fields on the Credit Order tab:
 - Credit Brn/Plt
 - Credit Location
 - Credit Order Version
5. To set up the type of credit order customer receiving the shipment, choose one of the following options in the Ship To Type section:
 - C.O. Service Provider
 - C.O. Customer
 - C.O. Technician
6. To set up default information for sales orders, complete the following fields on the Sales Order tab:
 - Shipping Brn/Plt
 - Shipping Location
 - Sales Order Version
7. To set up the type of customer receiving the shipment, choose one of the following options in the Ship To Type section and then click OK:
 - Service Provider
 - S.O. Customer
 - S.O. Technician

The system retrieves the address book information from the Work Order Master File table (F4801) that is created when you enter a service order.

When you enter an RMA from a service order, the system retrieves the service provider information from the service order. If you enter an RMA directly from the menu, the system does not provide the service provider. From the menu, the system uses the Ship To as the default value for the customer.

8. On Work with Return Material Authorization Defaults, choose Search Sequence from the Form menu to define how the system retrieves RMA defaults.

PeopleSoft®

Return Materials Authorization Defaults - RMA Defaults Search Sequences

OK Delete Cancel Tools

	Display Sequence	RMA Type	Branch/Plant	Service Type	Service Group	Service Provider
<input checked="" type="radio"/>	1.00	Y	N	N	N	N
<input type="radio"/>						

9. On RMA Defaults Search Sequences, complete the following fields and click OK:

- RMA Type
- Branch/ Plant
- Service Type
- Service Group
- Service Provider

Define the order that you want the system to use to search for a match between the call and routing rules. The system uses a hierarchical search method, from most specific to most general. To include fields in the hierarchical search, complete them with a Y or N.

Processing Options for Return Material Authorization Revisions (P400511)

Defaults

1. Enter the default RMA document type.
2. Enter a '1' to default the Work Order Number to the Sales Order Subledger Field.
3. Enter a '1' to default the Inventory Item Number for Receipt from the Service Work Order Header.
4. Enter a '1' to default the Inventory Item Number for Shipment from the Service Work Order Header.
5. Enter a '1' to default the Equipment Number for Receipt from the Service Work Order Header.
6. Enter a '1' to default the Equipment Number for Shipment from the Service Work Order Header.
7. Last Disposition For Credit Memo
8. Last Disposition for Warranty Claim
9. Last Disposition for Supplier Recovery Claim

Edits

1. Enter a '1' if Work Order Number is required
2. Enter a '1' if Request Number is required
3. Enter a '1' to require Original Sales Order Number
4. Enter a '1' to require Original Invoice Number
5. Reason Code Required

Blank = Not Required

1 = Required when RMA is created

2 = Required when Disposition is attached

Process

1. Send message of the goods expected to be returned:
'Blank' - Do not send message
'1' - Send message
 2. Display 'Parts List Search & Select' in Add Mode
'Blank' - Do not display
-

'1' - Display

Versions

1. Enter the version of Credit Memo (P42025) to be used. If left blank, version ZJDE0001 will be used.
 2. Enter the version of Quick Customer Add (P01015) to be used. If left blank, version ZJDE0001 will be used.
 3. Enter the version of Work With Work Orders (P48201) to be used. If left blank, version ZJDE0002 will be used.
 4. Enter the version of Work With Maintenance Request (P17500) to be used. If left blank, version ZJDE0001 will be used.
 5. Enter the version of OnLine Invoice Inquiry (P42230) to be used. If left blank, version ZJDE0001 will be used.
 6. Enter the version of Shipment Confirmation (P4205) to be used. If left blank, version ZJDE0001 will be used.
 7. Enter the version of Purchase Receipts Inquiry (P43214) to be used. If left blank, version ZJDE0001 will be used.
 8. Enter the version of Item Availability (P41202) to be used. If left blank, version ZJDE0001 will be used.
 9. Enter the version of Item Cross Reference (P4104) to be used. If left blank, version ZJDE0001 will be used.
 10. Enter the version of Purchase Order Receipt Entry (P4312) to be used. If left blank, version ZJDE0001 will be used.

 11. Enter the version of Open Order Inquiry (P4310) to be used. If left blank, version ZJDE0001 will be used.
-

Working with Returned Material Authorizations

A Returned Material Authorization is an authorization from the supplier for the customer to return inventory for credit, replacement, or repair. The system creates an authorization number for the supplier to track the return of the inventory. This group of programs assists the user in managing the return of inventory by inventory item numbers.

You can create a purchase order to receive a returned item, which allows you to take advantage of system processes such as receipt routings, warehouse puts, and quality inspections. You can also create a sales order to ship a replacement inventory item to a customer or to issue a credit for the return.

With the RMA module, the system can perform the following functions:

- Trigger invoicing for parts or machines not returned
- Deduct inventory and forecast the reorder level based on usage
- Substitute parts wherever parts numbers are involved (reservation, shipping, receiving, balancing, backorder fulfillment, and so on)

Prerequisites

- ❑ Define defaults for creating sales orders and purchase orders. See *Setting Up RMA Defaults* in the *Sales Order Management Guide*.
- ❑ Set up RMA status user defined codes (40/RN). See *Customizing User Defined Codes* in the *Foundation Guide* documentation.
- ❑ Verify that you have purchased and installed the following systems. You must have installed these systems to be able to use Work with Return Material Authorization (P40051):
 - System 41: Inventory Management
 - System 42: Sales Order Management
 - System 43: Procurement

Entering Returned Material Authorization Information

Enter RMA information to manage the return of inventory items for credit or repair. If a customer calls one of your consultants with a defective item claim, the consultant can use the RMA programs to:

- Provide an authorization number for the return
- Define a purchase order to record the return of the item
- Define a sales order to credit the customer's account
- Define a sales order to reserve and release items for shipment
- Associate a sales order number or invoice number with a return
- Perform other types of dispositions, such as receiving and reshipping items

If necessary, the consultant can also enter a service order for repair of the returned item. Additionally, you can use the RMA process to ship replacement items to a customer, service provider, or technician if a service order is referenced in the header of the authorization. When you enter the return material authorization, the system creates a record in the Return Material Authorization table (F40051).

► To enter Returned Material Authorization information

From the Daily Work Order Processing menu (G1712), choose Returned Materials Authorization.

1. On Work with Return Material Authorization, click Add.
2. On Returned Material Authorization Revisions, complete the following fields:
 - Customer
 - Branch/Plant

The system uses next numbers to generate the RMA number. The RMA number associates the purchase order with the sales order.

3. To associate a service order claim number with the RMA, complete the following field:
 - Claim/PO Number

4. To associate a work order with the RMA, complete the following field:
 - Work Order
5. To associate an issue with the RMA, complete the following field:
 - Request
6. Complete the following fields and click OK:
 - Last Disposition
 - RMA Item Number
 - RMA Item Description
 - RMA Quantity
 - RMA Line No
 - Inventory Item for Receipt
 - Equipment Number for Receipt

Note

The remaining fields allow you to enter information for purchase orders or sales orders. You also can choose which types of orders that the system generates and enter information for those orders by choosing the appropriate options. For example, if you want the system to generate an invoice, choose Sales Order and then On Line Invoice from the Row menu.

Processing Options for Work with Return Material Authorization (P40051)

Defaults Tab

Use these processing options to specify default information that the system provides when you are entering RMA information.

1. RMA Document Type
2. Header Branch/Plant
 - Blank = Branch/Plant defaults from user location
 - 1 = Branch/Plant defaults from Ship To address
 - 2 = Branch/Plant defaults from Sold To address

Use this processing option to specify a default branch/plant. Valid values are:

Blank

Use the branch/plant from the user location.

1

Use the branch/plant from the ship-to address.

2

Use the branch/plant from the sold-to address.

3. Default Branch/Plant

Use this processing option to specify a default branch/plant when you create Return Material Authorization (RMA) records. You can use existing branch/plant values for data entry purposes.

Versions Tab

Use these processing options to specify the versions of various programs that the system uses.

1. RMA Revisions - P400511 (ZJDE0001)

Use this processing option to specify the version of the Return Material Authorization Revisions program (P400511) that the system uses to enter RMA information. If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Shipment Confirmation - P04205 (ZJDE0001)

Use this processing option to specify the version of the Shipment Confirmation program (P4205) that the system uses to confirm a shipment for sales orders that are created from the Return Material Authorization (RMA). If you leave this processing option blank, the system uses the ZJDE0001 version.

3. Receipt Entry - P4312 (ZJDE0001)

Use this processing option to specify the version of the PO Receipts program (P4312) that the system uses to enter a receipt. If you leave this processing option blank, the system uses the ZJDE0001 version.

4. SO Entry - P4210 (ZJDE0001)

Use this processing option to specify the version of the Sales Order Entry program (P4210) that the system uses to create a sales order from a disposition. You must use the correct version of Sales Order Entry (P4210) when processing a credit memo through RMA. If you leave this processing option blank, the system uses the ZJDE0001 version.

5. PO Entry - P4310 (ZJDE0001)

Use this processing option to specify the version of the Purchase Orders program (P4310) that the system uses to create purchase orders when disposition REC, SHR, CRR, or SOR is used. If you leave this processing option blank, the system uses the ZJDE0001 version.

6. Work Order Revisions - P17714 (ZJDE0001)

Use this processing option to specify the version of the Work Order Revisions program (P17714) that the system uses to create a work order. If you leave this processing option blank, the system uses the ZJDE0001 version.

7. On-Line Invoice - P42230 (ZJDE0001)

Use this processing option to specify the version of the Online Invoice Inquiry program (P42230) that the system uses to create an invoice for sales orders that are created through Return Material Authorizations (RMAs). If you leave this processing option blank, the system uses the ZJDE0001 version.

8. Purchase Receipts Inquiry - P43214 (ZJDE0001)

Use this processing option to specify the version of the Purchase Receipts Inquiry program (P43214) that the system uses to locate purchase orders that are created through Return Material Authorization (RMA). If you leave this processing option blank, the system uses the ZJDE0001 version.

9. PO Receipts - P4312 (ZJDE0001)

Use this processing option to specify the version of the PO Receipts program (P4312) that the system uses to enter a purchase order receipt. If you leave this processing option blank, the system uses the ZJDE0001 version.

10. Work With Work Orders - P48201 (ZJDE0002)

Use this processing option to specify the version of the Work With Work Orders program (P48201) that the system uses to find or add a work order. If you leave this field blank, the system uses the ZJDE0002 version.

11. Work With Maintenance Request - P17500 (ZJDE0001)

Use this processing option to specify the version of Work With Maintenance Request (P17500) that the system uses to locate the request number related to an RMA. If you leave this processing option blank, the system uses ZJDE0001.

12. Work With Equipment Master - P1701 (ZJDE0001)

Use this processing option to specify the version of the Work with Equipment Master program (P1701) that the system uses to add or locate an equipment master record. If you leave this processing option blank, the system uses the ZJDE0001 version.

13. Print Pick Slips - R42520 (XJDE0001)

Use this processing option to specify the version of the Print Pick Slips program (R42520) that the system uses to process pick slips for sales orders created using Return Material Authorization (RMA). If you leave this processing option blank, the system uses the XJDE0001 version.

Entering Credit Memos

When you enter credit memos, you are creating a reversal for an existing sales order. This action creates a negative amount for the sales order.

When you create a credit memo, the system displays order history information from which you can select entire orders or order detail lines. You can create credit memos from order or order detail line combinations. As you select an order or order detail line, the system pulls the information from the Sales Ledger Inquiry (P42025) to the Return Material Authorization Revisions (P400511). When you close Sales Ledger Inquiry, you can review the credit information.

Prerequisites

- ❑ Set up a unique document type for return materials authorizations.
- ❑ Set up a version of Sales Order Entry (P4210) for credit orders. For more information, see *Entering Detail Information* in the *Sales Order Management Guide*.
- ❑ Set up a version of Sales Ledger Inquiry (P42025) for RMA. Ensure that you set the status code processing options so that the Sales Ledger Inquiry program (P42025) only retrieves orders that have been invoiced.
- ❑ Set up a version of Work with Return Material Authorization (P40051) and Return Material Authorization Revisions (P400511). In the processing options for each of these versions, you must enter the versions of Sales Order Entry (P4210) and Sales Ledger Inquiry that you set up for RMAs.
- ❑ Set up the Return Material Authorization Defaults program (P40052).

► To enter a credit memo

From the Daily Work Order Processing menu (G1712), choose Returned Materials Authorization.

1. On Work with Return Material Authorization, click Add.
2. On Returned Material Authorization Revisions, complete the following fields:
 - RMA Type
This field appears directly to the right of the RMA Number field (Related PO/SO/WO Order Type).
 - Customer
 - Branch/Plant

You review existing credit memo information on the Returned Material Authorization Revisions form.

3. Choose Credit from the Row menu.

When you create a credit memo, the system accesses S.O Detail Ledger File table (F42199) for order history information.

4. On Work With Sales Ledger Inquiry, enter search criteria (such as Order Number, Item Number, or Sold To customer number) and click Find.
5. Choose the row or rows that you want the system to receipt. From the Row menu, choose Credit Memo and then Select Line.

The system receipts credit lines one at a time.

If you have incorrectly selected a line or order to create a credit memo, but you have not yet created a credit order, you can clear the credit information.

6. On Work With Sales Ledger Inquiry, click Close.
7. On Returned Material Authorizations Revisions, review the credit information.

To credit an amount, you must ensure that the line type indicates a credit transaction.

8. To clear credit information, choose the row that you want the system to clear and choose Cancel Line from the Row menu.
9. Click OK.

The system creates the credit order.

Note

When you clear a credit memo, the system clears the credit each time that you choose Clear Credit Memo from the Form menu.

To delete the credit information after you have created a credit memo, you cancel the detail lines on Returned Materials Authorization Revisions.

10. You can now create another credit memo or review the credit memos that exist.
 - To create another credit memo from Sales Order History, choose Credit Memo from the Form menu.
 - To review credit orders, click Cancel to return to Work with Return Material Authorization and then click Find.

Running the RMA - Update Sales Order Status (R400502)

From the Daily Work Order Processing menu (G1712), choose RMA - Sales Order Update.

You run the RMA - Update Sales Order Status program (R400502) for advanced exchanges. For example, you create a sales order to ship an item and a purchase order to receive a defective, yet similar item. If the defective item is not received by the promised delivery date, the program updates the status of the related sales order detail line to a user defined status such as Print Sales Invoice. If the defective item is received, the program updates the status of the related sales order detail line to a user defined status such as Complete - Ready to Purge.

The system bases the data selection based on the Return Material Authorization table (F40051). The system calculates the promised delivery date from the Received Lead Time field. If the date has passed and the item has been returned, the system updates the sales order status. If the item has been received, the system updates the purchase order to another status.

Processing Options for RMA – Update Sales Order Status (R400502)

Process

For Inventory Items that have not been received.

1. Enter the Next Status to which Related Sales Orders for Inventory Item Numbers not Received will be changed.
2. Enter the Next Status to which Related Sales Orders for Inventory Item Numbers Received will be changed.

Versions

Enter the version of the following applications to call. Leave blank to use the default version defined in parentheses.

1. Sales Order Entry - P4210
(ZJDE0001)
-

Running the RMA Purge Program (R400510)

From the Daily Work Order Processing menu (G1712), choose RMA Purge.

Run the RMA Purge program (R400510) to remove all closed RMA records from the Return Material Authorization table (F40051). The system removes an RMA record when no associated sales order detail record or purchase order detail record exists. You also can set the appropriate processing option for the RMA Purge program (R400510) for additional validation; the system can check the Sales Order History File table (F42119) and the Sales Order Detail File table (F4211) to ensure that the sales order detail record is not contained in either table. If the sales order detail record is contained in either or both tables, then the system does not remove the RMA records.

Processing Options for RMA Purge (R400510)

Purge

Enter a '1' to validate records against the Sales Order History table (F42119).

Pricing

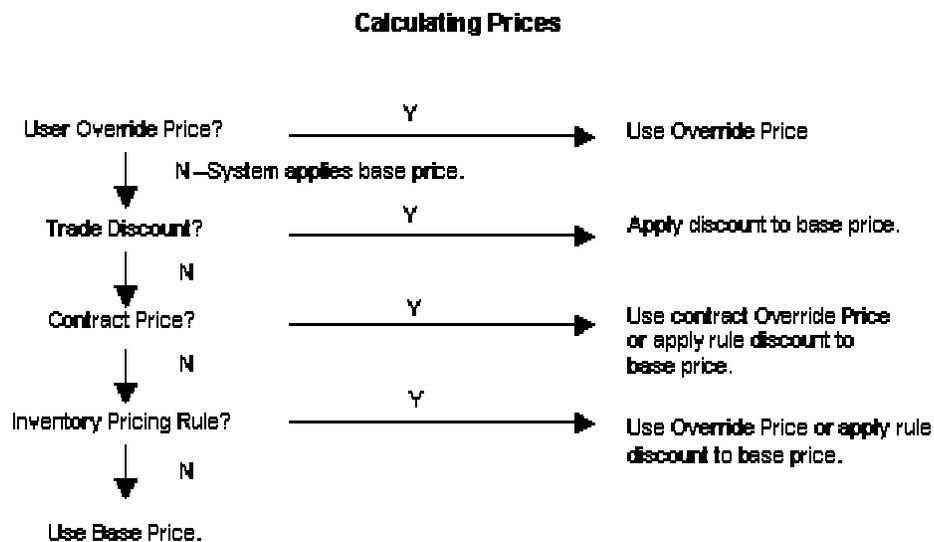
For each item that you want to sell, you must define the price at which you want to sell it. You use Sales Order Management pricing to define the base prices that the system retrieves when you enter items on a sales order.

You can set up a pricing structure before you define base prices. The system uses this pricing structure to retrieve base prices. The base price structure must be flexible enough to accommodate the pricing schemes that you set up for various combinations of items and customers. You can set up customer groups and item groups and assign prices to any combination of items, item groups, customers, or customer groups. You define a hierarchy to determine how the system searches for prices.

After you establish a base price, you can set up the following additional types of price calculations:

- Price adjustments for groups of items
- Contract pricing, which applies special pricing for an item to a single customer or customer group
- Trade discount pricing, which is a discount percentage on all items for a specific customer
- Cash discount pricing, which you can apply to individual sales order detail lines

The following graphic illustrates how the system calculates prices:



Pricing can be based on the Parent, Ship To, or Sold To address. You can define base prices with effective dates, so that you can define prices for future use or for limited time promotions and specials. You can also define credit prices that you want the system to use when items are returned.

To allow for greater flexibility in your pricing structure, you can define complex customer and item groups. Within each customer or item group, you can create subgroups based on specific address book records and item category codes.

After you define base prices, you can update them as needed (for example, to change a price or create a price that will be effective on a future date). You can use the Base Price Revisions program (P4106) to update base prices individually. Or, you can run the Base/Price Maintenance - Batch program (R41830) to update multiple prices at one time.

You use the Sales Order Batch Price/Cost Update program (R42950) to update prices for a customer. You can also use this process to update the unit and extended costs of items on sales orders with the most current costs. If multicurrency processing is activated in your system, the system also updates the foreign unit and extended costs fields.

Setting Up a Base Pricing Structure

For each item that you sell, you must define the base price at which you want to sell it. The system retrieves this price when you enter an item on a sales order.

You can define the base price for an item or any combination of items, item groups, customers, or customer groups. To simplify the process of defining and maintaining base prices, you set up price groups for customers and items with similar characteristics.

When the system retrieves prices, it uses the hierarchy for the Base Price Preference (51) to determine the order in which the system searches for base price records. If you create item and customer groups, you can define the search sequence of the Base Price Preference Hierarchy so that the system searches item and customer group combinations as well as item and customer combinations.

Setting Up Customer Price Groups

You set up customer price groups to apply pricing schemes to specific groups of customers. Price groups are an optional way of organizing your pricing schemes. You can set up customer price groups to enter and update price information for multiple customers at once rather than individually.

For example, you can create a customer price group for your preferred customers, named PREFER, who can purchase a bike for \$420 USD, while other customers buy the bike at \$450 USD.

A simple price group is a group of customers that are assigned to the same group name in the customer billing instructions. In Base Pricing, a customer can belong to only one customer price group.

To allow for greater pricing flexibility, you can set up complex customer price groups. Complex price groups are groups of customers that are assigned to a group name, but might be part of a different subgroup. You can define subgroups in a complex price group with values that you assign to category codes such as customer geographic location, line of business, or sales volume.

With complex price groups, customers can belong to the same group but have different prices based on category codes, such as geographic location.

In Advanced Pricing, a customer can belong to a customer group without being attached to that group in customer billing instructions. A customer can belong to numerous groups, depending on the customer's category codes.

Prerequisite

- Verify that you have set up Customer Price Groups in the user defined codes table (40/PC).

► To set up customer price groups

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

1. On Work With Customer Master, locate and choose the customer to assign to a group and click Select.
2. On Customer Master Revision, choose Billing Information from the Form menu.

The screenshot displays the 'Customer Billing Instructions - Billing Information' form in PeopleSoft. At the top, the 'Address Number' is set to 4242 and the 'Company' is 00000. Below this, there are two tabs: 'Billing Page 1' and 'Billing Page 2'. 'Billing Page 1' includes fields for 'Billing Address Type' (set to X), 'Related Address Num' (1), 'Customer Price Group' (PREFER), 'Minimum Order Value' (1,500), 'Order Template' (BIKES), 'Credit Check Level' (C), and 'Buying Segment Code'. 'Billing Page 2' contains a list of checkboxes for various options: 'Customer PO Required', 'Exempt from Credit Hold', 'Delivery Note', 'Invoice Consolidation', 'Backorders Allowed', 'Substitutes Allowed', 'Partial Shipments Allowed', 'Partial Order Shipments Allowed', 'Price Pick List', 'Apply Freight', 'Certificate Of Analysis Print', and 'Bypass Audit Logging'.

3. On Billing Information, complete the following field:
 - Customer Price Group
4. Assign category codes for complex price groups and click OK.

Setting Up Item Price Groups

Item price groups are similar to customer price groups. You set up item price groups so that you can define base price information for a group of items rather than for many items on an individual basis.

You can set up item price groups to enter and update price information for multiple items rather than updating items individually. For example, you can group similar bikes of different colors, named BIKES, and define one price for this group.

A simple price group is a group of items that are assigned to the same group name in the Item Master (P4101) or Item Branch (P41026). In Base Pricing, an item can belong to only one item price group.

To allow for greater pricing flexibility, you can set up complex item price groups. Complex price groups are groups of items that are assigned to a group name, but might be part of a different subgroup. You can define subgroups in a complex price group with values that you assign to category codes, such as commodity class or item pool code.

With complex price groups, customers can belong to the same group but have different prices based on category codes, such as geographic location.

In Advanced Pricing, an item can belong to a detail group without being attached to that group in Item Branch. An item can belong to numerous groups, depending on the category codes.

Prerequisite

- Verify that you have set up Item Price Groups in the user defined codes table (40/PI).

► To set up item price groups

From the Inventory Master/Transactions menu (G4111), choose Item Branch/Plant.

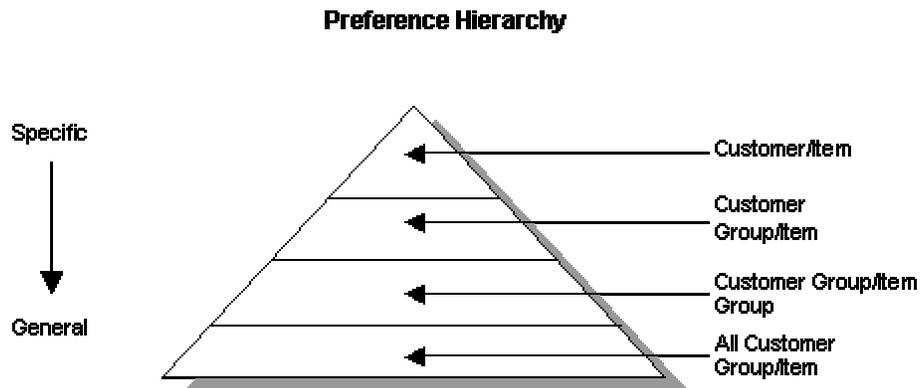
1. On Work With Item Branch, locate and choose the item to assign to a price group and then choose Item/Branch Info. from the Row menu.
2. On Item/Branch Plant Info., click the Additional Info tab.
3. Complete the following field and click OK:
 - Item Price Group
4. Assign category codes for complex price groups and click OK.

Defining the Pricing Hierarchy

When the system retrieves the base price, it uses the hierarchy that you set up for the Base Price Preference (51) to determine the sequence that it searches base price records. The base price hierarchy is a matrix comprised of combinations of customers and items and customer and item price groups. You use the intersection of the rows and columns to determine your sequence with which the system retrieves the base price.

It is recommended that you set up your pricing hierarchy from most specific pricing to the most general.

An example of a most specific pricing hierarchy is shown in the following item/customer illustration:



Caution

It is possible to enter up to 14 numbers in the preference hierarchy. However, you should limit your hierarchy to three or four numbers. Each number represents a search by the system through the Item Base Price File table (F4106). Therefore, each number that you add to the hierarchy increases the system processing time.

► To define the pricing hierarchy

From the Price Management menu (G4222), choose Preference Hierarchy.

1. On Work With Preference Hierarchy, to access the Preference Hierarchy Revisions, locate and choose Preference Type 51 (Base Price) and then click Select.

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Preference Hierarchy - Preference Hierarchy Revisions

OK Cancel Form Tools

Preference Type		Base Price	
		Item Number	Item Group
Ship To	Customer Number	<input type="text"/>	<input type="text"/>
	Customer Group	<input type="text"/>	<input type="text"/>
Sold To	Customer Number	1	<input type="text"/>
	Customer Group	2	3
Parent	Customer Number	<input type="text"/>	<input type="text"/>
	Customer Group	<input type="text"/>	<input type="text"/>
All Customers		4	<input type="text"/>

2. On Preference Hierarchy Revisions, type consecutive numbers at the intersections of rows and columns to define the base pricing hierarchy (51).
3. Click OK.

Setting Up Base Prices

The system retrieves the base price information when you enter the item on a sales order. You can define base prices for any combination of items, item groups, customers, or customer groups.

When you enter an item in the Item Master table (F4101), you should enter the sales price level. The sales price level determines how you define the base price for an item. You can define prices at the following levels:

Item level	Define one overall price for an item. You cannot include branch/plant, lot, or location information.
Item/Branch level	Define different prices for each item/branch combination. You cannot include location and lot information.
Item/Branch/Location level	If you define pricing by location and lot, you can also define branch/plant information.

When you define any special pricing or discounts for an item or customer, the system bases the calculation of the discounted price on the base price.

You can assign effective dates when you define the base price for an item. If you do not assign effective dates, the system will assign them. You also specify the sales price based-on date in the system constants to determine which date on the sales order to compare to the effective dates. The sales price based-on date can be the promised date, the order date, or the date that you define in the system constants. The system retrieves the price whose effective date range includes this sales price based-on date.

You can also use effective dates to enter a new price while an old price is still in effect. For example, you can overlap the dates for the base price and the dates for a discount price that you are offering for a limited period. When you set up date ranges that overlap, the system retrieves the price that expires first.

For every price, you can also define a credit price to use for negative quantities.

You can use Sales Order Management pricing to add prices for items in your domestic currency and as many other currencies as necessary. For example, you can set up base prices for one item in U.S. dollars and the euro. Currency code and unit of measure are both keys to the Item Base Price File table (F4106). If you are using multi-currency, the system searches for a price in the following sequence:

- Customer's currency and the user-specified unit of measure
- Customer's currency and the item's primary unit of measure
- Domestic currency and the user-specified unit of measure
- Domestic currency and the item's primary unit of measure

If the system does not find a match, it moves to the next level in the pricing hierarchy structure and searches in the same sequence.

Prerequisite

- ❑ Verify that the pricing hierarchy has been defined. See *Defining the Pricing Hierarchy* in the *Sales Order Management Guide* for more information.

See Also

- ❑ *Generating New Base Prices in a Different Currency* in the *Sales Order Management Guide* for information about generating new base price records based on existing records

► To define base prices

From the Price Management menu (G4222), choose Base Price Revisions.

1. On Work With Preference Base Price, click Add.

The choices in the preference hierarchy selection are based on how you set up the base price preference hierarchy.

2. On Preference Hierarchy Selection, choose the hierarchy for which you want to define a price and click Select.

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Base Price Revisions - Base Price Revisions

OK Delete Cancel Row Tools

Item Number 220 Touring Bike, Red

Adjust Prices By:

Unit Price Percentage
 Credit Price Amount

Records 1 - 5										Customize Grid
	Branch/ Plant	Location	Lot Number	UM	Cur Cod	Unit Price	Eff Date From	Eff Date Thru	Credit Price	
<input type="checkbox"/>	M30	..	451004	EA	USD	650.0000	04/18/97	12/31/10		
<input type="checkbox"/>	M30	..	451004	PL	USD	6,200.0000	04/18/97	12/31/10		
<input type="checkbox"/>	M30	..		EA	USD	650.0000	04/18/97	12/31/10		
<input type="checkbox"/>	M30	..		PL	USD	6,200.0000	04/18/97	12/31/10		
<input type="checkbox"/>										

3. On Base Price Revisions, complete the following fields:

- Item Number
- Branch/ Plant
- Customer Number
- Cust. Price Group
- Item Price Group
- Eff Date From
- Eff Date Thru
- Unit Price

The fields in the Base Price Revisions form are based on your preference hierarchy selection. For example, if you choose to define a price for a customer group and item group, the system prompts you for the group information.

4. To enter credit prices, complete the following field:

- Credit Price

5. Click OK.

► To copy base prices

You can copy base price information for an item that belongs to an item group. The system duplicates pricing information but does not duplicate the item group information.

From the Price Management menu (G4222), choose Base Price Revisions.

1. On Work With Preference Base Price, click Find to locate an item, or complete the following fields to narrow your search:

- Item Number
- Branch/ Plant

- Cust. Number
 - Cust. Price Group
 - Item Price Group
2. Choose the row and click Copy.
 3. On Base Price Revisions, complete the following field:
 - Item Number
 4. To copy line information, choose the row that contains the pricing information that you want to copy.
 5. From the Row menu, choose Copy Row.
The system adds the new price line to the bottom of the form.
 6. Scroll to the bottom of the form, complete the following field and click OK:
 - Eff Date Thru

► **To adjust base prices**

From the Price Management menu (G4222), choose Base Price Revisions.

1. On Work With Preference Base Price, click Find to locate an item, or complete the following fields to narrow your search:
 - Item Number
 - Branch/ Plant
 - Cust. Number
 - Cust. Price Group
 - Item Price Group
2. Choose the row and click Select.
3. On Base Price Revisions, complete the following field and choose an adjustment option:
 - Amount
 - Percentage
4. Click one or both of the following options:
 - Unit Price
 - Credit Price
5. Highlight the rows to be adjusted.
6. From the Row menu, choose Adjust Price and then click OK.

Working with Complex Price Groups

To allow for greater flexibility in your pricing structure, you can define complex customer and item groups. Within each customer or item group, you can create subgroups based on attached category codes, such as specific item type, customer geographic location, line of business, or sales volume.

Setting Up Complex Customer Price Groups

You can set up complex customer groups to allow for greater flexibility in your pricing structures. You can use up to ten category codes to set up complex customer groups.

The category code sequence you enter determines how the system displays the category code fields on the related forms. The order in which you choose category codes, does not affect how the system searches for prices.

You can make changes to the category codes for a price group that has already been assigned to customers, however, if you change the customer price group definition, you must run a price group generation batch application.

Prerequisite

- Verify that you have set up Customer Price Groups in the user defined codes table (40/PC).

► **To set up complex customer price groups**

From the Price Management menu (G4222), choose Define Customer Price Groups.

1. On Work with Price Group Definition, click Add.



Define Customer Price Groups - Customer Price Group Definition

OK Cancel Form Tools

Price Group	REGION	Regional Customers	
Category Code 01	<input type="checkbox"/>	Sales Region	<input type="text" value="1"/>
Account Representative	<input type="checkbox"/>	Category Code 12	<input type="checkbox"/>
Sales Territory	<input type="checkbox"/>	Line of Business	<input type="checkbox"/>
Geographic Region	<input type="checkbox"/>	Sales Volume	<input type="checkbox"/>
Category Code 05	<input type="checkbox"/>	Category Code 15	<input type="checkbox"/>
Category Code 06	<input type="checkbox"/>	Category Code 16	<input type="checkbox"/>
1099 Reporting	<input type="checkbox"/>	Category Code 17	<input type="checkbox"/>
Category Code 08	<input type="checkbox"/>	Category Code 18	<input type="checkbox"/>
Category Code 09	<input type="checkbox"/>	Category Code 19	<input type="checkbox"/>
Category Code 10	<input type="checkbox"/>	Category Code 20	<input type="checkbox"/>
		Category Code 21	<input type="checkbox"/>
		Category Code 22	<input type="checkbox"/>
		Category Code 23	<input type="checkbox"/>
		Category Code 24	<input type="checkbox"/>
		Category Code 25	<input type="checkbox"/>
		Category Code 26	<input type="checkbox"/>
		Category Code 27	<input type="checkbox"/>
		Category Code 28	<input type="checkbox"/>
		Category Code 29	<input type="checkbox"/>
		Category Code 30	<input type="checkbox"/>

2. On Customer Price Group Definition, complete the following fields and click OK:
 - Price Group
 - Category Code 30

3. Select up to ten category codes in numerical order.

The Category Code fields might be numbered or named, such as Category Code 01 and Line of Business, depending on how your company has set them up.

4. Click OK.
5. To assign a group to a customer, access Customer Billing Instructions from the Sales Order Management Setup menu (G4241).
6. On Work with Customer Master, select the customer to whom you are assigning the price group.
7. On the Customer Master Revision, choose Billing Information from the Form menu.
8. On Billing Information, complete the following field and click OK:
 - Customer Price Group

After you create complex price groups and attach the group name to the customer, you must generate price group relationships.

Setting Up Complex Item Price Groups

You can also set up complex item groups to allow for greater flexibility in your pricing structures. You can use up to ten category codes to define complex item groups.

For example, if you have two types of pens (marker and ball point) within the group PENS, you can specify a different price for each type of pen. When you enter an order for pens, the system checks the category codes that are assigned to the item to determine if the pen is a marker or a ball point and then retrieves the appropriate price.

The category code sequence that you enter determines how the system displays the category code fields on the related forms. The order in which you choose category codes, does not affect how the system searches for prices.

Note

You can only define up to ten category codes for each group definition.

► To set up complex item price groups

From the Price Management menu (G4222), choose Define Item Price Groups.

1. On Work with Price Group Definition, click Add.

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Define Item Price Groups - Item Price Group Definition

OK Cancel Form Tools

Price Group BICYCLE Bicycles

Sales:	Supplier Rebate Code	<input type="checkbox"/>	Warehouse Process Grp 2	<input type="checkbox"/>
Sales Catalog Section	Master Planning Family	<input type="checkbox"/>	Warehouse Process Grp 3	<input type="checkbox"/>
Sub Section	Landed Cost Rule	<input type="checkbox"/>	Item Pool Code	<input type="checkbox"/>
Sales Category Code 3	Other Codes:		Category Code 6	<input type="checkbox"/>
Sales Category Code 4	Shipping Conditions Code	<input type="checkbox"/>	Category Code 7	<input type="checkbox"/>
Sales Category Code 5	Shipping Commodity Class	<input type="checkbox"/>	Category Code 8	<input type="checkbox"/>
Purchasing:	Cycle Count Category	<input type="checkbox"/>	Category Code 9	<input type="checkbox"/>
Commodity Class	Item Dimension Group	<input type="checkbox"/>	Category Code 10	<input type="checkbox"/>
Commodity Sub Class	Warehouse Process Grp 1	<input type="checkbox"/>		

2. On Item Price Group Definition, complete the following fields and click OK:
 - Price Group
 - Category Code 30
3. Select up to ten category codes in numerical order.

The Category Code fields might be numbered or named, such as Category Code 01 and Line of Business, depending on how your company has set them up.
4. To assign a group to an item, choose Item Branch/Plant from the Inventory Master/Transactions menu (G4111) in the Inventory Management menu (G41).
5. On Work With Item Branch, locate and choose the item that you are assigning to the price group.
6. Choose Item/Branch Info from the Row menu.
7. On Item/Branch Plant Info, complete the following field and click OK:
 - Item Price Group

Generating Price Group Relationships

After you set up price groups and assign the group names to customers and items, you generate customer and item price group relationships. You generate price group relationships to define the possible combinations of customer and item groups that you can use for pricing.

You use two batch programs to generate price group relationships:

- Generate Customer Price Groups (R40932)
- Generate Item Price Groups (R40931)

These programs generate records in the Item/Customer Group Relationships table (F4093), which contains the allowable combinations for customer or item groups and category codes. You can set the processing options to specify up to five group codes for which you want the system to create detail records. If you do not specify any codes, the system will generate relationships for all groups.

After you generate price group combinations, the system produces a report indicating any errors. A blank report indicates that no errors occurred during the generation process.

Working with Standard Price Adjustments

After you define base prices, you can set up the following additional types of price adjustments:

- Price adjustments for groups of items
- Contract pricing, which applies special pricing for an item to a single customer or customer group

The system prices an order in the following sequence:

- Any item price that you enter in the order overrides the base price that the system retrieves. You can set processing options in Sales Order Entry (P4210) to protect the sales order detail price fields as well as price related fields.
- A trade discount that you define through customer billing instructions overrides all other pricing or repricing.
- A contract price for a specific customer takes precedence over a contract price for a group of customers. It also overrides other inventory pricing rules. If a contract price for a specific customer does not exist, the system searches for a contract price for a customer group.
- The system retrieves inventory pricing rules for a specific customer, if you have defined them, before it retrieves rules defined for a group of customers.
- If you do not define trade discounts, contract prices, or inventory pricing rules, the system retrieves the base price.

Setting Up Inventory Pricing Rules

You define pricing rules to set up a pricing scheme for an item or a group of items. An inventory pricing rule is a pricing rule that defines a price and quantity for a customer or customer group. For each item or item group, you define levels of pricing. You can determine price breaks by quantity. You can indicate whether the price adjustment is a markup or discount. You can set up contract prices to guarantee a price for a particular customer. You can also enter a price that you want the system to use to override the base price for a specified period.

The system does not adjust prices until you assign a customer or customer group to an inventory pricing rule.

When you define inventory pricing rules, you enter the user defined codes that you previously set up for item price groups. To create new user defined codes for item price groups, you can choose the Setup Inventory Pricing Groups option from the Price Management menu (G4222).

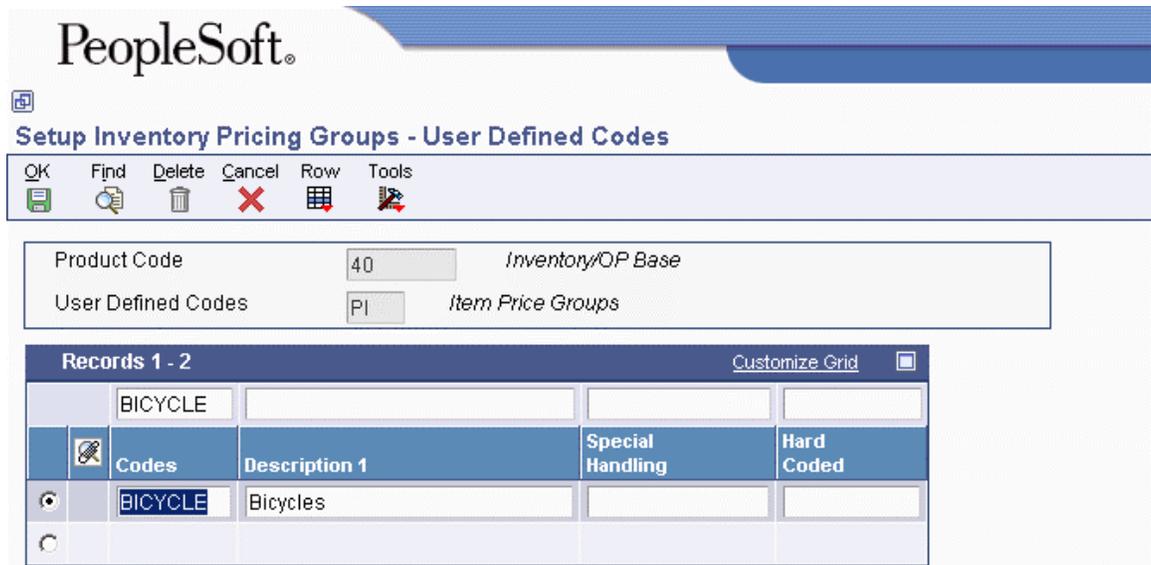
Prerequisites

- ❑ Verify that item price groups have been set up. See *Setting Up Item Price Groups* in the *Sales Order Management Guide*.
- ❑ Verify that customer price groups have been set up. See *Setting Up Customer Price Groups* in the *Sales Order Management Guide*.
- ❑ Verify that you have set up item price group pricing rules in user defined code table (40/PI).

► To set up pricing rules

From the Price Management menu (G4222), choose Setup Inventory Pricing Rules or Setup Customer Pricing Rules.

1. On Work With Pricing Rules, click Add.



2. On Inventory Pricing Rules, complete the following fields:
 - Pricing Rule
 - Price Method
 - Level
 - Basis
3. Complete the following optional fields:
 - Up To Quantity
 - Factor Value
 - Type
 - Override Price
 - Effective Date
 - Expiration Date
 - Description
 - Reprice Line
 - Base UOM
 - Contract Quantity
 - Quantity Taken
 - Contract Reference
 - Related Price
4. To set up a pricing rule that includes free goods, complete the following fields:
 - Free Goods Item Number
 - Line Type
 - Free Good Item Description
5. To review item information, choose Detail from the Row menu.
6. On Inventory Pricing Rules, click OK when you are finished setting up pricing rules.

► **To assign pricing rules to customers and customer groups**

From the Price Management menu (G4222), choose Setup Inventory Pricing Rules or Setup Customer Pricing Rules.

1. On Work With Pricing Rules, click Add.
2. On Inventory Pricing Rules, complete the following fields:
 - Pricing Rule
 - Price Method
3. From the Form menu, choose Customer Rules.

The screenshot shows the PeopleSoft interface for 'Setup Inventory Pricing Rules - Customer Pricing Rules'. The form includes the following fields:

- Inventory Pricing Rule: BICYCLE (Bicycles)
- Pricing Method: (Blank - Pricing Category 42/C)
- Contract Pricing (C): (Blank - Pricing Type 42/FT)
- Customer Price Group: (Blank 40/FC)
- OR Customer Number:
- Applied levels only

Below the form is a table with 3 records:

Pricing Rule	Level	Up To Quantity	Basis	Factor Value	\$ %	Override Price	Effective Date	Expiration Date	Base UOM	Contract Quantity	Qty Ship To Date	Description
<input checked="" type="radio"/> BICYCLE	1	99	P	1.0000	%		04/17/97	12/31/10	1		0	0
<input type="radio"/> BICYCLE	2	499	P	0.9000	%		04/17/97	12/31/10	1		0	0
<input type="radio"/> BICYCLE	3	99,999,999	P	0.8500	%		04/17/97	12/31/10	1		0	0

4. On Customer Pricing Rules, complete one of the following fields:
 - Customer Price Group
 - Customer Group/Number
5. Select the pricing level.
6. From the Row menu, choose Apply Level.

Setting Up Trade Discounts

A trade discount is the simplest way to offer a discount to a customer. The system applies the discount to all items sold to the customer. The trade discount overrides all other pricing. If a trade discount exists for a customer, the system does not apply any other discounts. You set up trade discount pricing through the customer billing instructions. You enter a flat percentage that the system applies to the order total.

Note

Trade discounts do not function with configured items that are entered on a sales order.

► **To set up trade discounts**

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

1. On Work With Customer Master, to access Customer Master Information, locate and choose the customer and then click Select.
2. On Customer Master Revision, choose Billing Information from the Form menu.
3. On Billing Information, complete the following fields to define invoice and related address information:
 - Billing Address Type
 - Related Address Num
4. Complete the following field and click OK:
 - Trade Discount

Setting Up Contract Pricing

You can set up contract prices to guarantee a price for a particular customer. When you enter an order for a contract item, the system checks the remaining quantity to be sold at the contract price.

If the quantity on the order exceeds the remaining quantity allowed, the system writes two lines on the order:

- One line for the quantity at the contract price
- One line for the quantity at the regular price

You set up contract pricing by defining an inventory pricing rule and assigning the rule to a customer.

