



# Process Customer Order

UNVXOC.10

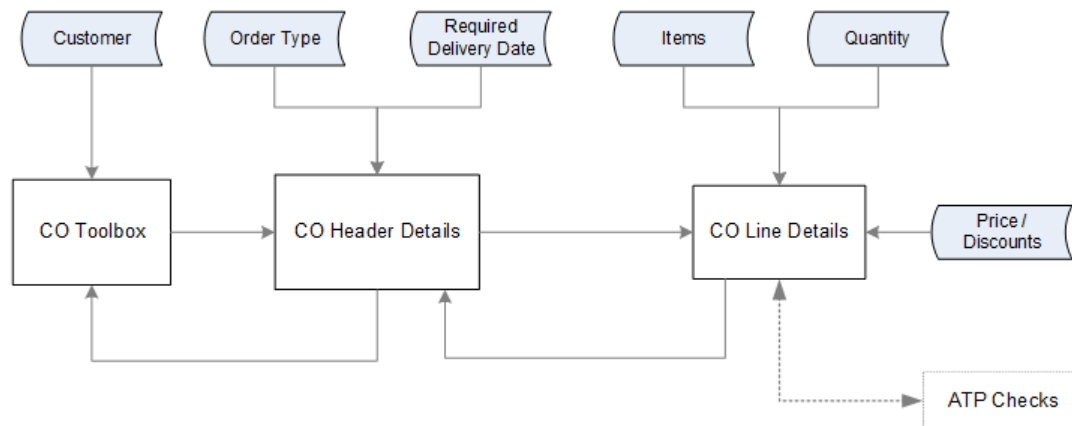
Application: Infor M3  
Process: Order to Cash

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# Overview

## Concept



## Process

A customer order is created through the entry of header and address information which is relevant to the whole order, line details where the items are identified and order charge values where appropriate. The process is intended to be highly automated by calculating delivery dates, prices, and discounts etc.

An order type is assigned to each order to define the way it behaves through the order to cash process. There are several preconfigured order types covering the manual entry of normal orders; these are documented in the preconfigured data setup documentation.

### Fashion

A customer order is created through the entry of header and address information which is relevant to the whole order, line details where the SKUs are identified and order charge values where appropriate. The process is intended to be highly automated by calculating delivery dates, prices and discounts etc.

An order type is assigned to each order to define the way it behaves through the fulfillment process. There are six different order types covering the manual entry of Fashion industry orders, they cover the possible combinations of three important characteristics:

- Pre-season orders / Replenishment orders.
- Season handled / No season checks.
- Normal order / "Fast" order (pick lists are automatically released).

Pre-season orders are never treated as "fast" orders because they are due for delivery some way into the future whereas the delivery requirements for replenishment orders can be more urgent.

A replenishment order in the fashion industry is an order received from a customer as a follow-on order for seasonal goods or a regular order for "never-out-of-stock" or "continuity" items. A pre-season order is a forward order received from a customer for seasonal goods, usually placed months in advance. Pre-season orders constitute the main initial orders from customers for seasonal goods. These orders may be supplemented by further orders at a later stage, and replenishment orders may be placed for the same seasonal goods during the season.

## Input

Orders ready to be entered manually. The input is communicated via an order form or with the customer online on the phone or even as a counter sale.

Data	Value
Customer	TDT_126765
Order type	010
Item(s)	
Required by date	25/03/24

## Output

A complete order with information such as prices, discounts, promotions, charges, routes, valid delivery dates etc.

Order lines have status 22, which might be released for allocation depending on the customer order type. The exception is specialty orders which remain at status 10 if the order has not progressed from its preliminary status.

Proposed deliveries with calculated dates and times for latest time for changing the order, when to start picking, departure date, and arrival date at customer etc.

Shipments containing one or multiple customer and deliveries formed by routes and freight capacities per shipment.

Documents are connected by default to each order, specialty customers are configured to connect more documents, including an order confirmation.

Lost sales statistics.

## Dictionary

Different terminology may be used. Search and replace these where applicable.

Term	Variant	Your terminology
Warehouse	001	

# Tasks

## Process Customer Order

A customer order is created through the entry of header and address information which is relevant to the whole order, line details where the items are identified and order charge values where appropriate. The process is intended to be highly automated by calculating delivery dates, prices, and discounts etc.

An order type is assigned to each order to define the way it behaves through the order to cash process. There are several preconfigured order types covering the manual entry of normal orders.

### 1. Enter Customer Order Header

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Starting in the function '**Customer Order. Open Toolbox**' (OIS300/B), using a variety of available sorting orders and views, either locate an existing order to update or select the New Order button or press the F14 function key to create a new order. Generic information which applies to the whole order is entered into the header using a series of presented panels.

