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CHAPTER 5 - INBOUND ORDER PROCESSING

As shipments are received into the warehouse an order needs to be entered into SYNPASE with every item on the shipment. This is a two-step process. First, a CSR will enter the original orders into the system. Once the load arrives at the warehouse, the second step is completed on the warehouse floor using an RF device.

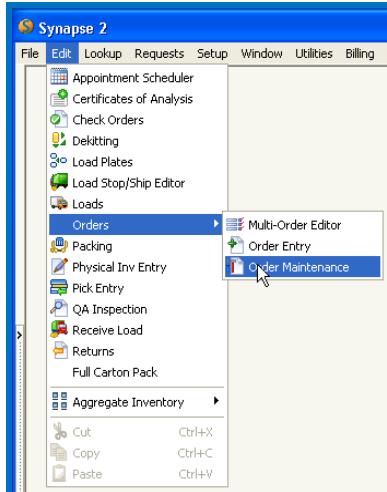
In this section the following steps will be discussed:

- ✓ Entering the Inbound Order into SYNPASE
- ✓ Order Detail Screen
- ✓ Item Detail Screen
- ✓ Assigning the Order to a Load
- ✓ Arriving the Load at the Dock Door
- ✓ Using the RF to Receive an Order
- ✓ System Generated Putaway
- ✓ Emptying the Trailer
- ✓ Closing the Load
- ✓ Bulk Receiving
- ✓ Bulk Receiving Putaway
- ✓ Sample Receipt Confirmation

Entering an Inbound Order

When you enter an order into SYNPASE, you will use two main screens. The first is the **Order Detail** screen and the second is the **Item Detail** screen.

- From the Edit Menu click on Orders/Order Maintenance.

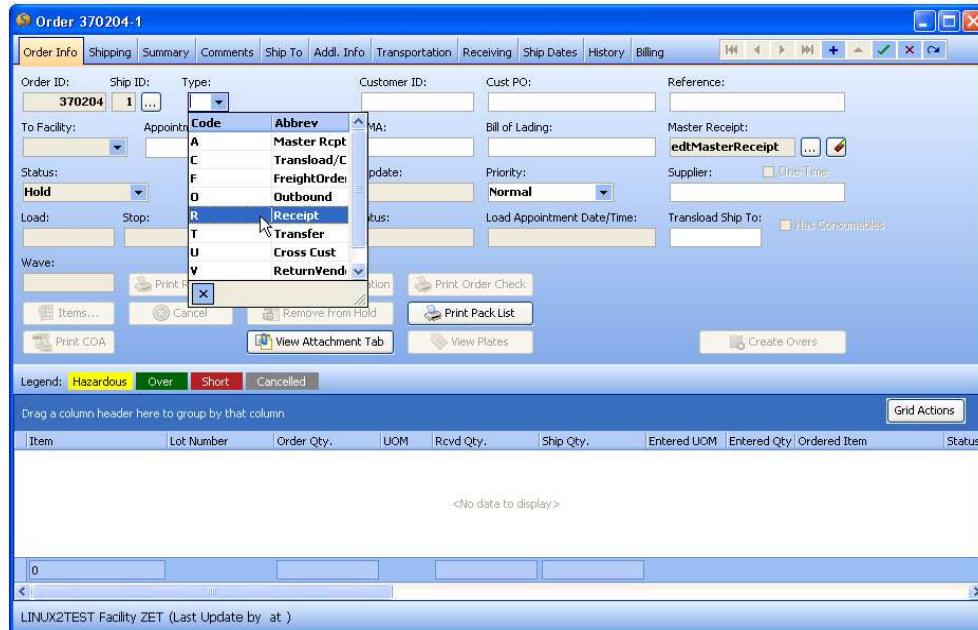


Note: You can also use the Orders/Order Entry option to enter an Inbound Order. The following screen displays:

The screenshot shows the 'Order Information' screen. The top navigation bar includes tabs for Order Info, Shipping, Summary, Comments, Ship To, Bill Freight To, Addl. Info, Transportation, Receiving, Ship Dates, History, and more. Below the tabs are several input fields: Order ID, Ship ID, Type (dropdown), Customer ID, Cust PO, Reference, To Facility, Appointment Date/Time, RMA, Bill of Lading, Master Receipt (button), Status, Status by, Status Update, Priority, Supplier, Load, Stop, Shipment, Load Status, Load Appointment Date/Time, Transload Ship To, and Wave. At the bottom of the screen is a legend with colored squares: Hazardous (blue), Over (green), Short (orange), and Cancelled (red). A grid at the bottom is titled 'Drag a column header here to group by that column' and includes columns: Item, Lot Number, Order Qty., UOM, Rcvd Qty., Ship Qty., Entered UOM, Entered Qty, Ordered Item, and Status. A message '<No data to display>' is shown above the grid. The status bar at the bottom indicates 'LINUX2TEST Facility ZET (Last Update by at)'.

Orders/Order Info

- Click the insert record button .

