Sales

Sales can be defined as the process where a company sells one or several articles, where articles are defined as goods or services.

Output from the sales process

- A one-time sale of a product.
- A periodical contract sale of a product.

A sale requires that the goods to be sold are either in stock, can be purchased as needed, or produced as needed. This means that a sale process is a large logistical interaction that requires thorough planning.

Tasks involved in this process

- Maintain the customers and monitor the communication

  The buyers must be defined and handled as customers, with contact persons, terms & agreements and shipping addresses.

- Receive and process customer requests

  The requests from customers must be processed and followed up by giving quotes.

- Complete orders

  Customers will continuously place orders, which must be processed and completed.

- Follow up orders

  Follow up and protect sales backlog, receive and handle change requests, monitor and send customer backlog data.

- Pricing of the goods

  All goods must have a price, or prices, which needs to be defined and entered.

- Reporting
  The analysis phase needs information in the form of reports and statistics to successfully follow up customers and agreements.

Customer management

A customer can be a private person or a company. All customers have different terms and preferences, all of which must be maintained and updated.

Output from the customer management process

1. A new customer is registered.
2. The customer's terms are maintained.
3. The customer's contact information is maintained.
4. Customer relations are closed.

All you need to register on a new customer is name, address, payment and delivery terms, and contact information.

If there is a business relationship with larger customers, you will normally have relations with several contact persons. Some may be purchasers, while others work with invoicing or project management. These people need to be defined with their contact- and work information, in addition to which situations they will be contacted.

Tasks involved in this process

1. Register a new customer

A request or an order is received, and the requester must be registered as a customer.

2. Maintain and update the customers

Either expand or reduce the terms for the customer, update information and similar.

3. Document handling

Setting rules for customers regarding where the different documents will end up.

4. Communication with the customer

Sending out reports and other correspondence.

Customer (CUS)

A Customer (CUS) is a private person or company. The Customer (CUS) application contains information about the customers and lists the content in the Customer (CUS) application.
To open the Customer (CUS) application, find Sales in the RamBase menu and then Customer management. Click Customers to enter the CUS application.

Create a new customer

1. To open the Customer (CUS) application, find Sales in the RamBase menu and then Customer management. Click Customers to enter the CUS application.

2. Click the Create customer button in the lower left-hand corner of the CUS application

3. A new window appears where you can add customer main data. This can also be collected via the Brønnøysund integration. Search company name or enterprise number.
    a. Due to the validation process, the Postal code and City field cannot remain empty. If there is no postal code or city, enter a placeholder character ("0" or ".") to continue.

4. As soon as all mandatory data (fields marked with *) have been entered, click the OK button to create the CUS in status 1.
    a. It is still possible to add additional data on the CUS.

5. In the Settings tab, enter relevant settings. Settings can be updated at all time. These settings will be used as default values and will be copied to documents, such as Sales Order (COA).
    a. It is still possible to add additional data on the CUS.

6. You can add several addresses in the Shipping addresses tab. The Set as default column to the far-right controls which of these addresses will be used as the default address for this user during document creation.

7. In the Contacts tab, add data about employees that work for the customer. Click the Select contact button to add a contact to the customer. Click the Create contact button to create a new Contact (CNT) and add it to the customer.

8. To activate the customer, click the Activate customer option in the context menu. This action will activate the customer and set the status code to 4.

VIES VAT NUMBER VALIDATION

The VAT Information Exchange System (VIES) validates single VAT numbers of any business entity registered in the EU when you enter the VAT number in the Customer (CUS) or Supplier (SUP) applications, or when the CUS or SUP applications are opened.

1. If you enter a valid VAT number for a business entity based in the EU, a message displays, stating that the VAT number is valid and registered in VIES.

2. Select Update name and address to retrieve the entity name and address from the VIES database.

3. A notification message is displayed in the application that the VAT is registered in VIES. The validation is performed every time you select a customer or supplier based in an EU member nation. If the service is unavailable for any reason and the VIES validation was not done, no notification is displayed. If the VAT number is not valid, the notification states that VAT not registered in VIES. If you hover over this notification, a popup notification states that VAT number is not valid or not registered in VIES.

4. If there is a mismatch between the address held in RamBase and the retrieved address, a notification is displayed in the General Settings. Select Update name and address to overwrite the currently entered address with the address retrieved from VIES.

Customer Group (CUG)

Grouping of customers is registered in the Customer group (CUG) application.

HOW TO CREATE A CUSTOMER GROUP

1. From the RamBase menu, click on Sales followed by Customer management and then on Customer groups to enter the Customer group (CUG) application.

2. Click the Create new customer group button at the bottom of the screen.

3. Enter a descriptive name for the customer group and click Create.

4. Click the Add customer button to add customers to the group.

5. Click the Activate button at the top to set the Customer group (CUG) to Status 4. It is now active and ready for use.

Note: It is possible to import customers to the group using the Import Customers button from the context menu. This will open a popup where you choose which format you want to use and then you will be able to load the customer files.

HOW TO USE A CUSTOMER GROUP

A customer group is used in situations where several customers need to be processed similarly.

Uses in RamBase:

When a Purchase quote (SQU) is exclusive to a group of customers. This function is found in the Resale tab in the Purchase quote (SQU) item.

An Item Price Agreement (IPA) can be restricted to be used by a single customer, all customers or customer groups.

Maintain customer settings

There are several settings in the Customer (CUS) application which need to be maintained so they are always up to date. Enter the Settings tab to see the settings.

MAIN DATA TAB

1. General

- Name

Name of customer (name of company or surname/family name/last name of a person).

- Secondary name

Secondary name of a company or first name of a person.

- Website

Customers website/homepage/webpage.

- Enterprise number

The customers unique enterprise/organization number.

- VAT No

Unique number assigned by the relevant tax authority to identify a party for use in relation to value added tax (VAT).

- EORI number

An EORI (Economic Operator Registration and identification number) number is required of any party intending to import into the EU or export from the EU.

- Created by

The employee (might be RamBase-server) that created the customer.

- Created date

Date and time of creation.

- Account manager

Reference to the employee who is responsible for the management of sales, and relationship with the customer.

- Sales assistant

Reference to the employee who is sales assistant for the customer.

2. Classification

If you want to group your customers, make sure to provide information to the relevant fields in this section.

- Preferred language

This field controls which language the customer uses and which will be used in prints and emails sent to the customer.

- Customer classification

Classification of customers. A, B, C, Internal, Trade are examples of commonly used values. Valid options must be defined in your company setup.

- Sales district

A geographic district for which an individual sales person or a sales team hold responsibility. South, North, West, East and Overseas are commonly used values. Valid options must be defined in your company setup.

- Sector

The sector the customer belongs to. Valid options must be defined in your company setup.

- Market segment

The market segment the customer operates within. Valid options must be defined in your company setup.

3. Blockings

- Block sales order

Sales orders for this customer will be blocked for registering.

- Block sales quote

Sales quotes for this customer will be blocked for registering.

- Block shipping

Shipping advices for this customer will be blocked for registering.

FINANCE TAB

1. Finance data

- Currencies

Choose currencies for the customer.

- Intercompany data

Which intercompany database the customer belongs to.

- VAT registration number

Set the unique number assigned by the relevant tax authority to identify a party for use in relation to value added tax (VAT).

- VAT handling

Choose how value added tax (VAT) should be calculated. Either always include VAT, always exclude VAT or use standard/default VAT rules.

- Send to factoring

Identify which customer, invoices and credit notes, will be sent to factoring.

2. Invoice

- Sales invoice consolidation

Specifies whether or how often shipping advices that origins from this sales order will be consolidated when creating sales invoices.

- Sales invoice consolidation field

Field name to group by when consolidating shipping advice items into sales invoices.

- Sales invoice item sort by

Field name to sort by when creating sales invoice items.

3. Terms

- Payment terms

Here you will set the payment terms the CUS has requested, or negotiated. These are codes based on your output language and include Payment in advance, Cash on Pickup, Cash on Delivery, X days net and Net X days EOM.

- Payment terms

Default payment terms to use in new documents.

- Interest rate

Interest rate used for sales invoices past due date.

- Interest fee amount

Fixed interest fee used for the customer.

- Send reminders

Set to false if payment reminders should not be sent to this customer.

- Require approval if overdue

True if shipments need approval if there are sales invoices with overdue amount.

4. Credit

Use the Credit limit and Credit insurance amount fields if you want to have a limit on the credit you will give to your customers. Credit limit and Credit insurance amount should be updated with the maximum credit you want to give to that specific customer. This may be adjusted if the customer's credit situation changes. If Credit limit or Credit insurance amount is exceeded, an approval from will be necessary to ship goods to this customer.

- Credit limit

By updating the Credit limit field on the customer, the system will check that the open balance on the customer do not exceed the value in the Credit limit field. This check will be done when goods is shipped to the customer on a Shipping Advice (CSA). If the Credit limit is exceeded, an approval is needed to be able to ship the goods. The setting CusCreditControl could be set to CUS or CGR, depending on if the Credit limit should be done to a customer or a customer group. If this setting has no value, CUS will be used as default.

    - Open balance on a customer that is used in Credit limit control is calculated this way:

Current balance on customer / customer group, included VAT

+ Total, included VAT, of this Shipping Advice (CSA)

+ Total, included VAT, of goods already shipped (CSA), without being invoiced (CIN)

- Prepayments waiting for bank confirmation (PAY status 3)

= Total

- Credit Insurance amount

By updating the Credit insurance amount field on the customer, the system will check that the open balance on the customer does not exceed the value in the Credit insurance amount field. This check is done when goods are shipped to the customer on a Shipping Advice (CSA). If the Credit insurance is exceeded, approval is required to ship the goods. The setting CusCreditInsurance could be set to CUS or CGR, depending on if the Credit insurance should be done to a customer or a customer group. If this setting has no value, CUS is used as default.

  - Open balance and backlog on a customer that is used in Credit insurance control is calculated this way:

Current balance on customer / customer group, excluded VAT

+ Total, excluded VAT, of this Shipping Advice (CSA)

+ Total, excluded VAT, of goods already shipped (CSA), without being invoiced (CIN)

+ Total, excluded VAT, of registered Sales Orders (COA) that are not shipped

- Prepayments waiting for bank confirmation (PAY status 3)

= Total

- Credit insurance company

Insurance company used by the customer for credit insurance.

- Credit insurance currency

Three-character code following the ISO 4217 standard.

SALES AND SHIPPING

1. Sales term

- Delivery terms

The delivery terms control how and where the product is delivered, in addition to who pays for the shipping and Insurance.

- Shipping service

Shipping services state how the product is to be shipped, e.g which forwarder and which Product from the forwarder.

- Fee amount

This is an amount, in the companies local currency, that by default will be added as fee when a sales order is created for this customer.

- Minimum gross margin

The minimum gross margin in percent for the customer.

- Fee percent (auction only)

The commission paid by the customer when purchasing LOTs.

2. Sales agreements

- Volume price agreement

This field indicates that there is a price agreement based on volume with this CUS.

- Price group agreement

This field indicates that this CUS belongs to a group of customers with special pricing. These groups have to be predefined by JHC service group.

- Price list

Choose price list for the customer. Price list can be created in the Price list (PLI) application.

- Exchange rate fluctuation agreement

Exchange rate fluctuation agreements is a currency exchange agreement. An index agreement stated as 100/1.5 indicates that the CUS has to pay 100% of the deviation if it rises above 1,5% of the order amount.

- Fixed currency rates

Set fixed currency rates in this table according to the exchange rate fluctuation agreement that has been agreed with the customer.

3. Warranty

- Warranty period (months)

Agreement of default warranty period in months.

4. Warehouse

- Shipping & handling codes

The special handling code used for this customer.

- Service shipping & handling codes

The special handling code used for service.

5. Shipping claims

- Shipping day

Specifies when the goods should be shipped. This is used to calculate the scheduled shipping date for each item.

- Only ship entire orders

True if all items of a sales order should be shipped together. The items of a sales order should never be split into several shipments.

- Ship based on confirmed delivery date

If true, will scheduled shipping date on each item be calculated based on confirmed date rather than requested date.

- Only ship entire order items

True if the total quantity of a sales order item always should be shipped together. The quantity should never be split into several shipments.

- Ship items with equal scheduled shipping date together

True if all items of a sales order with the same scheduled delivery date should be shipped together.

- Freight for each shipment

If unchecked there will only be calculated freight on one shipping advice if the particular sales order has several shipments.

- Consolidate shipping advices

If true, sales orders will be consolidated when creating shipping advices. If false, each sales order will result in separate shipping advice.

- Consolidation field

Field to use when consolidating sales order items into shipping advices.

- Ship sort by

Field to sort by when creating shipping advice items.

DELIVERY TERMS AND DELIVERY TERMS PLACE

To align more closely with the International Commercial Terms (Incoterms), in which the place of delivery is explicitly named, RamBase has added a field called Delivery terms place to the Delivery terms. This makes the delivery terms legally valid. You can specify the default Delivery terms place for your customers. This is a mandatory field and you cannot validate some outgoing documents during a change of status if you do not specify the Delivery terms place. Any printouts such as PDF will also show the Delivery terms place.

To specify the Delivery terms place for a customer.

1. Enter CUS in the Program field and select the Enter key to open the Customer (CUS) application.

2. In CUS, select Settings > Sales and Shipping.

3. Select right_arow_in_black_box_icon.svg in Sales terms > Delivery terms.

4. Select the delivery terms from the Delivery terms list.

5. Enter the Delivery terms place below the Delivery terms list.

You can add a different default Delivery terms and Delivery terms place for every shipping address for your customer.

There are some settings for Delivery terms and Delivery terms place in the CSV.

You can specify the default values for the Delivery terms (DELTERM) field when creating new customers.

1. Enable Default create value for customers - Delivery Terms and select the default delivery terms for new customers in the field below.

You can specify the default values for the Delivery terms place (DELTERMPLACE) field when creating new customers.

2. Enable Default create value for customers - Delivery Terms Place and specify the default delivery terms place for new customers in the field below.

The Delivery terms place has also been added to applications such as the Auction (EVT) module. When orders are created from an auction, they inherit the delivery and return place from the specified Delivery terms place.

Document handling

It is possible to control the document logistic in RamBase by predefining the recipients of specific documents for a given Customer (CUS). These settings can be controlled from the Document handling tab in the Settings tab in the CUS application.

HOW TO ADD DOCUMENT HANDLING RULES FOR A CUSTOMER

1. Enter the customer you want to set document handling rules for.

2. Click the Document handling tab in the Settings tab. Click the Add document to send button.

3. This button opens a new popup where you can add information

- Send by Choose which method to send, which may be Email, Print or File Transfer Protocol (FTP/SFTP).

    - FTP applies to sending EHF invoices (EDI). There is an integration with the ELMA registry that checks if the enterprise number is registered in ELMA. An error message will appear if the enterprise number is missing from the customer or is not registered in ELMA.

- Document to send

  Choose which document you want to send.

- Mandatory to always send

  The recipient cannot be deleted on a specific document if this is selected.

- Send to

  Choose to send it to the customers main email address or which contact you want to send this to.

Note: If you want to change the output for any of the documents, choose the item line you want to change and click the edit icon. This will open a popup similar to the one where you defined the rule, but this popup is specific for one document and contains a field where you choose the output for this specific document.

Link an article to a price agreement

1. To open the Article (ART) application, find Product in the RamBase menu and then Product management. Click Products to enter the ART application.

2. Highlight the specific ART and press ENTER.

3. Click the Create ARTSALESPRICE icon in the Sales Prices section in the Main Data folder.

4. In the new popup, select a price agreement for a customer group from the drop-down menu in the PriceGroupAgr field, or set a quantity in the SalesQty field. Note: Either the field SalesQty or the field PriceGroupAgr must have a value, but only one of them can be filled.

5. Add details to apply to the price agreement for this specific ART.

   Note: Either the field SalesPrice or the field SalesGM must have a value, but only one of them can be filled.

6. Use the date pickers to set the time interval for the agreement to be valid.

   Note: A price group agreement cannot occur several times within the same time interval.

7. Click the Submit button.

EDIT A PRICE AGREEMENT

1. Start from the ART application.

2. Highlight the specific ART and press ENTER.

3. In the Sales Price section in the Main Data folder, highlight the item line representing the agreement and press ENTER.

4. Make changes and click the Submit button.

Link a customer to a sales price agreement

1. To open the Customer (CUS) application, find Sales or CRM in the RamBase menu and then Customer management. Click Customers to enter the CUS application.

2. Select the specific customer.

3. Enter the Sales and shipping tab in the Settings tab.

4. Select the price agreement(s) the CUS is to be linked to in the Sales agreements area. A customer can be linked to a price agreement based on volume, a common price agreement for a group of customers and a price list.

Whenever this customer places orders on articles linked to the price agreement(s), the sales prices will be set in accordance with the agreement.

Follow up on customer management

As soon as all relevant information has been entered after creating the new Customer (CUS), it may be activated by using the Activate customer option in the context menu. After this the CUS will be active in the RamBase system and may be involved in a sales process. Click the Close customer option in the context menu to deactivate a customer.

As previously mentioned, all information entered on a CUS is set as default. This means that all documents created involving this CUS will contain this information. This does not however mean that the information is static. The field Payment terms, which defines the payment terms for the CUS in question, is a good example. If Payment terms is set to 15 days on the CUS, it will be set on all purchase orders from CUS as default. But if it is changed on the order itself, it will only apply for the order and not change in the default CUS settings.

If you want to change the payment terms, or any other settings permanently, you must perform this action in the CUS application.

In the CUS view you have access to all the customers information, and the ability to fill in or edit. General information, such as CUS name and address are shown permanently, as does the key figures shown in the top of the document. The key figures summarizes the periodical numbers for billing, booking, backlog, balance, overdue, payment terms and credit.

Use the Timeline area in the Overview tab to find documents connected to the customer. Select document types in the Document types field and period in the Period field. Click on the date to find all the selected document types from that specific date. In the Period field, Last year displays 12 months back from today's date.1 year ago displays documents from 12-24 months ago.

The Contacts tab displays contacts connected to the customer. It is possible to add/change Job title, Default phone and Default email directly in the CUS application.

The Shipping addresses tab displays all shipping addresses connected to the customer and the invoice address. It can only be one invoice address and it can not be deleted. Use the edit icon to change the addresses.

The Transactions tab enables you to find the customers transaction history, filtered by choice.

The Finance tab contains information regarding the customers transactions, reminders, due amounts, interests and pay statistics, with links to related documents.

