



Work instructions

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Contents

1. SOP Process	3
1.1. Production Planning	3
1.1.1. Creating an IC sales order	3
1.1.1.1. Checking capability of the sales order	5
1.1.1.2. Adding notes to sales orders.....	7
1.1.1.3. Confirming the sales order	8

1. SOP Process

1.1. Production Planning

1.1.1. Creating an IC sales order

In order to communicate the production plan to the local branch an intercompany sales order needs to be generated at CE which in turn creates a purchase order from the local branch to supply chain.

In CE company go to the following path:

Sales and marketing > Sales orders > All sales orders

Select 'New' from the top left of the screen. In the pop up menu choose the customer account and the rest of the customer information will automatically populate.

Create sales order

Customer

CUSTOMER

Customer account
100-000021

One-time customer
☐ No

Search by
Keyword

Search for

Name
Certis Sales Branch (Template)

Contact

E-Commerce sales
☒ No

ADDRESS

Delivery name
Certis Sales Branch (Template)

Address
Stadsplateau 16
(WTC 16th floor)
3521 AZ Utrecht
Netherlands

Delivery address
Certis Sales Branch (Template)

General

SALES ORDER

Sales order
SO000154

Invoice account
100-000021

CURRENCY

Currency
EUR

STORAGE DIMENSIONS

Site

Check the delivery address is correct and if not select a different one.

Scroll down further and add the following data:

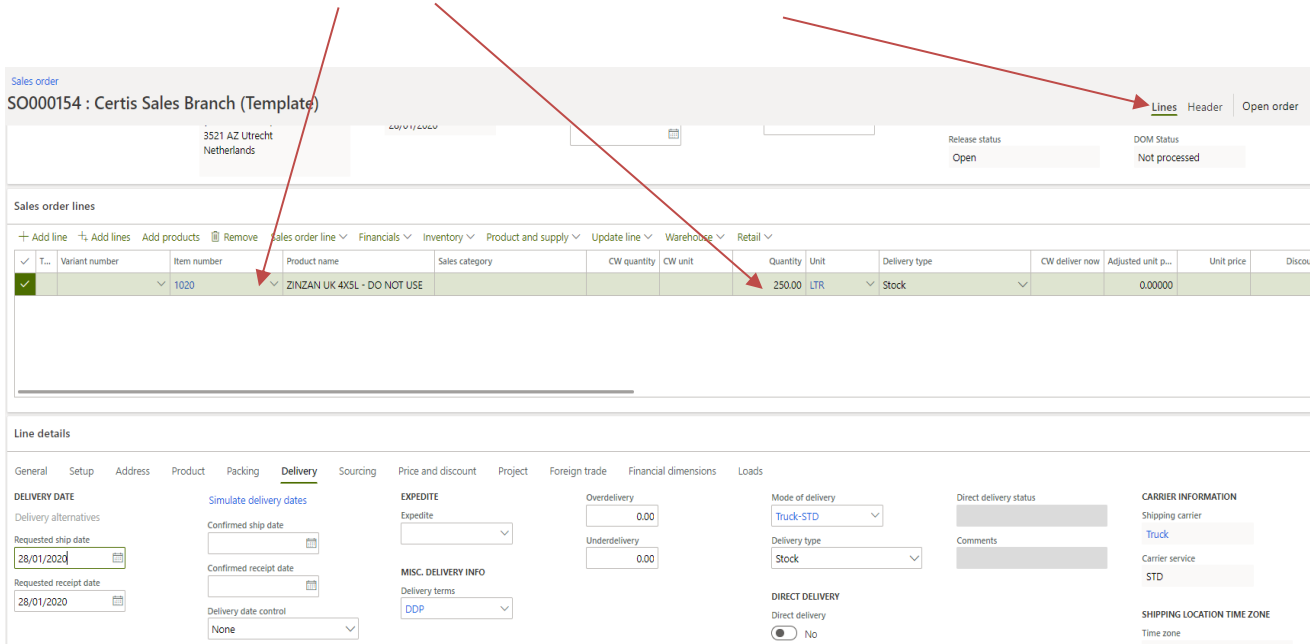
- Customer reference which should be the description of the item
- Customer requisition which should be the production order number
- Requested ship and receipt dates from the customer
- The mode of transport
- Delivery terms