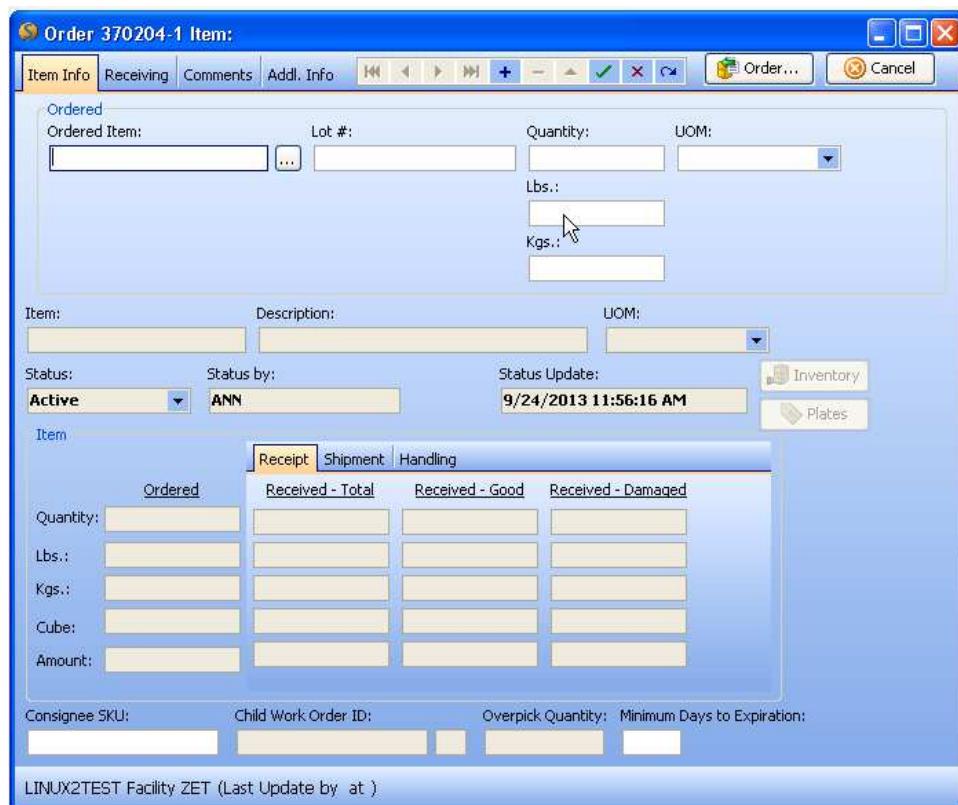


- From the drop down menu, select the type of order that will be entered. In this example, select “R” for **Receipt Order**.
- Press the **Tab** key to move to the **Customer ID** field and type the Customer ID.
- If the Customer ID is not known, double click in the field to see a complete list of customers. Double click on the appropriate Customer ID to select it.
- Press the **Tab** key to move to the **Cust PO** field and enter the PO number for this order. This is not a required field so if there is no PO number, leave the field blank.
- Enter the Reference, Appointment Date/Time, and Bill of Lading in the appropriate fields. These fields are optional.
- If there is a Master Receipt (sometimes referred to as a blanket PO) for the stock on this order, enter it in the Master Receipt field. To select a Master Receipt from a list, use the receipt lookup button .

Note: A Master Receipt order must exist in the system prior to entering it on the receipt order. When a Master Receipt is entered, this receipt becomes a child of the master. See the Order Processing Options chapter for more information.

- You can use the drop down menu to change the order’s priority.

- If this receipt is from a supplier, enter the supplier in the Supplier field. This field is optional.
- If it is a one-time supplier, click the One-Time check box. The Receiving tab is selected automatically so that you can enter the name and address information for the receipt.
- Click the save changes button to save your receipt order. The Item Detail screen appears:

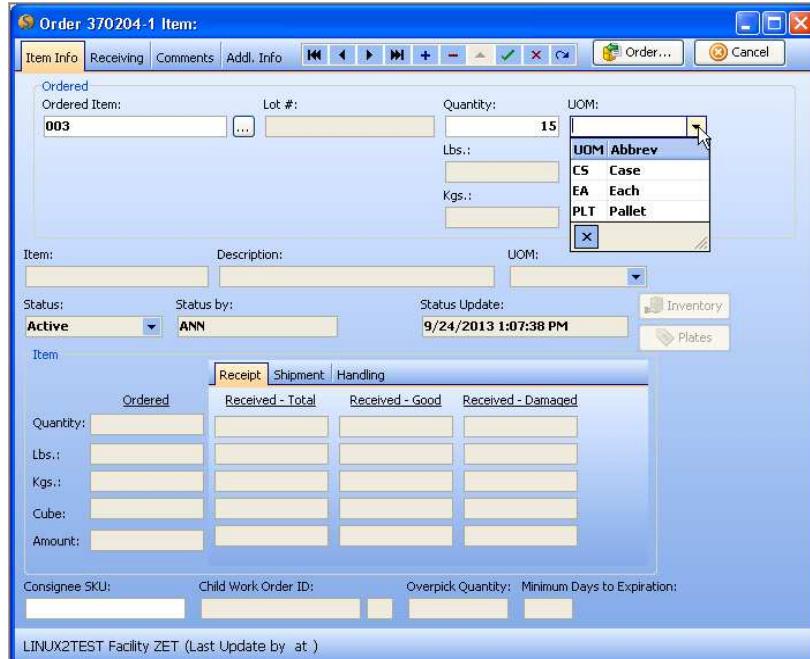


Orders/Order Info/Item Info

- Type the Item ID into the Ordered Item field.
- You can click on the Lookup button or double click in the Item field to see a list of items. Select the item by double clicking on it.
- Type the Lot Number in the Lot # field.

NOTE: If the Lot Number is not required for this item, the field will be gray and will not allow an entry.

- Type the quantity that will be received in the Quantity field.
- Type the UOM in the Ordered UOM field.
- Click on the drop down box (as shown below) to view a list of UOM options that are available for this item and select the appropriate entry.



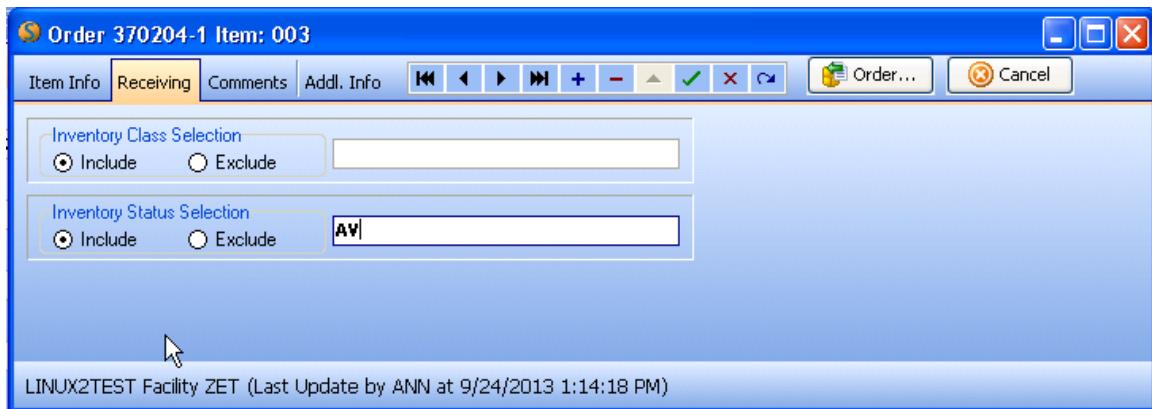
- When complete, click on the save changes button to add this item to the order.
- Specific comments for each line item can be entered on the Comments tab.
- Use the Receiving tab to select a specific status and/or class that you want to allow/disallow to be received.