Note

You must use the item's short ID number in the user defined code table (40/PI) to identify the pricing rule.

► **To set up contract pricing**

From the Price Management menu (G4222), choose Setup Inventory Pricing Rules or Setup Customer Pricing Rules.

1. On Work With Pricing Rules, click Add.
2. On Inventory Pricing Rules, enter the short item number in the following field:
 - Pricing Rule
3. Complete the following fields:
 - Price Method
 - Contract Pricing (C)

4. Complete the following fields in the detail area and click OK:

- Level
- Basis
- Override Price
- Factor Value
- Base UOM
- Contract Reference
- Up To Quantity
- Contract Quantity

Updating Base Prices

After you define base prices, you can update them as needed, for example, to change a price or create a price that will be effective on a future date. You can update base prices individually, or you can run the Base/Price Maintenance - Batch program (R41830) to update multiple prices at one time. When you update multiple prices in batch mode, the system either overrides the existing price with a new price or calculates an adjustment to the existing price, depending on how you set the processing options for Item Sales Price Level Conversion (R41816).

You update prices for a customer to recalculate sales orders based on the most current price or price adjustment. You might need to do this for items with volatile prices. You can also use this process to update the unit and extended costs of items on sales orders with the most current costs.

Updating Prices

After you define base prices, you can update them as needed (for example, to change a price or create a price that will be effective on a future date). You can use the Base Price Revisions program (P4106) to update base prices individually. Or, you can run the Base/Price Maintenance - Batch program (R41830) to update multiple prices at one time.

The system creates new prices based on the valid price that is selected by the batch program. When you run a version of R41830 in proof mode, the system generates a report that displays the updates that the program will make to the selected records when you run it in final mode.

When you set up a version of this program, you choose the specific fields that you want the system to select. For example, you can set up a version to select customer, customer group, item, or item group. Or, you can exclude certain types of prices that you do not want to update.

Any new prices that the system creates are included in the report, as well as their effective dates and the old price that the system used as the basis for the new prices. You can run this program in proof mode as many times as necessary.

Changing Existing Prices

To change multiple prices, you can run the base price revisions version of the Base/Price Maintenance - Batch program (R41830). Depending on how you set the processing options, the program either overrides the existing price with a new price that you specify or calculates an adjustment to the existing price. The adjustment can be an addition, subtraction, or percentage adjustment.

When you run the base price revisions version in proof mode, the system generates a report that displays the updates that the program will make to the selected records when you run it in final mode. You must set the update processing option for this program to perform updates to the Item Base Price File table (F4106).

Creating Future Prices

To create multiple base prices that you can use on a future date, you can run the future price additions version of the Base/Price Maintenance - Batch program (R41830). This version of the program writes new price records to the Base Price table that are based on the effective dates in the price additions processing option for this program. You must specify a from date and a through date or the program will end without creating the new prices.

When you run the future price additions version in proof mode, the system generates a report that displays the updates that the program will make to the selected records when you run it in final mode.

The system creates future prices based on the existing price with the most recent expiration date. Depending on how you set the processing options, the program either overrides the existing price with a new price that you specify or calculates an adjustment to the existing price. The adjustment can be an addition, subtraction, or percentage adjustment. If you leave the adjustment type and factor blank, the system copies future prices from the current price and does not apply any adjustments.

See Also

- *Generating New Base Prices in a Different Currency* in the *Sales Order Management Guide*

Processing Options for Base/Price Maintenance - Batch (R41830)

UPDATE

1. Update Base Price File:

BLANK = No Update

1 = Performs Update

ADJUSTMENTS

1. Price Adjustment Type:

A = Adjust price by amount

% = Adjust price by percentage

* = Adjust price to an override price

2. Enter the amount used to add, multiply, or override:

DATE

1. Effective From Date:
-

Updating Prices for a Customer

You update prices for a customer to recalculate sales orders based on the most current price or price adjustment. You might need to do this for items with volatile prices. You can also use this process to update the unit and extended costs of items on sales orders with the most current costs. If multicurrency processing is activated in your system, the system also updates the foreign unit and extended costs fields.

Use the Sales Order Batch Price/Cost Update program (R42950) to:

Update sales order costs	The system replaces the unit and extended costs in any open, unshipped orders with current costs from the Item Cost File table (F4105).
Update sales order prices	The system recalculates the unit and extended prices in the Sales Order Detail table (F4211) using the most current base price and price adjustments. The system bases this recalculation on the date that you enter in the processing options.
Replace sales order exchange rates	You can use this program to update the currency exchange rate that the system uses to calculate costs and prices on an order. The system replaces the currency exchange rate that was in effect at the time you entered the order with the existing currency exchange rate.

You can set the processing options for the Sales Order Batch Price/Cost Update program to define which date on the sales order that the system uses to determine if it should recalculate costs or prices. For example, you can base the recalculations on the promised date. The system updates only those order lines with a promised date that is before or equal to today's date. Sales order prices can be updated more than once.

When you run the Sales Order Batch Price/Cost Update program, the system updates the order detail information for open sales orders. The system can either replace the current price in the order detail line with the new price or the system can add a non-stock line for the difference between the current price and the new price. You must specify a non-stock line type in the processing options for the system to add an additional line. If you do not specify a line type, the system overrides the original price with the new price. The program disregards any special pricing discounts that you have previously defined for the customer or item.

You can specify dates or preferences on which all base price and advanced price adjustment recalculations are based.

If you specify that recalculations be based on preferences, the system calculates the adjustment based on information in the following preference:

- Order Preparation Days
- Delivery Date Preferences

After you run the Sales Order Batch Price/Cost Update program, you can review the Sales Order Batch Price/Cost Update report, which details the changes to the original unit price and extended price on each sales order.

Note

You can set the Sales Order Batch Price/Cost Update processing options for the Sales Update program (R42800) or Print Invoices program (R42565) to run the Sales Update program prior to creating G/L records when you print invoices or update sales information. The system updates all selected sales orders with current costs, exchange rates, and prices before it creates G/L records.

Processing Options for Sale Order Batch Price/Cost Update (R42950)

Process

1. Cost

1 = Update Cost

2. Exchange Rate

1 = Update Exchange Rate

3. Intercompany Exchange Rate

1 = Update Intercompany Exchange Rate

Price Process

1. Price

1 = Update Price

2. Price Effective Date

Blank = Transaction Date

1 = Requested Ship Date

2 = Promised Ship Date

3 = Original Promised Date

4 = Actual Ship Date

5 = System Date

6 = Invoice Date

* = System Constant

3. Retain Sales Order Price Effective Date

Blank = Use Processing Option Price Effective Date

1 = Use Sales Order's Override Price Effective Date or Preferred in Price Effective Date

Display/Calculation

1. Update Price Change To New Line

Blank = Update Change to Original Sales Order Line

"Line Type" = Update Change to New Sales Order Line with Specified Line Type

2. New Line's Override Next Status

3. Price Based On Original Quantity

Blank = Update Price Based on Split Quantities

1 = Update Price Based on Original Quantity

4. Preserve Free Goods

Blank = Update Free Goods

1 = Do Not Update Free Goods

Versions

1. Sales Order Entry (P4210)

Converting Price Levels

From the Sales Order Advanced & Technical Ops menu (G4231), choose Sales Price Level Conversion.

You use the Item Sales Price Level Conversion program (R41816) to change the sales price level of an item or a group of items that you have previously entered in the Item Master table (F4101).

You can run this program in proof or final mode. It is recommended that you always run the Item Sales Price Level Conversion program in proof mode first to identify errors. The program generates a report that displays any problems the system encounters during sales price level conversions. You can correct these errors before you run the program in final mode.

The Item Sales Price Level Conversion program deletes all price records at the previous level and creates new price records at the new level. For example, when converting from the item/branch/plant level to the item level, the program deletes all price records for each item/branch/plant and creates a new price record for the item.

You should not attempt to access the Item Master (F4101) or Item Base Price File (F4106) tables when this program is running in final mode.

Processing Options for Item Sales Price Level Conversion (R41816)

Process

1. Enter the price level to update to.

Price Level to update

2. If updating to price level '1', enter the branch to default the price from. If updating from price level '3', the price will default from the primary location.

Branch to default the price from

3. Enter a '1' to run in final mode and update files.

'1' means update files, otherwise no updates will be done.

4. Enter a '1' to print only exceptions on the edit report.

'1' means to print only exceptions, otherwise all items will be printed.

5. Enter a '1' to delete expired records.

'1' means delete expired records, otherwise no expired records will be deleted.

Generating New Base Prices in a Different Currency

From the Price Management menu (G4222), choose Generate Base Price/Currency.

You can create new base prices in a different currency for multiple records at one time by running the Generate Base Price/Currency program (R410601). This program generates new base prices based on existing records.

The Generate Base Price/Currency program is especially useful if you need to create multiple base price records in a different currency. For example, you might use this program if your company is about to conduct business with a customer that uses a currency in which you do not have base price records. If you need to create a new price for an individual record, simply update the existing record on the Base Price Revisions form. You do not have to run the program.

When you run the Generate Base Price/Currency program, use the following processing options to control the currency and exchange rate in which the new base prices are created:

- Date as of when you want to create records.
If the expiration date of a price is greater than or equal to this date, a new base price is created.
- Currency of the existing price records.
This is the original currency code that you want to base the new record on.
- Currency in which you want to create new records.
- Exchange rate to use to calculate the amount.
- Method (divide or multiply) to use for the exchange rate calculation.

The Generate Base Price/Currency program copies the original base price record, calculates a new amount, and creates a price record with the new currency amount. More specifically, the program does the following:

- Creates new base price records one currency at a time to avoid confusion about which currency new records are based on.
- Creates only one new base price record for each unit of measure. It does not create one price record for each currency.

For example, the program generates new base prices in the Japanese yen based on existing prices in the Canadian dollar. A record for a certain unit of measure already has a base price in the Japanese yen. The program does not generate another Japanese base price because both records for that unit of measure would have the same key. The exception to this rule is when currency codes associated with an item have different effective through dates. Depending on the dates, the program might create more than one new price record.

- Sequences the new base price records alphabetically along with the existing records.

Run the Generate Base Price/Currency program first in proof mode, and then in final mode as follows:

- Proof. Review the audit report to ensure that the records generated by the program are accurate. If the audit report is not accurate, change the processing option and data selection values accordingly and rerun the program in proof mode.
- Final. When you are satisfied with the audit report created in proof mode, run the program in final mode. Review the new base price records on the audit report. You can also review new records on the Base Price Revisions form. Notice that the new record is sequenced alphabetically along with the existing records on the form and that amounts are rounded according to the decimal places set up in the data dictionary for Unit Price (UPRC).

If necessary, adjust the new base price records manually on the Base Price Revisions form. For example, if the program creates a new base price for 50,000 JPY as 675.1155 CAD, you might adjust the new amount to 675 CAD.

Example: Generating New Base Prices

This example describes an item with base price records before and after generating a new base price in a different currency.

Before Generating New Base Prices

An existing item has the following base price records:

Unit Price	Currency Code
1,000.00	USD
1,563.00	CAD
642.26	GBP

Generating New Base Prices

The processing options for the Generate Base Price/Currency program are set as follows:

- Mode = 1 (final)
- Date = 6/30/05
- Convert to = EUR
- Convert from = USD
- Exchange rate = 1.02011
- Method = 1 (multiplier)

Even though there are several currency amounts associated with the item, the program generates only one new EUR amount based on the USD price.

After Generating New Base Prices

The Generate Base Price/Currency program generates a new price record for 1,020.11 EUR, based on the 1,000.00 USD record. The original 1,000.00 USD record remains so that you can continue to invoice customers in that currency, as needed.

Unit Price	Currency Code
1,020.11	EUR
1,000.00	USD
1,563.00	CAD
642.26	GBP

After the new price record is generated for 1,020.11 EUR, the program will not generate another price record for the item unless the expiration date of the existing price record is greater than or equal to the date entered in the processing option.

Processing Options for Generate Base Price/Currency (R410601)

Run Modes

Enter a "1" to run this program in "Final" mode. If left blank, the program will run in "Proof" mode. Final mode will update the file and produce and audit report. Proof mode will produce the audit report only.

Enter the date used to determine which price records will be generated. If the expiration date of a price is greater than or equal to the date entered, a new price record will be generated. If left blank the system date will be used.

Currency

Enter the Currency Code to convert To

Enter the Currency Code to convert From

Enter the Currency Conversion Rate

Enter '1' to multiply the current price with the current conversion rate. Leave blank to divide the current price by the currency conversion rate entered.

Data Selection for Generate Base Price/Currency

Typically, companies will generate new base prices for all customers within a specific branch/plant. If your company has multiple branch/plants with different currencies, you can run the Generate Base Price/Currency program (R410601) multiple times. For base prices that do not have a branch/plant, specify <blank> for branch/plant in the data selection. You can also generate new base prices by item number or any other value in the data selection.

Preferences

Preferences are used to override default information for specific sales order detail lines based on specific customer and item combinations. Preferences are best used when there are consistent business requirements that differ from the default values for the Sales Order Management system.

The system provides predefined preferences. These preferences are defined as either basic, or advanced. Basic preference profiles are based on specific preference types that you use to override the way the system processes orders. Basic preferences are helpful when customizing a specifically defined business requirement. Advanced preferences use many of the same preference types you use in basic preference profiles, but also provide more detailed and complex processing capabilities. Advanced preferences use similar logic as the Advanced Pricing system.

Typically, you use preferences when you have consistent business requirements that differ from the default values for the Sales Order Management system. For example, you can create preferences to fulfill the following requirements:

- Customer-specific requirements
- Item-specific requirements
- Item-quantity requirements, specific by order
- Policy-specific requirements, set by your company

Before you use preferences, you must perform some setup tasks to customize preferences for your specific business requirements. As your business grows and changes, you can perform the same setup tasks to further customize preferences.

The setup and use of each preference, whether basic or advanced, requires careful planning. For example, consider your business purpose for using preferences in conjunction with the efficient use of the system's processing time.

Note

Do not use preferences for occasional variances. In those instances, manually enter exception information in the applicable fields of the customer or item information.

What Are the Preference Types?

To customize the processing of your orders, you can set up either basic preferences, or advanced preferences. Some preferences are available as both basic and advanced preferences. Some are available only as basic preferences and some are available only as advanced preferences. With both basic and advanced preferences, you can use different preference types. The preference types contain fields that are shared by all preferences.

Preferences fields are generally categorized as:

- Key fields
- Definition fields

You use these fields to enter standard preference information. Key fields are optional. You can use key fields as search criteria to have the system match preferences to sales orders. These fields are found in the header portion of the Preference Master Revision form.

The key fields Customer and Customer Group are mutually exclusive. Likewise, the key fields Item and Item Group are mutually exclusive. You cannot simultaneously use a preference with a customer and a customer group, or with an item and an item group. The system always uses the Customer (or Customer Group) and/or the Item (or Item Group) fields to match preferences to sales orders.

Preference definition fields are the fields that the system uses to resolve the preferences. Each preference has one or more definition fields unique to its requirements. These fields are found in the detail portion of each Preference Master Revision form. Definition fields are required, although in some cases a valid value can be a blank. Typically, the system uses the values you input in these fields to override or add information on a sales order.

The system uses preference information in a number of ways:

- Adds it to order detail records during order entry and displays it on the order header or detail forms. For example, inventory commitment information is added to the Sales Order Detail File table (F4211) and displays on the Sales Order Detail Revisions form.
- Adds it to order detail records during order entry but does not display it. For example, revenue cost center information is added to the Sales Order Detail File table but does not display on the Sales Order Detail Revisions form.
- Uses it to override default information, such as priority codes, or to provide additional information, such as line of business.

Preference Types

The following table provides a brief overview of some preferences including:

- The purpose of the preference
- The availability of the preference for advanced preference functionality
- The information that the preference overrides
- How and when the system applies the preference during the sales order process and where you can view related information

Preference	Advanced Preference?	Business Purpose	Overrides	When Applied and Where to View
Customer Currency	Yes	Assign currency for a customer or customer group. Because the system uses the branch/plant as search criteria, you can base the currency on the branch/plant for the order. Only one currency code is allowed per order. Note You cannot use this preference for items and item groups.	None	Applied during order entry to the Sales Order Header File table (F4201). View in the Currency Code field in the order header.
Delivery Date	Yes	Calculate the delivery date based on the number of days that your items are in transit.	None	Applied during order entry to the Sales Order Detail File table (F4211). View the delivery date in the grid of an order detail line.
Document Distribution	No	Designate specific delivery documents and how many of each to distribute internally and to your customers.	None	Applied during either Bulk/Packaged Load Confirm or Preprint Delivery Documents.
Document Set	Yes	Define the group of delivery documents to print. You can also assign different document sets by depot.	None	Applied during either Bulk/Packaged Load Confirm or Preprint Delivery Documents. View the document set selected on the Document Selection form.
End Use	Yes	Define a product's end use and duty status. Used for regulatory, pricing, and market analysis purposes.	None	Applied during order entry to the Sales Order Detail File table (F4211). View end use results in the End Use field in the grid of an order detail line. View duty status in the Duty field on the order detail line.

Preference	Advanced Preference?	Business Purpose	Overrides	When Applied and Where to View
Freight	Yes	Select the freight table that determine freight charges billable to customer or payable to contractors. Designate whether the freight is distance based, zone based, fixed fee, or time based. Also designate whether the freight is billable, payable or both.	None	Applied when you run the Freight Update and Report batch program (R4981) to determine the billable and payable freight charges. Normally, this is part of end of day processing. You can also calculate billable freight prior to printing delivery documents.
Grade and Potency	Yes	Ensure that packaged products selected for delivery are within the customer's allowable grade or potency range. Designed to work in conjunction with inventory commitments.	Default grade/potency range on Plant Manufacturing Data (included in the item branch/plant information)	Applied during order entry to the Sales Order Detail File table (F4211). View the grade/potency ranges on the Order Detail Information form.
Inventory Commitment	Yes	Specify one or more branch/plants to use as the supply source when a customer orders a product or group of products. You also specify the minimum percentage in any order that must be filled for a branch/plant to be selected.	Default branch/plant in order detail that comes from the order header Branch/Plant field	Applied during order entry to the Sales Order Detail File table (F4211). View the source branch/plant, mode of transport, carrier, and route code in the sales order detail.
Line of Business	Yes	Identify a customer's line of business to use as a basis for price adjustments, sales analysis, or other business needs.	None	Applied during order entry to the Sales Order Detail File table (F4211). View results in reports.
Multiple Shipping and Receiving Locations		Define the shipping and receiving locations to which the system assigns product locations. Activate or deactivate the locations that you specify.	Default location in branch/plant constants	Applied during sales order entry and purchase order entry. View the shipping and receiving locations that the system assigns using programs such as:

Preference	Advanced Preference?	Business Purpose	Overrides	When Applied and Where to View
				<ul style="list-style-type: none"> • P4600 (Request Inquiry) • P4617 (Warehouse Movement Confirmations) • P460501 (Override Shipping Location) • P4915 (Work with Shipments) • P4960 (Work With Loads)
Next Order Status	Yes	Change the next order status when a customer orders a specific product. By changing the order status after order entry, you can omit one or more steps in the standard processing for an order line or add processing steps.	Default Next Status code in the order activity rules	Applied during order entry to the Sales Order Detail File table (F4211). View the next status code in the Status (Last/Next) field in the grid of an order detail line.
Order Detail Default	Yes	Process orders using the combined business purposes of the Payment Terms, Pricing Unit of Measure, Revenue Business Unit, Line of Business, End Use and User Defined Price Code preference types.	As specified by preference type	Applied during order entry to the Sales Order Detail File table (F4211). View as specified by preference type.
Order Preparation Days	Yes	Ensure that you accurately determine the number of days that it takes to deliver a sales order based on the number of days that it takes to pick, pack and ship the items.	None	Applied during order entry to the Sales Order Detail File table (F4211).

Preference	Advanced Preference?	Business Purpose	Overrides	When Applied and Where to View
Payment Terms	Yes	Specify the standard terms of payment for a customer. Payment terms affect invoice due dates and discounts.	Payment terms or instrument that appear on the order header and are set up on Customer Master (P03013)	Applied during order entry to the Sales Order Detail File table (F4211). View payment terms in the order detail information.
Price Adjustment Schedule	Yes	Use multiple pricing schedules per customer by item or item group.	Default schedule from Customer Master	Applied during order entry to the Sales Order Detail File table (F4211). View in the Schedule field in the grid area of an order detail line.
Pricing Unit of Measure	Yes	Set the unit of measure used to price an item. This information is used to determine the correct price when invoices are printed.	Pricing unit of measure from the Item Master table (F4101)	Applied during order entry to the Sales Order Detail File table (F4211). View in the Pricing Unit of Measure field that follows the Unit Price on an order detail line.
Product Allocation	Yes	Restrict the amount of product that a customer can purchase. Use this preference if demand exceeds supply. You can also use it if a product is produced only for a specific customer or group of customers, and you need to ensure that it is not distributed to others.	None	Applied during order entry to the Sales Order Detail table (F4211). Note You receive a warning message if you enter a quantity on the order detail line that exceeds the allocation limit for a customer. The order is placed on hold if you do not reduce the quantity to the amount of the remaining allocation. You can bypass the message and accept the excess amount, or accept the balance and cancel the excess.

Preference	Advanced Preference?	Business Purpose	Overrides	When Applied and Where to View
Revenue Business Unit	Yes	Assign the business unit (Accounting Branch/Plant) based on customer, product, or combinations. You might use this preference for a distributed warehouse operation, where revenue is recognized centrally.	Default business unit that comes from the order header Business Unit field	Applied during order entry to the Sales Order Detail File table (F4211).
Sales Commission	Yes	Set up sales people and commission rates based on a customer/item combination. You can also vary the information by branch/plant and line of business.	Default Commission Code/Rate data in the Customer Billing Instructions (Page 2)	Applied during order entry to the Sales Order Detail table (F4211). View the sales commission data for an order detail line on the Order Detail Information form.
User Defined Price Codes 1,2,3	Yes	Define your own codes to use for unique pricing needs. For example, you might define a price code to identify order lines that need to be repriced when commodity prices are published for a specific period.	None	Applied during order entry to the Sales Order Detail File table (F4211). View the price codes in the Price Codes fields in the grid area of an order detail line.

Basic Preferences

You can use basic preferences to customize the way sales orders are processed. PeopleSoft provides predefined, standard basic preferences. Use the basic preferences to meet your specific business requirements.

A basic preference, or preference profile, is information that you define for a customer, an item or any combination of customer information (sold to, ship to, or parent addresses), customer group, item and item group. The system uses preference profiles to override normal customer and item setup information when you enter orders.

How Does the System Use Basic Preferences?

Each preference contains standard header lines. You can use the fields on these lines to define a preference for:

- A customer
- A customer group
- An item
- An item group
- Any combination of customers (or customer groups)
- Any combination of items (or item groups)

You must activate preferences before the system can use them. Programs, such as Sales Order Entry (P4210), search for applicable preferences that contain information affecting the customer and item combination for each order line.

For sales order entry, the system uses this information to complete parts of the order. The system uses a hierarchy that you define to find the appropriate customer and item preference.

The system runs a set of programs for each preference that you create. When you enter an order and are using preferences, the system uses the hierarchy that you set up to search preference profiles for information that affects the customer and item combination for each order line. It uses this information to complete parts of the sales order.

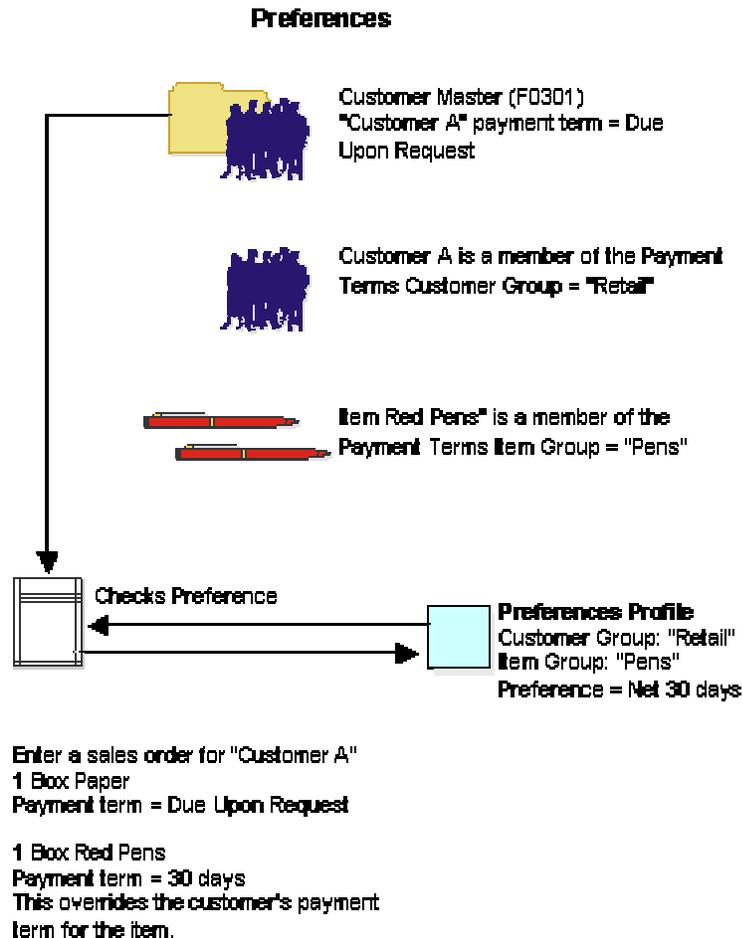
Some preferences override default information, while others add more information for use during the stages of the sales order processing cycle. As a result, some preference information might not be immediately displayed on the sales order.

Example: Applying a Basic Preference

By default, payment is due upon request when an item is delivered to your customer. For example, you have defined your retail customers in the Payment Terms basic preference customer group RETAIL. Customer A, a member of RETAIL, orders red pens. The red pen is a member of the Payment Terms basic preference item group PENS, in which the payment terms for this group is set at Net 30 Days. Based on the hierarchy for this preference, the payment terms for the customer group and item group combination, Net 30 Days, overrides the customer's payment terms that you set up in Customer Master.

When you enter the order for Customer A, the customer's payment terms appear on the order header, which defaults from the Customer Master table (F0301).

The following graphic illustrates how the system applies preferences:



Working with the Preference Master and Hierarchy

When you determine that you have a consistent business requirement that differs from the system's default values for sales order processing, you can set up basic preferences to accommodate those requirements.

The system displays preferences in logical groups on the Preference Profiles form. You use Preference Master Revision form to specify where a preference appears on this form and whether effective dates and quantities are a part of the preference.

For each preference, you must define a hierarchy to indicate the order in which you want the system to apply preferences to sales orders.

Prerequisite

- Analyze your business requirements and the selection criteria for creating a preference.

Setting Up Preference Master Information

The system displays all preferences in logical groups on the Work With Preference Profiles form. You use Preference Master Revision form to specify where a preference appears on this form and whether effective dates and quantities are a part of the preference.

If you activate quantities for a preference in the master preference information, no unit of measure conversions take place. Therefore, the system searches only for a preference with exactly the same unit of measure as the unit of measure entered on the order.

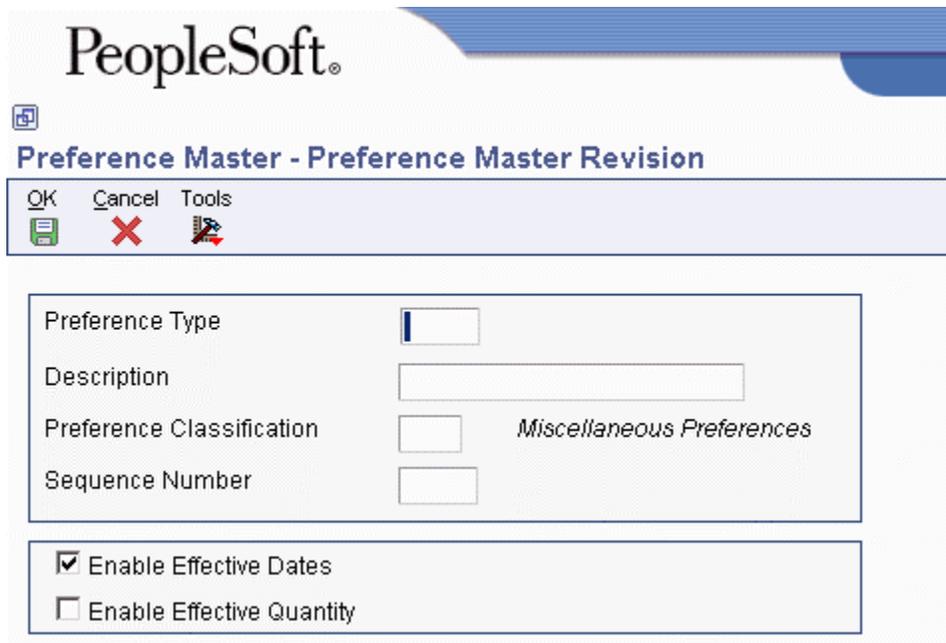
For example, if you set up a preference with the unit of measure as LT (liters) and enter a sales order in gallons, the system does not select the preference because it does not convert the gallons to liters when searching preference records.

If you need the effective quantity fields active for a particular preference, you must create separate preferences for each unit of measure that can be used as the sales order transaction unit of measure.

► To set up preference master information

From the Sales Order Advanced & Technical Ops menu (G4231), choose Preference Master.

1. On Work With Preference Master, click Add.



The screenshot shows the PeopleSoft interface for the 'Preference Master - Preference Master Revision' form. The form has a title bar with 'OK', 'Cancel', and 'Tools' buttons. Below the title bar, there are four input fields: 'Preference Type' (a dropdown menu), 'Description' (a text box), 'Preference Classification' (a dropdown menu with 'Miscellaneous Preferences' selected), and 'Sequence Number' (a text box). At the bottom of the form, there are two checkboxes: 'Enable Effective Dates' (checked) and 'Enable Effective Quantity' (unchecked).

2. On Preference Master Revision, complete the following fields:
 - Preference Type
 - Description
 - Preference Classification
 - Sequence Number
3. Choose the following options and then click OK:
 - Enable Effective Dates
 - Enable Effective Quantity

Arranging the Preference Hierarchy

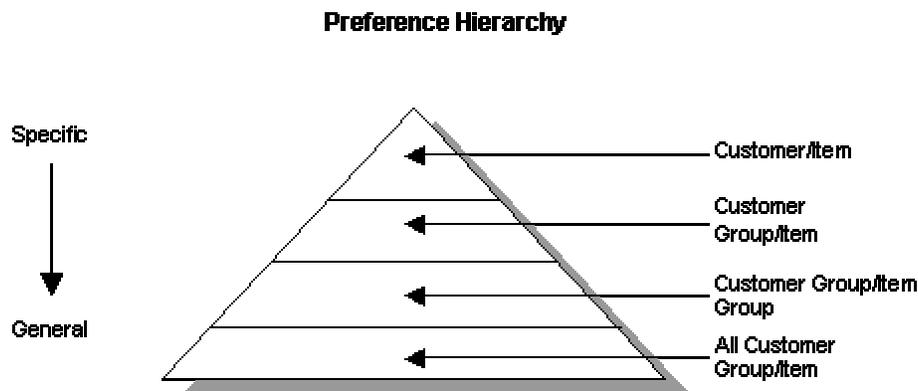
For each preference type, you must define a hierarchy to indicate the order in which you want the system to apply preferences to sales orders.

The Preference Hierarchy Revisions form contains rows that identify customers and customer groups and columns that identify items or item groups. You use the intersections of the rows and columns to enter your hierarchy sequence.

The hierarchy tells the system in which order to search. The hierarchy must start with the number 1 and proceed in numerical order; you cannot skip numbers.

When the system searches for preference information, it uses the hierarchy to determine the order in which to search preference information. The system begins with the intersection in which you entered 1 and searches for records that are defined for that customer and item combination. If no preference for that intersection is found, the system identifies the intersection in which you entered 2, and so forth.

The following graphic illustrates the way the system searches for preference information:



Note

PeopleSoft suggests that when you define hierarchies, you start with the most general groups (that is, begin with item only and customer only), and then define the more specific groups.

Be aware that the system will not allow certain combinations for some preferences, for example, Print Messages.

► To arrange the preference hierarchy

From the Price Management menu (G4222), choose Preference Hierarchy.

1. On Work With Preference Hierarchy, complete the steps to set up preference master information.
2. Click Find to locate the preference.

3. Choose the preference and click Select.
4. On Preference Hierarchy Revisions, type consecutive numbers at the intersections of rows and columns to define the hierarchy for the preference and click OK.

Assigning Customers and Items to Groups

Before you use basic preferences, you must perform some setup tasks to customize preferences for your specific business requirements. As your business grows and changes, you perform the same tasks to further customize preferences.

To save time while defining basic preferences, you can assign a customer or an item to a group. You can then define preferences once for a group rather than many times for several customers or items. For example, you can group all customers with the same payment terms. Then, when you create a payment terms preference, you can define one preference for the group.

Prerequisite

- Verify that user defined codes for customer groups and item groups are set up.

Assigning a Customer to a Preference Group

You can assign a customer to a customer group for any preference.

For example, you can identify some customers as seasonal customers and create specific payment terms for them. To do this:

- Set up a SEASON customer group user defined code
- Assign all seasonal customers to this group
- Create one Payment Terms preference for the seasonal customer group

You can assign any new seasonal customers to the seasonal customer group. The system automatically applies the Payment Terms preference to all of the new customers' sales orders.

► To assign a customer to a group

From the Sales Order Advanced & Technical Ops menu (G4231), choose Preference Master.

1. On Work With Preference Master, choose Customer Groups from the Form menu.
2. On Work With Customer Group Preferences, complete the following field and click Find to select a customer:
 - Customer Number
3. Choose the customer and click Select.



Preference Master - Customer Group Revisions

OK Cancel Form Tools

Customer Number

Customer Group 1 Customer Group 2 Customer Group 3

Payment Terms	<input type="text" value="PREF"/>	<i>Preferred Customers</i>
Pricing Unit of Measure	<input type="text" value="VOLUME"/>	<i>High Volume Customers</i>
Revenue Cost Center	<input type="text" value="EAST"/>	<i>East</i>
End Use	<input type="text"/>	
Print Messages	<input type="text" value="PREFER"/>	<i>Preferred Customers</i>
Inventory Commitment	<input type="text" value="EAST"/>	<i>East</i>
Product Allocations	<input type="text"/>	
Grade and Potency	<input type="text"/>	
Delivery Date	<input type="text"/>	
Line of Business	<input type="text"/>	
Price Code 1	<input type="text"/>	
Price Code 2	<input type="text"/>	
Price Code 3	<input type="text"/>	

4. On Customer Group Revisions, complete any of the following fields:
 - Payment Terms
 - Pricing Unit of Measure
 - Revenue Cost Center
 - End Use
 - Product Allocations
 - Grade and Potency
 - Delivery Date
 - Line of Business
 - Price Code 1

5. Click on the Customer Group 2 tab and complete any of the following fields:
 - Document Distribution
 - Document Set
 - Options and Equipment
 - Customer Freight
 - Carrier

- Mode of Transport
 - Price Adjustment Schedule
 - Invoice Cycle
 - Order Preparation Days
 - Next Order Status
 - Sales Commission
 - Customer Currency
 - Quality Management
6. If you use ECS Applications, click the Customer Group 3 tab and complete any of the following fields:
 - Payment Terms (Branch)
 - Product Allocations (Branch)
 - Pricing U/M (Branch)
 - Revenue Business Unit (Branch)
 7. Click OK.

Assigning an Item to a Preference Group

You can assign items to preference groups and define a preference for the entire group with user defined codes.

► To assign an item to a group

From the Sales Order Advanced & Technical Ops menu (G4231), choose Preference Master.

1. On Work With Preference Master, choose Item Groups from the Form menu.
2. On Work With Item Group Preferences complete the following field or click Find to select an item:
 - 2nd Item Number
3. Choose the item group and click Select.



Preference Master - Item Group Preference Revisions

OK Cancel Form Tools

Item Number *Bicycles*

Item Group 1 | Item Group 2 | Item Group 3

Payment Terms	<input type="text"/>	
Pricing Unit of Measure	<input type="text"/>	
Revenue Cost Center	<input type="text"/>	
End Use	<input type="text"/>	
Print Messages	<input type="text"/>	
Inventory Commitment	<input type="text"/>	
Product Allocations	<input type="text"/>	
Grade and Potency	<input type="text"/>	
Delivery Date	<input type="text"/>	
Line of Business	<input type="text"/>	
Price Code 1	<input type="text"/>	
Price Code 2	<input type="text"/>	
Price Code 3	<input type="text"/>	

4. On Item Group Preference Revisions, on the Item Group 1 tab, complete any of the following fields:
 - Payment Terms
 - Pricing Unit of Measure
 - Revenue Cost Center
 - End Use
 - Print Messages
 - Inventory Commitment
 - Product Allocations
 - Grade and Potency
 - Delivery Date
 - Line of Business
 - Price Code 1
 - Price Code 2
 - Price Code 3

5. Click the Item Group 2 tab and complete any of the following fields:
 - Document Distribution
 - Document Set
 - Options and Equipment

- Customer Freight
 - Carrier
 - Mode of Transport
 - Price Adjustment Schedule
 - Invoice Cycle
 - Order Preparation Days
 - Next Order Status
 - Sales Commission
 - Quality Management
6. If you use ECS applications, click the Item Group 3 tab and complete any of the following fields:
- Payment Terms (Branch)
 - Product Allocations (Branch)
 - Pricing U/M (Branch)
 - Revenue Business Unit (Branch)
 - Receiving Locations
 - Shipping Locations
7. Click OK.

Setting Up Basic Preferences

All preferences share standard preference information that applies to all of the preference types in a category. When setting up basic preferences, you enter this information for each preference in the header portion of the Work With Preference Master form. You enter information unique to each preference in the detail area.

If you set up multiple preferences for a customer and item combination, you can specify a sequence number that the system uses to search the preferences to process a sales order.

You enter custom preference information in the detail portion of the applicable preference profile form. Each preference has one or more definition fields unique to its requirements. For example, the definition fields for Carrier preferences are different from those for Mode of Transport preferences.

All preferences share common fields, called key fields, where you enter basic preference information. You must enter this information for each preference in the header portion of the Preference Profiles Revisions form.

When entering basic preference information, you can also specify a sequence number that the system uses to search for preference records. For example, to set up a preference for a customer and item combination and vary the preference by an additional key field, you need to sequence your preference records. If you set the sequence for a preference with Branch/Plant A at 1, the sequence for Branch/Plant B at 2, and all other branch/plants at 999, you can ensure that the system searches for the preferences for Branch/Plants A and B before using the preference that applies to all other branch/plants.

Consequently, you need to use care when sequencing preference records. If the preference that applies to all branch/plants has a sequence number of 1, the system will not find the more specific preferences for Branch/Plants A and B, because the system first finds the preference that applies to all branch/plants. If you set up sequence numbers in increments, you can insert new preferences at a later date.

► **To enter basic preference information**

From the Sales Order Advanced & Technical Ops menu (G4231), choose Preference Master.

After you set up the preference master and hierarchy information, you can enter the basic preference information.

1. On Work With Preference Master, click Find to locate available preferences.
2. Choose a preference and click Select.
The system displays the form for the preference you selected.
3. On the applicable form, click Add.
4. On Preference Hierarchy Selection, choose the appropriate combination and click Select.
5. On the applicable form, complete custom preference information.
6. Click OK.
7. On Preference Hierarchy Selection, you can either choose a hierarchy to add a preference for another combination or click Close to review the information you entered.
8. On the applicable form, click Find to review preference information or click Close.

Advanced Preferences

Preferences are user defined specifications for how the system will process an order. The PeopleSoft EnterpriseOne system utilizes both basic and advanced preferences. Advanced preferences are set up using the same functionality as the Advanced Pricing system uses. For example, in basic preferences, the groups an item or customer belong to must be explicitly defined in the preference. In advanced preferences, item and customer groups are processed based on category code definitions, as in Advanced Pricing.

Advanced Pricing uses complex customer and item groups to manage pricing schedules. When you use advanced preferences, you also use complex customer groups and complex item groups to specify how the system processes your order. Advanced preferences are set up with schedules that specify how the system will process the preferences. The schedules allow multiple preferences, different units of measure, and sequencing. This means that you have more flexibility and are able to set up more complex preferences to match the complexities of your distribution system.

Advanced preferences consist of one or more preference names, or types, a preference schedule, and the preference detail information.

When you set up an advanced preference, you identify specific, key fields that you want the preference to override when processing a specific order. You specify the key fields as well as the return value fields.

Advanced Preference Types

A preference type, or name, is the profile created for the purpose of a specific override to default order processing. The preference type usually agrees with the purpose of the preference.

When you set up a preference type, you also assign a preference hierarchy. The preference hierarchy allows a preference to be set up for a specific item, item group, customer, customer group, or a combination of these.

In advanced preferences, multiple basic preferences have been rolled up into a single advanced preference. An example of a rolled-up advanced preference is the Order Detail Defaults preference. The Order Detail Defaults preference contains a number of basic preferences, including Payment Terms, Pricing Unit of Measure, Revenue Business Unit and End Use. Combining basic preferences into an advanced preference simplifies set up time, and improves system processing time.

See Also

- *Arranging the Preference Hierarchy* in the *Sales Order Management Guide* for more information about defining hierarchies

► To set up advanced preference types

From the Advanced Preferences menu (G40311), choose Advanced Preferences Name Revisions.

1. On Work with Preference Types, click Add to create a new preference type.
2. On Preference Definition Revisions, complete the following required fields:
 - Adjustment Name
 - Preference Hierarchy
 - Advanced Preference Type
3. To further define the preference type, complete the following optional fields:
 - Item Price Group
 - Customer Price Group
4. Choose the following options, if applicable:
 - Quantity Level Break
 - Preference History
5. Click OK.

Advanced Preference Schedules

A preference schedule contains one or more preference types and manages the way that the system processes preferences. In the schedule, you specify the sequence in which the system will process preferences. You can also specify effective dates for a schedule.

You must define the preference types and complete the preference details for each schedule.

► **To set up advanced preference schedules**

From the Advanced Preferences menu (G40311), choose Advanced Preferences Schedule Revisions.

1. On Work with Preference Schedules, click Add to create a preference schedule.
To modify an existing schedule, locate and choose the schedule and then click Select.
2. On Preference Schedule Revisions, complete the following fields and click OK:
 - Preference Name
Data specifying the preference description, hierarchy and type default to this form based on how you set up the preference using the Advanced Preferences Name Revisions menu option of the Price Adjustment Type program (P4071).
 - Seq No.
 - Effective Date
 - Expired Date
 - Item Group
 - Customer Group

Advanced Preference Details

You define advanced preference details when you add preference types to preference schedules. More specifically, details are key fields and return value fields. Key fields are dependent on the preference hierarchy as defined in the preference types. Return value fields are user defined specifications for processing.

Advanced preference details may include groups, item and customer numbers, quantity level breaks and units of measure. The system will use the details you define to resolve the processing specific instructions you need for your business requirements.

► **To set up advanced preference details**

From the Advanced Preferences menu (G40311), choose Advanced Preferences Detail Revisions.

1. On Work with Preference Detail, complete the following field and click Add to create new detail information for an advanced preference:
 - Adjustment Name
(Preference Name)
2. On Preference Hierarchy Selection, indicate the hierarchical grouping appropriate for the preference and click Select.
3. On Preference Detail Revisions, specify the fields that are specific to this preference.
The system customizes this form according to the preference hierarchy you identified when setting up the advanced preference name, or type.
4. To specify return values for the preference, on Preference Detail Revisions, choose Pref Details from the Row menu.

- On Preference Values Revisions, specify the key and return value fields that are specific to this preference and click OK.

The system customizes this form according to the definition of the preference type in the Preference Values Definition table (F40711).

The system will display the data in return value fields in blue.

Advanced Preference Processing

Advanced preference processing is based on a preference schedule. The preference schedule consists of one or more preference names, or types. Each schedule can also contain additional details and values specific to the way you want the system to process orders.

How the System Processes Advanced Preferences

The system will first look at the schedule identified in the system constants. This schedule determines which preferences the system resolves during order processing. If you have set the Sales Order Entry program (P4210) Preference tab processing option, Override Schedule for Advanced Preferences, to override the schedule specified in the system constants, the system will use the schedule specified for that version of Sales Order Entry. The system uses the schedule to find the appropriate preference names, or types, to process.

