Sales branch work instructions

Date:
Status: Version x.x

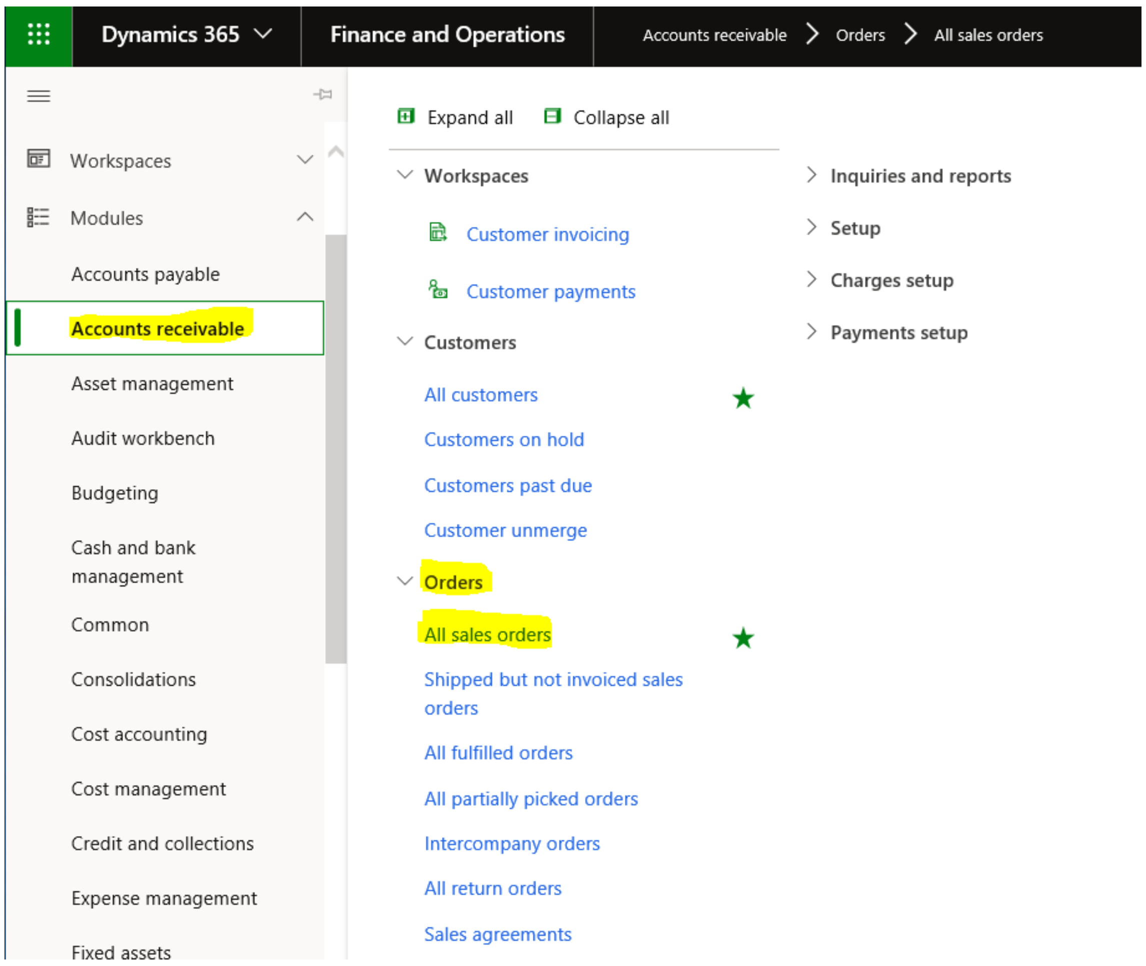
Work Instructions D365

1 Sales Order Management

1.1 All Orders

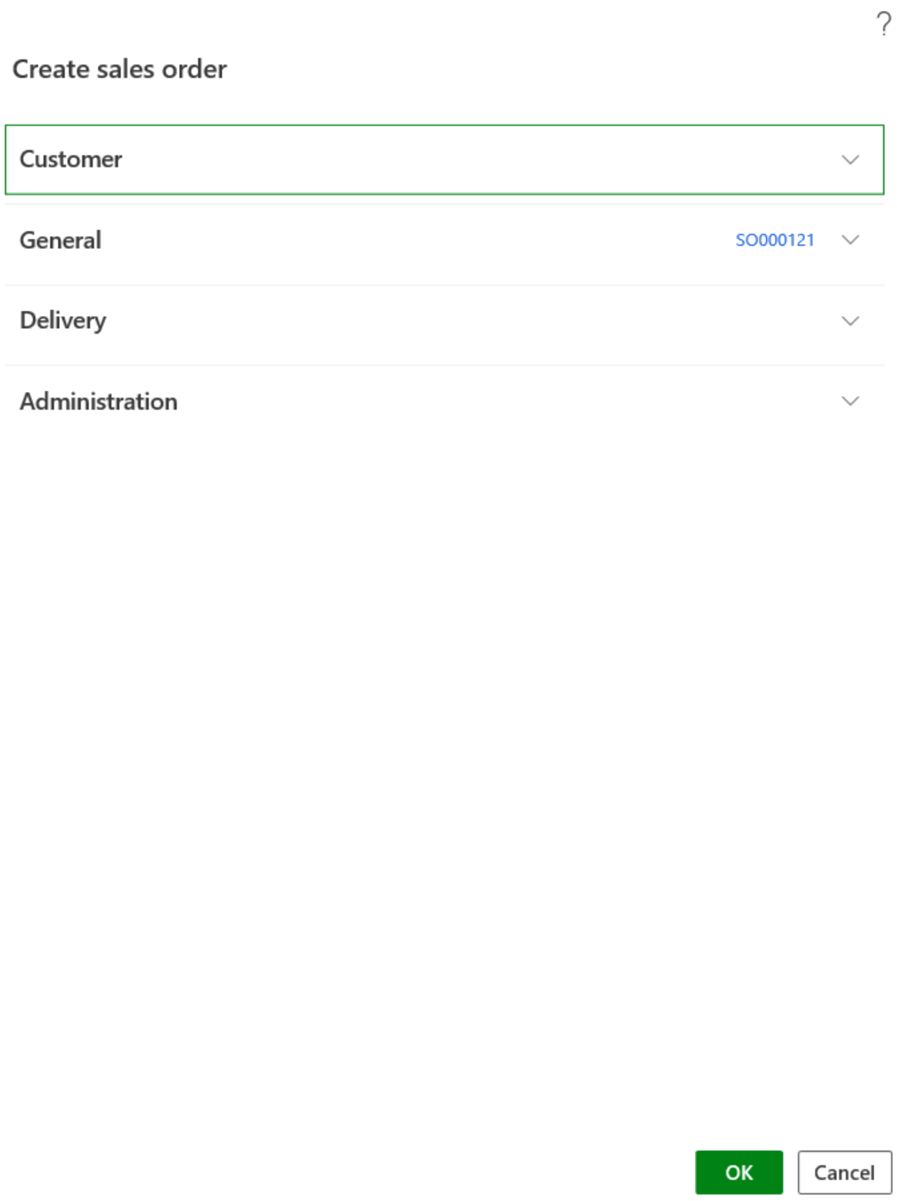
1.1.1. Create new sales order

From main menu go to Modules -> Accounts receivable -> Orders -> All Sales Orders

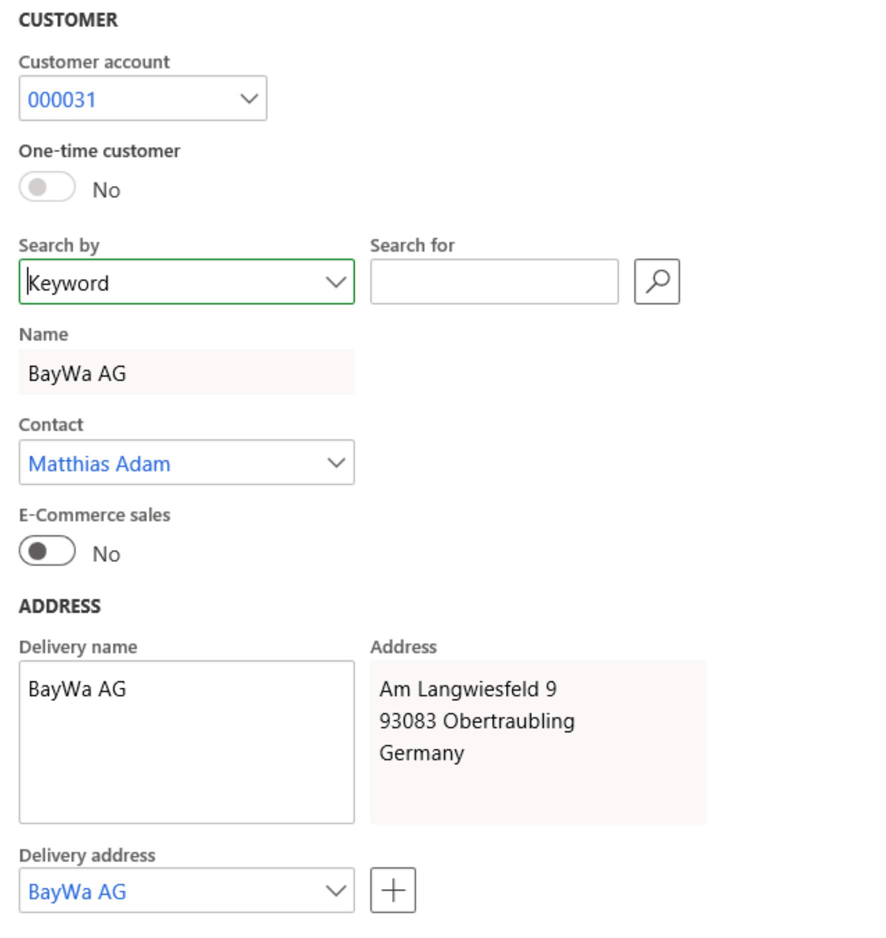


Choose "+New" on top menu

The screen "Create sales order" appears on the right side of the screen. Enter main data of the order. Most mandatory input will be filled automatically with customer master data after choosing the customer. Open/close the menu fields by clicking on the arrow next to the title.

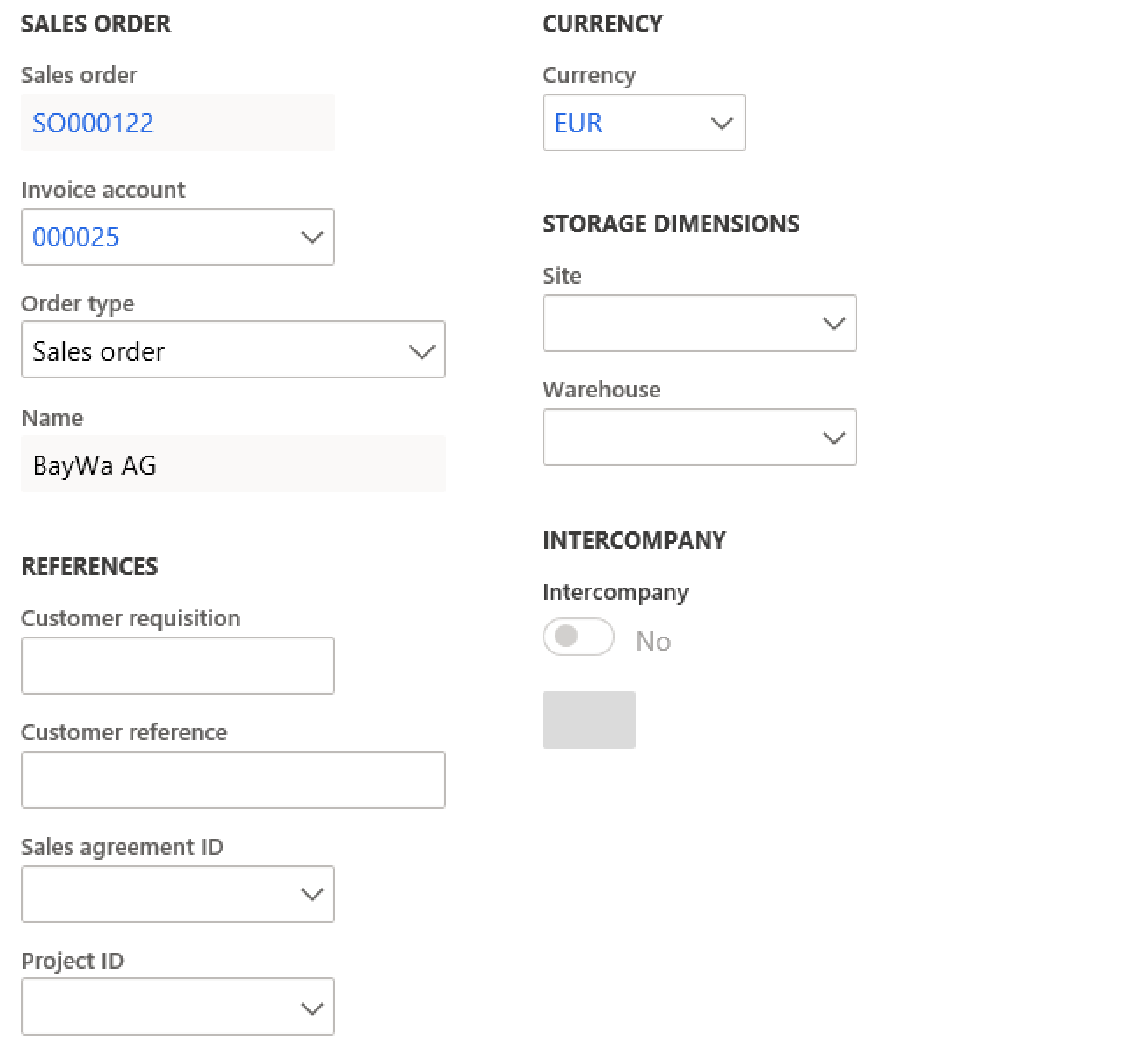


Customer



Field		Exact field
Customer account	Search by Customer account number, Search name or via dropdown	
One-time customer	Yes / No – filled by customer master data	
Search by	The dropdown menu shows all the available search options if search codes "Customer account number" or "Search name" are not applicable	
Search for	Enter the search valuer related to field "Search by"	
Name	Customer name – filled by customer master data	
Contact	Customer main contact – filled by customer master data	
E-Commerce sales	Not used	
Delivery Name	Delivery name – filled by customer master data	
Address	Main address – filled by customer master data	
Delivery address	Delivery address – filled by customer master data, can be changed if applicable	