Click the Include (or Exclude) button and enter the class in the Inventory Class Selection section that you want to allow (or disallow) to be received.

Click the Include (or Exclude) button and enter the status in the Inventory Status Selection section that you want to allow (or disallow) to be received.

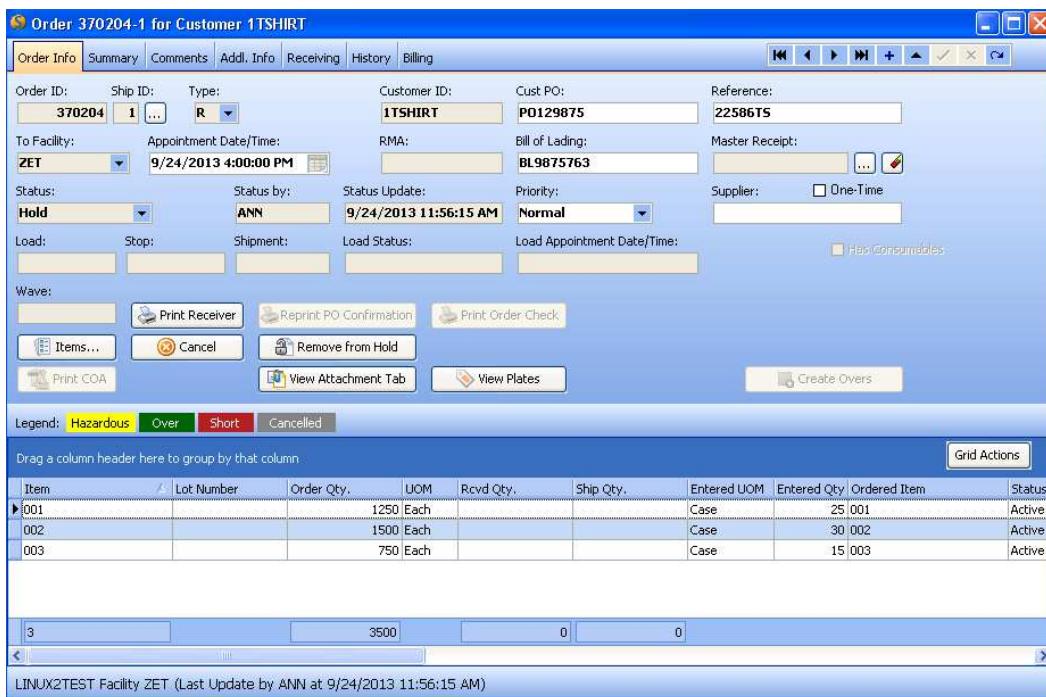
You can double click in the entry boxes to select from a list of classes or statuses.

In the example below, for item 003, only stock with an AV status will be allowed to be received.

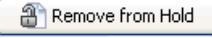


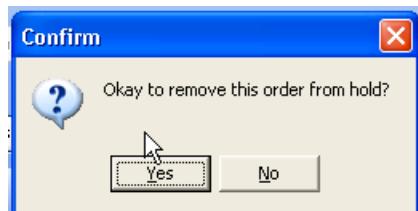
Continue this process until all items have been entered for this order. Once all of the items for the order have been entered, close this window and return to the Order Detail screen.

Each item for the order will be displayed in the grid at the bottom of the Order Detail screen as shown below.



Assigning an Order to a Load

- On the Order screen, click the  button. A confirmation message appears.



- Click  to remove the order from hold. An “Order successfully released from hold” message appears. Click OK.

The following screen appears:

Item	Lot Number	Order Qty.	UOM	Rcvd Qty.	Ship Qty.	Entered UOM	Entered Qty	Ordered Item	Status
001		1250	Each			Case	25.001		Active
002		1500	Each			Case	30.002		Active
003		750	Each			Case	15.003		Active

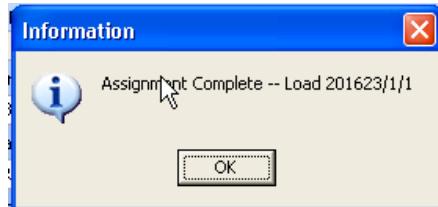
LINUX2TEST Facility ZET (Last Update by ANN at 9/24/2013 1:21:05 PM)

- Click the  button. The Assign Order to Truckload window displays:



Orders/Order Info/Assign Order to Truckload

- If the load doesn't already exist, click the Create new load check box.
- Type the carrier ID in the Carrier field.
- If you don't know the carrier's ID, double click in the Carrier field to view a list of carriers. Double click the carrier to select it.
- Press the Tab key to move to the Trailer field. Type the trailer number for the inbound truck. This is a required field.
- Press the Tab key to move to the Door field. Type the number of the door this load will be assigned to.
- You can double click in the Door field to select a door for this facility. Double click the door and click on the **Select** button.
- Type the Bill of Lading, Stage Location and Seal number in the applicable fields. These fields are optional.
- If you want to arrive the load when you have finished assigning it, click the Arrive load after assignment check box.
- Click the OK button when complete. The system will assign the order to a load. A pop-up window displays confirming the load the order was assigned to.



- Click OK. Close the Order screen.

Arriving a Load at the Dock Door

- From the Edit menu, click on Loads.

Loads/Load Info

- Click on the button in the navigation bar to go to the last load. This should be the load that the order was assigned to (see below).