The system will then look into how you have identified the preference using the Advanced Preferences Name Revisions menu option of the Price Adjustment Type program (P4071). It takes into account the preference hierarchy you have set up, as well as the preference type. The system will also note whether to update preference history records or whether to process level breaks by quantity.

Next, the system uses the details you have set up for the preference. These details include groups, item and customer numbers, quantity level breaks, and units of measure. The details the system uses at this point also include the specific key and return value fields that you define when you define the preference type.

The following table illustrates the sequence in which the system processes advanced preferences:

Sequence	Preference Information	Program or Fields
1	Preference types specified in the advanced preference schedule	P4070 – Advanced Preferences Schedule Revisions
2	Preference type specifications such as: <ul style="list-style-type: none"> • Hierarchy • Quantity level breaks • Complex groups 	P4071 – Advanced Preferences Name Revisions
3	Preference Details based on: <ul style="list-style-type: none"> • Preference Hierarchy • Customer or item group or both as defined in Preference Type 	P4072 – Advanced Preferences Detail Revisions
4	Key fields	Key fields and return value fields as specified in P4072

Working with Preferences

You can activate each preference to use during order processing. With interactive processing, you activate each preference within a Preference Processing version. This version contains a list on which you activate or deactivate each preference for processing by the system.

You can use batch processing of preferences as an alternative to interactive processing during sales order entry. You can run preference batch processing after you have entered orders. Batch processing preferences can speed sales order entry because the system does not have to search for and apply each preference as you enter each order.

You can locate a specific preference to view how the preference has been defined. You can also locate preferences to determine if preferences exist for a customer and item combination before creating a new preference.

Note

Values that you enter manually on the sales order line item override preference values.

Prerequisites

- ❑ Define a preference schedule in the system constants.
- ❑ Ensure that you have activated preference profile processing in the Sales Order Entry processing options (P4210). See *Processing Options for Sales Order Entry (P4210)* in the *Sales Order Management Guide* for more information.

Activating Preferences

From the Sales Order Advanced & Technical Ops menu (G4231), choose Preference Selection.

You must set the processing options for preference profile processing for all of the versions of order entry programs in which you want to apply preferences. You cannot use batch processing for the Inventory Commitment, Product Allocation or Delivery Date preferences.

You must activate each preference that you want the system to use during processing. Preferences are activated within a version for the Preference Processing Options program (R40400). The prompts contain a list on which you activate or deactivate each preference for processing by the system.

To determine whether a preference is active, see the Preference Status field on the preference inquiry or revision forms that are specific to the preference you are reviewing.

Preference values override default values that the system uses from the Item Master (F4101), Item Branch File (F4102), Customer Master (F0301), or data dictionary tables. If you do not activate preferences in the sales order program or in the preference profile program, the system uses normal default values.

Processing Options for Preference Processing Options (R40400)

Process Ctl

Enter a '1' next to each preference to be processed.

Enter a '2' next to each preference to process and write to the Preference Resolution Ledger (F40300R). Please note that the Product Allocation preference does not support the resolution ledger.

Payment Terms

Pricing Unit of Measure

Revenue Cost Center

End Use

Product Allocation

Grade and Potency

Process Ctl 2

Enter a '1' next to each preference to be processed.

Enter a '2' next to each preference to process and write to the Preference Resolution Ledger (F40300R).

Delivery Date

Line of Business

Price Code 1

Price Code 2

Price Code 3

Process Ctl 3

Enter a '1' next to each preference to be processed.

Enter a '2' next to each preference to process and write to the Preference Resolution Ledger (F40300R).

Order Preparation Days

Price Adjustment Schedule

Next Order Status

Sales Commission

Customer Currency

Process Ctl 4

Enter a '1' next to each preference to be processed.

Enter a '2' next to each preference to process and write to the Preference Resolution Ledger (F40300R). Please note that the Product Allocation preference does not support the resolution ledger.

Payment Terms (branch specific)

Pricing Unit of Measure (branch specific)

Revenue Cost Center (branch specific)

Product Allocation (branch specific)

Receiving Location

Shipping Location

Locating Preferences

You can locate a specific preference to view how the preference has been defined. You can also locate preferences to determine if preferences exist for a customer and item combination before creating a new preference.

Note

If preferences already exist for the customer and item combination, you should determine the strategy of their use before creating another preference that might conflict with existing preferences.

► To locate preferences

From the Sales Order Advanced & Technical Ops menu (G4231), choose Profiles by Customer/Item.

1. On Work With Profiles by Customer/Item, complete any of the following fields and click Find:
 - Customer Number
 - Customer Group
 - Item Number
 - Item Group
2. To review preference information, do any of the following:
 - To locate preference information for an item or item group, choose Item Group from the Form menu.
 - To locate preference information for a customer or customer group, choose Customer Group from the Form menu.
 - To review the preference hierarchy, select the row and then choose Hierarchy from the Row menu.
 - To review the preference master, select the row and then choose Master from the Row menu.

Custom Preference Types

Preference definition fields are the fields that the system uses to resolve the preferences. Each preference has one or more definition fields unique to its requirements. These fields are found in the detail portion of each preference's revision form. Definition fields are required, although in some cases a valid value can be a blank. Typically, the system uses the values you input in these fields to override or add information on a sales order.

Carrier Preference

You can use the Carrier preference to select or exclude a specific carrier for a customer or item. You can also use it to select a carrier from a list of preferred carriers. You can use Carrier preference to exclude one or more carriers in a list. For example, if a customer always prefers to use a specific carrier for shipments of fragile items, set it up as a Carrier preference.

The system uses the Carrier preference to evaluate routes. A route with an excluded carrier is not selected during automatic route selection. The system shows a warning message in routing options if you select an excluded route for a shipment.

When you enter transportation information for an inbound shipment, such as a purchase order or customer return, you can set up the Carrier preference based on the customer, item, and receiving warehouse. For purchase orders, the system uses the supplier and item and warehouse combination as default information on the purchase order.

The Carrier preference is available as an advanced preference.

Customer Currency Preference

Use the Customer Currency preference to assign a currency code to a customer number or to a customer group. Unlike other preferences, this preference does not include the item or item group, because the currency code must be the same for all items on an order.

This preference overrides the default currency code from the Customer Master table (F0301) in the order header record. However, you must still include the customer currency in the Customer Master. This is because accounts receivable processing does not check preferences. Instead, it uses currency from each order detail line.

The header currency code applies to all detail lines in the order. Therefore, when you rely solely on the Customer Currency preference to set the order's currency code, you can have only one currency code per order.

The Customer Currency preference can be defined for a specific selling branch/plant or for all branch/plants. For example, if your company sells jet fuel to international airlines, the order might be in the euro from a depot in France and British pounds from a depot in the United Kingdom.

Customer Freight Preference

The Customer Freight preference works within the system by:

- Adding billable charges to an order
- Choosing a routing entry
- Specifying the freight terms for a shipment

For example, if multiple freight charges exist on an order, you can use this preference to determine if all freight charges should be added together on one summarized line or if the individual charges should be appear on separate lines.

The Customer Freight preference also determines the factors that influence automatic route selection. The system evaluates cost, performance, and delivery time, based on the customer freight preference.

Delivery Date Preference

You can use the Delivery Date preference to have the system calculate the delivery date based on the number of days that your items are in transit to your customer.

A sales order has several dates that the system uses to determine a delivery date:

- Order date** The date that you enter the order into the system, or the date that you want to appear on the order.
- Requested date** The date the customer requests to receive the order. You can enter a single date for the entire order or several dates for individual detail lines.
- Pick date** The date that warehouse personnel picks the items from inventory.
- Ship date** The date that you promise to ship the order. You can enter dates for individual detail lines.
- Delivery date** The date that you tell the customer that the order will arrive.

The system calculates the ship and delivery dates under the following circumstances:

- Preferences are activated.
- One or more of the Branch/Plant, Route Code, Mode of Transport, Priority Code, and Carrier Number fields match the key fields of the preference.

Except for the Mode of Transport field, the fields display in the order detail from the Customer Billing Instructions. If they are blank, no match is necessary for the system to calculate dates.

When you set up this preference, you must define:

- The minimum number of days between order entry and scheduled pick date
- The number of days that goods are in transit between ship and delivery

Prerequisite

- Verify that the priority code information for the customer is set up in Customer Billing Instructions.

Example: Applying Dates for Products with the Delivery Date Preference

The following examples are based on the four order preparation days and five leadtime transit days that are specified in the delivery date and order preparation days preferences.

Action	Result
<p>Order taker manually enters a ship date</p>	<p>The program enters the promised date in advance:</p> <ul style="list-style-type: none"> • Sales Order Entered: Friday 11/6/05 • Pick Date Calculated: Sunday 11/8/05 • Ship Date Entered: Thursday 11/12/05 • Promised Date Calculated: Tuesday 11/17/05 <p>The system calculates the promised date by adding the leadtime transit days to the ship date. The system calculates the pick date by subtracting four days from the ship date.</p>
<p>Order taker manually enters a promised date</p>	<p>The program back schedules the ship date. The system subtracts the leadtime transit days from the promised date to calculate the ship date:</p> <ul style="list-style-type: none"> • Sales Order Entered: Friday 11/6/05 • Promised Date Entered: Monday 11/23/05 • Ship Date Calculated: Wednesday 11/18/05 • Pick Date Calculated: Saturday 11/14/05 <p>The system calculates the pick date by subtracting four days from the ship date. A warning appears if the pick date is prior to the order entry date.</p>
<p>Order taker does not enter Promised Date and Ship Date</p>	<p>The program calculates the promised date by adding the order preparation days to determine the pick date and adding the leadtime transit days to the pick date:</p> <ul style="list-style-type: none"> • Sales Order Entered: Tuesday 11/3/05 • Pick Date Entered: Tuesday 11/3/05 • Ship Date Calculated: Saturday 11/7/05 • Promised Date Calculated: Thursday 11/12/05
<p>System calculates a ship date that is before than the sales order entry date</p>	<p>If the ship and pick dates are prior to the order date, the system will display a soft error indicating the pick date is less than the order date. The order can still be processed.</p>

Document Distribution Preference

Use the Document Distribution preference to define how many extra copies of a delivery document you want printed and who you want to receive the copies. For a customer and item combination, you define:

- The trip depot
- The document code of the document to be printed
- The person who will receive each copy
- The number of copies to print

You use this preference to control printing of delivery tickets, priced delivery tickets, and invoices. You can also use this preference to print custom documents (those not programmed by PeopleSoft), such as a certificate of analysis (COA).

The system applies Document Distribution preferences either during the Bulk/Packaged Load Confirm process or at Preprint Delivery Documents.

You can specify multiple line entries. You should include the sequence number with the unique preference information in place of the standard information fields.

Example: Document Distribution Preference

The system applies the following preference setup whenever a customer assigned to customer group "ABC" orders a product assigned to item group "123".

Shipped By	Shipped From	Documents	Number of Copies	To Whom	Where
Truck	Depot A	Document A	2 copies	Address 198281 - Freight Shipping Manager	Printer 123
Rail	Depot B	Document B	1 copy	Address 71004 - Shipping Manager	Printer 321
Rail	Depot B	Document B	1 copy	Address 82425 - Tracking Manager	Printer 333

See Also

- *Working with Deliveries* in the *Transportation Management Guide* for more information on the Bulk/Packaged Load Confirm process and the Preprint Delivery Documents process

Document Set Preference

Use the Document Set preference to identify the set of delivery documents for a particular customer and item combination. The Document Set name is linked to the Document Set Profile Revisions form where the individual document sets are assigned.

If you are using delivery documents, you must define at least one Document Set preference. How you define the preference depends on types of products, such as bulk products or lubricants, or whether your customer is foreign or domestic. You can also vary the preference by branch/plant.

The system applies Document Set preferences when documents print during the following stages:

- Shipment Confirmation
- Bulk/Packaged Load Confirm
- Preprint Delivery Documents

At the end of each stage, you can view or change the document set information on the Document Selection form.

Example: Document Set Preference

Generally, companies create separate Document Set preferences for bulk and packaged products. This example summarizes an efficient method to set up two Document Set preferences so that the appropriate document sets are shipped with each product.

1. Create an item group.
2. Assign a Document Set preference to the item group.
3. Set up another Document Set preference for all items and all customers by leaving the Customer, Customer Group, Item, and Item Group fields blank.
4. Set up the preference hierarchy for the Document Set preference so that:
 - Item Group/All Addresses is first in the hierarchy
 - All Items/All Addresses is second in the hierarchy

When the system processes the Document Set preference during Load Confirmation, the preference hierarchy causes the system to first search for an Item Group preference. If the item in the sales order line is a bulk item and you have assigned it to the item group, the system uses the document set for bulk products. Otherwise, the system uses the standard preference default values and issues the document set for all items and all customers. In this case, the system uses the document set for packaged products because you have not assigned packaged products to the bulk product item group.

Note

When you set up a Document Set preference, verify that it does not conflict with an Invoice Cycle preference for the customer and item combination. Cycle billing (deferred invoicing) and delivery document invoicing are mutually exclusive.

- To generate the invoice with the delivery documents, choose a document set that includes a primary invoice.
- To generate the invoice on a cyclical basis (such as weekly or monthly), run Cycle Billing Program (R49700).

End Use Preference

Use the End Use preference as system criteria for applying price adjustments. You can also use this preference to set up a paid or free status for stock that is commingled for duty.

End use refers to the customer's end use of the product. For example, you might be required to charge different prices for the same item depending on its end use. A product specific to aviation might have a special duty applied in which the amount of duty might depend on end use (in this case, different duty amounts that are based on different airports).

End Use and Duty Status are key fields. You can create different End Use preferences to assign values for various customer and item combinations. You can then assign the applicable End Use and Duty Status field values for each customer and item combination to suit your business needs.

Extended Terms Deal Preference

The Extended Terms Deal preference works with Basket Pricing to offer extended payment terms to customers who will purchase designated items or of combinations of items.

The basket level payment terms preference is resolved when a basket level adjustment is applied. The system finds a payment terms preference and overrides the payment terms currently in the order entry header. Even after the preference has been resolved, you can manually override the payment terms.

Freight Preference

Use the Freight preference to link the sales order detail line to a freight table. The system uses freight tables to determine freight charges based on distance, zone, or fixed fee. The system also uses freight tables to determine whether the freight is billable, payable, or both. Use the Freight preference to specify a freight table for a customer/customer group and item/dispatch group.

The Freight preference differs from other preferences in that it does not have an Item Group selection. Instead, it uses the same dispatch groups that are used by the Transportation Management system to group products for dispatch.

The Freight preference works in conjunction with freight tables. You define your Freight preferences based on your distance-based, zone-based, or fixed-fee-based freight tables. You can specify one or more freight tables, for example, if you charge a customer a fixed fee and an additional distance-based fee for the same item or dispatch group.

You must also designate whether the freight charge is billable to customers, payable to contractors, or both. Branch/Plant and Mode of Transport are optional search fields.

The system applies the Freight preferences when you run the Freight Update and Report program (R4981) to determine billable and payable freight charges. Normally, this is part of end-of-day processing. However, billable freight charges can also be calculated prior to printing delivery documents.

Grade and Potency Preference

Use the Grade and Potency preference to select inventory for a customer that is based on a specific grade or potency range for an item. You can set up base pricing by an item's grade or potency. You could use this preference if a customer requires a grade/potency range that differs from the standard range that you define for an item through item branch/plant information.

Note

Because bulk products cannot be selected by grade or potency or load confirmed by lot, you should use this preference only for packaged products.

The Grade and Potency preference works in conjunction with the Inventory Commitment preference and the commitment method to determine the availability of products. The preference causes the system to ensure that available quantities are within a customer's specified grade/potency parameters.

In addition, the system uses the value that you enter in the Days Expired Before field of the Grade and Potency preference to determine if the expiration date is within the customer's allowable days. This ensures that the availability of product will be the quantity of the grades or potencies that the customer allows and within an expiration date.

You can only use the Grade and Potency preference if either the Potency Control or the Grade Control is activated for the item. This is done in the Item Branch program (P41026). You typically use this preference only if a customer requires a grade or potency range that differs from the standard ranges that are set up in the Item/Branch Plant Info.

You cannot specify both grade and potency for the same item. However, when you create the Grade and Potency preference, the system displays both the Grade and Potency fields. This display occurs regardless of the status of the Potency Control and Grade Control setting in Item Branch.

The system does not check the status of the activation settings in Item Branch when you create a Grade and Potency preference. Therefore, you will not be prevented from entering values into the From Grade, Thru Grade, From Potency, or Thru Potency fields. You could also enter data in both fields. In either case, the system will not apply preference information that conflicts with activation settings or data entry rules.

Gross Profit Margin Pricing Preference

You can use the Gross Profit Margin Pricing preference to help determine what the price of an item should be in order to meet your targeted profit margin, or you can enter a profit margin percentage on an order line and the system will calculate a price based on that percentage.

This preference establishes target gross profit margins for items/item groups and customer/customer groups. You can customize your profit margins even further because the preference allows you to define minimum and maximum targets.

The system tests and resolves the profit margin range and gives a soft error when the gross profit margin goes outside of the parameters you set up, and will still accept the order.

Inventory Commitment Preference

Use the Inventory Commitment preference to:

- Specify that each order line be filled from one or more branch/plants based on customer/customer group or item/item group
- Specify the branch/plants from where you want products shipped
- Determine the percentage of the order to be filled from each branch/plant
- Specify the mode of transport and carrier information in the sales detail line

If you use this preference to specify the branch/plants from where you want products shipped, use the Sequence Number and Branch/Plant fields to control the product's Ship From location. You can then sequence the preferences to establish a priority order.

If you use this preference to determine the percentage of the order to be filled from each branch/plant, use preference sequences to establish an order. If you are unable to fill the order from any branch, the system creates a backorder on the branch/plant with the lowest sequence number. Normally, only packaged products, not bulk products, are backordered.

The system applies this preference during sales order entry. You can view the specified source branch/plant in the Branch/Plant field in the grid of an order detail line.

Example: Inventory Commitment Preference

The Percent To Fill field provides you with the flexibility to fill an order line from one or more branch/plants. The Inventory Commitment preferences work in conjunction with the system's normal checking that is done for quantity available, and adds a check on all branches that are defined in the preference.

As each branch is checked, the order will be shipped from any one branch that can fill the entire order. Depending upon the number in the Percent To Fill field, a portion of the order line can be filled from one or more branch/plants.

Percent-To-Fill Value and Related System Actions

If the percent-to-fill value is zero percent, the system performs normal processing. The system performs no checking for the quantity on hand, and regardless of the quantity on hand, it is shipped to fill the order.

If the percent-to-fill value is between 1 and 99 percent, the system requires that any branch must be able to fill the percentage that is specified. If the branch can fulfill the percentage, the quantity available is shipped and the remainder is transferred to the next branch. The system checks each branch to determine if the quantity can be shipped.

If you specify a percent-to-fill value of 100 percent for each of several branch/plants, an order can only be filled from a single branch/plant that has sufficient quantity to fill the order. If no branch/plant has sufficient quantity to fill 100 percent of the order, the order is put on backorder or partially shipped from the first preference branch/plant that it can satisfy.

If the percent to fill value is 100 percent, the system requires that the branch must be able to ship the entire quantity. This prevents shipping from multiple branches, but allows the system to check all branches to determine if the entire quantity can be shipped. If you specify a percent-to-fill value of 100% for each of several branch/plants, an order can only be filled from a single branch/plant that has sufficient quantity to fill the order. If no branch/plant has sufficient quantity to fill 100 percent of the order, the order is backordered or partially shipped from the first preference.

The following table shows an example of an order that is placed for a quantity of 500:

Branch/Plant: quantity available	Percent-to-fill as set up on preference	Minimum order quantity available	Result
Branch/Plant A: 99	50 percent	200	Do not ship from this branch because the available branch/plant quantity is less than the minimum order quantity.
Branch/Plant B: 400	80 percent	400	Ship 400 from this branch.
Branch/Plant C: 96	95 percent	95	Ship 96 from this branch because the available branch/plant quantity is at least 95% of the order balance of 100.
The system backorders the remaining quantity of 4 to Branch/Plant B.			

Prerequisite

- Verify that the sales order entry preference options for inventory commitment are blank.

Technical Considerations

Activating the Inventory Commitment preference	You must activate the Inventory Commitment preference through a separate processing option in the Sales Order Entry program (P4210).
Working with kits and configured items	The Inventory Commitment preference does not function with kits or configured items.

Line of Business Preference

Use this preference to specify a customer's line of business, such as aviation. Line of business preferences can be set for customer and item combinations.

Your business can derive useful data for sales analysis when you define line of business preferences. You can write your own reports to produce reports by line of business. Price adjustments can be based on line of business.

This preference is applied during sales order entry.

Mode of Transport Preference

The system uses the Mode of Transport preference to select a specific transportation method based on destination, in addition to preferences at the customer or item level. For example, if a customer prefers that a parcel carrier using second day air always ships all shipments to a specific destination, you would set that up as a mode of transport preference.

When you enter transportation information for an inbound transaction, such as a purchase order or customer return, you can set up the Mode of Transport preference based on the customer, item, and receiving warehouse. For purchase orders, the system uses the supplier and item and warehouse combination as default information on the purchase order.

Multiple Shipping and Receiving Locations Preference

Use the Multiple Shipping and Receiving Locations preference to define the shipping and receiving locations to which the system assigns products. You also can activate or deactivate the locations that you define. If you activate the locations, the Multiple Shipping and Receiving Locations preference overrides the default location that is specified in Branch/Plant Constants (P41001).

For example, when you ship large quantities of products, warehouse personnel pick the products and place them at the appropriate docks so that drivers can load the products into trucks. When you receive products, the delivery drivers might need to deliver products to various locations. By defining all shipping and receiving locations that you might use, you can use the Sales Order Management system to help you plan for the shipment and arrival of products.

If you do not agree with the locations to which the system assigns products, you can override the locations using the Warehouse Management system or the Transportation Management system.

Note

If you want to override the location using the Warehouse Management system, you must set the appropriate processing option in the Requests Inquiry program (P4600). For more information, see *Locating Existing Pick Requests* and *Confirming Pick Suggestions* in the *Warehouse Management Guide*.

If you want to override the location using the Transportation Management system, you can use the Work with Shipments program (P4915) or the Work With Loads program (P4960). For more information, see *Revising Shipment Information* and *Working with Loads* in the *Transportation Management Guide*.

Next Order Status Preference

Use the Next Order Status preference to skip or insert processing steps after sales order entry. The processing flow is determined by the order activity rules. The Next Order Status preference overrides the next step in the order activity rules. You should only use this preference to change the steps after you enter an order.

For example, you might want to send an Electronic Data Interchange (EDI) order acknowledgement for a specific customer and item combination. For another customer, you might want to skip the confirmation steps defined in the order activity rules.

The order activity rules determine which steps you can skip. For example, to skip from Enter Sales Order (Status 520) to another status step, you must choose one of the Other Allowed status codes. You may not be able to skip from Enter Sales Order to Cycle Billing (Status 580) because the alternate steps are not set up in the order activity rules.

Caution

During preference setup, the system does not prohibit you from entering invalid activity/status codes. However, during sales order processing, the system highlights status code fields on the sales order to indicate that the system is retrieving an invalid activity/status code.

Prerequisite

- Determine the order activity rules and the steps that can be skipped in the process flow.

Options and Equipment Preference

The Options and Equipment preference specifies the options and equipment required for a shipment. This preference is resolved at all possible grid points on the preference hierarchy so that multiple options and equipment requirements are added to a shipment.

In addition, each specific preference can contain a list of possible options or equipment. For example, a shipment of perishable items requires a refrigerated trailer. You set up an option preference for these items on a refrigerated trailer. This option applies to any shipment that contains perishable items. When the system routes the shipment, the system selects only from those carriers, modes of transport, or routing entries that provide refrigerated trailers.

See Also

- *Setting Up Basic Preferences* in the *Sales Order Management Guide* for more detailed information about preferences

Order Preparation Days Preference

You can set up information about the amount of time that it takes to prepare an order for shipping in the Order Preparations Days preference. This helps you to accurately determine the number of days that it takes to deliver your sales orders from the date that the customer places the order.

Order preparation days are the number of days that it takes to pick and pack the items on the sales order, prior to shipping. The system uses the priority code that you set up for your customer in the Customer Billing Instructions to determine the amount of preparation time. However, you can override the priority code for a single order during order entry.

When you enter an order, the system uses information in the Order Preparation Days preference and first attempts to obtain dates by back scheduling. Back scheduling involves calculating the pick, ship, and delivery dates for an order, starting with the delivery date and working backwards.

If the pick date is before the current date, the system forwards schedules starting with the order date to obtain pick, ship, and delivery dates.

Example: Applying Dates for Products with the Order Preparation Days Preference

The following examples are based on four order preparation days and five leadtime transit days specified in the preference:

Action	Result
<p>Order taker manually enters a ship date</p>	<p>The program enters the promised date in advance:</p> <ul style="list-style-type: none"> • Sales Order Entered: Friday 11/6/05 • Pick Date Calculated: Sunday 11/8/05 • Ship Date Entered: Thursday 11/12/05 • Promised Date Calculated: Tuesday 11/17/05 <p>The system calculates the promised date by adding the leadtime transit days to the load date. The system calculates the pick date by subtracting four days from the ship date.</p>
<p>Order taker manually enters a promised date</p>	<p>The program back schedules the ship date. The system subtracts the leadtime transit days from the promised date to calculate the ship date:</p> <ul style="list-style-type: none"> • Sales Order Entered: Friday 11/6/05 • Promised Date Entered: Monday 11/23/05 • Ship Date Calculated: Wednesday 11/18/05 • Pick Date Calculated: Saturday 11/14/05 <p>The system calculates a pick date by subtracting four days from the ship date. A warning appears if the pick date is prior to today.</p>
<p>Order taker leaves Promised Date and Ship Date fields blank</p>	<p>The program calculates the promised date by adding the order preparation days to determine the pick date and adding the leadtime transit days to the pick date:</p> <ul style="list-style-type: none"> • Sales Order Entered: Tuesday 11/3/05 • Pick Date Entered: Tuesday 11/3/05 • Ship Date Calculated: Saturday 11/7/05 • Promised Date Calculated: Thursday 11/12/05
<p>System calculates a ship date that is before than the sales order entry date</p>	<p>If the ship and pick dates are prior to the order date, the system will display a soft error indicating the pick date is less than the order date. The order can still be processed.</p>

Payment Terms Preference

Use the Payment Terms preference to identify payment terms and instruments for specific customer and item combinations. The system applies payment terms only at the item detail level. For any items that are not included in this preference, the system applies the payment terms from the customer master information at the order level.

Price Adjustment Schedule Preference

Use the Price Adjustment Schedule preference in conjunction with the Advanced Pricing system. You can use this preference to assign a different price adjustment schedule for items sold to a specific customer. You can also use this preference to create penalty schedules for agreements with business partners.

This preference overrides the default schedule from Customer Billing Instructions. The system applies this preference during sales order entry.

See Also

- ❑ *Setting Up Adjustment Definitions* in the *Advanced Pricing Guide*

Pricing Unit of Measure Preference

Use the Pricing Unit of Measure preference for the following:

- To override the Pricing Unit of Measure field (in the default sales detail line)
The system completes the sales detail line based on information in the processing options or the Item Master (P4101). You might use this preference when your company has negotiated a price with a customer in a specific unit of measure. You then need to set up pricing for the customer and item in that unit of measure and enter a Pricing Unit of Measure preference to ensure that the system automatically adds the pricing unit of measure to the order. The pricing unit of measure can differ from the transaction unit of measure and can vary by branch/plant.
- To calculate the Price at Ambient/Standard
The system uses this flag at the time of delivery confirmation to re-extend the price using the standard or ambient temperature, depending on which value you choose.

Note

Leaving any of the key fields blank indicates you want to specify all valid values for that field. For example, a blank in the Business Unit field causes the system to apply the Print Messages preference to all business units.

Prerequisites

- ❑ Set the sales price retrieval unit of measure in system constants. See *Defining System Constants* in the *Sales Order Management Guide*.
- ❑ Confirm that a base price record exists for the pricing unit of measure to be entered in this preference.

See Also

- ❑ *Setting Up Base Prices* in the *Sales Order Management Guide*

Product Allocation Preference

Use the Product Allocation preference to restrict the amount of an item or item group that a customer or customer group can purchase. For example, use this preference if the demand for a product exceeds the supply or if government regulations restrict limits for certain products.

You can set quantity limits to define the quantity that a customer or customer group is allowed to purchase or the quantity of each item or item group that is allowed to be sold. The system checks for allocation limits before it checks availability. Product allocation indicates how product is distributed among customers. Product availability indicates how much of any product is at any branch/plant location.

Product allocations can be set up as either:

- A fixed number of item units
- A percentage of the available product

If the order quantity exceeds allocated quantity, a warning message appears when you enter a sales order. At that time, you can put the order on hold or reduce order quantity to the allowable or available quantity.

Each time you place an order for an allocated product, the quantity ordered during the effective date range accumulates toward the allocation limit. The system updates the Quantity Sold field each time you enter an order. This field shows the quantity that was ordered at the time the allocation went into effect. When you change or cancel an order, the system subtracts the quantity from the running total. The system applies the product allocation preference before checking availability.

Caution

You should disable the Quantity From and Quantity Thru fields on Preference Master (P40070) for the Product Allocation preference. This enables the system to automatically perform unit of measure conversions for this preference.

Prerequisite

- You must identify the product allocation hold code in the sales order entry processing options if both of the following apply:
 - You create Product Allocation preferences.
 - You want to place orders on hold if a customer's order exceeds their allocation.

Technical Considerations

Working with kits and configured items	The Product Allocation preference does not function for kits and configured items.
Quantity sold and balance calculations	<p>The balance column on the Product Allocation Profile Revisions form updates with the quantity available to purchase if one of the following apply:</p> <ul style="list-style-type: none">• Allocation Method 1 is used.• Allocation Method 2 is used with the amount remaining in the Quantity Pool. <p>If you place an order on hold because it exceeds the allocated amount, the balance will show as a negative amount for either Allocation Method 1 or 2.</p>
Activating product allocation	<p>You can set quantity limits to define the quantity that a customer or customer group is allowed to purchase or the quantity of each item or item group that is allowed to be sold.</p> <p>You must use the Product Allocation Hold code in conjunction with the Product Allocation Preference.</p>

See Also

- *Defining Order Hold Codes* in the *Sales Order Management Guide*

Quality Management Preference

Use a Quality Management preference to either request or require that a test be run and certain quality standards be met for a particular customer and item combination.

Prerequisite

- Set up test specifications, which require the system to run a test or set a quality standard. See *Defining Specifications* in the *Quality Management Guide*.

Revenue Business Unit Preference

Use the Revenue Business Unit preference to recognize revenue for a business unit that is different from the central business unit. This preference allows you to override the default accounting branch/plant cost center from the Branch/Plant or Detail Branch/Plant fields. The Revenue Business Unit preference does not apply to interbranch sales.

Additionally, you can use this preference for a salesperson that might be located at the revenue business unit that is associated with the preference.

Example: Revenue Business Unit Preference

This example summarizes how to set up the Revenue Business Unit preference to ship items from multiple sites while posting revenue to a single site.

- Create a Southwest customer group for an item
- Set up a Revenue Business Unit preference.
- Set the preference hierarchy for the Revenue Business Unit preference at the intersection of Ship to Customer Group and Item Number.

- In the Business Unit field on the Revenue Business Unit Profile Revisions form, enter a branch/plant.
- In the Revenue Business Unit field on the Revenue Business Unit Profile Revisions form, enter a different branch/plant than you entered in the Business Unit field.

Prerequisite

- ❑ Set the Sales Update program (R42800) processing option to specify the revenue business unit.

Sales Commission Preference

Use the Sales Commission preference to set up sales personnel and commission rates based on customer and item combinations. You can assign multiple sales representatives or sales groups when you are setting up commission rates. Line of Business and Branch/Plant are additional search fields for this preference. You can assign different commission preferences for various customer and item combinations based on the line of business and branch/plant values.

The system normally provides default values from Customer Master table (F0301) for the sales commission fields in the sales order header. If the billing instructions Rate fields are blank for the commission royalty information, the system can provide default values for the commission rate. Normally, the system provides default values for each line on the sales order. The preference overrides the header information at the line level.

Prerequisite

- ❑ You must set up all salespeople in the address book and on the Commission/Royalty Information form before you can enter them on a preference. See *Setting Up Commission Information* in the *Sales Order Management Guide*.

Sales Price Based on Date Preference

Use the Sales Price Based on Date preference to guarantee a price for a certain time frame. For example, if you need to offer the May price for an item appearing on sales orders placed in June, you can set up this preference.

The system uses the Sales Price Based on Date preference to evaluate whether the preference is being used or if an effective date has been established for the price, and then applies the price associated with the date to the sales order.

The Sales Price Based on Date preference overrides all adjustments for the time frame that the Sales Based on Date is effective.

User Defined Price Code Preference

Use the User Defined Price Code preferences to define your own codes for your unique pricing needs. Price codes are added to the sales order detail line during order entry.

Price codes can be used in Advanced Pricing programs to define price adjustments. They can also be used for your reporting requirements. For example, you might use a price code for temporary pricing.

You define a price code to identify order lines that need to be repriced when commodity prices are published for a specific period.

When the price is known, you can run the Sales Order Batch Price/Cost Update program (R42950). You should only select those lines with the price code that is equal to the specified value.

See Also

In the *Sales Order Management Guide*:

- ❑ *Updating Base Prices*
- ❑ *Setting Up Base Prices*

Customer Segment Based Selling

Customer segment based selling is a technique that enables you to group customers into buying segments based on the customers' buying habits. Buying segments are user defined codes (42B/BS) that represent groups of similar products, and you assign buying segment codes to your customers. By grouping customers who buy similar products into buying segments, you can potentially increase sales by suggesting items during sales order entry that other customers in the same segment have purchased.

To ensure that you can review the latest information for buying segments, you can run the Update Buying Segment Codes program (R42442), which updates the buying segment code for existing sales orders.

To ensure that you can review the latest purchases that customers in a buying segment have made, you can run the Build Customer Segment Items program (R42441). This program ensures that the Customer Segment Items table (F42440) contains updated sales data for buying segments, such as item number and quantity.

Prerequisites

- ❑ Activate the appropriate processing option on the Versions tabs in the Sales Order Entry program (P4210) for customer segment based selling. Note that there is an optional processing option for customer segment based selling on the Process tab in the Sales Order Entry program.
- ❑ Define the buying segment codes (42B/BS).

See Also

- ❑ *Working with Detail Information* in the *Sales Order Management Guide* for information on entering a sales order

Assigning a Buying Segment Code to a Customer

To assign a buying segment code to a customer or change the code that you already have assigned, use the Customer Master program (P03013). This program enables you to define invoice information, credit information, billing information, tax information, and more for the customer.

After you assign a buying segment code to a customer, the system stores the information in the Customer Master by Line of Business table (F03012). When you enter an order for the customer to which you assigned a buying segment code, the system stores the information in the following tables:

- Customer Master by Line of Business (F03012)
- Sales Order Header File (F4201)
- Sales Order Header History File (F42019)
- S.O. Detail Ledger File (F42199)
- Sales Order Detail File (F4211)
- Sales Order History File (F42119)

The system displays the buying segment code on the following forms in the Sales Order Entry program (P4210):

- SOE – Additional Information (Additional Info 1 tab)
- Sales Order Header (Additional Header Information)

► **To assign a buying segment code to a customer**

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

1. On Work With Customer Master, click Find to locate the customer to which you want to assign a buying segment code.
2. Choose the row that contains the customer to which you want to assign a buying segment code and click Select.
3. On Customer Master Revision, choose Billing Information from the Form menu.
4. On Billing Information, on the Billing Page 1 tab, complete the following field and click OK:
 - Buying Segment Code

Adding Customer Segment Items to a Sales Order

The Customer Segment Items program (P42440) enables you to review a list of items that customers who belong to the same buying segment have purchased. While you are entering a sales order for a customer, you can suggest items that other customers have purchased and add the items that the customer wants to purchase to the sales order. When you select items to add to the sales order, you also can specify a quantity.

There are two ways for you to access the Customer Segment Items program:

- Provided that you have set the appropriate processing options in the Sales Order Entry program (P4210), the system automatically displays the Customer Segment Items form as you finish adding the sales order.
- Provided that you have set the appropriate processing options in the Sales Order Entry program, you can choose the options for customer segment items while adding the sales order.

► To add customer segment items to a sales order

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, locate and choose the sales order and then choose Order and then SO Detail Revision from the Row menu.
2. On Sales Order Detail Revisions, choose Customer Segment Items from the Form menu.
3. On Customer Segment Items, review the information in the following fields:
 - Quantity Ordered
 - UM
 - Item Number
 - Usual Quantity
 - Shipping UOM
 - Buying Segment Code
 - Effective Date
 - Expired Date
4. To add a customer segment item to a sales order, complete the following fields for the item and click OK:
 - Quantity Ordered
 - UM

Processing Options for Customer Segment Items (P42440)

Defaults

1. Sort Field:

Blank or 1 = Price

2 = Quantity

3 = Margin

2. Maximum Segment Items:

Enter the maximum number of items to be displayed per customer segment.

Updating Buying Segment Codes

From the Sales Order Advanced & Technical Ops menu (G4231), choose Update Buying Segment Code.

To ensure that you can review the latest information for buying segments, you can run the Update Buying Segment Codes program (R42442), which updates the buying segment code for existing sales orders. Typically, you run this program when you are assigning buying segment codes to your customers or after you have reorganized customers' buying structures.

You can run the Update Buying Segment Codes program in proof or final mode. When you run this program in proof mode, the system prints a report that contains updated buying segment information by sales order, but does not update any tables. When you run this program in final mode, the system prints the report and updates the following tables:

- Sales Order Header File (F4201). The system updates the matching Sold To customer's buying segment code in each record that is contained in this table.
- Sales Order Detail File (F4211). The system updates the matching Ship To customer's buying segment code in each record that is contained in this table.
- Sales Order History File (F42119). The system updates the matching Ship To customer's buying segment code in each record that is contained in this table.

Processing Options for Update Buying Segment Codes (R42442)

Defaults

Use these processing options to indicate whether to run the Update Buying Segment Codes program (R42442) and print the report in proof or final mode.

1. Proof or Final Mode

Blank = Run Update Buying Segment Codes in Proof Mode

1 = Run Update Buying Segment Codes in Final Mode

2. Print Report in Final Mode

Blank = Print Update Buying Segment Codes Report

1 = Do not print Update Buying Segment Codes Report

Building Customer Segment Items

From the Sales Order Advanced & Technical Ops menu (G4231), choose Build Customer Segment Items.

To ensure that you can review the latest purchases that customers in a buying segment have made, you can run the Build Customer Segment Items program (R42441). When you run this program, the system builds a list of items for each buying segment code by compiling the following types of information:

- Item number
- Quantity
- Base price
- Margin percentage
- Shipping unit of measure
- Buying segment code

The system limits the number of items that appear to a maximum of 99 and stores the information in the Customer Segment Items table (F42440).

Processing Options for Build Customer Segment Items (R42441)

Defaults

1. Beginning Date Fence:

Enter number of days, prior to today, to include in the date selection.

2. Minimum Average Quantity:

Enter a minimum quantity per item to be on the list.

3. Minimum Weighted Average List Price:

Enter a minimum price per item to be on the list.

3. Enter the currency code to use in price comparison.

4. Minimum Percent Margin:

Enter a minimum percent margin per item to be on the list.

5. Maximum Segment Items:

Enter the allowed maximum number of items per customer segment.

6. Sort Field:

Blank or 1 = Price

2 = Quantity

3 = Margin

Tax Information

To comply with governmental tax regulations, you must set up tax information. After you set up this information you can:

- Track taxes according to different tax rates and areas
- Assign a default tax rate to a customer
- Apply a tax rate to an entire invoice or an individual pay item
- Enter a tax amount or have the system calculate the amount
- Track tax history in a separate table

What Are the Different Types of Taxes?

You might be required to collect one of the following types of taxes:

Sales tax

This tax is calculated on the gross amount of the sale of goods. Customers who buy goods for their own use pay sales tax at the time of purchase. Customers who buy goods for resale do not pay sales tax.

Value Added Tax (VAT)

This tax is collected at each stage in the product and distribution of goods and services as value is added. As a business adds value to a product, the business pays VAT on the added value.

Canadian goods and Services Tax (GST) and Provincial Sales Tax (PST)

In Canada, the federal government assesses a GST. The provincial government assesses a PST. The tax rates vary from province to province and are calculated using either the value of goods or the value plus GST.

Tax types are not exclusive to a single country. For example, VAT is used worldwide and encompasses a variety of value added taxes, such as:

- IVA in Italy
- TVA in Belgium
- GST in Singapore

Setting Up Tax Authorities

Tax authorities are government agencies that assess and collect taxes. For tracking and reporting purposes, your organization must set up an address book record for each tax authority to which it remits taxes. If you want, you can set up a user defined code for a new search type, such as TAX, in UDC 01/ST that you can assign to tax authority address book records to differentiate them from other address book records.

Note

Ensure that the self-service processing option is not activated for the Address Book program (P01012) using the Tax Authorities option on the Tax Processing and Reporting menu (G0021); otherwise, you cannot add new tax authorities (address book records).

See Also

- *To enter address book information in the Address Book Guide for information about adding a new address book record*

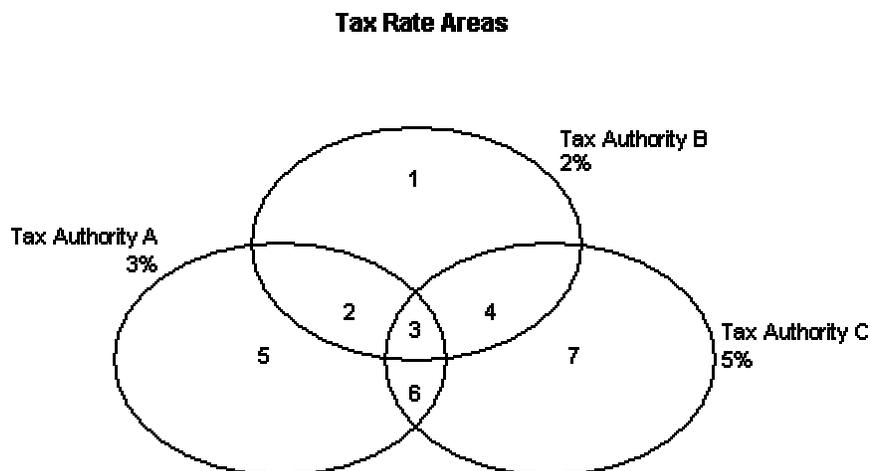
Setting Up Tax Rate Areas

To calculate and track the different taxes that you pay to your suppliers or for your customers, you must set up tax rate areas. Each tax area is a physical, geographic area, such as a state, province, or county. Different tax authorities assess a variety of taxes for each geographic area. Additionally, each authority within a tax area can have a different tax rate.

When you set up tax rate areas, you must specify effective dates. The system does not check for duplicate tax rate and area information, which means that you can set up different tax rates and effective date ranges for the same tax rate and area. The system checks for overlapping effective date ranges. When an overlap exists, the system issues an error.

The Tax Rates/Areas program (P4008) also provides features for special situations. For example, you can specify whether tax is calculated as "tax-on-tax," whether a portion of the tax is nonrecoverable (available for input credits), and whether maximum unit cost is associated with a particular item.

The following diagram illustrates how some tax areas could be organized:



The three circles represent three tax authorities. The seven numbered areas represent tax areas.

Notice that tax authority jurisdiction can overlap and that a tax area can be assessed taxes by one or more tax authorities. The tax rate for a tax authority does not vary from one tax area to another. Tax authority A assesses a 3% tax in tax areas 2, 3, 5, and 6.

For each tax area, however, the total tax burden can vary. It is the cumulative effect of multiple tax authorities for a single tax area that causes the tax burden to vary from one tax area to another. For example, the businesses located in tax area 5 must remit tax to only one tax authority (Tax Authority A for 3%). Businesses in tax area 2 remit taxes to two tax authorities (Tax Authorities A for 3% and B for 2%), and businesses in tax area 3 remit taxes to all three tax authorities.

You can run a report to review all of the tax areas that are set up.

Tax Rate Areas for Items

You can specify tax information for an item or group of items. To specify tax information for an item, set the processing option to validate information against the Item Branch File table (F4102) and enter the item number in the tax rate area.

To specify a tax rate for an item group, enter one of the valid options in the Sales Taxable Y/N field on the Item Branch/Plant Info. form (W41026A). Options 3 through 8 are for grouping items together based on the tax rate. You set up the tax rate by area for one of the options and then specify the option for like items on the Item Branch/Plant Info. form.