#### Data References

As a minimum, the following data elements are required on an order header:

- Customer
- Requested delivery date
- Customer order type

From the above elements, lots of other header data fields are defaulted and then potentially amended as the entry of the order header progresses, including:

- Payer
- Delivery address
- Contact and reference details
- Delivery terms and methods
- Payment terms
- Discount model

#### Step Instructions

##### **'Customer Order. Open Toolbox'** (OIS300/B)

In OIS300/B, select a suitable sorting order to filter and show the most recent orders for the customer. This helps you to identify any potential open orders which could perhaps be supplemented with additional items. It also helps you to check for delayed open orders should changes be required. Click on the **New Order** button or press the **F14** key from OIS300 to arrive at the customer order entry function OIS100/A.

##### **'Customer Order. Open'** (OIS100/A)

Customer: The customer to be entered on this first panel is the ordering organization. If the customer had been entered in the previous step, then it will default. The payer, often a head office account, the usual order type for the customer and a standard delivery address will populate automatically once the customer has been retrieved, validated, and confirmed, these can all be overridden at this stage.

If a customer code is not known at the time of order entry, it is possible to position on the customer field and either right-click and select the 'browse' option or press the F4 key. This will initiate a search for the customer using any of a series of pre-configured sorting orders.

Requested date: If the customer specifies a delivery date and perhaps a delivery time, enter the details on panel A, alternatively let the system retrieve the next available date based on stock availability and lead times, defined routes and delivery patterns. As a rule, always enter a required by date for any orders not required urgently. If transport planning is defined on the dispatch policy, it is assumed that we have a route plan set up for this specific customer indicating which weekdays and times we can deliver.

### **'Customer Order. Open' (OIS100/E-H)**

Customers who order less frequently, including specialty customers, are more likely to have out-of-date defaults on the basic data so some details such as outstanding contacts, references and delivery methods may require an override; all four order header panels are therefore included in the panel sequence for these orders. Orders for regular customers are configured to only require entry through the E panel.

Panel E is always presented in the sequence for season-controlled orders because the field entitled "project number" requires input to denote the valid season code. For season orders, a search function is available by pressing F4 when positioned in the project number field where a list of seasons is displayed, and one can be selected. The E panel is omitted from all other order types.

Order types used for non-frequent customers contains a field control setting to force the entry of details in the "Your Reference 1" field on the OIS100/G panel. This is to ensure that there is a valid and up-to-date contact point at the customer should there be any queries relating to the order.

Specialty orders default to status 10, preliminary, but if the order can be finalized during order entry, then the status can be changed from 10 to 20 on any of the header panels, it is not necessary to carry out this task as a separate activity after order entry. Once lines have been entered and the status has been changed to 20, it cannot be set back.

## **2. Perform Credit Check**

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Credit checking is an important activity carried out during the entry or amendment of customer orders to ensure that unauthorized deliveries are not made to customers who potentially may not be able to pay for the goods.

If any credit limit is exceeded, a warning message is issued, and the order is automatically assigned a stop code. Refer to the process for Managing credit checks for further information about how to locate and deal with customer orders with credit issues.

## **3. Enter Customer Order Lines**

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Having completed the entry of the order header, the details of the items to be placed on the order are entered.

### Data References

Multiple lines can be added to the same order, but the basic information required for each line includes:

- Item code
- Quantity
- Unit of measure
- Sales price

Lots of other information can be entered at this point if the defaulted values are not correct. This includes:

- Special text
- Different delivery dates
- Special prices or discounts

The above details can be entered manually, line by line, but there are many other methods of identifying the items to be included and alternative means of adding multiple items at the same time. Further information can be found in the Manage Customer Order Line supporting section.

#### Step Instructions

##### **'Customer Order. Open Line'** (OIS101/B)

Enter items using the customer's item code, EAN-code etc. If the entered code is not found as one of our item codes, it will be validated and possibly translated to the item recognized internally. Assortments and aliases may be used to speed up and control the process and ensure that the customer orders the correct products. All items connected to the assortment will be displayed in the OIS101/H-panel.

When the item and quantity have been confirmed, all necessary information is retrieved automatically including, pricing, discounts, promotions, automatic assignment to shipments (if applicable to the order type) depending on the rules for routes and transport capacities.

When all lines have been entered, click the Close button.

## **4. Enter Matrix**

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If a style code has been entered in the item field when registering a new CO line, the available SKUs are then determined and presented in a matrix format in the function **'Full-screen Entry - Matrix. Open'** (CRS207/B). The ordered quantities for each SKU can then be entered into the relevant fields in the matrix.

#### Data References:

- The breakdown of SKU quantities across the style is required.

#### Step Instructions:

##### **'Customer Order Lines. Open'** (OIS101/B)

This is where the SKUs can be entered on to the order and where previously entered lines can be amended. In the fashion industry, it is customary to enter a style code in the item field and then choose which SKUs are to be ordered. The individual SKU code could of course be entered directly at this point. Prompts are available on this field if the style code or the SKU is not known, several sorting orders have been created to assist in this search task. When entering a style code, there is no need to make an entry in the quantity field, simply press the enter key.

For discrete items such as fashion accessories, enter the details in the item and quantity fields and press the Enter key. Assuming a valid sales price is retrieved, and other validation is passed, the line will automatically add to the order. Note that discrete items not connected to a season cannot be added to orders which are season controlled.