The screenshot shows the 'Load 201623' window with the 'Load Info' tab selected. Key fields include:

- Load: 201623
- Carrier: ABF
- Trailer: TR54311
- Type: InCustomer
- Bill of Lading: BL9854647
- Seal: (empty)
- Door Location: DR41
- Status: Planned
- Status by: ANN
- Status Update: 9/24/2013 2:48:55 PM

Buttons at the bottom include: View Stops, Close, Arrive, Print All Receivers, Print COA, Apply Pro No. to Orders, Cancel Load, and a status indicator showing 'Cancelled' and 'Hazardous'.

The 'Orders' tab is selected, showing a grid of stops:

Stop	Shipment	Stop Status	Stop Stage Loc.	Order ID	ShipID	Order Status	Customer ID	Order Qty.	Rcvd. Qty.	Ship Qty.	To Facility
1	370204	Planned		1	Planned	1TSHIRT	3500	0	0	0	ZET

Message at the bottom: LINUX2TEST Facility ZET (Last Update by ANN at 9/24/2013 2:48:55 PM)

- Click the button to receive the load. A confirmation window appears.



- Click Yes. A window appears confirming that the arrival is complete.



- Click OK.
- Once the load has arrived, you can print the Receiver document by clicking on the button.

NOTE: Once the load has arrived and the Receiver has been printed, the next step of the process is completed by the worker on the warehouse floor using an RF device.

Undo Arrive

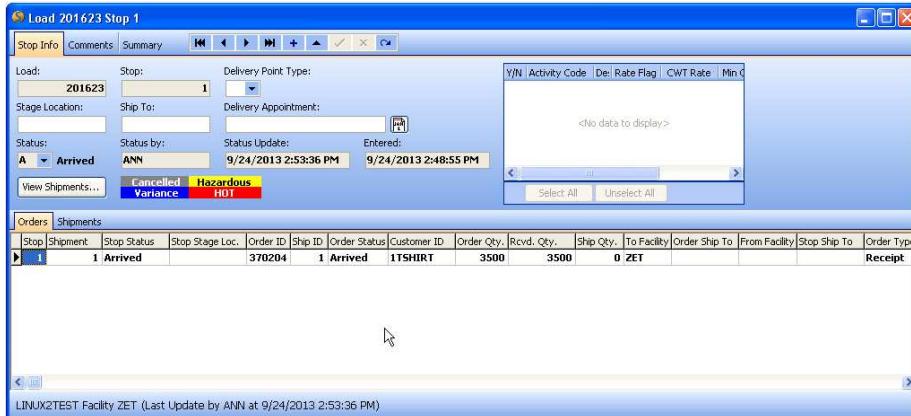
Use the Undo Arrive function to un-arrive the load **prior** to receiving any items on the load.

- On the load screen, click the .
- NOTE: Once you receive stock on the load, the Undo Arrive button no longer displays on the screen.
-

Other Load Functions

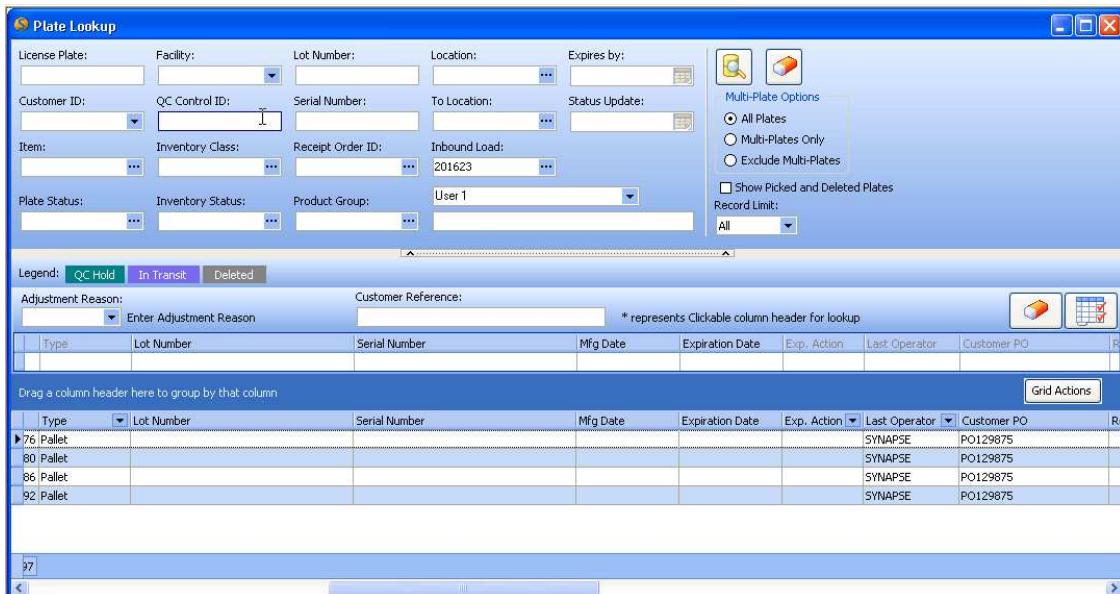
View Stops

- Click to look at the stop information for the load. When you click the button, the Load/Stop screen appears:



View Plates

- Click to see a list of plates on the load. When you click the button, the Plate Lookup screen appears showing the load's plates:



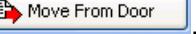
For a receipt load, the plates you received appear on the screen.

Move From Door

- Click to remove a load from a door.

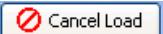
When you remove a receipt load from the door after you have arrived the load but prior to performing the Empty Door procedure, the load status changes to Suspend and the door is removed from the load.

To receive the stock on the load, click  , enter a door in the Door Location field and save your changes. The load status changes from Suspend to Arrived and you can continue receiving the load.

If you performed the Empty Door procedure on the load, you will receive an error if you click .