Revising Tax Rate Areas

You can revise any of the information for the tax rate area except the expiration date. If you need to extend the expiration date of a tax rates area, you must enter a new tax rate area record.

Prerequisites

- Set up the tax authorities in the address book.
- Set up the necessary tax AAls.

See Also

- Setting Up a Base Pricing Structure* in the *Sales Order Management Guide* for more information about setting up item and customer price groups

► To set up tax rate areas

From the Tax Processing and Reporting menu (G0021), choose Tax Rate/Areas.

1. On Work With Tax Rate/Areas, click Add.



Tax Rate/Areas - Tax Rate/Area Revisions

Work With Tax Rate/Areas

Tax Rate/Area Revisions

OK	Cancel	Form	Previous	Next	Tools
Tax Rate/Area	CO	Effective Date	01/01/97		
Description	Colorado State & Regional Tax	Expiration Date	12/31/06		
Tax Authorities					
Address	Tax Authority	G/L Offset	Tax Rate		
4010	Colorado State Treasurer	TXTX	3.800		
				<input type="checkbox"/> Compound Tax	
				<input type="checkbox"/> VAT Expense	
				<input type="checkbox"/> VAT Expense	
				<input type="checkbox"/> VAT Expense	
			TOTAL TAX	3.800	
Inventory/Purchasing/Sales Order					
Item Number		Maximum Unit Cost			

2. On Tax Rate/Area Revisions, complete the following fields:

- Tax Rate/Area
- Description
- Effective Date
- Expiration Date
- Tax Auth 1

Enter the address number of the tax authority.

- G/L Offset

Only tax explanation code V uses the G/L Offset for the 2nd and subsequent tax authorities. The system ignores the field for all other tax explanation codes.

- Tax Rate

Note

If you use tax explanation codes B (VAT + Use) or C (VAT + sales), you must enter the VAT tax authority and tax rate on the first line of the tax rate area.

3. To calculate tax on the previous tax rate entered, activate the following option:
 - Compound Tax
The system calculates compound tax only when you use tax explanation codes B and C. To calculate compound taxes for tax explanation code V (VAT), use tax explanation code V+.
4. To calculate a nonrecoverable VAT percentage, complete steps 5 and 6; otherwise, proceed to step 7.
5. Turn on the following option:
 - VAT Expense
6. Complete the following field to specify the nonrecoverable VAT percent:
 - Tax Rate
The nonrecoverable percent applies to the first tax rate only when using tax explanation codes C and B. For other tax explanation codes, the system multiplies the nonrecoverable percent by the total tax, but applies it to the first tax authority only.
7. Verify the system-supplied information in the TOTAL TAX field:
8. To specify tax rate/area information for an inventory item, complete the following fields:
 - Item Number
You can enter an item number or an item group (3–8). If you enter an item group, you must set the Validation processing option to 0; otherwise, the system validates the number specified for a group as an item.
 - Maximum Unit Cost
These fields are used in the sales and procurement systems only. You can disable these fields by setting a processing option.
9. Click OK.
10. On Work With Tax Rate/Areas, to print the tax rates that are set up, choose Tax Area Report from the Report menu.

Processing Options for Tax Rate/Areas (P4008)

Display

Enter a value to either show or hide the Item Number and Maximum Unit Cost fields.

1 = show these fields

0 = hide these fields

Edits

Enter a value to validate Item Numbers

1 = Validate Item Numbers

0 = Do not validate Item Numbers

Setting Up Tax Rules by Company

Set up your tax rules so that the Accounts Receivable system can calculate any applicable taxes when you enter an invoice. You need to set up tax rules for each company. The system uses these rules to:

- Display a warning message (or reject a transaction) whenever someone enters a tax amount that differs from the system-calculated tax
- Calculate discounts on a gross amount that already includes tax
- Calculate tax on a gross amount that includes the discount amount

If you do not set up tax rules for a specific company, the system uses the rules that you have defined for company 0000. If there are no tax rules set up for company 0000, the system uses the following defaults:

- Calculate Tax on Gross field = Y
- Calculate Discount on Gross field = N

You can only use tolerances in Accounts Receivable, Accounts Payable and the General Ledger.

You must set the three processing options in the post program, General Ledger Post Report program (R09801), so that tax amounts are updated in the Taxes table (F0018). If they are not set correctly, the system does not update information in this worktable, and does not generate standard tax reports.

► To set up tolerance information

From the Tax Processing and Reporting menu (G0021), choose Tax Rules.

When you enter a tax amount that differs from the tax amount that the system calculates, you might receive a warning message. By setting up tolerance information, you control the type of message that the system issues for different tolerance ranges. Tolerance ranges apply only to VAT and GST and can be a percentage or monetary amount.

1. On Work With Tax Rules, click Add.

The screenshot shows the PeopleSoft interface for 'Tax Rules - Tax Rules Revisions'. The title bar includes 'Work With Tax Rules' and 'Tax Rules Revisions'. The dialog box has a standard Windows-style header with 'OK', 'Cancel', 'Previous', 'Next', and 'Tools' buttons. The main content area is divided into several sections:

- Company:** A text field containing '00001' and three radio buttons labeled 'A/R', 'A/P', and 'G/L'.
- Tolerance:** A section with two columns: 'Warning' and 'Error'. Under 'Warning', there is a radio button for '%' with a text field containing '2.000'. Under 'Error', there is a radio button for '%' with a text field containing '10.000'. Below these, there is a radio button for 'Amt'.
- Calculations:** A section with four checkboxes: 'Tax on Gross Including Discount' (checked), 'Tax on Gross Excluding Discount', 'Discount on Gross Including Tax', and 'Sales Order Taxes at Order Level'.
- Edit:** A section with one checkbox: 'Allow Understatement of Tax Amt'.

2. On Tax Rules Revisions, complete the following field:
 - Company
3. Under the Tolerance heading, choose one of the following options:
 - %
 - Amt
4. Complete the applicable following fields to identify the range for the type of tolerance you selected:
 - Tolerance Rate - Warn
 - Tolerance Rate - Error
 - Tolerance Amt-Warn
 - Tolerance Amt-Error
5. Click OK.

After you complete these steps, follow the steps to set up the calculation rules.

► To set up calculation rules

From the Tax Processing and Reporting menu (G0021), choose Tax Rules.

You can set up calculation rules to identify which method to use for calculating tax and discount amounts, when both are specified, for invoices. The rules control how the system validates the correct tax amount, based on the total amount of the invoice.

1. On Work With Tax Rules, locate and choose a company and then click Select.
2. On Tax Rules Revisions, under the Calculations heading, click one of the following options:
 - Tax on Gross Including Discount
 - Tax on Gross Excluding Discount
 - Sales Order Taxes at Order Level
3. Change the setting of the following option, if necessary:
 - Discount on Gross Including Tax
4. To allow the entry of an amount that is less than the amount that the system calculates, click the following option:
 - Allow Understatement of Tax Amt
5. Click OK.

Examples: Calculation Rules

The system calculates gross and discount amounts using the tax rules that you set up. Each of the following examples uses a different combination of rules to calculate the following:

- Tax on gross with or without discounts
- Discount on gross with or without tax

The following examples use these amounts:

- Taxable: 1,000
- Tax percent: 10 percent
- Tax amount: 100
- Discount: 1 percent

Example: Calculate Tax on Gross with Discount

Calculate Tax on Gross (Including Discounts)	Yes
Calculate Discount on Gross (Including Tax)	Yes
Discount Formula	$(\text{Taxable Amount} + \text{Tax Amount}) \times (\text{Discount Rate Percent}) = \text{Discount Available}$ <ul style="list-style-type: none"> $(1,000 + 100) \times .01 = 11.00$
Gross Formula	$\text{Taxable Amount} + \text{Tax} = 1,000 + 100 = 1,100$

Example: Calculate Tax on Gross without Discount

Calculate Tax on Gross (Including Discount)	Yes
Calculate Discount on Gross (Including Tax)	No
Discount Formula	$\text{Taxable Amount} \times \text{Discount Rate Percent} = \text{Discount Available}$ <ul style="list-style-type: none"> $1,000 \times .01 = 10.00$
Gross Formula	$\text{Taxable Amount} + \text{Tax} = 1,000 + 100 = 1,100$

Example: Calculate Discount on Gross with Tax

Calculate Tax on Gross (Including Discount)	No
Calculate Discount on Gross (Including Tax)	Yes
Discount Formula	$[(\text{Taxable Amount} + \text{Tax Amount}) \times (\text{Discount Rate Percent})] / (1 - \text{Discount Rate Percent})$ <ul style="list-style-type: none"> $[(1,000 + 100) \times .01] / (1 - .01) = 11.11$
Gross Formula	$\text{Taxable Amount} + \text{Tax} + \text{Discount} = 1,000 + 100 + 11.11 = 1,111.11$

Example: Calculate Discount on Gross without Tax

Calculate Tax on Gross (Including Discount)	No
Calculate Discount on Gross (Including Tax)	No
Discount Formula	(Taxable Amount x Discount Rate Percent) / (1-Discount Rate Percent) <ul style="list-style-type: none">• $(1,000 \times .01) / (1 - 0.01) = 10.10$
Gross Formula	Taxable Amount + Tax + Discount = $1,000 + 100 + 10.10 = 1,110.10$

Assigning Tax Information to Customers

You might be required to calculate, collect, and track taxes on some of the invoices you send to your customers. When this is necessary, you must enter specific tax information, such as a tax explanation code and a tax rate for the customer's geographic location, in order for the system to calculate the appropriate amount. These codes control how you:

- Collect taxes
- Distribute taxes to specific G/L revenue and expense accounts

During order entry, the system retrieves tax explanation codes and rate areas from the Customer Master table (F0301). For direct ship, transfer orders, or sales orders with alternate Sold-To and Ship-To addresses, the system retrieves the tax explanation code from the Sold-To address and the tax rate/area from the Ship-To address, but this rate can be overridden.

Tax explanation codes are user defined codes (system 00/type EX). Each tax explanation code has corresponding AAI items that identify the debit and credit tax accounts.

What Are the Types of Tax Explanation Codes?

The system provides the following tax explanation codes for invoice processing:

- B - GST + PST, where PST is self-assessed (Canadian)
- BT - Same as B, but taxes only
- C - GST + PST, where PST is seller-assessed (Canadian)
- CT - Same as C, but taxes only
- E - Exempt
- S - Sales tax. Seller-assessed (PST in Canada and sales in U.S.)
- ST - Same as S, but taxes only
- V - VAT (VAT in Europe and GST in Canada)
- VT - Same as V, but taxes only
- V+ - Same as V, but calculated as a tax on tax

How Does the System Calculate Taxes?

The system can calculate some of the following commonly used taxes:

- Sales Tax (S)
- VAT (V)
- VAT + Sales Tax
- VAT + Use Tax (B)

Example: Sales Tax (S)

The system calculates the tax amount but does not make a separate entry to the general ledger for the tax amount. The tax amount (which is 73 in the following example) appears on the invoice. The system updates the Taxes table (F0018) for tax reporting purposes.

Tax rate	7.3 percent
Taxable amount	1,000
Sales tax calculation	Taxable amount x sales tax rate <ul style="list-style-type: none">• $1,000 \times .073 = 73$
Invoice	<ul style="list-style-type: none">• Amount: 1,000• Taxable: 73• Gross amount: 1,073
Journal entries	Revenue: 1,073-
Automatic offsets	A/R trade: 1,073

Example: VAT (V)

The system calculates the tax amount and makes a separate entry to the general ledger for the tax amount.

Tax rate	7.3 percent
Taxable amount	1,000
Sales tax calculation	Taxable amount x VAT tax rate <ul style="list-style-type: none"> • $1,000 \times .073 = 73$
Invoice	<ul style="list-style-type: none"> • Amount: 1,000 • Tax amount: 73 • Gross amount: 1,073
Journal entries	Revenue: 1,000-
Automatic offsets	<ul style="list-style-type: none"> • A/R trade: 1,073 • VAT payable: 73-

Example: VAT + Sales Tax

The system calculates taxes on a tax amount. The following example shows both VAT plus sales tax and GST plus PST.

Tax rate/area calculation method	Y (tax on tax)
Tax rate	7 percent GST, 8 percent PST
Taxable amount	1,000
GST calculation	Taxable amount x GST rate <ul style="list-style-type: none"> • $1,000 \times .07 = 70$
PST calculation	Taxable amount + GST x PST rate <ul style="list-style-type: none"> • $1,000 + 70 \times .08 = 85.60$
Tax amount	GST + PST <ul style="list-style-type: none"> • $70 + 85.60 = 155.60$
Invoice	<ul style="list-style-type: none"> • Amount: 1,000 • Tax amount: 155.60 • Gross amount: 1,155.60
Journal entries	Revenue: 1,085.60-
Automatic offsets	<ul style="list-style-type: none"> • A/R trade: 1,155.60 • VAT payable: 70-

Example: VAT + Use Tax (B)

The system calculates use tax on amounts that include GST (Canadian VAT).

Tax rate/area calculation method	Y (tax on tax)
Tax rate	10 percent VAT (GST), 5 percent Use
Taxable amount	1,000
VAT calculation	Taxable amount x VAT (GST) rate <ul style="list-style-type: none">• 1,000 x .10
Use tax calculation	Taxable amount + VAT x Use rate <ul style="list-style-type: none">• 1,000 + 100 x .05 = 55
Tax amount	VAT (or GST) + Use <ul style="list-style-type: none">• 100 + 55 = 155
Invoice	<ul style="list-style-type: none">• Amount: 1,000• Tax amount: 155• Gross amount: 1,100
Journal entries	Revenue: 1,055-
Automatic offsets	<ul style="list-style-type: none">• VAT payable: 100-• A/R trade: 1,100• Taxes recoverable: 55

► To assign tax information to customers

From Sales Order Management Setup (G4241), choose Customer Billing Instructions

1. On Work With Customer Master, to locate customers that have been set up in the Address Book system, click Find.
2. Choose a customer and click Select.

Customer Billing Instructions - Customer Master Revision

Work With Customer Master Customer Master Revision

OK Cancel Form Previous Next Tools

Customer Number 4242 *Capital System*

Long Address Number

Company 00000

Select Tab: Invoices

Payment Terms - AR *Net 30 Days* Hold Invoices

Payment Instrument *Default (AR & A/P)* Send Invoice to *Customer Number (AN8)*

Alternate Payor 4242 *Capital System*

Parent Number

Auto Receipt (Y/N) Auto Receipts Execution List

Currency Code USD *U.S. Dollar*

A/B Amount Codes USD *U.S. Dollar*

3. On Customer Master Revision, choose the Tax Information tab.

PeopleSoft.

Customer Billing Instructions - Customer Master Revision

Work With Customer Master Customer Master Revision

OK Cancel Form Previous Next Tools

Customer Number 4242 Capital System

Long Address Number

Company 00000

Select Tab: Tax Information

Tax Expl Code S Sales or VAT (output) Tax

Tax Rate/Area DEN

Person/Corporation Code

Add'l Ind Tax ID 113.306.771.113

4. Complete the tax information for the customer and click OK.
5. Optionally, you can enter other tax identification number.

See Also

- *Setting Up Customer Billing Instructions* in the *Sales Order Management Guide*

Setting Up AAIs for Taxes

If you are required to collect or pay taxes, you must set up your system so that the tax amounts are applied to the correct general ledger accounts. The system applies tax amounts automatically to the account that you specify in an Automatic Accounting Instruction (AAI).

When you set up AAIs for a specific type of tax, such as VAT, you specify which accounts you want the system to debit and credit for the tax amount. If you pay taxes in multiple currencies, you need to set up tax AAIs for each company.

The financial systems (Accounts Payable, Accounts Receivable, and General Accounting) use different AAIs than the distribution systems (Sales Order Management and Procurement).

Which AAI Do You Need to Set Up for Taxes?

When you enter a sales order, the system uses the 4250 AAI with the tax explanation code S (sales tax). This AAI looks for a combination of the company number, order type, and G/L class code. The system retrieves the G/L class code from the G/L offset that you defined for the tax rate and area.

When you use a value-added tax code, the system uses the Financial AAIs for receivables taxes (RT). You must set up an AAI item RTyyyy to point to various types of account number. You must have a corresponding AAI for each G/L offset account that you use in the tax rate/area table.

The character code yyyy represents a G/L offset account for the tax rate/area, such as RTSALE or RTVAT. The character code ____ means that there is no G/L offset account. This code points to the AAI item, which, in turn, points to the appropriate tax accounts. For example, for the code RTVATB, RT is the AAI item for a receivables tax account, and VATB is the character code that identifies the G/L offset account that you defined in the tax rate area.

Each tax explanation code has corresponding AAI items that identify the debit and credit tax accounts.

Distribution AAIs for Taxes

Transactions in the Sales Order Management and Procurement systems use both distribution and financial AAIs. The distribution AAIs are set up on multiple tables, each of which applies to a certain type of transaction. Not all transactions with taxes use the distribution AAIs.

The following table shows the distribution AAI tables that you must set up to enter purchase orders and sales orders with taxes for the specified tax explanation code. Any other tax explanation codes that you enter on the order revert to the financial AAIs (RT, PT, GT).

System	AAI Table	Description	Tax Explanation Code	Transaction Type
Sales Order Management	4250	Tax liability	S	N/A
Procurement	4350	Purchase tax accrual	S	3-Way Match (Inventory)
			U	3-Way Match (Inventory)
	4355	Received not vouchered tax	S	3-Way Match (Inventory) 3-Way Match (Non-Inventory)
			U	3-Way Match (Inventory) 3-Way Match (Non-Inventory)

Note

The system also uses the distribution AAIs for tax explanation codes B and C for the sales and use portion of the tax amount.

Each AAI table allows you to set up different general ledger accounts based on the company, document type, and G/L category code (offset) that you enter. You enter the same value in the G/L Cat field (GLPT) for the AAI that you have set up in the G/L Offset field in your tax rate areas. For example, if you had a tax rate area set up for CO that includes a G/L offset TXTX, and you had another tax rate area ONT that includes a G/L offset TXTY, you would set up two distribution AAIs. The following example illustrates how the distribution AAIs correlate to the tax rate area.

Tax Rate Area Setup

Tax Rate Area	G/L Offset	Tax Rate
CO	TXTX	7.3
ONT	TXTY	5.0

Distribution AAI Set Up

AAI Table 4250					
Company	Document Type	G/L Cat	Branch Plant	Object	Subsidiary
00001	SD	TXTX	1	4551	
00001	SD	TXTY	1	4552	
00002	SO	TXTX	1	4553	
00002	SO	TXTY	1	4554	

Note

You can define a flexible account number for the AAI table 4250. The system searches for the account number in the Sales Flex Accounting table (F4096) based on the AAI table. If the AAI table is not defined to use flexible accounts, the system uses the account number that is set up in the Distribution/Manufacturing - AAI Values table (F4095).

See Also

In the *Sales Order Management Guide*:

- *Setting Up Automatic Accounting Instructions*
- *Assigning Tax Information to Customers*

Value-added Tax Codes

The tax explanation codes for value-added taxes and their AAI items are as follows:

Value-added tax code V

When you enter an invoice, you credit the G/L distribution accounts for the goods. The system debits an A/R account and credits a VAT payable account.

RTyyyy identifies the VAT payable account and RCyyyy identifies the A/R trade account. For example:

- Dr 1100 RCyyyy Gross (A/R for goods of 1000 + VAT of 100)
- Cr 1000 G/L distribution (goods of 1000)
- Cr 100 RTyyyy (VAT recoverable account for the tax rate/area)

Value-added tax code V+ (calculated as a tax on a tax)

The accounts are the same as those for V.

Value-added tax code VT (taxes only)

The accounts are the same as those for V. For example:

- Dr 100 RCyyyy Gross (A/R for VAT of 100)
- Cr 0 G/L distribution (goods of 0)
- Cr 100 RTyyyy (VAT payable account for the tax rate/area)

The amount distributed to the general ledger includes the goods and the sales tax because this is the true cost of purchased goods. VAT is not included in the G/L distribution amount because a company is usually reimbursed for any VAT that is paid when the company sells those goods.

The post program generates the VAT amount.

VAT plus Sales Tax Codes

The tax explanation codes for VAT plus sales taxes and their AAI items are as follows:

VAT plus sales tax code C (GST + seller-assessed PST/Canada only)

When you enter an invoice, you credit G/L distribution accounts (for the goods + PST). The system debits an A/R account and credits a GST payable account. RTyyyy identifies the A/R account. For example:

- Dr 1155 RCyyyy Gross (A/R for goods of 1000 + GST of 100 + PST of 55)
- Cr 100 RTyyyy (GST payable account for the tax rate/area)
- Cr 1055 G/L distribution (goods of 1000 + PST of 55)

VAT plus sales tax code CT (GST + seller-assessed PST/Canada only)

Taxes only. Accounts are the same as those for C. For example:

- Dr 155 RCyyyy Gross (A/R for GST of 100 + PST of 55)
- Cr 55 G/L distribution (PST of 55)
- Cr 100 RTyyyy (GST payable account for the tax rate/area)

Tax Exempt Tax Code

The tax explanation code for exempt and its AAI item are as follows:

- Tax Exempt Tax Code E** When you enter an invoice, the system performs no tax calculations. You credit G/L distribution accounts and the system debits an A/R account. For example:
- Dr 1000 RCyyyy Gross (A/R for goods of 1000)
 - Cr 1000 G/L distribution (goods of 1000)

Creating Intrastat Reports in an “As If” Currency

The Sales Order Management and Procurement systems provide “as if” currency processing for Intrastat reporting. “As if” currency processing allows you to review and print amounts in a currency different from your company base currency. This means that you can handle the Intrastat reporting requirements for the country in which you do business regardless of your company base currency.

If your business has multiple companies with multiple currencies, it is important that you approach your Intrastat reporting carefully. You should always be aware of each company's base currency and whether Intrastat reports must be submitted in that currency or another currency. This helps ensure that you use as if currency processing for Intrastat reporting only if necessary.

Based on the Intrastat reporting requirements for your companies and the countries in which they do business, you can use the processing options and data selection to create different versions of the following programs:

- Intrastats - Tax Update - Sales (R0018I1)
- Intrastats - Tax Update - Purchasing (R0018I2)

Example: Company and Intrastat Reporting in Different Currencies

Your corporate office is located in England and has three branch companies, each with a different base currency. You must submit all Intrastat reports in British pounds (GBP). The companies and base currencies are as follows:

Company	Base Currency	Intrastat Reporting Currency
Company 1	GBP	GBP
Company 2	EUR	GBP
Company 3	CAD	GBP

For Intrastat reporting purposes, the following applies:

- For company 1, do not run the Intrastats - Tax Update - Sales (R0018I1) and Intrastats - Tax Update - Purchasing (R0018I2) programs. The company base currency and Intrastat reporting currency are the same.
- For company 2, run the Intrastats - Tax Update - Sales and Intrastats - Tax Update - Purchasing programs to update EUR amounts to GBP.
- For company 3, run the Intrastats - Tax Update - Sales and Intrastats - Tax Update - Purchasing programs to update CAD amounts to GBP.

For companies 2 and 3, run the programs to load information in the Intrastat Revision table (F0018T) and update the amounts. Do this one company at a time, creating a separate version for each company. For both companies, specify GBP and the exchange rate date in the processing options for “as if” currency.

Updating the Intrastat Revision Table

From the EU Intrastat Processing menu (G00211), choose Intrastat Generation - Sales or Intrastat Generation - Procurement.

Unlike other programs that use “as if” currency processing, the Intrastats - Tax Update - Sales (R0018I1) and Intrastats - Tax Update - Purchasing (R0018I2) programs write amounts to a table. These programs update the amount for each transaction in the “as if” currency you designate in a processing option and write the amounts to the Intrastat Revision table (F0018T). You can then create your Intrastat reports, based on the updated amounts in the F0018T table.

If you use “as if” currency processing, be aware that you lose the direct audit trail for the amount fields between the F0018T table and the original tables in the Sales Order Management and Procurement systems.

Performance Considerations

The time that it takes to run the Intrastats - Tax Update - Sales or Intrastats - Tax Update - Purchasing programs depends on your data selection and the number of transactions stored in your tables. To minimize the impact that the programs have on system performance, do the following:

- Specify your data selection as carefully as possible so that only the necessary records are written to the F0018T table.
- Update the F0018T table as part of your nightly operations.

Processing Options for Intrastat Generation - Sales (R0018I1)

Transaction

1. To use the Reporting Code method, enter the Sales Reporting Code (1-5) which contains the Nature of Transaction.

-Or-

To use the User Defined Code method, enter the UDC table which contains the Nature of Transaction. If no values are entered in this option, table 74/NT will be used.

System Code

User Defined Codes

2. Enter '1' to refresh transactions that already exist in the Intrastat Work File (F0018T). If left blank, only new transactions will be written.

Defaults

1. Enter a value to update all records written during this execution for VAT Regime.

-Or-

Enter a User Defined Code table which contains the value to be used. If no values are entered in this option, the table 74/NT will be used.

System Code

User Defined Codes

2. Enter a value to indicate if the Statistical Value Calculation is required.

Blank = Not Required

1 = Required

3. Enter the constant value per Kg to be used for Statistical Value Calculation. (Statistical Amount = Constant * Net Mass in KG + Taxable Amount.

3. To use the percentage method, enter the percentage to be used. (for example, 105 = 105% of actual value). If no values are entered in these options, the statistical value will be equal to the actual value.

Currency

1. Enter the currency code for as-if currency reporting. This option allows for amounts to print in a currency other than the currency they are stored in. Amounts will be translated and print in this as-if currency. If left blank, amounts will print in their database currency.

2. Enter the As-Of date for processing the current rate for the as-if currency. If left blank, the system date will be used.

3. To restate domestic amounts of foreign transactions at an official or monthly average exchange rate enter the rate type and date here.

Rate Type

Date - Effective

Process

TRIANGULATION RECORDS:

For the following situations, specify the records to be created by entering the value to be used followed by the document type for the record. The possible values are:

' ' = Record not created

'1' = Price

'2' = Cost

'3' = Transfer Cost

Leave the document blank to use the original document type.

Examples:

"3SI" = Transfer Cost, Document Type SI

"2 " = Cost, Original Document Type

1. Header Branch and Customer in the same country, Detail Branch in a different country:

Export from Header to Customer

Export from Detail to Customer

Export from Detail to Header

Import from Header to Detail

2. Header Branch and Detail Branch in the same country, Customer in a different country:

Export from Header to Customer

Export from Detail to Customer

3. Header Branch, Detail Branch and Customer in different countries:

Export from Header to Customer

Export from Detail to Customer

Export from Detail to Header

Import to Header from Detail

System Setup

Before you use the Sales Order Management system, you need to define certain information that the system will use during processing. You use this information to customize the system for your business needs. For example, you might want to set up default customer information to simplify the order entry process and avoid repetition.

The following describes the information that you must set up for this system.

Related Addresses	You can designate related addresses - Ship To, Sold To, and Parent - or a parent address for a customer, such as invoicing addresses, in addition to the Ship To address.
Customer billing instructions	You can set up customer information that the system uses as default order, shipping, billing, and freight information. The system retrieves this information every time you enter an order for a customer.
Constants	You set up constants to provide the system with the following types of default information: <ul style="list-style-type: none"> • System constants determine which functions to perform. • Batch control constants determine whether an application requires management approval and batch control. • Branch/plant constants control day-to-day transactions within a branch/plant. • Location format determines how you identify item storage locations in a branch/plant. • Item availability defines how the system calculates the number of items that each branch/plant contains.
Order line types	You can define codes that determine how the system processes a detail line in an order.
Order activity rules	You can establish the sequence of steps to process an order.
Order templates	You create and assign order templates to speed up the order entry process. A template contains information about frequently ordered items.
Order hold information	You can set up the information that the system uses to place sales orders on hold.
Commission information	You can set up commission information for a specific salesperson or a group of salespeople.
Branch sales markups	You can define the additional costs that are associated with interbranch sales orders.
Automatic accounting instructions (AAIs)	You set up AAIs to provide the Sales Order Management system with accounting information and general ledger relationships that are needed to interact with the General Accounting system.
Flexible accounting numbers	You use flexible sales accounting for account numbers that use the standard PeopleSoft EnterpriseOne format, which is businessunit.object.subsidiary. The flexible format lets you customize each segment of the account number.

Defining Related Addresses

When you create a sales order, you must specify the address to which you send the invoice (sold to address) and the address to which you send the shipment (ship to address). These two addresses can be different.

You can simplify the process of entering more than one address for a sales order by defining default addresses for each customer. For a given ship to address, you can define a related sold to address. For a sold to address, you can define a related ship to address. When you enter either address in a sales order, the system automatically fills in the other.

You can also designate other related addresses or a parent address for a customer. For example, a customer might have a parent address to which you send all invoices and multiple subsidiary addresses to which you send shipments.

Prerequisites

- ❑ Verify that the customer address and all related addresses have been entered in the Address Book Master table (F0101). See *Entering Address Book and Mailing Information* in the *Address Book Guide*.
- ❑ Verify that the customer has been set up in the Customer Master table (F0301).

Entering Related Addresses

The Address Book Master table (F0101) allows you to maintain information about all the companies and people with whom you do business. For each customer, you must define any and all of the following related addresses in the Address Book (P01012):

- Ship To
- Sold To
- Parent

A related address must have an assigned number from the address book before it can be included on the Address Book Revision form. If no related addresses exist, these fields contain the same address book number assigned to the customer.

► To enter related addresses

From the Customer Revisions menu (G4221), choose Customer Address Book Revisions.

You enter basic address book information to create employee, customer, and supplier profiles.

1. On Work With Addresses, locate and choose the appropriate address book record.
2. Click Select to access Address Book Revision.
3. On Address Book Revision, to enter more address information for the record, click the Related Address tab.

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Customer Address Book Revisions - Address Book Revision

Work With Addresses Address Book Revision

OK Cancel Form Previous Next Tools

Address Number 4242

Address Book Mailing Additional Related Address Cat Code 1 - 10 Cat Code 11 - 30

Parent Number	<input type="text"/>	
1st Address Number	4242	Capital System
2nd Address Number	4242	Capital System
3rd Address Number	4242	Capital System
4th Address Number	4242	Capital System
5th Address Number	4242	Capital System
Factor/Special Payee	4242	Capital System

4. Complete any of the following fields:

- Parent Number
- 1st Address Number

You can use the supplementary address number fields to enter additional information of the primary address.

- Factor/Special Payee

5. Click OK to save and update your information.

Defining the Invoicing Address

After you enter related addresses in the address book, you must define the address to which you will send all invoices. You must also enter the parent address here, if you have entered it in the address book.

► **To define the invoicing address**

From the Customer Revisions menu (G4221), choose Customer Master Information.

1. On Work With Customer Master, to locate customers that have been set up in the Address Book system, click Find.
2. Choose a customer and click Select.
3. On Customer Master Revision, choose the Invoices tab, and then choose the following option:
 - Hold Invoices
4. Complete the following fields and click OK:
 - Send Invoice to
 - Alternate Payor
 - Parent Number

Defining Default Address Types

You can simplify the process of entering more than one address for a sales order by defining default address information. You can define which of the following address types the system uses as the default for a customer:

- Sold to address only (Billing Address Type B)
- Ship to address only (Billing Address Type S)
- Sold to and ship to address (Billing Address Type X)

You can also define a related address in the customer billing instructions. This is the same as the related address you entered in the address book.

► **To define default address types**

From the Customer Revisions menu (G4221), choose Customer Billing Instructions.

1. On Work With Customer Master, click Find.
2. Choose a customer and click Select.
3. On Customer Master Revision, choose Billing Information from the Form menu.
4. On Billing Information, complete the following fields and click OK:
 - Billing Address Type
 - Related Address Num
 - Credit Check Level

Setting Up Customer Billing Instructions

Before you process sales orders, you must set up default customer information in the Customer Master (P03013).

For example, if a customer wants you to bill the parent company for items that are shipped to several branch offices, you can specify this information in the customer billing instructions. The system retrieves this default information every time that you enter an order for this customer.

Prerequisites

- ❑ Verify that address book records exist for your customers.
- ❑ Verify that you have specified default and related addresses for each customer. You must specify the address to which you send the invoice and the address to which you send the shipment. See *Defining Related Addresses* in the *Sales Order Management Guide*.

► To enter billing information

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

1. On Work With Customer Master, click Find.
2. Choose the customer and click Select.
3. On Customer Master Revision, Choose Billing Information from the Form menu.
4. On Billing Information, complete the following fields to define invoice and related address information:
 - Billing Address Type
 - Related Address Num
5. Complete the following fields:
 - Customer Price Group
 - Trade Discount
 - Maximum Order Value
 - Minimum Order Value
 - Print Message
 - Order Template
 - Credit Check Level
6. To indicate your customer's requirements, click any of the following options:
 - Customer PO Required
 - Exempt from Credit Hold
 - Invoice Consolidation
 - Backorders Allowed
 - Substitutes Allowed
 - Price Pick List

7. Click the Billing Page 2 tab.
8. Complete the following fields and click OK:
 - Invoice Copies
 - Hold Orders Code
 - Priority Processing Code

► **To enter freight and delivery information**

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

1. On Work With Customer Master, click Find to locate customers that have been set up in the Address Book system.
2. Choose a customer and click Select.
3. On Customer Master Revision, choose Billing Information from the Form menu.
4. On Billing Information, click the following options to define your customer's requirements:
 - Delivery Note
 - Partial Shipments Allowed
 - Partial Order Shipments Allowed
 - Apply Freight
5. Complete the following field:
 - Delivery Instructions
6. Click the Billing Page 2 tab.
7. Complete the following fields and click OK:
 - Freight Handling Code
 - Route Code
 - Stop Code
 - Zone Number
 - Carrier Number
 - Volume Display U/M
 - Weight Display U/M
8. Continue to enter the customer record by entering item restriction information (optional).

► **To enter item restrictions**

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

1. On Work With Customer Master, click Find to locate customers that have been set up in the Address Book system.
2. Choose a customer and click Select.
3. On Customer Master Revision, review the default information and make any changes.
4. Choose Billing Information from the Form menu.

5. On Billing Information, complete the following field and click OK:
 - Item Restrictions
 - Delivery Note
6. On Customer Master Revision, choose Item Restriction from the Form menu.
7. On Item Restriction Revisions, complete the following fields and click OK:
 - Item Description
 - Item Number

► **To enter commission information**

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

1. On Work With Customer Master, click Find to locate customers that have been set up in the Address Book system.
2. Choose a customer and click Select.
3. On Customer Master Revision, choose Billing Information from the Form menu.
4. On Billing Information, choose Commission Codes from the Form menu.
5. On Customer Master Commission Lookup, complete the following fields and click OK:
 - Sales Rep or Group
 - Commission Percentage
 - Flat Commission Amount
 - Per Unit Amount
 - Commission Code Type

► **To enter credit information**

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

When you create a customer record, you can enter credit information for the customer. For example, you can assign a credit limit to a customer and designate a credit manger to perform credit reviews.

1. On Work With Customer Master, click Find to locate customers that have been set up in the Address Book system.
2. Choose a customer and click Select.
3. On Customer Master Revision, click the Credit tab.
4. Complete any of the following optional fields:
 - Credit Limit
 - Credit Manager
 - Credit Message
 - Temporary Credit Message
 - Person Opening Account
 - Last Reviewed By

5. To specify when you receive financial statements from the customer, complete the following field:
 - Financial Stmts on Hand
6. To specify credit reporting information for the customer, complete either, or both, of the following fields:
 - Dun and Bradstreet Date
 - Experian Date
7. To specify credit review dates, complete the following fields:
 - Recall for Review Date
 - Date of Last Credit Review
 - Date Account Opened
8. To rate a customer by sales activity, average investment, and average days to pay an invoice, complete the following fields:
 - ABC Code Sales
 - ABC Code Margin
 - ABC Code Average Days
9. Continue to enter the customer record by entering collection information (optional).
10. Click OK.

► **To enter collection information**

When entering a customer record, you can enter collection information for the customer. For example, you can assign a collection manager to a customer or designate a customer for automated delinquency processing.

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

1. On Work With Customer Master, click Find to locate customers that have been set up in the Address Book system.
2. Choose a customer and click Select.
3. On Customer Master Revision, choose the Collection tab.

PeopleSoft.

Customer Billing Instructions - Customer Master Revision

Work With Customer Master Customer Master Revision

OK Cancel Form Previous Next Tools

Customer Number 4242 Capital System

Long Address Number

Company 00000

Select Tab: Collection

Collection Manager

Policy Name/Company 00000 >> Standard Policy

Deduction Manager

Send Statement to C Customer Number (AN8) Collection Report

Statement Cycle C Print Statement

Delinquency Fees

Delinquency Notices

4. Complete the following optional fields:
 - Collection Manager
 - Policy Name/Company
 - Deduction Manager
5. To process statements for the customer, click the Print statement option and complete the following fields:
 - Send Statement to
 - Statement Cycle
6. To process late payment information for the customer, click the following options:
 - Collection Report
 - Delinquency Notices
7. To assess finance charges for the customer click the following option:
 - Delinquency Fees
8. Click OK.

Converting Customer Limit Amounts

From the System Administration Tools menu (GH9011) in the Windows environment, choose Batch Versions.

To convert limit amounts for multiple customers from one currency to another, you can run the Address Book Conversion – F03012 program (R8903012E). This program converts customer currency codes and address book amounts. In the Sales Order Management system, the address book amounts are the customer minimum and maximum order values and credit limits.

When you enter minimum and maximum order values and credit limits for a customer, you typically enter them as rounded numbers, which are stored without decimals in the Customer Master table (F03012). When you convert these amounts to a different currency, you can specify a rounding factor in the processing options. For example, to round converted minimum and maximum order amounts to the nearest 50, you specify a rounding factor of 50.

Example: Rounding Converted Limit Amounts

Limit amounts are credit limit amounts and minimum and maximum order amounts that you assign to a customer or supplier master record. Limit amounts are usually rounded numbers and are stored without decimals.

The following example describes how the Address Book Conversion - F03012 (R8903012E) and Address Book Conversion - F0401 (R890401E) programs round converted limit amounts when converting from Canadian dollars (CAD) to U.S. dollars (USD), if you enter a rounding factor in the processing options.

In this example, the exchange rate is 1 CAD = 0.63492 USD and the rounding factor is 50. The conversion programs round converted limit amounts up or down, as described in the following table:

Converted Limit Amounts	Description
Round Up	<p>The conversion program converts 8,000 CAD to 5,079.36 USD. It rounds 5,079.36 USD up to 5,100 based on the following calculation:</p> <p>Converted Amount / Rounding Factor = Q with a remainder of R. If R is greater than or equal to one-half of the rounding factor, then subtract R from the rounding factor and add that amount to the converted amount.</p> <p>In this example, 5,079 USD / 50 = 101 with a remainder of 29, which is greater than one-half of 50. Subtract 29 from 50 (50 – 29 = 21) and add 21 to 5,079 to get a rounded value of 5,100.</p>
Round Down	<p>The conversion program converts 12,000 CAD to 7,619.05 USD. It rounds 7,619.05 down to 7,600 based on the following calculation:</p> <p>Converted Amount / Rounding Factor = Q with a remainder of R. If R is less than one-half of the rounding factor, then subtract R from the converted amount.</p> <p>In this example, 7,619 USD / 50 = 152 with a remainder of 19, which is less than one-half of 50. Subtract 19 from 7,619 to get a rounded value of 7,600.</p>

See Also

- ❑ *Customer Currency Conversion* in the *Multicurrency Guide* for additional information about the Address Book Conversion – F03012 program (R8903012E)

Setting Up Constants

A constant is a piece of information that you associate with a branch/plant. The system uses constants as default information in many PeopleSoft EnterpriseOne systems.

After you determine the information that you want to use throughout your system, you can enter the appropriate values or change any predefined values.

Prerequisites

- ❑ Create an address book record for the branch/plant.
- ❑ Set up a branch/plant named ALL.
- ❑ Set up the branch/plant as a business unit.

See Also

- ❑ *Setting Up System Constants* in the *Advanced Pricing Guide* for more information on additional system constants that you can define
- ❑ *Setting Up Constants* in the *Advanced Cost Accounting Guide* for more information about setting up product costing for individual branch/plants

Defining Branch/Plant Constants

Branch/plant constants allow you to customize the processing of daily transactions for each branch/plant in your distribution and manufacturing systems.

Note

If you use the Warehouse Management system, you must define the warehouse information on the Branch Location Definition form of the Branch/Plant Constants program (P41001). Otherwise, you should at least define location length information.

► To define branch/plant constants

From the Sales Order Management Setup menu (G4241), choose Branch/Plant Constants.

1. On Work With Branch/Plant Constants, click Add.



Branch/Plant Constants - Branch/Plant Constants

OK Cancel Form Tools

Branch/Plant	30	Eastern Distribution Center	
Address Number	6031	Eastern Distribution Center	
Short Item Number Identifier	/	<input checked="" type="checkbox"/> Backorders Allowed (Y/N) <input checked="" type="checkbox"/> Interface G/L (Y/N) <input type="checkbox"/> Write Units to Journal Entries <input type="checkbox"/> Location Control (Y/N) <input type="checkbox"/> Warehouse Control (Y/N) <input type="checkbox"/> Quality Control (Y/N) <input type="checkbox"/> Use Product Cost Detail (Y/N) <input type="checkbox"/> Foreign Depot <input checked="" type="checkbox"/> Inventory Lot Creation (Y/N) <input type="checkbox"/> Location Segment Control (Y/N)	
Second Item Number Identifier			
Third Item Number Identifier	*		
Symbol Customer/Supplier	#		
Symbol to Identify Segmented Item	@		
Segment Separator Character			
Commitment Method	1		
Specific Commitment (Days)	999		
Number of Days in Year	260		
Customer Cross Ref. Code	C		
Supplier Cross Ref. Code	VN	Purchase Order Issue Cost	75.00
Purchasing Costing Method	02	Inventory Carrying Cost (%)	0.100
Sales/Inventory Costing Method	02	General Ledger Explanation	1
Current Inventory Period	6	Approval Route Code	DEMO

2. On Branch/Plant Constants, complete the following fields:

- Branch/Plant
- Address Number
- Short Item Number Identifier
- Second Item Number Identifier
- Third Item Number Identifier
- Number of Days in Year
- Customer Cross Ref. Code
- Supplier Cross Ref. Code
- Purchasing Costing Method
- Sales/Inventory Costing Method
- Current Inventory Period
- Purchase Order Issue Cost
- Inventory Carrying Cost (%)
- Approval Route Code

3. Choose the following options and click OK:

- Interface G/L (Y/N)
- Write Units to Journal Entries
- Location Control (Y/N)
- Warehouse Control (Y/N)
- Quality Control (Y/N)
- Use Product Cost Detail (Y/N)

Defining Item Availability

You must define how you want the system to calculate item availability for each branch/plant. Item availability affects how the system calculates back orders, cancellations, and customer delivery times.

Note

If you are using the Configuration Management system, you must set the Check Availability field in Configurator Constants (P3209) to check availability during sales order entry. If the system finds the exact item and string match, a window displays all locations containing the specific configuration.

► To define item availability

From the Inventory Setup menu (G4141), the Procurement System Setup menu (G43A41), or the Sales Order Management Setup menu (G4241), choose Branch/Plant Constants.

1. On Work With Branch/Plant Constants, complete the following field and click Find:
 - Branch/Plant
2. Choose the row that contains the branch/plant for which you want to define item availability.
3. From the Row menu, choose Availability.
4. On Item Availability Definition, to specify items that you want to exclude from the item availability calculation, click any of the following options under the Subtract heading:
 - Quantity Soft Committed to SO & WO
 - Quantity Hard Committed to SO
 - Quantity Future Committed to SO
 - Quantity Hard Committed to WO
 - Other Quantity 1 SO
 - Other Quantity 2 SO
 - Quantity on Hold
 - Safety Stock

5. To specify items that you want to include in the item availability calculation, click any of the following options under the Add heading and click OK:
 - Quantity on Purchase Order Receipts
 - Quantity on PO - Other 1
 - Quantity on Work Order Receipts
 - Quantity in Transit
 - Quantity in Inspection
 - Quantity in Operation 1
 - Quantity in Operation 2

See Also

- *Reviewing Supplier Performance Information* in the *Procurement Guide* for more information about items and suppliers
- *Reviewing Performance Information* in the *Inventory Management Guide*
- *Setting Up Constants* in the *Sales Configurator Guide* for more information about setting up configured items

Defining System Constants

You define system constants to determine which functions to perform. For example, assume that you have several branch/plants and you use different units of measure for the items in each branch/plant. You can set a system constant to automatically convert units of measure by branch.