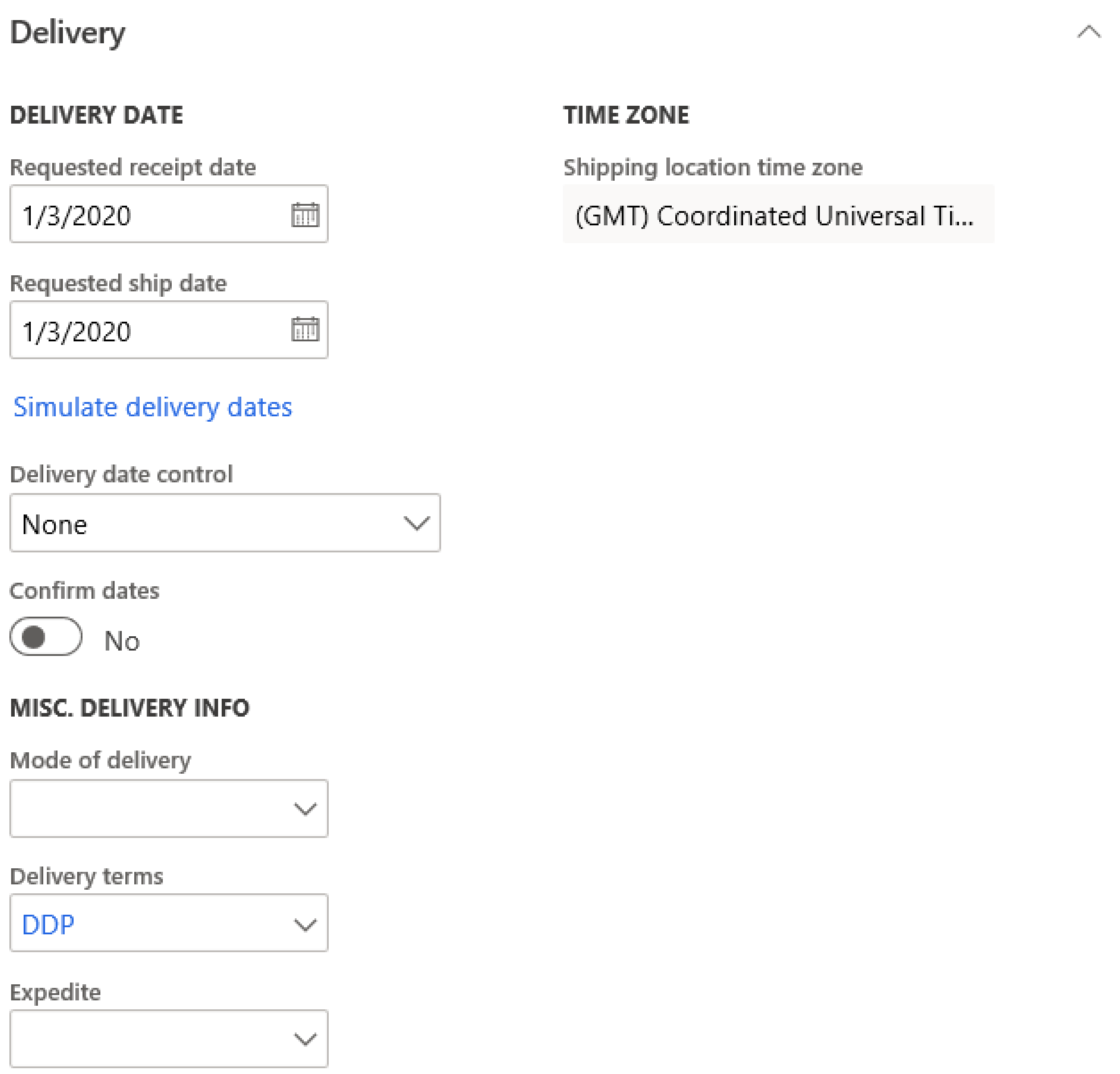
General – Order type and references



Field		Exact field

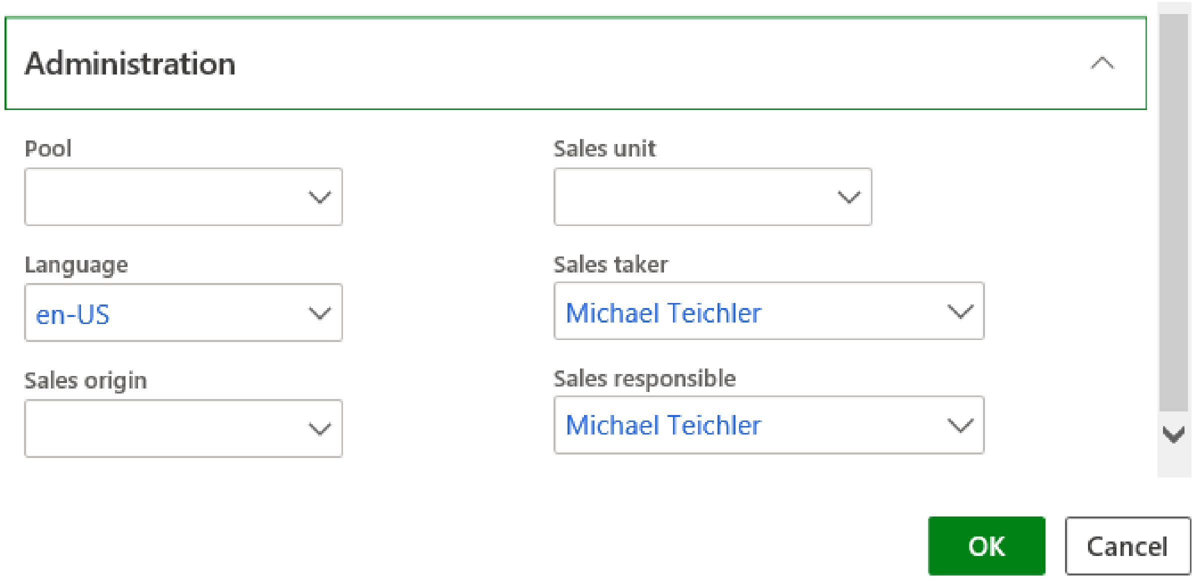
Sales order	Filled with a consecutive number	
Invoice account	Filled by customer master data	
Order Type	Choose via dropdown – "Sales order"	
Name	Filled by customer master data	
Customer requisition	Enter value, if applicable	
Customer reference	Enter value, if applicable	
Sales agreement ID	Choose via Dropdown, if applicable	
Project ID	Not used	
Currency	Filled by customer master data	
Site	Filled by customer master data, company number as standard value	
Warehouse	Filled by customer master data	
Intercompany	Yes / No – filled by customer Master data	

Delivery



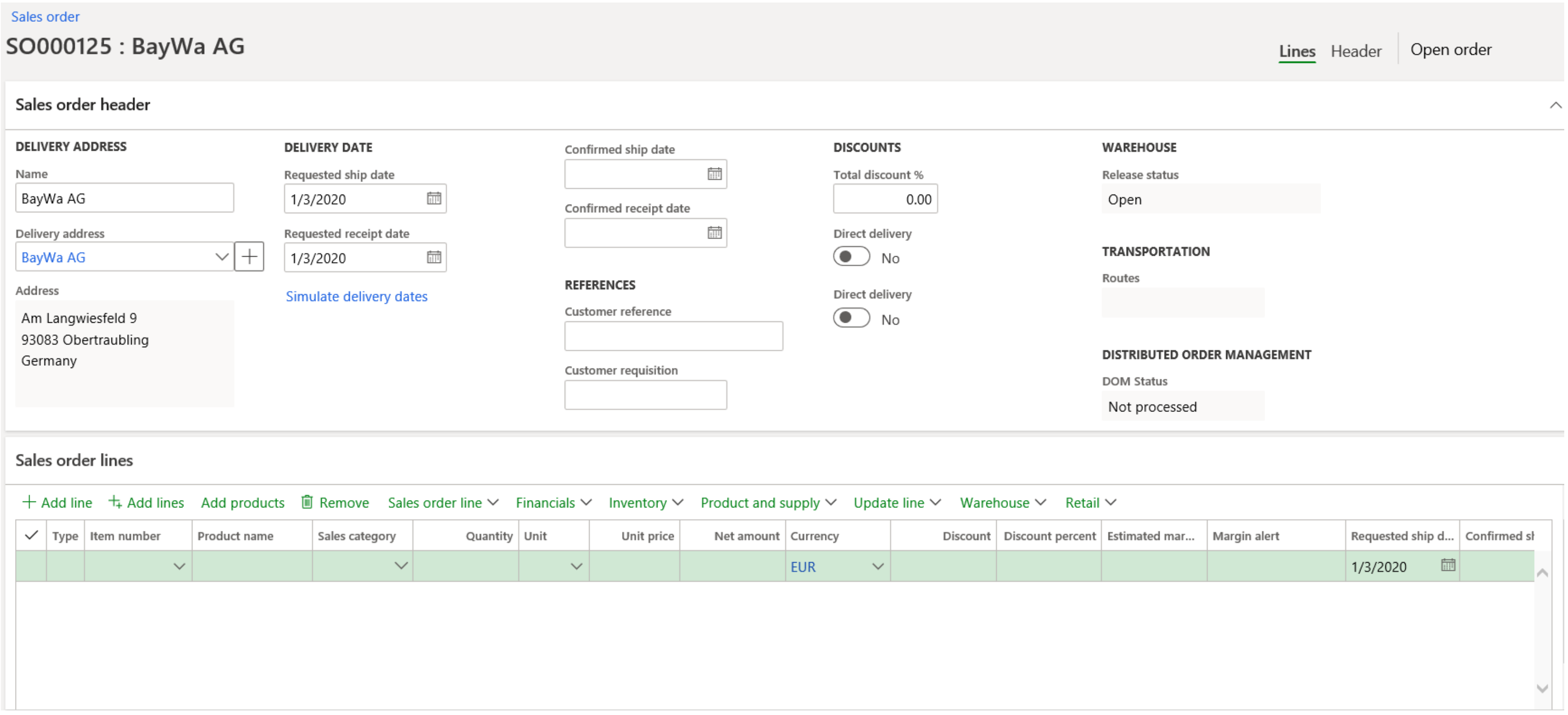
Field	
Requested receipt date	As requested by customer
Requested ship date	Related to receipt date
Simulate delivery dates	Click on "Simulate delivery dates" to check if a delivery is possible on the requested date – related to opening hours of customer warehouse, bank holidays, lead time… - opening hours in customer master data is mandatory to choose.
Delivery date control	Filled by item master data "ATP" by default – see Delivery Date control
Confirm dates	Yes / no
Mode of delivery	Filled by customer master data, can be changed via dropdown
Delivery terms	Filled by customer master data, can be changed via dropdown
Expedite	Filled by customer master data, can be changed via dropdown
Time zone	Time zone of shipping location

Administration



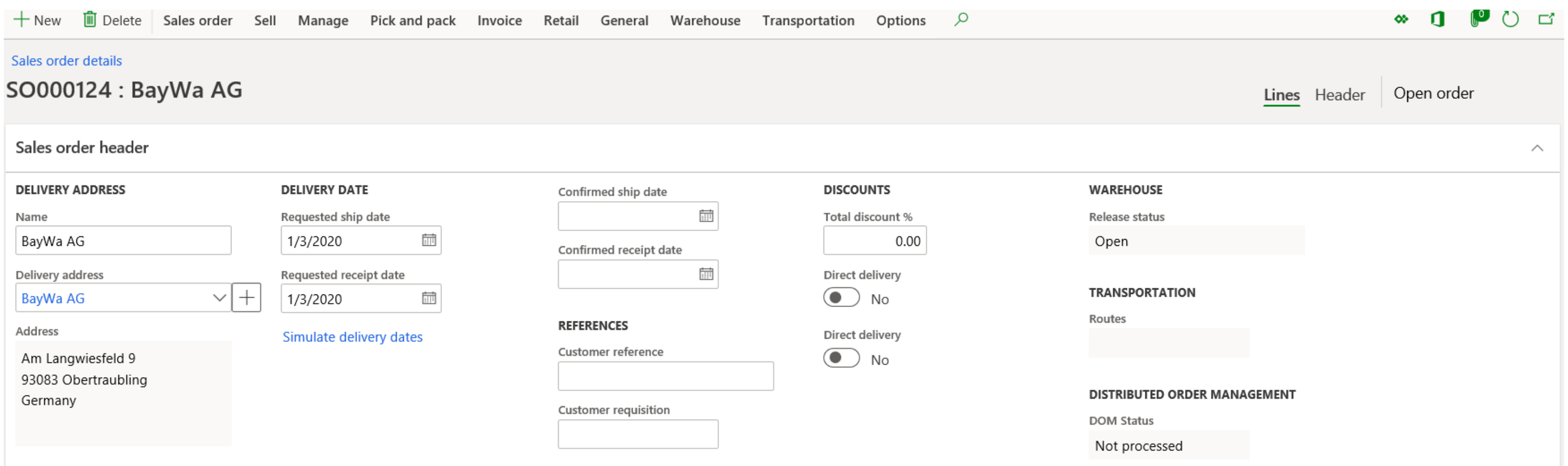
Field	
Pool	Not used
Language	Filled by customer master data – triggers language of documents
Sales origin	Choose via drop down – Standard values “phone” or “mail”
Sales unit	Filled by customer master data
Sales taker	Filled with active user
Sales responsible	Filled by customer master data

Click “Ok” – you will be forwarded to the main screen of the new sales order.



The sales order screen is roughly split into three different parts.