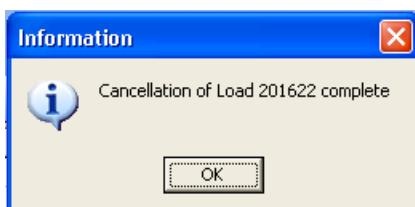


Cancel Load

- Click  to change a load to Cancelled status. A confirmation window appears:



- Click Yes to cancel the load. An information window appears letting you know that the load has been cancelled. Click OK.

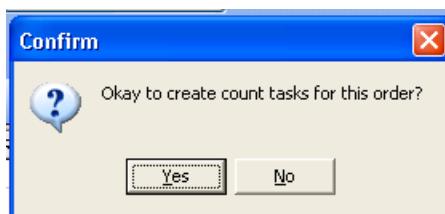


The load can no longer be used in the system.

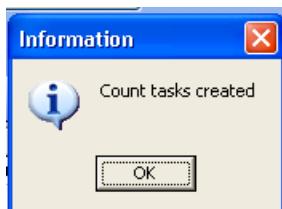
WARNING: If you cancel a load with orders, the load and the orders will be cancelled. If you want to cancel a load with orders but do not want to cancel the orders, remove the orders prior to canceling the load.

Count Received Plates

- Click  **Count Received Plates** to create count tasks for the plates received on this load. A confirmation window appears:



- Click Yes to create the tasks. An information window appears:

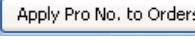


- Click OK.

Print COA

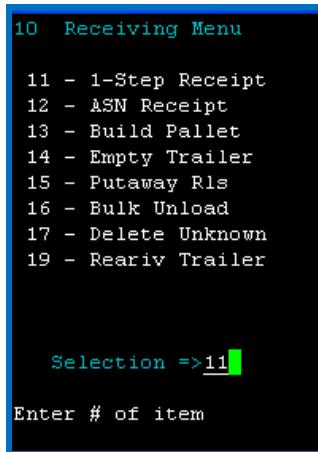
- Click  **Print COA** to print Certificates of Analysis for item/ lots on this load.

Apply Pro No to Orders

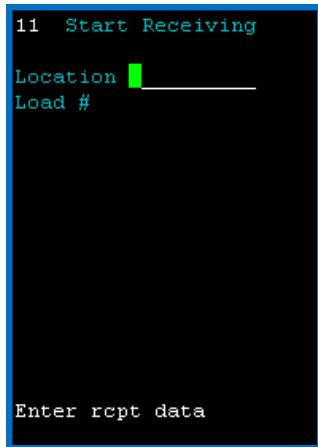
- Click  **Apply Pro No. to Orders** to apply Pro numbers to orders. Pro numbers are not normally used in the receiving process.

Using the RF to Receive an Order

- From the Receiving menu (option 10 on the Main Menu), select One-Step Receiving (option 11) and press Enter.

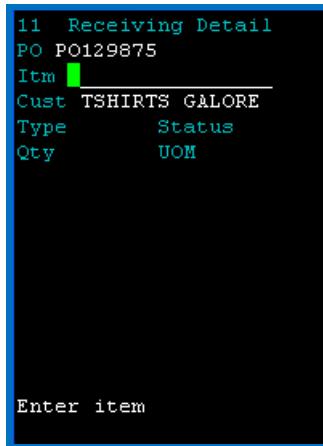


The following screen displays:



Receiving/One-Step Receiving

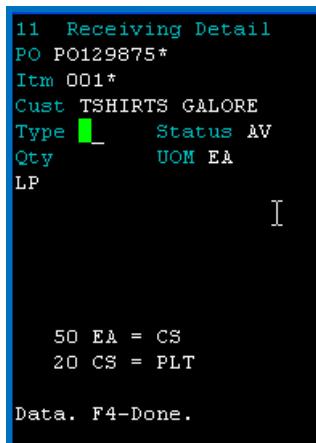
- In the Location field, type the Door Number ID that was assigned to this load. The Load # field is optional.
- Press the Enter Key. The Receiving Detail screen appears:



Receiving/One-Step Receiving/Receiving Detail

- In the Item field, type or scan the Item ID for the first item in the order and press the Enter key. This will take you to the bottom portion of the screen to fill in the information specific to this item.

The screen with the bottom portion activated will display as follows:



- In the Type field, enter whether this is a Floor, Pallet or Slip Sheet Handling Type.
- If the Type ID is not known, type a '?' in the field and press Enter to see a list of Handling Types (see below). Type an x next to the value you want to select and press Enter.



- Press the Tab key to move to the Status field. This field will default with 'AV' for Available inventory.

If you need to change the status, type a '?' in the field and press Enter to view a list of Status ID's. Place an x next to the value you want to select and press Enter.

- Press the Tab key to move to the Qty field. Type the quantity that is being received for this item.
- Press the Tab key to move to the UOM field. Type the UOM for the item that is being received.
- Type a '?' in this field and press Enter to see a list of UOM types. Place an x next to the value you want to select and press Enter.
- Press the Tab key to move to the Mfg field. Type the Manufacturing Date for the item.

NOTE: This field will only display if the Manufacturing Date is required for the item. An Expiration Date or Serial Number field may also display for specific items.

If you enter the expiration date or if the system calculates the expiration date and the expiration date for the item is less than today's date a "Past exp date OK?" message appears. Type Y to accept the date or N to change the date and press Enter.

- Press the Tab key to move to the LP field. Type or scan the License Plate Number for this item.

```

11 Receiving Detail
PO PO129875*
Item 001*
Cust TSHIRTS GALORE
Type PL Status AV
Qty 25 UOM CS
LP 09242013

50 EA = CS
20 CS = PLT

Data. F4-Done.

```

- Press Enter. The screen allows another item to be entered for this order.
- Repeat this process until all items for the order have been entered.

Note: If an LP is scanned more than once, you will receive a message “Update LP?”. If you enter ‘Y’, then the product that is being received will be added to the LP. If you enter ‘N’, then the cursor will be put back on the LP field to scan a new LP.

- After all items have been entered, press the F4 key to finish the order. A ‘Loc or Build?’ prompt appears.

```

11 Receiving Detail
PO PO129875
Item 002
Cust TSHIRTS GALORE
Type PL Status AV
Qty UOM EA
LP

50 EA = CS
20 CS = PLT

Loc or Build?

