# **Section III**

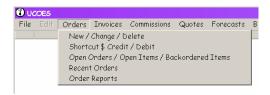
## **Orders**

#### **Orders Module**

There are several typical actions you'll want to perform that have to do with orders. All of them can be found in one central location, the Orders menu.

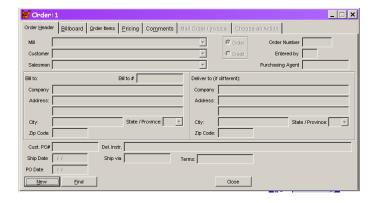
You can add a new order or a new credit, edit an existing order or delete an order that was previously entered. You can view a list of open orders, open items or backordered items. You can reprint an order if the file is still on the server and run a number of reports related to orders.

To work on an individual order, click the Order pad on the main menu then click the New/Change/Delete option on the drop-down submenu.

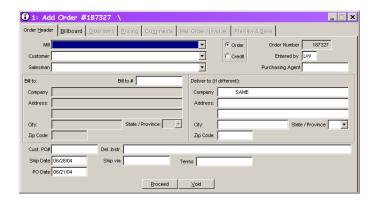


## Adding an Order

To add an order, press the New button at the lower left corner of the form.



The generic order entry form will display with some of the fields automatically filled in.



The application generates a new, unique order number for each new order. This number appears in the Order Number box on the first tab of the form, and also on the form's title bar. You cannot change this number. The application fills in the person who entered the order, based on the User ID entered when logging in. (If you are working at another user's desk and they originally logged into this session of UCOES 2, you may need to change this.) It selects the button indicating that this is an Order and not a Credit, since you will most frequently be entering orders.

The application also fills in the P.O. Date and the Delivery Date. The P.O. Date is assumed to be today's date. The Delivery Date (or Ship Date) is a certain number of days from today, and is set by your company. (This is the DefaultShipDateIncrement in the LocationSettings section of UCOES.ini. The default setting of 7 days can be changed easily if the current setting is not suitable for your business.)

If you click the Close button at this point, you will be asked if you want to save your changes. Yes, I know you haven't made any changes yet but the computer can't distinguish data you entered from data that was pre-filled by the application.

#### The Order Header Tab

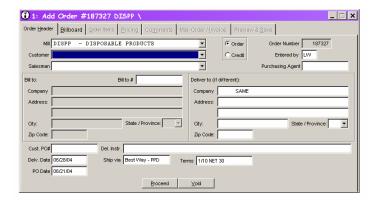
The Order Header tab collects information about the Order.

#### Mill

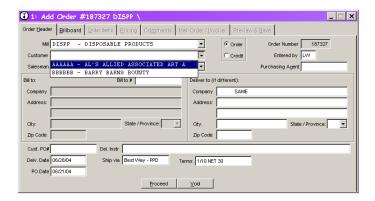


The Mill box contains a list of all mills currently on file. If you know the Mill code, you can start typing. The application will find the first mill code that matches the letters you type. You may need to type only a letter or two before the correct mill shows up in the box. If you do not know the mill code, press the spacebar or click the down arrow on the right side of the box and scroll through the list until you find the mill you need for the current order. Click your choice or press Enter when it is highlighted.

Once the mill appears in the box or is highlighted, press Tab or Enter to move on to the next item. There will be a slight delay while the computer takes actions based on the mill you have chosen. Fields that do not apply to the mill you chose may disappear and others required by this mill may appear. The screen below now displays a Bill To # field, terms boxes for EDI orders and a Ship Via dropdown list:

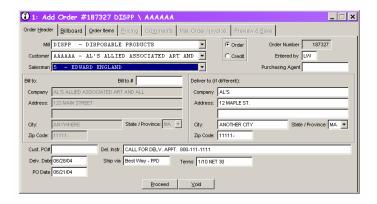


#### Customer



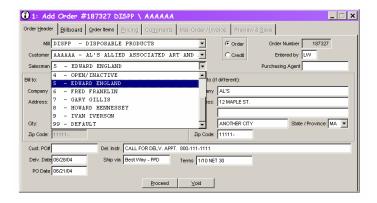
The Customer field behaves like the Mill field. You can begin typing if you know the customer code or you can click the arrow or press the spacebar to display and scroll the list. If you are dealing with a new customer who is not yet on the list, you can add it without closing the order you just started. Leave the Order form and click the Maintenance option from the main menu and choose Customer. Once you have added and saved the customer, close the Customer form. When you return to the Order form, the new customer will appear in the dropdown list.

Once you have selected the Customer, press Tab or Enter to confirm your selection. Again, the computer will take some actions based your selection. For example, the Salesman field just below will be filled if a salesman is assigned to this customer. If your site uses the Billboard/Bulletin Board, you will be transported to the next tab to see any important messages about the mill or the customer. Once you have reviewed the messages, press the Backspace key to return to the first tab where you left off.



#### Salesman

If there is no default salesman or if you need to change the salesmen for this order only, you can type a code or click to choose from the dropdown list. (If you want to *permanently* change the salesman assigned to this customer, do so on the Customer Maintenance form.)