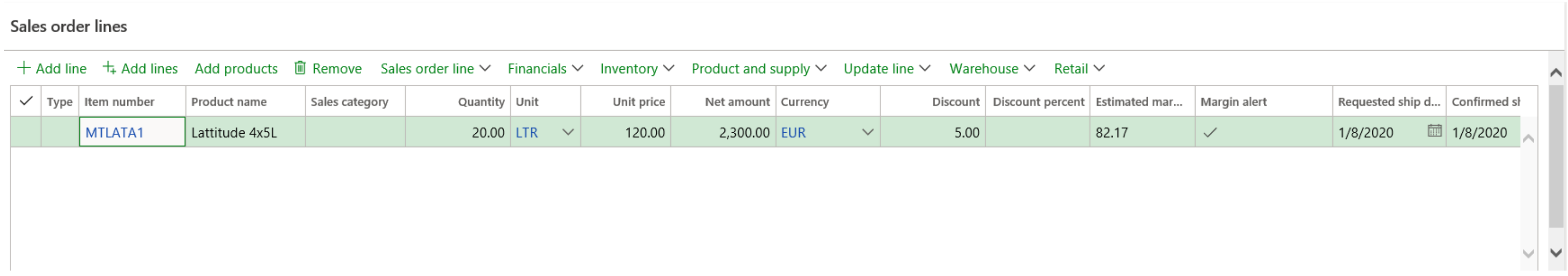
1.1.1.1. Sales order header



The sales order header contains general customer and delivery data, further details can be changed by clicking on “Header” in the upper right corner. The additional header data does not need to be changed under normal circumstances but should be checked.
“Edit Sales order header details” for further information and options. All mandatory data are filled by customer master data and creation of the sales order.

1.1.1.2. Sales order lines

The sales order line part contains all ordered items, quantity and prices. To add an item just click in the field "Item number" and start entering the item name, number or search name. Choose the correct item by clicking on it. Enter the ordered quantity and check if the unit price is correct for the customer, product and quantity. Most of the fields will be filled automatically by master data. Mandatory fields will be marked with an asterisk.

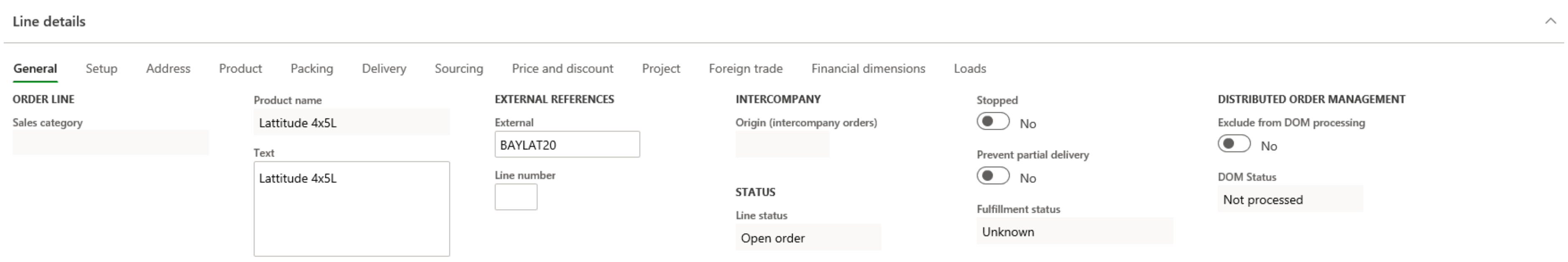


HINT:
- Add additional fields to the view by right clicking on the field title (e.g. product name) and then click on "Add columns". A window with all possible columns will open. Choose the applicable column by ticking the box and click "Insert" when finished.
- Hide fields from the current view by right clicking on the field title (e.g. Discount) and then click on "Hide this column".

The sales order line menu can be used as follows:

Field	
Add line	Add another item line to the order
Add lines	A list with all products opens, enter the qty per item you want to add to the order and click "Create" a line for every selected item with the entered quantity will be created in the sales order
Add products	Not applicable
Remove	The selected column will be deleted from the sales order
Sales order line	Different options to create orders, returns… directly from the selected line (please see the related instruction for detailed information)
Financials	Check for prices, applicable charges and sales tax
Inventory	See "Inventory"
Product and supply	See "Product and supply"
Update line	x
Warehouse	
Retail	

1.1.1.3. Line details



The line details part contains all item related details, mandatory data is prefilled with item master data.

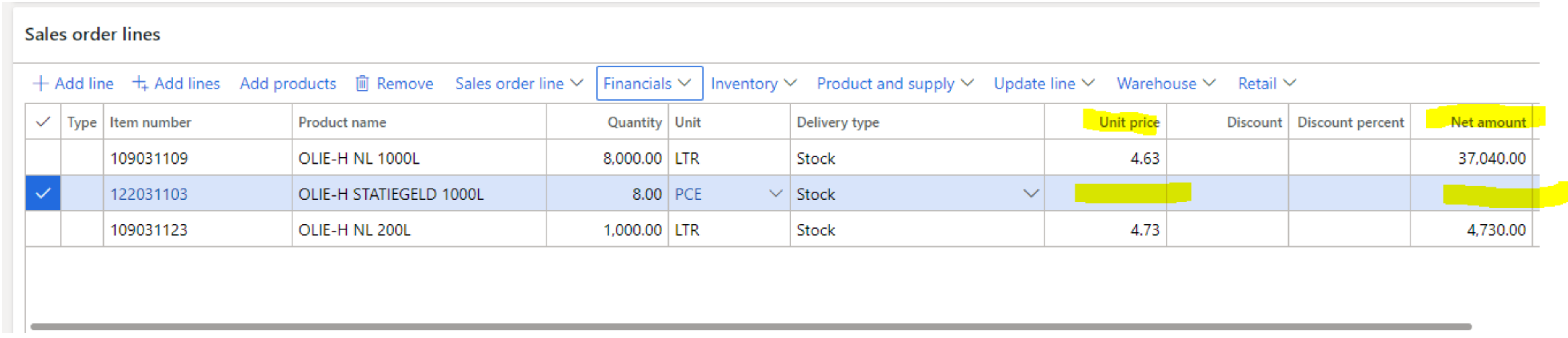
1.1.2. Add a Free of charge item to a sales order

Purpose of the free of charge setup is to set the cost of sales to zero and to reallocate the cost of goods to the correct GL.

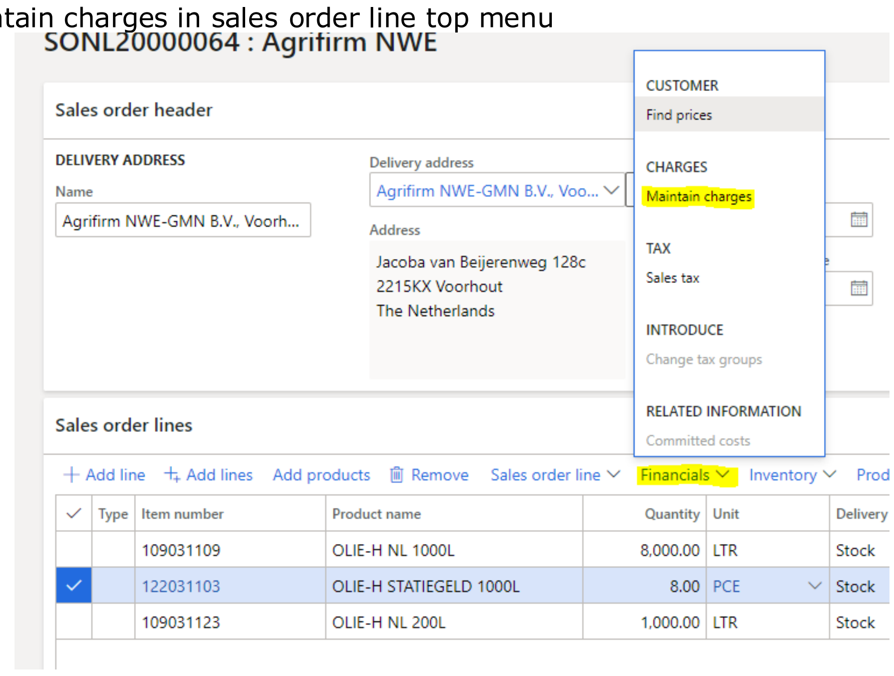
1.1.2.1. Mixed order with regular sales items and free of charge items

If a sales order consists sales items as well as free of charge items select the item line and perform the following steps

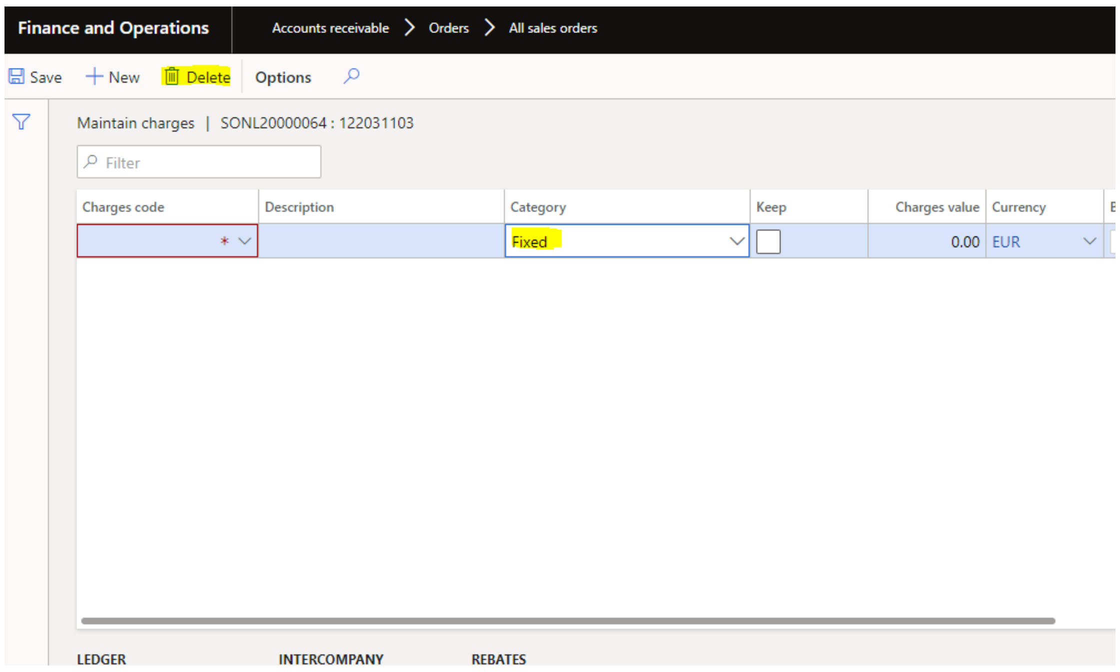
1. Set the unit price to 0,- € or add 100% line discount. Fields 'Unit price' and 'Net amount' will be empty



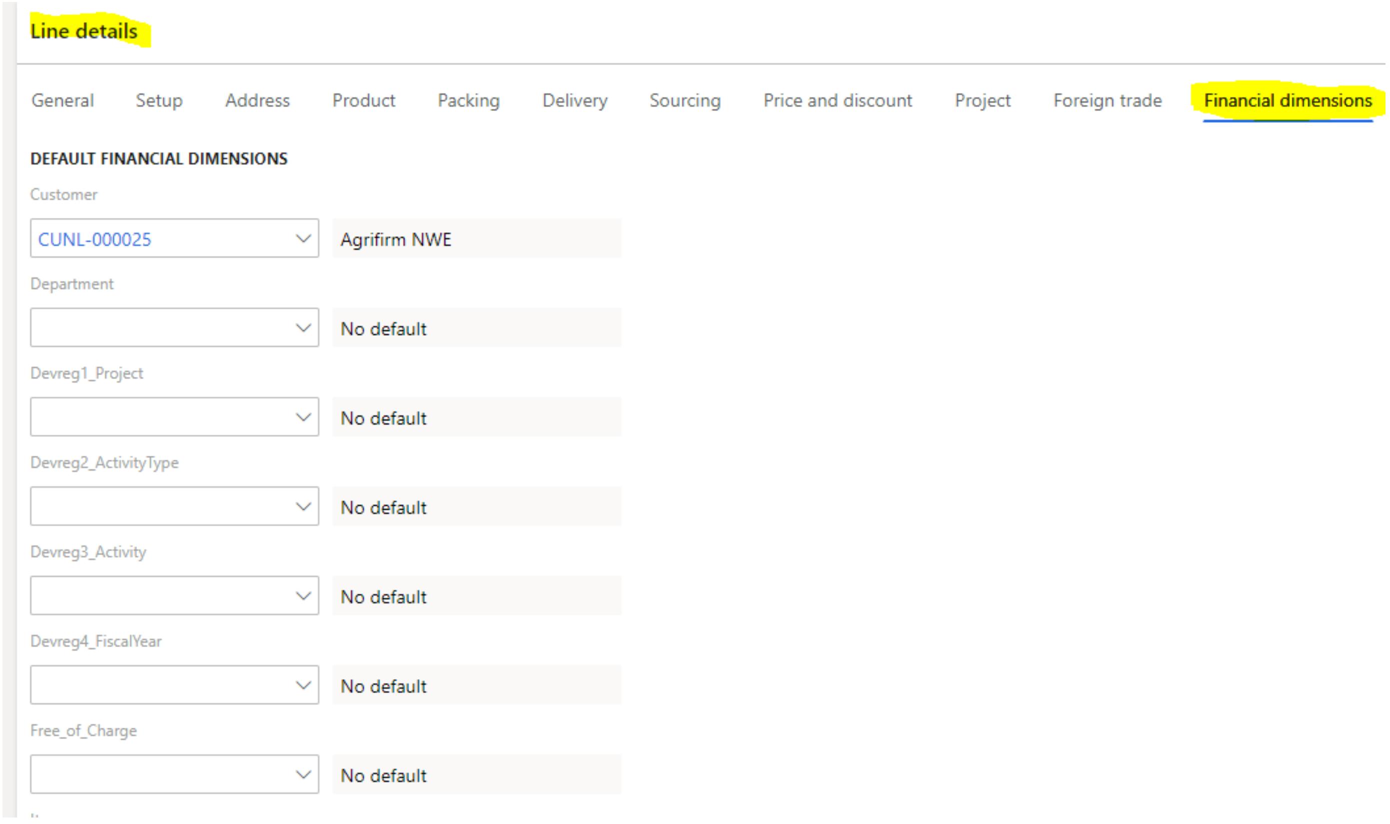
2. Check charges and delete fixed charges
   a. Select Financials -> maintain charges in sales order line top menu



   b. Select item lines with category "Fixed" and delete them



3. Change financial dimension value to 'free of charge'
   a. Select the FOC order line
   b. Go to 'Line details' – 'Financial dimensions'

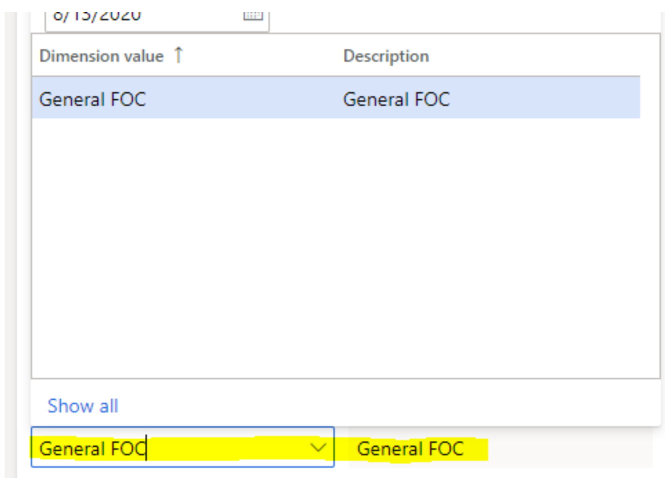


c. Change the default financial dimension value 'Free_of_charge' to the purposed value. The chosen dimension value will reallocate the cost of goods to the correct GL.