```

-
-
- Note: If only one item LiP was processed, the Loc or Build message will not appear.

- Type 'L' for Location or 'B' for Build and press the Enter key. The System Directed Putaway screen appears (see below).

NOTE: If you select L for "location", the putaway sequence will be based on the putaway set up for the locations in the facility. If you select B for "build", the putaway sequence will be based on the reverse order that the LiPs were loaded on the vehicle. (This will not work if the operator has selected Task directed putaway when he logs in.)

```
01 System Directed
    Putaway In
    TSHIRTS GALORE
    LP 000000092420132
    Itm 002
    Qty 20      UOM EA
    Location
    Dest Loc NO SPACE
    ===== Verify =====
    Location
    Vrfy Loc _____
    Qty

    Verify drop
```

System Generated Putaway

```
01 System Directed
    Putaway In
    TSHIRTS GALORE
    LP 000000092420132
    Itm 002
    Qty 20      UOM EA
    Location
    Dest Loc NO SPACE
    ===== Verify =====
    Location
    Vrfy Loc STOR0361_____
    Qty

    Verify drop
```

- Below the Verify line, type or scan the Location ID where this item will be stored.
- Press the Tab key to move to the Check ID field. Type or scan the Check ID associated with this location.

Note: The Check ID field will only appear if your facility is setup to use Check IDs.

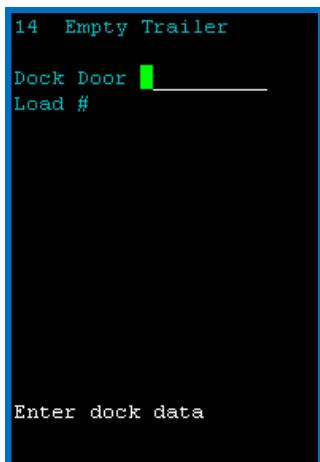
- Press the Tab key to move to the Qty field. Type the quantity that is being received. This quantity should match the information in the Qty field above the Verify line.



- Press the Enter key. Continue this process until all items have been put away.
- When finished, press F1 to return to the Receiving menu.

Empty Trailer

- From the Receiving menu, select Empty Trailer (option 14) and press the Enter key. The Empty Trailer screen displays:



Receiving/Empty Trailer

- Type the Door ID in the Dock Door field.

- Press the Enter key. The system will then prompt you for any more doors that need to be emptied. Type an N and press Enter to complete this process. The final step of the Inbound Process will then be completed by the CSR on SYNPASE.

```
14 Empty Trailer

Dock Door dr41
Load # [ ]  

[ ]  

[ ]  

[ ]  

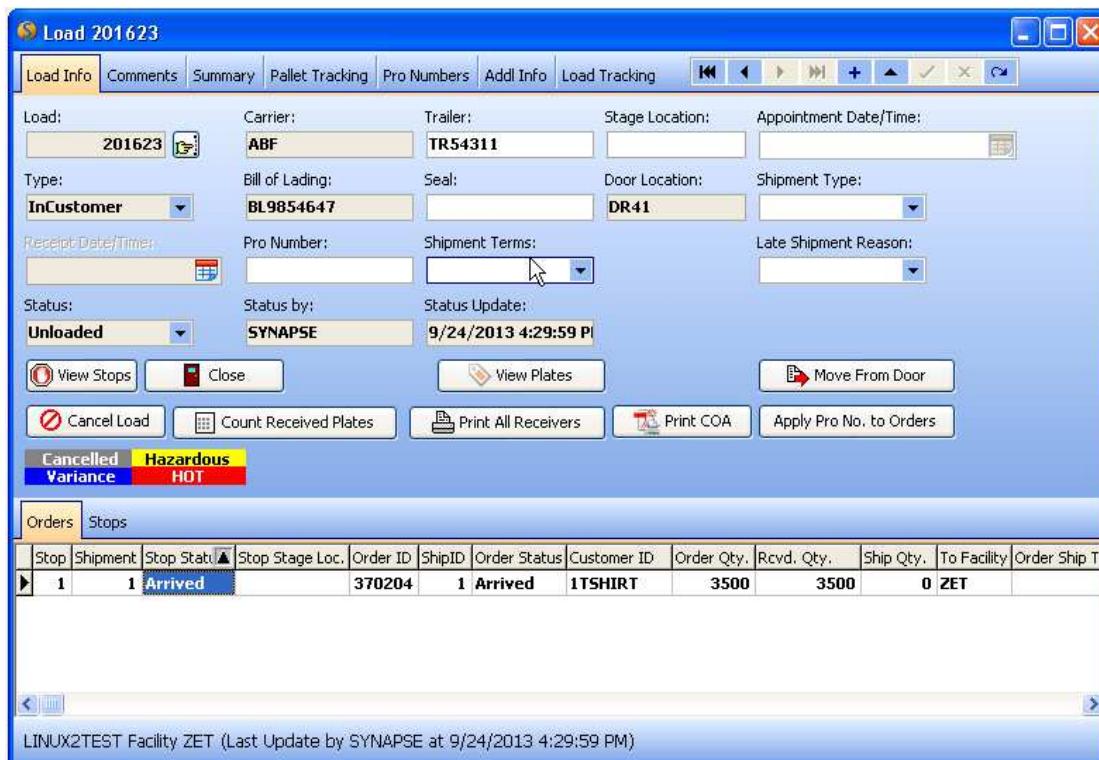
[ ]  

[ ]  

Emptied. More? █
```

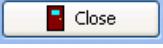
Closing the Load

- From the Edit menu, click on Loads. Click the  in the tool bar. This will display the last load. Make sure this is the load that needs to be completed.



