# RECOVER FREIGHT

## Introduction

This procedure covers how to recover the freight cost associated with receiving parts.

This procedure is linked to the following Business Processes:

* PRT 3.1.4

## Contents

[RECOVER FREIGHT USING FMS 3](#_Toc495566832)

[CHARGE FREIGHT TO A SALES ORDER OR QUOTE 9](#_Toc495566833)

[CHARGE FREIGHT TO SINGLE LINE ITEM 11](#_Toc495566834)

[CHARGE FREIGHT USING FREIGHT ESTIMATOR (FRED) 12](#_Toc495566835)

[USING THE FREIGHT ESTIMATOR WITH THE FREIGHT ESTIMATOR TOOL 19](#_Toc495566836)

[REVISION HISTORY 22](#_Toc495566837)

## Prerequisites

* A sales order for delivery to customer where freight charges are incurred

## Terminology and Icons

|  |  |
| --- | --- |
|  | Important / Note |
|  | Business rule |
|  | Displays the freight cost we receive from the customer vs the freight cost we pay |
|  | Displays a copy of the invoice that will be forwarded to the customer for the freight |
|  | Displays a copy of the delivery note/packing slip |
| **FRED** | Freight Recovery Easy Droid |
| **FAC** | Facility – either Origin, Destination and Service or Origin and Destination (if only one service) |
| **Lead time** | Estimated time between placing the order and receiving the order |
| **Hazardous indicator setup** | Indicates that if there is hazardous material then the charge will be doubled |

## 

## STEPS

|  |  |
| --- | --- |
| RECOVER FREIGHT USING FMS | |
|  | Follow the menu path to open **GGNZ >** **Sales and marketing > Common > Sales orders > All sales orders**  Double-click to select the required sales order |
|  | Click **Pick and pack > FMS export > Export to FMS** |

|  |  |
| --- | --- |
|  | *The* ***Export FMS packing slips*** *window displays*  Select the sales order that needs to be exported.  Click **OK** |
|  | Please note, you cannot use your mouse to navigate around FMS. You must type the number of the field you want to navigate to then hit Enter to take you there.    Open the Freight Management System (FMS) using the shortcut on your desktop and log in:   * Type your **Username** then hit **Enter** * Type your **Password** then hit **Enter** * **Terminal ID** should populate automatically, hit **Enter** * Type **2**, to select menu item 2 then hit **Enter** * Type **2**, to select menu item 2 then hit **Enter** |

|  |  |
| --- | --- |
|  | Complete the following fields:   * **Transaction. Ref** - enter the NAXT packing slip number (generated in NAXT)   Hit **Enter**  *This will automatically populate the customer number and order details.* |
|  | Complete the following fields:   * Type **4**, hit **Enter = Business Division** – the business code e.g TSL * Type **8**, hit **Enter = Order Number** – if provided and required by the customer * Type **9**, hit **Enter =** – **No of Items** –the number of packages being sent * Type **10a**, hit **Enter = Weight** –the weight of the pallet in kgs and size in cubic meters |

|  |  |
| --- | --- |
|  | The information takes approximately 1 minute to flow through to NAXT.  The ‘Delivery Terms’ selected on the sales order will determine what freight charges are applied:   * **Charge** – charges the customer freight (you see the customer cost and Gough’s cost) * **FOC** – only charges Gough freight * **Forward** – no charges applied as the customer is organising their own freight   Click **Sell > Charges** |
|  | *The* ***Charges transactions*** *window displays*  The charging lines show:   * The freight cost we receive from the customer * The freight cost we pay   The **Item GST group** should default to include all GST  Click **Close** |

|  |  |
| --- | --- |
|  | If you go to view a copy of the invoice you will see the freight recovery.  Click **Invoice > Journals > Invoice** |
|  | Select the invoice line:   * Click **Preview/Print > Copy preview** |

|  |  |
| --- | --- |
|  | *The* ***Posting invoice*** *window displays*   * Quantity – Delivery note * Posting – select * Print invoice – select * Click Printer setup – either select ;print to printer or print to screen |
|  | *The* ***PDF document*** *window displays* |

|  |  |
| --- | --- |
| CHARGE FREIGHT TO A SALES ORDER OR QUOTE | |
|  | Open the Sales order (or Sales quote)   * **GGNZ >** **Sales and marketing > Common > Sales orders > All sales orders** * Double-click required sales order |
|  | Click **Sell > Charges** |
|  | ***Charges transactions*** *window opens*  Select **Charges code** |