The Collaboration tab is relevant when it comes to sales. It is possible to add notes and tasks by using the Add new icon in the Notes and Tasks tabs. Email communication is saved in the Emails tab. The Opportunities tab displays opportunities connected to the selected customer. Click the arrow button to right on the opportunity to open the Opportunity Details (OPPD) view of the selected opportunity connected to the customer.

In the Settings tab, it is possible to set and adjust the most common general settings, such as language, payment and delivery terms, in addition to which documents the CUS will receive. It also contains information regarding the CUS payment terms and other financial settings. The Sales and shipping folder can be said to contain logistics related information and settings. Here you may set the shipping details of the CUS if he wishes to have default settings. Click the Ship items with equal scheduled shipping date together check-box to make all items as unready until all items are ready for shipping.

When creating a Sales Order (COA) from a Sales Order Request (CPO), the COAITM will not inherit the price information from the CPOITM, but from the Article (ART) register. Expected Price from the CPOITM will be shown in the COAITM, and if there is a discrepancy between these, a warning will show.

Insert a message on customer

It is possible to set a message on customers which are displayed in blue at top of the customer.

Highlight the customer and click the Set message option in the context menu. Enter the desired message and click the Save button.

To remove or edit the message, click the Set message option in the context menu or click the Edit icon on the message. Click the Clear button and then click the Save button.

Critical financial customer settings

Before trading with a new Customer (CUS), some financial settings are required. These settings are critical to the accountancy. Other settings are recommended for more details about each CUS. The financial settings can be found in the Settings tab on the CUS.

REQUIRED FIELDS

1. Currencies

The currency(-ies) valid for this CUS. The field can contain more than one currency. You must at least register one currency. If you have agreed to invoice your CUS in local currency, this is the one you must choose.

2. Payment terms

You usually agree upon this when you start trading with a new CUS. Due date on invoices are calculated based on Payment terms.

3. VAT registration number

The Value Added Tax (VAT) registration number is a unique number assigned by the relevant tax authority. It is crucial to the VAT handling on the customer's transactions.

4. Enterprise number

This is the customer's legal entity, it is a unique enterprise number.

RECOMMENDED FIELDS

1. Require approval if overdue

Click this checkbox if approval of documents are required before shipping, if already invoiced orders are overdue.

2. Credit limit

Credit limitations for the customer. Approval is required if the invoice amount exceeds the credit limit.

Rules for handling interests, reminders, VAT, and payment methods can be specified for each CUS. If nothing is specified, the company's default financial setup will be used.

Only use these fields if you want to overrule the company settings.

FIELDS FOR CUSTOMER SPECIFIC SETTINGS

1. Interest fee amount

Use this field if you want to set a special fee for interest notes for this CUS. Otherwise, the company settings will be used.

2. Interest rate

Use this field if you want to set a special interest rate for this CUS. Otherwise, the company settings will be used.

3. Send Reminders

Click this checkbox to send automatic reminders on outstanding amounts to this CUS. Otherwise, the company settings will be used.

4. VAT handling

The company settings and the CUS order usually settle the VAT handling. Only use this field if you want to overrule the system's VAT calculation. Set Always include VAT if the CUS always has to pay VAT on orders and invoices. Set Never include VAT if it never has to pay VAT on orders and invoices. Set Use default VAT if the CUS should use the company settings.

5. Intercompany code

Use this field to identify internal customers/suppliers.

Add Shipping and handling codes (SHC) on a Customer (CUS)

It is possible to add additional shipping & handling specifications to a Customer (CUS) in situations where the customers shipments need additional care or special handling. These specifications are created and saved in the Shipping and handling codes (SHC) archive. The purpose of these codes is to display them to the people responsible for shipping & handling.

CREATE A NEW SHIPPING AND HANDLING CODE (SHC)

1. Enter the Shipping and handling codes (SHC) application by typing SHC in the program field and press ENTER.

2. Click the Create new SHC icon in the lower left-hand corner.

3. Enter a unique number in the ShCode field. If the code is for a specific Customer (CUS) it may be beneficial to use the customer ID here to make it easier to find.

4. Choose a category for the Shipping and handling codes (SHC) in the Category dropdown menu. The choices are:

    a. Customer: The description text will appear on picking list for shipments.
    b. Service: If there is a ServiceSHC on Customer (CUS)/Products (ART) which match the Customer (CUS)/Products (ART) in a Customer deviation (CDV) document, this will show up in the Customer deviation (CDV).
    c. Warehouse: The description text will appear on picking list for shipments.

5. Click the Create new SHC button when finished. This will open a new popup.
6. Enter a description of the Shipping and handling codes (SHC) in the Text field.

7. Choose a location from the Loc dropdown menu.

8. Click the OK button.

9. In the hamburger menu (three horizontal lines) in the top right of the window, select Forward to register. The status of the Shipping and handling codes (SHC) changes to Status 4.

You can now see the Shipping and handling codes (SHC) in the item field, and it is ready to be set to a Customer (CUS).

ADD SHIPPING AND HANDLING CODES TO A CUSTOMER

1. Enter the Customer (CUS) you want to add a Shipping and handling codes (SHC) to.

2. Click on the Sales and shipping tab in the Settings tab.

3. In the Warehouse area, click the Shipping & handling codes or the Service shipping & handling codes field to add the Shipping and handling codes (SHC) of your choice.

4. Highlight the desired Shipping and handling codes (SHC) and press ENTER.

The Shipping and handling codes (SHC) is now added to the Customer (CUS).

Sales Quoting

A quoting process is the process where one, if there are no set agreements or contractual obligations in place, agree with a customer regarding price, delivery time, payment terms and the product specification.

Output from the quoting process

1. Single transaction with agreed terms.

2. Contract for agreed terms within a defined period.

3. Declined offer given to customer.

Some products have a fixed price independent of the customer, while other customers are given a set price for specific products. Offering different prices depending on product and customer is standard practice in certain industries. This is mainly due to some customers being larger and expecting contractual prices on a larger product range, while smaller customers prefer to request quote prices on a case-by-case basis, or they are buying on standard sales prices.

This process is usually started with a request for quote, where information regarding price and availability are gathered and forms the basis of the quote.

After a quote is given to the customer, there will be a period where the quote is open for acceptance or rejection. Any negotiations regarding price and/or terms in addition to acceptance or rejection, are logged in the ERP system.

Tasks involved in this process

1. Receiving a request for quote

A request for quote is received from customer.

2. Create a quote

Make a one-time-offer for a product to a certain quantity, price and delivery time.

3. Send the quote

Send the quote to one or several recipients by mail or print.

4. Create a contract quote

Make an offer on a product, to a certain quantity, price and delivery time – and for a certain period.

5. Follow up on the quote

Track status changes when validity date is approaching.

6. Change a quote

After negotiations with the customer, create a new version of the quote.

7. Mark lost quotes

Lost quotes are flagged. Register the reason for the loss and archive the quote.

Settings for Sales - Sales quoting

Setting names and their description

- Approval for Agreement expiration date days on Sales Quote (CQU)

Value in this setting is the number of days you can add forwards in the Agreement expiration date field, -before you have to approve the Agreement expiration date when creating a new Sales Quote Item (CQU-ITM). If CSV/CusQuoteSetExpireEqualValidTo is "ON" - the Agreement expiration date will automatically be created with X days (value from this setting) ahead from todays date. If his setting is 'OFF' - Agreement expiration date will be the same as Expiration date on CQU.

Value in this setting must be a number of days. If CSV/CusQuoteSetExpireEqualValidTo is activated, - the Agreement Expiration Date will be X days ahead from today. In combination with the functionality in CSV/CusQuoteSetExpireEqualValidTo, - this set-up will give default date for approving Expiredate of CQU-ITM

- Approval for Expiration date days on Sales Quote (CQU)

Value in this setting is the number of days you can add forwards in the Expiration date field, - before you have to approve the Expiration date before registrating the Sales Quote (CQU). If the value is set to '$DATE+30', there will be an approval required if Expiration date is set to a later date than 30 days from today. Format to be used: $DATE+N (N for numbers) PS: This functionality is only working if the Agreement expiration date field on Sales Quote Item is empty.

- Attach files when sending Sales Quote (CQU) by email

Decide if emails sent from Sales Quote (CQU) documents should attach the attached files or not. If value is "ON" - Only selected attachment will be sent. If value is "OFF" - Send automatically all attached files. If settings is "OFF" (not activated) - Attachments will not be sent.

- Buffer quantity limit on Sales Quote (CQU)

Value in this setting is a limit in percent, checked against Buffer quantity field on Sales Qoute (CQU). If Buffer quantity is higher than this percentage out of total quantity of the item, -the item must be approved before the document can be registrated.

- Decimals in Amount field on documents

Sets the number of decimals for the Gross Amount field according to the archive Sales Order, Sales Invoice... (COA/CIN/...)

- Decimals in Price field on documents

Sets the number of decimals for the Gross Price field according to the archive Sales Order, Sales Invoice... (COA/CIN/...)

- Sales Quote Item (CQU-ITM) Agreement expiration date days

Value in this setting is a number of days after the Agreement expiration date on Sales Quote Item (CQU-ITM) has expire, - before Sales Quote item will change to status 9. Just for info: This setting for Agreement Expiration date will override the setting for Expiration date days

- Sales Quote Item (CQU-ITM) Agreement Expiration Date warning

Value in this setting is a number of days before the Agreement Expiration Date on Sales Quote Item (CQU-ITM) is reached, - that status will change to 6 (warning status).

- Sales Quote Item (CQU-ITM) Expiration date days

Value in this setting is a number of days after the Expiration date is passed, -that status on Sales Quote Item (CQU-ITM) will change to status 9.

- Sales Quote Item (CQU-ITM) Expiration Date warning

Value in this setting is a number of days before the Expiration Date on Sales Quote Item (CQU-ITM) is reached, - that status will change to 6 (warning status).

- Set Agreement Expiration Date equal to Expiration date on Sales Quote Item (CQU-ITM)

If this setting in "ON" - Agreement Expiration Date on Sales Quote Item (CQU-ITM) will be the same as Expiration date when creating a new item. NOTE: If the setting CSV/CusQuoteDefaultExpireApprovalDays has a value (numbers of days), Sales Quote Item will get Agreement Expiration Date X days ahead from todays date, and will need approval before Agreement Expiration Date exceed this number of days. If this setting is 'OFF' - Agreement Expiration Date will be empty, even if CSV/CusQuoteDefaultExpireApprovalDays has a value

- Show Docby Popup Before Registering Sales Quote (CQU)

If this setting is"ON" - Docby Popup will show before you can register a Sales Quote (CQU). In this popup you can select how the document should be sent to customer.

Sales Quote Request (CRQ)

A Sales Quote Request (CRQ) is a document that represents a request for a specific product. Requests can be for existing products (price and leadtime request), or non-existing. Drawings can be attached to the CRQ document.

To open the Sales Quote Request (CRQ) application, find Sales in the RamBase menu and then Quoting. Click Sales quote requests to enter the CRQ application.

CREATE SALES QUOTE REQUESTS

Create a new Sales Quote Request (CRQ)

1. To open the Sales Quote Request (CRQ) application, find Sales in the RamBase menu and then Quoting. Click Sales quote requests to enter the CRQ application.

2. Click the Create new quote request button in the lower left-hand corner of the application.

3. Enter parts of the Customer (CUS) name in the Customer lookup field, or click the downward arrow to open the search menu to find it. Choose the CUS and if the CUS has several addresses, choose the customer address in the Address lookup field.

4. Choose the currency in the Currency field and click the Create button.

5. Back in the CRQ you will see that the CRQ has received a sequence number (CRQ/xxxxxx) in the top right corner. This means that the CRQ is saved and available for further processing.

6. The reference number from the CUS may be set in the Customer ref no field. The reference person for the CUS may be set in the Customers ref field.

7. To add products, click the Create new item button.

8. This will open a popup where you must enter relevant information. Choose the quantity in the Qty field and enter the product name in the Product field to find it in the product list. If the CUS has a target price, you may add it here.

9. If there is a requested delivery date, it can be set in the Requested delivery date field. Click the calendar icon next to the Requested delivery date field and choose the date. This may be adjusted.

10. If you need to add several items, check the Create Another box and repeat the item adding process.

11. Click the Create button.

12. If you need to add several items, click the Create new item button and repeat the item adding process.

Create a draft

A draft can automatically be created by clicking the Create new draft button in the menu. When a draft is created, the menu will automatically be collapsed to give more overview. Draft will create a document for a default customer, found in the Company settings (CSV) Default customer account for sales draft. If no Customer (CUS) is set up in this Company settings (CSV), RamBase will create one named as Unknown. This will have base data according to standard create values for this company. The base data can be changed for this Customer (CUS) afterwards if it is required, or the user can create a

Customer (CUS) manually and add this to the Company setting (CSV). It will not be allowed to register documents for this Customer (CUS), users must change to a real Customer (CUS) before registering.

When creating a draft, it is possible to add Products (ART) by searching them up in the Quick search field. Clicking on the Quick search filter icon will list a series of checkboxes. The user can decide which categories are to be included in the search. Hover over the Quick search filter icon to quickly see which categories are included in the search. New items can be added by clicking the Plus icon.

Add product

The Add product tab shows a Location available field and a Total available field. Location available inspect stock and available quantity for Location (LOC) of the document. Total available inspects stock and available quantity for all Location (LOC).

The Show details checkbox gives an overview over 4 useful tabs:

- Product details

Lists information from the related Product (ART)

- Product details

Accessories registered from Product (ART)

- Replacements

Replacements needed for a Product (ART)

- Transactions

Shows backlog items, Quote items and Invoice items

When adding items from the Add products tab, they will appear in the Items tab.

The Show details checkbox gives an overview over 5 useful tabs:

- Item details

List information from the related Sales order item (COAITEM)

- Notifications

Notifications for this item

- Product details

Lists information from the related Product (ART)

- Landed costs

Shows the chosen purchase currency and the landed cost in purchase currency and sales currency

- Accessories

Accessories registered from Product (ART)

Re-arrange order items

It is possible to re-arrange items before registering a Sales quote (CQU) and sending it to the Customer (CUS), so that the items can be presented in logical order. Re-arrange item can be found by clicking the Context menu and then click on the Change items order.

The Item field is an id of an item and the field LineNo will take over as the sorting key. LineNo will decide the order of lines and will be used as sequence number for items. Item and LineNo will not necessarily be synchronized. When an item is deleted, it will simply not exist anymore. PDFs to Customers (CUS) will show a column for LineNo rather than Item. The field LineNo can be found as a column in the Sales quote item (CQUITM). When forwarding a Sales quote (CQU) to a Sales order (COA), item will be created in the LineNo order in the new documents.

FOLLOW UP ON SALES QUOTE REQUEST

If the Sales Quote Request (CRQ) is to be forwarded to a Sales Quote (CQU), the criteria will be that the request is in status 4.

There are two methods of forwarding a request to a quote, either the whole document or item by item.

1. To transport parts of a Sales Quote Request (CRQ) to a new Sales Quote (CQU), double-click on the desired item you want to transport to a new Sales Quote (CQU). In the context menu, click on the option Forward to sales quote. Then choose the destination Forward to new quote if the item is to be added to a new Sales Quote (CQU). If not, you may choose an existing Sales Quote (CQU) available in the lookup field beneath the option Forward to existing quote and then click the Forward button.

2. To transport a whole Sales Quote Request (CRQ) to a new Sales Quote (CQU), choose the option Forward all items to sales quote in the context menu. Then choose destination Forward to new quote if the item(s) is to be transported to a new Sales Quote (CQU). If not, you may choose an existing Sales Quote (CQU) available in the Lookup field beneath the option Forward to existing quote. Click the Forward button.

If the items that are transported to another document have a quantity higher than 1, you may also choose the quantity that should be transported. If you do not choose the full quantity to be transported to a new quote, the remaining quantity will remain on the original request for quote. If the CRQ item has received a target price, this will be visible in the CQU item.

PREPARE QUOTE FOR SUPPLIER REQUEST

If a Sales Quote Request (CRQ) are for products or components with no purchase price or delivery time available in the ERP system, you will need to get this information. This is done in RamBase by setting the request to a specific status which makes it available for the process of getting quotes from supplier.

Prepare request for distribution business

To prepare for quote process against supplier for products that should be purchased, not manufactured inhouse, use the context menu option Ready for supplier quoting process. The Sales Quote Request and the related item lines will go to ST:2 and will be available for purchase department.

Prepare request for manufacture business

1. To prepare for quote request against supplier for products that are a part of a structure that should be manufactured inhouse, create a special structure, or copy the structure from the product using the context menu option Create new or copy product structure to item.

- None of the components from the special structure will be visible for the purchasers before you have chosen which components to be sent for quoting. This is done in Sales Calculator, which you can find by using the context menu option Sales calculator.

2. Choose the components to add to the quote by selecting the checkbox in the Request Quote column for every line item.

3. Choose the components you want quote on by checking the checkbox in the Request Quote column in each item line.

The purchaser gather one or several supplier quotes, and connect the best offer to the request. This means that purchase price and delivery time will be visible on the request and you may use this information further in the process.

Sales Quote (CQU)

A Sales Quote (CQU), is an offer to a customer - normally based on a Sales Quote Request (CRQ). CQU are stored in the CQU-archive, and managed by the CQU-program. A CQU may also turn in to a sales agreement if a quote is accepted.

To open the Sales Quote (CQU) application, find Sales in the RamBase menu and then Quoting. Click Sales quotes to enter the CQU application.

CREATE A SALES QUOTE (CQU)

There are two methods of creating a Sales Quote (CQU), either from scratch or transferring a Sales Quote Request (CRQ) to a quote.

Create a new Sales Quote

1. To open the Sales Quote (CQU) application, find Sales in the RamBase menu and then Quoting. Click Sales quotes to enter the CQU application.

2. Click the Create new quote icon in the lower left corner.

3. Enter parts of the customer name in the Customer lookup field, or click the downward arrow to open the search menu to find it. Choose the customer and if the customer has several addresses, choose the customer address in the Address lookup field. The address displayed is the address chosen as default in the Customer archive.

4. Back in the document you will see that the CQU has received a sequence number. This means that the document is saved and available for further processing. All information stored on the customer will also be available, such as price and delivery terms.

5. The RFQ number from the customer may be set in the Customer reference no field. The reference person for the customer may be set in the Customers reference field.

6. To add products, click the Sales quote item button.

7. This will open a popup where you must enter relevant information. Choose the quantity in the Qty field and enter the product name in the Product field to find it in the archive. If there is a fixed sales price on the article, you will see this appear in the Price field. This may be adjusted. The price will be set in the following order:

- Sales price from article for the PriceGroupAgr the customer belongs to.