The screenshot shows the 'Load 201623' window with the following details:

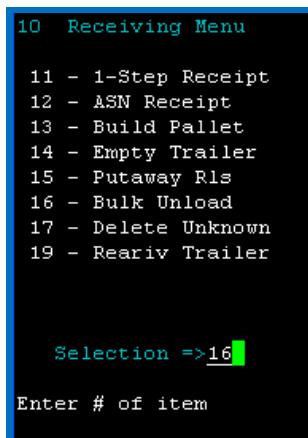
- Load Info:** Load: 201623, Carrier: ABF, Trailer: TR54311, Stage Location: (empty), Appointment Date/Time: (empty).
- Type:** InCustomer, Bill of Lading: BL9854647, Seal: (empty), Door Location: DR41, Shipment Type: (empty).
- Receipt Date/Time:** (empty), Pro Number: (empty), Shipment Terms: (empty), Late Shipment Reason: (empty).
- Status:** Unloaded, Status by: SYNPASE, Status Update: 9/24/2013 4:29:59 PM.
- Buttons:** View Stops, Close, View Plates, Move From Door, Cancel Load, Count Received Plates, Print All Receivers, Print COA, Apply Pro No. to Orders.
- Labels:** Cancelled, Hazardous, Variance, HOT.
- Orders:** Stop, Shipment, Stop Status, Stop Stage Loc., Order ID, ShipID, Order Status, Customer ID, Order Qty., Rcvd. Qty., Ship Qty., To Facility, Order Ship To.
- Table Data:** A table showing one stop: Stop 1, Shipment 1, Status Arrived, Stop Stage Loc. 370204, Order ID 1, Order Status Arrived, Customer ID 1TSHIRT, Order Qty. 3500, Rcvd. Qty. 3500, Ship Qty. 0, To Facility ZET.
- Message:** LINUX2TEST Facility ZET (Last Update by SYNPASE at 9/24/2013 4:29:59 PM)

- Click on the  button to complete this load. A prompt for a printer to print the PO Batch Confirmation appears.
- Select the printer and click OK.

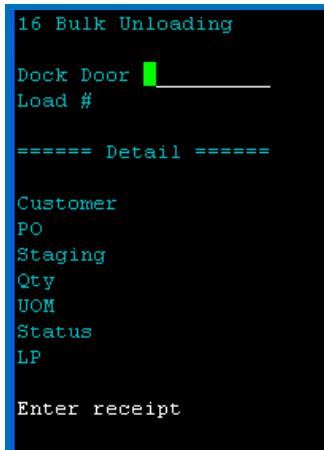
Bulk Receiving

There are times in a warehouse that a trailer needs to be emptied right away in order for the door to be cleared so a new load can arrive or be shipped. In this case, all items on the trailer can be ‘bulk received’ and taken off the truck to be detail received at a later time. This allows the truck to leave and the door to be cleared for the next load.

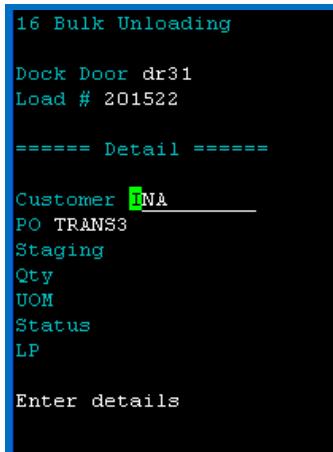
- From the Main Menu on the RF select Receiving (Option 10).
- From the Receiving Menu select Bulk Unload (Option 16).



The Bulk Unload screen displays:



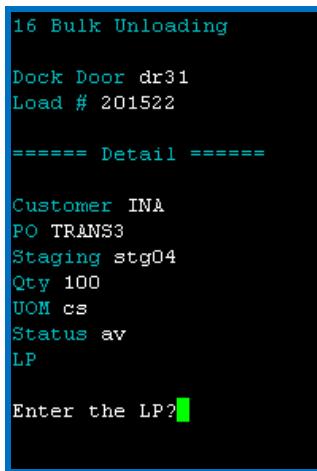
- Type the Door ID in the Dock Door field and press Enter. The Load # field will populate followed by the Customer ID field:



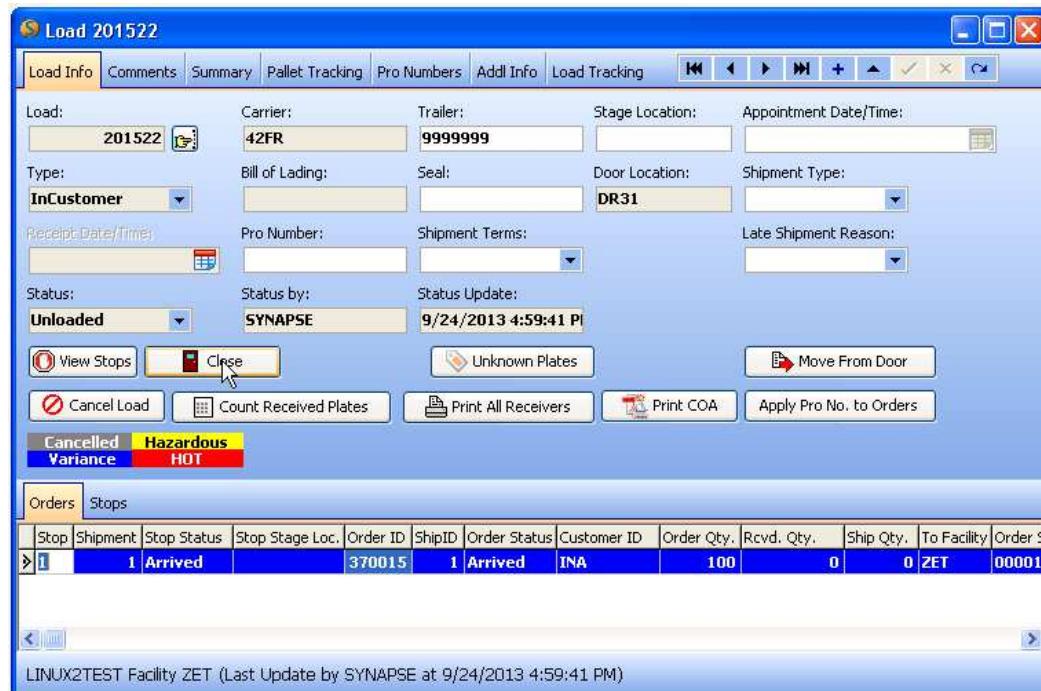
- Press the Tab key to move to the PO field. Type the Purchase Order Number in this field. This is not a required field so if there is no PO number, skip this step.
- Press the Tab key to move to the Staging field. Type the Staging Location where the inventory will be dropped until it has been detailed and put away.
- Press the Tab key to move to the Qty field. Type the Quantity of all items on the first License Plate.