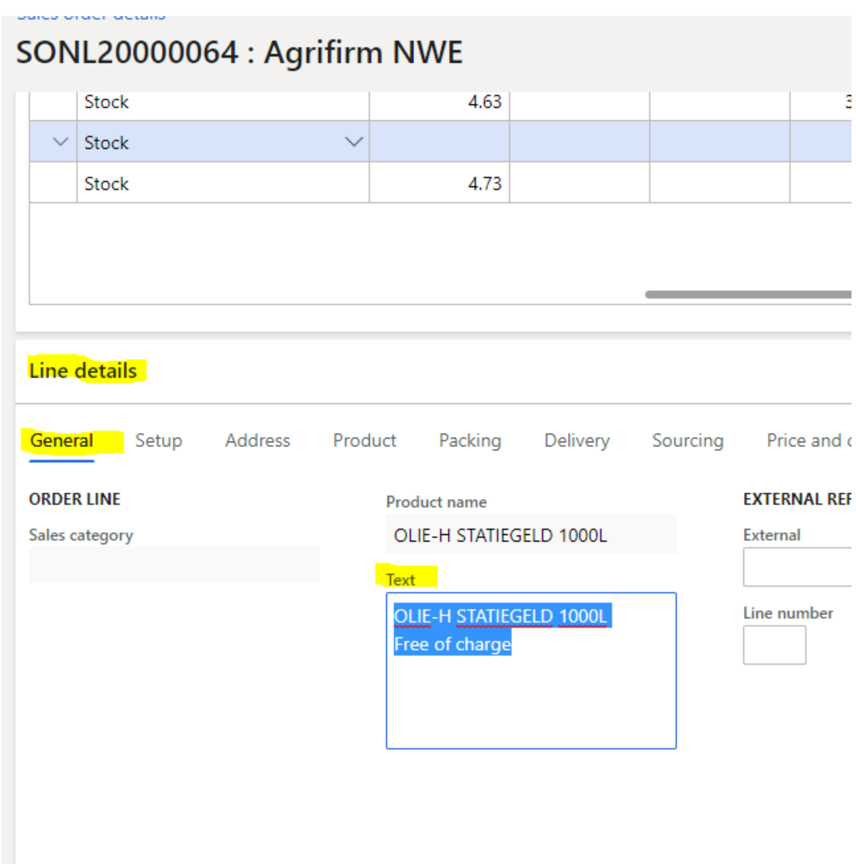
   i. The following financial dimension values will be available after go live:

Financial dimension value	to be used for
FOC_Sales	Damaged, reject stock, FOC for customer
FOC_Commercial	sales promotion, bonus goods
FOC_Technical	trials, samples for sales rep, devreg
FOC_General	litigation, others

   ii.



The item title ('Line details – general – Text') can be amended to add the text 'Free of charge' to the documents if necessary



1.1.3. Confirm sales order

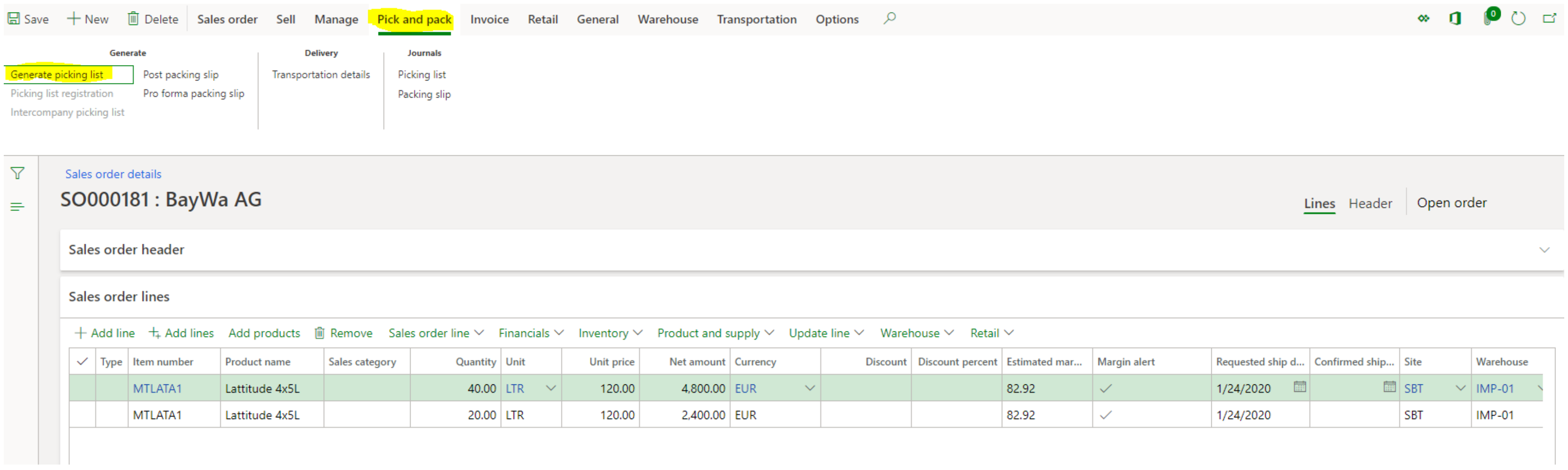
To create a sales order confirmation, open an order, click on “Sell” – “Generate” – “Confirm Sales order”. Select the needed parameters and click “OK” to create the sales order confirmation. After changing the order, it can be confirmed the same way again. To check a sales order confirmation, follow up changes or else click “Sell” – “Journals” – “Sales order confirmation”. A screen with a list of all created confirmations will open. Select a record and click “Preview/Print” – “Copy preview” to open the sales order confirmation on screen.

1.1.4. Create Picking List

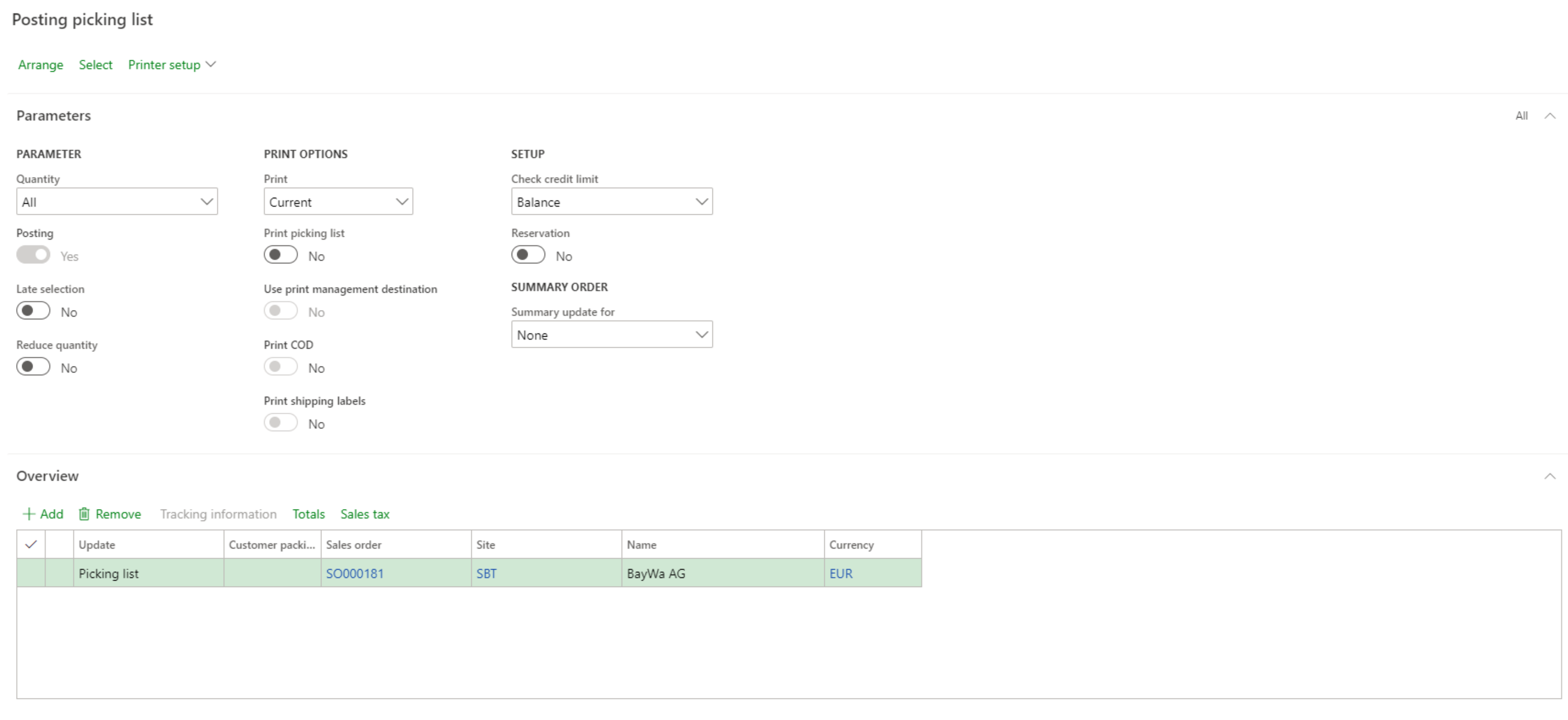
The purpose of creating a picking list is to send the mandatory data to the warehouse to generate a delivery. Dependent of the way of working the picking list generates a document to be sent to the WH or triggers the creation and sending of an EDI. A picking list can be created for a single order, a list of selected order or via automated batch run.

1.1.4.1. Create Picking List for a single order

To create a picking list for a single order open an order from the list of orders (modules -> accounts receivable -> orders –> all orders) and click “Pick and Pack” -> “Generate Picking list” on the top menu.



The screen “Posting picking list” opens. The available options Arrange, Select and printer setup are not mandatory to post the picking list. Arrange and select are used if picking lists for more than one order is created. All changes of parameters need to be done just once and will be saved.



Parameters

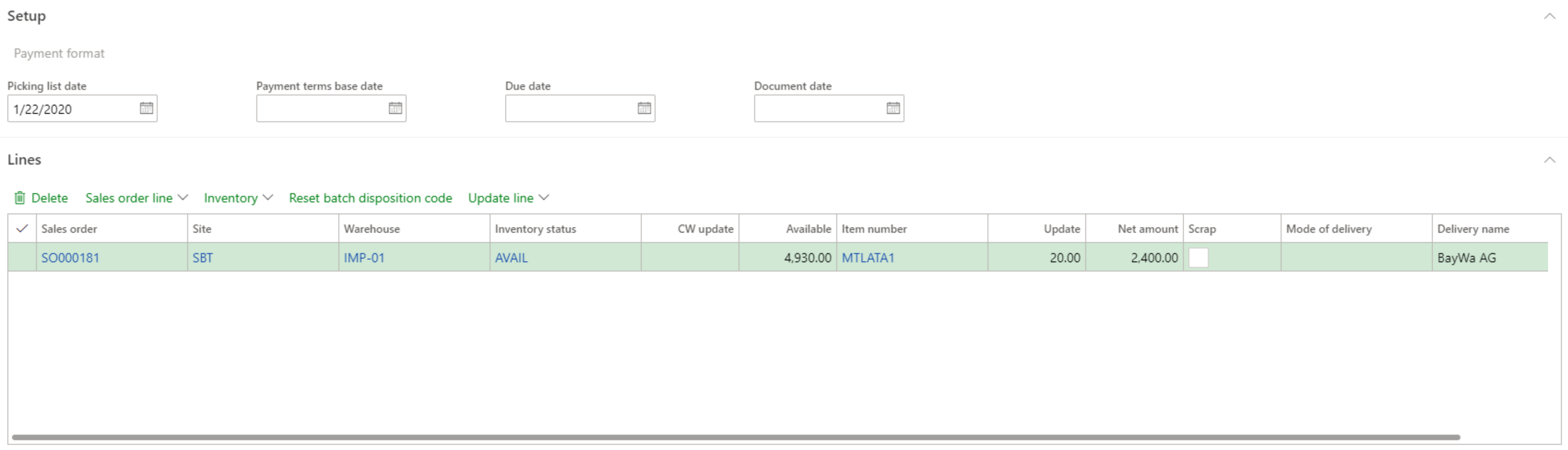
The Parameters define which quantities are used and how they are handled, print options are defined via LazerNet setup and the Setup allows some additional changes like summarizing orders for one customer to one invoice.