System constants apply to all branch/plants. You cannot customize the settings for each branch/plant.

► To define system constants

From Sales Order Management Setup (G4241), choose Branch/Plant Constants.

1. On Work With Branch/Plant Constants, choose Sys. Constants from the Form menu.



Branch/Plant Constants - System Constants

OK Cancel Tools



- Unit of Measure Conversion by Branch
- Update Average Cost On-Line
- ECS Control
- Internet Enable PPAT Messages
- Scientific Rounding
- Use Customer Set
- Ship Ascending Date Rule

- | | |
|-------------------------------|--------------------------------|
| Allow Duplicate Lots | <input type="text" value="2"/> |
| Sales Price Retrieval UOM | <input type="text" value="1"/> |
| Purchase Price Retrieval UOM | <input type="text" value="2"/> |
| Sales Price Based On Date | <input type="text"/> |
| Purchase Rebate Category Code | <input type="text" value="3"/> |
| Preference Schedule | <input type="text"/> |
| Pref Retrieval UOM | <input type="text"/> |

2. On System Constants, complete the following fields for advanced price adjustments:
 - Sales Price Retrieval UOM
 - Sales Price Based On Date
3. If you use Advanced Pricing for Procurement, complete the following fields:
 - Purchase Price Retrieval UOM
 - Purchase Rebate Category Code
4. If you use customer sets, complete the following field:
 - Use Customer Set
5. Click OK.

Defining Batch Control Constants

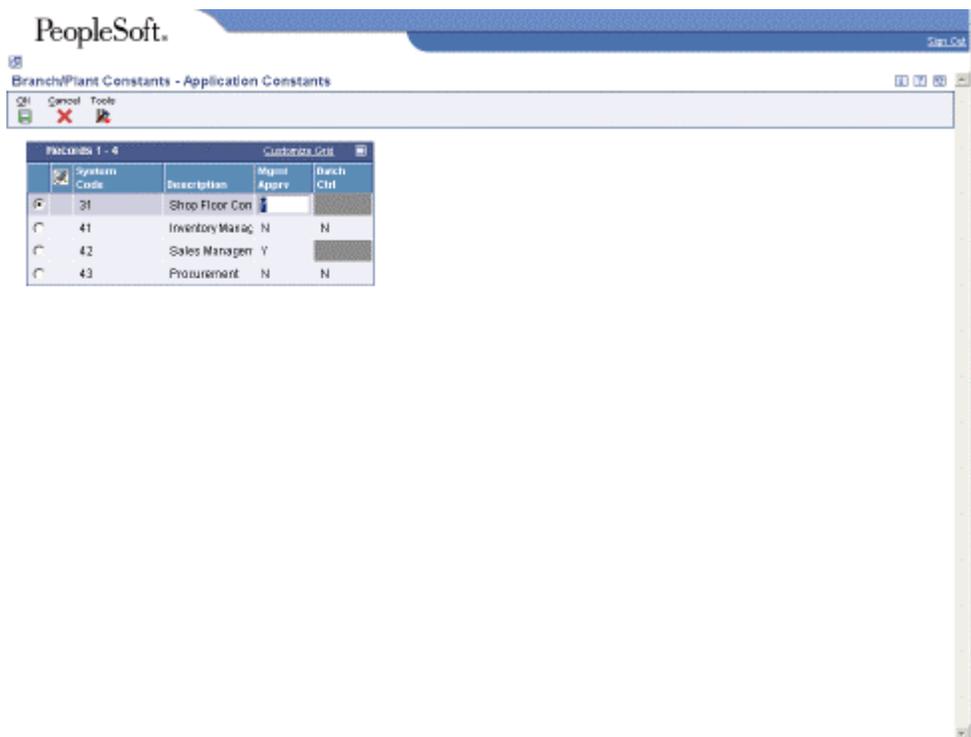
You define batch control constants to prevent the system from applying changes that unauthorized personnel make to the general ledger. Also, you can define a constant that requires you to enter batch control information before the system runs a batch-processing job. You might enter batch control information to compare the anticipated size of the job to the end result.

You must define management approval and batch control separately for each distribution and manufacturing system that you use.

► To define batch control constants

From the Inventory Setup menu (G4141) or the Sales Order Management Setup menu (G4241), choose Branch/Plant Constants.

1. On Work With Branch/Plant Constants, complete the following field and click Find:
 - Branch/Plant
2. Choose App. Constants from the Form menu.



3. On Application Constants, complete the following fields for each system, if available, and then click OK:
 - System Code
 - Mgmt Apprv
 - Batch Ctrl

Setting Up Location Control

You can designate location information that is specific to each branch/plant. In each branch/plant, you can set up unique information about specific item locations.

Location control is a PeopleSoft EnterpriseOne feature that you activate through the branch/plant constants. Location control is required for the Warehouse Management system, but optional for all other distribution systems.

Defining the Location Format

Defining the location format allows you to determine how to set up item locations. You can define elements that contain more specific information about the actual location. For example, an element can represent an aisle, bin, shelf, or any other location that you use in a branch/plant.

You can define a location format using up to 10 different elements, such as aisle, shelf, and bin. For each element, you can define the following:

- Length
- Justification
- Separator character

Technical Considerations

Location length The total length of all elements, including separators, cannot exceed 20 characters. The system does not store separators in the tables, but uses separators to edit a location on a form or report. If you do not want to use separators, leave the separator field blank. The system displays the location as one string of characters.

If you are using the Warehouse Management system, you must also define default units of measure for volumes, dimensions, and weights.

► To define the location format

From the Sales Order Management Setup menu (G4241), choose Branch/Plant Constants.

1. On Work With Branch/Plant Constants, click Find.
2. Choose the branch/plant for which you want to define the format and then choose Location Def. from the Row menu.
3. On Branch Location Definition, complete the following fields:
 - Location Separator Character
 - Aisle
 - Bin
 - Code 3
 - Code 4
 - Code 5
 - Code 6

- Code 7
 - Code 8
 - Code 9
 - Code 10
4. For each element, click the following justification option:
 - Left/Right
 5. If you use the Warehouse Management system, click the Warehouse Control tab, and then complete the following fields:
 - Request Inclusion Version
 - Dimension Unit of Measure
 - Receiving Location
 - Shipping Location
 - Weight Display UOM
 - Volume Display UOM
 6. Click OK.

Setting Up Locations in Branch/Plants

After you have defined the format for your locations, you must define all of the locations in a warehouse. To locate items more easily, you can create a hierarchy of locations within the warehouse and enter information about zones.

You can define a primary location to store basic information about items in a warehouse. A primary location is not an actual physical location. For example, you could designate a primary location as "Location A" and then assign every time in the warehouse to a location that begins with "A".

You can also define a blank location as the primary location for inventory items. How the system displays the primary location depends on the location format specifications that you define for the branch/plant.

► To set up locations in branch/plants

You can set up locations for branch/plants after you have defined the location format for the branch/plant.

From the Sales Order Management Setup menu (G4241), choose Branch/Plant Constants.

1. On Work With Branch/Plant Constants, click Find.
2. Choose the branch/plant for which you want to set up locations.
3. From the Row menu, choose Locations.
4. On Enter Location Information, complete the following fields, if available, and then click OK:
 - Location
 - Pick Zone
 - Put Zone
 - Replen Zone

- LOD
- Aisle
- Bin
- Loc 03
- Loc 04
- Loc 05
- Loc 06
- Loc 07
- Loc 08
- Loc 09
- Loc 10

Setting Up Order Line Types

When you enter detail information for a sales or purchase order, you enter the quantity, price, and cost for each item or service. You can also enter a credit item, a non-stock item, and text information in the same sales or purchase order.

Each entry is a line. A line is the information for an item or service that you are ordering as it pertains to the order. The system processes each line based on a line type.

A line type is a code that the system uses to process each detail line that you enter for a specific order type. For example, you can specify line type S for stock items. The system determines whether it should increase or decrease the quantity of the item in inventory. You can specify line type F for freight charges. The system determines from your definition of the line type that this item is not an inventory item.

You can specify how the system uses line types in the general ledger and with the Inventory Management system. For example, when you purchase or sell an inventory item, you might assign a line type for stock items. The system records the transaction according to the information that you specified for the line type. In this case, the system reflects the cost or price of the item in the general ledger. The transaction line also affects item availability in the Inventory Management system.

The line types that you define are applicable throughout distribution systems. For example, the system processes line types in the same way for the Sales Order Management system as it processes line types for the Procurement system.

Adding A Message using a Text Line Type

During order entry, you can enter a message on order detail line by using a text line type. For example, you can enter an order detail line for a stock item, such as a bike, and then enter an order detail line for text, such as "Some Assembly Required". This order detail line then functions like a message. Based on the line type definition, the information in an order detail line with a line type denoted by the text feature is a memo-only line. The system does not verify the information in the item field, which is your message, against information in the Item Branch File table (F4102), and the transaction does not interface with any of the other systems, such as Accounts Receivable and Accounts Payable.

Assigning a Line Type for Non-Stock Items

You can set up the line type for non-stock items that retrieves information from the Item Master (F4101) but does not commit quantities. The flag, Edit The Item Master for Non-Stock Items, is only used in conjunction with an Inventory Interface that is set to D. You use this feature for direct ship orders.

During direct ship order entry, the system verifies the item number in the Item Branch File table (F4102) and the cost and price information in the Item Cost File (F4105) and Item Base Price File (F4106) tables. However, the system does not create commitments or perform availability checks.

► To set up order line types

From the Procurement System Setup menu (G43A41), or the Sales Order Management Setup menu (G4241), choose Order Line Types.

1. On Work With Line Types, click Add.
2. On Line Type Constants Revisions, complete the following fields:
 - Line Type
 - Inv. Interface
 - G/L Offset
 - Include in Tax 1
 - Sales Journal Col
3. Choose any of the following applicable options and click OK:
 - G/L Interface
 - A/R Interface
 - A/P Interface
 - S/WM Interface
 - Text Line
 - Reverse Sign
 - Apply Freight
 - Apply Retainage
 - Generate Workorder
 - Include in Cash Discount
 - Include Sales/COGS for Gross Profit
 - Voucher Match Variance Account
 - Edit Item Master for Non-Stock Item
 - Protect Price on Sales Order
 - Generate Purchase Order
 - Call Materials Issue
 - Procurement Receipt Required

Setting Up Order Activity Rules

To advance an order line through the order process, you must create order activity rules. The system uses order activity rules to establish a sequence of steps for processing.

The system processes an order line based on the order activity rules that you set up for the order type and line type combination. For example, you could set up the order activity rules for stock line types in sales orders as follows:

- Enter order
- Print pick slip
- Confirm shipment

For stock line types on purchase orders, you could set up the order activity rules as follows:

- Enter order
- Approve order
- Print

You must assign a status code for every step in the order process. A status code is a number that the system uses to identify the current status of an order line. You must also identify next status codes that determine the next step to which the system will advance the order. You must arrange status codes in ascending numerical order for the system to establish the sequence of steps.

You can change the progression of steps or include alternate steps in the order activity rules. For example, you can set up order activity rules for non-stock items in sales orders so that the system bypasses the step to print pick slips and advances the order line to shipment confirmation.

You can specify at which point in the order process the system writes records to the general ledger for sales and purchasing.

In order processing, you can use the order activity rules for the following:

- To locate the status of an order
- To select orders for batch processing
- To prepare reports based on the current status of an order

Prerequisites

- ❑ Verify that you have set up status codes in user defined code table 40/AT. See *Customizing User Defined Codes* in the *Foundation Guide* for more information about setting up user defined codes.
- ❑ Verify that you have set up order types in user defined code table 00/DT. See *Customizing User Defined Codes* in the *Foundation Guide* for more information about setting up user defined codes.
- ❑ Verify that you have set up order line types. See *Setting Up Order Line Types* in the *Sales Order Management Guide*.

► **To set up order activity rules**

From the Procurement System Setup menu (G43A41), choose Order Activity Rules.

Alternatively, from the Sales Order Management Setup menu (G4241), choose Order Activity Rules.

1. On Work With Order Activity Rules, click Add.

Order Activity Rules - Order Activity Rules - Revisions

Order Type: Credit Order - Transportation Order Type Next Number:

Line Type: Credit

Records 1 - 9										Customize Grid
	Last Status	Last Status Description	Next Status	Other 1	Other 2	Other 3	Other 4	Other 5	Ledger Y/N	
<input checked="" type="radio"/>	520	Enter Sales Order	527	560	575	580	620		N	
<input type="radio"/>	527	Approve Shipment/Load	560						N	
<input type="radio"/>	560	Shipment Confirmation	575	573	580	620			N	
<input type="radio"/>	573	Delivery Confirm	575	580	620				N	
<input type="radio"/>	575	Billable Freight	580						N	
<input type="radio"/>	580	Print Invoices	620						N	
<input type="radio"/>	620	Sales Journal/Update	999						N	
<input type="radio"/>	999	Complete - Ready to Purge							N	
<input type="radio"/>										

2. On Order Activity Rules - Revisions, complete the following fields and click OK:

- Order Type
- Line Type
- Order Type Next Number
- Last Status Description
- Next Status
- Other 1
- Other 2
- Other 3
- Other 4
- Other 5
- Ledger Y/N

Setting Up Order Templates

You create and assign order templates to speed up the order entry process. A template contains information about frequently ordered items.

A standard template applies to all customers. For example, you might want to create an OFFICE template that lists the most frequently ordered office supplies. Or, you could identify a standard template that lists all of the most frequently ordered items regardless of their classification.

You should regularly update existing order templates to ensure that the order entry process remains accurate and efficient. For example, you might need to change the quantities or sequences on an existing template.

After a customer has an established ordering history, you can have the system automatically create order templates. The Customer History Template Rebuild program (R42815) is a standard PeopleSoft EnterpriseOne batch program. After you have entered orders for a customer and run the Sales Update program (R42800), the system creates a record of the customer's ordering history in the Sales Order History File table (F42119). You can identify the appropriate data selection criteria and run the Customer History Template Rebuild program to do the following:

- Create a standard template based on sales history
- Update a template based on current sales patterns

Prerequisite

- Create a user defined code name for all templates.

Creating a Standard Template

You create a template for frequently ordered items to speed the order entry process. You can create a standard template that applies to all customers and assign it to display every time you enter an order. You can create as many standard templates as you need. If you enter a template name in the processing options for Sales Order Entry (P4210), the system displays the template that is specified in the processing options each time you enter an order.

You assign one standard template to a customer through Customer Master (P03013). This template will then display each time you enter an order for the customer. A customer-specific template contains the customer's Address Book number and includes only that customer's most frequently ordered items and quantities. You can create multiple templates for a customer, or you can use the same template for more than one customer.

You can access any templates during sales order entry and select one that is appropriate to your customer's needs.

► To create a standard template

From the Sales Order Advanced & Technical Ops menu (G4231), choose Customer Template Revisions.

1. On Work With Available Order Templates, click Add.

2. On Order Template Revisions, complete the following fields and click OK:
 - Order Template
 - Item Number
 - Usual Quantity
 - Item Description
 - Item Description 2

Updating an Existing Template

To ensure the accuracy and efficiency of the order entry process, you should maintain current templates. You can change the items, quantities, or sequences on any existing template at any time.

► To update an existing template

From the Sales Order Advanced & Technical Ops menu (G4231), choose Customer Template Revisions.

1. On Work With Available Order Templates, click Find to access existing templates.
2. Choose the template that you want to update and click Select.
3. On Order Template Revisions, review the following fields:
 - Order Template
 - Item Number
 - Usual Quantity
 - Item Description
4. To use details from a previous order as a template, choose Order History from the Form menu.
5. On Work With Sales Order History, choose the order that the system will use to create a template.
6. To review the sales order, choose Details from the Row menu.
7. Click Close.
8. On Work With Sales Order History, click Select.
9. On Order Template Revisions, click OK.

Creating a System-Generated Template

From the Sales Order Advanced & Technical Ops menu (G4231), choose Customer Template Rebuild.

You can use the Customer History Template Rebuild program (R42815) to automate the process of creating templates. Customer History Template Rebuild is a batch program that creates a template from a customer's established ordering history.

Prerequisite

- Verify that orders exist for the customer in the Sales Order History File table (F42119).

Processing Options for Customer History Template Rebuild (R42815)

Process 1

1. Enter Order Template to be created.

Sequencing : 1=Version Seq., 2=Most freq ordered (FUTURE)

2. Enter template sequence selection.

Maximum number of lines to include. Blank will include all.

3. Enter maximum number of lines.

Minimum number of lines to include. Blank will include all.

4. Enter minimum number of lines.

Enter the effective dates to use on the template(optional).

5. Effective From Date.

6. Effective Thru Date.

Process 2

Order Template Address Selection.

1. Enter 1 for Sold To, 2 for Ship To

2. Enter 1 to put Avg Qty in Usual Qty.

Setting Up Date-Sensitive Customer Sets

Customer sets are collections of entities who are assigned to roles that are associated with sales order processing. Typically, a customer set consists of the following entities:

- Who placed the order
- To whom the order is shipped
- To whom the order is delivered
- Who receives the invoice
- Who pays for the order
- Who receives invoice copies (usually, the same entity who pays for the order)

Setting up date-sensitive customer sets is useful when you are entering sales orders that frequently involve the same entities.

You can assign effective dates and expiration dates to each customer set. By assigning effective dates, you can set up customer sets that contain various combinations of the same entities, provided that the effective dates and expiration dates do not overlap. When you are entering a sales order and specify the entity who is placing the order and the entity to whom the order is shipped, the system searches for customer sets that contain those same two entities. The system then automatically populates the remaining entities from the customer set, provided that the date when you are placing the order falls within the effective date and expiration date for the customer set.

After you have set up the date-sensitive customer sets, you must activate the customer set functionality by setting the appropriate system constant in the Branch/Plant Constants program (P41001).

Prerequisites

- ❑ Ensure that address book records exist for each entity in the customer set.
- ❑ Ensure that you have set up customer billing instructions for each entity in the customer set.

► To set up date-sensitive customer sets

From the Sales Order Management Setup menu (G4241), choose Customer Sets.

1. On Work with Customer Sets, click Add.
2. On Customer Set Revision, complete the following fields and click OK:
 - Sold To
 - Ship To
 - Effective Date
 - Expired Date
 - Delivered To
 - Invoiced To
 - Paid By
 - Forwarded To
 - Address for Tax
 - Address for Transport/Intrastat

Setting Up Order Hold Information

You can put an order on hold to prevent the order from being processed. You might want to do this because the order:

- Does not meet the minimum order amount
- Exceeds the customer's credit limit
- Does not meet or exceeds your sales margin

You can define the conditions that the system uses to place orders on hold and attach those conditions to a hold code. For example, you can define minimum and maximum order values. If the total order amount is not within this range, the system assigns the hold code to the order to place the order on hold and stop further processing.

You can also define sales margin and credit holds. Based on this information, the system places an order on hold if the order or order line does not meet the sales margin. The system also places an order on hold if the order exceeds the customer's credit limit.

See Also

- ❑ *Releasing Orders on Hold* in the *Sales Order Management Guide*

Defining Order Hold Codes

You can set up order hold information that the system uses to place orders on hold. The system applies this information if you set the appropriate processing options for the Sales Order Entry program (P4210).

Additionally, you can use hold codes in conjunction with the Product Allocation preference. This way, you can restrict the amount of an item or item group that a customer or customer group can purchase.

You must set up the Product Allocation preference in the Preference Master program (P40070), and activate the preference through the Preference Processing Options program (R40400). In the Order Hold Constants program (P42090), you set up the hold code (UDC 42/HC) and define the hold information. In the processing options for Sales Order Entry you must enter the product allocation hold code to activate order hold processing and activate preference profile processing.

See Also

In the *Sales Order Management Guide*:

- ❑ *Preferences*
- ❑ *Product Allocation Preference*

► To define order hold codes

From the Sales Order Management Setup menu (G4241), choose Order Hold Information.

1. On Work With Hold Order Constants, click Add.



Order Hold Information - Order Hold Information

OK Cancel Tools

Hold Code	<input type="text" value="B1"/>	<i>Budget Hold</i>
Branch/Plant	<input type="text" value="30"/>	<i>Eastern Distribution Center</i>
Person Responsible	<input type="text" value="6001"/>	<i>Allen, Ray</i>
Limit Type	<input type="text" value="%"/>	<i>Percentage</i>
Code Type	<input type="text" value="L"/>	<i>Line basis</i>
Age From	<input type="text"/>	<i>Blank Aging Period</i>
Allowable %	<input type="text"/>	
Upper Limit	<input type="text"/>	
Lower Limit	<input type="text"/>	
Password	<input type="text" value="B1"/>	

2. On Order Hold Information, complete the following fields for each hold code:
 - Hold Code
 - Branch/Plant
 - Person Responsible
 - Limit Type
 - Code Type
 - Age From
 - Password
3. Click OK.
4. On Work With Order Hold Constants, complete any of the following fields and click Find to review existing order hold codes:
 - Hold Code
 - Branch Plant
 - Code Type
 - Limit Type
 - Allowable %
 - Person Responsible
 - Lower Limit
 - Upper Limit

Setting Up Minimum and Maximum Order Amounts

You can set minimum and maximum order amounts that your customer must order before the system advances the order through the processing cycle. For example, you might offer your customer a trade discount if the customer orders a minimum amount.

You define a range between the minimum and maximum order amounts in Customer Master (P03013) or you can define a minimum or maximum amount. Then, you set up hold codes for the system to compare the order or line amount against the values that you defined in the Customer Master.

After you have activated this hold process with the corresponding processing options in the sales order entry program, the system compares the minimum or maximum values against the order amount. To define a range, you must enter hold for the minimum value and a hold code for the maximum value. If the order amount is not within the appropriate range, the system displays an error message and does not process the order.

► To set up minimum and maximum order amounts

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

1. On Work With Customer Master, click Find.
2. Choose a customer and click Select
3. On Customer Master Revision, choose Billing Information from the Form menu.

PeopleSoft® Sign Out

Customer Billing Instructions - Billing Information i ?

OK Cancel Form Tools

Address Number: 4242
Company: 00000

Billing Page 1 | Billing Page 2

Billing Address Type	X	Bill To and Ship To Address	<input type="checkbox"/> Customer PO Required
Related Address Num	1		<input type="checkbox"/> Exempt from Credit Hold
Customer Price Group	PREFER	Preferred Customers	<input type="checkbox"/> Delivery Note
Minimum Order Value	1,500		<input type="checkbox"/> Invoice Consolidation
Maximum Order Value			<input checked="" type="checkbox"/> Backorders Allowed
Print Message			<input checked="" type="checkbox"/> Substitutes Allowed
Order Template	BIKES	Bicycles	<input checked="" type="checkbox"/> Partial Shipments Allowed
Credit Check Level	C	Customer (Sold To)	<input checked="" type="checkbox"/> Partial Order Shipments Allowed
Item Restrictions		No Restrictions	<input checked="" type="checkbox"/> Price Pick List
Trade Discount			<input checked="" type="checkbox"/> Apply Freight
Delivery Instructions			<input type="checkbox"/> Certificate Of Analysis Print
Buying Segment Code			<input type="checkbox"/> Bypass Audit Logging

4. On Billing Information, complete the following fields and click OK:
 - Minimum Order Value
 - Maximum Order Value

See Also

- *Converting Customer Limit Amounts* in the *Sales Order Management Guide* for information about converting minimum and maximum order amounts to another currency

Setting Up Order Hold Codes for Credit Checking

You can set up a credit hold code to automatically compare the credit limit that you set up for your customer in Customer Master (P03013) against the order and any outstanding balances in accounts receivable. For example, you can set a customer's credit limit to 1,000 USD. If your customer has an accounts receivable balance of 100 USD, the order must be 900 USD or less or the system will place the order on hold.

You can also specify a hold based on the percentage of the outstanding balance in accounts receivables. You must specify aging periods, such as 0 to 30 days or 31 to 60 days, to verify balance information. If you specify the 31 to 60 day period, the system does not include balance information from the first period in its comparison.

For example, a customer has a total accounts receivable balance of 6,000 USD, 5,000 USD in the 0 to 30 day period and 1,000 USD in the 31 to 60 day period. You set up a hold based on the percentage of the outstanding balance to be 20% of the total accounts receivable balance. You specify the 31 to 60 day aging period for the system to compare against the allowable percentage. Based on this information, the maximum allowable outstanding balance for the 31 to 60 day period is 1,200 USD. With an outstanding balance of 1,000 USD in the 31 to 60 day aging period, this customer would pass a credit check.

See Also

- *Setting Up Customer Billing Instructions* in the *Sales Order Management Guide* for more information about setting up credit and collection information

► **To set up order hold codes for credit checking**

From the Sales Order Management Setup menu (G4241), choose Order Hold Information.

1. On Work With Hold Order Constants, click Add.

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Order Hold Information - Order Hold Information

OK Cancel Tools

Hold Code *Credit Hold*

Branch/Plant *Eastern Distribution Center*

Person Responsible *Bennett, Jody*

Limit Type *Amount*

Code Type *Order basis*

Age From *Blank Aging Period*

Allowable %

Upper Limit

Lower Limit

Password

2. On Order Hold Information, complete the following fields for each hold code and click OK:
 - Hold Code
 - Branch/Plant
 - Person Responsible
 - Code Type
 - Limit Type
 - Allowable %
 - Password
3. In the processing options for Sales Order Entry, enter this order hold code in the field for Customer Credit Check on the Order Holds tab.

Setting Up Order Hold Codes for Margin Checking

You can set up a hold code to verify that all sales orders or sales order detail lines meet any margin that you specify.

The system uses the following equation to calculate margin:

$$(\text{Price} - \text{Cost}) / \text{Price} = \text{Margin}$$

For example, if you purchase an item for \$.42 and sell it for \$1.00, the calculation is:

$$(1 - .42) / 1 = .58 \text{ or } 58\%$$

You can set up a hold code that verifies the sales margin percentage of a detail line or an entire order. If you set up a hold code that compares the sales margin to detail lines in the sales order, the system verifies that each detail line is between the minimum and maximum margins that you specify. For example, if your sales margin is between 25% and 27%, but the margin for one item is 28%, the system places the order on hold.

You can set up hold code information that verifies the sales margin of the order total. The system verifies that the order total meets the minimum and maximum margins that you specify. For example, if your sales margin is between 25% and 27%, and the margin for one item is 28%, but the margin for your order total is 25%, the system will not place the order on hold.

► **To set order hold codes for margin checking**

From the Sales Order Management Setup menu (G4241), choose Order Hold Information.

1. On Work With Hold Order Constants, click Add.
2. On Order Hold Information, complete the following fields for each hold code and click OK:
 - Hold Code
 - Branch/Plant
 - Person Responsible
 - Code Type
 - Upper Limit
 - Lower Limit
3. In the processing options for Sales Order Entry (P4210), enter this order hold code in the field for Order Margin Check or Order Line Margin Check on the Order Holds tab.

Setting Up Partial Order Holds

You can set up a hold code so that if quantity is not available to complete an order detail line, the system places the entire order on hold until the quantity is available. Use this order hold when backorders and partial shipments are allowed.

If the system does not have the quantity available to fill an order detail line, the system backorders or cancels available quantities based on backorder information in the Customer Billing program (P03013).

If the customer does not allow backorders, the system cancels the order detail line. With a partial order hold, the system holds the order detail line until quantity is available. If the customer does not allow backorders, but does allow partial orders or line shipments, you can set up a partial order hold so that the system does not cancel the order detail line.

A partial order hold is a hold in which there is not enough quantity to fill an order detail line, but the customer does allow partial orders. A partial order hold is not a backorder, you can release a partial order hold at any time, whereas you can only release a backorder when quantity for an order detail line is available.

► **To set up a partial order hold**

From the Sales Order Management Setup menu (G4241), choose Order Hold Information.

1. On Work With Hold Order Constants, click Add.
2. On Order Hold Information, complete the following fields for each hold code and click OK:
 - Hold Code
 - Branch/Plant
 - Person Responsible
 - Code Type
 - Limit Type
 - Password
3. In the processing options for Sales Order Entry (P4210), enter the order hold code in the field for the Partial Order Hold option on the Order Holds tab.

Assigning Hold Codes during Order Entry

You must specify hold codes in the sales order entry processing options to activate hold codes. The system automatically compares the information in the order, such as accounts receivable information, order and line margin percentages, and partial orders, against every order. To exempt specific customers from credit checking, you must activate the Exempt from Credit Hold option in the Customer Billing program (P03013). If the system places an order on hold, you must release all orders in the Held Order Release program (P43070).

Additionally, you can manually enter a hold code in the order heading information. A value in the hold code field prevents the system from processing that specific order.

If you have activated the workflow process, JDESONENTRY, the system processes the order through order hold checking. After you click OK to accept the order, the system checks the processing options for hold codes and compares the order against the order hold information.

If the system puts the order on hold, an action message is sent to the address book number defined in the hold code as the Person Responsible. This message indicates that the order is on hold. The person responsible for releasing the orders can review messages sent during the workflow process and access orders-to-release by way of the Work Center.

Assigning Hold Codes in the Customer Billing Instructions

You can specify a hold code in customer billing instructions. The system does not process the customer's orders until the person responsible for reviewing that customer's orders releases the order into the processing cycle.

You can use the Batch Order Holds program (R42642) to update a customer's existing order with the hold code that has been entered in customer billing instructions. For example, if you have entered an order before you have reconciled administrative issues with a customer, you can withdraw the order from the processing cycle by placing the order on hold.

After you set up the hold code in customer billing instructions, you can run the Batch Order Holds program to update a customer's open sales orders. This batch program can be run on an individual customer or all customers with hold code fields that are non-blank.

Prerequisite

- ❑ Verify that you have set up the hold codes in user defined codes.

Setting Up Commission Information

To define commission information in the Sales Order Management system, you must associate one or more salespersons or sales groups, a commission percentage, a customer, and an order type.

You can set up your commission information to reflect your company's sales environment. You can assign one or more salespeople or sales groups to each customer. After you enter an order and update customer sales, the system applies a calculated commission amount to the salesperson's address book number or the address book number of each salesperson in the sales group. After the sales update, you can review commission information to ensure that your salespeople receive the correct amount.

You can set up a sales group to distribute commissions to a group of two or more salespeople who contribute to a customer's sale. For example, if your sales group consists of a sales manager, account representative, and sales assistant, you assign a group code that represents the three salespeople. Sales groups are useful for identifying salespeople who are responsible for a customer's orders and maintaining multiple commission percentages.

You can set up commission percentages according to your company's commission payment policies. You can distribute commissions by entering a fixed commission percentage or variable commission percentages. When you set a fixed commission percentage, the system applies the same percentage for any order type that generates a commission.

You can also set variable commission percentages for an individual salesperson. The system includes variables, such as effective dates, order types, fixed costs and minimum amounts, before calculating commissions. For example, you might have a different commission percentage for sales orders than you have for blanket orders. Or, you might need to deduct fixed costs from an order before you calculate commissions.

If you assign one or more sales groups to a customer, you can distribute commissions on a fixed commission percentage. You can set a fixed percentage that distributes the same commission percentage to each salesperson within a group.

You can also set a variable commission percentage for the group or variable commission percentages for salespeople within the sales group. If commission percentages differ within a group, you can set up different commission percentages for each salesperson. For example, a manager might have a higher rate of commission than a sales assistant.

Prerequisites

- ❑ Verify that address book numbers exist for all salespeople.
- ❑ Verify that you have set the processing options for the Sales Update program (R42800) to update the commission information. See *Updating Sales Information* in the *Sales Order Management Guide*.

Setting Up a Sales Group

You set up a sales group to distribute commissions to a group of two or more salespeople who are responsible for a customer's order. For example, if your sales group consists of a sales manager, account representative, and sales assistant, you assign a group code that represents the three salespeople.

After you enter an order and update customer sales, the system applies the corresponding commission amounts to the address book numbers of the salespeople in the sales group.

You can set a variable commission percentage for the group or variable commission percentages for salespeople within the sales group. If commission percentages differ within a group, you can set up different commission percentages for each salesperson. For example, a manager might have a higher rate of commission than a sales assistant.

Prerequisites

- Verify that you have set up a code for the sales group in user defined code table (42/ RS).
- Verify that you have set up address book numbers for salespeople and sales groups in the address book.

► To set up a sales group

From the Commission/Royalty Management menu (G4223), choose Commission/Royalty Related Salesperson.

1. On Work with Related Salesperson, complete the following field:
 - Sales Group
2. Click Add.

Records 1 - 3							Customize Grid
	Sales Rep Number	Effective Date	Expiration Date	Rel Sales Rep	L/O Code	Related Comm Percent	
<input checked="" type="radio"/>	6001	11/20/97	12/31/10	I	0	5.000	
<input type="radio"/>	8444	11/20/97	12/31/10	I	0	5.000	
<input type="radio"/>							

3. On Related Salesperson Revisions, complete the following fields and click OK:
 - Sales Group
 - Sales Rep Number

- Effective Date
- Rel Sales Rep
- L/O Code
- Related Comm Percent

Assigning Commission Information

You can set up your commission information to reflect your company's sales environment. You can assign one or more salespeople or sales groups to each customer. After you enter an order and update customer sales, the system applies a calculated commission amount to each salesperson's address book number or the address book number of each salesperson in the sales group.

When you assign commission information as you are entering a sales order, the system processes the commission information based on whether you are using preferences. If you are not using preferences, then the system retrieves commission information from the Sales Order Detail Commission Information table (F42160), whose information defaults from the Sales Order Header Commission Information table (F42150) and Customer Master Commission Information table (F42140), respectively.

If you are using basic preferences, then the system retrieves commission information from the Sales Order Detail Commission Information table, whose information defaults from the Preference Profile – Sales Commission table (F40344). If there is no commission information in the Preference Profile – Sales Commission table, then the system retrieves default commission information from the Sales Order Header Commission Information table. Note that you can also use advanced preferences to retrieve commission information.

You can set up commission percentages according to your company's commission payment policies. You can distribute commissions by entering a fixed commission percentage or variable commission percentages.

When you set a fixed commission percentage, the system applies the same percentage rate for any order. If you assign a group of salespeople to a customer, you can distribute commissions on a fixed commission percentage. However, when you assign a fixed commission percentage in the customer billing instructions for a group, the system distributes the commission amount to the group number. You can use this option if you distribute commissions to an entity, such as a branch office. The system will not automatically divide the fixed commission percentage between the salespeople within the group.

When you assign a fixed commission percentage in Customer Master (P03013), the system calculates the commission amount based on the order total.

You cannot assign commission percentages in Customer Master for a salesperson if you want to calculate variable commission percentages or set up additional commission information. To distribute the same commission percentage to the salespeople within a group, you must specify the commission percentage for each salesperson.

See Also

- *Setting Up Customer Billing Instructions* in the *Sales Order Management Guide*

► **To assign commission information**

From the Sales Order Management Setup menu (G4241), choose Customer Billing Instructions.

1. On Work With Customer Master, click Find.
2. Choose a customer and click Select.
3. On Customer Master Revision, review the default information and make any changes.
4. From the Form menu, choose Billing Information.
5. On Billing Information, choose Commission Codes from the Form menu.
6. On Customer Master Commission Lookup, complete the following fields for each salesperson or sales group that you want to assign to the customer and then click OK:
 - Sales Rep or Group
 - Commission Percentage
 - Flat Commission Amount
 - Per Unit Amount
 - Commission Code Type

Setting Up Commission Constants

You can include additional information before calculating the commission amount for a salesperson, a sales group, or salespeople within a group. The system compares the additional commission information such as order type, fixed costs, and effective dates against the order information before calculating the commission percentage. You can designate different commission percentages for order types. For example, you can designate that a salesperson earns 5% commission on a sales order, 2% on a direct ship order, and 7% on a blanket order.

You can also designate commission percentages for a limited period of time with variables that apply during the effective dates. For example, you might specify that a sales trainee earns a 7% commission on sales order totals during the training period. During that time, the order must meet a minimum gross margin amount or the system does not calculate commissions. If the order qualifies for a commission, then you must deduct fixed costs before calculating the commission percentage. After the training period, the salesperson earns a 5% commission on the gross margin of all orders after the system deducts the fixed costs. You can enter multiple commission percentages at one time when you anticipate changes in the future.

As an alternative to entering a commission percentage, you can enter a commission amount for an invoice, cost, or gross amount.

You can assign additional information to a sales group or salespeople within a group. To specify additional commission information for the group, you must assign the additional information to the group code. For example, you can specify that the group must meet the assigned minimum gross margin before the system will calculate the commission. To calculate additional commission information for salespeople within the group, you can assign additional information to each salesperson's number.

After you have set up a commission constant, you cannot delete it. However, you can change the expiration date.

Prerequisites

- ❑ Verify that you set up a code for the salesperson group in user defined code table (42/RS).
- ❑ Verify that the commission rate codes are blank for each customer in Customer Master (P03013).

► To set up commission constants

From the Commission/Royalty Management menu (G4223), choose Commission/Royalty Constants.

After you complete the steps to assign a salesperson or group to a customer, you can set up additional information.

1. On Work With Commission Constants, click Add.

Records 1 - 3								
	Comm Code Type	Effective Date	Expiration Date	Order Type	Load Factor	Fixed Cost Amount	Min. Gross Margin (\$)	Commission (%)
<input checked="" type="radio"/>		10/16/98	12/31/20	S4				5.000
<input type="radio"/>	I	10/23/97	12/31/10	SO			25.0000	5.000
<input type="radio"/>								

2. On Commission Constant Revisions, complete the following fields and click OK:

- Comm Code Type
- Effective Date
- Expiration Date
- Order Type
- Load Factor
- Fixed Cost Amount
- Min. Gross Margin (\$)
- Commission (%)
- Flat Commission Amount
- Per Unit Amount
- Category Code
- Geographic Region
- Freight Handling Code
- Password

Reviewing Commission Information

You can set up your commission information to reflect your company's sales environment. You can assign multiple salespeople or sales groups to each customer. After you enter an order and run the Sales Update program (R42800), the system applies a calculated commission amount to the salesperson's address book number or the address book number of each salesperson in the sales group.

After the sales update, you can review commission information to ensure your salespeople receive the correct amount. If necessary, you can modify existing information if you have proper security access.

Prerequisites

- ❑ Before you review commission information, run the Sales Update program (R42800).
- ❑ Ensure that the processing option for hiding commission information, which is located on the Display tab in the Sales Order Entry program (P4210), is not activated.

► To review general commission information

From the Commission/Royalty Management menu (G4223), choose Commission/Royalty Maintenance.

1. On Work With Commission Maintenance, complete any of the following fields and click Find:
 - Salesperson
 - Customer Number
 - Order Number
 - Item Number
2. Choose a row and click Select.
3. On Commission Maintenance Revisions, review the information in the following fields:
 - Total S/O
 - Line Total
 - Comm %
 - Commission Amount
 - Gross Margin
 - Load Factor
 - Fixed Cost Amount
 - Line Cost

► To review sales order commission information

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, click Find to locate the sales order for which you want to review commission information.
2. Choose the row that contains the sales order and choose Order and then SO Detail Revision from the Row menu.
3. On Sales Order Detail Revisions, choose Header Commissions from the Form menu.

4. On Sales Order Header Commission Lookup, review the following fields and click OK:
 - Sales Rep or Group
 - Commission Percentage
 - Flat Commission Amount
 - Per Unit Amount
 - Comm Code Type

The system returns to the Sales Order Detail Revisions form. Note that you can review the same information as above by choosing Detail Commissions from the Row menu.

► **To review commission accruals**

From the Sales Order Processing menu (G4211), choose Sales Order Detail.

1. On Customer Service Inquiry, to locate the sales order for which you want to review commission accruals, click Find.
2. Choose the row that contains the sales order and choose Order and then Online Invoice from the Row menu.
3. On Work With Online Invoice, choose Commission Accruals from the Form menu.
4. On Commission Accruals Lookup, review the following fields and click Cancel when you are finished:
 - Line Number
 - Salesprsn Code
 - Commission Percentage
 - Flat Commission Amount
 - Per Unit Amount
 - Comm Code Type
 - Line Amount
 - Commission Amount
 - Order Total
 - Total Comm Amount

Setting Up Branch Sales Markups

You use branch sales markups to set up the additional costs that are associated with an interbranch sales order. You enter an interbranch sales order to fill a sales order from a different branch/plant where you placed the order. For example, if your company sells from one location but fills and ships orders from another location, such as a central supply warehouse, you can have the order shipped from the central supply warehouse directly to the customer.

Companies can apply additional costs to interbranch sales. The additional costs that you set in the Branch Transfer Markup program (P3403) are the amounts that the branch/plant charges in addition to the base price.

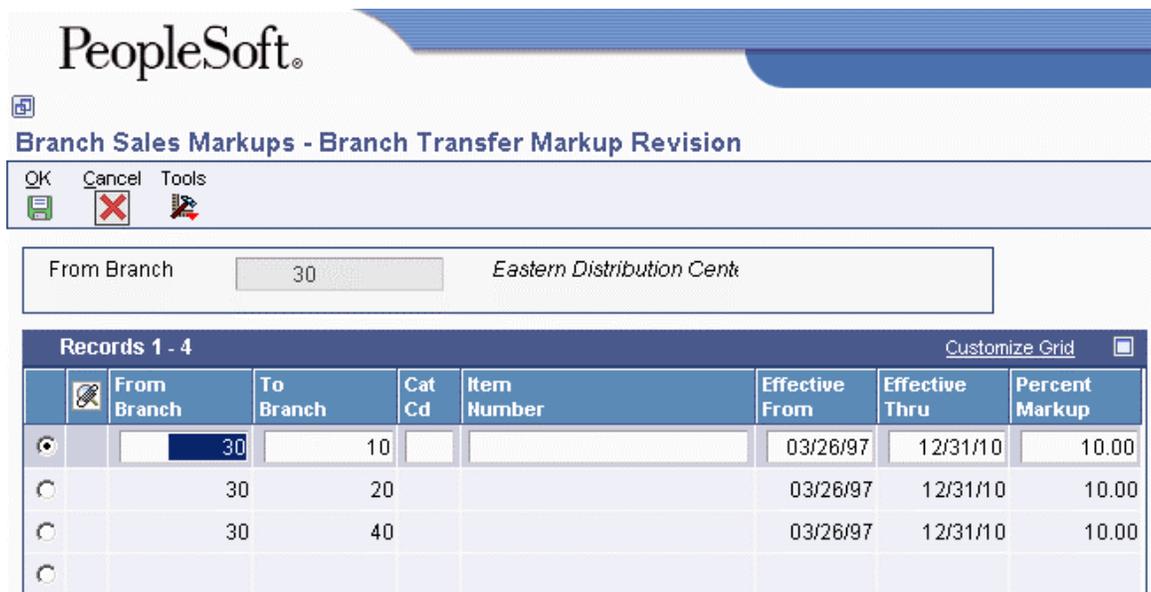
You can use the Branch Transfer Markup program to set the markup amount for any interbranch sales order. You can also define the relationship between the selling branch/plant and the supplying branch/plant. For example, if you are setting up the branch sales markup table from the perspective of a central supply warehouse, you can define the amount that you charge every location that places an order.

You can also set markup amounts that are specific to either an item or an item group. For example, any time you fill an order that contains an item with an additional markup amount, the system adds the markup amount for that item to the order total. Or, any time that you fill an order that contains an item from a specific group, the system adds the markup amount for the group. You cannot set a markup for both an item and a markup for a group that includes the item.

► **To set up branch sales markups**

From the Sales Order Management Setup menu (G4241), choose Branch Sales Markups.

1. On Work With Branch Transfer Markup, click Add.



2. On Branch Transfer Markup Revision, complete the following fields:
 - From Branch
 - To Branch
 - Item Number
 - Effective From
 - Effective Thru
 - Percent Markup
3. Click OK.
4. On Work with Branch Transfer Markup, complete any of the following fields and click Find to review markup amounts:
 - Item Number
 - From Branch
 - To Branch

- Effective From
- Effective Thru
- Percent Markup

Setting Up Automatic Accounting Instructions

Automatic accounting instructions (AAIs) are the links between your day-to-day functions, chart of accounts, and financial reports. The system uses AAIs to determine how to distribute G/L entries that the system generates. For example, in the Sales Order Management system, AAIs indicate how to record the transaction when you sell a stock item to a customer.

For distribution systems, you must create AAIs for each unique combination of company, transaction, document type, and G/L class that you anticipate using. Each AAI is associated to a specific G/L account that consists of a business unit, an object, and optionally, a subsidiary.