### **'Full-screen Entry - Matrix. Open' (CRS207/B)**

If a style code was entered in the previous step, the available SKUs are then determined and presented in a matrix format. The ordered quantities for each SKU can then be entered into the relevant fields in the matrix. Once the Enter key has been pressed, it is necessary to confirm the matrix panel by pressing the enter key again. This is because total columns have been configured to provide a visual check not only on the total number of garments ordered by color, but the totals for each size.

Price retrieval and, in the case of replenishment orders, stock availability checks are carried out for each SKU ordered after confirming the order, but assuming that a price is found and the goods can be made available for the requested date the SKUs can be created on to the order. If any problems are encountered (such as a missing price / cost, duplicate line entry, product shortage etc.) then a message is presented for each affected SKU. Note that pre-season orders do not check availability. Control returns to the order line entry panel OIS101 once the lines have been registered on the order.

Replenishment orders, particularly those required urgently, are often checked for stock availability before they are even entered on to the order. It is therefore useful to have visibility of the net allocatable quantity for each SKU before entering the order line. In order to achieve this, click on the highlighted "+" sign to the left of the description heading to expand the matrix. Pre-season orders are not configured to carry out an available-to-promise (ATP) check so there is no need to expand the options.

The F18 function key or the "Panel B" shortcut button can be used from the Matrix entry panel CRS207 to return to the OIS101 order line entry screen without performing any update.

### **'Customer Order Lines. Open' (OIS101/B)**

When the matrix entry has completed for a style, this OIS101/B panel is displayed showing a list of styles. Pressing the F10 key from here will act as a switch between the style view and a list of all SKUs on the order. The style view shows the total number of garments ordered of each style on the order. The F10 key will break these down to a list of SKUs but a better way is to double-click the style line to return to the CRS207 matrix. Individual SKU order quantities can be amended either using the item view in OIS101 or by re-entering the matrix. If a style is to be removed from the order, then a delete option from OIS101/B again results in a return to the CRS207 matrix where confirmation with the enter key must be repeated.

Once complete, click on the Close button to view the order summary screen.

## **5. Review the Customer Order**

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When the order is complete, a review panel **'Customer Order. Simulate Totals'** (OIS110/E) is presented. It provides a summary of the order values such as net goods value, sales tax / VAT, automatically created charges, discount totals etc.

If the CO type determines the transport planning is to be used in the order flow, it is possible to confirm that a shipment has been created by reviewing the function **'Shipment. Open Toolbox'** (DRS100/B)

### Step Instructions

#### **'Customer Order. Simulate Totals' (OIS110/E)**

This panel appears in the standard sequence for entry of all types of order because after all lines have been completed, a summary screen provides a summary of the order values such as net goods value, sales tax / VAT, automatically created charges, discount totals etc.

#### **'Shipment. Open Toolbox' (DRS100/B)**

Confirm that a shipment has been created, which contains the customer order. Be aware that orders might be added to existing shipments if the customer, dates, shipment statuses and delivery locations are the same.



## Setup

**Note:** See IPC Preconfigured Data – Order to Cash for industry specific details.

### **'Customer Order. Open'** (OIS300/B)

- Refer to the available sorting orders in the preconfigured data document, ideally using one sorted by customer ID and lowest line status of the order.

### **'Customer Order. Open'** (OIS100/P)

- Propose delivery date = No

### **'Customer Order. Open Line'** (OIS101/P)

- Panel seq = EFGI (all information displayed when the individual line is accessed)
- Check sequence = 4321 to allow all possibilities of item identification.
- Entry Option = 2 (quick entry)
- Leave "views" fields blank, control directly on OIS101/B or use F10 key.
- For style orders:
  - Sorting order sequence = 31 (3=summary by style, 1=line number)
  - Search sequence alias type = 845 (use alias types 88 [style], 84 and 85)
  - Full screen option = 2 (A matrix [CRS207] is displayed)

### **'Full-screen Entry - Matrix. Open'** (CRS207/P)

- Totals = 2 (Totals are displayed in the last column and line in the matrix)
- Confirm with enter = 1 (checked), this allows totals to be calculated.
- Allocatable Net = 1 (checked), shows this value when lines expanded on the matrix.

### **'Customer Order. Open Line'** (OIS101/B)

- Refer to the available views in the preconfigured data document.

### **'Dispatch Policy. Open'** (MWS010/B)

- The dispatch policy is configured to release the order for allocation after the entry has completed. If the CO type uses transport planning, the order is NOT released for allocation.
- Order types defined as "quick" will automatically release for picking, others must be manually released from the delivery toolbox.

### **'Customer Order Type. Open'** (OIS010/B)

- ATP checks are switched on.
- No header panels displayed by default.
- Several warehouses allowed on the same customer order.

### **'CO Type. Update Field Selection'** (OIS014/B)

- Requested delivery time set to 1 hour.