Field	
Quantity	All – by default for posting a picking list with all applicable order lines Select the quantities on which to base the posting of the document. The options that are available in the field vary, depending on the type of document that you are posting, such as a packing slip or an invoice: Deliver now (select all quantities that are entered in the Deliver now field; use this option to confirm or deliver a partial order), Picked (select all quantities that have been picked), All (select all quantities on the sales order

	that have not yet been updated by the current document type), Packing slip (select all quantities that have been updated by a packing slip), or Picked quantity and not stocked products (select all quantities that have been picked and all product quantities that are not stocked).
Posting	Yes – cannot be changed, result is the posting of a picking list
Late selection	No – by default for manual posting of picking lists Select "YES" to apply the selected query later. This option is used for batch jobs. The query is run when the batch job is run.
Reduce quantity	No by default – Select "Yes" to allow reduction of quantity if not enough stock is available
Print	Choose Current / After – Current by default when document will be printed
Print pick list	Choose Yes / No – No by default, "Yes" generates LazerNet document and workflow
Use print management destination	Not used – defined by print management
Print	Not used – defined by print management
Print shipping labels	Not used – defined by print management
Check credit limit	Check credit limit before posting – "Balance" by default. Select the information that will be analyzed when a credit limit check is performed. The following options are available: None (there is no requirement for the credit limit check), Balance (the credit limit is checked against the customer balance), Balance + packing slip or product receipt (the credit limit is checked against the customer balance and deliveries, and Balance+All (the credit limit is checked against the customer balance, deliveries, and open orders).
Reservation	Choose "Yes"/ "No" – No by default, reservation will be made after registering the batches (see "register packing slip"
Summary	Used for posting picking list for more than one ordered at once – group orders in one invoice based on selection Select how multiple sales orders will be summarized. The following options are available: None (do not summarize sales orders; for example, a separate invoice is created for each sales order), Invoice account (summarize all selected orders based on the criteria that are set up in the Summary update parameters page), Order (summarize a selected range of orders into one order that you specify; the criteria are set up in the Summary update parameters form; if you select this option, you must select a value in the Sales order field), Automatic summary (summarize all selected orders based on the criteria that are set up in the Summary update parameters page, but only if summary updating has been specified in the Summary update form; if summary updating has not been specified, the order is posted separately), and Packing slip (summarize a selected range of orders into one invoice for each packing slip; this option is available only if Packing slip is selected in the Quantity field).

Overview

Purpose of the overview is to show a list of all selected orders for the actual posting. No further changes need to be made if handling only one single order.

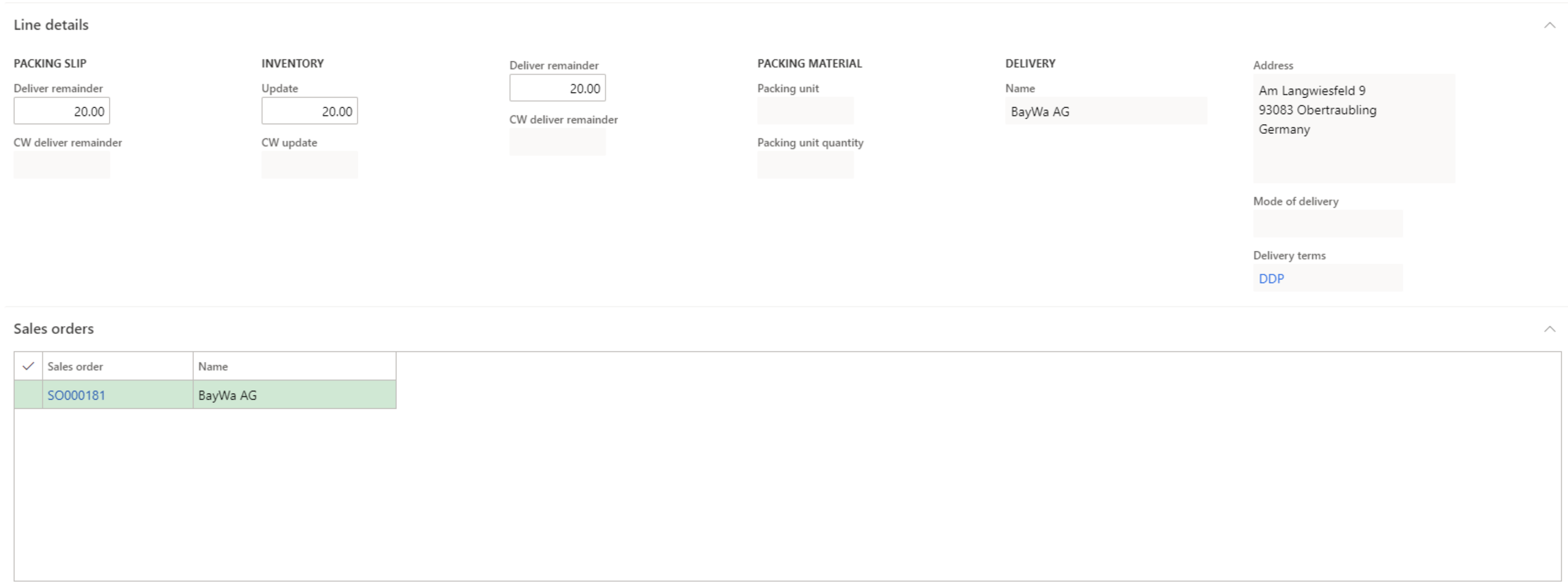


Setup

The setup tab allows us to adjust document dates. No further changes needed

Lines

Overview of all lines processed with posting the packing slip. Dependent on the visible columns the available stock and other dimensions can be displayed and checked.



Line details

Further details based on the selected line in the line section. Details for possible remainders and delvery details per line can be checked.

Field	
Deliver remainder	Outstanding quantity
CW deliver remainder	Not used
Update	Same qty as Deliver remainder, can be changed if less qty should be picked with outstanding posting
CW update	Not used
Packing unit	Filled with master data – if applicable
Packing unit quantity	Filled with master data – if applicable
Name	Customer name
Address	Delivery address of customer
Mode of delivery	Filled with sales order data – if applicable
Delivery terms	Filled with sales order data – if applicable

Sales orders

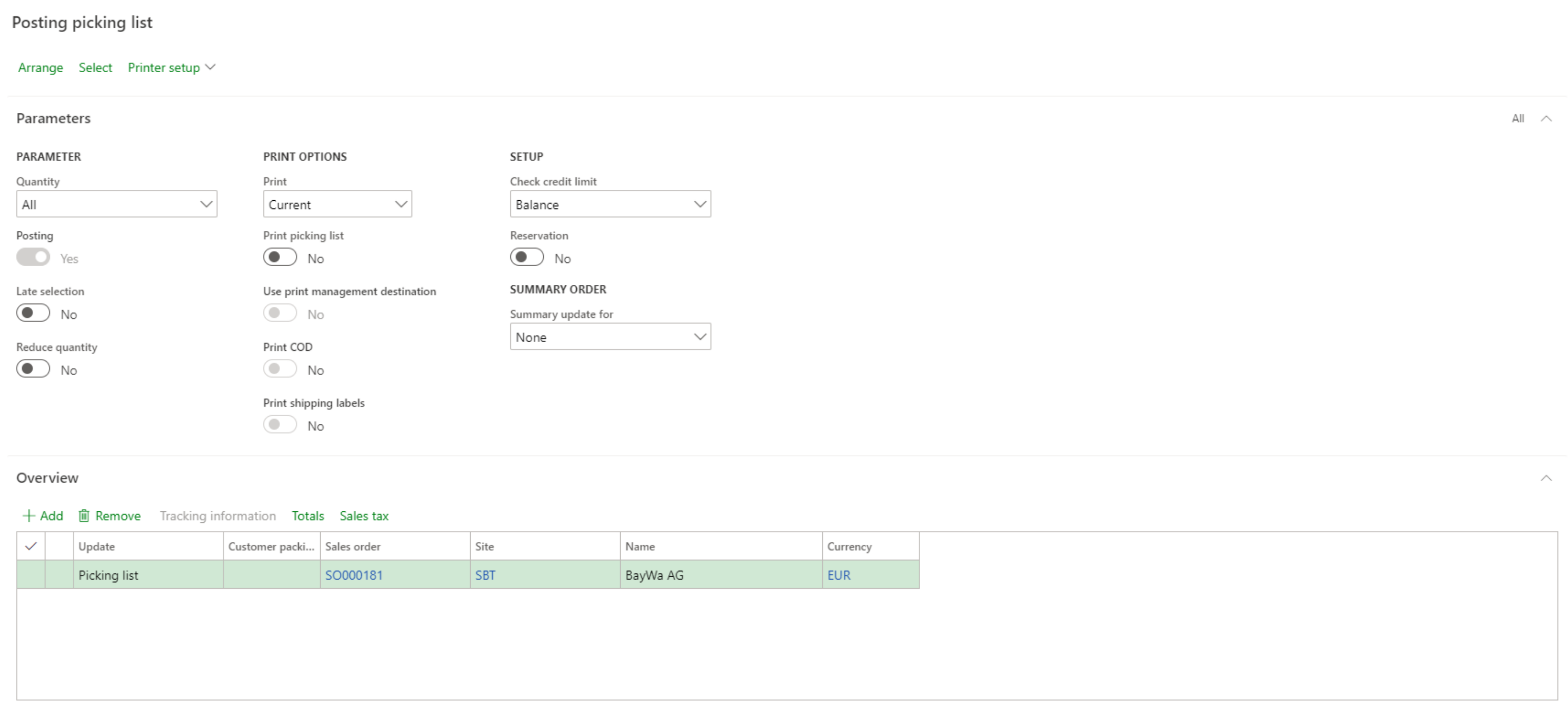
Overview of all sales orders and related customers, handled with this posting

After entering all necessary data click "OK" on the bottom right corner to post picking list.

To check the posted picking list, click "Pick and Pack" – "Journals" – "Picking List"

1.1.4.2. Create Picking List for several orders

To create a picking list for more than one order (modules -> accounts receivable -> orders –> all orders) click "Pick and Pack" -> "Generate Picking list" on the top menu.



The screen "Post picking list" opens. Click "Select" – a new screen opens and several criteria can be used to filter for open orders

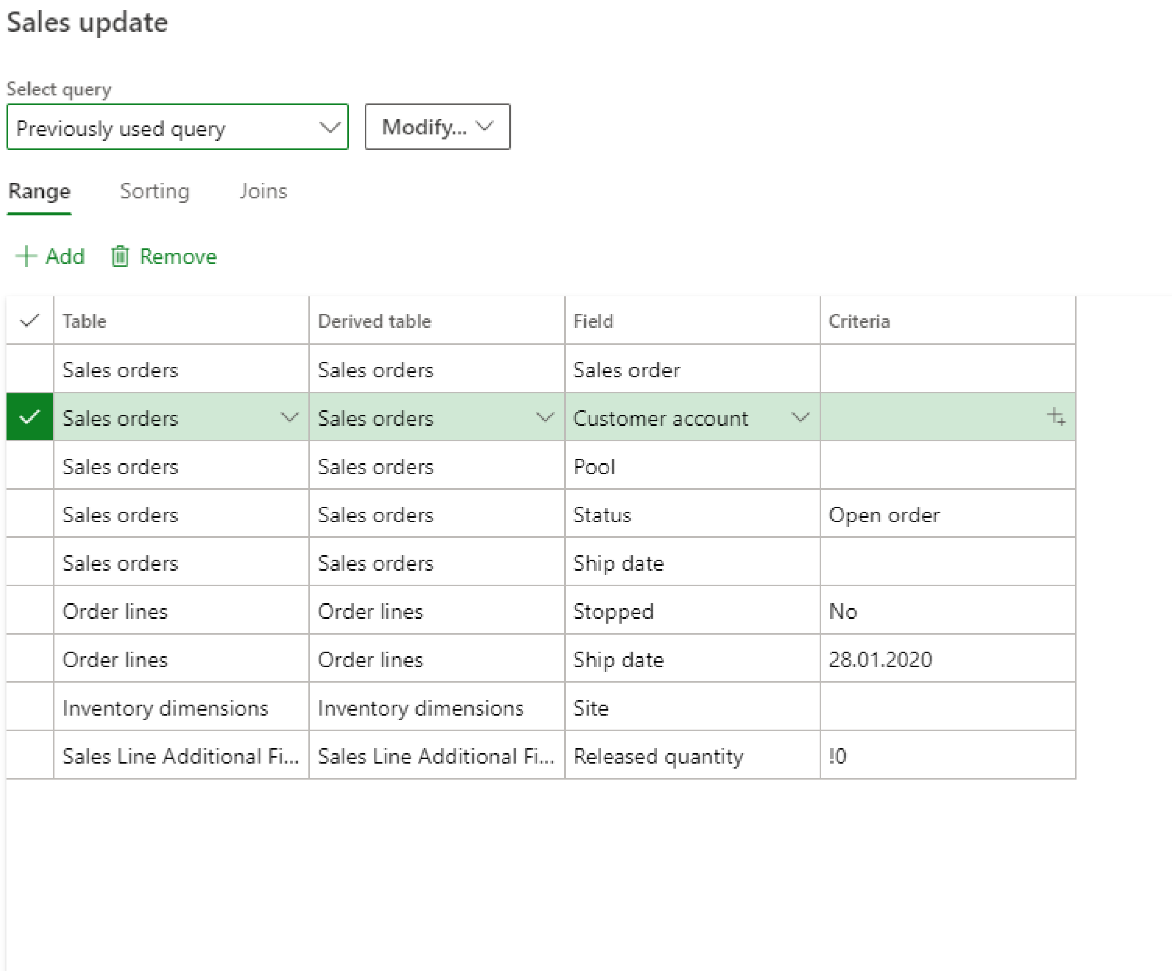
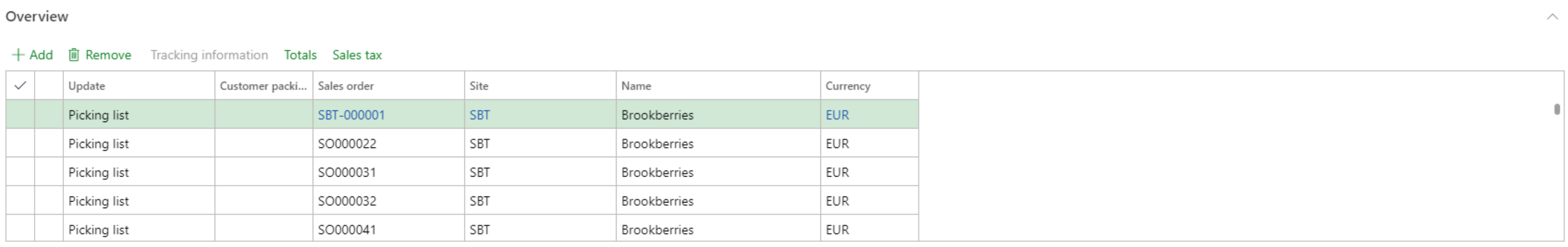