- Sales price from article according to special PriceQtyAgr with customer.

- Sales price from article according to SalesQty.

- Calculated based on GM (Gross Margin) in COM.

- Calculated based on gross margin 25%.

8. You can set the information regarding when the customer needs the goods. To set the requested delivery date, click the calendar icon next to the Requested delivery date field and choose the date. This may be adjusted.

9. If you need to add several items, click on the Create Another checkbox and repeat the item adding process.

10. Click the Create button.

11. If you need to add several items, click the Sales quote item button and repeat the item adding process.

12. To set a duration period for the quote, use the fields Effective date and Expiration date.

Create a draft

A draft can automatically be created by clicking the Create new draft button in the menu. When a draft is created, the menu will automatically be collapsed to give more overview. Draft will create a document for a default customer, found in the Company settings (CSV) Default customer account for sales draft. If no Customer (CUS) is set up in this Company settings (CSV), RamBase will create one named as Unknown. This will have base data according to standard create values for this company. The base data can be changed for this Customer (CUS) afterwards if it is required, or the user can create a Customer (CUS) manually and add this to the Company setting (CSV). It will not be allowed to register documents for this Customer (CUS), users must change to a real Customer (CUS) before registering.

When creating a draft, It is possible to add Products (ART) by searching them up in the Quick search field. Clicking on the Quick search filter icon will list a series of checkboxes. The user can decide which categories are to be included in the search. Hover over the Quick search filter icon to quickly see which categories are included in the search. New items can be added by clicking the Plus icon.

Add product

The Add product tab shows a Location available field and a Total available field. Location available inspect stock and available quantity for Location (LOC) of the document. Total available inspects stock and available quantity for all Location (LOC).

The Show details checkbox gives an overview over 4 useful tabs:

- Product details

Lists information from the related Product (ART)

- Accessories

Accessories registered from Product (ART)

- Replacements

Replacements needed for a Product (ART)

- Transactions

Shows backlog items, Quote items and Invoice items

When adding items from the Add products tab, they will appear in the Items tab.

The Show details checkbox gives an overview over 5 useful tabs:

- Item details

List information from the related Sales order item (COAITEM)

- Notifications

Notifications for this item

- Product details

Lists information from the related Product (ART)

- Landed costs

Shows the chosen purchase currency and the landed cost in purchase currency and sales currency

- Accessories

Accessories registered from Product (ART)

Re-arrange order items

It is possible to re-arrange items before registering a Sales quote (CQU) and sending it to the Customer (CUS), so that the items can be presented in logical order. Re-arrange item can be found by clicking the Context menu and then click on the Change items order.

The Item field is an id of an item and the field LineNo will take over as the sorting key. LineNo will decide the order of lines and will be used as sequence number for items. Item and LineNo will not necessarily be synchronized. When an item is deleted, it will simply not exist anymore. PDFs to Customers (CUS) will show a column for LineNo rather than Item. The field LineNo can be found as a column in the Sales quote item (CQUITM). When forwarding a Sales quote (CQU) to a Sales order (COA), item will be created in the LineNo order in the new documents.

Create a Sales Quote from a Sales Quote Request

To create a CQU from a CRQ, you will need to forward the CRQ document to a CQU document. A CQU based on a CRQ will always contain the same information as the request, but with the option to add or change the information.

Instruction on how to forward a CRQ document to a CQU document can be found in the topic Follow up on Sales Quote Request.

Copy CQU to CQU

1. You can copy an existing CQU to make a new CQU. In the CQU application. In the context menu, select Copy Sales quote to new sales quote.
2. To copy special structures to the new CQU, in CSV, enter COPY*SPECIAL*STRUCTURE and select the Enter key.
3. Select Copy special structure when copy sales quote to enable the setting.

HOW TO EFFICIENTLY UPDATE TO LOWEST APPLICABLE PRICE IN THE SALES QUOTE (CQU) AND SALES QUOTE ITEMS (CQUITM) APPLICATIONS

Updating the price on Sales quote items (CQUITM) can be done on both the main level and item level. Depending on the where you are working, either from the Sales quote (CQU) application or the Sales quote item (CQUITM) application, different options in the context menu are available to achieve similar results:

Context menu options and their Availability

- Update to lowest applicable price for all items

Available in the Sales quote (CQU) application.

- Update to lowest applicable price for selected items

Available in the Sales quote (CQU) application, if the Sales quote items (CQUITM) are selected. Also available in the Sales quote items (CQUITM) application.

- Update to applicable price

Available in the Sales quote items (CQUITM) application. If multiple prices are available, the user can choose the intended one.

When to use this feature

- The user wants to change the price, to the lowest available, for multiple Sales quote items (CQUITM) based on a price from an Item price agreement (IPA), or the standard price of the Product (ART).

- Reasons for changing might be correcting a draft, or terms have changed in the quoting process.

Conditions for Sales quotes (CQU)

- The Sales quote (CQU) must be in Status 1 (Pending registration).
- The Sales quote (CQU) must contain a minimum of one Sales quote item (CQUITM).

From the Sales quote (CQU) application - Main level

From the RamBase menu, select Sales and then Quoting. Finally click on Sales quotes to open the Sales quotes (CQU) application.

Update to lowest applicable price on all items - Context menu option

1. From the Sales quote list, select the Sales quote (CQU) with Sales quote items (CQUITM) you want to update the price for.
2. From the Context menu, select the Update to lowest applicable price for all items option.

Update to lowest applicable price for selected items - Context menu option

1. From the Sales quote list, select the Sales quote (CQU) with Sales quote items (CQUITM) you want to update the price for.

2. From the Items tab, click on the on the Status icon or icons of the Sales quote items (CQUITM) to select the intended Sales quote items (CQUITM).

- To select all Sales quote items (CQUITM), select the top checkbox in the Status icon column. Note that the selection only applies for the Sales quote items (CQUITM) on the current page, and not all Sales quote items (CQUITM).
- If successfully selected, a check mark will replace the Status icon.

3. From the Context menu, select the Update to lowest applicable price for selected items option.

From the Sales quote item (CQUTM) application - Item level

From the RamBase menu, select Sales and then Quoting. Finally click on Sales quotes to open the Sales quotes (CQU) application.

Update to lowest applicable price for selected items

1. From the Sales quote list, select the Sales quote (CQU) with Sales quote items (CQUITM) you want to update the price for.

2. From the Items tab, click on the Arrow icon on one of the Sales quote items (CQUITM) to open the Sales quote items (CQUITM) application, entering item level.

3. In the Sales quote items (CQUITM) application, from the Sales quote item list area, click on the Status icons of the Sales quote items (CQUITM) you want to update the price for.

- To select all Sales quote items (CQUITM), select the top checkbox in the Status icon column.
- If successfully selected, a check mark will replace the Status icon.

4. From the context menu, select the Update to lowest applicable price for selected items.

Update to applicable price - Context menu option

1. From the Sales quote list, select the Sales quote (CQU) with Sales quote items (CQUITM) you want to update the price for.

2. From the Items tab, click on the Arrow icon on one of the Sales quote items (CQUITM) to open the Sales quote items (CQUITM) application, entering item level.

3. From the Sales quote item list area, click on the Sales quote item (CQUITM) you want to update the price for.

4. From the context menu, select the Update to applicable price option in the context menu.

5. If multiple prices are available, select the intended price in the Select price popup. If only one price is available, the price will be updated without having to choose.

ADD BUFFER QUANTITY TO A SALES QUOTE (CQU)

It is possible to create a reservation of goods on Sales quotes (CQU) where a certain quantity of a product is allocated to avoid running out.

Set the buffer quantity

1. To open the Sales quote (CQU) application, find Sales in the RamBase menu and then Quoting. Click Sales quotes to enter the Sales quote (CQU) application.

2. Click on the specific Sales quote (CQU).

3. Highlight the Sales quote (CQU) item in the Items tab and press ENTER.

4. In the Sales quote (CQU) item you can find a field called Buffer quantity where you can set the desired buffer quantity.

SALES CALCULATOR

The Sales Calculator is used to calculate sales price using operation and material cost together with added margin. It is a very helpful tool to control all aspects of pricing, both cost and sale, in a kit in the sales process.

There are several ways of accessing the Sales Calculator:

1. At CRQ / CQU / COA item with Class = K* and special structure
2. At CSO item 2 (Class = KM)
3. At PWO with special structure

Enter the relevant document and click on the option Sales calculator in the Context menu to open the program.

Box descriptions

1. Part

This box shows the part number, text (part description) and Qty (sales quantity).

2. Cost Per Piece

Operations costs, material cost and added costs specified and summed per product.

3. Total Cost

Operations costs, material cost and added costs summed for the specified sales quantity.

4. Sales Price Per Piece

Calculated product sales price (per piece) based on sales prices for each line shown in the structure item lines.

5. Customer

When accessing the calculator from ART the customer can be selected. This will enable the action buttons to create CRQ / CQU / COA documents.

The item lines

The item lines shows the valid structure of the ART (or the special structure for CRQ / CQU / COA / CSO / PWO) with costs, sales price and margin for each line.

Cost price per line

The cost price for each line is showing the variable / fixed cost per piece to be produced. The values are read from the corresponding structure item and divided by the sales quantity when using the calculator for CRQ / CQU / COA / CSO / PWO. Each line shall always present the cost per operation/material based on producing one single product. Producing > 1 will lead to lower total fixed cost per quantity.

Cost price

The cost price is comprised of material/article, operations and added costs, divided by the sales quantity.

The added cost may be linked to operations, materials, the complete structure or the sum of all the materials used. The form may be a fixed amount, variable amount or a variable percentage. The added cost must be defined in the Cost Archive (CST).

Sales price

The sales price showing for each line may be calculated from several sources, based on the sales price and cost related to materials/articles, operations and the added costs.

Using the calculator

The calculator is primarily used in situations where you need to calculate the specific price for a kit, based on quantity with a concrete sales price, cost price and the margin (in percentage) for the specific parts and operations. You may also see the margin for the total kit.

You may also create a CRQ, CQU and COA for the kit in question directly from the calculator by choosing a customer (CUS) in the upper right corner.

Making a special structure (copy from ART) in a COA will also give you the opportunity to tweak the prices for the specific COA. Use the save icon in the Sales Price Per Piece box to save the price for the COA.

FOLLOW UP ON SALES QUOTES (CQU)

The Sales Quote (CQU) is normally sent using e-mail, to either one or several recipients on the Customer (CUS) side. This may also be controlled with admittance if approval is needed. The recipients are retrieved from the CUS information stored in the DocBy field.

The CQU will normally be sent using the default settings at the time of registration, but may also be sent afterwards if desired. This is done by using the context menu in the top right corner and choose the option Print copy or re-send... Then you may choose if you want to send the original or a copy and what type of media you desire.

To register a CQU and send it to the desired recipients, use the context menu and choose the option Register and send sales quote. The CQU is now closed for editing. If the CUS wish to negotiate, the CQU must be transported to a new CQU. The CUS has now received the offer and depending on how this is followed up, you must wait for acceptance or decline.

A quote is expired when the acceptance term which is set in the Expiration date field has expired. Depending on the company settings a quote may automatically change to ST:6 a specified number of days before the Expiration date, -as a warning to seller that is has to be followed up. A CQU may also be automatically closed after a certain period after expiration, where it will go to ST:9. These settings can be adjusted in the Settings application under Sales.

To cancel parts of a quote, double-click on the desired item and click on the Cancel item option in the Context menu. This may be used in cases where the customer only wants parts of the goods for the same terms.

To manually cancel the whole quote before the expiration date has been reached, click on the option Cancel sales quote in the Context menu. The quote will be archived as loss.

If the customer wish to discuss the terms following the quote, and the selling part agrees, a new quote must be made. There are two methods of doing this, either to change the whole quote or parts.

1. To transport parts of a quote to a new quote, double-click on the desired item. In the Context menu, click on the option Forward to sales quote. Then choose the destination Forward to new quote if the item is to be added to a new quote. If not, you may choose an existing quote available in the Lookup list beneath the option Forward to Existing Quote and then click on the Forward button. If the item lines to be transported has a quantity higher than 1, you may choose the quantity transported.

2. To transport a whole quote to a new quote, choose the option Forward all items to sales quote. Then choose destination Forward to new quote if the item is to be

transported to a new quote. If not, you may choose an existing quote available in the Lookup list beneath the option Forward to existing order.

NOTE: It is also possible to use the multi-select option, where you click on the status icon of the item to select. The options you have available when performing multi-select are as follows:

1. Forward selected items to sales order
2. Update agreement expiration date on selected items
3. Open / discard
4. Cancel selected items
5. Delete selected items

If the customer accepts the quote within the expire date, which is set in the Expiration date field, you may turn this in to a long-time agreement by extend the validity by updating Agreement Expire date in item.

If the customer accepts the quote and place an order, you can easily transport this to a Sales Order (COA). There are two methods of doing this, either if it is the whole quote or just parts to be ordered.

1. To transport parts of a quote to an order, double-click on the desired item. In the Context menu, click on the option Forward to sales order. Then choose the destination Forward to new order if the item is to be added to a new order. If not, you may choose an existing order available in the Lookup list beneath the option Forward to Existing Order and then click on the Forward button. If the item lines to be transported has a quantity higher than 1, you may choose the quantity transported.

2. To transport a whole order to a new order, choose the option Forward all items to sales order. Then choose destination Forward to new order if the item is to be

transported to a new order. If not, you may choose an existing order available in the Lookup list beneath the option Forward to existing order.

NOTE: It is also possible to use the multi-select option, where you click on the status icon of the item to select.

Order handling

Use the order handling process to specify the price, delivery time, payment terms, articles and quantities required, for an order.

Outputs

- Single sale with mutually agreed, confirmed terms.
- Contracted, recurring sales.
- Cancelled sale with mutually agreed, confirmed terms.
- Follow up on committed, undelivered orders, the customer backlog.

An order, which originates from a quotation, mainly contains the agreed terms that have been negotiated between you and your customer. An order, which requires confirmation from you to the customer, can be legally binding. Once you receive the order confirmation, you can add the order value in the company's income projections.

An order can also be generated without being preceded by a quotation. This may be because the order is small, or the customer has a preexisting agreement of terms to be applied to all orders, such as purchases from a web shop. These agreements may be written or verbal, containing the agreed terms such as delivery time and price. This solution reduces the delivery time and the time overheads of administration.

In addition to the several other tasks in the ordering process, you should also follow up the committed, but as yet undelivered, orders. This is the customer backlog. Within this task you can follow up the customer backlog based on requests or your internal routines. For example, get committed dates from suppliers and/or production, making sure that the orders are delivered according to committed schedules or attempt to expedite purchase orders/production if the customer's requested date is not met.

Follow up the customer backlog periodically to reduce delivery slippage. On-time deliveries can be increased by closely following up the backlog.

An order can be cancelled if necessary.

Tasks

- Receive an order. Creating an order where products, quantity, pricing and delivery terms are specified.
- Allocate goods. Make sure the goods are in stock or in production.
- Acknowledge the order. Send a sales order to one or several recipients.
- Follow up on the customer backlog. An order that is already acknowledged can still be cancelled or partially delivered.
- Amend an order. Upon request and agreement with the customer, create a new version of the sales order.

Setting for Sales - Order handling

- Amount limit forAutoFee

The value of this setting is the threshold order value, in local currency, below which the AutoFeeis automatically applied. When you create order items in the Sales Order (COA), Sales Order Request (CPO) and Sales Quote (CQU) applications, - or change the Quantity or Sale price in these applications, the system compares the total order value to the Amount limit for AutoFee. If the value of the total order in these applications is less than the specified Amount limit, the AutoFee value from CSV/CusOrderAutoFeeCalculationAmount is added to the order value. The format for this value is: N (N for numerals).

Note: Not used by Rambase customers since 2017.

- AutoFee

The value of this setting is the amount in local currency of the AutoFee in the Sales Order (COA), Sales Order Request (CPO) and Sales Quote (CQU) applications. The AutoFeeis only applied when the Customer/Applications are configured for AutoFee calculation and the gross value of the order is below the Amountlimit set in CSV/CusOrderAutoFeeCalculationAmountLimit. The format for this value is: N (N for numerals).

Note: Not used by Rambase customers since 2017.

- Approval of change in Gross Margin

The value of this setting is the percentage of allowable variation in the Gross Margin without requiring a new Gross Margin approval. This setting is used in the Sales Order (COA), Shipping Advice (CSA)and Sales Invoice (CIN) applications. New approval is required only when the percentage difference between the previous and current Gross Margin is higher than the value of Approval of change in Gross Margin. The format for this value is: N (N for numerals).

- Attach files when sending Sales Order (COA) by email

Use this setting to specify if emails sent from the Sales Order (COA) application should have the applicable files attached. If the value is ON, you can select two options:

1) Only send selected attachments or

2) Automatically send all attachments.

- Customer Order Cancel - Not Redirect To New

If this setting is set to ON, you are not redirected to the cancelled Sales Order (COA) when you cancel a Sales Order (COA) using the cancellation function (red X-icon). You will see the original Sales Order.

- Decimals in Amount field on documents

Specify the number of decimal places in the Gross Amount field in the archived Sales Order, Sales Invoice... (COA/CIN/...)

- Decimals in Price field on documents

Specify the number of decimal places in the Gross Price field in the archived Sales Order, Sales Invoice.. (COA/CIN/...)

- Default Gross Margin on Sales documents

The value of this setting is the default Gross Margin percentage to be used for products without a Sales price.

The Sales price is calculated from the Purchase price using the default Gross Margin you specify as a percentage. If you do not specify this value, the system uses 25% as the default Gross Margin.

This setting is used in the Sales Order (COA), Sales Quote (CQU), Sales Order Request (CPO) and Shipping Advice (CSA).

The format for this value is: N (N for numerals).

More information is given at: https://help.rambase.net in Create a Sales Order

- Default price rounding rule-set for sales

The value of this setting is the ID of the rule-set to use for rounding prices in the Sales Order Item (CIN-ITM) and Sales Quote Item (CQU-ITM) applications.

If you do not want to specify the rule-set, leave this setting blank.

- Default View when select Product (ART)

If this parameter is set to ON, the default view is the Active products in the ITMCART (the Application where you choose the product when a customer document item is created). If this setting is deactivated, the default view is All products in ITMCART.

Note: This setting is only available in legacy applications, not REX applications.

- Default View when select Product (ART) for Customer Orders

Specify the default filter when selecting Product (ART) for Customer orders in ITMCART (the Application where you choose the product when a customer document item is created). If this setting is deactivated, default view will be All products in ITMCART.