## Additional Information

### Test Variants

#### Enter Customer Order

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- Use Copy Functions to Create Orders for Different Days of the Week
  - Enter multi-line orders.
  - Repeat the same item on different lines of the same order.
- Test the Entry of All Applicable Customer Order Types
  - A limited number of order types have been configured to meet the different scenarios represented by the typical customer categories. The order types can be found in the preconfigured data documentation of the IPC solution. All relevant order types plus new or amended ones must be tested.
- Preliminary Orders
  - Specialty orders – typically export orders, these have a slightly different process flow in that they start life as a preliminary order. Testing this variant should involve locating and reviewing status 10 customer orders, right-clicking and approving them by changing the status to 20. Also, test amending the preliminary status to 20 during initial order entry and entering / amending charges in the OIS103 panel which should be automatically presented.
- Print Order Confirmation from the OIS300 CO Toolbox
  - If the order type demands it, Print an order confirmation document from the OIS300 toolbox. Locate the order, select it, and take option 6 or click the order confirmation shortcut button.
- Vary Order Charges
  - Apply additional charges to the order or amend existing ones.
- Amend the Defaulted Requested Delivery TIME
  - Change the default requested delivery time setting on OIS014 to test delivery time calculation for orders which are required asap.
- Pre-season Orders
  - If applicable, test the bulk entry of pre-season orders. Pre-season orders are often entered in batches; this means that the order type must be changed for every new order. In order to temporarily overcome this minor irritation, use the F13 function key from OIS100/A to enter the settings. Switch on the “override order type” setting and simultaneously enter the pre-season order type in the order type field near the top of the screen. Once the batch is complete, the parameter should be set off again.
- Quick CO Copy
  - Create a new customer order by using the quick CO copy related option 33 from either OIS300 or OIS100.

### Tips and Hints

#### Multiple Facilities

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If the configuration incorporates multiple facilities, it is wise to include the facility code as the first sort field when building new sort options. The only other search alternative is to enter the facility code in the filters at the top of the screen, but this can adversely affect performance after a period of live running.

## Default Facility

To improve the accuracy of a user with access to multiple facilities assigning the correct one to a new customer order, there is a setting on the order type field control function OIS014/E. The preconfigured IPC solution has a blank entry for all order types (the equivalent of \*SYS) meaning that the default facility connected to the user is the one to be assigned on the CO, but it is possible here to change the setting to \*CUS to retrieve from the default facility on the customer record. It is also possible to assign the same facility code to all new customer orders of the selected order type regardless of the facilities on either the customer, the user or the division.

## Item Searches from Order Line Entry

Pressing the F4 key from the item field in the order line entry function OIS101/B opens a browse function allowing searches of items in different sequences. The browse window can have 2 appearances:

- A standard browse window from **Sorting Order in Browse Window. Open** (MNS180):

Browse

0

Item number	Name
Y10001	Case of Grease Cleaner -6x22oz
Y10001-1	Case of Grease Cleaner -6x22oz
Y10002	Case Toilet Bowl Cleanr-6x24oz
Y10003	Case of Glass Cleaner -6x24oz
Y10004	Case of Grease Cleaner -4x1GAL
Y10005	Black Ink Tote - CW w/ Sublots
Y10006	Case of Shower Cleaner -6x22oz
Y10007	Case of Shower Cleaner -6x24oz
Y10041	Case Grease Clean-6x22oz-Pall
Y10201	Case Grease Clean-Cust Y21000
Y11001	Grease Cleaner

Refresh  
Selection  
Next View  
Select  
Cancel

- A table browser via extra setup from **Table Browser. Open** (MNS175). What is distinctive is the ION Enterprise Search possibility. But also, that the columns are user-defined via **Information Browser Category. Open** (CMS010).

Browse

Filter Options

Sorting order: 1 View: STD01-00-Browse on It

Item number	Name	Sts	P grp	Product group	Item grp	Item group	UIM	Supplier
Y10001	Case of Grease Cleaner -6x22oz	20	ZZZZZ	Product Group	Y1010	Finished Pr	CAS	
Y10001-1	Case of Grease Cleaner -6x22oz	10	ZZZZZ	Product Group	Y1010	Finished Pr	CAS	
Y10002	Case Toilet Bowl Cleanr-6x24oz	20	ZZZZZ	Product Group	Y1010	Finished Pr	CAS	
Y10003	Case of Glass Cleaner -6x24oz	20	ZZZZZ	Product Group	Y1010	Finished Pr	CAS	
Y10004	Case of Grease Cleaner -4x1GAL	20	ZZZZZ	Product Group	Y1010	Finished Pr	CAS	
Y10005	Black Ink Tote - CW w/ Sublots	20	ZZZZZ	Product Group	Y1010	Finished Pr	TE	
Y10006	Case of Shower Cleaner -6x22oz	20	ZZZZZ	Product Group	Y1010	Finished Pr	CAS	
Y10007	Case of Shower Cleaner -6x24oz	20	ZZZZZ	Product Group	Y1010	Finished Pr	CAS	
Y10041	Case Grease Clean-6x22oz-Pall	20	ZZZZZ	Product Group	Y1010	Finished Pr	CAS	

Work With... Cancel Select

When pressing F4 a second time (or clicking Work With) passes control to the MMS200 item toolbox. It is important to note that the default sorting order and view in this scenario do not come from the default settings in the Information View Program Connections function CRS014 but the settings for the user on the OIS101/P parameters panel.