Table	Derived table	Field	Criteria
Sales orders	Sales orders	Sales order	
Sales orders	Sales orders	Customer account	
Sales orders	Sales orders	Pool	
Sales orders	Sales orders	Status	Open order
Sales orders	Sales orders	Ship date	
Order lines	Order lines	Stopped	No
Order lines	Order lines	Ship date	28.01.2020
Inventory dimensions	Inventory dimensions	Site	
Sales Line Additional Fi...	Sales Line Additional Fi...	Released quantity	!0

Click “OK” to add all applicable orders to the picking list selection, based on the used criteria

The selected orders will be shown in the section “Overview”

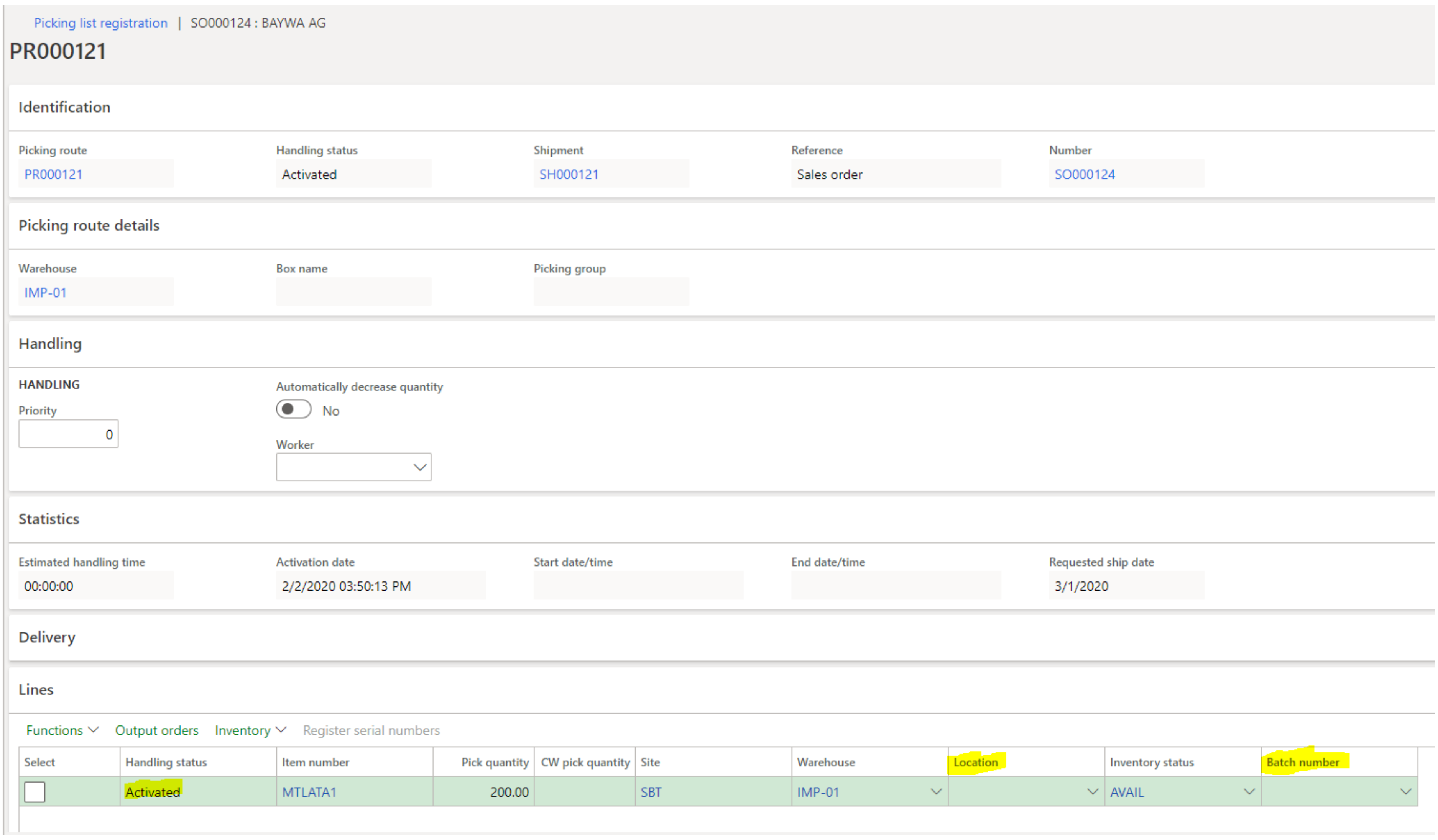


Update	Customer packi...	Sales order	Site	Name	Currency
Picking list		SBT-000001	SBT	Brookberries	EUR
Picking list		SO000022	SBT	Brookberries	EUR
Picking list		SO000031	SBT	Brookberries	EUR
Picking list		SO000032	SBT	Brookberries	EUR
Picking list		SO000041	SBT	Brookberries	EUR

The further handling of the selected sales orders is the same as in chapter **1.1.4.1. Create Picking List for a single order**

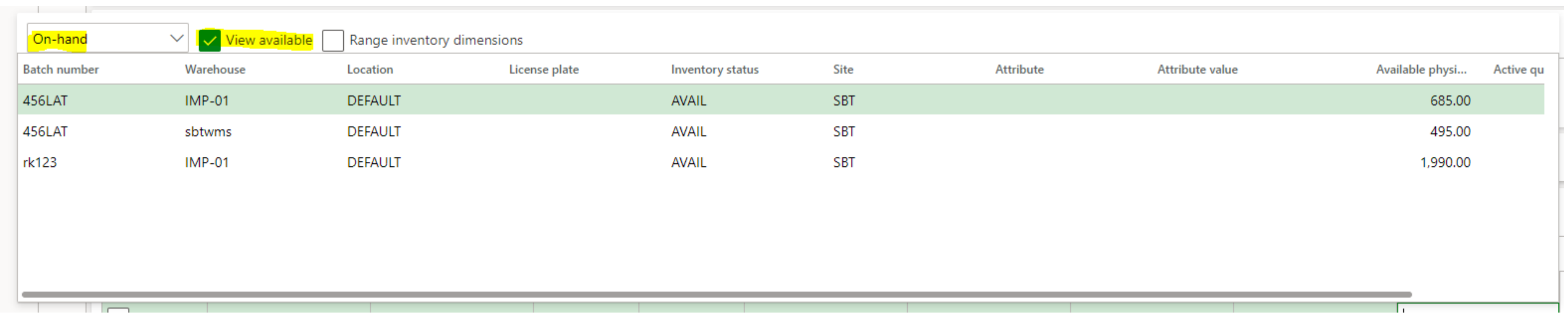
1.1.5. Picking list registration

The purpose of the picking list registration is the batch registration of the delivered goods. To register the picking list click on “Pick and pack” – “Picking list registration”

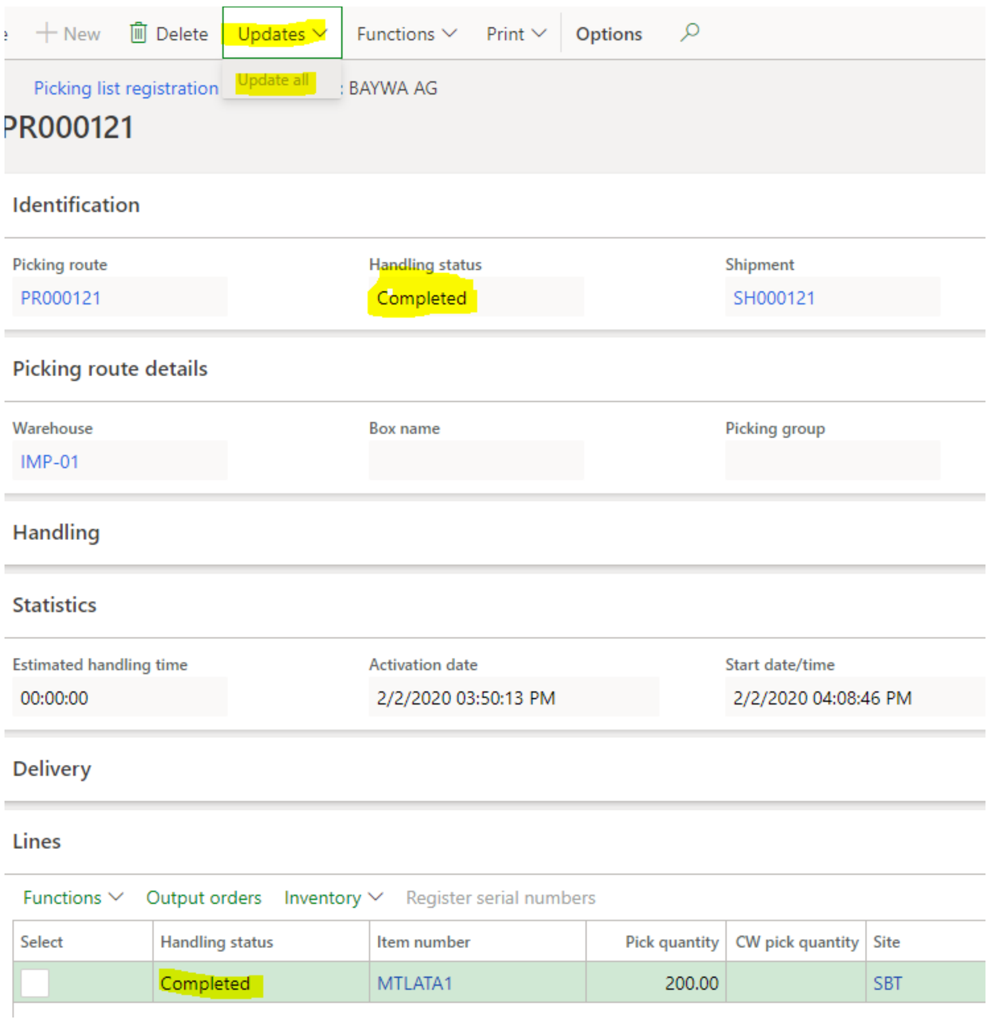


The window "picking list registration" opens. The window displays several delivery details, triggered by the input on sales order level and needs to be filled with a batch number on line level. Before entering and updating the picking list lines the handling status of the picking route and each line is "Activated".

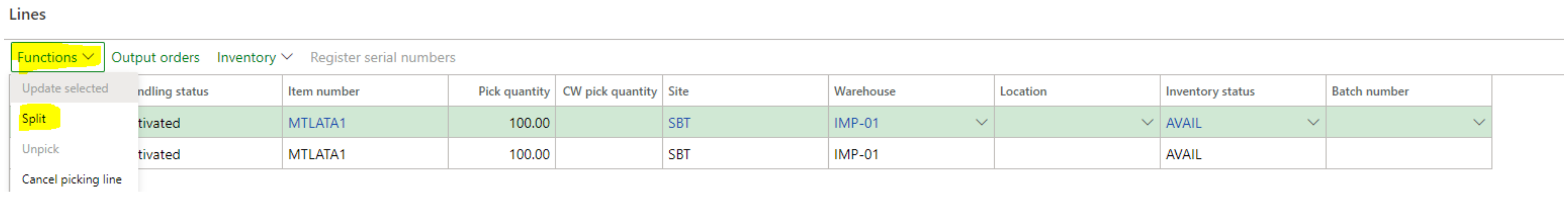
To choose the handled batch click on the arrow in the field "batch number" – select "On-hand" and activate via tickbox "View available" (shows the available on hand inventory)



Select the correct batch and choose "Update" – "Update all" on top menu. The lines will be updated and the handling status of the picking route will be changed to "Completed"



If several batches for one line needs to be registered click "Functions" – "Split" before entering the batch. The quantity for the second (third, fourth…) batch can be entered and a new line with the splitted quantity will be added.



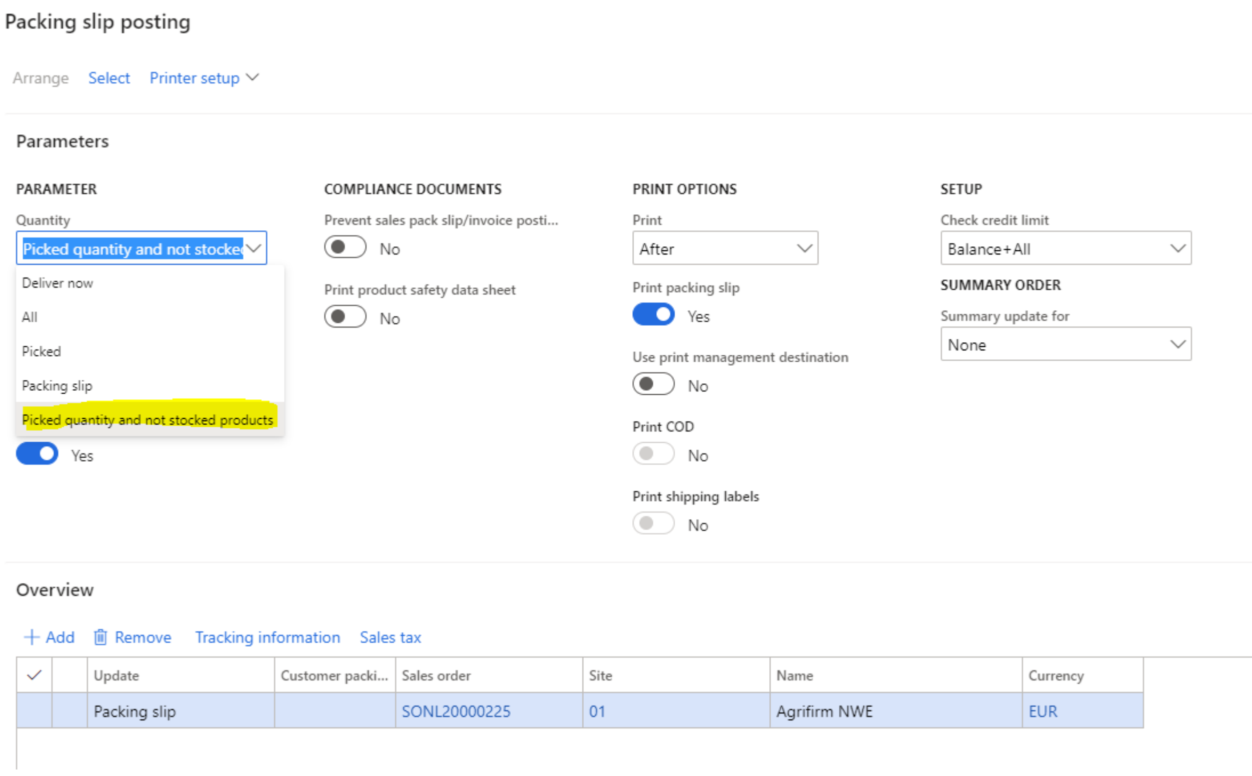
Enter the registered batch number for every line before updating the picking list registration.