Note: This setting is only available in legacy applications, not HTML5 applications.

- Department as mandatory on Sales Order (COA)

If this setting is set to ON, the Department field in the Accounting folder of the Sales Order (COA) must be filled before the Sales Order is forwarded to the customer

- Hide default currency on Document prints

If this setting is set to ON, the Default currency for the company is not displayed when documents are printed or emailed. The Currency is only displayed in the printed and emailed documents if the Currency is different from the Default currency of the company.

- Hide the currency rate when it is different from default currency

If this setting is set to ON, the Currency is hidden if it differs from the Default currency of the company.

This setting applies to all customer and supplier documents.

- Import backlog value from Sales Orders (COA) to General Ledger (GL)

If this setting is set to ON, scheduled batch jobs are run that update Sales Orders (COA) to import the backlog value to the General Ledger.

- Inspect from Customer backlog (CUSBACKLOG)

If you specify this setting, when you select Inspect from a line in CUSBACKLOG , the Customer Backlog Management (CBM) application is displayed. If the setting is specified, the Customer Backlog (COA) - By ITM (NGREP/100090) is displayed.

- Link Warning on Sales Order (COA)

This value must be specified as an integer which indicates the number of days before the Scheduled shipping date that the Sales Order (COA) is issued a status 6 (warning), if the quantity is not totally linked to stock.

- Margin for Sales Leadtime Assignment Window

If this setting and the Use Assignment Window for Sales Order/Production Work Order setting are set to ON, Sales Orders/Production Work Orders are always assigned to PENDING if the LINKDELDATE in SAR is outside of the period given by SALESLEADTIME from ART, plus the margin from this setting. The SAR optimize process only re-assigns orders inside this window. If several companies have common ART and SAR registers (Group Structure), the Margin for SalesLeadTime Assignment Window'must only be specified for the company that is set up as OWNERDB. The Use Assignment Window for Sales Order/Production Work Order should be specified for each of the sales databases. The margin should be given in the number of days. The functions of the Assignment Window cannot be used if the company is not also set up to run the nightly SAR optimize job.

- Partners info

The value of this setting is the partner setup for the company. The Partner field in Manufacture (MFR) can be updated with this information, e.g. PSWAREHOUSE, but it can also be a comma-separated list where values can be added.

- Project number as mandatory on Sales Order (COA)

If this setting is set to ON, the Finance project field in the Accounting folder of the Sales Order (COA) must be filled before the Sales Order can be forwarded to the customer

- Reconfirm production work order (PWO) when a sales order (COA) is reconfirmed

When confirmed date is updated in a sales order item (COA) with products of type "K" or "KA", the user will be asked to also update confirmed date in the assigned production work orders (PWO)

- ReConfirm Sales Order (COA)

If this setting is "ON" - Confirmed delivery date will automatically be updated in Sales Order Item (COA-ITM) if confirmed delivery date is changed in any of the transactions that are assigned to COA-ITMs, -e.g in a (SOA-ITM), and this change causes that confirmed date in COA-ITM should be changed. This update will be logged in revision history on the Sales Order. If this setting in "OFF" - Confirmed delivery date will not automatically be updated in sales order item, but there will rather be set a notification in the item about that confirmed delivery date has been changed in transactions which do have assignments to this COA-ITM. In case CSV/"Don't reconfirm sales order if shipping day is a fixed week day" is "ON", confirmed delivery date will anyway not be updated if Shipping Day is a fixed day in the week of delivery or before delivery. A notification will rather be added to the item.

- Don't reconfirm sales order if shipping day is a fixed week day

If this setting is "ON" - Change in confirmed delivery date from supplier or production backlog will not cause automatically update of confirmed delivery date in Sales Order

Item (COA-ITM) if Shipping Day is a fixed week day. In this case a message will be set on Sales Order Item

- Request Date on Sales Order (COA)

The value of this setting must be an integer from 0 to 365, that is used to calculate the Requested delivery date for the Sales Order Item (COA-ITM). If you specify 0 as the value, the Sales Order Itemreceives the Requested delivery date on the current date. If you specify 2 as the value, the Sales Order item receives a Requested delivery date of the current date plus two days.

- ReSend Confirmed delivery date on Sales Order (COA)

If this setting is set to ON, the Revision history in the Sales Order is checked by a nightly batchjob, and the new confirmed delivery date on the Sales Order is sent automatically to customers with Send document by Email with status higher than 1 and less than 9. In addition the following settingHandling on Customer must be entered: Document to send: COA, Sendby: Email, Send To: A reference with Email addr

- Sales Order (COA) Assign to Stock

If this setting is set to ON, users are allowed the option to start a job that attempts to link all the items in the Sales Order (COA) to stock. If there is no Free Stock, the program attempts to swap links with other documents. The job is started by the option Assign To Stock under Activities And Operations in Sales Order.

- Seller on Sales Order Item (COA-ITM)

If this setting is CUS.PIDEXT, in the Seller field in the Sales Order (COA), Shipping Advice (CSA) and the Sales Invoice (CIN) are updated from the PidExternal field in Customer (CUS). If the value is CUS.PIDINT, the Seller field is updated from the PidInternal field in Customer. If the value is SYS.PID, the Seller field is populated with the name and personell id (PID) of the creator of the document. Information from these fields in Customer are also copied to other fields in the Sales Order (COA). PidExternal=Account manager, PidInternal=Sales Assistant and Person that creates the Sales Order SysPid=Assignee. If this setting is set to OFF, the Seller field is populated with information from PidExternal

- Show Docby Popup Before Registering Sales Order (COA)

If this setting is set to ON, the Docby Popup is displayed before you can register a Sales Order (COA). In this popup you can select how the document should be sent to customer.

- Use Assignment Window for Sales Order (COA)

If this setting and the Margin for SalesLeadTime Assignment Window setting are both set to ON, the Sales Order is supplied the assignment from PENDING if LINKDELDATE in SAR is outside of the period given by SALESLEADTIME from ART, plus the value from the setting Margin for SalesLeadTime Assignment Window. The SAR optimize process only optimizes the Sales Order within this window. In case several companies have common ART and SAR registers (Group Structure), the Margin for SalesLeadTime Assignment Window should only be specified for the company that is configured as the OWNERDB, the Use Assignment Window for Sales Order should be specified for every sales database.

Sales Order Request (CPO)

A Sales Order Request (CPO) is a document where orders from customers are registered. The difference between this document and a Sales Order (COA) is that the CPO is not assigned to goods in stock or supplier backlog. The CPO are saved in the CPO archive and may be inspected using the CPO application.

To open the Sales Order Request (CPO) application, find Sales in the RamBase menu and then Order handling. Click Sales order requests to enter the CPO application.

An example of a CPO may be orders registered from a webshop or received by any other electronically format. RamBase will automatically create a CPO, which will be processed and transported to a Sales Order (COA).

Create Sales Order Request

CREATE A NEW SALES ORDER REQUEST

1. To open the Sales Order Request (CPO) application, find the Sales in the RamBase menu and then Quotinq. Click Sales quote requests to enter the CPO application.

2. Click the icon Create new order request. Enter the customer name (enter parts of the name in the Name field and press ENTER). This will open a popup where you choose the customer, address and which currency you want to use. The customers default address will be shown automatically.

3. After this you will return to the Sales Order Request (CPO) document and it will have been assigned a sequence number. This means the document is saved and ready for further editing. You may also see that any default setting from the Customer document (CUS) related to the chose customer, has been entered automatically (such as delivery and payment terms).

4. The reference number from the customer may be set in the Customer reference no field. The reference person for the customer may be set in the field Customer reference.

5. To add articles to the CPO document, press the Create New item. This will open a popup where you enter relevant information. Choose the quantity in the Qty field and press ENTER. In the Product field, enter parts of, or the full product name to find it in the archive. If there is a fixed sales price on the article, you will see this appear in the Expected Price field. This may be adjusted.

6. The next step will be to set the information regarding when the customer need the goods. This is performed in the Requested Delivery Date field.

7. To add more articles easily, check the Create Another checkbox before clicking OK.

8. When finished, use the context menu option Register sales order request to set it to Status 4.

Follow up on Sales Order Requests

A Sales Order Request (CPO), being in the process of registration, may be edited and updated in several ways.

To register a CPO, use the context menu option Register sales order request. The order is now closed for editing.

To cancel parts of an order you may highlight the desired item line and press ENTER to open the CPOITEM. Choose the Cancel item option in the context menu. This may be used in cases where the customer only wants parts of the goods for the same terms.

To confirm the order, you may easily transport this to a Sales Order (COA). There are two methods of doing this, either if it is the whole CPO or just parts to be ordered. The criteria for transporting items from a CPO to a COA is that the CPO is in ST:4 or higher. This status indicates that the CPO has been registered.

1. To transport parts of an order request to a sales order, highlight the item line and press ENTER to open the CPOITEM. Click the Forward to sales order... option in the context menu. Then choose Forward to new order if the item line is to be added to a new packing list. If not you may choose Forward to existing order and select an existing COA. If the item lines to be transported has a quantity higher than 1, you may choose the quantity transported.

2. To transport a whole CPO to a COA, Click the Forward all items to sales order.. option in the context menu. Choose the Forward to new order it the CPO is to be transported to a new COA. If not, you may choose Forward to existing order and select an existing COA.

Sales Order (COA)

A Sales Order (COA) is a document that acknowledge and confirms prices, leadtimes and terms after the reception of a Sales Order Request (CPO).

To open the Sales Order (COA) application, find Sales in the RamBase menu and then Order handling. Click Sales orders to enter the COA application.

CREATE A SALES ORDER (COA)

There are four methods of creating a Sales order (COA).

1. Create a new COA by selecting Create new order.

2. Transport a Sales quote (CQU) to a COA.

3. Create a COA from a Sales order request (CPO).

4. Transport a COA to a new COA, in situations where there are changes of price, delivery terms etc.

Create a new Sales Order

1. To open the COA application, select Sales > Order handling > Sales orders in the RamBase menu.

2. Select Create new order in the bottom left corner.

3. Enter the customer name in the Customer lookup field, or select triangle-down-arrow.svg to open the lookup menu. Choose the customer. If the customer has

several addresses, choose the customer address in the Address lookup field. The address displayed is the address chosen as default in the Customer archive. To add a new address, select Add new shipping address.

4. Select Create.

5. The COA is assigned a Sales order number. The number is given below the content menu and also in the Program field. This indicates that the document is saved and available for further processing. All stored information about the customer is also available, such as inherited terms.

6. The Shipment and finance tab shows all shipment and finance related information. You can specify the following:

RamBase calculates Confirmed date in Sales order item (COAITEM), based on Confirmed delivery of it's assignments.

If there are assignment from stock, supplier or production backlog, confirmed delivery date from these are used to calculate confirmed delivery date in Sales order item (COAITEM).

The Shipping day tab in the Sales order (COA) application specifies when the goods should be shipped. This is used to calculate the scheduled shipping date and confirmed delivery date for each item.

- Example 1: A Sales order (COA) is set up with shipping day "3 days before delivery date" and the Sales order item (COAITEM) has requested delivery date 2022.11.02. If it has got assignments from a Purchase order response (SOA) which is also confirmed 2022.11.02, confirmed delivery date of the sales order item (COAITEM) will be calculated as 2022.11.07.

This is explained with that the goods can then be shipped out of the warehouse 2022.11.02. It is needed 3 workdays in shipping time from warehouse to Customer (CUS), -and in addition the weekend will be taken in to consideration. So, it will be added in total 5 days to calculate the correct confirmed delivery date.

If the Company setting (CSV) Reconfirm sales order is switched ON, Sales order item (COAITEM) will be updated automatically with the calculated confirmed delivery date. If it's switched OFF, there will rather be given a notification in Sales order item (COAITEM): "Confirmed delivery date from supplier/production: 2022.11.02 + 5 days delivery = 2022.11.07.

- Example 2: A Sales order (COA) is set up with a fixed shipping day Wednesday week before delivery date and the Sales order item (COAITEM) has Requested delivery date 2022.11.02. If it has got assignments from a Purchase order response (SOA) which is also confirmed 2022.11.02, Confirmed delivery date of the Sales order item (COAITEM) will also be calculated as 2022.11.02. That's because RamBase cannot really know when goods will be delivered if it is anyway overdue according to the weekly shipping day.

If the Company setting (CSV) Reconfirm sales order is switched ON, Sales order item (COA) will be updated automatically with the calculated confirmed delivery date. If it's switched OFF, there will rather be given a notification in Sales order item (COAITEM): "Confirmed delivery date from supplier/production: 2022.11.02 (sales order shipping day = "Wednesday week before delivery date) Please verify Confirmed delivery date in COAITEM.

If the Company setting CSV Reconfirm sales order is switched ON, but you anyway want to manually control Confirmed delivery date in sales order which is set up with a fixed weekly Shipping day, you may switch ON the setting "Don't reconfirm sales order if shipping day is a fixed weekday."

Shipment fields and their descriptions

- Delivery terms

Select delivery terms

- Shipping service

Select shipping service

- Net weight

The net weight of object (excluding packing material) in kilograms

- Consolidate shipping advices

Select the field that connects the consolidated orders. This field is only visible when Consolidated shipping advice is selected. Available options are:

  - Items customers reference number: Consolidate the shipping advice by matching items customer reference number
  - Customers reference number: Consolidate the shipping advice by matching customer reference number
  - Customers reference: Consolidate the shipping advice by matching customer reference

- Ship sorted by

Items in consolidated shipping advices will be sorted by this field when they are created in the Prepare for picking process

- Shipping day

Specifies when the goods should be shipped. This is used to calculate the scheduled shipping date for each item

- Ship based on confirmed delivery date

If enabled, the scheduled shipping date for each item is calculated based on confirmed date rather than the requested date

- Only ship entire orders

Select this checkbox if the total quantity of a Sales order (COA) always should be shipped together. The items of a Sales order (COA) should never be split into several shipments

- Only ship entire order items

Select this checkbox if the total quantity of a Sales order item (COAITEM) always should be shipped together. The quantity should never be split into several shipments

- Ship items with equal scheduled shipping date together

True if all items of a Sales order (COA) with the same scheduled delivery date should be shipped together

- Freight for each shipment

If this checkbox is not selected, freight is only calculated from one shipping advice if the Sales order (COA) has several shipments.

7. The Purchase order number from the customer can be specified in the Customer reference no. The reference person for the customer can be specified in Customers reference.

8. To add products, select Create new item. In the popup that appears, choose the quantity in Qty and enter the product name in Product to find it in the archive. If there is a fixed sales price for the product, it is given in the Price. The price can be changed. The price is set in the following order:

a) Sales price from the product for the PriceGroupAgr the customer belongs to.

b) Sales price from the product according to special PriceQtyAgr with customer.

c) Sales price from the product according to SalesQty.

d) Calculated based on GM (Gross Margin) in COM.

e) Calculated based on gross margin 25%.

    a. NOTE: If the item has a quote connected to the customer with a better price, this will appear in the popup in the field called Price Based On,by default. You can specify the price to use for the Sales Order Item (COAITM) in the dropdown menu. If the quote has not been activated, it will show in the list, but the COA is not set to Status ST:4 before the quote has been activated.

9. Specify the Requested delivery date, Select calendar-blank-line.svg and choose the date, or enter it manually in the fomat yyyy.MM.dd.

    a. NOTE

   If this is a high priority sales order, and the parts needed are linked to other orders, select Activities and operations > Assign to Stock, which re-links the necessary parts to this order. This is not possible if the parts have been locked or if the target order is in Status ST:1 (Pending registration). This function is only available if it is activated in the settings.

10. If you need to add several items, select Create new item and add items until all the items are added.

    NOTE: Where the sales order is a free sample for a customer, select Mark sales order as sample order. This removes the cost of the items and adds a Free sample text box.

Create a draft

A draft can automatically be created by clicking the Create new draft button in the menu. When a draft is created, the menu will automatically be collapsed to give more overview. Draft will create a document for a default customer, found in the Company settings (CSV) Default customer account for sales draft. If no Customer (CUS) is set up in this Company settings (CSV), RamBase will create one named as Unknown. This will have base data according to standard create values for this company. The base data can be changed for this Customer (CUS) afterwards if it is required, or the user can create a Customer (CUS) manually and add this to the Company setting (CSV). It will not be allowed to register documents for this Customer (CUS), users must change to a real Customer (CUS) before registering.

When creating a draft It is possible to add Products (ART) by searching them up in the Quick search field. Clicking on the Quick search filter icon will list a series of checkboxes. The user can decide which categories are to be included in the search. Hover over the Quick search filter icon to quickly see which categories are included in the search. New items can be added by clicking the Plus icon.

Add product

The Add product tab shows a Location available field and a Total available field. Location available inspect stock and available quantity for Location (LOC) of the document. Total available inspects stock and available quantity for all Location (LOC).

The Show details checkbox gives an overview over 4 useful tabs:

- Product details

Lists information from the related Product (ART)

- Accessories

Accessories registered from Product (ART)

- Replacements

Replacements needed for a Product (ART)

- Transactions

Shows backlog items, Quote items and Invoice items

When adding items from the Add products tab, they will appear in the Items tab.

The Show details checkbox gives an overview over 5 useful tabs:

- Item details

List information from the related Sales order item (COAITEM)

- Notifications

Notifications for this item

- Product details

Lists information from the related Product (ART)

- Landed costs

Shows the chosen purchase currency and the landed cost in purchase currency and sales currency

- Accessories

Accessories registered from Product (ART)

Create a Sales Order from a Sales Quote

To create a COA from a CQU, you will need to forward the CQU to the COA document. A COA based on a CQU will always contain the same information as the quote, but with the option to add or change information.

Create a Sales Order from a Sales Order Request

To create a COA from a CPO, forward the CPO to a COA. A COA based on a CPO will always contain the same information as the order, but you can add or change information. When creating a COA from a CPO, the COAITM does not inherit the price information from the CPOITM, but from the Article (ART) register. Expected Price from the CPOITM is shown in the COAITM, and if there is a discrepancy between these, a warning will show.

Create a Sales Order from a Sales Order

To create a COA from a COA copy the COA to a new COA by selecting Copy sales order to a new sales order. A COA based on a COA is always set to Status ST:1 and contains the same information as the original COA. However, you can add or change some information.

1. You cannot change the account or currency.

2. All items with status less than Status ST:9 are copied over to the new sales order.

3. The item values, such as quantity, price, discount and article number. All other fields inherited from the article will be updated with current article values.