If you are required to collect taxes on customer invoices, you must distribute the tax amounts to the correct G/L accounts. When you set up AAIs for a specific type of tax, such as VAT or use tax, you designate what accounts you want to debit and credit for an invoice tax amount.

The system stores AAIs in the Distribution/Manufacturing - AAI Values table (F4095).

See Also

- *Setting Up AAIs for Taxes* in the *Tax Reference Guide* for information about setting up automatic accounting instructions for tax information

AAIs for the Sales Order Management System

Cost of Goods (COGS) Sold (4220)	Provides the expense/cost amount to the cost of goods sold account.
Revenue (4230)	Provides the actual sales price of inventory in the sales revenue account.
Inventory (4240)	Credits the cost amount to an inventory account.
A/R Trade (4245)	Debits the sales amount to an accounts receivable account. The system writes the accounts receivable offset entries to the general ledger only if the accounts receivable update option is turned off.
Tax Liability (4250)	Provides journal entries to tax liability accounts that were created during a sales update.
Price Adjustments (4270)	Provides the journal entries for individual price adjustments that were created during a sales update.
Rebates Payable (4280)	Provides the offset entries of accrued accounts.
Ship and Debit (4234)	Adjusts the profit margins affected by ship and debit agreements.

The Account Revisions form of the Distribution AAI program (P40950) shows each predefined AAI item and information about the document type, G/L class, and accounts that are affected by transactions.

► **To set up automatic accounting instructions**

From the Sales Order Management Setup menu (G4241), choose Automatic Accounting Instr.

1. On Work With AAIs, locate and choose the row that contains the AAI table that you want to set up.
2. From the Row menu, choose Details.
3. On Account Revisions, scroll down to the bottom of the form, complete the following fields, and click OK:
 - Co
 - Do Ty
 - G/L Cat
 - Branch Plant
 - Obj Acct
 - Sub

Defining Flexible Account Numbers

You use flexible sales accounting to create a flexible format for account numbers in your chart of accounts. Flexible account numbers use the standard PeopleSoft EnterpriseOne format, which has three segments, business unit.object.subsidiary. The flexible format lets you customize each segment of the account number.

For example, you might use a format that includes more information, such as, salesperson, branch, sales territory, and other address book category codes. Or, you can set up the structure of the flexible account number based on how you track the performance of items and customers through sales detail and the general ledger.

The standard account structure is formatted with the following segments:

- Business unit
- Object account
- Subsidiary account
- Subledger

Flexible format accounts have the same segments. The length of all segments cannot exceed 34 characters. Each segment of the flexible format account has a character limit:

Business unit 12 characters

Object account 6 characters

Subsidiary account 8 characters

Subledger 8 characters

To create a flexible account number, you define one or more of these segments. To do this, you associate one or more pieces of information with each segment. Each piece of information is associated with a field and is stored in one of the following tables:

- Address Book Master (F0101)
- Price Adjustment Type (F4071)
- Item Master (F4101)
- Item Branch File (F4102)
- Sales Order Detail File (F4211)

To associate information with a segment, you must know the data item name, or alias, associated with the corresponding field in the table.

You cannot define an object segment. You must define the object account through AAIs.

The subledger account is not visible online, but is stored in the Account Ledger table (F0911).

You activate flexible sales accounting through the processing options for the Sales Update program (R42800).

Before you create a flexible account number, consider the following:

Using a consistent account structure

You must use the same account structure for all companies and all business units in your organization. This is necessary for multi-company consolidations and automated intercompany settlements.

If you use flexible accounting in the PeopleSoft EnterpriseOne financial management systems, the business unit and subsidiary account that you define through distribution flexible sales accounting must have the same number of characters as the business unit and subsidiary account that you define through financial flexible accounting.

Defining one subledger per account

You can define only one subledger type for each account. It is important that you review your account structure before you set up flexible accounts to determine how you will use subledgers.

Example: Flexible Account Number

A pharmaceutical company sells its products nationwide to hospitals and pharmacies. It also sells non-prescription products to retail outlets.

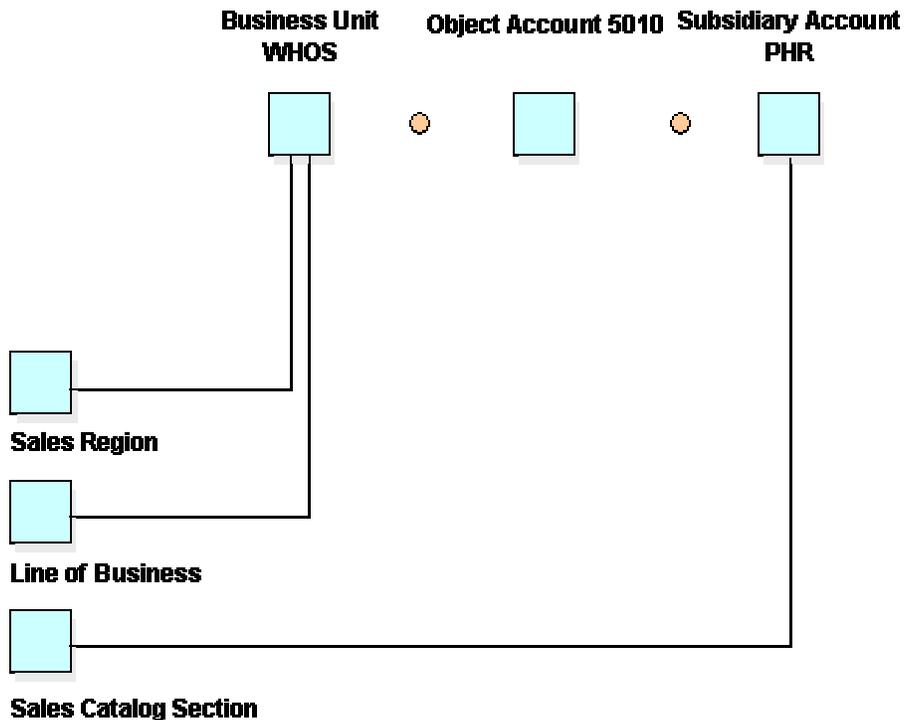
The company tracks sales by region of the country, hospital versus retail pharmacies, and pharmacy (prescription) versus over-the-counter (non-prescription) sales. The company can direct the sales, COGS, and inventory charges to accounts that are made up of different combinations of these three categories to track their sales information.

The company could define the flexible account number as follows:

- Business unit, in two segments:
 - Address book category code, such as sales region (for example, W for West)
 - Address book category code, such as line of business (for example, HOS for hospital or RET for retail)
- General ledger object account from the AAI, such as 5010
- Subsidiary account, in one segment (optional):
 - Item master reporting code, such as sales catalog section (for example, PHR for pharmacy, or OTC for over-the-counter)

In this example, if a hospital buys a prescription drug for its pharmacy, the revenue would go to the following account:

WHOS.5010.PHR



What Are the Rules for Defining a Flexible Format?

Consider the following rules about flexible account numbers:

Total length	<p>The total account number cannot exceed 34 characters, including the separator character. Each element is also limited to a specific number of characters:</p> <ul style="list-style-type: none">• Business unit, less than or equal to 12• Object account, less than or equal to 6• Subsidiary account, less than or equal to 8• Subledger, less than or equal to 8
Information associated with each segment	<p>Each piece of information that you associate with a segment corresponds to a PeopleSoft EnterpriseOne field. Each of these fields is hard-coded in user defined code table 40/DI. You can view valid fields on Flexible Sales Accounting.</p> <p>To use a field that is not included in these tables, you must develop custom programming.</p>

Base Sales Order Management AAI

You can define a flexible account number only for the following base sales order management AAI tables:

- 4220 (Cost of Goods Sold)
- 4230 (Sales)
- 4240 (Inventory)
- 4250 (Sales Tax Payable)

When the system searches for an account for these AAIs, it searches the Sales Flex Accounting table (F4096) as follows:

- The system checks for a flexible account number that has been defined for a specific AAI and a specific company.
- If no account has been defined for a specific AAI and a specific company, the system checks for an account that has been defined for a specific AAI and company 00000.

Advanced Pricing AAIs

You can define a flexible account number for only the following advanced pricing AAI tables:

- 4270 (Adjustments)
- 4280 (Accruals)

When the system searches for an account for these AAIs, it searches the Sales Flex Accounting table (F4096) as follows:

- The system checks for a flexible account number that has been defined for a specific AAI, a specific company, and an adjustment name.
- If no account has been defined for a specific AAI, a specific company, and an adjustment name, the system checks for a flexible account number that has been defined for a specific AAI and a specific company.
- If no account has been defined for a specific AAI and a specific company, the system checks for a flexible account number that has been defined for a specific AAI, company 00000, and an adjustment name.
- If no account has been defined for a specific AAI, company 00000, and an adjustment name, the system checks for a flexible account number that has been defined for a specific AAI and company 00000.

How Does the System Determine Account Information?

When you process a transaction that requires the system to record information to the general ledger, it searches for each part of the flexible account number as follows:

Determining the business unit

To determine the business unit, the system:

- Searches for the business unit in the AAI.
- If no business unit has been defined in the AAI, the system uses the flexible format business unit you define.
- If no flexible format business unit exists, the system uses the business unit that you specify through the processing options of the sales update program.

Determining the subsidiary account

To determine the subsidiary account, the system:

- Searches for a subsidiary account that has been defined in the AAI.
- If no subsidiary account has been defined in the AAI, the system uses the flexible format subsidiary account that you define.

Determining the subledger

To determine the subledger, the system:

- Searches for the subledger account that you specified in sales order detail.
- If no subledger account has been specified in sales order detail, the system uses the flexible format subledger account that you define.
- If no flexible format subledger account exists, the system uses the subledger that you specify through the processing options of the sales update program.

If you have set up the appropriate processing options in the Sales Update program (R42800), the system will search for flexible account information.

Prerequisites

- Determine the information that you want to associate with each segment of the account number.
- Define AAIs with object account information only.

► **To define a flexible account number**

From the Sales Order Management Setup menu (G4241), choose Flexible Sales Accounting.

1. On Work With Flexible Sales Accounts, click Add.

Seq	Business Unit	Subsidiary	Subledger	Item	Cost Object	Cost Type	File Name	Len	Description	Data Item
2				X			F4211	8	Item Number - Short	ITM
3					1	C	F4211	8	Address Number	AN8
4					2	P	F4211	3	Master Planning Family	PRP4
5					3	L	F0101	10	Industry Classification Code	SIC
6										

2. On Flexible Sales Account Revisions, complete the following fields:
 - AAI Table Number
 - Company
 - Adjustment Name
 - Subledger Type
3. To associate the flexible segment to the standard format segment, complete one of the following fields:
 - Business Unit
 - Subsidiary
 - Subledger
4. To associate the data item with this segment, complete the following field:
 - Data Item
5. Complete the following field if the data item you entered is a field that is stored in the Address Book Master table.
 - Data Type
6. Click OK.

Setting Up Record Reservations

If your business receives a large number of sales orders every day and you work with various programs to efficiently manage the sales orders, you may want to limit users' access to the programs after the sales orders have been entered to preserve data integrity. Having multiple users updating data at the same time can result in inaccuracies.

PeopleSoft EnterpriseOne provides you with record reservation capability, which when activated, allows only one user at a time to update information that is contained in the Sales Order Detail File table (F4211). After one user finishes updating information, another user will then be able to access the appropriate program to continue updating information.

By accessing the user defined code table (00/RR) for record reservations, you can specify that record reservation be activated for a particular program by entering a value of 1 in the Special Handling field.

You can activate record reservations for the following Sales Order Management programs:

- Sales Order Entry (P4210)
- Shipment Confirmation (P4205)
- Backorder Release (P42117)
- Backorder Release and Report (R42118)
- Print Pick Slips (R42520)
- Inventory Commitment (R42997)
- Packaged Pick Slip (R42521)
- Control Pick Slips (R42522)

Interoperability

To fulfill the information requirements of an enterprise, companies sometimes use products from different software and hardware providers. For example, a company might receive purchase orders from customers and can automatically produce sales orders in the Sales Order Management system.

Interoperability between different products is key to successfully implementing an enterprise solution. Full interoperability between different systems results in a flow of data between the different products that is transparent to the user. The system provides interoperability functions to facilitate the exchange of data with systems that are external to PeopleSoft EnterpriseOne.

Inbound Transactions

In an inbound transaction, you accept data from another system into the PeopleSoft system. Interoperability for inbound transactions consists of these tasks:

1. The external system sends data to the PeopleSoft system's interface tables, which hold the data before it is copied to the application tables. The external system is responsible for conforming to the format and other requirements for the interface tables. If the external system cannot write the information in the required format, it can write the data to a flat file, and you can use the Inbound Flat File Conversion program to convert the data to the required format.
2. You run a transaction process (a batch program) that validates the data, updates valid data from the interface tables to the PeopleSoft application tables, and sends action messages to the Employee Work Center about invalid data.
3. You use an inquiry function to interactively review and revise the incorrect data, and then run the transaction process again. You repeat this step as often as needed to correct errors.

Outbound Transactions

In an outbound transaction, you send data from PeopleSoft EnterpriseOne to an external system. Interoperability for outbound transactions requires that you set a processing option specifying the transaction type. Using the master business function for the type of transaction, the system creates a copy of the transaction and places it in the interface table where external systems can access it.

See Also

- *EDI Document Processing* in the *Data Interface for Electronic Data Interchange Guide* for more information about electronic commerce
- *Interoperability Models* in the *Interoperability Guide* for more information about implementing asynchronous, synchronous, and batch transactions in PeopleSoft EnterpriseOne

Setting Up for Interoperability Transactions

External systems can use a variety of methods to send data to the interoperability interface tables. One method is to write the data to a flat file. If you use this method, the system converts the flat file to the interface table. In order for the system to convert data from the flat file to the interface table, you must identify the transaction, which includes the following information:

- Transaction type, which is a unique description to identify the transaction
- Whether the transaction is inbound or outbound
- Record type, the data that is imported or exported
- The application, the source or destination of the transaction

You can set a processing option to start the transaction process automatically when the conversion completes successfully. The transaction process copies the data from the interface tables to the application tables, from which PeopleSoft EnterpriseOne applications can access the data.

Prerequisites

- ❑ Ensure that the flat file is a comma-delimited ASCII text (flat) file to which the workstation has read and write access.
- ❑ Ensure that the data conforms to the required format. See *Converting Data from Flat Files into EDI Interface Tables* in the *Data Interface for Electronic Data Interchange Guide* for requirements.

Reviewing Record Types

When you set up flat file cross-reference information, you must specify the record types. Record types indicate the sort of information that is exchanged between PeopleSoft EnterpriseOne and external systems, such as addresses, header or detail transactions, text, or additional information.

You can review hard-coded record types in the user defined code table (00/RD). The system uses these codes to identify the forms from which the system stores information for outbound documents and to which the system stores information for inbound documents.

► To review record types

From the Sales Interoperability menu (G42A313), choose Record Type.

1. On Work With User Defined Codes, to review record types, locate and choose a record and then click Select.
2. On User Defined Codes, review the following fields:
 - User Defined Codes
 - Description 01

The user defined records types are hard-coded by PeopleSoft and cannot be changed.

Setting Up Transaction Types

In order to identify the transactions that the system uses in the flat-file cross reference, you can add codes, or transaction types, to the user defined code table (00/TT). After you set up the transaction type, you use the transaction type to identify whether the information exchange is inbound or outbound, and to identify the corresponding applications and versions. You must set up transaction types prior to defining data export controls and flat file cross-reference information.

► To set up transaction types

From the Sales Interoperability menu (G42A313), choose Transaction Type.

1. On Work With User Defined Codes, click Add.
2. On User Defined Codes, complete the following fields:
 - User Defined Codes
 - Description 01

For every transaction type, you must set up data export controls. If you cannot transfer or receive information with an external system, then you use the transaction type when you set up flat-file cross-reference information.

Setting Up Data Export Controls

You define the export information for outbound transactions only. To set up data export controls properly, you must indicate the transaction, document type, batch application or function, and version from which the external system retrieves information from the interface tables.

You can define export controls based on either of the following:

Function Name and Library	You can specify a vendor-specific function name and library to identify the external custom program that accesses the PeopleSoft EnterpriseOne interface tables.
UBE or batch processor	You can specify a vendor-specific outbound batch processor that accesses the PeopleSoft EnterpriseOne interface tables.

► To set up data export controls

From the Sales Interoperability menu (G42A313), choose Data Export Controls.

1. On Work With Data Export Controls, click Add.
2. On Data Export Control Revisions, enter a specific transaction type in the following field:
 - Transaction
3. Enter Order Type in the following field:
 - Order Type

4. Enter a specific application or function in either of the following fields:

- UBE Name
- Function Name

You can define data export control for either a vendor-specific batch process or function. If you enter information in fields for vendor-specific batch processors or functions, the system uses the batch process.

5. If you specified the vendor-specific batch process, enter a specific version of UBE in the following field:

- Version

6. If you specified a vendor-specific function, enter a specific function library and location in the following fields:

- Function Library

7. Enter 1 or 0 in the following fields and click OK:

- Execute For Add
- Execute For Upd
- Execute For Del
- Ext DB Exp Mode
- Launch Immediately
- Execute For Inq
- Flat File Exp Mode
- Ext API Exp Mode

Setting Up the Flat File Cross-Reference

Before you can convert a flat file, you must provide a cross-reference from the flat file fields to the interface table fields. When you exchange data between this system and an external system, you use flat file cross-reference information for the following conditions:

- For inbound transactions for which the external system cannot write data to the interface tables in the required format for this system. In this case, the external system can write the data to a specific flat file for each transaction and record type.
- For outbound transactions for which this system cannot write data to the interface tables in the format that is required by the external system. In this case, this system can write the data to a specific flat file for each transaction and record type.

See Also

- *Converting Data from Flat Files into EDI Interface Tables* in the *Data Interface for Electronic Data Interchange Guide* for more information about this process. The process for setting up flat file cross-references for Interoperability is identical to that for EDI interface tables.

Prerequisite

- On the appropriate drives on your computer or network, set up the folders for the flat files.

► To set up the flat file cross-reference

Use one of the following navigations:

From the Forecast Interoperability menu (G36301), choose Flat File Cross-Reference.

From the Sales Interoperability menu (G42A313), choose Flat File Cross Reference.

From the Inventory Interoperability menu (G41313), choose Flat File Cross-Reference.

From the Product Data Interoperability menu (G30311), choose Flat File Cross-Reference.

From the Purchasing Interoperability menu (G43A313), choose Flat File Cross-Reference.

From the Shop Floor Management Interoperability menu (G31311), choose Flat File Cross-Reference.

1. On Work With Flat File Cross-Reference, click Add.
2. On Flat File Cross-Reference, to specify the transaction type, such as receipts, complete the following field:
 - Transaction
3. To indicate whether this transaction type is Inbound (1), or Outbound (2), complete the following field:
 - Direction Indicator
4. To indicate the information source, complete the following field:
 - Record Type
5. Enter the specific file name in the following field:
 - File Name

The file name refers to the application table from which the system exchanges information, as defined by the record type.

6. Click OK.

Running the Conversion Program

Use one of the following navigations:

From the Forecast Interoperability menu (G36301), choose Inbound Flat File Conversions

From the Inventory Interoperability menu (G41313), choose Inbound Flat File Conversion.

From the Product Data Interoperability menu (G30311), choose the applicable Inbound Flat File Conversion.

From the Purchasing Interoperability menu (G43A313), choose Inbound Flat File Conversion.

From the Shop Floor Management Interoperability menu (G31311), choose the applicable Inbound XX Flat File Conversion, where XX is the process that the conversion completes, such as Inbound Completion Flat File Conversion.

You use the Inbound Flat File Conversion program (R47002C) to import flat files into PeopleSoft interface tables. You can create a separate version of the Inbound Flat File Conversion program for each interface table. This program recognizes both the flat file from which it reads and the record types (UDC 00/RD) within the flat file. Each flat file contains records of differing lengths, based on the interface table record to which they correspond. The Inbound Flat File Conversion program uses the Flat File Cross-Reference Table (F47002) to convert the flat file into the interface tables. Table F47002 indicates to the conversion program which flat file to read from, based on the transaction type that you are receiving.

The conversion program reads each record in the flat file and maps the record data into each field of the interface tables, based on the text qualifiers and field delimiters that are specified in the flat file.

The conversion program inserts the field data as one complete record in the interface table. If the conversion program encounters an error while converting data, it withholds the data in error and continues processing the conversion. If the data is successfully converted, the system automatically starts the transaction process for that interface table, provided that you set the processing options in the conversion program to do so.

See Also

- *Setup Requirements for Flat File Conversions* in the *Interoperability Guide* for more information about setup requirements

Processing Options for Inbound Flat File Conversion (R47002C)

Transaction

1. Enter the transaction to process.

Separators

1. Enter the field delimiter.
2. Enter the text qualifier.

Process

1. Enter the inbound processor to run after successful completion of the conversion.
 2. Enter the version for the inbound processor. If left blank, XJDE0001 will be used.
-

Receiving Transactions

When receiving data, the system stores the unedited data sent from the external system in interface tables. For outbound transactions, the system writes data to the interface tables. The data is then sent to an external system. With this method, unedited transactions do not affect application tables. The next step is to run the appropriate transaction process to edit the transactions and update the appropriate application tables.

In order to be received into the interface tables, data from an external system must conform to the minimum field requirements specified for the interface table.

The receiving transaction process performs the following tasks:

- Validates the data in the interface table to ensure that data is correct and conforms to the format defined for the application table system.
- Updates the associated application table with validated data.
- Produces a report that lists invalid transactions and sends an action message for each invalid transaction to the Work Center.
- Marks, in the interface tables, those transactions that have been successfully updated to the application tables.

If the report indicates errors, access the Work Center from the Workflow Management menu (G02) and review the messages in the message center. Then use the associated inquiry function to review and revise the transactions and rerun the transaction process.

Note

When you run the Inbound Flat File Conversion program (R47002C) and it completes successfully, the system automatically starts the transaction process if specified in the processing option for the conversion.

See Also

- ❑ *Reviewing and Revising Interoperability Transactions* in the *Sales Order Management Guide* for more information about using the Inquiry function
- ❑ *Receiving Documents* in the *Data Interface for Electronic Data Interchange Guide* for more information about receiving inbound EDI documents
- ❑ *Checking for Errors* in the *Data Interface for Electronic Data Interchange Guide* for more information about reviewing error messages in the Work Center (P012501)

Reviewing and Revising Interoperability Transactions

Running an inbound transaction process often identifies one or more invalid inbound transactions in the interface table. For example, an inventory item on an order might have an invalid address book number, Ship To address or Sold To address. The program cannot add that transaction to the Sales Order Detail File table (F4211). When an error occurs, the program sends an error message to the Work Center (P012501), indicating the transaction number for the transaction in error. You can inquire on the following transactions to review and revise unedited sales transactions.

Use the inquiry menu selections to add, change, or delete transactions containing errors. Then run the appropriate transaction process again. Continue to make corrections and rerun the transaction process until the program runs without errors.

You can use the processing log to review inbound and outbound transactions.

See Also

- ❑ *EDI Document Inquiry and Revision* in the *Data Interface for Electronic Data Interchange Guide*
- ❑ *Revision Application* in the *Interoperability Guide* for more information about reviewing and revising interoperability transactions
- ❑ *Reviewing the Processing Log* in the *Sales Order Management Guide*

► **To review and revise interoperability transactions**

From the Sales Interoperability menu (G42A313), choose Outbound Sales Transaction Revisions.

1. On Work With Sales Order Unedited Transactions, to limit the search to specific transactions, complete the following fields:
 - User ID
 - Batch Number
 - Transaction Number
2. Click Find.
3. Choose the transaction to review and revise and click Select.
4. On Unedited Detail Transactions Revisions, review and revise as needed, and click OK.
5. On Work With Sales Order Unedited Transactions, If applicable, choose Detail Revisions from the Row menu to review or change additional detail information, and click OK when finished.

After you correct the errors identified by the Inbound Transaction Process, run the transaction process again. If other errors are identified, correct them and run the transaction process again.

Reviewing the Processing Log

You can use the processing log to review whether the system has processed inbound and outbound transactions. With the processing log, you can review whether a vendor-specific transaction has been successfully processed. The processing log contains key information from the Data Export Control table (F0047) about the interoperability transaction, such as the transaction type, order type, sequence number, batch process or function, and corresponding version. The system creates a record for every transaction that is processed.

The information in the processing log is for review only and can not be changed in either the processing log or in the system's applications.

See Also

- ❑ *Setting Up Data Export Controls* in the *Interoperability Guide* for more information about the data export control table and the processing log

Sending Transactions

You might send transactions you create or change in the Sales Order Management system to an external system. For example, if your organization sends order acknowledgements to customers, you can use Interoperability transactions to convey order and price information.

The default outbound transaction is a copy of a data transaction after you created or changed it (an *after image*). With the system's interoperability features, you can also send a copy of each transaction as it was before you changed it (a *before image*). Creating and sending before images requires additional processing time. To control the type of image, you set a processing option in the application programs that create transactions.

You can send transactions to an external system using any of the following interoperability methods:

Batch extraction processor	When you run an extraction process, the application retrieves data from the EnterpriseOne application tables for the transaction and copies the data to the interface tables. The system then generates an audit report that lists the processed documents.
Batch and subsystem process	All outbound master business functions used to create transactions have processing options that control the interoperability transaction. For batch and subsystem processing, you set up the processing options in the appropriate business function version for interoperability and then specify that application and version in the data export controls.

In order to enable outbound processing, you must set a processing option in the following Sales Order Management programs:

- Sales Order Entry (P4210)
- Shipment Confirmation (P4205)

The system places a copy of the transaction in the interface table for that type of transaction. For example, when you run Sales Order Entry with the Interoperability processing option turned on, the system places a copy of sales order in the interface table. The data is then available for an external system to use.

Prerequisite

- ❑ Define the data export controls for the type of outbound transaction. The system uses data export controls to determine the batch programs or business processes that third parties supply for use in processing transactions. See *Setting Up Data Export Controls* in the *Interoperability Guide*.

Working with Subsystem Processing in Sales Order Entry

If you need a pick slip or invoice when you finish the order entry process, you can set up and activate the subsystem. You might want this instant print capability if you:

- Operate in an environment that has a high volume of same-day-delivery orders, and you want to create the pick slip as soon as you enter the order
- Have many counter sales, where the customer expects to leave your premises with both the merchandise and the invoice for that merchandise

The processing options in Sales Order Entry program (P4210) activate subsystem processing. For example, in the version of Sales Order Entry that you use for printing pick slips immediately after order entry, you would set the value in the processing options to print pick slips and then identify the version of the Print Pick Slips program. You must set a value to activate the subsystem processing and then identify the corresponding subsystem version of the programs to run the following programs:

- Print Pick Slips (R42520)
- Print Invoices (R42565)
- Inventory Commitment (R42997)
- Batch Edit and Creation (R4210Z)

Caution

You must stop the subsystem processing before performing end of day processing. You can also stop one or more jobs in the subsystem at any time.

Prerequisite

- Create a new version of Sales Order Entry (P4210) specifically for subsystem processing.

► To set up subsystem processing

In the PeopleSoft EnterpriseOne Windows environment, choose Batch Versions from the System Administration Tools menu (GH9011).

1. On Work With Batch Versions - Available Versions, enter the batch version and click Find.
2. Choose the appropriate batch version and click Select.
3. Choose the following options and then click Submit:
 - Data Selection
 - Data Sequencing
4. On Data Selection, specify the conditions that the system uses for data selection and click OK.
5. On Section Data Sequencing, specify the order in which the system displays information and click OK.
6. On Report Output Destination, choose how you want to review the report and click OK.
7. Access the version of Sales Order Entry (P4210) that you use for subsystem processing, access the processing options, activate subsystem processing and identify the corresponding version and click OK.

► **To end subsystem processing**

From the System Administration Tools menu (GH9011), choose Work with Servers.

1. On Work With Servers, locate and choose the appropriate server on which the subsystem is running.
2. From the Row menu, choose Subsystem Jobs.
You can track the status of each record that the system submits to the subsystem queue.
3. On Work With Subsystems, to end subsystem processing, choose the appropriate job and choose End Subsystem Job from the Row menu.

Vertex Sales Tax Q Series

If your company wants to apply sales taxes automatically, you can use the Vertex Sales Tax Q Series system with the following EnterpriseOne systems:

- General Accounting
- Accounts Receivable
- Accounts Payable
- Sales Order Management
- Procurement
- Customer Service Management System (CSMS)
- Contract Billing
- Service Billing

Caution

If you are using the Payroll system, you are required to use the Quantum for Payroll Tax System. See *Setting Up Tax Information* in the *Payroll Guide*.

See Also

- *Interface to Vertex Sales Tax Q Series Guide* for information about using the Vertex Sales Tax Q Series product

EnterpriseOne PeopleBooks Glossary

“as of” processing	A process that is run at a specific point in time to summarize item transactions.
52 period accounting	A method of accounting that uses each week as a separate accounting period.
account site	In the invoice process, the address to which invoices are mailed. Invoices can go to a different location or account site from the statement.
active window	The window that contains the document or display that will be affected by current cursor movements, commands, and data entry in environments that are capable of displaying multiple on-screen windows.
ActiveX	A technology and set of programming tools developed by Microsoft Corporation that enable software components written in different languages to interact with each another in a network environment or on a web page. The technology, based on object linking and embedding, enables Java applet-style functionality for Web browsers as well as other applications (Java is limited to Web browsers at this time). The ActiveX equivalent of a Java applet is an ActiveX control. These controls bring computational, communications, and data manipulation power to programs that can “contain” them—for example, certain Web browsers, Microsoft Office programs, and anything developed with Visual Basic or Visual C++.
activity	In Advanced Cost Accounting, an aggregation of actions performed within an organization that is used in activity-based costing.
activity driver	A measure of the frequency and intensity of the demands that are placed on activities by cost objects. An activity driver is used to assign costs to cost objects. It represents a line item on the bill of activities for a product or customer. An example is the number of part numbers, which is used to measure the consumption of material-related activities by each product, material type, or component. The number of customer orders measures the consumption of order-entry activities by each customer. Sometimes an activity driver is used as an indicator of the output of an activity, such as the number of purchase orders that are prepared by the purchasing activity. See also cost object.
activity rule	The criteria by which an object progresses from a given point to the next in a flow.
actual cost	Actual costing uses predetermined cost components, but the costs are accumulated at the time that they occur throughout the production process.
adapter	A component that connects two devices or systems, physically or electronically, and enables them to work together.
add mode	The condition of a form where a user can enter data into it.
advanced interactive executive	An open IBM operating system that is based on UNIX.
agent	A program that searches through archives or other repositories of information on a topic that is specified by the user.

aging	A classification of accounts by the time elapsed since the billing date or due date. Aging is divided into schedules or accounting periods, such as 0-30 days, 31-60 days, and so on.
aging schedule	A schedule that is used to determine whether a payment is delinquent and the number of days which the payment is delinquent.
allegato IVA clienti	In Italy, the term for the A/R Annual VAT report.
allegato IVA fornitori	In Italy, the term for the A/P Annual VAT report.
application layer	The seventh layer of the Open Systems Interconnection Reference Model, which defines standards for interaction at the user or application program level.
application programming interface (API)	A set of routines that is used by an application program to direct the performance of procedures by the computer's operating system.
AS/400 Common	A data source that resides on an AS/400 and holds data that is common to the co-existent library, allowing PeopleSoft EnterpriseOne to share information with PeopleSoft World.
assembly inclusion rule	A logic statement that specifies the conditions for using a part, adjusting the price or cost, performing a calculation, or using a routing operation for configured items.
audit trail	The detailed, verifiable history of a processed transaction. The history consists of the original documents, transaction entries, and posting of records and usually concludes with a report.
automatic return	A feature that allows a user to move to the next entry line in a detail area or to the first cell in the next row in several applications.
availability	The expression of the inventory amount that can be used for sales orders or manufacturing orders.
available inventory	The quantity of product that can be promised for sale or transfer at a particular time, considering current on-hand quantities, replenishments in process, and anticipated demand.
back office	The set of enterprise software applications that supports the internal business functions of a company.
backhaul	The return trip of a vehicle after delivering a load to a specified destination. The vehicle can be empty or the backhaul can produce less revenue than the original trip. For example, the state of Florida is considered a backhaul for many other states—that is, many trucking companies ship products into the state of Florida, but most of them cannot fill a load coming out of Florida or they charge less. Hence, trucks coming out of Florida are either empty or produce less revenue than the original trip.
balance forward	The cumulative total of inventory transactions that is used in the Running Balance program. The system does not store this total. You must run this program each time that you want to review the cumulative inventory transactions total.

balance forward receipt application method	A receipt application method in which the receipt is applied to the oldest or newest invoices in chronological order according to the net due date.
bank tape (lock box) processing	The receipt of payments directly from a customer's bank via customer tapes for automatic receipt application.
base location	[In package management] The topmost location that is displayed when a user launches the Machine Identification application.
basket discount	A reduction in price that applies to a group or "basket" of products within a sales order.
basket repricing	A rule that specifies how to calculate and display discounts for a group of products on a sales order. The system can calculate and display the discount as a separate sales order detail line, or it can discount the price of each item on a line-by-line basis within the sales order.
batch job	A job submitted to a system and processed as a single unit with no user interaction.
batch override	An instruction that causes a batch process to produce output other than what it normally would produce for the current execution only.
batch process	A type of process that runs to completion without user intervention after it has been started.
batch program	A program that executes without interacting with the user.
batch version	A version of a report or application that includes a set of user-defined specifications, which control how a batch process runs.
batch/lot tracking	The act of identifying where a component from a specific lot is used in the production of goods.
batch/mix	A manufacturing process that primarily schedules short production runs of products.
batch-of-one processing	A transaction method that allows a client application to perform work on a client workstation, and then submit the work all at once to a server application for further processing. As a batch process is running on the server, the client application can continue performing other tasks. See also direct connect, store-and-forward.
binary large object (BLOB)	A collection of binary data stored as a single entity in a [file].
binder clip	See paper clip.
black products	Products that are derived from the low or heavy end of the distillation process—for example, diesel oils and fuel oils. See also white products.
blend note	Document that authorizes a blending activity, and describes both the ingredients for the blend and the blending steps that occur.

blend off	Reworking off-specification material by introducing a small percentage back into another run of the same product.
blind execution	The mode of execution of a program that does not require the user to review or change the processing options set for the program, and does not require user intervention after the program has been launched.
boleto	In Brazil, the document requesting payment by a supplier or a bank on behalf of a supplier.
bolla doganale	VAT-Only Vouchers for Customs. In Italy, a document issued by the customs authority to charge VAT and duties on extra-EU purchasing.
bookmark	A shortcut to a location in a document or a specific place in an application or application suite.
bordero & cheque	In Brazil, bank payment reports.
broker	A program that acts as an intermediary between clients and servers to coordinate and manage requests.
BTL91	In the Netherlands, the ABN/AMRO electronic banking file format that enables batches with foreign automatic payment instructions to be delivered.
budgeted volume	A statement of planned volumes (capacity utilization) upon which budgets for the period have been set.
bunkering	A rate per ton or a sum of money that is charged for placing fuel on board; can also mean the operation itself.
business function	An encapsulated set of business rules and logic that can normally be re-used by multiple applications. Business functions can execute a transaction or a subset of a transaction (check inventory, issue work orders, and so on). Business functions also contain the APIs that allow them to be called from a form, a database trigger, or a non-EnterpriseOne application. Business functions can be combined with other business functions, forms, event rules, and other components to make up an application. Business functions can be created through event rules or third-generation languages, such as C. Examples of business functions include Credit Check and Item Availability.
business function event rule	Encapsulated, reusable business logic that is created by using through event rules rather than C programming. Contrast with embedded event rule. See also event rule.
business object library	[In interoperability] The repository that stores EnterpriseOne business objects, which consist of Java or CORBA objects.
business unit	A financial entity that is used to track the costs, revenue, or both, of an organization. A business unit can also be defined as a branch/plant in which distribution and manufacturing activities occur. Additionally, in manufacturing setup, work centers and production lines must be defined as business units; but these business unit types do not have profit/loss capability.

business view	Used by EnterpriseOne applications to access data from database tables. A business view is a means for selecting specific columns from one or more tables with data that will be used in an application or report. It does not select specific rows and does not contain any physical data. It is strictly a view through which data can be handled.
business view design aid (BDA)	An EnterpriseOne GUI tool for creating, modifying, copying, and printing business views. The tool uses a graphical user interface.
buy-back crude	In foreign producing oil countries, that portion of the host government's share of "participation crude" which it permits the company holding a concession to "buy back."
CAB	In Italy, the bank branch code or branch ID. A five-digit number that identifies any agency of a specific bank company in Italy.
cadastro de pessoas fisicas	Cadastro de pessoas fisicas. In Brazil, the federal tax ID for a person.
category code	A code that identifies a collection of objects sharing at least one common attribute.
central object	A software component that resides on a central server.
central objects merge	A process that blends a customer's modifications with the objects in a current release with objects in a new release.
central server	A computer that has been designated to contain the originally installed version of the software (central objects) for deployment to client computers.
certificate input	See direct input.
certificate of analysis (COA)	A document that is a record of all of the testing which has been performed against an item, lot, or both, plus the test results for that item and lot.
change management	[In software development] A process that aids in controlling and tracking the evolution of software components.
change order	In PeopleSoft, an addendum to the original purchase order that reflects changes in quantities, dates, or specifications in subcontract-based purchasing. A change order is typically accompanied by a formal notification.
chargeback	A receipt application method that generates an invoice for a disputed amount or for the difference of an unpaid receipt.
chart	EnterpriseOne term for tables of information that appear on forms in the software. See forms.
check-in location	The directory structure location for the package and its set of replicated objects. This location is usually \\deploymentserver\release\path_code\package\packagename. The subdirectories under this path are where the central C components (source, include, object, library, and DLL file) for business functions are stored.

checksum value	A computed value that depends on the contents of a block of data, and that is transmitted or stored with the data to detect whether errors have occurred in the transmission or storage.
class	[In object-oriented programming] A category of objects that share the same characteristics.
clean cargo	Term that refers to cargoes of gasoline and other refined products. See also dirty cargo.
client access	The ability to access data on a server from a client machine.
client machine	Any machine that is connected to a network and that exchanges data with a server.
client workstation	A network computer that runs user application software and is able to request data from a server.
ClieOp03	In the Netherlands, the euro-compliant uniform electronic banking file format that enables batches with domestic automatic direct debit instructions and batches with domestic payment instructions to be delivered.
ClieOp2	In the Netherlands, the uniform electronic banking file format that enables batches with domestic automatic direct debit instructions and batches with domestic payment instructions to be delivered.
cluster	Two or more computers that are grouped together in such a way that they behave like a single computer.
co-existence	A condition where two or more applications or application suites access one or more of the same database tables within the same enterprise.
cold test	The temperature at which oil becomes solid. Generally considered to be 5 degrees F lower than the pour point.
commitment	The number of items that are reserved to fill demand.
common object request broker architecture	An object request broker standard that is endorsed by the Object Management Group.
compa-ratio	An employee's salary divided by the midpoint amount for the employee's pay grade.
component changeout	See component swap.
component object model (COM)	A specification developed by Microsoft for building software components that can be assembled into programs or add functionality to existing programs running on Microsoft Windows platforms. COM components can be written in a variety of languages, although most are written in C++, and can be unplugged from a program at runtime without having to recompile the program.

component swap	In Equipment/Plant Management, the substitution of an operable component for one that requires maintenance. Typically, you swap components to minimize equipment downtime while servicing one of the components. A component swap can also mean the substitution of one parent or component item for another in its associated bill of material.
conference room pilot environment	An EnterpriseOne environment that is used as a staging environment for production data, which includes constants and masters tables such as company constants, fiscal date patterns, and item master. Use this environment along with the test environment to verify that your configuration works before you release changes to end-users.
configurable network computing (CNC)	An application architecture that allows interactive and batch applications that are composed of a single code base to run across a TCP/IP network of multiple server platforms and SQL databases. The applications consist of re-usable business functions and associated data that can be configured across the network dynamically. The overall objective for businesses is to provide a future-proof environment that enables them to change organizational structures, business processes, and technologies independently of each other.
configurable processing engine	Handles all “batch” processes, including reporting, Electronic Data Exchange (EDI) transactions, and data duplication and transformation (for data warehousing). This ability does not mean that it exists only on the server; it can be configured to run on desktop machines (Windows 95 and NT Workstation) as well.
configuration management	A rules-based method of ordering assemble-to-order or make-to-order products in which characteristics of the product are defined as part of the Sales Order Entry process. Characteristics are edited by using Boolean logic, and then translated into the components and routing steps that are required to produce the product. The resulting configuration is also priced and costed, based on the defined characteristics.
configured item segment	A characteristic of a configured item that is defined during sales order entry. For example, a customer might specify a type of computer hard drive by stating the number of megabytes of the hard drive, rather than a part number.
consuming location	The point in the manufacturing routing where a component or subassembly is used in the production process. In kanban processing, the location where the kanban container materials are used in the manufacturing process and the kanban is checked out for replenishment.
contra/clearing account	A G/L account used by the system to offset (balance) journal entries. For example, you can use a contra/clearing account to balance the entries created by allocations.
contribution to profit	Selling price of an item minus its variable costs.
control table	A table that controls the program flow or plays a major part in program control.
control table workbench	During the Installation Workbench process, Control Table Workbench runs the batch applications for the planned merges that update the data dictionary, user defined codes, menus, and user overrides tables.

control tables merge	A process that blends a customer's modifications to the control tables with the data that accompanies a new release.
corrective work order	A work order that is used to formally request unscheduled maintenance and communicate all of the details pertaining to the requested maintenance task.
corrective work order	A work order that is used to formally request unscheduled maintenance and communicate all of the details pertaining to the requested maintenance task.
cost assignment	Allocating resources to activities or cost objects.
cost component	An element of an item's cost—for example, material, labor, or overhead.
cost object	Any customer, product, service, contract, project, or other work unit for which you need a separate cost measurement.
cost rollup	A simulated scenario in which work center rates, material costs, and labor costs are used to determine the total cost of an item.
costing elements	The individual classes of added value or conversion costs. These elements are typically materials, such as raw and packaging; labor and machine costs; and overhead, such as fixed and variable. Each corporation defines the necessary detail of product costs by defining and tracking cost categories and subcategories.
credit memo	A negative amount that is used to correct a customer's statement when he or she is overcharged.
credit notice	The physical document that is used to communicate the circumstances and value of a credit order.
credit order	A credit order is used to reflect products or equipment that is received or returned so that it can be viewed as a sales order with negative amounts. Credit orders usually add the product back into inventory. This process is linked with delivery confirmation.
cross segment edit	A logic statement that establishes the relationship between configured item segments. Cross segment edits are used to prevent ordering of configurations that cannot be produced.
crude oil assay	A procedure for determining the distillation curve and quality characteristics of a crude oil.
cumulative update	A version of software that includes fixes and enhancements that have been made since the last release or update.
currency relationships	When converting amounts from one currency to another, the currency relationship defines the from currency and the to currency in PeopleSoft software. For example, to convert amounts from German marks to the euro, you first define a currency relationship between those two currencies.
currency restatement	The process of converting amounts from one currency into another currency, generally for reporting purposes. It can be used, for example, when many currencies must be restated into a single currency for consolidated reporting.

current cost	The cost that is associated with an item at the time a parts list and routing are attached to a work order or rate schedule. Current cost is based on the latest bill of material and routing for the item.
customer pricing rules	In Procurement, the inventory pricing rules that are assigned to a supplier. In Sales, inventory pricing rules that are assigned to a customer.
D.A.S. 2 Reporting (DAS 2 or DADS 1)	In France, the name of the official form on which a business must declare fees and other forms of remuneration that were paid during the fiscal year.
data dictionary	A dynamic repository that is used for storing and managing a specific set of data item definitions and specifications.
data source workbench	During the Installation Workbench process, Data Source Workbench copies all of the data sources that are defined in the installation plan from the Data Source Master and Table and Data Source Sizing tables in the Planner data source to the System - release number data source. It also updates the Data Source Plan detail record to reflect completion.
data structure	A description of the format of records in a database such as the number of fields, valid data types, and so on.
data types	Supplemental information that is attached to a company or business unit. Narrative type contains free-form text. Code type contains dates, amounts, and so on.
datagram	A self-contained packet of information that is forwarded by routers, based on their address and the routing table information.
date pattern	A period of time that is set for each period in standard and 52-period accounting and forecasting.
DCE	See distributed computing environment.
DEB	See déclaration d'échange de biens.
debit memo	In Accounts Payable, a voucher that is entered with a negative amount. Enter this type of voucher when a supplier sends you a credit so that you can apply the amount to open vouchers when you issue payment to the supplier.
debit memo	A form that is issued by a customer, requesting an adjustment of the amount, which is owed to the supplier.
debit statement	A list of debit balances.
de-blend	When blend off does not result in a product that is acceptable to customers. The further processing of product to adjust specific physical and chemical properties to within specification ranges. See also blend off.
déclaration d'échange de biens (DEB)	The French term that is used for the Intrastat report.
delayed billing	The invoicing process is delayed until the end of a designated period.