1.1.6. Post packing slip

To post the packing slip for a single order open an order from the list of orders (modules -> accounts receivable -> orders –> all orders) and click "Pick and Pack" -> "Posting packing slip" on the top menu.

The standard parameter for the quantity handled with the Packing list is "Picked". he packing slip will be processed for the quantity which was registered on the picking list as well as the non-stock products and supplementary items

The packing slip posting also reduces the available quantity, therefor the standard setting on "Reduce quantity" is "Yes".



After entering all necessary data click “OK” on the bottom right corner to post the packing slip.

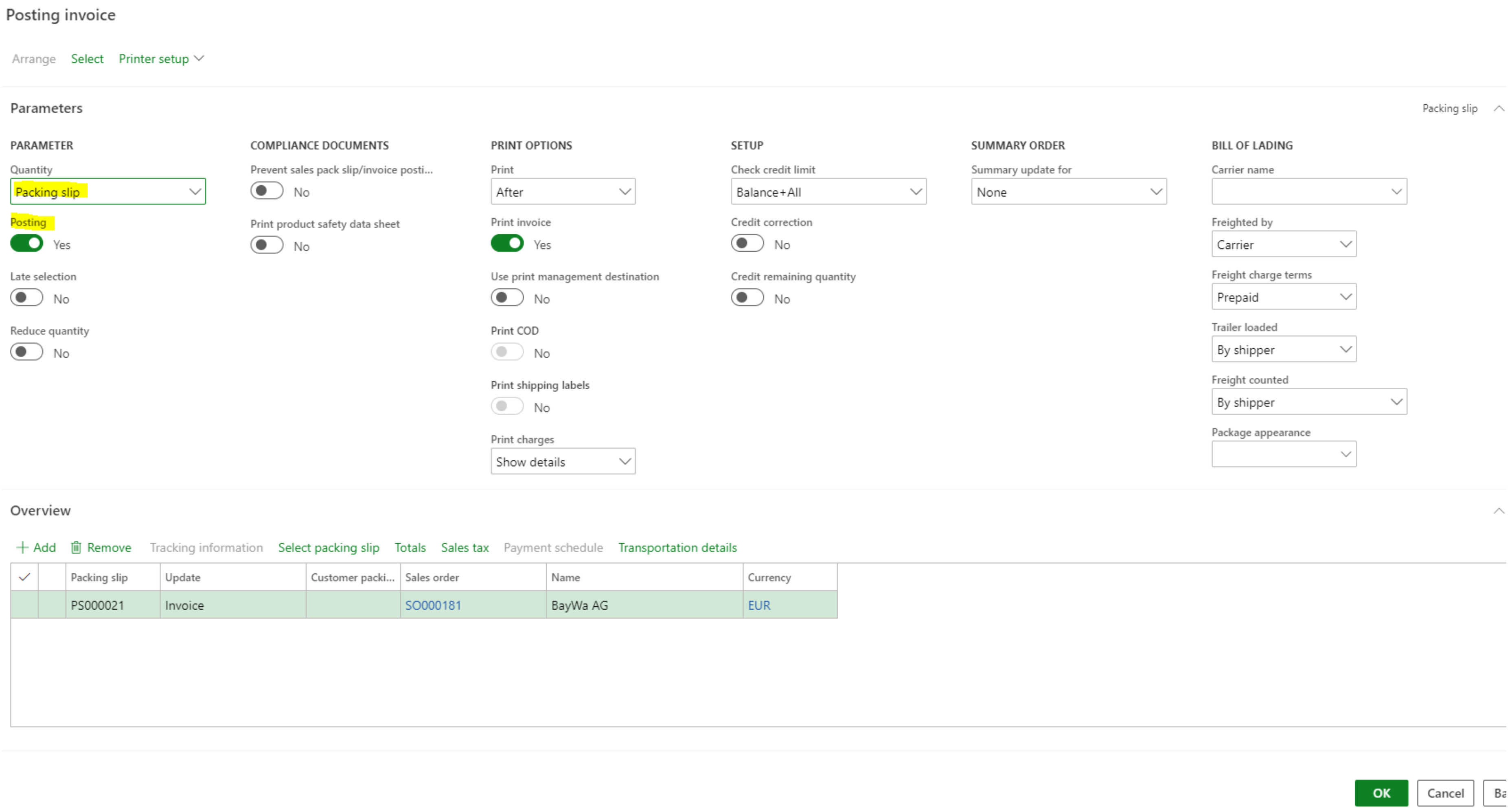
To check the posted picking list, click “Pick and Pack” – “Journals” – “Packing slip”

1.1.7. Generate invoice

To generate the invoice for an order, open an order from the list of orders (modules -> accounts receivable -> orders –> all orders) and click “Invoice” -> “Generate” -> “Invoice” on the header menu.

The standard parameter for the quantity handled with the invoice is “Picked” It means that the inovice will be processed with the same quantity as the related packing slips

The invoice also generates a posting, therefor the standard setting on “Posting” is “Yes”.



After entering all necessary data click “OK” on the bottom right corner to generate the invoice. Depending on the settings the invoice will be generated and opened, send by e-mail to the customer or printed.

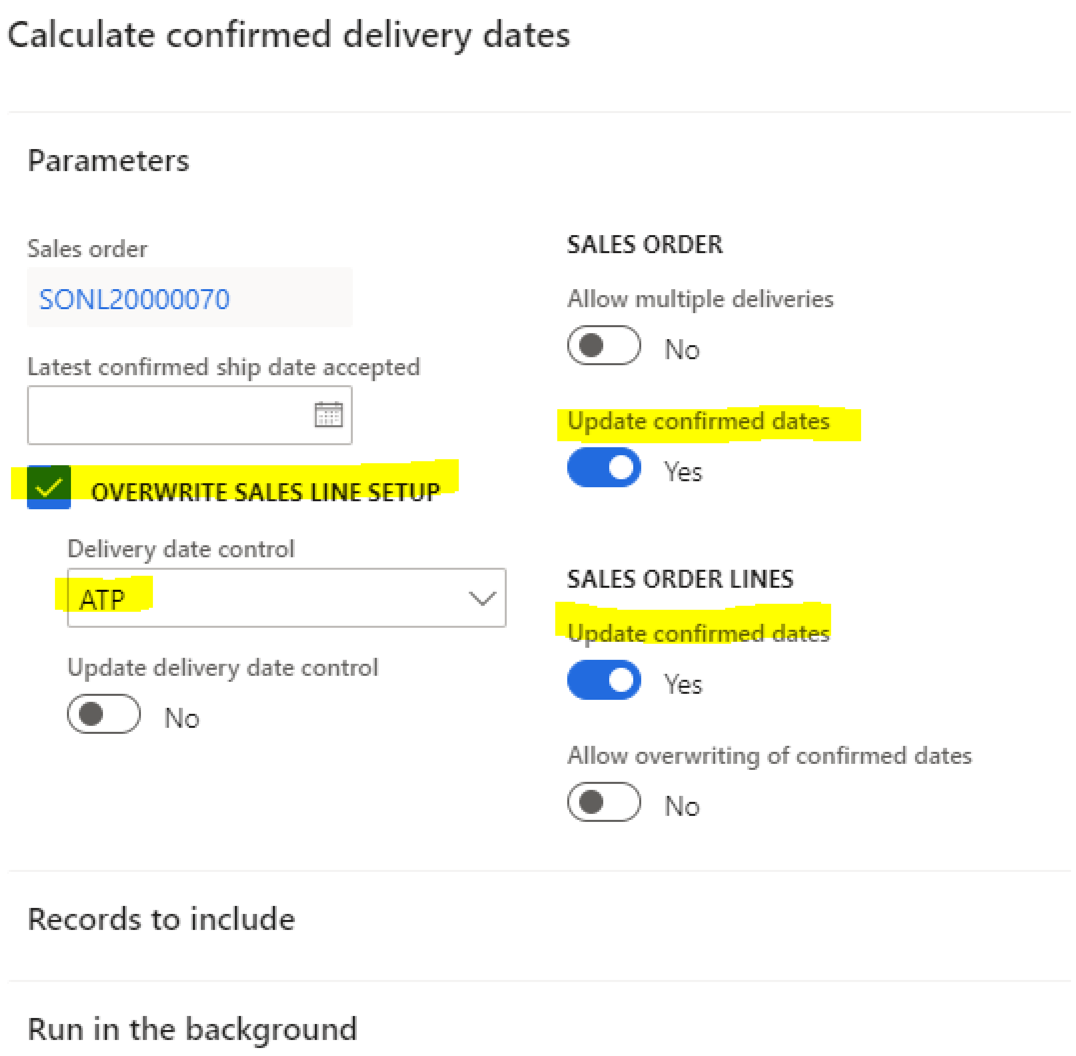
For further handling of the generated invoice, click “Invoice” – “Journals” – “Invoice”.

1.2 Delivery date control

Purpose of the delivery date control is to check if the goods are available for delivery on the requested receipt date. With usage of the delivery date control the earliest possible delivery date, based on the available of on hand inventory, will be confirmed for all sales order lines. The available to promise date is maintained by central supply chain.

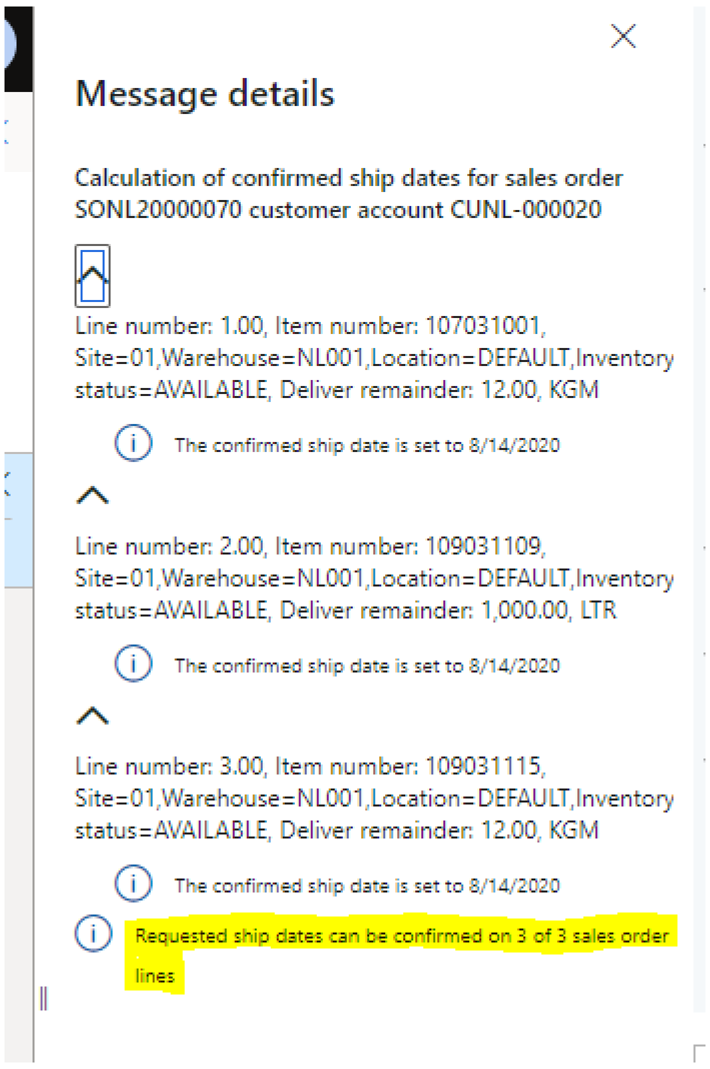
Calculate confirmed delivery dates

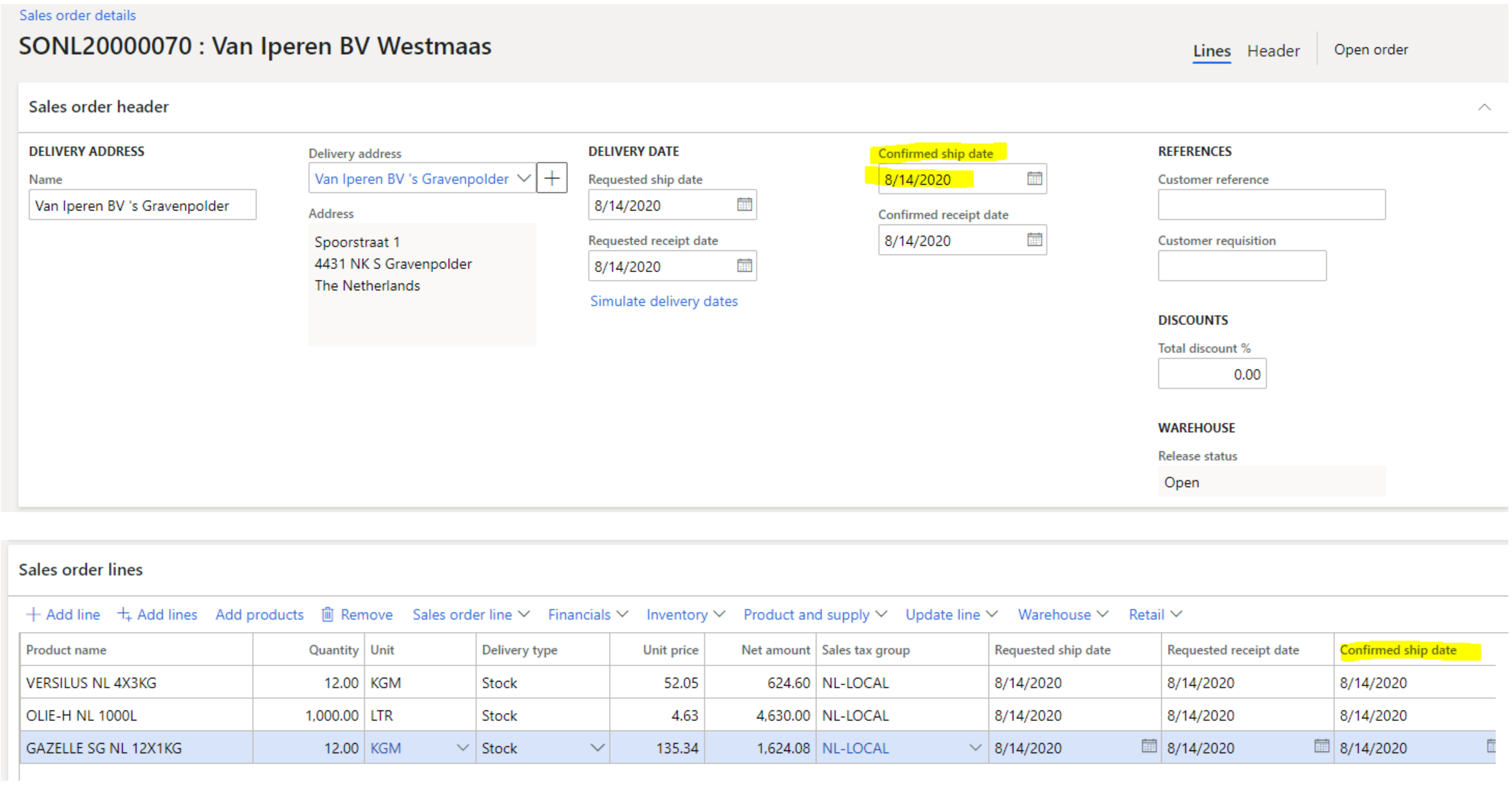
Add all ordered items to the sales order. After entering all items navigate to ‘sell – calculate – confirmed delivery dates’