4. If the item has a special structure on the original COA, the new item will get the standard structure of the KIT.

5. The initial order no field refers to the number of the original Sales order (COA) which the next Sales orders (COA) in the flow will inherit. When a Sales order item (COAITEM) is forwarded to another Sales order (COA), the value will be copied. It will not be allowed to forward a Sales order item (COAITEM) to another Sales order (COA) that has an existing initial order number.

You can also select Copy to new sales order item at the item level to copy the item to either a new or an existing COA. If the item is copied to an existing COA, the values in the account, location and currency fields in the existing COA must be identical to the corresponding fields in the source COA.

1. To copy special structures from the original COA to the copy, in CSV, enter COPY*SPECIAL*STRUCTURE and select the Enter key.
2. Select Copy special structure when copy sales order.

HOW TO UPDATE PRICE ON SALES ORDER ITEMS (COAITM)

Updating the price on Sales order items (COAITM) can be done on both the main level and item level. Depending on the where you are working, either from the Sales order (COA) application or the Sales order item (COAITM) application, different options in the context menu are available to achieve similar results:

Context menu options and their availability

- Update to lowest applicable price for all items

Available in the Sales order (COA) application, on main level.

- Update to lowest applicable price for selected items

Available in the Sales order (COA) application, if the Sales order items (COAITM) are selected, on main level. Also available in the Sales order items (COAITM) application, on item level.

- Update to applicable price

Available in the Sales order items (COAITM) application, on item level. If multiple prices are available, the user can choose the intended one.

When to use these features

- The user wants to change the price for Sales order items (COAITM) based on a price from, for example, an Item price agreement (IPA), a Sales quote (CQU) or the standard price of the Product (ART).
- Reasons for changing might be correcting a draft, or terms have changed in the ordering process.

Conditions for Sales orders (COA)

- The Sales order (COA) must be in Status 1 (Pending registration).
- The Sales order (COA) must contain a minimum of one Sales order item (COAITM).

Logic - If the lowest price is from a Sales quote (CQU)

In the sales quoting process, a Sales order (COA) can be the result of several Sales quotes (CQU). Therefore, the seller can decide which of the Sales quotes (CQU) prices to use. Using the Update to lowest applicable price for selected items or Update to lowest applicable price for all items options will link prices from the Sales quotes (CQU) with the lowest prices, if available.

From the Sales order (COA) application - Main level

Update to lowest applicable price on all items - Context menu option

1. From the RamBase menu, select Sales and then Order handling. Finally click on Sales orders to open the Sales order (COA) application.

2. From the Sales order list, select the Sales order (COA) with Sales order items (COAITM) you want to update the price for.

3. From the Context menu, select the Update to lowest applicable price for all items option.

Update to lowest applicable price on selected items - Context menu option

1. From the RamBase menu, select Sales and then Order handling. Finally click on Sales orders to open the Sales order (COA) application.

2. From the Sales order list, select the Sales order (COA) with Sales order items (COAITM) you want to update the price for.

3. From the Items tab, click on the on the Status icon or icons of the Sales order items (COAITM) to select the intended Sales order items (COAITM).

- To select all Sales order items (COAITM), select the top checkbox in the Status icon column. Note that the selection only applies for for the Sales order items (COAITM) on the current page, and not all Sales order items (COAITM).

- If successfully selected, a check mark will replace the Status icon.

4. From the Context menu, select the Update to lowest applicable price for selected items option.

From the Sales order item (COAITM) application - Item level

Update to applicable price - Context menu option

1. From the RamBase menu, select Sales and then Order handling. Finally click on Sales orders to open the Sales order (COA) application.

2. From the Sales order list, select the Sales order (COA) with Sales order items (COAITM) you want to update the price for.

3. From the Items tab, click on the Arrow icon on one of the Sales order items (COAITM) to open the Sales order items (COAITM) application.

4. From the Sales order item list area, click on the Sales order item (COAITM) you want to update the price for.

5. From the context menu, select the Update to applicable price option in the context menu.

6. If multiple prices are available, select the intended price in the Select price popup. If only one price is available, the price will be updated without having to choose.

Update to lowest applicable price for selected items - Context menu option

1. From the RamBase menu, select Sales and then Order handling. Finally click on Sales orders to open the Sales order (COA) application.

2. From the Sales order list, select the Sales order (COA) with Sales order items (COAITM) you want to update the price for.

3. From the Items tab, click on the Arrow icon on one of the Sales order items (COAITM) to open the Sales order items (COAITM) application.

4. From the Sales order item list area, to select multiple Sales order items (COAITM), click on the Status icons of the Sales order items (COAITM) you want to update the price for.

5. From the context menu, select the Update to lowest applicable price for selected items.

CREDIT CHECK ON SALES ORDERS (COA)

When a new Sales order (COA) registration is attempted, there will be performed a check against the credit limit that is set on the Customer (CUS). This check can be switched ON and OFF with the Deactivate Approval message - Sales Order Credit limit Exceeded setting in the Company settings (CSV) application.

It is also possible to set a margin for the check against the customer credit limit, with the Credit Limit Margin on Sales Order setting available in the Company settings (CSV) application. If an approval for credit limit on a Sales order (COA) is activated and the setting has a value, the approval will appear in advance of the credit limit being reached.

An approval is required if the value of (customer balance + Payments (PAY) from customer's which are in Status 3 + Shipping advice (CSA) in Status 4) is higher than (customer credit limit - margin).

SHIP ORDER ITEMS WITH EQUAL SCHEDULED SHIPPING DATE TOGETHER

It is possible to delay the shipment of items until some of the other items on the sales order are ready. This is performed in the Shipment area with the option Ship Items With Equal Shipping Date Together.

This function is available on the following documents: Sales Order (COA), Customer Quote (CQU), Purchase Order (CPO) and Customer (CUS).

Enabling this option will ensure that shipments with the same shipping date will go out together by not displaying items as ready for shipping before all items with the same shipping date is set to ready.

SET EXPECTED TIME OF DELIVERY

Several applications are connected to an order document to give the seller information about possible delivery date. Stock assignments gives an stock overview for necessary parts and raw materials for the requested product. Resource load in production gives an overview of workload for necessary resources (machines/peoples) to manufacture the requested product. ProdPlan gives an overview of running productions for the requested product.

The most important date stamps on an order acknowledgment are Requested date, confirmed delivery date and deldate, which is calculated based on these two and Delivery day.

Requested date is the delivery date requested from the customer. Requested date is the basis of accurate delivery statistics and is a key value for managing deliveries. Confirmed date is first set by the seller (or automatically by the system), but can be changed due to delays in procurement or production. The RamBase system gives information about changes in confirmed delivery date, and reconfirmed order acknowledgments can be sent to customers.

Requested date (REQ) and confirmed date (CONF) can be set on each order item, or on all order items as a whole.

FOLLOW UP ON SALES ORDERS

When a Sales Order (COA) is created it will be assigned to inbound goods in the Assignment Register (SAR) by the FIFO principle. The assignment may be inspected by clicking the Stock Assignments option in the action menu under the menu folder Inspects and views or by using the icon in the item line.

If special purchase prices quoted from suppliers (SQU) exist, such a quote can be suggested as basis for the Purchase Order (SPO) for this specific COA-ITM and will then also be used as basis for GM calculation.

To choose a quoted purchase price as basis for purchase order, choose a valid purchase quote in the Based On-field under the Landed Cost folder in the COA item. A valid purchase quote is understood as it's expiry date is higher than todays date. The chosen SQU will then show up in the purchase program as information to the purchaser.

Gross margin is calculated using the formula: (((Sales Price - Cost Price) * 100) / Sales Price).

The approval system can be configured so that COA-ITM with gross margin below a certain threshold value must be approved by a supervisor.

If the items on the COA are not in stock and are to be manufactured internally, uncheck (if checked) the Block for production-checkbox in the Product area in COA item view. The COA will then be available in the production planning tool.

NOTE: It is also possible to use the multi-select option, where you click on the status icon of the item to select. The options you have available when performing multi-select are as follows:

1. Forward selected items to sales order
2. Forward selected items to shipping advice
3. Delete selected items
4. Clear selected items
5. Cancel selected items

Easy filtering of Sales Order Items

It is possible to filter out specific Sales Order Items using the RamBase filter field. There are many different pre-defined filters you can use to filter out the exact items you need based on several criteria. If you would, for example, want to find all items with messages attached, you could use the following procedure:

1. To find a specific Sales Order Item, open the COAITEM (COAITEM) application, find Sales in the RamBase menu and then Order handling. Click Sales order items to enter the COAITEM application.

2. Click the cogwheel icon above the item lines.

3. Find Columns and check the option Highlighted Notifications.

4. Use the filter field an choose the option ContainginNotificationTypeID (if you do not know the type of message).

5. Then choose ContainingNotificationTypeID, which will open a popup where you can choose the filtered categories of Sales Order Items, based on your access level.

6. Choose the category you suspect the Item will be in and click the Select button. You will now be able to see the relevant Items in the menu to the left.

CHOOSE CURRENCY ON A CUSTOMER TRANSACTION DOCUMENT

Customers can trade in many currencies. The currencies are defined for each Customer (CUS) in the CUS application.

If a CUS trades in more than one currency, you will get a popup asking you to choose currency when entering a new document.

INSPECT GROSS MARGIN (GM)

- The gross margin (GM) of every order item is calculated directly and presented for the seller as soon as sold goods are connected to a purchase through a stock assignment.

- The Gross margin (GM) is calculated from the formula (((SalesPrice - CostPrice)*100) / SalesPrice).

- A sales price can be set both as fixed price-calculated margin, or as fixed margin-calculated price.

- Approvals can be configured so that order-items with Gross margin (GM) below a certain threshold value has to be approved by a supervising employee.

- Gross margin (GM) on the document level is calculated when the Sales order (COA) is created. Gross margin (GM) on the item level is recalculated based on what the item is linked to.

If the goods get a cost price higher than the sales price, it will get a negative Gross margin. But the document will still have the original Gross margin (GM).

PRODUCTS WITHOUT ASSIGNMENTS

Certain products are intangible, and therefore cannot be assigned to a specific warehouse. These products can be freight, consultant hours or various types of fees. They can be added to orders but cannot be assigned to a warehouse, so you must specify them as products without assignments.

Use the classes X (Expenses (No article)), V (Value Added Service) and Z (Zero) to create a new product without assignment. Products with class Z are never assigned. For products of class V or X , assignment is optional. When you select these classes during the first step of creating a new product, the field IsNotUsingAssignments in the Main Data folder is active by default. When these products are added to a Sales Order (COA), they are directly forwarded to a Sales Invoice (CIN). When they are added to Purchase Orders (SPO), Goods Receptions (SSA) cannot be created, but the items can be directly forwarded to Supplier Invoice (SIN).

CHANGE CUSTOMER OR ADDRESS ON SALES ORDER

To change the Customer (CUS) of a Sales Order (COA) in edit mode, click the downward arrow below the Customer Id field. This will open a popup where you may filter out and change the CUS for the selected COA.

It is also possible to change between shipping addresses by clicking the edit-icon in the Shipping Address. This will open a popup where you may filter out and change the shipping address for the existing order. You can also add a new address using the Create New Address-button in the lower left corner.

FILE HANDLING ON SALES ORDERS

File attachments such as drawings, terms, contracts, certificates and deviation forms are in many situations desired by the customer. This means that these documents need to be available and able to be included in a Sales Order (COA). The document can be attached to the COA or just on the email sent to the recipients, or both.

There are several methods of connecting attachments to a COA. The criteria is that the files need to be included directly on the COA, or they need to be included on a connected article.

To attach files to a COA, you can easily drag and drop the desired file in the window while in the COA, article or other documents. An alternative is to click the Context menu option (under the menu folder Inspects and views) Notes and Attachments, and upload the file(s) in question using the Attach file-button. The latter alternative limits the uploads to one at a time, while in the first you have support for several files at a time.

Assuming all documents are uploaded, either on the COA or on connected articles or other transaction documents, you have the option of controlling which documents to follow the output of the COA. Choose the option Select attachments for email in the context menu, which opens a popup where you may select the desired documents. Click Update after you have made the selection.

SUGGEST A SPECIFIC PURCHASE QUOTE FOR PROCUREMENT

It is possible to lock a Sales Order (COA) item to a specific Purchase Quote (SQU) agreement using the Base Reference field (Bref).

The criteria for this action is that you have a Purchase Quote (SQU) in ST:4 and it is not created toward another Customer (CUS).

1. Create a Sales Order (COA) and add the same item you have in the Purchase Quote (SQU).
2. After the item has been added, double click on the item line to open the item details.
3. In the Cost folder, click the edit icon next to the Based On field to open the Select Bref popup.
4. The Purchase Quote (SQU) will be available in the item lines. Double click this item line to add the Purchase Quote (SQU) as source.
5. Press Esc to go back to the COA view.
6. In the Context menu, choose the Register and send sales order... and forward the COA to the customer.

7. Open the Purchase (PUR) application, find Procurement in the RamBase menu and then Purchasing. Click Purchase handling to enter the PUR application.
8. Enter the Pending Items folder where the COA will be available. Highlight the desired item line and press ENTER.
9. Click the SQU Supplier radio button to filter out the correct order. Highlight the result and press ENTER.
10. You have now created a Purchase Order (SPO) based on the Purchase Quote (SQU) agreement. You can see the link to the original SQU in the SPO document.

NOTES AND MESSAGES ON SALES ORDER

Messages can also be added to a Sales Order (COA), whether information meant for internal or external use. Internal information will only show in RamBase while external information will be available for print and/or mail.

To add internal information on the COA you can click the Add a message-button on the bottom left, which opens a free text field when clicked

To add external information on the COA, click in the Note text field and add your information.

To add internal information on a COA item line, use the Add a message-button to the right in item view.

To add external information on a COA item line, use the Note text field and add your information in item view.

SENDING THE SALES ORDER

The Sales Order (COA) is most often sent by e-mail, either to one or several recipients. The recipient(s) are retrieved from the Send document by-field on the COA. Here you will find a list of all contacts related to the customer who are set up as recipients for this type of documents, in addition to yourself.

The COA will normally be sent using the default settings, but these may be changed if desired. This can be done by using the option Review Sales Order in the context menu. Then you can choose if you want to send the original or a copy, and the method of sending.

To register a COA and subsequently send it to the desired recipients, you need to use one of the action menu options regarding forwarding the document. This will close the COA for editing and if the customer request any changes, the COA must be transported to a new COA.

CANCEL OR MODIFY A SALES ORDER

To cancel parts of a Sales Order (COA), you may enter the desired item(s) and use the context menu option Cancel Item. This is normally performed in situations where the customer only want parts of the delivery, or where the seller can not deliver all items on a COA anyway.

To cancel parts of a COA item, you may enter the desired item and use the context menu option Forward to sales order. In the Forward to sales order popup, write the amount you want to cancel in the Forward quantity field. Click on the Forward button to create a new COA. In the COAITEM view for the new COA, change the Quantity field to 0 and register the COA.

To cancel the whole COA, use the context menu option Cancel sales order. This will cancel the total order.

Change parts of a Sales Order

If the customer wants to discuss the terms, change required delivery date etc they have got confirmed in the COA and the seller agrees to this, the COA must be transported to a new COA. There are two ways of doing this, depending on if it is the whole order, or just parts of it the customer wants to change.

To transport all, or parts of a COA to a new COA, click the action menu option Forward Item. Then choose destination Forward to sales order if the lines is to be added to a new COA. If not you may choose one of the existing COAs available when choosing the Forward to existing order in the popup. You may also add the cause of the change if desired in the Caused By field, and/or add a note in the Note field.

If the item(s) to be transported to a new COA has quantity higher than 1, you may also choose the quantity to be transported using the Forward Quantity field. If you do not want the full quantity transported the remaining quantity will remain in the original COA.

Delete and backward item

To backward the item to the previous document, choose the Delete and backward item option in the context menu. It is also possible to use the trashcan icon on the item line.

CHANGE CONFIRMED DATE ON SALES ORDERS

If there are any changes to confirmed delivery date in a Sales order (COA) that has already been sent to customer, this must be confirmed again and the customer must be informed. There are several ways to change the confirmed delivery date in a Sales order item (COAITEM):

- Automatically based on confirmed delivery date from supplier/production. If the ReConfirm Sales Order (COA) setting is ON, the confirmed delivery date will be automatically updated if there is a change in the confirmed delivery date in the Purchase order response item (SOAITM) or the Production work order (PWO) this COA has assignments from.

- Forward the item or all items to a new COA, and update the confirmed delivery date in the item(s) before the new COA is registered. The advantage of this process is that the new COA is sent to the customer.

- Change confirmed delivery date in already registered sales orders. This can be done by simply selecting a date in the Confirmed delivery field in the Sales order item (COAITEM), or the same delivery date can be set for all active items using the context menu Update confirmed delivery date on all items... option.

When a Sales order item (COAITEM) or all items are forwarded to a new COA, the user can choose whether the change is caused by Us or the Customer. Same if the context menu Update confirmed delivery date on all items... option is used. If the confirmed delivery date is set automatically, or by updating directly in the field, RamBase will understand the change as it is caused by Us.

Us or Customer can be found in the Change caused by field in Sales order item (COAITEM)

Sales order change request (CRC)

Sales order change request (CRC) is used in instances where a customer requests a change to a registered Sales order (COA).

HOW TO CREATE A SALES ORDER CHANGE REQUEST (CRC)

1. Find the Sales order (COA) the customer wants to perform a change on and enter the item that requires a change.

2. Click on the Change requests tab.

3. Click the Create new change request button.

4. Enter the Customers reference, Customers reference no and/or Change reason in the popup. The field Change reason can provide a reason for change on a Sales order (COA).

5. Click the Create button. A Change request (CRC) is now created and the Sales order (COA) item is set to Status 5 (Pending change request).

6. You will now enter the Sales order change request (CRC) document in Status 1 (Pending registration). You can add item, change or add information, such as Customers reference/Customers reference no and add a note.

- The lower areas will display Original sales order item COA/xxxxxx-x and Items to replace the original sales order item. The default is that the quantity will be cancelled, as you can see from the orange warning. The Inspect-icons at the top links directly to the original Sales order (COA) in the top one, and the bottom one links to the specific product(s).

7. Click the Add item button. You will now see a popup where the total item quantity is listed in the Quantity field. This is the quantity you can change.

8. Depending of which changes the customer requests, Product, Requested delivery date or Quantity can be entered for each item.

9. Then click on the Create button to save the changes that where made.

10. Click on the Register sales order change request option or Discard sales order change request option in the context menu when finished.