delta load	A batch process that is used to compare and update records between specified environments.
denominated-in currency	The company currency in which financial reports are based.
deployment server	A server that is used to install, maintain, and distribute software to one or more enterprise servers and client workstations.
detail	The specific information that makes up a record or transaction. Contrast with summary.
detail information	Information that primarily relates to individual lines in a sales or purchase order.
direct connect	A transaction method in which a client application communicates interactively and directly with a server application. See also batch-of-one immediate, store-and-forward.
direct input	The system calculates the net units when you enter gross volume, temperature, and gravity or density. This data is generally entered during product receiving from the certificate that is prepared by an independent inspector.
direct ship orders	A purchase order that is issued to a third-party supplier who designates the destination as the customer. A direct ship sales order is also created for the customer. Direct ship orders occur when a product is not available from a company-owned or company-operated source, so the system creates an order to ship the product from a third-party source directly to the customer. Sometimes referred to as a drop ship or third-party supply.
direct usage	Consumption of resources that are attributable to specific production runs because the resources were directly issued to the schedule/order.
director	An EnterpriseOne user interface that guides a user interactively through an EnterpriseOne process.
dirty cargo	Term that refers to crude oil cargoes or other non-refined petroleum cargoes. See also clean cargo.
dispatch planning	Efficient planning and scheduling of product deliveries. Considerations include: Dispatch groups Scheduled delivery date Scheduled delivery time Preferred delivery date Preferred delivery time Average delivery time for that geographical location Available resources Special equipment requirements at the product's source or destination.

displacement days	The number of days that are calculated from today's date by which you group vouchers for payment. For example, if today's date is March 10 and you specify three displacement days, the system includes vouchers with a due date through March 13 in the payment group. Contrast with pay-through date.
display sequence	A number that the system uses to re-order a group of records on the form.
distributed computing environment (DCE)	A set of integrated software services that allows software which is running on multiple computers to perform seamless and transparently to the end-users. DCE provides security, directory, time, remote procedure calls, and files across computers running on a network.
distributed data processing	Processing in which some of the functions are performed across two or more linked facilities or systems.
distributed database management system (DDBMS)	A system for distributing a database and its control system across many geographically dispersed machines.
do not translate (DNT)	A type of data source that must exist on the AS/400 because of BLOB restrictions.
double-byte character set (DBCS)	A method of representing some characters by using one byte and other characters by using two bytes. Double-byte character sets are necessary to represent some characters in the Japanese, Korean, and Chinese languages.
downgrade profile	A statement of the hierarchy of allowable downgrades. Includes substitutions of items, and meeting tighter specifications for those products with wider or overlapping specification ranges.
DTA	Datenträgeraustausch. A Swiss payment format that is required by Telekurs (Payserv).
dual pricing	To provide prices for goods and services in two currencies. During the euro transition period, dual pricing between the euro and Economic and Monetary Union (EMU) member currencies is encouraged.
dynamic link library (DLL)	A set of program modules that are designed to be invoked from executable files when the executable files are run, without having to be linked to the executable files. They typically contain commonly used functions.
dynamic partitioning	The ability to dynamically distribute logic or data to multiple tiers in a client/server architecture.
economy of scale	A phenomenon whereby larger volumes of production reduce unit cost by distributing fixed costs over a larger quantity. Variable costs are constant; but fixed costs per unit are reduced, thereby reducing total unit cost.
edit mode	A processing mode or condition where the user can alter the information in a form.
edit rule	A method that is used for formatting user entries, validating user entries, or both, against a predefined rule or set of rules.

embedded event rule	An event rule that is specific to a particular table or application. Examples include form-to-form calls, hiding a field that is based on a processing option value, or calling a business function. Contrast with business function event rule. See also event rule.
employee work center	A central location for sending and receiving all EnterpriseOne messages (system and user-generated), regardless of the originating application or user. Each user has a mailbox that contains workflow and other messages, including Active Messages. With respect to workflow, the Message Center is MAPI compliant and supports drag-and-drop work reassignment, escalation, forward and reply, and workflow monitoring. All messages from the message center can be viewed through EnterpriseOne messages or Microsoft Exchange.
Emulator	An item of software or firmware that allows one device to imitate the functioning of another.
encapsulation	The ability to confine access to and manipulation of data within an object to the procedures that contribute to the definition of that object.
engineering change order (ECO)	A work order document that is used to implement and track changes to items and resulting assemblies. The document can include changes in design, quantity of items required, and the assembly or production process.
enhanced analysis database	A database containing a subset of operational data. The data on the enhanced analysis database performs calculations and provides summary data to speed generation of reports and query response times. This solution is appropriate when external data must be added to source data, or when historical data is necessary for trend analysis or regulatory reporting. See also duplicated database, enterprise data warehouse.
enterprise server	A computer containing programs that collectively serve the needs of an enterprise rather than a single user, department, or specialized application.
EnterpriseOne object	A re-usable piece of code that is used to build applications. Object types include tables, forms, business functions, data dictionary items, batch processes, business views, event rules, versions, data structures, and media objects. See also object.
EnterpriseOne process	Allows EnterpriseOne clients and servers to handle processing requests and execute transactions. A client runs one process, and servers can have multiple instances of a process. EnterpriseOne processes can also be dedicated to specific tasks (for example, workflow messages and data replication) to ensure that critical processes do not have to wait if the server is particularly busy.
EnterpriseOne web development computer	A standard EnterpriseOne Windows developer computer with the additional components installed: Sun's JDK 1.1. JFC (0.5.1). Generator Package with Generator.Java and JDECOM.dll. R2 with interpretive and application controls/form.

environment workbench	During the Installation Workbench process, Environment Workbench copies the environment information and Object Configuration Manager tables for each environment from the Planner data source to the System release number data source. It also updates the Environment Plan detail record to reflect completion.
equivalent fuel	A barrel of equivalent fuel supplies six million BTUs of heat. Fuel gas quantities are usually calculated as equivalent fuel barrels in economic calculations for refinery operations.
escalation monitor	A batch process that monitors pending requests or activities, and restarts or forwards them to the next step or user after they have been inactive for a specified amount of time.
ESR	Einzahlungsschein mit Referenznummer. A pay slip with a reference number.
event rule	[In EnterpriseOne] A logic statement that instructs the system to perform one or more operations that are based on an activity that can occur in a specific application, such as entering a form or exiting a field.
exit bar	[In EnterpriseOne] The tall pane with icons in the left portion of many EnterpriseOne program windows.
facility	An entity within a business for which you want to track costs. For example, a facility might be a warehouse location, job, project, work center, or branch/plant. Sometimes referred to as a business unit.
fast path	[In EnterpriseOne] A command prompt that allows the user to move quickly among menus and applications by using specific commands.
file handle	A temporary reference (typically a number) that is assigned to a file which has been opened by the operating system and is used throughout the session to access the file.
file server	A computer that stores files to be accessed by other computers on the network.
find/browse	A type of form used to: Search, view, and select multiple records in a detail area. Delete records. Exit to another form. Serve as an entry point for most applications.
firm planned order (FPO)	A work order that has reached a user defined status. When this status is entered in the processing options for the various manufacturing programs, messages for those orders are not exploded to the components.
fiscal date pattern	A representation of the beginning date for the fiscal year and the ending date for each period in that year.
fix/inspect	A type of form used to view, add, or modify existing records. A fix/inspect form has no detail area.

fixed quantity	A term that indicates the bill of material relationship between a parent item and its components or ingredients. When a bill of material component has a fixed quantity relationship to its parent, the amount of the component does not change when the software calculates parts list requirements for different work order quantities. Contrast with variable quantity.
flexible account numbers	The format of account numbers for journal entries. The format that you set up must be the three segments: Business unit. Object. Subsidiary.
form design aid (FDA)	The EnterpriseOne GUI development tool for building interactive applications and forms.
form exit	[In EnterpriseOne] An option that is available as a button on the Form Exit bar or as a selection in the Form menu. It allows users to open an interconnected form.
form interconnection	Allows one form to access and pass data to another form. Form interconnections can be attached to any event; however, they are normally used when a button is clicked.
form type	The following form types are available in EnterpriseOne: Find/browse. Fix/inspect. Header detail. Headerless detail. Message. Parent/child. Search/select.
form-to-form call	A request by a form for data or functionality from one of the connected forms.
framework	[In object-oriented systems] A set of object classes that provide a collection of related functions for a user or piece of software.
frozen cost	The cost of an item, operation, or process after the frozen update program is run; used by the Manufacturing Accounting system.
frozen update program	A program that freezes the current simulated costs, thereby finalizing them for use by the Manufacturing Accounting system.
globally unique identifier (GUI)	A 16-byte code in the Component Object Model that identifies an interface to an object across all computers and networks.
handle	[In programming] A pointer that contains the address of another pointer, which, in turn, contains the address of the desired object.

hard commitment	The number of items that are reserved for a sales order, work order, or both, from a specific location, lot, or both.
hard error	An error that cannot be corrected by a given error detection and correction system.
header	Information at the beginning of a table or form. Header information is used to identify or provide control information for the group of records that follows.
header information	Information that pertains to the entire order.
hover help	A help function that provides contextual information or instructions when a cursor moves over a particular part of the interface element for a predefined amount of time.
ICMS	Imposto sobre circulação de mercadoria e serviços. In Brazil, a state tax that is applied to the movement of merchandise and some services.
ICMS Substituto	Imposto sobre circulação de mercadoria e serviços substituto. In Brazil, the ICMS tax that is charged on interstate transactions, or on special products and clients.
ICMS Substituto-Markup	See imposto sobre circulação de mercadoria e serviços substituto-markup.
imposto de renda (IR)	Brazilian income tax.
imposto sobre produtos industrializados	In Brazil, a federal tax that applies to manufactured goods (domestic and imported).
imposto sobre services (ISS)	In Brazil, tax on services.
inbound document	A document that is received from a trading partner using Electronic Data Interface (EDI). This document is also referred to as an inbound transaction.
indented tracing	Tracking all lot numbers of intermediates and ingredients that are consumed in the manufacture of a given lot of product, down through all levels of the bill of material, recipe, or formula.
indexed allocations	A procedure that allocates or distributes expenses, budgets, adjustments, and so on, among business units, based on a fixed percentage.
indirect measurement	Determining the quantity on-hand by: Measuring the storage vessels and calculating the content's balance quantity. or Theoretically calculating consumption of ingredients and deducting them from the on-hand balance.
indirect usage	Determining what should have been used by multiplying receipt quantity of the parent times the quantity per statement in the formula, recipe, or bill of material. This transaction typically affects both consumption on schedule as well as issue from on-hand balances.

in-process rework	<p>Recycling a semi processed product that does not meet acceptable standards. Further processing takes the product out of a given operation and sends it back to the beginning of that operation or a previous operation (for example, unreacted materials).</p> <p>Rework that is detected prior to receipt of finished goods and corrected during the same schedule run.</p>
INPS withholding tax	Instituto Nazionale di Previdenza Sociale withholding tax. In Italy, a 12% social security withholding tax that is imposed on payments to certain types of contractors. This tax is paid directly to the Italian social security office.
inscrição estadual	ICMS tax ID. In Brazil, the state tax ID.
inscrição municipal	ISS tax ID. In Brazil, the municipal tax ID.
integrated toolset	Unique to EnterpriseOne is an industrial-strength toolset that is embedded in the already comprehensive business applications. This toolset is the same toolset that is used by PeopleSoft to build EnterpriseOne interactive and batch applications. Much more than a development environment, however, the EnterpriseOne integrated toolset handles reporting and other batch processes, change management, and basic data warehousing facilities.
integrity test	A process that is used to supplement a company's internal balancing procedures by locating and reporting balancing problems and data inconsistencies.
interbranch sales order	A sales order that is used for transactions between branch/plants other than the selling branch/plant.
Interoperability	The ability of different computer systems, networks, operating systems, and applications to work together and share information.
inventory pricing rule	A discount method that is used for purchases from suppliers and sales to customers. The method is based on effectivity dates, up-to quantities, and a factor by which you can mark up or discount the price or cost.
inventory turn	The number of times that the inventory cycles, or turns over, during the year. A frequently used method to compute inventory turnover is to divide the annual costs of sales by the average inventory level.
invoice	An itemized list of goods that are shipped or services that are rendered, stating quantities, prices, fees, shipping charges, and so on. Companies often have their invoices mailed to a different address than where they ship products. In such cases, the bill-to address differs from the ship-to address.
IP	See imposto sobre produtos industrializados.
IR	See imposto de renda.
IServer Service	Developed by PeopleSoft, this Internet server service resides on the Web server and is used to speed up delivery of the Java class files from the database to the client.
ISS	See imposto sobre servicos.

jargon	An alternate data dictionary item description that EnterpriseOne or PeopleSoft World displays, based on the product code of the current object.
java application server	A component-based server that resides in the middle-tier of a server-centric architecture and provides middleware services for security and state maintenance, along with data access and persistence.
JDBNET	A database driver that allows heterogeneous servers to access each other's data.
jde.ini	A PeopleSoft file (or member for AS/400) that provides the runtime settings that are required for EnterpriseOne initialization. Specific versions of the file or member must reside on every machine that is running EnterpriseOne, including workstations and servers.
JDE.LOG	The main diagnostic log file of EnterpriseOne. Always located in the root directory on the primary drive. Contains status and error messages from the startup and operation of EnterpriseOne.
JDEBASE Database Middleware	PeopleSoft proprietary database middleware package that provides two primary benefits: <ol style="list-style-type: none"> 1. Platform-independent APIs for multidatabase access. These APIs are used in two ways: <ol style="list-style-type: none"> a. By the interactive and batch engines to dynamically generate platform-specific SQL, depending on the data source request. b. As open APIs for advanced C business function writing. These APIs are then used by the engines to dynamically generate platform-specific SQL. 2. Client-to-server and server-to-server database access. To accomplish this access, EnterpriseOne is integrated with a variety of third-party database drivers, such as Client Access 400 and open database connectivity (ODBC).
JDECallObject	An application programming interface that is used by business functions to invoke other business functions.
JDEIPC	Communications programming tools that are used by server code to regulate access to the same data in multiprocess environments, communicate and coordinate between processes, and create new processes.
JDENET	PeopleSoft proprietary middleware software. JDENET is a messaging software package.
JDENET communications middleware	PeopleSoft proprietary communications middleware package for EnterpriseOne. It is a peer-to-peer, message-based, socket-based, multiprocess communications middleware solution. It handles client-to-server and server-to-server communications for all EnterpriseOne supported platforms.
just in time installation (JITI)	EnterpriseOne's method of dynamically replicating objects from the central object location to a workstation.
just in time replication (JITR)	EnterpriseOne's method of replicating data to individual workstations. EnterpriseOne replicates new records (inserts) only at the time that the user needs the data. Changes, deletes, and updates must be replicated using Pull Replication.

Kagami	In Japan, summarized invoices that are created monthly (in most cases) to reduce the number of payment transactions.
latitude	The X coordinate of the location of an item in the warehouse. The system can use latitude, longitude, and height when suggesting locations for putaway, replenishment, and picking.
laytime (or layhours)	<p>The amount of time that is allotted to a tanker at berth to complete loading or discharging cargo. This time is usually expressed in running hours, and is fixed by prior agreement between the vessel owner and the company that is chartering the vessel. Laytime is stipulated in the charter, which states exactly the total of number of hours that are granted at both loading and unloading ports, and indicates whether such time is reversible. A statement of “Seventy-Two Hours, Reversible” means that a total of 72 hours is granted overall at both ports, and any time saved at one port can be applied as a credit at the other port.</p> <p>For example, if the vessel uses only 32 hours instead of 36 hours to load cargo, it can apply an additional four hours to the 36 hours allotted at the discharge port. Such considerations are important for purposes of computing demurrage.</p>
leading zeros	A series of zeros that certain facilities in PeopleSoft systems place in front of a value that is entered. This situation normally occurs when you enter a value that is smaller than the specified length of the field. For example, if you enter 4567 in a field that accommodates eight numbers, the facility places four zeros in front of the four numbers that you enter. The result appears as 00004567.
ledger type	A code that designates a ledger which is used by the system for a particular purpose. For example, all transactions are recorded in the AA (actual amounts) ledger type in their domestic currency. The same transactions can also be stored in the CA (foreign currency) ledger type.
level break	The position in a report or text where a group of similar types of information ends and another one begins.
libro IVA	Monthly VAT report. In Italy, the term for the report that contains the detail of invoices and vouchers that were registered during each month.
line of business	A description of the nature of a company’s work; also a tool to control the relationship with that customer, including product pricing.
linked service type	A service type that is associated with a primary service type. Linked service types can be cancelled, and the maintenance tasks are performed when the primary service type to which they are linked comes due. You can specify whether the system generates work orders for linked service types, as well as the status that the system assigns to work orders that have already been generated. Sometimes referred to as associated service types. See also primary service type and service type.
livro razao	In Brazil, a general ledger report.
load balancing	The act of distributing the number of processes proportionally to all servers in a group to maximize overall performance.

location workbench	During the Installation Workbench process, Location Workbench copies all locations that are defined in the installation plan from the Location Master table in the Planner data source to the System data source.
log files	Files that track operations for a process or application. Reviewing log files is helpful for troubleshooting problems. The file extension for log files is .LOG.
logic data source	Any code that provides data during runtime.
logical compartment	One of two ways that is identified in the transportation constants to display compartments on vehicles. Logical display numbers the compartments sequentially. For example, if two vehicles are on a trip and each vehicle has three compartments, the logical display is 1,2,3,4,5,6.
logical file	A set of keys or indices that is used for direct access or ordered access to the records in a physical file. Several logical files can have different accesses to a physical.
logical shelf	A logical, not physical, location for inventory that is used to track inventory transactions in loan/borrow, or exchange agreements with other companies. See also logical warehouse.
logical warehouse	Not a physical warehouse containing actual inventory, but a means for storing and tracking information for inventory transactions in loan/borrow, or exchange agreements with other companies.
longitude	The Y coordinate of the location of an item in the warehouse. The system can use latitude, longitude, and height when suggesting locations for putaway, replenishment, and picking.
LSV	Lastschriftverfahren. A Swiss auto debit format that is required by Telekurs (Payserv).
mail merge	A mass-mail facility that takes names, addresses, and (sometimes) pertinent facts about recipients and merges the information into a form letter or a similarly basic document.
mailmerge workbench	[In EnterpriseOne] An application that merges Microsoft Word 6.0 (or higher) word-processing documents with EnterpriseOne records to automatically print business documents.
main fuels	Usually refers to bulk fuel products, but sometimes includes packaged products.
maintenance loop	See maintenance route.
maintenance route	A method of performing PMs for multiple pieces of equipment from a single preventive maintenance work order. A maintenance route includes pieces of equipment that share one or more identical maintenance tasks which can be performed at the same time for each piece of equipment. Sometimes referred to as maintenance loop.

maintenance work order	In PeopleSoft EnterpriseOne systems, a term that is used to distinguish work orders created for the performance of equipment and plant maintenance from other work orders, such as manufacturing work orders, utility work orders, and engineering change orders.
manufacturing and distribution planning	Planning that includes resource and capacity planning, and material planning operations. Resource and capacity planning allows you to prepare a feasible production schedule that reflects your demand forecasts and production capability. Material Planning Operations provides a short-range plan to cover material requirements that are needed to make a product.
mapping	A set of instructions that describes how one data structure passes data to another.
master business function	An interactive master file that serves as a central location for adding, changing, and updating information in a database.
master business function	A central system location for standard business rules about entering documents, such as vouchers, invoices, and journal entries. Master business functions ensure uniform processing according to guidelines that you establish.
master table	A database table that is used to store data and information that is permanent and necessary to the system's operation. Master tables might contain data such as paid tax amounts, supplier names, addresses, employee information, and job information.
matching document	A document that is associated with an original document to complete or change a transaction. For example, a receipt is the matching document of an invoice.
media object	An electronic or digital representation of an object.
media storage objects	Files that use one of the following naming conventions that are not organized into table format: Gxxx, xxxGT, or GTxxx.
memory violation	An error that occurs as the result of a memory leak.
menu selection	An option on a menu that initiates a software function directly.
message center	A central location for sending and receiving all EnterpriseOne messages (system- and user-generated), regardless of the originating application or user.
messaging application programming interface (MAPI)	An architecture that defines the components of a messaging system and how they behave. It also defines the interface between the messaging system and the components.
metal content	A series of properties of a blended product that help to determine its suitability for a prescribed purpose.
metals management	The process of maintaining information about the location and status of durable product containers such as liquid petroleum gas (LPG) cylinders.
mobile inventory	Inventory that is transferred from a depot to a barge or truck for milk-run deliveries.

modal	A restrictive or limiting interaction that is created by a given condition of operation. Modal often describes a secondary window that restricts a user's interaction with other windows. A secondary window can be modal with respect to its primary window or to the entire system. A modal dialog box must be closed by the user before the application continues.
model work order	For scheduled preventive maintenance or for a condition-based alert, a model work order functions as a template for the creation of other work orders. You can assign model work orders to service types and condition-based alerts. When the service type comes due or the alert is generated, the system automatically generates a work order that is based on information from the model work order.
modeless	Not restricting or limiting interaction. Modeless often describes a secondary window that does not restrict a user's interaction with other windows. A modeless dialog box stays on the screen and is available for use at any time, but also permits other user activities.
multiple stocking locations	Authorized storage locations for the same item number at locations, in addition to the primary stocking location.
multitier architecture	A client/server architecture that allows multiple levels of processing. A tier defines the number of computers that can be used to complete some defined task.
named event rules (NER)	Also called business function event rules. Encapsulated, re-usable business logic that is created by using event rules, rather than C programming.
national language support (NLS)	Mechanisms that are provided to facilitate internationalization of both system and application user interfaces.
natureza da operação	Transaction nature. In Brazil, a code that classifies the type of commercial transaction to conform to the fiscal legislation.
negative pay item	An entry in an account that indicates a prepayment. For example, you might prepay a supplier before goods are sent or prepay an employee's forecasted expenses for a business trip. The system stores these pending entries, assigning them a minus quantity as debit amounts in a designated expense account. After the prepaid goods are received or the employee submits an expense report, entering the actual voucher clears all of the negative pay items by processing them as regular pay items. Note that a negative pay item can also result from entering a debit memo (A/P) or a credit memo (A/R).
net added cost	The cost to manufacture an item at the current level in the bill of material. Thus, for manufactured parts, the net added cost includes labor, outside operations, and cost extras applicable to this level in the bill of material, but not materials (lower-level items). For purchased parts, the net added cost also includes the cost of materials.
next status	The next step in the payment process for payment control groups. The next status can be either WRT (write) or UPD (update).
node	A termination point for two or more communications links. A node can serve as the control location for forwarding data among the elements of a network or multiple networks, as well as performing other networking and, in some cases, local processing.

non-inventory items	See non-stock items.
non-list price	A price for bulk products that is determined by its own algorithms, such as a rolling average or commodity price plus.
non-prime product	A manufactured product with revenue potential that is less than the product planned for, or scheduled to be produced.
non-stock items	Items that the system does not account for as part of the inventory. For example, office supplies, or packaging materials can be non-stock items.
nota fiscal	In Brazil, a legal document that must accompany all commercial transactions.
nota fiscal fatura	In Brazil, a nota fiscal and invoice information.
notula	In Italy, the process whereby a business does not recognize value added tax until the payment of a voucher.
object configuration manager (OCM)	EnterpriseOne's object request broker and the control center for the runtime environment. It keeps track of the runtime locations for business functions, data, and batch applications. When one of these objects is called, the Object Configuration Manager directs access to it by using defaults and overrides for a given environment and user.
object embedding	When an object is embedded in another document, an association is maintained between the object and the application that created it; however, any changes made to the object are also only kept in the compound document. See also object linking.
object librarian	A repository of all versions, applications, and business functions that are reusable in building applications.
object linking	When an object is linked to another document, a reference is created with the file in which the object is stored, as well as with the application that created it. When the object is modified, either from the compound document or directly through the file in which it is saved, the change is reflected in that application as well as anywhere it has been linked. See also object embedding.
object linking and embedding (OLE)	A technology for transferring and sharing information among applications by allowing the integration of objects from diverse applications, such as graphics, charts, spreadsheets, text, or an audio clip from a sound program. OLE is a compound document standard that was developed by Microsoft Corporation. It enables you to create objects with one application, and then link or embed them in a second application. Embedded objects retain their original format and links to the application that created them. See also object embedding, object linking.
object management workbench (OMW)	The change management system that is used for EnterpriseOne development.

object-based technology (OBT)	A technology that supports some of the main principles of object-oriented technology: Classes. Polymorphism.I Inheritance. Encapsulation.
object-oriented technology (OOT)	Brings software development past procedural programming into a world of reusable programming that simplifies development of applications. Object orientation is based on the following principles: Classes. Polymorphism.I Inheritance. Encapsulation.
offsetting account	An account that reduces the amount of another account to provide a net balance. For example, a credit of 200 to a cash account might have an offsetting entry of 200 to an A/P Trade (liability) account.
open database connectivity (ODBC)	Defines a standard interface for different technologies to process data between applications and different data sources. The ODBC interface comprises set of function calls, methods of connectivity, and representation of data types that define access to data sources.
open systems interconnection (OSI)	The OSI model was developed by the International Standards Organization (ISO) in the early 1980s. It defines protocols and standards for the interconnection of computers and network equipment.
order detail line	A part of an order that contains transaction information about a service or item being purchased or sold, such as quantity, cost, price, and so on.
order hold	A flag that stops the processing of an order because it has exceeded the credit or budget limit, or has another problem.
order-based pricing	Pricing strategy that grants reductions in price to a customer. It is based upon the contents and relative size (volume or value) of the order as a whole.
outbound document	A document that is sent to a trading partner using EDI. This term is also referred to as an outbound transaction.

outturn	<p>The quantity of oil that is actually received into a buyer's storage tanks when a vessel is unloaded. For various reasons (vaporization, clingage to vessel tank walls, and so on), the amount of a product pumped into shore tankage at unloading is often less than the quantity originally loaded onto the vessel, as certified by the Bill of Lading. Under a delivered or CIF outturn transaction, the buyer pays only for the barrels actually "turned out" by the vessel into storage.</p> <p>When a buyer is paying CIF Bill of Lading figures, a loss of 0.5% of total cargo volume is considered normal. Losses in excess of 0.5%, however, are either chargeable to the seller or are covered by specialized insurance that covers partial, as well as total, loss of the cargo.</p>
overhead	In the distillation process, that portion of the charge that leaves the top of the distillation column as vapor. This definition is strictly as it relates to ECS.
override conversion method	A method of calculating exchange rates that is set up between two specific currencies. For those specific currencies, this method overrides the conversion method in General Accounting Constants and does not allow inverse rates to be used when calculating currency amounts.
package / package build	A collection of software that is grouped into a single entity for modular installation. EnterpriseOne objects are installed to workstations in packages from the deployment server. A package can be compared to a bill of material or kit that indicates the necessary objects for that workstation and where the installation program can find them on the deployment server. It is a point-in-time "snapshot" of the central objects on the deployment server.
package location	The directory structure location for the package and its set of replicated objects. This location is usually \\deployment server\release\path_code\package\ package name. The replicated objects for the package are placed in the subdirectories under this path. This location is also where the package is built or stored.
package workbench	During the Installation Workbench process, Package Workbench transfers the package information tables from the Planner data source to the System - release number data source. It also updates the Package Plan detail record to reflect completion.
packaged products	Products that, by their nature, must be delivered to the customer in containers which are suitable for discrete consumption or resale.
pane/panel	A resizable subarea of a window that contains options, components, or other related information.
paper clip	An icon that is used to indicate that a media object is attached to a form or record.
parent/child form	<p>A type of form that presents parent/child relationships in an application on one form:</p> <p>The left portion of the form presents a tree view that displays a visual representation of a parent/child relationship.</p> <p>The right portion of the form displays a detail area in browse mode. The detail area displays the records for the child item in the tree.</p> <p>The parent/child form supports drag and drop functionality.</p>

parent/child relationship	See parent/component relationship.
parent/component relationship	<p>1. In Capital Asset Management, the hierarchical relationship of a parent piece of equipment to its components. For example, a manufacturing line could be a parent and the machinery on the line could be components of the line. In addition, each piece of machinery could be a parent of still more components.</p> <p>2. In Product Data Management, a hierarchical relationship of the components and subassemblies of a parent item to that parent item. For example, an automobile is a parent item; its components and subassemblies include: engine, frame, seats, and windows.</p> <p>Sometimes referred to as parent/child relationship.</p>
partita IVA	In Italy, a company fiscal identification number.
pass-through	A process where data is accepted from a source and forwarded directly to a target without the system or application performing any data conversion, validation, and so on.
pay on consumption	The method of postponing financial liability for component materials until you issue that material to its consuming work order or rate schedule.
payment group	A system-generated group of payments with similar information, such as a bank account. The system processes all of the payments in a payment group at the same time.
PeopleSoft database	See JDEBASE Database Middleware.
performance tuning	The adjustments that are made for a more efficient, reliable, and fast program.
persistent object	An object that continues to exist and retains its data beyond the duration of the process that creates it.
pervasive device	A type of intelligent and portable device that provides a user with the ability to receive and gather information anytime, from anywhere.
planning family	A means of grouping end items that have similarity of design or manufacture.
plug-in	A small program that plugs into a larger application to provide added functionality or enhance the main application.
polymorphism	A principle of object-oriented technology in which a single mnemonic name can be used to perform similar operations on software objects of different types.
portal	A Web site or service that is a starting point and frequent gateway to a broad array of on-line resources and services.
Postfinance	A subsidiary of the Swiss postal service. Postfinance provides some banking services.

potency	Identifies the percent of an item in a given solution. For example, you can use an 80% potent solution in a work order that calls for 100% potent solution, but you would use 25% more, in terms of quantity, to meet the requirement ($100 / 80 = 1.25$).
preference profile	The ability to define default values for specified fields for a user defined hierarchy of items, item groups, customers, and customer groups. In Quality Management setup, this method links test and specification testing criteria to specific items, item groups, customers, or customer groups.
preflush	A work order inventory technique in which you deduct (relieve) materials from inventory when the parts list is attached to the work order or rate schedule.
preventive maintenance cycle	The sequence of events that make up a preventive maintenance task, from its definition to its completion. Because most preventive maintenance tasks are commonly performed at scheduled intervals, parts of the preventive maintenance cycle repeat, based on those intervals.
preventive maintenance schedule	The combination of service types that apply to a specific piece of equipment, as well as the intervals at which each service type is scheduled to be performed.
primary service type	A service type to which you can link related service types. For example, for a particular piece of equipment, you might set up a primary service type for a 1000-hour inspection and a linked service type for a 500-hour inspection. The 1000-hour inspection includes all of the tasks performed at 500 hours. When a primary service type is scheduled to be performed, the system schedules the linked service type. See also linked service type.
pristine environment	An EnterpriseOne environment that is used to test unaltered objects with PeopleSoft demonstration data or for training classes. You must have this environment so you can compare pristine objects that you modify.
processing option	A data structure that allows users to supply parameters that regulate the execution of a batch program or report.
product data management (PDM)	In PeopleSoft EnterpriseOne software, the system that enables a business to organize and maintain information about each item which it manufactures. Features of this system, such as bills of material, work centers, and routings, define the relationships among parents and components, and how they can be combined to manufacture an item. PDM also provides data for other manufacturing systems including Manufacturing Accounting, Shop Floor Management, and Manufacturing and Distribution Planning.
product line	A group of products with similarity in manufacturing procedures, marketing characteristics, or specifications that allow them to be aggregated for planning; marketing; and, occasionally, costing.
product/process definition	A combination of bill of material (recipe, formula, or both) and routing (process list). Organized into tasks with a statement of required consumed resources and produced resources.
production environment	An EnterpriseOne environment in which users operate EnterpriseOne software.

program temporary fix (PTF)	A representation of changes to PeopleSoft software that your organization receives on magnetic tapes or diskettes.
project	[In EnterpriseOne] A virtual container for objects being developed in Object Management Workbench.
projected cost	The target expenditure in added value for material, labor, and so on, during manufacture. See also standard cost.
promotion path	The designated path for advancing objects or projects in a workflow.
protocollo	See registration number.
PST	Provincial sales tax. A tax that is assessed by individual provinces in Canada.
published table	Also called a “Master” table, this is the central copy to be replicated to other machines and resides on the “publisher” machine. The Data Replication Publisher Table (F98DRPUB) identifies all of the published tables and their associated publishers in the enterprise.
publisher	The server that is responsible for the published table. The Data Replication Publisher Table (F98DRPUB) identifies all of the published tables and their associated publishers in the enterprise.
pull replication	One of the EnterpriseOne methods for replicating data to individual workstations. Such machines are set up as pull subscribers that use EnterpriseOne’s data replication tools. The only time that pull subscribers are notified of changes, updates, and deletions is when they request such information. The request is in the form of a message that is sent, usually at startup, from the pull subscriber to the server machine that stores the Data Replication Pending Change Notification table (F98DRPCN).
query by example (QBE)	Located at the top of a detail area, this area is used to search for data to display in the detail area.
rate scheduling	A method of scheduling product or manufacturing families, or both. Also a technique to determine run times and quantities of each item within the family to produce enough of each individual product to satisfy demand until the family can be scheduled again.
rate type	For currency exchange transactions, the rate type distinguishes different types of exchange rates. For example, you can use both period average and period-end rates, distinguishing them by rate type.
real-time	Pertaining to information processing that returns a result so rapidly that the interaction appears to be instantaneous.
receipt routing	A series of steps that is used to track and move items within the receipt process. The steps might include in-transit, dock, staging area, inspection, and stock.
referential integrity	Ensures that a parent record cannot be deleted from the database when a child record for exists.

regenerable	Source code for EnterpriseOne business functions can be regenerated from specifications (business function names). Regeneration occurs whenever an application is recompiled, either for a new platform or when new functionality is added.
register types and classes	In Italian VAT Summary Reporting, the classification of VAT transactions.
relationship	Links tables together and facilitates joining business views for use in an application or report. Relationships that are created are based on indexes.
rélevé d'identité bancaire (RIB)	In France, the term that indicates the bank transit code, account number, and check digit that are used to validate the bank transit code and account number. The bank transit code consists of the bank code and agency code. The account number is alphanumeric and can be as many as 11 characters. PeopleSoft supplies a validation routine to ensure RIB key correctness.
remessa	In Brazil, the remit process for A/R.
render	To include external data in displayed content through a linking mechanism.
repassé	In Brazil, a discount of the ICMS tax for interstate transactions. It is the adjustment between the interstate and the intrastate ICMS tax rates.
replenishment point	The location on or near the production line where additional components or subassemblies are to be delivered.
replication server	A server that is responsible for replicating central objects to client machines.
report design aid (RDA)	The EnterpriseOne GUI tool for operating, modifying, and copying report batch applications.
repost	In Sales, the process of clearing all commitments from locations and restoring commitments, based on quantities from the Sales Order Detail table (F4211).
resident	Pertaining to computer programs or data while they remain on a particular storage device.
retorno	In Brazil, the receipt process for A/R.
RIB	See rélevé d'identité bancaire.
ricevute bancarie (RiBa)	In Italy, the term for accounts receivable drafts.
riepilogo IVA	Summary VAT monthly report. In Italy, the term for the report that shows the total amount of VAT credit and debit.
ritenuta d'acconto	In Italy, the term for standard withholding tax.
rollback	[In database management] A feature or command that undoes changes in database transactions of one or more records.
rollup	See cost rollup.

row exit	[In EnterpriseOne] An application shortcut, available as a button on the Row Exit bar or as a menu selection, that allows users to open a form that is related to the highlighted grid record.
runtime	The period of time when a program or process is running.
SAD	The German name for a Swiss payment format that is accepted by Postfinance.
SAR	See software action request.
scalability	The ability of software, architecture, hardware, or a network to support software as it grows in size or resource requirements.
scripts	A collection of SQL statements that perform a specific task.
scrub	To remove unnecessary or unwanted characters from a string.
search/select	A type of form that is used to search for a value and return it to the calling field.
selection	Found on PeopleSoft menus, selections represent functions that you can access from a menu. To make a selection, type the associated number in the Selection field and press Enter.
serialize	To convert a software object into a stream of bytes to store on a disk or transfer across a network.
server map	The server view of the object configuration mapping.
server workbench	During the Installation Workbench process, Server Workbench copies the server configuration files from the Planner data source to the System release number data source. It also updates the Server Plan detail record to reflect completion.
service interval	The frequency at which a service type is to be performed. Service intervals can be based on dates, periods, or statistical units that are user defined. Examples of statistical units are hours, miles, and fuel consumption.
service type	An individual preventive maintenance task or procedure, such as an inspection, lubrication, or overhaul. Service types can apply to a specific piece of equipment or to a class of equipment. You can specify that service types come due based on a predetermined service interval, or whenever the task that is represented by the service type becomes necessary.
servlet	A [small] program that extends the functionality of a Web server by generating dynamic content and interacting with Web clients by using a request-response paradigm.
share path	The network node under which one or more servers or objects reside.
shop floor management	A system that uses data from multiple system codes to help develop, execute, and manage work orders and rate schedules in the enterprise.
silent mode	A method for installing or running a program that does not require any user intervention.

silent post	A type of post that occurs in the background without the knowledge of the user.
simulated cost	After a cost rollup, the cost of an item, operation, or process according to the current cost scenario. This cost can be finalized by running the frozen update program. You can create simulated costs for a number of cost methods—for example, standard, future, and simulated current costs. See also cost rollup.
single-byte character set (SBCS)	An encoding scheme in which each alphabetic character is represented by one byte. Most Western languages, such as English, can be represented by using a single-byte character set.
single-level tracking	Finding all immediate parents where a specific lot has been used (consumed).
single-voyage (spot) charter	An agreement for a single voyage between two ports. The payment is made on the basis of tons of product delivered. The owner of the vessel is responsible for all expenses.
slimer	A script that changes data in a table directly without going through a regular database interface.
smart field	A data dictionary item with an attached business function for use in the Report Design Aid application.
SOC	The Italian term for a Swiss payment format that is accepted by Postfinance.
soft commitment	The number of items that is reserved for sales orders or work orders in the primary units of measure.
soft error	An error from which an operating system or program is able to recover.
software action request (SAR)	An entry in the AS/400 database that is used for requesting modifications to PeopleSoft software.
SOG	The French term for a Swiss payment format that is accepted by Postfinance.
source directory	The path code to the business function source files belonging to the shared library that is created on the enterprise server.
special period/year	The date that determines the source balances for an allocation.
specification merge	The Specification merge is comprised of three merges: Object Librarian merge (via the Object Management Workbench). Versions List merge. Central Objects merge. The merges blend customer modifications with data that accompanies a new release.
specification table merge workbench	During the Installation Workbench process, Specification Table Merge Workbench runs the batch applications that update the specification tables.

specifications	A complete description of an EnterpriseOne object. Each object has its own specification, or name, which is used to build applications.
spot charter	See single-voyage charter.
spot rates	An exchange rate that is entered at the transaction level. Spot rates are not used on transactions between two EMU member currencies because exchange rates are irrevocably fixed to the euro.
stamp tax	In Japan, a tax that is imposed on drafts payable, receipts over 30000 Japanese yen, and all contracts. The party that issues any of the above documents is responsible for this tax.
standalone	Operating or capable of operating independently of certain other components of a computer system.
standard cost	The expected, or target cost of an item, operation, or process. Standard costs represent only one cost method in the Product Costing system. You can also calculate, for example, future costs or current costs. However, the Manufacturing Accounting system uses only standard frozen costs.
standard costing	A costing method that uses cost units that are determined before production. For management control purposes, the system compares standard costs to actual costs and computes variances.
subprocess	A process that is triggered by and is part of a larger process, and that generally consists of activities.
subscriber table	The Subscriber table (F98DRSUB), which is stored on the Publisher Server with the Data Replication Publisher table (F98DRPUB), that identifies all of the subscriber machines for each published table.
summary	The presentation of data or information in a cumulative or totaled manner in which most of the details have been removed. Many systems offer forms and reports that summarize information which is stored in certain tables. Contrast with detail.
super backflush	To create backflush transactions for material, labor, or both, against a work order at predefined pay points in the routing. By doing so, you can relieve inventory and account for labor amounts at strategic points throughout the manufacturing process.
supersession	Specification that a new product is replacing an active product on a specified effective date.
supplemental data	Additional types of data for customers and suppliers. You can enter supplemental data for information such as notes, comments, plans, or other information that you want in a customer or supplier record. The system maintains this data in generic databases, separate from the standard master tables (Customer Master, Supplier Master, and Address Book Master).

supplying location	The location from which inventory is transferred once quantities of the item on the production line have been depleted. In kanban processing, the supplying location is the inventory location from which materials are transferred to the consuming location when the containers are replenished.
system code	A numeric or alphanumeric designation that identifies a specific system in EnterpriseOne software.
system function	[In EnterpriseOne] A named set of pre-packaged, re-usable instructions that can be called from event rules.
table access management (TAM)	The EnterpriseOne component that handles the storage and retrieval of user defined data. TAM stores information such as data dictionary definitions; application and report specifications; event rules; table definitions; business function input parameters and library information; and data structure definitions for running applications, reports, and business functions.
table conversion workbench	During the Installation Workbench process, Table Conversion Workbench runs the table conversions that change the technical and application tables to the format for the new release of EnterpriseOne. It also updates the Table Conversions and Controls detail records to reflect completion.
table design aid (TDA)	An EnterpriseOne GUI tool for creating, modifying, copying, and printing database tables.
table event rules	Use table event rules to attach database triggers (or programs) that automatically run whenever an action occurs against the table. An action against a table is referred to as an event. When you create an EnterpriseOne database trigger, you must first determine which event will activate the trigger. Then, use Event Rules Design to create the trigger. Although EnterpriseOne allows event rules to be attached to application events, this functionality is application-specific. Table event rules provide embedded logic at the table level.
table handle	A pointer into a table that indicates a particular row.
table space	[In relational database management systems] An abstract collection of containers in which database objects are stored.
task	[In Solution Explorer and EnterpriseOne Menu] A user defined object that can initiate an activity, process, or procedure.
task view	A group of tasks in Solution Explorer or EnterpriseOne Menu that are arranged in a tree structure.
termo de abertura	In Brazil, opening terms for the transaction journal.
termo de encerramento	In Brazil, closing terms for the transaction journal.
three-tier processing	The task of entering, reviewing, approving, and posting batches of transactions.
three-way voucher match	The process of comparing receipt information to supplier's invoices to create vouchers. In a three-way match, you use the receipt records, the purchase order, and the invoice to create vouchers.

threshold percentage	In Capital Asset Management, the percentage of a service interval that you define as the trigger for maintenance to be scheduled. For example, you might set up a service type to be scheduled every 100 hours with a threshold percentage of 90 percent. When the equipment accumulates 90 hours, the system schedules the maintenance.
throughput agreement	A service agreement in which a business partner agrees to store and manage product for another business partner for a specified time period. The second partner actually owns the stock that is stored in the first partner's depot, although the first partner monitors the stock level; suggests replenishments; and unloads, stores, and delivers product to the partner or its customers. The first partner charges a fee for storing and managing the product.
throughput reconciliation	Reconcile confirmed sales figures in a given period with the measured throughput, based on the meter readings. This process is designed to catch discrepancies that are due to transactions not being entered, theft, faulty meters, or some combination of these factors. This reconciliation is the first stage. See also operational reconciliation.
token	[In Object Management Workbench] A flag that is associated with each object which indicates whether you can check out the object.
tolerance range	The amount by which the taxes that you enter manually can vary from the tax that is calculated by the system.
TP monitor	Transaction Processing monitor. A monitor that controls data transfer between local and remote terminals and the applications that originated them. TP monitors also protect data integrity in the distributed environment and can include programs that validate data and format terminal screens.
tracing	The act of researching a lot by going backward, to discover its origin.
tracking	The act of researching a lot by going forward, to discover where it is used.
transaction set	An electronic business transaction (EDI Standard document) composed of segments.
transclude	To include the external data in the displayed content through a linking mechanism.
transfer order	An order that is used to ship inventory between branch/plants within your company and to maintain an accurate on-hand inventory amount. An interbranch transfer order creates a purchase order for the shipping location and a sales order for the receiving location.
translation adjustment account	An optional G/L account used in currency balance restatement to record the total adjustments at a company level.
translator software	The software that converts data from an application table format to an EDI Standard Format, and from EDI Standard Format to application table format. The data is exchanged in an EDI Standard, such as ANSI ASC X12, EDIFACT, UCS, or WINS.

tree structure	A type of graphical user interface that displays objects in a hierarchy.
trigger	Allows you to attach default processing to a data item in the data dictionary. When that data item is used on an application or report, the trigger is invoked by an event which is associated with the data item. EnterpriseOne also has three visual assist triggers: Calculator. Calendar. Search form.
two-way voucher match	The process of comparing purchase order detail lines to the suppliers' invoices to create vouchers. You do not record receipt information.
universal batch engine (UBE)	[In EnterpriseOne] A type of application that runs a noninteractive process.
unnormalized	Data that is a random collection of data elements with repeating record groups scattered throughout. Also see Normalized.
user overrides merge	The User Overrides merge adds new user override records into a customer's user override table.
user-defined code (UDC)	A value that a user has assigned as being a valid entry for a given or specific field.
utility	A small program that provides an addition to the capabilities which are provided by an operating system.
variable numerator allocations	A procedure that allocates or distributes expenses, budgets, adjustments, and so on, among business units, based on a variable.
variable quantity	A term that indicates the bill of material relationship between a parent item and its components or ingredients. When a bill of material component has a variable quantity relationship to its parent, the amount of the component changes when the software calculates parts list requirements for different work order quantities. Contrast with fixed quantity.
variance	1. In Product Costing and Manufacturing Accounting, the difference between the frozen standard cost, the current cost, the planned cost, and the actual cost. For example, the difference between the frozen standard cost and the current cost is an engineering variance. Frozen standard costs come from the Cost Components table, and the current costs are calculated by using the current bill of material, routing, and overhead rates. 2. In Capital Asset Management, the difference between revenue that is generated by a piece of equipment and costs that are incurred by the equipment.
versions list merge	The Versions List merge preserves any non-XJDE and non-ZJDE version specifications for objects that are valid in the new release as well as their processing options data.
VESR	Verfahren Einzahlungsschein mit Referenznummer. The processing of an ESR pay slip with reference line through accounts receivable and accounts payable.

visual assist	Forms that can be invoked from a control to assist the user in determining what data belongs in the control.
voucher logging	The process of entering vouchers without distributing amounts to specific G/L accounts. The system initially distributes the total amount of each voucher to a G/L suspense account, where it is held until you redistribute it to the correct G/L account.
wareki date format	In Japan, a calendar format, such as Showa or Heisei. When a new emperor begins to reign, the government chooses the title of the date format and the year starts over at one. For instance, January 1, 1998, is equal to Heisei 10, January 1st.
wash down	A minor cleanup between similar product runs. Sometimes used in reference to the sanitation process of a food plant.
wchar_t	An internal type of a wide character. Used for writing portable programs for international markets.
web server	A server that sends information as requested by a browser and uses the TCP/IP set of protocols.
work order life cycle	In Capital Asset Management, the sequence of events through which a work order must pass to accurately communicate the progress of the maintenance tasks that it represents.
workfile	A system-generated file that is used for temporary data processing.
workflow	According to the Workflow Management Coalition, workflow means “the automation of a business process, in whole or part, during which documents, information, or tasks are passed from one participant to another for action, according to a set of procedural rules.”
workgroup server	A network server usually containing subsets of data that are replicated from a master network server.
WorldSoftware architecture	The broad spectrum of application design and programming technology that PeopleSoft uses to achieve uniformity, consistency, and complete integration throughout its software.
write payment	A step in processing payments. Writing payments includes printing checks, drafts, and creating a bank tape table.
write-off	A method for getting rid of inconsequential differences between amounts. For example, you can apply a receipt to an invoice and write off the difference. You can write off both overpayments and underpayments.