## Table Browsers

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Defined in '**Table Browser. Open**' (MNS175), table browsers use the sorting order and view from '**Information Browser Category. Open**' (CMS010). The browser category itself is connected to CMS990-Search Browser.

In the example of items, table browsers can be valid for any program where items can be browsed for. Alternatively, the browser table is connected to one single program. Example OIS101 when entering new customer order lines.

Tips when using ION Enterprise Search embedded in the table browser:

- The syntaxes from ION Enterprise Search can be used, including Booleans.
- Individual columns can be searched. Example: ITGR:Y01. This would avoid a double hit in case an item would also have item code "Y01".
- if any value is typed in the item field in OIS101/B, that value will be inherited by the table browser when pressing F4. It is advised to keep the item field blank on OIS101 before using with F4 so that you see the "unfiltered" table browser.
- Virtual fields values showing in the table browser cannot be searched for. No filtered hits will be returned. These values are not stored in the database. They are calculated or retrieved from another table.

Table browsers are available for items, customers, customer addresses, suppliers, product structures and users.

## Lost Sales

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If lost sales are activated, they can be recorded whenever a customer order or order line is deleted. During order line entry, if ATP is checked and a sale opportunity is effectively lost due to insufficient stock levels or an inability to obtain the stock to satisfy a required by date, the real demand should be registered separately using 'Customer Order. Enter Lost Sales' (OSS450).

## Order Totals from OIS300

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Order totals can be quickly accessed from 'Customer Order. Open Toolbox' (OIS300) by either clicking on the "Totals" shortcut button or taking option 18.

## Joint Delivery Codes

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To ensure that all the lines on the same specialty order are delivered together, there is a default joint delivery code attached to the field control for all new lines. These can be amended in OIS101/I or through the 'Customer Order. Reschedule' (OIS130) function.

## Blanket Agreements vs. Promotions

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Specialty customers such as those in other countries do not tend to attract promotions, but they may well have a blanket agreement configured. The opposite is true for domestic customers.

## Order Confirmation Addresses

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The address on the order confirmation document is usually the delivery address but if an entry of a type 6 address is created against the customer by taking option 11 from 'Customer. Open' (CRS610) then this will act as an override to the address on this document and can be amended on each order.

## Prevention of Customer Address Creation During Order Entry

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The delivery address on a customer order can be the same as the customer, selected from an address connected to the customer or it can be manually created during order entry. The address ID can be entered on the initial OIS100/A panel or during entry of the header it can also be added or amended on the F panel using F4 prompt functions if required; this allows a selection from those already defined and connected to the customer. The third and more detailed way to manage delivery addresses is using the function OIS002 which is accessible using related option 11 from either OIS100 or the OIS300 toolbox. From here function OIS102/H is presented where it is possible to make a change to the delivery address and for that matter the invoicing address too. This is done by switching on the checkbox shown on the panel and pressing the Enter key or clicking the Next button.

Panel OIS002/E is then displayed and normally all the fields are open which allows the user to create a specific delivery address purely for this order. It is common practice within the chemical industry that due to the dangerous nature of some of the items it should not be possible for manually created addresses to be allowed. Using standard M3 processes the only way to achieve this is to utilize security features incorporated within the Field. Display per Program function SES200. These security modules are not preconfigured with the IPC solution and setting this up will require some level of technical assistance but from within SES200, drop-down to the program OIS002 and locate the name and address fields attached to panel E. These are the fields WRCUNM and WRCUA1-4. For each record on the SES200/E panel it is possible to enter indicators that will prevent the display and therefore the input of entry into these fields; this is where technical consultancy is required. The end effect is that any new address must be formally connected to the customer before it can be used on a customer order. It is also possible to protect other fields in the same way and without going into detail here it is possible to connect these to roles so some users are authorized to make changes in some functions where others are not.

## Quick Order Copy

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New customer orders can be created by copying an existing order using the usual M3 option 3 from either OIS100 or the CO toolbox OIS300. This can save time when creating large orders which are the same as or like previous ones for the same customer. After option 3 is taken, another selection panel OIS106 is presented to request which of the order details are to be copied. If copying orders is a regular occurrence then the task can be carried out in a quicker way by setting up the defaults in the function CRS731 and instead of taking option 3, take related option 33 or use the corresponding shortcut button. This has the same effect as a normal copy, but the user does not have to go through the additional OIS106 panel. Be aware that it might be necessary to make a change to the requested delivery date, if not changed then it is possible that a planning date warning message will be presented to the user particularly if the order being copied had been requested for a delivery at some point in the past.