11. If you choose to register the Sales order change request (CRC), it will be set to Status 4 (Active).

12. The user can choose either to Accept and forward to sales order or Decline sales order change request by clicking the corresponding button in the context menu.

    a. After clicking Accept and forward to sales order you will get the option Forward to new order or Forward to existing order. You will also have the opportunity to provide a reason in the Change reason field. The Forward to new order creates a new Sales order (COA) and the Forward to existing order will add this to the Sales order (COA) you find in the search menu.

b. If you choose the option, decline sales order change request, the Sales order change request (CRC) will go to Status 9, and the Sales order (COA) will return to the status it had before the Sales order change request (CRC) was created.

Note: Remember that the total quantity will be cancelled by default. Any inaction towards the remaining quantity will remove these from the sales order.

SAR Optimize

ABBREVIATIONS USED IN THIS TOPIC

- SSA (Goods reception which are used to store goods in stock)

- SOA (Purchase order response, which is a purchase order that has been confirmed and is a part of supplier backlog. This is to be understood as goods that are to be received in to stock in the future)

- SPO (Purchase order, which is a part of supplier backlog. This is to be understood as goods that are to be received in to stock in the future)

- PWO (Production work order, which is used for manufacturing products in-house. In this documentation PWO means each and one material in the kit structure of a PWO)

- COA (Sales order, which is a sales order that has been acknowledged by the selling company)

- SAR (Stock assignment register, which keeps the assigned links between Stock/Supplier backlog and Purchase work order/Sales order

- DelDate (Delivery Date. The day a Sales order should be shipped out of the warehouse or material should be ready for a Production work order)
- KitStartDate (This is a calculated date for each material in the kit structure of a PWO. It is set equal to the date the OPR (Operation) it is linked to should start)
- PUR (The application used for creating SPO)
- ART (The archive of products)
- S&D (Ship & Debit)
- SQU (Purchase quote)
- BREF (The base Reference for calculating GM (Gross Margin) in a COA
- REQ (Requested Date)
- CONF (Confirmed Date)
- FIFO (First In - First Out, a principle for selling out/using the oldest stock first)

The purpose of the SAR Optimize batch is to link PWO and COA to goods in the most optimized order. The program will try to achieve that these get links to SSA, SPO and SOA which fulfill their DelDate. The COAs and PWOs that are going to be delivered first will get the 'best' links etc. 'Best links' is understood as closer to Stock in time, -the better.

SAR and linking in general

The links between PWO/COA and SSA/SOA/SPO are stored in SAR. If there is not enough goods available in stock or supplier backlog, the PWO and COA will be linked to 'Pending'. This will generate a purchase need that is visible in the PUR application.

Step 1 Recalculate DelDate

As a pre-step for optimizing SAR, the program will check whether Delivery Date in SAR for PWO links is correct calculated. If it is not, it will be recalculated as KitStartDate - x days. X is a number of days set up as a margin in the Company settings (CSV) application. Can be found and updated with the DeliveryAndRequestDateMarginDays setting in the Company settings (CSV) application.

Step 2 Stock Assignment Window

This step is optional, the setting Margin for SalesLeadTime Assignment Window, that can be found in the Company settings (CSV) application, must be given a value, and at least one of the settings Use Assignment Window for Sales Order (COA) or Use Assignment Window for Production Work Order (PWO) must be turned on. The Assignment Window is defined as Standard lead time of product plus the margin set in the Margin for SalesLeadTime Assignment Window setting.

The purpose of step two in the SAR Optimization Batch is to ensure that only sales/production order items with delivery date inside the Assignment Window are linked to stock and purchase orders. Sales/production order items with delivery date outside of the Assignment Window are linked to PENDING, and these items are marked in Stock Assignment Register to prevent Step 3 of the SAR Optimize Batch to link the order to stock or purchase order.

Step 3 Optimize links

This step runs as default for PWO, COA is optional. If it should run for COA as well, the setting Sales Order (COA) included in the Assignment Register Optimize job in the Company settings (CSV) application must be turned on. This documentation assume this setting is on.

Find products that should be optimized

The requirements for a product to be optimized are:

1. Class must have a value before 'V' in the alphabet but not 'KM'. In practice this means ordinary parts/material/kits and not service or cost products.

For these products, the program will the check whether there exists COA or PWO that are candidates for re-linking to better links.

The requirements for COAs and PWOs to be a candidate are:

1. Linked to SPO, SOA, PWO or PENDING. (If linked to stock they are not candidates as stock is defined as the 'best link' one can get)

2. Must be active. This means that status must be >1 and <9

3. Production is not started for a PWO (Means status must not be 5,7 or 8)

4. Picking process is not started

5. The SAR links are not blocked for re-linking (locked links)

6. SAR links are not defined as outside of the assignment window

7. SAR is not set up with access only for a specific customer

8. COA does not have a special structure

9. COA are not linked to a non-S&D SQU in BREF. PWO is not linked to a non-S&D SQU in KITSQUID

10. Not linked to any other goods than ordinary purchase, production, replacement from supplier or by-product from supplier

Based on these claims the program builds a list of all products found that are matching the criteria above. The job optimize one and one product and loops through all candidates that could get a better link. When there are no more links to optimize for this product, the program starts with the next and continues with the same procedure until there are no more products left in the list.

This is described in 2 - Find COAs and PWOs that are candidates for optimization.

Find COAs and PWOs that are candidates for optimization.

The program finds all COAs and PWOs from first product in the list described in 1 - Find products that should be optimized.

The candidates are sorted by DelDate in ascending order to ensure that the ones that should be delivered first will get the best links.

After sorting on DelDate, the priority sorting for optimization is as follows:

1. COA which is linked to Pending
2. COA which is linked to SPO, sorted descending by REQ in SPO
3. PWO which is linked to 'Pending'
4. COA which is linked to SOA without CONF, sorted descending by REQ in SOA
5. PWO which is linked to SPO or SOA without CONF, sorted descending by REQ in SPO/SOA
6. COA which is linked to SOA with a CONF, sorted descending by CONF in SOA
7. PWO which is linked to SOA with a CONF, sorted descending by CONF in SOA.

The program has now built a list of documents that should be optimized within one product.

Relinking

The next step is to try to relink to the 'best link' for COAs and PWOs in the list described in 2 - Find COAs and PWOs that are candidates for optimization.

The preferred links for PWO are in prioritized order:

1. SSA with free quantity, sorted ascending by Date of the SSA

2. SSA which are linked to COA/PWO with a DelDate which is later, sorted ascending by Date of the SSA

3. SOA/PWO with CONF and free quantity, sorted ascending by CONF. CONF in SOA/PWO must be earlier than CONF in the existing link for the PWO

4. SOA/PWO with CONF and which is linked to COA/PWO with a later DelDate, sorted ascending by CONF. CONF in SOA/PWO must be earlier than CONF in the existing link for the PWO

5. SPO with free quantity, sorted ascending by REQ. REQ on SPO must be earlier than REQ in the existing link for the PWO

OR

1. SOA/PWO without CONF, but with free quantity, sorted ascending by REQ. REQ in SOA/PWO must be earlier than REQ in the existing link for the PWO

2. SPO which is linked to COA/PWO with a later DelDate, sorted ascending by REQ. REQ in SPO must be earlier than REQ in the existing link for the PWO.

OR

1. SOA/PWO without CONF, which are linked to COA/PWO with a later DelDate, sorted ascending by REQ. REQ in SOA/PWO must be earlier than REQ in the existing link for the PWO.

The preferred links for COA are in prioritized order:

1. SSA with free quantity, sorted ascending by Date of the SSA

2. SSA which are linked to COA/PWO with a DelDate which is later, sorted ascending by Date of the SSA

3. SOA/PWO with CONF and which is linked to COA/PWO with a later DelDate, sorted ascending by CONF. CONF in SOA/PWO must be earlier than CONF in the existing link for the COA

4. SOA/PWO without CONF, but with free quantity, sorted ascending by REQ. REQ in SOA/PWO document must be earlier than REQ in the existing link for the COA

5. SOA/PWO without CONF which are linked to COA/PWO with a later DelDate, sorted ascending by REQ. REQ in SOA/PWO must be earlier than REQ in the existing link for the COA

6. SPO with free quantity, sorted ascending by REQ. REQ in SPO must be earlier than REQ in the existing link for the COA

7. SPO which is linked to COA/PWO with a later DelDate, sorting ascending by REQ. REQ in SPO must be earlier than REQ in the existing link for the COA.

If the SSA/SPO/SOA/PWO that is found has enough free quantity, the COA/PWO will be delinked from its current SAR link and relinked to the new.

If the SSA/SPO/SOA/PWO that is found has not enough free quantity, the optimize program will first delink existing links for COA/PWO to increase free quantity. Then the COA/PWO will be delinked from its current SAR link and relinked to the new.

If the existing link is for a PWO with CONF and the setting Production Work Order (PWO) do not try to keep confirmed delivery date if an assignment is swapped is turned ON in the Company settings (CSV) application, or a COA with CONF and the setting Sales Order (COA) reassigned by assignment register job if confirmed date is fulfilled is turned ON, the batch will only delink it if it can find enough free qty to fulfill the need of the PWO/COA in prioritized order:

1. SSA, sorted ascending by Date

2. SOA/PWO with CONF that is earlier than CONF at the mainlevel of the PWO/COA, sorted ascending by CONF

Otherwise the COA/PWO which was delinked to increase free quantity in the SSA/SOA/SPO/PWO document will be linked to PENDING and added to the list described in 2 -Find COAs and PWOs that are candidates for optimization.

This COA/PWO will now be handled during a later iteration of the relinking process described in 3 - Relinking.

If a product is set up with SubQty, the optimize batch will only relink COA to quantity that is multiple with SubQty. This rule does not apply for PWO.

Step 4 Optimize Stock according to FIFO principle

This step runs as default for PWO, COA is optional. If it should run for COA as well, the setting Sales Order (COA) included in the FIFO step for Optimize job in the Company settings (CSV) application must be turned on. This documentation assume this setting is on.

The purpose of this step is to ensure that the oldest stock is used or shipped out first.

Find products that should be optimized

The first thing the FIFO step does is to find which products that are candidates for being relinked.

The requirements for a product to be relinked are:

1. Product is to be found in SSA with free quantity

or

2. Product is to be found in SSA which is linked to PWO/COA

and

3. Picking process has not yet started

4. LinkLock is not set in SAR

5. The stock is not of type special structure

6. Stock is not reserved for a specific customer

7. Stock is not returned to supplier for repair

8. Delivery date is not outside of the Assignment Window

9. The product is not excluded from autorelinking

Find Stock that should be optimized

When all products that should be optimized in this step is found, the program work with one and one product at a time an build a list the SSAs that can be optimized.

The SSAs are sorted descending by Date. Means that the oldest stock is handled first.

ReLinking

The PWO or COA with the earliest DelDate should link to the oldest goods first. The relinking starts with the first SSA in the list described in 2 - Find SSAs that should be optimized. The program searches for PWO/COA that are linked to other SSA with a newer Date.

The PWO/COAs that are found are sorted ascending by DelDate and are handled one by one. If any of them have an earlier DelDate than the PWO/COA that is already linked to the SSA that is handled, the program delink this and link a COA/PWO with an earlier

DelDate to the SSA. The COA/PWO that got delinked will then be added to the list of COA/PWO that will be handled in the Next iteration according to its DelDate.

If a product is set up with SubQty, the FIFO step will only relink COA to quantity that is multiple with SubQty. This rule does not apply for PWO.

Summary

PWO and COA which are relinked by the FIFO step will still have link to goods in stock, but the link might be changed to a different SSA.

Sales Location

An order is connected to goods stored on a specific warehouse location (or manufactured on a specific location). It's possible to configure RamBase in a way that several companies are selling goods from one central location.

CREATE A NEW LOCATION

1. To open the Location (LOC) application, find Logistics in the RamBase menu and then Warehouse mangement. Click Locations to enter the LOC application.
2. Click the Create LOC icon in the lower left-hand corner.
3. A New Location window appears where you add:
   - Loc: The location name abbreviation.
   - Name: Company name with address.
   - Country: The location country.
4. Click OK.
5. An empty Location - MainData window appears where you add details about the new location. clip0502.jpg

Mandatory fields

- Loc

The location name abbreviation.

- Name

Company name with address.

- Addr1

The location addresses.

- City

The location city and the postcode in the adjoining field.

- Country

The location country.

- CCode

The country code, two letters.

- Phone

The location phone number.

- Email

The location email.

- LocName

The full name of the locations.

- WhModel

The warehouse model system.

- Db

The database related to the warehouse.

- Class

The location classes.

Assignment Window

Assignment Window is used to ensure that only Sales order (COA) items and Production work orders (PWO) with delivery date inside this window link up free quantity in stock and incoming orders. This way, the free quantity in can be linked to short-term Sales orders (COA) and Production work orders (PWO).

There are a few setting that needs to be enabled before this function can be used:

1. The setting Margin for SalesLeadTime Assignment Window must be turned on for Assignment Window to apply. In this setting, the user also has to set X number of days as a margin that will be added to the number of days in SalesLeadTime of the article. In case no margin is to be used, the value should be set to 0.

2. In case Assignment Window should apply for COA, AssignmentWindowForSalesOrder must be turned on.

3. In case Assignment Window should apply for PWO, AssignmentWindowForProductionOrder must be turned on.

4. The company will in addition need to be set up to run the nightly SAR Optimize job

The stock assignment window is defined using the fields SalesLeadTime on the product (ART), where the amount of days, which will be added to the amount of days set in the settings, can be set. If an order is outside the stock assignment window set, the order will be set as Pending (unless the link is locked). It will not be visible in the Purchase (PUR) program, or Prodplan, as long as the Assignment Window filter is active, as it will be by default when the settings above are turned on.

Clicking the pending article in PUR will open the pending article view. Here you can see a new column called Outside Assignment Window, which shows if a product is inside or outside the assignment window. The same goes for Production Work Orders (PWO) in Prodplan, where you can find this same column in the folder Pending by Week when clicking on a pending production.

Example: If a sales order is created and contains an article that has 15 days set on the SalesLeadTime, and zero days of margin in the settings, the sales order will not be available for purchasing/production until 15 days prior to requested date.

Customer sales contracts (CSC)

A contract is a written agreement between the company and a customer regarding deliveries on a recurring basis. Use the CSC application to keep an overview of your contracts and set up notifications of when a contract need a review, renewal or it is close to the expiration date.

Create a new sales contract

5. Start in the Customer sales contracts (CSC) application. To open the CSC application, find Sales in the RamBase menu and then Contract management. Click Sales contracts to enter the CSC application.
6. Click the Create contract button.
7. Fill in information in the popup:
    a. *Title* - Name of the contract.
    b. *Effective date* - The start of the Customer sales contract (CSC).
    c. *Expiration date* - The end of the Customer sales contract (CSC).
    d. *Customer* - Select a Customer (CUS) from the CUS application.
    e. *Main responsible* - Select the person responsible for the contract.
    f. *Category* - Choose between three categories: Recurring sales, One-off sales & Consulting services.
    g. *Renewal due days* - The minimum number of days before Expiration date where the contract can be either cancelled or renewed.
    h. *Is terminable* - Specifies if the contract can be terminated or not.
    i. *Termination notice period (days)* - The length in days of the termination period.
8. Click the OK button. This will set the CSC in status 1 (new), which means it is not active.
9. Select the *Activate* option in the context menu to set the CSC in status 4 (active).

It is possible to add more optional information:

- Backup responsible - Select backup responsible.
- Description - Add a description of what the contract is about.
- Financial
- Total value - Total value of the contract calculated from value per period.
- Value - The monetary value per period.
- Currency - Three character code following the ISO 4217 standard for currency.

- Period - The periodic schedule of the contract. Values: Month = 30 days, Week = 7 days, Year = 365 days & Quarter = 90 days.

Notifications

Use the Notification tab to set up who will receive the notifications and if it is for renewal, review or expiration.

Use the Outgoing emails option in the context menu to see all emails sent about the selected CSC.

1. Enter the Notifications tab.
2. Click the Create notification button.
3. Fill in information in the popup:
    - Name - Select the person to receive the notification.
    - Event - Choose between three events: Renewal, Review & Expired.
    - Notify days before - Number of days before the Event to receive the notification.
    - Notify by - How to receive the notification.
4. Click the OK button to create the notification.

Click the Edit or Discard icons to edit or discard the notification.

Follow up on sales contracts

To discontinue a CSC, use the Discontinue option in the context menu to set in in status 9 (Discontinue).

To see the changes that were made to the CSC and which user made the change, choose the Revision history option in the context menu.

To see all Sales contracts (CSC) connected to a Customer (CUS), choose the View contracts option in the context menu in the CUS application.

Sales reporting

Without following up sales, they would dry up quickly. This process is crucial for detecting discrepancies and implementing the necessary measures.

Output from the sales reporting process

1. The customer’s backlog is followed up.
2. The customer’s billing is followed up.
3. The customer’s booking is followed up.
4. The customers’ requests/quotes are followed up.

It is wise to spend a good amount of time and resources on following up routines concerning all business areas your company is involved in. Focus on improvement will in most cases result in raised profits or larger market share. Clear routines on handling the customer’s backlog, billing, booking and request will benefit both the customer and the seller.

Tasks involved in this process

Reporting to management / following up key numbers. There are many types of reports which may be beneficial to be followed up by management, like backlog, booking, billing and quotes.

Sales Reports

There are several types of sales reports in RamBase. To list these reports, type RPM SALES into the program field and press ENTER. This will open a window with a line referring to sales reports. If you highlight and press ENTER on the lines, you will get a categorized overview over most sales reports in RamBase.

All reports in RamBase can be viewed on the screen, exported to a CSV file or printed out directly from RamBase. Depending on the priority of the reports they may be exported by file in, or outside, the core time, which is 08:00 - 16:00 CET.

To access a report on screen you can double click on the line in RPM, where it will be opened ready for inspection.

To export a report to print you will need to enter the report and right click, to open the action menu and choose the option Report by Email/Print. This will open a popup where you may choose the desired output using the drop down menu in the SendTo field. Then you need to set destination in the Printer field.

To export a report to print you will need to enter the report and press F12 to open the action menu and choose the option Report by Email/Print. This will open a popup where you may choose the desired output using the drop down menu in the SendTo field. Then you need to set destination in the Email Address field. At the bottom of the popup you will see when the file will be received at the set destination.

The sales reports are divided into Three categories: Customer Management, Order Handling (shows booking and backlog reports among others) and Quote Handling (typical for following up and see won/loss) Billing reports can be found under Finance module and shipments under Warehouse.