Z file	For store and forward (network disconnected) user, EnterpriseOne store-and-forward applications perform edits on static data and other critical information that must be valid to process an order. After the initial edits are complete, EnterpriseOne stores the transactions in work tables on the workstation. These work table are called Z files. When a network connection is established, Z files are uploaded to the enterprise server; and the transactions are edited again by a master business function. The master business function then updates the records in your transaction files.
z-process	A process that converts inbound data from an external system into an EnterpriseOne software table or converts outbound data into an interface table for an external system to access.
zusammenfassende melding	In Germany, the term for the EU Sales Listing.

Index

- A/R Customer Master - Billing Instructions form, 364
- AAIs, 8
- About UCC 128 Compliance, 210
- Accessing serial numbers during purchase order receipts, 238
- Account information, 129
- Account Revisions form, 496
- Acknowledgements
 - printing, 195
- Activating Notifications for Volume-Based Upselling, 40
- Activating preferences, 408
- Activating processing options for customer self-service, 116
- Adding customer segment items to a sales order, 428
- Adding messages to sales orders, 24
- Additional Item Master Information, 365
- Address book records
 - defining default address types, 457
 - entering basic information, 455
- Address Book Revisions form, 455
- Addressing security issues, 115
- Advanced preference processing, 407
- Advanced Preference Schedules, 405
- Advanced Preferences, 404. *See* Preferences, Advanced
 - details, 406
 - details, setting up, 406
 - schedules, 405
 - schedules, setting up, 406
 - types, 405
- Advanced pricing, 10
- Application Constants form, 469
- Applying a basic preference, 395
- Approval processing, 43
 - working with, 45
- Arranging the preference hierarchy, 398
- As if currency
 - invoices, 293
- Assigning a buying segment code to a customer, 427
- Assigning a customer to a preference group, 399
- Assigning an item to a preference group, 401
- Assigning commission information, 489
- Assigning customers and items to groups, 399
- Assigning hold codes during order entry, 486
- Assigning hold codes in the customer billing instructions, 486
- Assigning tax information to customers, 441
- Associated items
 - entering on sales orders, 38
 - setting up cross-references, 39
- Audit log and approval processing, 43
- Authorizing credit card transactions, 277
- Automatic accounting instructions, 495
 - Distribution Automatic Account form, 496
 - flexible account numbers, 499
 - in sales update, 330
 - setting up, 495
 - setting up for taxes, 446
- Backorder Release and Report
 - processing options, 137
- Backorders
 - batch release, 137
 - described, 134
 - online release, 136
- Base pricing, 8
 - changing existing prices, 380
 - changing multiple prices, 380
 - converting price levels, 383
 - creating future prices, 380
 - described, 379
 - price group relationships, 374
 - price preference hierarchy, 365
 - updating, 363, 379
- Based-on-date invoicing, 285
- Basic Preferences. *See* Preferences, Basic
- Batch control constants
 - Application Constants form, 469
- Batch orders, 8
 - batch of one, 113
 - correcting, 111
 - for recurring sales, 98
 - processing, 100, 111
 - Upload Store and Forward Transactions form, 110
- Batch types
 - for interbranch orders, 164, 313
- Bill of Lading, 269
- Billing information
 - described, 192
 - printing order acknowledgements, 195
 - reviewing online invoices, 192
- Bi-weekly invoicing, 285

- Blanket orders
 - described, 151
 - entering, 151
 - releasing, 153
- Branch sales markups, 493
 - overview, 493
- Branch/plant constants
 - setting up constants
 - defining batch control constants, 469
 - defining branch/plant constants, 464
 - defining item availability, 466
 - defining system constants, 467
 - defining the location format, 470
- Branch/Plant Constants form, 465
- Building customer segment items, 430
- Buying segment code
 - assigning to a customer, 427
- Buying segment codes
 - updating, 429
- Bypassing rating and routing, 33, 223
- Calculation rules, 284
- Calculations
 - setting up rules, 439
 - taxes, 442
- Carrier preference, 411
- Category codes, 371, 373
- Changing existing prices, 380
- Changing prepayment transactions during order processing, 278
- Changing tax information, 30
- Codes
 - Tax explanation code types, 441
 - Value-added tax codes, 449
- Commission constants
 - calculating additional information, 490
- Commissions, 487
 - assigning, 489
 - flexible sales, 31, 487
 - setup, 487
- Commitments
 - Inventory Commitment preference, 418
 - using the Grade and Potency preference, 417
- Company and Intrastat reporting
 - example in different currencies, 450
- Company information, 127
- Complementary items, 8
- Complex customer price groups, 371
- Complex item price groups, 373
- Configured items
 - overview, 100, 103
- Confirming shipments, 243
 - additional non-inventory line items, 246
 - described, 240
 - printing related documents, 269
 - Shipment Confirmation form, 245
 - Working with Shipment Confirmation form, 225
- Confirming shipments in batches, 266
- Confirming tare and pack information, 225
- Conversion
 - flat files to Interoperability, 508
 - interoperability, 508
- Converting flat files to the interface tables, 504
- Converting price levels, 383
- Correcting batch sales orders, 112
- Creating a sales order from a blanket order, 152
- Creating a sales order from a quote order, 157
- Creating a standard template, 476
- Creating a system-generated template, 478
- Creating future prices, 380
- Creating orders that you store and forward, 109
- Creating sales order with customer self-service, 117
- Creating shipments for sales orders, 33, 223
- Creating Shipments for Sales Orders, 33, 223
- Creating Volume-Based Upselling Prices, 40
- Credit and collections information
 - entry, 460, 461
- Credit memos
 - entering, 359
- Credit orders
 - entering automatically, 144
 - entering manually, 143
 - holds
 - release, 134, 279
 - overview, 143
- Cross-references
 - kit restrictions, 102
- Currency codes, 21
- Custom preference types, 410
- Customer and supplier self-service, 114
- Customer billing instructions
 - commissions, 489
 - setting up, 458
- Customer currency conversion, 463
- Customer currency preference, 411
- Customer forecasts, 128
- Customer freight preference, 411
- Customer information, 127, 128
- Customer ledger information, 184
- Customer Master Information form, 364
- Customer price groups, 371
 - described, 363
 - generating price group relationships, 374

- setting up, 363
- Customer segment based selling, 427
- Customer segment items
 - adding to a sales order, 428
 - building, 430
- Customer Set (P42430), 478
- Customer sets
 - date-sensitive, 478
- Customers
 - working with ledger information, 184
- Cycle billing
 - invoiced and not invoiced order lines, 291
 - running, 288
- Cycle billing journal entries, 290
- Cycle billing requirements
 - Document Set preference, 415
- Cycle Billing Transaction report, 292
- Daily invoicing, 285
- Data Export Control Revisions form, 505
- Data export controls
 - setting up, 505
- Date-sensitive customer sets, 478
- Default address types, 457
- Default information
 - Interbranch orders, 161
- Defining batch control constants, 469
- Defining default address types, 457
- Defining flexible account numbers, 496
- Defining order hold codes, 276, 480
- Defining related addresses, 455
- Defining system constants, 467
- Defining the invoicing address, 457
- Defining the pricing hierarchy, 365
- Delivery date preference, 412
- Delivery Date preference
 - example, 413, 422
- Delivery notes
 - printing, 271
 - reviewing, 190
- Detail information
 - Customer Service Inquiry form, 96
 - default line information, 36
 - duplicating, 165
 - entering, 34
 - entering item information, 34
 - overview, 28
 - processing options, 46
 - reviewing order information, 36, 96
 - Sales Detail Line Defaults form, 36
 - Substitute/Associated Items form, 39
 - substituting items, 38
- Direct ship orders
 - entering, 150
 - receipts, 149
 - restrictions for kits, 102
 - voucher match, 149
- Discrepancies
 - in batch orders, 112
- Distribution AAIs (P40950), 447
- Distribution Automatic Account form, 496
- Document Distribution preference, 414
 - example, 414
- Document Set preference, 414
 - cycle billing requirements, 415
- Download Store and Forward Tables form, 108
- Downloading master tables to the PC, 106
- Draft processing
 - draft collection, 282
- Drafts
 - collection, 282
- Duplicating sales order information, 165
- EDI, 8
- Edit and Creation program, 105
- Electronic mail messages
 - posting errors and other messages, 347
- Elements
 - location code, 470
- End of day processing, 310
 - described, 310
 - reviewing sales journals and reports, 332
 - running cycle billing, 288
 - Sales Update program (R42800), 311
 - updating sales information, 310
- End Use preference, 416
- End-of-month invoicing, 285
- Entering
 - basic address book information, 455
- Entering a blanket order, 151
- Entering a quote order, 157
- Entering batch sales orders, 98
- Entering commission information, 31
- Entering credit memos, 359
- Entering credit orders, 143
- Entering credit orders manually, 143
- Entering detail information, 34
- Entering direct ship orders, 148, 150
- Entering ECS information, 33
- Entering interbranch orders, 160, 161, 163
- Entering item and quantity information, 29
- Entering kit orders, 102
- Entering order header information, 21
- Entering orders for agreements, 33
- Entering recurring sales orders, 98
- Entering related addresses, 455

- Entering Returned Material Authorizations, 355
- Entering sales orders with templates, 96
- Entering serial number requirements during initial item entry, 238
- Entering serial numbers during order entry, 239
- Entering serial numbers during shipment confirmation, 239
- Entering substitute, Associated, or Promotional items, 38
- Entering system-generated credit orders, 144
- Entering transfer orders, 76, 146
- Entering UCC 128 header and shipment information, 223
- Error messages
 - posting, 347
- Example
 - applying a basic preference, 395
- Extended terms deal preference, 416
- External systems
 - data exchange through Interoperability, 503
 - inbound transactions for Interoperability, 508
- Features
 - customer self service, 12
 - end of day processing, 14
 - of sales order management, 11
 - of Sales Order Management system, 8
 - order entry, 11
 - order release, 12
 - prepayment processing, 12
 - processing orders, 13
 - sales order information, 14
 - system setup, 15
 - templates, 12
 - updating status codes, 13
- Flat File Cross-Reference (P47002)
 - setting up, 507
- Flat files
 - converting to Interoperability, 504
 - cross-reference for Interoperability, 506, 507
- Flexible account numbers, 496
 - Automatic accounting instructions
 - advanced pricing, 499
 - base sales order management, 499
 - business units, 500
 - considerations, 499
 - example, 498
 - Flexible Sales Accounting Inquiry form, 501
 - overview, 496
 - subledger, 500
 - subsidiary account, 500
- Flexible Accounting Inquiry form, 501
- Flexible sales commissions, 487
- Forecasting
 - running conversion, 507
 - setting up flat file cross-reference, 507
- Forms
 - A/R Customer Master - Billing
 - Instructions, 364
 - Additional Header Information, 23
 - Additional Item Master Information, 365
 - Address Book Additional Information, 455
 - Application Constants, 469
 - Base Price Revisions, 386
 - Branch/Plant Constants, 465
 - Customer Master Information, 364
 - Customer Service Inquiry, 96
 - Data Export Control Revisions, 505
 - Define Header Columns to Detail Table, 24
 - Distribution Automatic Account, 496
 - Download Store and Forward Tables, 108
 - Flexible Accounting Inquiry, 501
 - Item Availability Definition, 466
 - Item Search, 166
 - Order Activity Rules - Revisions, 475
 - Order Hold Information, 481, 484
 - Preference Master, 397
 - Return Material Authorization Defaults
 - Revisions, 351
 - Returned Material Authorization Revisions, 355
 - Sales Detail Line Defaults, 36
 - Sales Ledger Inquiry, 189
 - Sales Order Detail Revisions, 34
 - Shipment Confirmation, 245
 - Shipment Workbench, 223
 - Substitute/Associated Items, 39
 - Tax Rules Revisions, 438
 - Transfer Order Entry Base Information, 147
 - Update Status Code, 228
 - Upload Store and Forward Transactions, 110
 - Work with Available Templates, 97
 - Work with Backorders, 136
 - Work with Branch/Plant Constants, 468
 - Work with Customer Master, 364
 - Work With Data Export Controls, 505
 - Work With Held Orders, 134
 - Work With Hold Order Constants, 480, 483, 485
 - Work With Order Activity Rules, 475
 - Work with Return Material Authorization, 355
 - Work with Return Material Authorization Defaults, 350
 - Work with Shipment Confirmation, 225

- Work With Tax Rules, 438
- Freight preference, 416
- General Ledger Post Report, 347
- Generating a proposal, 90
- Generating a proposal during order entry, 95
- Generating order status reports, 188
 - Held Orders, 189
 - Open Orders by Customer, 188
 - Open Orders by Item, 188
- Generating price group relationships, 374
- Generating sales history reports
 - Sales Analysis Summary, 192
 - Sales Ledger Detail, 191
- Generating the Held Orders report, 189
- Generating the Open Orders by Customer report, 188
- Generating the Open Orders by Item report, 188
- Generating the Sales Analysis Summary report, 192
- Generating the Sales Ledger Detail report, 191
- Grade and Potency preference, 417
- Gross profit margin pricing preference, 417
- Header information, 19
 - Additional Header Information form, 23
 - Define Header Columns to Detail Table, 24
 - duplicating, 165
 - entering, 21
 - processing options, 46
 - purging, 348
 - updating header to detail information, 23
- Held Order Release (P43070) program, 134
- Held orders
 - releasing, 134
- Held Sales Order report, 279
- Hierarchical configurations
 - setup, 218
- Hierarchies
 - preferences, 398
- Hold codes, 479
 - credit checking, 483
 - defining, 276, 480
 - margin checking, 484
 - setup, 479
- Inbound Flat File Conversion (R47002C)
 - running the conversion, 508
- Inbound Flat File Conversions (R47002C)
 - report, 508
- Inbound Flat File Conversions report, 508
- Inbound transactions, 503
 - Interoperability overview, 503
- Industry overview, 4
 - competitive advantage, 6
 - credit checking, 5
 - customer self-service, 6
 - customer service, 4
 - environments and concepts, 4
 - multiple order types, 5
 - order templates, 5
 - partial order holds, 5
 - preference profiles, 5
 - promotion management, 6
 - store and forward, 5
- Inquiring on orders, 121
- Integrating other systems with sales order entry, 32
- Interbranch orders
 - batch types for, 164, 313
 - branch sales markups, 493
 - entering, 160, 163
 - system updates, 312
- Interface tables
 - conversion program for Interoperability, 508
 - converting flat files for Interoperability, 504
 - flat file cross-reference for Interoperability, 506, 507
 - inbound transactions for Interoperability, 508
- Interoperability
 - converting flat files, 504
 - inbound transactions
 - converting, 508
 - receiving, 508
 - outbound transactions, 511
 - overview, 503
 - reviewing and revising transactions, 509
 - running the conversion program, 508
 - setting up flat file cross-reference, 507
 - setup, 504
- Inventory
 - setting up flat file cross-reference, 507
- Inventory Commitment preference, 418
 - example, 418
 - specifying percent-to-fill value, 418
- Inventory Interoperability
 - inbound transactions
 - converting, 507
- Invoice cycle calculation rules, 284
 - scheduled invoice date example, 285
- Invoice cycles
 - setting up, 284
- Invoice Journal report, 332
- Invoice setup, 284
 - default address types, 457
 - invoice cycle calculation rules, 284
 - invoicing address, 456

- related addresses, 455
- scheduled date calculation, 285
- scheduled invoice dates, 288
- Invoices, 284
 - consolidated, 293
 - for quote orders, 157
 - online
 - reviewing, 192
 - Print Invoices (P42565) program, 284
 - summarized, 293
 - tax information, 294
- Invoices:, 293
- Item Availability - Summary and Detailed
 - processing options, 123, 169
- Item Availability Definition form
 - sample, 466
- Item information
 - described, 165
 - generating the Open Orders by Item report, 188
 - Item Search form, 166
 - reviewing
 - price and availability, 166, 168
 - quantities, 168
 - UCC 128 processing, 221
- Item Information
 - generating the Open Orders by Customer report, 188
- Item master information
 - sales price level, 367
- Item Master Revisions, 365
- Item price groups, 365, 373
 - generating price group relationships, 374
 - setup, 365
- Item Search form, 166
- Item Search with Word Search program, 166
- Items
 - associated, 38
 - configured items, 103
 - obsolete, 38
 - setting up cross-references for, 39
 - substituting, 38
 - using order holds, 134
- Journal entries
 - batches, 337
 - cycle and non-cycle billing, 290
 - posting, 339
 - reviewing, 337
 - verifying the post, 347
- Justification
 - location code, 470
- Kits, 102
 - entering, 100
 - freight calculation restrictions, 102
 - overview, 100
 - restrictions, 102
 - stocking parent items, 102
 - transfer order restrictions, 147
 - types, 101
- Line default information
 - Sales Detail Line Defaults form, 36
 - sales order entry, 36
 - shipment confirmation, 245
- Line of Business preference, 420
- Line types
 - overview, 472
- Locating
 - price and availability information, 166, 168
 - quantity information, 168
- Locating preferences, 410
- Locating price and availability information, 166
- Locating quantity information, 168
- Locations
 - defining the location format, 470
- Maintaining integrity between related sales and purchase orders, 149
- Manually updating transaction status, 280
- Margin checking
 - release, 134, 279
- Messages
 - adding to sales orders
 - header information, 24
 - electronic mail, 347
- Mode of transport preference, 420
- Multi-currency
 - processing international orders, 17
- Multiple Shipping and Receiving Locations
 - preference, 420
- Next Order Status preference, 420
- Non-cycle billing journal entries, 290
- Notifications for upselling, 40
- Online Invoice program, 192
- Online invoices
 - reviewing, 192
- Options and equipment preference, 421
- Order acknowledgements, 195
- Order activity rules, 474
 - for updating status codes, 227
 - status codes, 474
- Order entry, 8
 - backorder release, 136
 - detail information, 28
 - header information, 19
 - overview, 11

- processing options, 46
 - using Store and Forward processing, 109
 - using templates, 96
- Order Hold Information form, 481, 484, 485
- Order holds
 - Held Orders report, 189
 - Held Sales Order report, 279
 - Print Held Sales Order report, 134
 - releases, 134
- Order line types, 472
 - overview, 472
 - setup, 472
- Order Preparation Days preference, 421
- Order process
 - described, 8
- Order promising, 25
 - defining UDCs, 27
- Order release
 - backorders
 - batch, 137
 - online, 136
 - blanket orders, 153
 - multiple, 155
 - by item number, 136
 - described, 133
 - overview, 134
 - quote orders, 158
 - multiple, 159
- Order status
 - generating reports for, 188
- Outbound transactions, 503
 - Interoperability overview, 503
- Payment Terms preference, 423
- Picking documents
 - pick slips, 229
- Post General Ledger (XE "Journal entries:posting"Pre-post) program, 339
- Posting
 - error messages, 347
- Posting journal entries, 339
 - interbranch sales, 340
- Preference Master form, 397
- Preferences, 15, 388
 - Basic, 388
 - Advanced, 388
 - activating, 408
 - Advanced, 404
 - applying, 395
 - assigning customers to groups, 399
 - Basic, 394
 - carrier preference, 411
 - customer freight preference, 411
 - definition fields, 389
 - Delivery Date, 412
 - example, 413, 422
 - described, 74, 388, 408
 - details, Advanced, 406
 - Document Distribution, 414
 - example, 414
 - Document Set, 414, 415
 - End Use, 416
 - forms
 - Preference Master, 396
 - Freight, 416
 - Grade and Potency, 417
 - hierarchy, 405
 - described, 396
 - Inventory Commitment, 418
 - key fields, 389
 - kit limitations, 102
 - Line of Business, 419
 - locating, 410
 - mode of transport preference, 420
 - Multiple Shipping and Receiving Locations, 420
 - Next Order Status, 420
 - options and equipment preference, 421
 - Order Preparation Days, 421
 - Payment Terms, 422
 - Preference Master form, 397
 - Price Adjustment Schedule, 423
 - Pricing Unit of Measure, 423
 - Product Allocation, 424
 - Quality, 425
 - Revenue Cost Center, 425
 - Sales Commission, 426
 - sales price based on date, 426
 - schedules, Advanced, 405
 - setting up
 - hierarchy, 398
 - Preference Master information, 396
 - types, 403
 - setting up basic
 - Preference Master information, 397
 - table of, 389
 - Types, 389
 - types, Advanced, 405
- Preparing the shipment, 222
- Prepayment processing
 - authorizing transactions, 277
 - overview, 274
 - settling transactions, 281
 - setup, 274
 - updating transactions, 278

- working with drafts, 282
- Price Adjustment Schedule preference, 423
- Price groups, 371
- Price history
 - notifications for upselling, 40
 - upselling prices, 40
- Pricing, 8, 15
 - adjustments, 374
 - base
 - change existing price, 380
 - future prices, 380
 - updating, 363, 379
 - branch sales markups, 493
 - converting price levels, 383
 - defining, 367
 - hierarchy, 365
 - defining, 365
 - overview, 362
 - overview of pricing in Sales Order Management, 362
 - preferences
 - Pricing Unit of Measure, 423
 - repricing
 - updating customer prices, 363, 381
 - structure, 363
 - customer price groups, 363
 - item price groups, 365
 - price group relationships, 374
 - pricing hierarchy, 365
- Pricing preferences
 - gross profit margin, 417
- Pricing Unit of Measure preference, 423
- Print Held Sales Order report, 134
- Print Invoices (P42565) program, 284
- Print Pick Slips
 - processing options, 231
- Printing
 - Bill of Lading, 269
 - held orders, 134, 279
 - order acknowledgements, 195
- Printing bills of lading, 269
- Printing Delivery Notes, 271
- Printing intercompany invoices, 163
- Printing order acknowledgements, 195
- Printing Shipping Documents, 269
- Printing standard invoices, 292
- Processing
 - online invoices, 192
 - order acknowledgements, 195
 - overview, 227
 - sales orders, 227
- Processing batch sales orders, 100, 111

- Processing options
 - Backorder Release and Report, 137
 - Item Availability - Summary and Detailed, 123, 169
 - Print Pick Slips, 231
 - Repost Active Sales Orders, 334
 - Sales Order Entry, 46
 - Sales Update And Report, 315
- Processing recurring orders, 100
- Processing serial number information, 237
- Processing serial number requirements, 31
- Processing shipments for UCC 128 processing, 222
- Product Allocation preference, 424
- Product availability, 122
- Product Data Management
 - running the conversion program, 507
 - setting up flat file cross-reference, 507
- Programs and IDs
 - P00140 (download store and forward tables), 108
 - P0041Z1 (Store and forward transactions), 109
 - P01012 (Work With Addresses), 455
 - P0301A (customer master information), 364
 - P0301B (work with customer master), 364
 - P0301F (A/R customer master - billing instructions), 364
 - P4001Z (batch order entry), 98
 - P4004Z (Store and forward order revisions), 109
 - P40051 (Work with Return Material Authorization), 350
 - P40051 (Work with Returned Materials Authorization), 359
 - P400511 (Returned Materials Authorization Revisions), 359
 - P40070 (preference master), 397
 - P4008 (Tax Rate Areas), 434
 - P40204
 - order activity rules (revisions), 475
 - work with order activity rules, 475
 - P40205
 - line type constants revisions, 473
 - work with line types, 473
 - P40296 (flexible sales accounting inquiry), 501
 - P4070 (Advanced Preferences Schedule Revisions), 406
 - P4072 (Advanced Preferences Detail Revisions), 406

- P40950
 - account revisions, 496
 - work with AAIs, 496
- P40950 (Distribution AAIs), 447
- P40950 (distribution automatic account), 496
- P41001
 - application constants, 469
 - branch/plant constants, 465
- P4101D (item master revisions), 365
- P4101E (work with item branch), 365
- P4101G (additional item master information), 365
- P41020 (item master maintenance - UCC 128), 222
- P420111 (Sales Blanket Order Release), 153
- P42025 (sales ledger inquiry), 189
- P42025 (Sales Ledger Inquiry), 360
- P42040 (status code update), 228
- P4205 (shipment confirmation), 223, 245
- P42090
 - order hold information, 481, 484, 485
 - work with hold order constants, 480, 483, 485, 486
- P4210 (sales order entry), 34
- P42101Z (upload store and forward trans), 110
- P42117 (backorder release), 136
- P42118 (backorder release and report), 137
- P42260 (substitute/associated items), 39
- P42430 (customer set), 478
- P42565 (print invoices), 284
- P43070 (held order release), 134
- P47002 (Flat File Cross-Reference), 507
- P47HL (hierarchical configuration definition), 219
- P49085 (scheduled invoice dates), 288
- R4001ZP (purge batch receiver file), 349
- R400502 (RMA - Update Sales Order Status), 361
- R400510 (RMA Purge), 361
- R4201P (purge sales order header), 348
- R42420 (Purge Audit Log), 349
- R42800 (sales update), 311
- R42996 (purge detail to history), 349
- R47002C (Inbound Flat File Conversion), 508
- Promotional items, 38
- Purchasing
 - setting up flat file cross-reference, 507
- Purge Audit Log (R42420), 349
- Purging data, 347
 - active order lines, 348
 - batch order files, 349
 - closed text lines, 348
 - move sales order detail to history, 349
 - prerequisites, 348
 - sales order header, 348
- Quality Management preference, 425
- Quote orders
 - creating sales orders from, 157
 - described, 133
 - entering, 156, 157
 - invoices for, 157
 - releasing, 158
- Receiving transactions into OneWorld, 508
- Recommitting future sales orders, 333
- Recurring orders, 98
 - manual entry, 98
 - Transaction control revisions, 109
- Related addresses, 455
- Release, 8
 - blanket, 153
 - held orders, 134
 - quote orders, 158
- Releasing a blanket order, 153
- Releasing a quote order, 158
- Releasing backorders in a batch, 137
- Releasing backorders online, 136
- Releasing multiple blanket orders, 155
- Releasing multiple quote orders, 159
- Releasing orders on hold, 134, 279
- Reports
 - Cycle Billing Transaction, 292
 - General Ledger Post Report, 347
 - Held Orders, 189
 - Inbound flat file conversions, 508
 - Invoice Journal, 332
 - Open Orders by Customer, 188
 - Open Orders by Item, 188
 - Print Held Orders, 279
 - Print Held Sales Orders, 134
 - Print Invoices, 284
 - Sales Analysis Summary, 192
 - Sales Journal, 332
 - Sales Ledger Detail, 191
 - Sales update, 332
- Repost Active Sales Orders
 - processing options, 334
- Reposting orders, 333
- Repricing, 8
 - updating customer prices, 363, 381
- Restoring active sales orders, 334
- Retrieving a base price, 29
- Returned Goods Authorization (RGA), 350

- Returned Material Authorization (RMA), 350
- Returned Material Authorizations
 - entering returned material authorizations, 355
 - working with, 354
- Returned Material Authorizations Revisions
 - entering credit memos, 359
- Revenue Business Unit preference
 - example, 425
- Revenue Cost Center preference, 425
- Reviewing and approving journal entries, 337
- Reviewing and revising interoperability, 509
- Reviewing commission information, 492
- Reviewing customer account information, 20, 128, 183
- Reviewing customer ledger information, 184
- Reviewing default line information, 36
- Reviewing delivery notes, 190
- Reviewing online invoices, 193
- Reviewing order information, 36, 96
- Reviewing price and availability information, 166
- Reviewing quality and test results, 32
- Reviewing record types, 504
- Reviewing routing options, 34, 223
- Reviewing sales journals and reports, 332
 - Invoice journal, 332
 - Sales journals, 332
- Reviewing sales ledger information, 189
- Reviewing sales order for customer self-service, 121
- Reviewing sales orders, 185
 - customer account information, 183
- Reviewing sales update reports, 332
- Reviewing shipment status, 130
- Reviewing supply and demand information, 174
- Reviewing the Cycle Billing Transaction report, 291
- Reviewing the electronic mail for sales update errors, 314
- Reviewing the Invoice Journal, 332
- Reviewing the processing log, 510
- Reviewing the Sales Journal, 332
- Reviewing transaction status, 281
- Revising, 8
- Revising orders, 122
- RGA (returned goods authorization), 350
- RMA - Update Sales Order Status (R400502), 361
- RMA - Update Sales Order Status program
 - running, 361
- RMA (returned material authorization), 350
- RMA defaults
 - setting up, 350
- RMA Purge program (R400510), 361
- Routing, 33, 223
- Running cycle billing, 288
- Running detail to history, 349
- Running special purges, 347
- Running the batch receiver purge, 349
- Running the closed text lines purge, 348
- Running the conversion program, 508
- Running the RMA - Update Sales Order Status program, 361
- Running the RMA Purge program (R400510), 361
- Running the sales order header purge, 348
- Sales Blanket Order Release (P420111), 153
- Sales Commission preference, 426
- Sales Detail Line Defaults form, 36
- Sales groups
 - calculating additional commission information, 490
 - setup, 488
- Sales Journal, 332
- Sales ledger
 - detailed report, 189
 - inquiry
 - form, 189
 - program, 189
 - reviewing, 189
- Sales Ledger Inquiry form, 189
- Sales Ledger Inquiry program, 189
- Sales order
 - adding customer segment items, 428
 - detail information
 - reviewing order information, 36, 96
- Sales Order Detail Revisions form, 34
- Sales Order Entry
 - processing options, 46
- Sales order management
 - features, 11
 - system integration, 8
- Sales Order Management
 - cross-system integration, 9
 - features, 8
- Sales orders, 4, 8
 - backorder release, 136
 - batch mode
 - correcting, 111
 - processing, 100, 111
 - Recurring and Batch Order Entry form, 98
 - billing information, 192
 - described, 165
 - printing order acknowledgements, 195

- reviewing online invoices, 192
- configured items, 103
- confirming shipments, 243
- customer account information, 183
 - described, 165
- detail information, 28
 - default line information, 36
 - described, 17
 - entering, 34
- end of day processing, 310
- entering commission information, 20
- generating order status reports, 188
- header information, 19
 - adding messages, 24
 - described, 17
 - entering, 21
- invoices, 284
- item information, 165
 - described, 165
 - price and availability, 166, 168
 - quantities, 168
- kits, 100
- order holds
 - release, 134, 279
- overview, 17
- pick slips, 229
- prerequisites, 18
- pricing, 362
- processing, 227
- processing options, 46
- recurring, 98
- reviewing, 185
- reviewing period-to-date amounts, 191
- reviewing year-to-date amounts, 191
- Substitute/Associated Items form, 39
- substituting items, 38
- types of
 - blanket, 151
 - credit, 143
 - direct ship, 148
 - interbranch, 160, 163
 - kits, 102
 - quote, 156
 - recurring, 98
 - transfer, 146
- updated tables, 17
- updating header to detail information, 24
- updating sales information, 310
 - modes, 312
 - versions, 312
- using templates, 96
- Sales price based on data preference, 426
- Sales price level conversions, 383
- Sales quotes
 - entering, 157
- Sales Update (R42800) program
 - AAIs, 330
 - choosing proof or final mode, 312
 - journal batches, 337
 - versions, 312, 314
- Sales Update And Report
 - processing options, 315
- Scheduled invoice date calculation
 - example, 285
- Segments
 - customer segment based selling, 427
- Semi-monthly invoicing, 285
- Sending transactions from OneWorld, 511
- Sending transactions to external systems, 511
- Separator character
 - location code, 470
- Serial number
 - processing during shipment confirmation, 246
- Serial Shipping Container Code (SSCC)
 - bar code label, 215
 - structure, 213
- Setting up, 8
- Setting up a base pricing structure, 363
- Setting up a sales group, 488
- Setting up additional commission information, 490
- Setting up advanced preference schedules, 406
- Setting up automatic accounting instructions, 495, 496
- Setting up base prices, 367
- Setting up boilerplate text, 91
- Setting up branch sales markups, 493
- Setting up calculation rules for A/R, 439
- Setting up commission information, 487
- Setting up complex customer price groups, 371
- Setting up complex item price groups, 373
- Setting up constants, 464
- Setting up contract pricing, 378
- Setting up customer information for UCC 128
 - processing, 218
- Setting up customer price groups, 363
- Setting up data export controls, 505
- Setting up date-sensitive customer sets, 478
- Setting up distribution AAIs for taxes, 447
- Setting up for interoperability transactions, 504
- Setting up hierarchical configurations for UCC 128 processing, 218
- Setting up inventory pricing rules, 375
- Setting up invoice cycle calculation rules, 285

- Setting up invoice cycles, 284
- Setting up item information for UCC 128 processing, 221
- Setting up item price groups, 365
- Setting up location control, 470
- Setting up minimum and maximum order amounts, 482
- Setting up order activity rules, 474
- Setting up order hold codes for credit checking, 483
- Setting up order hold codes for margin checking, 484
- Setting up order hold information, 479
- Setting up order line types, 472
- Setting up order templates, 476
- Setting up partial order holds, 485
- Setting up preference master information, 397
- Setting up preferences, 403
- Setting up prepayment hold codes, 276
- Setting up prepayment processing, 274
- Setting up prepayment types, 275
- Setting up product hierarchies, 116
- Setting up proposal components, 90
- Setting up RMA defaults, 350
- Setting up sales quotes for proposals, 91
- Setting up self-service for customers and suppliers, 114
- Setting up ship notice/manifest requirements, 220
- Setting up tax rate areas, 434
- Setting up tax rules by company, 437
- Setting up text substitution tags, 92
- Setting up the flat file cross-reference, 507
- Setting up the status flow for prepayments, 275
- Setting up tolerance information for A/R, 438
- Setting up trade discounts, 377
- Setting up transaction types, 505
- Setting up UCC 128 processing, 217
- Setting up variable commissions within a group, 488
- Settling prepayment transactions, 281
- Setup
 - automatic accounting instructions
 - overview, 495
 - branch sales markups, 493
 - calculation rules, 439
 - commissions, 487
 - overview, 487
 - sales groups, 488
 - commissions constants
 - calculating additional information, 490
 - flexible account numbers, 496
 - defining, 501
 - example, 498
 - overview, 496
 - invoice cycles, 284
 - Invoices, 284
 - order activity rules, 474
 - order holds, 479
 - credit checking, 483
 - defining hold codes, 276, 480
 - margin checking, 484
 - order line types, 472
 - preferences
 - hierarchy, 398
 - master information, 396, 397
 - types of, 403
 - pricing, 362
 - customer groups, 363
 - pricing hierarchy, 365
 - structure, 363
 - RMA defaults, 350
 - tax rules by company, 437
 - tolerance information, 437
 - UCC 128 Processing, 217
- Shipment confirmation, 8
- Shipment information
 - reviewing shipment status, 130
- Shipment Workbench form, 223
- Shipments
 - confirming, 243
 - related documents
 - Bill of Lading, 269
 - Shipment Confirmation form, 245
 - Work with Shipment Confirmation form, 225, 244
- Shipping
 - UCC 128 compliance, 222
- Shipping Container Code (SCC)
 - aggregates, 222
 - bar code label, 214
 - structure, 212
- Shop Floor Management
 - running the conversion program, 508
 - setting up flat file cross-reference, 507
- Status Code Update form, 228
- Status codes, 8
 - confirming shipments, 243
 - invoices, 284
 - updating, 227
- Store and forward processing
 - Batch Edit and Creation program, 100, 111
 - creating orders, 109

- Download Store and Forward Tables form, 108
- Downloading master tables to the PC, 106
- order entry, 109
- overview, 104
- Store and Forward Order Revisions form, 109
- Transaction Control Revisions form, 109
- Upload Store and Forward Transactions form, 110
- Work with Store and Forward Order form, 109
- Substitute/Associated Items
 - form, 39
 - overview, 38
 - program, 39
 - setting up cross-references, 39
- Substituting items, 8
- Supplier currency conversion, 463
- Supply and demand information
 - reviewing, 174
- Supply/Demand Inquiry program, 174
- System setup, 454
 - setting up constants
 - defining batch control constants, 469
 - defining branch/plant constants, 464
 - defining item availability, 466
 - defining system constants, 467
 - defining the location format, 470
- Tables
 - Return Material Authorization (F40051), 361
 - S.O Detail Ledger File (F42199), 360
- Tax information
 - on invoices, 294
 - Selecting AAIs for taxes, 447
 - types of tax explanation codes, 441
 - Value-added tax codes, 449
- Tax processing
 - setting up tax rules by company, 437
- Tax rate areas
 - setting up, 433
- Tax Rate Areas (P4008), 434
- Tax Rate/Areas (P4008)
 - processing options, 437
- Tax Rules Revisions form, 438
- Tax setup
 - automatic accounting instructions (AAIs), 446
 - distribution AAIs, 447
 - tax authorities, 433
 - tax rate areas, 433, 434
- Taxes
 - Work With Tax Rules form, 438
- Templates
 - entering sales orders, 96
 - standard, 476
 - system-generated, 349, 478
 - updating, 119, 477
 - working with, 476
- Tolerance information
 - setting up, 437
- Tracking shipments
 - reviewing shipment status, 130
- Transaction Control Revisions form, 109
- Transfer Order Entry Base Information form, 147
- Transfer orders
 - described, 76, 146
 - entering, 147
 - form, 147
 - restrictions for kits, 102, 147
- Transfer Orders
 - program, 147
- UCC 128 Processing
 - identification codes, 211
 - overview, 210
 - pack information, 225
 - preparing the shipment, 222
 - processing shipments, 222
 - setup, 217
 - customer information, 218
 - hierarchical configurations, 218
 - item information, 221
 - tare information, 225
 - Understanding compliance procedures, 210
- Understanding batch of one, 113
- Understanding configured item orders, 103
- Understanding default information in sales order
 - detail revisions, 29
- Understanding draft collection for prepayments, 282
- Understanding Header Information, 20
- Understanding pre-authorized drafts for
 - prepayments, 282
- Understanding UCC 128 Compliance, 210
 - bar code labels, 213
 - SCCs, 212
 - SSCCs, 213
 - UCC identification codes, 211
 - UPCs, 211
- Understanding workflow processing during sales
 - order entry, 31
- Universal Product Code (UPC)
 - bar code label, 214
 - structure, 211

- Update Customer Sales (R42800) program
 - reviewing electronic mail for update errors, 314
- Update Status Code program, 228
- Updating
 - status codes, 227
- Updating an existing template, 477
- Updating base prices, 363, 379
- Updating buying segment codes, 429
- Updating customer sales, 311
- Updating ECS information, 313
- Updating header default information, 24
- Updating header information to the detail form, 23
- Updating interbranch sales information, 164, 312
- Updating interbranch/intercompany transactions, 164
- Updating Intrastat revision table, 451
- Updating prepayment transactions, 278
- Updating prices for a customer, 363, 381
- Updating sales information, 310
 - batches, 337
 - choosing proof or final mode, 312
 - field limitations, 337
 - journal entries
 - reviewing, 337
 - reports
 - Invoice Journal, 332
 - Sales Journal, 332
 - reviewing the electronic mail for update errors, 314
 - sales information
 - reviewing journals and reports, 332
 - Sales Update program (R42800), 311
 - using interactive versions, 314
 - versions, 312
- Updating status codes, 227
- Upload Store and Forward Transactions form, 110
- Uploading orders to the server, 110
- Upselling notifications, 40
- Upselling prices, 40
- User defined code lists
 - order types (00/DT), 474
 - status codes (40/AT), 474
- User defined codes
 - invoice cycles, 286
- Using AAIs with sales update, 330
- Using keyword search, 118
- Using product catalog, 119
- Verifying the post of journal entries, 347
- Volume-based upselling, 40
 - creating prices, 40
- Weekly invoicing, 285
- Work With AAIs form, 496
- Work with Available Templates form, 97
- Work with Backorders form, 136
- Work with Branch/Plant Constants form, 468
- Work with Customer Master form, 364
- Work With Data Export Controls form, 505
- Work With Held Orders form, 134
- Work with Item Branch form, 365
- Work With Order Hold Constants form, 480, 483, 485, 486
- Work With Tax Rules form, 438
- Working with approval processing, 45
- Working with blanket orders, 151
- Working with customer and sales information, 183
- Working with detail information, 28
- Working with drafts, 282
- Working with header information, 19
- Working with interbranch orders, 160, 163
- Working with intercompany orders, 160
- Working with item information, 165
- Working with kits and configured items, 100
- Working with order releases, 134
- Working with pack information, 225
- Working with picking documents, 229
- Working with preferences, 408
- Working with quote orders, 156
- Working with Returned Material Authorizations, 354
- Working with serial numbers in a Branch/Plant, 240
- Working with shipments, 241
- Working with standard price adjustments, 374
- Working with store and forward orders, 104
- Working with subsystem processing in sales order entry, 41, 511
- Working with the audit log, 43
- Working with the preference master and hierarchy, 396