All items do not have to be the same on a bulk license plate. If there is a small amount of items on the load, all items can be added to one bulk plate to be separated at a later time. It is recommended that items with a different UOM be placed on a separate bulk plate.

- Press the Tab key to move to the UOM field. Type the common UOM for all items. For example, if there are 60 cases of items on the plate, the UOM would be CS for Case.
- Press the Tab key to move to the Status field. Type the status of the inventory.
- Type a ‘?’ in this field and press Enter to view a list of codes. Select the correct code by typing any character next to it and pressing Enter.
- Press the Enter key. The system will prompt with the question “Enter the LP?”



- Type a ‘Y’ to enter the bulk plate and press Enter.
- Type or scan the License Plate Number for the Bulk Plate.
- This is the plate number that will be referenced when the detail putaway is being processed. The system keeps track of how many items have been detailed and when all items have been put away, the system will prompt to purge the bulk plate.
- Press the Enter key. Continue this process if there is more than one bulk plate to be received for this load.
- Exit Bulk Receiving. Perform the Empty Trailer function (option 14).
- Perform a load close on the CRT. The purpose of this is to release the door assignment. The load will NOT change to closed status at this time.



Bulk Receiving Putaway

The Detailed Receiving and Putaway for the Bulk Plates is completed in the same manner a 1 step receipt is done. Starting in the Receiving Menu, go to 1 Step Receiving and detail receive each order/item from the bulk plate. The location entered on the opening screen will be the staging location if you have released the door in the load close function. Once all inventory has been received, press F1 to back out of the screen and the system will prompt with a message “Purge Unknown LP?” If all has been received from the Bulk Plates, type a ‘Y’ and press Enter. The system will then purge the plate and the bulk receiving has been completed. You will NOT have to perform the empty trailer function (option 14) if you have previously done so. You will close the load in the same manner as any other receipt to generate the receipt confirmation.

Sample Receipt Confirmation

<p>Warehouse Location 500 W. 5th Stree</p> <p>Seattle WA USA 55555</p> <p>Telephone: 222-555-1313 Fax: 222-555-1314 Warehouse Manager: John Smith</p>	 SYNAPSE																																																																														
<p>Receiving Detail For:</p> <p>Customer: CCC</p> <p>PO: PO12366</p> <p>CCC Computer Supply 400 Cumberland Road</p> <p>Park Ridge IL USA 60068</p> <p>Telephone: 847-555-2345 Fax: 847-555-3200 Contact: Jennifer S. Smith</p>																																																																															
<p>Receipt Date: 10/29/2000 11:36:34 Facility: Warehouse A Facility #: A Receipt Number: 11265 - 1 Reference #: 1456</p>																																																																															
<table border="1"> <thead> <tr> <th>PO:</th> <th>PO12366</th> <th>Shipper:</th> <th>Carrier</th> <th>Chg Small Package</th> <th>Total: 98.00</th> </tr> <tr> <th>SKU</th> <th>Description</th> <th>Loc.</th> <th>Entered</th> <th>UOM</th> <th>Recv Quant</th> <th>Recv Damage</th> <th>Weight</th> </tr> </thead> <tbody> <tr> <td colspan="3">COMPUTER DESK Computer Desk</td> <td>2 Cases</td> <td>\$00.00</td> <td>0.00</td> <td>75,000.00lbs</td> </tr> <tr> <td colspan="3">Item Sub-Total</td> <td>2</td> <td>\$00.00</td> <td>0.00</td> <td>75,000.00lbs</td> </tr> <tr> <td>KEYBOARD</td> <td>Basic Keyboard for GCR</td> <td></td> <td>12 Cases</td> <td>1.00</td> <td>0.00</td> <td>48.00lbs</td> </tr> <tr> <td colspan="3">Item Sub-Total</td> <td>12</td> <td>1.00</td> <td>0.00</td> <td>48.00lbs</td> </tr> <tr> <td>MODEM CABLE</td> <td>6 ft Modem Cable</td> <td></td> <td>12 Cases</td> <td>.75.00</td> <td>0.00</td> <td>1,500.00lbs</td> </tr> <tr> <td colspan="3">Item Sub-Total</td> <td>12</td> <td>.75.00</td> <td>0.00</td> <td>1,500.00lbs</td> </tr> <tr> <td>PRINTER TABLE</td> <td>Print Table</td> <td></td> <td>5 Cases</td> <td>1,500.00</td> <td>0.00</td> <td>45,000.00lbs</td> </tr> <tr> <td colspan="3"></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="3">11/29/2000 9:29:10AM</td> <td colspan="5">1 of 2</td> </tr> </tbody> </table>		PO:	PO12366	Shipper:	Carrier	Chg Small Package	Total: 98.00	SKU	Description	Loc.	Entered	UOM	Recv Quant	Recv Damage	Weight	COMPUTER DESK Computer Desk			2 Cases	\$00.00	0.00	75,000.00lbs	Item Sub-Total			2	\$00.00	0.00	75,000.00lbs	KEYBOARD	Basic Keyboard for GCR		12 Cases	1.00	0.00	48.00lbs	Item Sub-Total			12	1.00	0.00	48.00lbs	MODEM CABLE	6 ft Modem Cable		12 Cases	.75.00	0.00	1,500.00lbs	Item Sub-Total			12	.75.00	0.00	1,500.00lbs	PRINTER TABLE	Print Table		5 Cases	1,500.00	0.00	45,000.00lbs								11/29/2000 9:29:10AM			1 of 2				
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