<p>Invoice account CUCE000006</p> <p>Order type Sales order</p> <p>Name Certis Europe BV UK Branch</p> <p>REFERENCES</p> <p>Customer requisition PR2000056</p> <p>Customer reference ZINZAN UK 4X5L</p> <p>Sales agreement ID</p> <p>Project ID</p>	<p>STORAGE DIMENSIONS</p> <p>Site</p> <p>Warehouse</p> <p>INTERCOMPANY</p> <p>Intercompany <input type="radio"/> No</p>
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Delivery

<p>DELIVERY DATE</p> <p>Requested receipt date 10/1/2021</p> <p>Requested ship date 10/1/2021</p> <p>Simulate delivery dates</p> <p>Delivery date control None</p> <p>Confirm dates <input type="radio"/> No</p> <p>MISC. DELIVERY INFO</p> <p>Mode of delivery TRUCK</p> <p>Delivery terms DDP</p> <p>Expedite</p>	<p>TIME ZONE</p> <p>Shipping location time zone (GMT+01:00) Amsterdam, Be...</p>
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In the sales order enter the item and the quantity. Make sure you are in the lines tab and not the header.



Sales order
SO000154 : Certis Sales Branch (Template)

3521 AZ Utrecht Netherlands

Release status: Open

DOM Status: Not processed

Sales order lines

✓	T...	Variant number	Item number	Product name	Sales category	CW quantity	CW unit	Quantity	Unit	Delivery type	CW deliver now	Adjusted unit p...	Unit price	Discou
✓			1020	ZINZAN UK 4XSL - DO NOT USE				250.00	LTR	Stock		0.00000		

Line details

General Setup Address Product Packing **Delivery** Sourcing Price and discount Project Foreign trade Financial dimensions Loads

DELIVERY DATE
Delivery alternatives
Requested ship date: 28/01/2020
Requested receipt date: 28/01/2020

EXPEDITE
Expedite:
Overdelivery: 0.00
Underdelivery: 0.00

MISC. DELIVERY INFO
Delivery terms: DDP

Mode of delivery
Mode of delivery: Truck-STD
Delivery type: Stock

DIRECT DELIVERY
Direct delivery: ☐ No

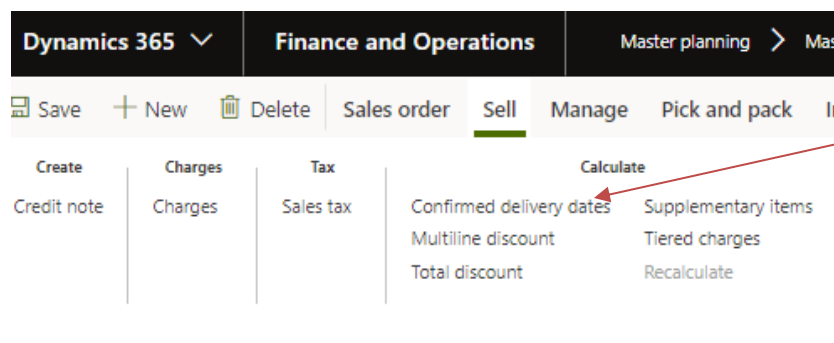
CARRIER INFORMATION
Shipping carrier: Truck
Carrier service: STD

SHIPPING LOCATION TIME ZONE
Time zone:

1.1.1.1. Checking capability of the sales order

At this point you can check the planned production is potentially feasible in terms of delivery date

Select 'Confirmed delivery dates' from the sell tab.



Dynamics 365 **Finance and Operations** **Master planning**

Save New Delete Sales order **Sell** Manage Pick and pack

Create Charges Tax Calculate

Credit note Charges Sales tax Confirmed delivery dates Supplementary items

Multiline discount Tiered charges

Total discount Recalculate

In the pop up menu choose CTP (Capable To Promise) in the delivery date control and copy the other settings below then select 'OK'.