|  |  |
| --- | --- |
|  | Enter the value of the **Charges** |
|  | Enter a **Description** for the charges   * e.g. Freight - overnight   Change currency if necessary |
|  | Select the **GST group** |
|  | Click **Close** |

|  |  |
| --- | --- |
| CHARGE FREIGHT TO SINGLE LINE ITEM | |
|  | Open the Sales order (or Sales Quote)   * **GGNZ >** **Sales and marketing > Common > Sales orders > All sales orders** * Double-click required sales order |
|  | Click on the relevant line item and click **Financials** |
|  | Select **Maintain charges** |
|  | ***Charges transactions*** *window opens*  Complete steps 15 – 19 above |

|  |
| --- |
| CHARGE FREIGHT USING FREIGHT ESTIMATOR (FRED) |
| Notes on Freight Estimator, FRED:   * FRED reflects contract rates agreed between Gough CAT and CAT preferred freight vendors * FRED is designed to estimate for one line in a sales order at a time only * One service item is linked to one sales order line * If the sales order line is deleted the service item will be deleted as well * If the sales order line is moved to another segment in a service call the freight service item will be moved too * If a sales order line is credited the service item will be credited too * The Freight estimator does not calculate discounts – see step 33 about manually discounting quoted freight. If the estimator is not used, discounts will be applied automatically to airfreight for stocked items and for the weekly airfreight service. Contact H/O parts for the latest rules regarding automatic discounts.   There are several ways to open the Freight Estimator:   * Within a Sales order or Sales quote – continue with SOP for instructions   If freight is estimated within a Sales quote it will carry over into the Sales order   * Within a service call – **Service segment >** expand **Items** fast tab > highlight item > **Functions > Freight estimator** * If requiring a freight quote, i.e. estimate of freight not linked to a sales order, go to **Sales and Marketing > Common > Freight estimator > Freight estimator** (see below) |

|  |  |
| --- | --- |
|  | *Ensure you have a sales order or quote created, with parts added in sales order lines before continuing*  Open the Sales order (or Sales quote)   * **GGNZ >** **Sales and marketing > Common > Sales orders > All sales orders** * **GGNZ >** **Sales and marketing > Common > Sales quotations > All sales quotations**   Double-click to select the required Sales order (or quote)  C:\Users\johi\AppData\Local\Temp\SNAGHTML11fb7fe.PNG |

|  |  |
| --- | --- |
|  | *The* ***Sales order*** *window will display*  Highlight the part you want to estimate freight for and click **Financials >** [**Freight estimator**](https://goughgroupltd.sharepoint.com/:v:/s/GoughGroupKnowledge/Ea_waYx15RhKkYwdC88GJmkBQho0mVZAyes5O8lnopCHbA?e=sP754o) |
|  | *The* ***Freight estimator*** *window will display*  Enter in the **FAC** code and press **Enter** or **Tab**  If you don’t know the **FAC** code, then enter the **Origin** and **Destination**. It is better to enter the **FAC** code however as it will return fewer results |

|  |  |
| --- | --- |
|  | *The* ***Origin*** *and* ***Destination*** *fields will update*  Click **Estimate freight** |
|  | *Service results matching the Origin and Destination will display*  Highlight the required service and click **Apply to line** |

|  |  |
| --- | --- |
|  | *The Freight estimator window will refresh with no results showing. A new line will show in the background sales order*  Click **Close** |
|  | *The* ***Sales order*** *window will display with a new freight service line either immediately below the part you had selected, or below the associated core charge of the part selected*  If the wrong service item is selected, return to the Freight Estimator window (step 25), select FAC (or Origin/Destination) and click Apply to line. The incorrect service  line will be overwritten.  To add further detail to the freight service item, highlight the new service line and expand the **Line details** fast tab |

|  |  |
| --- | --- |
|  | *The* ***Line details*** *fast tab will display*  Click on the **Edit** icon  cid:image001.png@01D1B056.D8F05480 |
|  | *The* ***Text*** *field in the* ***General*** *tab will now be available for editing*  Enter in the new note text as required  C:\Users\johi\AppData\Local\Temp\SNAGHTML13e59d8.PNG |