Field	**Comment**
Overwrite sales line setup	Change default setup for this order, if applicable
Delivery date control	Use ATP (Available to promise) to calculate deliver dates
Update confirmed dates (sales order)	Update the confirmed delivery date on sales order header
Allow multiple deliveris	Tick if you want to allow multiple deliveries, calculated per order line
Update confirmed dates (sales order lines)	Update the confirmed delivery date on sales order lines
Allow overwriting of confirmed dates	Tick if you need to recalculate the delivery dates, this function overwrites the already confirmed dates.

Click ok to run the delivery date calculation. The calculation will check if the confirmed date meets the requested date, gives you an information if it fits and updates the confirmed delivery dates accordingly to availability of the item.


Message details
Calculation of confirmed ship dates for sales order SONL20000070 customer account CUNL-000020
Line number: 1.00, Item number: 107031001, Site=01,Warehouse=NL001,Location=DEFAULT,Inventory status=AVAILABLE, Deliver remainder: 12.00, KGM
The confirmed ship date is set to 8/14/2020
Line number: 2.00, Item number: 109031109, Site=01,Warehouse=NL001,Location=DEFAULT,Inventory status=AVAILABLE, Deliver remainder: 1,000.00, LTR
The confirmed ship date is set to 8/14/2020
Line number: 3.00, Item number: 109031115, Site=01,Warehouse=NL001,Location=DEFAULT,Inventory status=AVAILABLE, Deliver remainder: 12.00, KGM
The confirmed ship date is set to 8/14/2020
Requested ship dates can be confirmed on 3 of 3 sales order lines

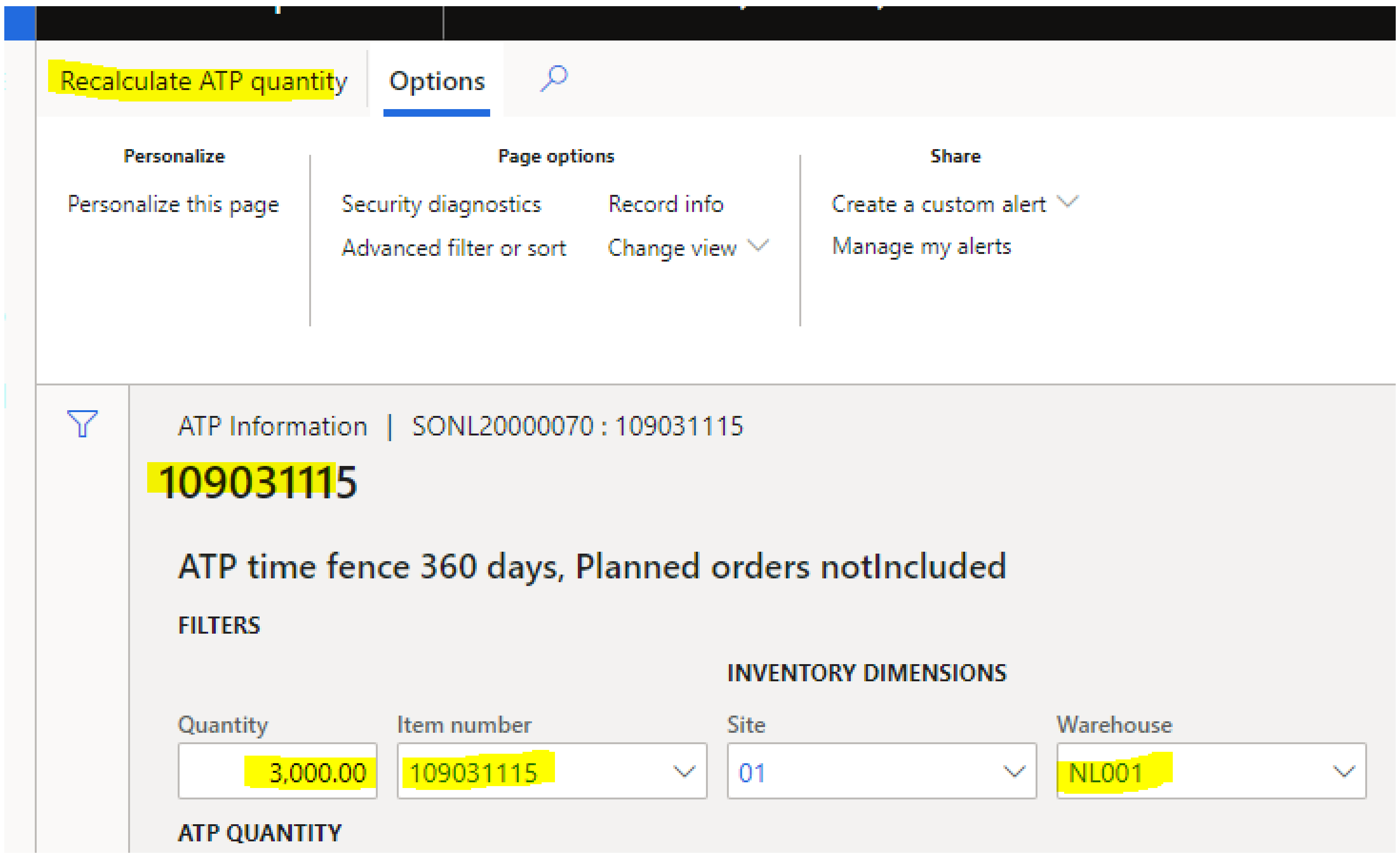

Sales order details
SONL20000070 : Van Iperen BV Westmaas
Lines
Header
Open order
Sales order header
DELIVERY ADDRESS
Name
Van Iperen BV 's Gravenpolder
Delivery address
Van Iperen BV 's Gravenpolder
Address
Spoorstraat 1
4431 NK S Gravenpolder
The Netherlands
DELIVERY DATE
Requested ship date
8/14/2020
Requested receipt date
8/14/2020
Simulate delivery dates
Confirmed ship date
8/14/2020
Confirmed receipt date
8/14/2020
REFERENCES
Customer reference
Customer requisition
DISCOUNTS
Total discount %
0.00
WAREHOUSE
Release status
Open
Sales order lines
Add line
Add lines
Add products
Remove
Sales order line
Financials
Inventory
Product and supply
Update line
Warehouse
Retail
Product name
Quantity
Unit
Delivery type
Unit price
Net amount
Sales tax group
Requested ship date
Requested receipt date
Confirmed ship date
VERSILUS NL 4X3KG
12.00
KGM
Stock
52.05
624.60
NL-LOCAL
8/14/2020
8/14/2020
8/14/2020
OLIE-H NL 1000L
1,000.00
LTR
Stock
4.63
4,630.00
NL-LOCAL
8/14/2020
8/14/2020
8/14/2020
GAZELLE SG NL 12X1KG
12.00
KGM
Stock
135.34
1,624.08
NL-LOCAL
8/14/2020
8/14/2020
8/14/2020

Check availability based on ATP for a single order line

To check the availability of a single order line, select the sales order line and navigate to ‘Product and supply’ – ‘ATP information’ on the sales order line top menu.

The scree ATP information shows you the availability of the product and the possible inventory changes for a time fence of 360 days. And is roughly split into three parts.

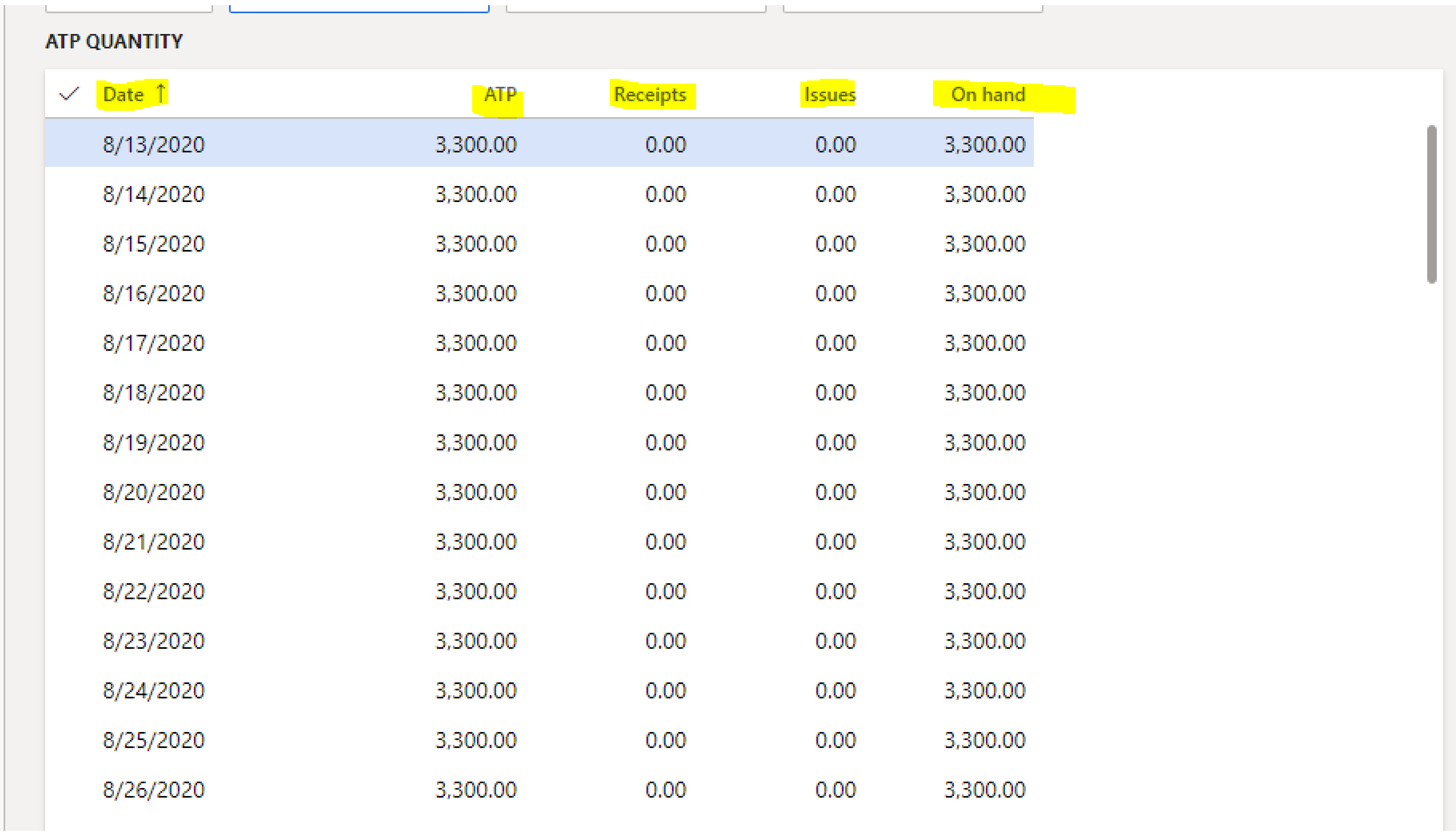
Item and requested quantity



The item overview shows you the requested quantity for the item and a single warehouse. You can change the item code, quantity and warehouse by changing the fields and recalculate the availability by clicking ‘recalculate ATP quantity’ in the upper left corner.

ATP Quantity

Below the filter section you will find the ATP quantity for every day within the time fence of 360 days.



ATP QUANTITY

Date	ATP	Receipts	Issues	On hand
8/13/2020	3,300.00	0.00	0.00	3,300.00
8/14/2020	3,300.00	0.00	0.00	3,300.00
8/15/2020	3,300.00	0.00	0.00	3,300.00
8/16/2020	3,300.00	0.00	0.00	3,300.00
8/17/2020	3,300.00	0.00	0.00	3,300.00
8/18/2020	3,300.00	0.00	0.00	3,300.00
8/19/2020	3,300.00	0.00	0.00	3,300.00
8/20/2020	3,300.00	0.00	0.00	3,300.00
8/21/2020	3,300.00	0.00	0.00	3,300.00
8/22/2020	3,300.00	0.00	0.00	3,300.00
8/23/2020	3,300.00	0.00	0.00	3,300.00
8/24/2020	3,300.00	0.00	0.00	3,300.00
8/25/2020	3,300.00	0.00	0.00	3,300.00
8/26/2020	3,300.00	0.00	0.00	3,300.00

Field	**comment**
Date	Time fence date
ATP	Available product incl. open orders, blocked stock…
Receipts	Open purchase orders planned for the specific date
Issues	Quantity already used for other orders
On hand	On hand inventory

ATP Quantity graphically

The ATP graphically part shows you the information as diagram