Customer Backlog (CUSBACKLOG)

The Customer Backlog (CUSBACKLOG) is a report with extensive filtering possibilities which gives an overview of expected revenue separated into categories and expected delivery dates.

To open the Customer Backlog (CUSBACKLOG) report, find Sales in the RamBase menu and then Reports. Click Backlog overview to enter the CUSBACKLOG report.

The application lists backlog by customer as default. The deliveries are listed in accordance to their confirmed date. Use the Group By field to list by e.g currency, seller, partnumber, warehouse etc.

To see the pending deliveries of a single customer, select the customer and press ENTER.

Project Order (POD)

Purpose of the Project order (POD) application

This is an internal work tool that can be used by companies to carry out a job, which includes working hours, materials and other costs. The purpose of the Project Order (POD) application is to have a tool that can be used to provide a cost estimate in advance, and a place to log hours and follow up logistics after a project order has been started. This solution will also show correct accrued costs along the way and be the basis for invoicing to the customer.
There are two pricing models for project orders:

- Time & Material (T&M) - The agreement is that the customer will pay based on the real accrued cost.
- Fixed Price - The agreement is that the customer pays a fixed price regardless of the real accrued cost.

Regardless of the pricing model, a Project order (POD) can be partially invoiced during the entire process, for example monthly or when milestones are reached. A Project order (POD) can also be external or internal. An external Project order (POD) is always related to a customer. An internal Project order (POD) can e.g. be a development project, where cost of hours and materials can be linked to this Project order (POD).

Cost and sales in project orders are not booked directly to the general ledger. The material cost is based on the same way as one calculates cost in stock, the cost is a part of the Project (POD) after one has confirmed pick of material.

Valid statuses for Project order (POD)

These statuses for the main level of a project order are independent of statuses on item level. Status is in most cases set manually and not calculated by RamBase.

The list of status is as below.

- Status 1: Pending sealing or registration - The project order is in the initial estimation phase. It can be temporarily sealed when a quote is given to a customer while waiting for feedback if the price (estimate) is accepted. If the quote is accepted, the sales order can be created and the project order registered.

- Status 2: Pending registration - The project order is now sealed, and no updates can be made. The outcome is either to change back to Status 1 if re-calculation of some estimated numbers is required, or to register the project order.
- Status 4: Active - The project order is now registered and It is possible to log hours, and to start the process for getting assignments for material.
- Status 5: Paused - It is possible to pause and set a project order on hold for a period. In this period, it will not be allowed to log hours, start for getting assignments for material or change any numbers.
- Status 8: Pending last invoicing - This is a status that is set by the user, when the work on the project order is finished, but it cannot be closed until some final finance processes have been performed.
- Status 9: Processed - The project order is completed and closed.

Valid statuses for Project order (POD) Item

The list of status is as below.

- Status 1: Pending sealing or registration - The item is pending registration.
- Status 4: Active - Item is registered and is active. Work may be logged if it is of category Hours, or the process for getting assignments picking goods can take place if it is for Material.
- Status 5: Paused - The item is paused, and it is not allowed to log hours, start the process for getting assignments, pick goods, or change any numbers.
- Status 8: Pending last invoicing - This is a status that is set by the user, when the work on the project order is finished, but it cannot be closed until some final finance processes have been performed.
- Status 9: Processed - This item is completed and closed.

Basic data

Before it is possible to use the Project order (POD) process, new basic data must be defined in RamBase. All basic data is created from the Product (ART) and Labor group (LAG) applications. The products that are used in Project order (POD) process have Type = WP - Project Order and WH - Work Hours. For material you can use the same products that are already defined in the Product (ART) application as Type = P, M, K &

KA. For expenses, product of type V or X, and which are defined as 'non-stock' products, can be used.

WP - PROJECT ORDER

Products with Type = WP defines that it belongs to a Project order (POD). If you use this type of item in a Sales quote (CQU) or a Sales order (COA), a Project order (POD) will automatically be created at the same time as the Sales quote (CQU)/Sales order (COA) is registered. The product name will be copied to Project order (POD) name, but can be changed manually if you want a different description for the project.

WH - WORK HOURS

This is a billable item. Already in the quote phase, you use this type of product to estimate hours and costs that you will invoice later.

Create a new Product (ART) with Type = WH Work hours

Enter the Product (ART) application and create a new Product (ART) with Type = WH - Work hours.

Adding a cost price for work hours is done by adding a purchase price.

1. Enter the Purchase prices tab that is available in the Properties tab.
2. Click the Add purchase price button.
3. Fill in the information to add a purchase price (cost price):
4. Supplier - Select your own company
    - Effective date - Today's date is set by default
    - Expiration date - Optional
    - Minimum quantity - 1 is set by default
    - Supplier sells in - Same unit
    - Net price - Mandatory
    - Currency - System default
5. Click the Create button.

LABOR GROUP (LAG)

The Labor group (LAG) application is where the different types of work hours (cost) are registered.

For each labor cost, there will be a corresponding product in the Product (ART) application. These items will be of Type = WH and will include cost and sales price.

All users who are allowed to log hours on a Project order (POD) must be linked to a Labor group (LAG). It is only allowed to log hours for the company which one is employed in.

If you have defined different labor costs in a Labor group (LAG), it is possible to set up one labor cost as default in each Labor group (LAG). For example, you create one for regular time, one for 50% overtime and one for 100% overtime, and set up the regular as default.

Create a new Labor group (LAG)

Enter the Labor group (LAG) application to create a new Labor group (LAG).

1. Click the Create new labor group button.
2. Enter the labor group name in the Labor group name field and click the Create button to create a Labor group (LAG) in Status 1.
3. To activate the Labor Group (LAG), use the Activate labor group option in the context menu.

If you want to discontinue the labor group, use the Discontinue labor group option in the context menu. This will set the Labor group to Status 9 and it will not be possible to reactivate it again.

Add labor cost

Labor cost is added in the Labor group (LAG) application.

1. Click the Add labor cost button.
2. Find the Product (ART) you want to add as a labor cost in the Cost field.
3. Click the Add button.

This will add the labor cost to the Labor group (LAG) and the first labor cost added to the Labor group (LAG) will be set as default. This can be changed in the Set as default column.

EXPENSES

Products (ART) with Type = X - Expenses or V - Value added service and which are marked as non-stock, are a common term for all cost and income that do not have inventory management. It is a non-physical item such as travel cost.

It is important to know that this type of product will always have a quantity of 1 per Project order (POD) item.

Details about cost and revenues in Project order (POD) items with category: Expenses

- Price is found via standard method for getting a sales price for a product. Standard cost from product is used as cost price for the item. The markup pct is then calculated based on these numbers.
- Cost price may be manually changed. This will cause a recalculation of price if a markup pct exists.
- The remaining price can be changed during the process if none of the accrued numbers have yet been invoiced. If a markup pct is set, the price must be adjusted by adjusting this. To adjust the price directly, markup pct must be removed.
- If there are Purchase order (SPO)/Purchase order response (SOA) items with reference to this Project order (POD) item, the value of these will be understood as pending cost.
- If markup pct is set for the item, this will be used to calculate pending price. If no markup pct, pending price will be set equal to remaining estimated price
- If there are Supplier invoice (SIN)/Supplier credit note (SCN) items with reference to this Project order (POD) item, the value of these will be understood as accrued cost.
- If a markup pct is set for the item, this will be used to calculate accrued price. If no markup pct, accrued price will be set equal to remaining estimated price
- If there will not be relevant pending and accrued cost to be found in RamBase, - e.g. because they are only to be found in external system like travelling expenses, the user may check the item for *Enable manually editing of accrued*. If this is checked, accrued cost and price can be manually updated.

MATERIAL (P, M, K & KA)

Products defined under this category are all products with Type = P, M, K & KA which you have already created in the Products (ART) application in RamBase. Project order (POD) will also use existing cost and sales price from products.

Details about cost and revenues in Project order (POD) items with category: Material

- Price is found via standard method for getting a sales price for a product. Standard cost from product is used as cost price for the item. The markup pct is then calculated based on these numbers.
- Cost price may be manually changed. This will cause a recalculation of price if a markup pct exists.
- The remaining price can be changed during the process as long as none of the accrued numbers have yet been invoiced. If a markup pct is set, the price has to be adjusted by adjusting this. To adjust the price directly, markup pct has to be removed.
- The numbers will be understood as pending when the internal Sales order (COA) of type Material for the project order is created. pending cost will be equal to the cost of the Sales order (COA) item.
- If markup pct is set for the item, this will be used to calculate pending price. If no markup pct, pending price will be set equal to remaining estimated price
- The numbers will be understood as accrued when picked goods have been confirmed as consumed and when the material is returned (Goods reception (SSA)) from a customer via the CDV process. accrued cost will be equal to the cost of the Shipping advice (CSA)/Goods reception (SSA).
- If a markup pct is set for the item, this will be used to calculate accrued price. If no markup pct, accrued price will be set equal to remaining estimated price.

Pre-process before a Project order (POD) is started

The process typically starts with a request from a customer. This may cause that someone will create a Project order (POD) in RamBase to do estimations and calculations to see if a quote can be offered.

The owner of the project order adds the information that is known into the Project order (POD). This could be the expected use of man hours, material needs and expenses. Anyway, one can think that other expenses is not known at this point of time, and this will be added later in the process.

All these are services or goods from the Product (ART) application, and they are added as separate items to the Project order (POD). Material needs and other kinds of man hour may be added later in the process.

All Project order (POD) items will get standard cost from the Product (ART), but this can be manually overruled. When a cost estimate is in place, the seller may add a markup percentage to this, or the markup percentage has may be already been calculated based on the suggested sales price when the Project order (POD) item was created. If there only exists gross margin percentage in the Item price agreement (IPA), this must be calculated into a markup percentage. If there exists a markup percentage in Project order (POD) item, the price will always be calculated based on this. If there is no markup percentage, the user is allowed to manually set a price.

SALES QUOTE (CQU) FOR A PROJECT ORDER (POD)

Based on the estimated price, a Sales quote (CQU) can be created directly from the Project order (POD).

Fixed Price

The Sales quote (CQU) will contain only one line. This line will tell you what to do, Inspection on Site, and the sales price of the job. The line on the Sales quote (CQU) must be a Product (ART) with Type = WP - Project Order.

Time & Material

This can be the expected use of working hours, material, and other billable costs. There may also be costs that are not known at this time, and these can be added later in the process. All products are retrieved from the Product (ART) application, and they are added as separate lines in the Project order (POD).

Once a quote has been made, the responsible person can set the Project order (POD) to Status 2, Seal project orders temporary, which means that it is temporarily closed, and the values cannot be changed. If the responsible part and customer end up in a negotiation situation, the Project order (POD) can be changed back to Status 1 for a new calculation. Changes between Status 1 and 2 can occur many times. Once the offer has been accepted, the Project order (POD) is set to Status 4, Register project order, and the Project order (POD) can be started at any time.

The process can also be the opposite. This means that a Sales quote (CQU) can be created first, the quote must then contain a Product (ART) that has the special class (WP) and the Project order (POD) is automatically created when the Sales quote (CQU) is registered. The responsible person for the Project order (POD) must then fill in the details in the Project order (POD) afterwards. A Project order (POD) can contain several Products (ART), and new Products (ART) can be added to Project order (POD) at any time in the process until it is completed.

All Project order (POD) items will have a standard cost from the product, but this can be overridden manually. When a cost estimate is in place, the responsible person for the Project order (POD) can add a markup, or that the markup has already been calculated based on the sales price when the Project order (POD) item was created. It is important to know that this can be overridden manually in the same way as the diet on the Project order (POD) item.

Create a new Sales quote (CQU)

The process usually starts with a request from a customer, and you have two options when creating quotes.

1. You can create a Sales quote (CQU) from the Sales module. When creating a Sales quote (CQU) to be linked to a Project order (POD), the Sales quote (CQU) must contain a Product (ART) with Type = WP. When you use a Product (ART)

with Type = WP, a Project order (POD) is created automatically in Status 1, when you register the Sales quote (CQU).

2. You can create a Sales quote (CQU) directly from the Project order (POD).
    a. To create a Sales quote (CQU) from a Project order (POD), project order must be in Status 2 or 4.
    b. Click on the Create sales quote... option in the context menu.
    c. Select a Product (ART) with the Type = WP, which is descriptive of the job to be performed (Inspection on Site).
    d. Click on the Create button to create a Sales quote (CQU) in the selected Project order (POD). The Sales quote (CQU) document will open in Status 1. In the Sales transaction field in the Project order (POD) application, the link to the Sales quote (CQU) is displayed. If the Sales quote (CQU) is converted into a Sales order (COA), the link to the Sales order (COA) is displayed here.

SALES ORDER (COA) FOR A PROJECT ORDER (POD)

If the Sales quote (CQU) is accepted, this will be forwarded to a Sales order (COA), and the Project order (POD) can be started anytime.

The process may also be the opposite. Which means if the Sales quote (CQU) or the Sales order (COA) items may be created first, and when such document for Products (ART) of Type = WP is registered, the Project order (POD) will automatically be created.

The owner of the Project order (POD) must then fill the details in to the Project order (POD) afterwards. The Sales quote (CQU)/Sales order (COA) can have several items, but there will anyway always be a one-to-one relationship between a Sales quote (CQU) item/Sales order (COA) item and a Project order (POD) item. But the Project order (POD) can have many items. New items can also be added to the Project order (POD) at any time of the process until the Project order (POD) is processed. The status of the Sales order (COA) will be set by special rules dependent of the status of the Project order (POD). The Sales order (COA) will be closed when the Project order (POD) is completed.

Create a new Sales order (COA)

The process can start with an order from a customer, and you have two options when creating a Sales order (COA).

1. You can create a Sales order (COA) from the Sales module. When creating a Sales order (COA) to be linked to a Project order (POD), the Sales order (COA) must contain a Product (ART) with Type = WP. When you use an item with Type = WP, a Project order (POD) is created automatically in Status 1, when you register the Sales order (COA).
2. You can create a Sales order (COA) directly from the Project order (POD).
   a. To create a Sales order (COA) from a Project order (POD), project order must be in Status 4.
   b. Click on the Create sales order... option in the context menu.
   c. Select a Product (ART) with the Type = WP, which is descriptive of the job to be performed (Inspection on Site).
   d. Click on the Create button to create a Sales order (COA) in the selected Project order (POD). The Sales order (COA) document will open in Status 1. In the Sales transaction field in the Project order (POD) application, the link to the Sales order (COA) is displayed.

Create a new Project order (POD)

A Project order (POD) can be created in two ways. If you create a Sales quote (CQU) or a Sales order (COA) and this document contains a Product with Type = WP, a Project order (POD) will be created automatically when the Sales quote (CQU)/Sales order (COA) is registered. A Project order (POD) can also be created manually, and the sales process can be stated from here, by use of Create sales quote/order in the context menu.

To open the Project order (POD) application, find Sales in the RamBase menu and then Project order. Click Project orders to enter the POD application.

HOW TO CREATE A NEW PROJECT ORDER (POD) MANUALLY

All fields marked with * are mandatory. Click on the Create new project order button.

Project order name: A short description of the type of job to be performed, the text in this field can be entered manually. For example: Inspection on Site.

Pricing model: Fixed Price/Time & Material.

Location: Location (LOC).

Customer: Customer (CUS).

Internal: It is possible to define if the Project order (POD) is internal. If the Project order (POD) is internal, the Customer field must be empty.

When a Project order (POD) is created it will get Status 1, Pending sealing or registration.

If a Sales quote (CQU)/Sales order (COA) is created in advance, the Project order (POD) will inherit information from these fields: Customer reference, Customer reference no, Description, Department, Finance project, Location. These can be over written in Project order (POD) if required.

Dates: Estimated start at & Estimated completed at are dates for visual purposes only, and can only be manually updated.

The progress bar is a manual feature and is a visual progress bar that tells you how far you have come in the job. The progress is changed with a drag & drop function.

Project order (POD) item

There are three different categories for a Project order (POD) item: Hours, Material and Expenses. A Project order (POD) can contain all categories, and there is no limit to how many items you can add.

- Material - Products (ART) defined under this category are all Products (ART) with Type = P, M, K & KA. These can be found in the Product (ART) application.
- Hours - These items will be of Type = WH and will include both selling price and cost. For each labor cost, there will be a corresponding product in the Product (ART) application.
- A Project order (POD) should contain one item for each price that will be invoiced to the customer.
- For example: A Product (ART) for Service Technician and one for Service Apprentice. These working hours will typically have different price.
- It may also be allowed for a Service Apprentice to log hours as a Service Technician. What kind of hours the different people are allowed to log in to is limited in the setup for each employee (users). See details under the Basic data topic about Labor groups (LAG).
- Expenses - Non-stock Products (ART) of Type X or V, such as travel expenses and overtime food.

How to create a new Project order (POD) item

Click the Create new project order item button.

- Quantity - If you choose hours then it is price/cost per hour, material is price/cost per unit, expenses are always quantity = 1.
- Product - Search and add the Product (ART).
- Create another - Check here to be able to add more item.

Click the Create button to create the Project order (POD) item in Status 1.

The first column tells you what status the Project order (POD) item has. Status 1 means that the Project order (POD) is still not registered. The next step is to register the Project order (POD) with the Register project order option in the context menu or to seal the Project order (POD) temporary.

Edit a Project order (POD) item

It is still possible to edit the markup and remaining estimated quantity of a Project order (POD) item.

1. Highlight the item and press *F2* to edit the Project order (POD) item or click the *Edit project order item* icon on the item line.
2. Edit the *Markup* and/or *Rem. est. qty* (remaining estimated quantity) fields.
3. To save the changes, press *CTRL + S* or click the *Save changes* icon on the item line. If you need to discard the changes press *CTRL + Z* or click the *Discard changes* icon.

In the Project order (POD) item you can edit both on the item line and in *Cost & price* area.

Seal project order temporary

Once a quote has been made, the user can set the Project order (POD) to Status 2, Seal project orders temporary, which means that it is temporarily closed and the values cannot be changed. If the responsible part and customer end up in a negotiation situation, the Project order (POD) can be changed back to Status 1 for a new calculation. Changes between Status 1 and 2 can happen many times. Once the quote is accepted, the Project order (POD) should be set to Status 4, Register project order, and the Project order (POD) can be started at any time.

The Overview area in the Project order (POD) application

Will always show you accrued, estimated, and invoiced cost/price. As the Project order (POD) is still in Status 1, it only shows the estimated cost/price, and no costs have been incurred yet. You can choose between two different overview views, Bar view and Table view. Change the view in the top right corner of the Overview area.