Calculate confirmed delivery dates

Parameters

Sales order

SO000154

Latest confirmed ship date accepted

☒ OVERWRITE SALES LINE SETUP

Delivery date control

CTP

Update delivery date control

☒ Yes

SALES ORDER

Allow multiple deliveries

☐ No

Update confirmed dates

☒ Yes

SALES ORDER LINES

Update confirmed dates

☒ Yes

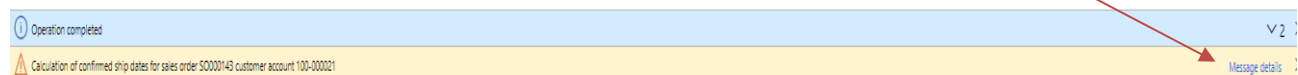
Allow overwriting of confirmed dates

☒ Yes

Records to include

Run in the background

Once the system has calculated what is possible you will receive a message. If there are message details click on them to view the information.



In the first example below the system explains the requested ship date is not possible and informs you of the earliest date. In the second example the system confirms the request is possible.

The requested ship date 01/04/2020 is exceeded by one or more of the listed dates below.



Confirmed ship date 27/04/2020



Calculated earliest ship date 27/04/2020



Requested ship dates can be confirmed on 0 of 1 sales order lines



The confirmed ship date is set to 30/04/2020



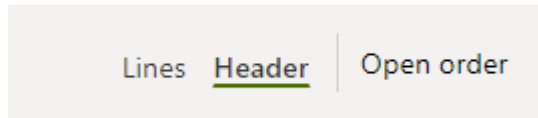
Requested ship dates can be confirmed on 1 of 1 sales order lines

The delivery dates in the sales order will be amended to the calculated earliest date. This should be in line with your production order.

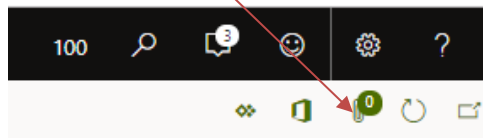
1.1.1.2. Adding notes to sales orders

In order to communicate to the local branch you can add a note to the sales order which will be reflected in the corresponding purchase order in the local branch. This is useful if you want to communicate why an order may not be delivered at the requested date from the local branch.

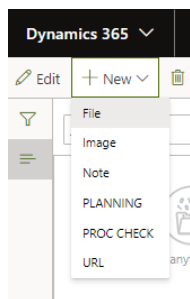
To add a note make sure you are in the 'Header' of the sales order shown on the right of the sales order.



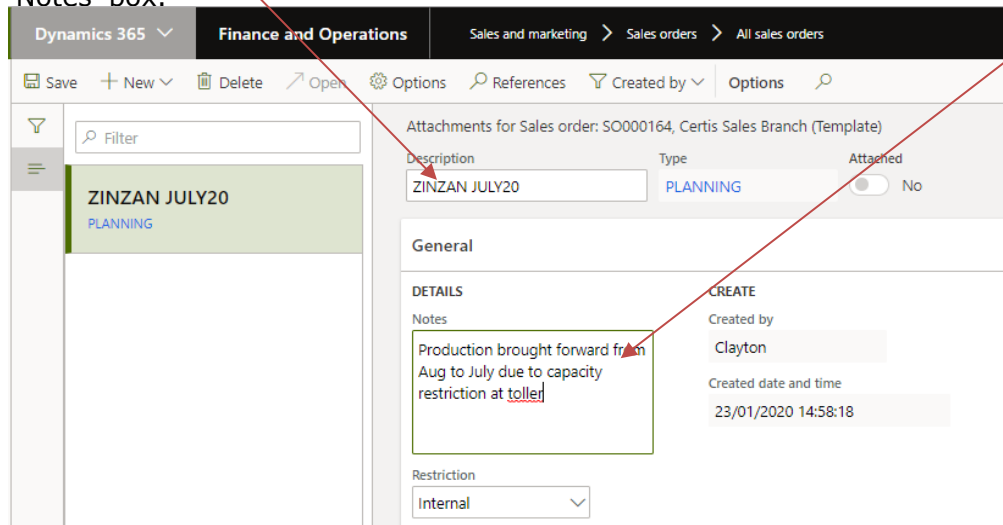
Go to the paperclip icon at the top right of the screen



In the top left of the screen once you are in the note section, select 'New' and choose 'Planning'.



Give the note a description and then add the information you want to communicate in the 'Notes' box.



Select 'Save' at the top left of the screen and then close the notes.

When you go back to the sales order you will see a number next to the paperclip indicating how many notes have been assigned to this sales order.

1.1.1.3. Confirming the sales order

Before closing the sales order you need to confirm it. By confirming the order it will enable changes to be tracked should the order change in the future.