## Rounding of ordered quantity

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It is possible to set a minimum quantity and an issue multiple at item/warehouse (MMS002) and get a warning message if the ordered quantity in OIS101 does not meet these conditions.

It is also possible to control the ordered quantity against either the item packaging or the lowest quantity entered in the current promotion line.

Parameter '**Rounding of ordered quantity**' in OIS010/J can have the following values:

- 0 = No rounding
- 1 = A warning is displayed if the ordered quantity does not fit the package size. The package size is the quantity per package set in MMS053.
- 2 = The quantity is automatically rounded up to the package size.
- 3 = The quantity is automatically rounded up to the issue multiple. The issue multiple is retrieved from MMS002/F or a promotion line in OIS841/F depending on parameter 'Round promotion quantity'.

Parameter '**Round promotion quantity**' can have the following values:

- 0 = No rounding
- 1 = The quantity is automatically rounded up to the lowest quantity of the promotion. Information message.
- 2 = Same as 1, no information message.
- 3 = The quantity is automatically rounded up to the lowest quantity of the promotion, which is used as an issue multiple. This issue multiple overrides the item/warehouse issue multiple. Information message.
- 4 = Same as 3, no information message.

The promotion information can only be considered if the promotion is entered manually at order line entry in OIS101/B or if it is sent via batch order entry.

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### Avoid Negative Header or Line Charges

Negative charges can be used (or abused) to behave like discounts. Users can be stopped from adding negative header or line charges via parameter "Prohibit negative charge" in '**CO Type. Open**' (OIS010/F).

Negative charges are not copied when a customer order is copied to create a customer order with an order type where negative charges are not permitted. No warning is given to the user regarding this. Negative line charges are always permitted when the order quantity is negative.

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### Recreate Abnormally Ended Customer Orders

Customer orders end abnormally when they are locked by jobs that no longer exist on the (Cloud) server. An example can be the user closing the web browser without properly exiting the customer order (line) program. Another example can be the M3 foundation automatically shutting down jobs that have been idle for too long. Customer orders like this remain blocked (OAH OCD=1) until they are recreated. This can be done for one individual order at a time.

'**Recreation of Abnormally Ended Orders. Select**' (OIS915) can be used to launch a batch job to recreate several abnormally ended (locked) customer orders. A change date selection indicates the customer order's change date. This is the date the customer order was last changed.

It is not possible to recreate the order via this batch job if user interaction is needed. Example: the user must specify quotation information in '**Sales Quotation. Open Information**' (QPS115). Nor is it possible to recreate the order if the order type is setup for automatic delivery or invoicing. Application message 434 can be activated in '**Settings-Application Messages**' (CRS424) to send message "CO was not recreated" to the order responsible.

It is recommended to add the OIS915 job to the job scheduler at least one per day.

For increased visibility, add "&AEJ-Abnormally Ended Job" in the view for '**Customer Order. Open Toolbox**' (OIS300). The value of &AEJ will be blank if the OIS915 batch job is active and "Yes" when the job is not active. Combine &AEJ with a sorting order filtering on locked orders where OAH OCD = 1. That said, the Industry Process Catalog does not have such as sorting order defined, so it must be built during implementation project workshops.

## Number Series

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Number series (CRS165) must be set up and attached to an order type to obtain the next number in the series of customer orders to be created and series type 01 with series ID "A" is preconfigured in the IPC solution. It is possible to create multiple number series with different series ID & ranges which can be attach to different order types or the same series ID with different range for different divisions, for example, range for series ID "A" can be 100000-199999 for division XXX and 700000-799999 for division YYY (series ID "A" in this case should be defined for all divisions first and then can be copied to specific division with different number series).

## Quantity Limit

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The Quantity limit field (OIS010/J) indicates the percentage value used for the quantity limit check during customer order entry. If the ordered quantity is within the range entered for the next quantity limit, then **'Sales Price. Simulate'** (OIS320) is started. That means, when entering a customer order line, this causes the system to re-evaluate the pricing alternatives. It will first identify that quantity is closer to a price break and propose the alternatives via price simulation. This may result in slower order entry process and hence it is disabled (as default) in all preconfigured order types in IPC solution.

For example, if the entered value is 10% and the next quantity limit for a better price in the sales price scale is 20 pcs, then for ordered quantity up to 17 pcs, (OIS320) is not started. For ordered quantity 18 and 19, (OIS320) is started.

Please note that, if the setting is enabled and no price break-ups are defined, then the logic will still be performed and never gives any results.

## Order Creation from Line Workbench

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**'Customer Order. Open Line Workbench'** (OIS302) is used in the monitoring of all customer orders. New orders can be created manually from OIS302 in the same way that they can from the OIS300 toolbox.