|  |  |
| --- | --- |
|  | To add a discount or update the price of the freight service item, scroll along the **Sales order** **lines** and complete one of the following fields and then press **Tab**:   * **Discount**– enter the dollar discount for the freight, for example, ‘50’ to reduce the freight to $50 less, this will not appear on the customers invoice. * **Discount percentage** -  do not use this field (it does nothing)   NOTE: Staff should discount freight for customers on an ***exception only basis***. Freight discounts and deletions are being monitored by H/O parts and where abuse is found, the appropriate action will be taken.  The **Qty** field for the service item will match the **Qty** field for the part it is linked to so that if items are on a service call, the quantity can be split. For example 5 of 10 items can be moved to another service segment and the attached freight service items will move also |
|  | *The* ***Net amount*** *will update to the correct amount matching the discount you have entered*  If a freight estimate is on your sales order, when the freight arrives the service item will not be overwritten by any other freight service item, nor will an additional freight  charge be added  C:\Users\johi\AppData\Local\Temp\SNAGHTML146cc78.PNG |

|  |  |
| --- | --- |
|  | *Once the item/s have been shipped from overseas, the invoice will show the freight service line as below:*  C:\Users\johi\AppData\Local\Temp\SNAGHTML14de19e.PNG  If a freight estimate is applied using FRED it will not be overwritten by the freight charge that is applied automatically to overseas orders when there is no FRED estimate.  Of the two, the FRED estimate will be the same or slightly greater as FRED calculated quotes on individual items and the automatically assigned freight is calculated on the complete sales order.  When the packing slip is created then the freight service item will be displayed on the packing slip.  The freight service line will sit beneath the item line that it relates to on the invoice. |

|  |  |
| --- | --- |
| USING THE FREIGHT ESTIMATOR WITH THE FREIGHT ESTIMATOR TOOL | |
|  | The [Freight Estimator Tool](https://goughgroupltd.sharepoint.com/:v:/s/GoughGroupKnowledge/Eb_8n-YaUDhNkxUe2DvhJncBcaVR8IuJpMjlRCLyoNct5A?e=006eLc) report shows **weights** for **parts coming from a vendor grouped by SOS**  This makes it easy to give a freight quote to the customer for multiple parts using the **Freight Estimator** in NAXT  Find the report [**Freight Estimator Tool**](http://chcaxdw1/Reports/report/Gough%20NAXT%20Reports/Sales/Freight%20Estimator%20Tool) |
|  | Enter a Quotation or Sales Order and Click **View Report** for results to be displayed  C:\Users\JESSIC~1\AppData\Local\Temp\SNAGHTMLfe10e6.PNG |
|  | Click on **+** to expand and show parts and weights  C:\Users\JESSIC~1\AppData\Local\Temp\SNAGHTML1000c06.PNG  C:\Users\JESSIC~1\AppData\Local\Temp\SNAGHTMLff2772.PNG |
|  | Click on **disc** icon to export to Excel  C:\Users\JESSIC~1\AppData\Local\Temp\SNAGHTML100b031.PNG |
|  | Go to item availability > **CAT on-hand** to find the FAC for each part  **Optional**: Update FAC for each part on the spreadsheet  Open up the report in excel to show the parts by clicking on the **+ symbol to the left of the row numbers**  C:\Users\JESSIC~1\AppData\Local\Temp\SNAGHTML102ca55.PNG |
|  | In NAXT go to: GGNZ > Sales and marketing > Freight estimator > **Freight estimator**   * Enter the combined weight for all parts coming from the same FAC and select the service   C:\Users\JESSIC~1\AppData\Local\Temp\SNAGHTML105d1a5.PNG  If you have to apply freight quotes to a quote or sales order:   * In your quote or sales order **use the freight estimator** to apply a freight service item to each item on the report * **Update the unit price of each freight service item** so that the total net amount of all freight adds up to the **Total charges** found in the Freight estimator for the combined parts from that FAC   e.g. $239.10 for 2.06kgs ex MEL0  C:\Users\JESSIC~1\AppData\Local\Temp\SNAGHTML10dd1a5.PNG |

|  |  |
| --- | --- |
| REVISION HISTORY | |
| **Revision Details** | **Revision Date** |
| Updated how to apply discount amount to freight **Step 33** | 30 March 2016 |
| Updated to include information about Freight Estimator Tool **Steps 36 - 41** | 11 October 2017 |