Register and start a Project order (POD)

When a Project order (POD) is registered, it changes to Status 4 and the initial estimated numbers will be frozen. The user can now start logging hours and get assignments via the Get material assignments option in the context menu.

The project manager or other responsible person for the Project order (POD) must start the process for getting goods assignment to the Project order (POD) item of Type = Material. The material may already be in stock, but there may also be a need for a purchase - or that it must be manufactured inhouse.

Regardless of when in the process, it is possible to add more items, and the quantity can be corrected.

Before you can create invoice to the customer, the responsible person for the Project order (POD) must check and approve logged work hours, or move logged hours to another item or to another Project order (POD). It may be that the employee has made a mistake in logging work hours. See details in the Log hours on a Project order (POD) topic.

When hours have been approved, the responsible person for the Project order (POD) select which items shall be invoiced. It is also possible to invoice all hours and consumed material until a certain date. See details in the Invoice process for a Project order (POD) topic.

Process for getting assignments for a Project order (POD)

MATERIAL

Process for getting assignments means getting material assignments from stock, procurement backlog or production work orders. Or if no available quantity, this process will create a purchasing need in the Purchase (PUR) application, or for manufacturing in the Production planner (PROPPLAN) application. The material will then be Pending in the Stock assignment (SAR) application.

You can start the process for getting assignments for either all Project order (POD) items, only one Project order (POD) item, or you can use the multiselect function. If you want to start the process for all Project order (POD) items at the same time, this is done from the main level on the Project order (POD). The process for only one Project order (POD) item or using the multiselect function is done at the Project order (POD) item level.

When the process for getting assignments is started, an internal Sales order (COA) for Material for project order will be created. Product, Remaining estimated quantity and Remaining estimated price from the Project order (POD) item will be copied to Sales order (COA) item. This Sales order (COA) item will behave like a regular Sales order (COA) item when it comes to logistics. It will get assignments from Goods reception (SSA), Purchase order (SPO), Purchase order response (SOA) or Production work order (PWO), or a purchasing or manufacturing need will be created for this item. It can be picked if there are goods already in stock. There will always be a one-to-one relationship between this Sales order (COA) item and the Project order (POD) item.

If the need for a material is changed after the internal Sales order (COA) has been created, the assigned quantity can be changed by update of remaining estimated quantity, either by a positive or negative number. Use then the context menu item Update quantities for material assignments. This will cause the Sales order (COA) item to be forwarded to a new Sales order (COA), and the number will be reduced or increased according to Remaining estimated quantity. In any case, the number can never be reduced to a lower quantity than what has already been picked.

Start the process for getting assignments

1. If the Project order (POD) item(s) is not already registered, the item(s) will have Status 1, you must use the Register project order option in the context menu. The Project order (POD) item will go from Status 1 to Status 4.
2. Start the process for getting assignments by selecting Project order (POD) item(s). Select the item(s) by clicking on the status symbol on the item line. It is possible to start the process for all Project order (POD) items, one item or you can use the multiselect function. Remember to start the process for getting assignments for all items, must be done on the Project order (POD) main level.
3. Select the Get material assignments for selected items option in the context menu. This means that the Project order (POD) item will get assignments from

stock, procurement backlog, production work order or it will create a need for purchase or manufacturing.

In the Assignments status column you will e.g. see if the Project order (POD) item is in stock or if it must be purchased.

The status shown in this column is the status from the internal Sales order (COA) item that has been created for the purpose of getting assignments. In the Flow tab you can see which Sales order (COA) this Project order (POD) item is linked to.

GET MATERIAL ASSIGNMENTS AUTOMATICALLY DURING THE PROJECT ORDER (POD) ITEM REGISTRATION

The process for getting assignments can be triggered automatically when a Project order (POD) item is registered. This is set with the Get material assignments automatically during project order item registration setting in the Company settings (CSV) application. If this setting is ON, the material assignments for a Project order (POD) item will be retrieved automatically during the registration.

Link expenses to Project order (POD) items

Expenses are understood as non-stock Products (ART), which means that this type of products does not have stock management. This can be a travel invoice such as plane tickets, hotels, overtime food or services that are only billable, which can be documentation or tests that have been performed.

There are three ways to link a cost to a Project order (POD) item for expenses:

- Purchase order (SPO)/Purchase order response (SOA)
- Supplier invoice (SIN)
- Manually

In a process for getting expenses of, for example, airline tickets, you can already link this to a Project order (POD) item on the Purchase order (SPO)/Purchase order response (SOA). If there is no Purchase order (SPO)/Purchase order response (SOA), and you receive a Supplier invoice (SIN), this can also be linked directly to a Project order (POD) item. The Purchase order (SPO) and/or the Supplier invoice (SIN) will then form the basis for cost and income calculation for expenses.

When a Purchase order (SPO) and/or Supplier invoice (SIN) is linked to the Project order (POD), it will be visible in the Cost details tab. You will also see here that the cost from the Supplier invoice (SIN), NOK 3,000, is now displayed under the Accrued column, and the cost from the Purchase order (SPO), NOK 2,000, still shows in the Pending column. This means that you have not received an invoice for it yet.

If the expenses are not in RamBase, costs can be added to a Project order (POD) item by entering the accrued cost manually, this can be done by clicking the Enable manual editing of accrued checkbox. The Remaining estimate, Markup % and Accrued fields will be open for editing.

Logistics process for a Project order (POD)

Material with assignment from stock can be picked according to the standard picking process. The process can be initialized for one Project order (POD) item at a time, or for all Project order (POD) items for material. When pick is initialized, it means that a pick can be confirmed via the Pick list (PICK) application on a computer or Confirm pick by handheld device (SCANPICK) on a handheld terminal (HHT). Therefore, the Project order (POD) item must have assignments from a Goods reception (SSA) item.

There will always be one common pick list for one Project order (POD), regardless of whether the pick is initiated by a Project order (POD) item, or from the Project order (POD) main level. Picklists created for a Project order (POD) will have the same name as the project order.

The picking process can also take place the opposite way. It may be that a user who needs a specific material only enters the warehouse defined in Location (LOC) in the Project order (POD), picks the material, scans the Goods reception (SSA) item or Product (ART) ID (#123456), Stock location (STL) and Project order (POD) ID. This can be done via the Pick (PODPICK) application on a Handheld Terminal (HHT).

If there is an internal Sales order (COA) item for this material in this Project order (POD), this will be confirmed as picked in RamBase. If there is no Sales order (COA) item, the system will create one and confirm specified quantity as picked. And if there is not an existing Project order (POD) item for this material, both Project order (POD) item and Sales order (COA) item will be created by the system and the specified quantity will be confirmed picked.

To allow picking by scanning the Product (ART) ID in Pick (PODPICK), these two settings must be turned on in the Company settings (CSV) application:

- Allow to pick project order (POD) from another goods reception (SSA)
- Allow to scan product id at pick of project order (POD)

Pick (PODPICK) can also be used to return material that has not been consumed to stock by use of the Unpick tab. This must be done before the material is confirmed as consumed.

Before material can be invoiced, it has to be confirmed as consumed. For a Fixed price Project order (POD), a dummy Sales invoice (CIN) will be created immediately when this confirmation is done.

PICK MATERIAL FOR A PROJECT ORDER (POD)

It is only possible to pick material if the internal Sales order (COA) has assignments from stock.

These two Project Order (POD) items defined in the image below have Status 8 which means that material is in stock and that it has assignments from Goods reception (SSA) item. If you enter the SAR icon, it will show which Goods reception (SSA) item. This is the standard process for RamBase and the same principle applies to Project orders (POD).

There are two steps for picking materials for a Project order (POD):

1. Step 1: Initialize picking
2. Step 2: Pick project order item. New image opens and standard picking process is performed.

To start the picking process a Project order (POD), you must first initialize picking for the items you want to pick.

You can choose between initializing picking for a single Project order (POD) item, all Project order (POD) items or use the multiselect function where you select several items initialize picking for. If you choose to use multiselect or want to pick all Project order (POD) items, this must be done from the main level on the Project order (POD).

Log hours on a Project order (POD)

There are two ways to log hours for a Project order (POD). One way is directly from the Project order (POD) application, the other way is from the Work log (WOL) application.

In this topic it will be logged hours from the Project order (POD) application, but it is done the same way in the Work log (WOL) application. In the Work log (WOL) application you must select the Project order (POD) in the Project order field.

To be able to log hours for a Project order (POD), you must have at least one Project order (POD) item that has the category Hours.

It is possible to log hours from both the Project order (POD) main level and from the Project order (POD) item.

The user starts by enter the Project order (POD) / Project order (POD) item, then select the Worklog tab. Set the start date/time and end date/time in the Started at and Ended at fields.

Today's date will always be default, but it can be changed if you want to log hours for another date. It is also possible to log hours for others if you have a manager role. But the user who is logged in to RamBase will always appear as the default in the Employee field.

The Project order item field tells you which Project order (POD) item you are going to log hours against.

The Labor cost field tells you which labor cost you are going to log hours as. Such as Normal time or 100% overtime for example.

To avoid a lot of manual entries, it is possible to copy some values by default when logging hours. This is done by clicking on the Copy work log entry icon on the work log entry. Values will then be copied from this entry but can be changed before the work is logged.

LOG HOURS FOR MULTIPLE PERIODS

It is also possible to log hours for several periods. For example if you work 1 hour every day for a week on the same job.

The Work log will then create a line for each day, with one hour for each day for five days

APPROVE LOGGED WORK HOURS

There are two levels for approving logged hours. The first level is that the employees approve their own logged hours. The next level is the approval by manager. Employees approve their own hours before a manager approves them. In cases where users do not have access to RamBase, a manager can both log hours for employees and perform both approval steps.

Three important statuses regarding approval of logged work hours:

- Status 2 - Pending employee approval.
- Status 3 - Pending manager approval.
- Status 4 - Approved.

Click on the Approve entry icon in the Appr column to approve the work hours.

When the Worklog entry change from Status 2 to 3, the hours will be displayed as Pending. When the Worklog hours gets Status 4, they will appear as Accrued and are ready to be invoiced.

The manager is also allowed to move logged work hours from one Project order (POD) item to another, or to a Project order (POD) item for another Project order (POD). The manager can also change Labor cost (LAG). If changes are made for approved hours (Status > 3), a reversal log will be created for these, and a new record that has to be approved. This allows the user to track changes back to the original work log, and this history can be found by clicking on the History icon in the Work log (WOL) application.

Billable hours will by default be set equal to logged hours, but can be overwritten by the manager, both higher and lower than logged working hours.

Product unit (LCM) connected to a Project order (POD) item

If a operator performs an activity on a Product unit (LCM) it will be useful to see if the Product unit (LCM) has any previous history in RamBase. The user registering the Product order (POD) can enter an item on the Product order (POD) and make a connection to a Product unit (LCM). If it is a previous history on that Product unit (LCM), the Products units (LCM) history will be visible. The history details is not readable from the Product order (POD), but it will be a shortcut from the Product order (POD) to the Product unit (LCM).

CONNECT A PRODUCT UNIT (LCM) TO A PRODUCT ORDER (POD) ITEM

1. Open the Product order (POD) item and enter the Product units tab.
2. Click the Add new product unit button.
3. You can search for the Product unit (LCM) ID, Serial number and the Product (ART) in the Product unit field.
4. Click the Create button to connect the Product unit (LCM) to the Product order (POD) item.

Pre-invoice process for a Project order (POD)

The person in charge of a Project order (POD) must in advance of invoicing do a pre-process to be sure that worked hours have been approved and that material has been confirmed as consumed.

Time & Material

The billing basis for a Project order (POD) that has Price model= Time & Material is based on the accrued figures:

- Approved hours (Status 4)
- Consumed material, and possibly Goods reception (SSA) for returned goods via the CDV process.
- Supplier invoice (SIN) / Supplier credit note (SCN).
- Manually entered cost/income for expenses.

Please note that accrued figures are initially calculated by a batch described under Cost & price, the billing basis will not be correct if accrued figures are not updated. To be safe, the user should trigger manual recalculation of the specific Project order (POD) before invoice is created.

Fixed Price

Billing basis in a Project order (POD) that has Price model = Fixed price is prepared manually in the Invoice plan tab in the Project orders pending invoicing (POP) application.

CONFIRM CONSUMPTION OF PICKED MATERIAL

Select the Confirm consumption of picked material... option in the context menu. When material is confirmed as consumed, the cost and revenues of this material will be understood as accrued. The internal Sales order (COA) will be forwarded to an internal Shipping advice (CSA). If you want to return material back to stock, this must be done beforehand. If material is returned afterwards, an ordinary return to stock must be made via the CDV process.

Invoicing process for a Project order (POD)

Project order (POD) is invoiced from the Project orders pending invoicing (POP) application. It can be started in the Project orders pending invoicing (POP) application or by a switch in the Project order (POD) application for a specific Project order (POD).

The Project orders pending invoicing (POP) will by default list Project orders (POD) where there is an billing basis (accrued revenue that has not yet been invoiced to the customer). A Project order (POD) can be invoiced at any time in the process, but the use of a date filter in the application will limit the result to only list Project orders (POD) that have a billing basis that has incurred before this date. It can also be set a filter for Project orders (POD) from and to the selected amounts in the Minimum billing basis and Maximum billing basis fields.

TIME & MATERIAL

When invoicing a Time & Material Project order (POD), the user must choose which Project order (POD) items to be invoiced. The Sales invoice (CIN) will for the category Hours and Expenses get one item per Project order (POD) item, and one item per consumed Material. Price in Sales invoice (CIN) item will be set equal to the accrued price from this Project order (POD) item.

For Hours, each Project order (POD) item billing basis that has incurred before the date specified in the filter will be invoiced.

It is important to know that for Project order (POD) items of category Materials or Expenses, it is not possible to create an invoice before all pending and remaining estimated sales have been accrued, and then it is only permitted to invoice everything or nothing. The reason for this is that the Sales invoice (CIN) will receive a price equal to the accrued price. Since the accrued price is an average price for all the accrued revenues, the invoices will not get a correct price if accrued revenues are invoiced over a period and the Project order (POD) item is still active, because this can also lead to changes in the calculated accrued price.

When you select a Project order (POD) item for Material or Expenses, it will be checked if there is any billing basis that has been accrued before the filter date. If so, and there is no revenue left as remaining estimated or pending, all billing basis for this Project order (POD) item will be invoiced. Also, even if accrued date is newer than the filter date.

If there is revenue left as remaining estimated or pending, no invoice will be created for this Project order (POD) item at all.

Create a Sales invoice (CIN) for a Time & Material Project order (POD)

To open the Project order pending invoice (POP) application, you can type POP in the program field and press Enter. Then you get into an overview of all Project orders (POD).

Or you can use the Project order invoice plan button in the Project order (POD) application. Then you enter the payment plan for this specific Project order (POD). You can easily use this button to go back and forth between the Project order (POD) application and the Project order pending invoice (POP) application.

All Project order (POD) items that are ready for invoicing are displayed in the Items tab in the Project order pending invoice (POP) application. All Project order (POD) items in this image is ready, which means that the material has been consumed, and the hours have been approved.

You can choose to create an invoice for all Project order (POD) items with the multiselect option, clicking the checkbox above the statuses, or you can select one or more Project order (POD) items by clicking on the status symbol on the item line. Select the Invoice selected Items option in the context menu.

Then you get two choices. You can choose whether you want to Create new Invoice or Add to existing invoice. Click the Invoice button.

FIXED PRICE

For Project orders (POD) with a Fixed price, an invoice plan has to be set up in the Project orders pending invoicing (POP) application. The total invoice amount that can be planned is forecast sales in the Project order (POD), which is the same as the amount of the related Sales order (COA) item that is confirmed to the customer.

It is then items from this plan that should be selected in the process. A Sales invoice (CIN) will be created with one Sales invoice (CIN) item per selected item from this plan, and with a price based on the price that was confirmed to the customer in the Sales order (COA) item.

In practice, this also means that if the user during the Project order (POD) process agrees on a new fixed price with the customer, the Sales order (COA) must be forwarded to a new Sales order (COA) where the residual price is to be added, -as a changed order.

When the user has made his choice of what to invoice, he must select the context menu option Create invoice for selected lines. This will open a popup where he can choose to create a new Sales invoice (CIN) or to add the selection to an existing Sales invoice (CIN).

Create an invoice plan for a Fixed price Project order (POD)

This is an example of a Project order (POD) that has a fixed price of NOK 100,000. 20% will be invoiced at start-up, 40% will be invoiced when 50% of the job is done, and the last 40% will be invoiced when the job is finished.

Enter the Project orders pending invoicing (POP) application to create a Invoice plan in the Invoice plan tab.

- Note to customer - 20% at start-up
- Percentage of forecast sales - 20%
- Planned invoice amount - 20,000.00
- Click the Add button to create the invoice plan.

Repeat these until you have created all plans for the milestones you are to invoice.

To create invoices according to the plan, select the items that shall be invoiced by clicking on the status icon, and then select the Invoice selected items option in the context menu.

Select Create new invoice or Add to existing invoice, and then click the Invoice button.

The Sales invoice (CIN) that is created will stop in Status 1 (waiting for registration). The user can then make necessary changes before the Sales invoice (CIN) is registered and sent to the customer.

Manage deviation on a Sales invoice (CIN) that has been registered and sent to a customer

If something is wrong in the Sales invoice (CIN) that was created in the Project orders pending invoicing (POP) application and sent to the customer, it can be forwarded to a Sales credit note (CCN) the ordinary way. Except that it is not allowed to credit only part of the quantity on a Sales invoice (CIN) item.

As long as the Sales credit note (CCN) is still in Status 1 (Pending registration), the application for showing details for which billing basis is the basis for the Sales credit note (CCN) item can be started. The user can then select which item(s) to credit, if not all should be credited. The same rules for Material and Expenses are applying here, the user either has to choose all or nothing of the billing basis. The billing basis for Material and Expenses that are credited will be reverted to the Project order (POD) as something that is pending invoice, so it is possible to invoice it over again, for example, with a new price. The price on the Sales invoice (CIN) is controlled by changing the accrued price on the Project order (POD) item.

If there are hours that have been credited, the Work log (WOL) will be reverted and the new Work log (WOL) in Status 3 must be edited and approved to be added back as billing basis that are pending invoice in the Project order (POD).

If a Sales credit note (CCN) is to be created because the material is returned to stock via Customer deviation (CDV), a Sales credit note (CCN) should be created by the ordinary functionality for crediting in the Customer deviation (CDV) process.

It is also possible to only create negative billing basis, if the seller owns the customer a discount, or wants to clear up some invoicing/pricing errors, by creating a Project order (POD) item with the Expenses category and add a negative price.