## Requested Delivery Time

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If no requested date is manually entered on the order header the requested delivery date and time is calculated based on lead and transport times set up on the route configuration. In this event, the system will assume 'now', i.e. the earliest possible opportunity. If just one minute passes by while the order is being entered, then unnecessary warning messages are issued to the user stating that the order has a requested date/time earlier than the current time. To navigate this small problem, there is a setting on the order type field control panel OIS014/E which allows the delivery time to be set a certain time in advance of the current time. All order types have therefore been configured with a setting of "01:00+" which will effectively add 1 hour from the point of order entry to the requested delivery time for the order. This calculation also considers the number of days entered as the minimum processing time in OIS010/F.

## Manual Sales Price Entry

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Most order types in the IPC solution allow for a sales price to be manually entered/amended. If, however, the sales price is not open for entry, it could be that price guidance functionality has been activated. Changing the sales price is still possible under controlled circumstances by taking related option 65 from **'Customer Order. Open Lines'** (OIS101/B).



## Mixed Order – Picked Lines and Later Delivery Lines on Same Order

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Where stores are implementations, a customer can buy items at the store at the same time as ordering for later delivery or pick up from the warehouse. Creating two separate customer orders for such scenario is cumbersome process.

It is possible to create a customer order with mix of “on order” and “picked” lines by selecting the 'Picked' check box for each line in the footer while entering lines in '**Customer Order. Open Line**' (OIS101/B). The functionality is activated by setting the parameter 'Mixed order' in '**CO Type. Open**' (OIS010/G) to 1-'On order as default' or 2-'Picked as default'. The field is only visible for order types with 'CO Category' equals to 1-Normal order, 'Next man funct' equals to 1-Dispatch policy and 'Preliminary CO' set to 0-Not allowed. And all such order types in IPC solution are preconfigured with 'Mixed order' to 1-On order as default.

Moreover, below are some key setups in '**Shop. Open**' (OPS500/I) for CO line entry with picked order lines.

- Dispatch policy – used to process customer order lines that are entered as picked.
- Location type - Allocation is only done against locations with specific location types defined on (OPS500/I), which means that the available quantity is only the quantity on those locations.
- Over issue allowed - Select the check box 'Overissue allwd' on (OPS500/I) to be able to create picked order lines with a quantity greater than the allocatable quantity on the valid locations.
- Location – location that will be used for an overissued quantity on order lines entered as picked. The physical inventory variance transaction created in Stock transaction history 'MWS070' will be created against this location.
- Delivery method – used for picked order lines.

Picked customer order lines will go directly to status 66–'Delivered'. If prepayment is used, the CO line will remain in status 33-'Allocated' until prepayment is received. A separate delivery number is created in M3 for picked lines and updated to status 90 automatically.

## Formatting Rule for Customer's Order Number

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The customer's order number is entered manually which acts as a reference to the customer's own order number and is printed on external documents. It is defined in OIS100/G panel. Customer's order numbers are validated proactively through formatting rule which is provided by customers to prevent incorrect entries and rejection of invoices due to these mistakes.

Formatting rules are created and maintained in '**Formatting Rules. Define**' (CMS085). It is defined via the use of the characters 'a-alpha', 'n-numeric', 'x-alpha or numeric', and special characters as separators. Also, specific alpha (A-Z) or numeric values (0-9) can be defined as fixed value for given positions within the formatting rule.

The alpha values allowed within the formatting rule can be limited to certain letters by entering these in the 'Alpha allowed' field in (CMS085/E). If no letters are entered, then all letters can replace the alpha value in the formatting rule.

The numeric values allowed can also be limited to certain numbers by entering these in 'Numeric allowed' field in (CMS085/E). If no numeric values are entered, then all numeric values can replace the Number value in the formatting rule.

Once the formatting rule is defined, it is connected to the applied field in combination with the specific customer identity in '**Field Formatting Rule. Open**' (CMS086). Use either &CUOR or OACUOR (customer's order number in header) field to connect the formatting rule. The field &CUOR is generic and OACUOR is only applied within the customer order process.

It is possible to create multiple formatting rules for the same customer. If an incorrect formatting rule is entered in the order processing, then the stop message stating 'customer's order number xxxx is invalid' is displayed. The valid formatting rules are not displayed to the end user since this may enable the user to guess instead of requesting assistance. The valid formatting rules for a certain customer can easily be accessed via the related options in '**Customer Master. Open**' (CRS610) (where the access can be authority based).



## Service Charges

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A service charge consists of a limit and a charge amount. If the order value is less than the limit, the service charge is added to the invoice.

It is defined in '**Service Charge. Open**' (OIS031) and entered for each customer in CRS610/F panel. Values are entered in 'OIS032 (option 11 from OIS031). Several limits with different charge amounts can be entered.

It enables you to charge the customer a service fee if the ordered value does not exceed a pre-set limit. Limits are defined in terms of the total value of the order.

## Customer Order Line Charges

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Order line charges are entered in '**Order Line Charge. Open**' (CRS275). These are either entered and then later allocated automatically or entered manually. Below are some key configuration fields in CRS275:

- **Internal charge:** an internal charge is added to the total order cost when the contribution margin is calculated. The customer is always invoiced for external charges while internal charges are not invoiced.
- **Calculation method:** the field indicates how to calculate or enter an amount for each item charge.
- **Control fields:** it specifies the database field or data element a value should be retrieved from. This value determines the amount of the line charge.
- **Included in cost:** select if the internal charge or cost is to be included in the cost total 1-5. An internal charge is a cost the company incurs when handling a customer order or delivery. This should not be charged to the customer but should be followed-up internally within the company.
- **Debit frequency:** the field indicates how the charges are calculated for the customer order.
- **Presentation code:** this is to indicate how external charges are presented on an invoice.

Amounts for the line charges are defined in '**Order Line Charge. Enter Amount**' (CRS277), related option-12 in CRS275. If control fields are selected in CRS275/E panel, then amounts for the different (valid) values of control field or combination of control fields are defined in CRS277/B screen. Charges are only calculated if the conditions (control field values) are met in customer order line entry. Amount can be defined even if no control fields are selected.

To automatically allocate an order line charge, it first must be connected to a charge model in '**Order Line Charge Model. Connect Charges**' (CRS279) and then the charge model must be connected to a customer in '**Customer. Open**' (CRS610/F). Several line charges can be connected in a model. This model is used in the order header and a set of line charges are calculated automatically for each order line. A charge model can also be entered for an order type (OIS014/F). If the order type has a charge model, it is prioritized over the one entered for a customer. Select option 12=Charges in OIS101/B panel to verify charges in '**Customer Order. Connect Line Charge**' (OIS107/B).

To manually add charges, please follow steps mentioned below:

- Open OIS101/B panel and select the order line for which charges needs to be added. Select option 12=Charges to proceed to 'Customer Order. Connect Line Charge' (OIS107/B).
- On the (OIS107/B) panel, press F4=Browse in the Charge field and select one of the predefined order line charges. Select New to connect the order line charge and proceed to the E panel. If an order line charge is already connected to the order line, it is displayed on the B panel.

Note: Only order line charges in the order's currency can be connected.

- On the E panel, check and, if necessary, modify the open fields. By checking the status field, verify that the charge can be invoiced.
- Click 'Next' to confirm the connection and return to the (OIS107/B) panel, where the new order line charge is displayed.
- Click Exit to return to the order lines in 'Customer Order. Open Lines' (OIS101/B), where you can continue the order entry.

## Additional Reason Codes

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Three reason codes are available on panel OIS101/J:

- OBRSC5: Price reason code.
- OBRSC6: Quantity reason code.
- OBRSC7: Time reason code.

These reason codes can be used for key performance indicator (KPI) service level measurement. When a deviation for a KPI occurs, a reason code can be selected for later analysis. The reason code must be selected manually by the user on panel OIS101/J. These reason codes are also stored in statistics tables OSASTD and OSBSTD. The reason codes themselves are defined in **'Transaction Reason. Open'** (CRS103).

These reason codes must be configured on **'CO Type. Update Field Selection'** (OIS014/K), as they can be hidden from sight as well.

Additional classification of the reason codes themselves can be done in:

- **'Reason Category. Open'** (CRS220)
- **'Reason Category. Connect Reason Code'** (CRS221)
- **'Function. Connect Reason Category'** (CRS222)

When the reason category is defined, a narrowed-down list of reason codes will be visible when browsing on the respective reason code field, reducing the risk of selecting the wrong reason code.

## Propose Warehouse

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The proposed warehouse flag on each customer order type has been switched off. This means that the default warehouse on an order line will come from the warehouse entered on the order header which in turn comes from the customer default. It is possible however to switch on the proposed warehouse flag on the order type to make use of the "normal warehouse" functionality maintained in **'Delivery Warehouse. Open Default'** (MMS058). This allows a series of country / district / customer default warehouses to be determined by item or procurement group. It should be noted that the procurement group must not be blank for this level to operate, and that if no valid entry is found in the MMS058 function then the default warehouse comes from the item facility record (using the facility of the customer order).

## Project Numbers or Seasons

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If a prompt is attempted on the project number field in the OIS100/E order header screen and the order type is not set to check seasons, then the prompt shows project numbers (not used in Fashion implementations) and not seasons. When the season is defined as "in use" on the order type, consider defaulting the season code directly for new orders by populating the project number field in the order type field control function OIS014/E, particularly if there are only a small number of seasons in a year.

## **Bulk Entry of Pre-Season Orders**

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All Customers are configured to have a normal replenishment order as their default order type. Pre-season orders however are often entered in batches; this means that the order type must be changed for every new order. To temporarily overcome this minor irritation, use the F13 function key from OIS100/A to enter the settings. Switch on the “override order type” setting and simultaneously enter the pre-season order type in the order type field near the top of the screen. Once the batch is complete, the parameter should be set off again.

## **Order Line Amendments Using Matrix Entry**

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When a style has been entered on a customer order, when viewing the styles in OIS101/B, it is possible to double click on the style line to return to the CRS207 matrix entry function where amendments can be made. Alternatively, the full list of ordered SKUs can be seen on OIS101/B by pressing F10 to move to the next sorting order.