#### Order/Credit, Order Number and Entered By

These are fields you will seldom need to change, so pressing Tab or Enter in the Salesman field will skip over the Order/Credit buttons, Order Number and Entered By fields and bring you to the purchasing agent field. You cannot change the Order Number. Since the Entered By field will be filled in based on your login identity, we'll save time by skipping over it. If you do need to change it because you are working temporarily on someone else's machine, use your mouse to navigate to the field and enter your initials. The Order/Credit button defaults to Order, since this is what you will be doing most of the time. To enter a merchandise credit, click the Credit button. A new number will be assigned from the credit series of numbers and the title of the form will change from Add Order to Add Credit.

#### **Purchasing Agent**

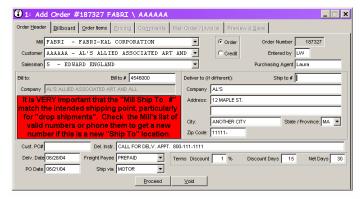
The Purchasing Agent field is optional. You can type up to 13 characters in this field.

#### Bill To #

If the Bill To Number is required, that field will be displayed. If the default Bill To Number is on file, this field will be filled automatically when you choose the customer. If you enter a number for the first time or change the existing number, this information will be saved when you save the order and will be used as the Bill To Number for the customer's next order.

## Ship To#

If a Ship To # is required, a warning message will appear over the Bill To address as you enter the field:

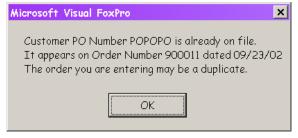


If a Ship To Number is required and you attempt to exit the field without entering a number, the following error message will appear. When you click OK, you will be returned to the Ship To box to enter a code. Once you enter this field, you cannot move to another field without entering the Ship To Number.



#### Customer P.O. #

Enter the Customer's Purchase Order number in the Customer PO textbox. When you exit the Customer PO box, the program will check to see if there is already a matching PO number on file for that Mill and Customer. If so, the message box will tell you the Order Number and the date on file. This should help you decide if you are entering a duplicate order.



## **Delivery/Ship Date**

The Delivery/Ship date and PO date fields are pre-filled. If you need to change the date, you can type, double-click to bring up a calendar, or use Quicken shortcut keys (t to enter today's date, d to go forward a day, D to go back a day, m or M for forward or back a month, etc.)



#### **Proceed Button**

The Proceed button will bring you to the next page. You can click the button with your mouse or press Alt + P if you prefer to use the keyboard. The Proceed button on the Comments page will skip over the Mail Order/Invoice page, since this is not a page you will usually need to use. You can click the page tab to access the page if needed.

#### **Void Button**

The Void button will cancel all data entered on this order and bring you back to a blank first (Order Header) page to begin a new order. Caution: This is a quick bail-out. You will *not be warned* or asked if you want to save your current data.

#### **Close Button**

The Close button closes the form. You will not want to do this between each order, since it takes longer to bring up a new form than to display new data in an existing form. If you click Close you will be asked if you want to save your current order. You will not be able to save unless the all the required information has been filled in. In other words, you cannot save a partially completed order and return to finish it later.

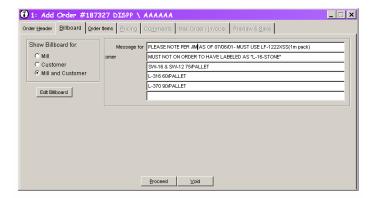
#### The Billboard Tab

If your site does not use the Billboard feature, this tab will be disabled.

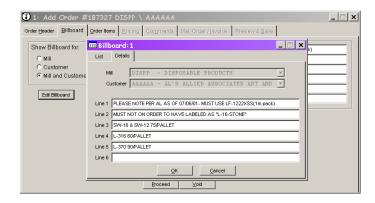
If you do use the Billboard, you will be moved to Billboard tab as soon as you enter the Mill and Customer on the Header tab. That way you are aware at the first possible moment of any issues with the mill, customer or mill and customer that affect the order.

There are buttons to the left for "Mill", "Customer' and "Mill and Customer" messages. A disabled button in this group indicates that no such message exists. You should review any items that are not disabled.

After you have reviewed any billboard messages that may apply, hit the Backspace key to bring you back to the Header tab where you left off. (Since you have already viewed this tab by the time you get to the end of the Header tab, the Proceed button on the Header tab will skip over Billboard and take you directly to the Order Items page.)



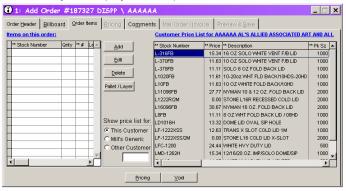
To *permanently* change a message, click the Edit Billboard button below the billboard category choices or Right-Click on any of the message lines. This will display the Billboard Edit form. Changes you make and save will display on the Orders form when you return. You can also change Billboard messages by selecting Billboard from the Maintenance menu



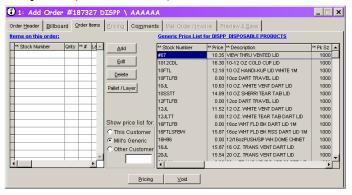
#### The Order Items Tab

Specify items and quantities for this order on the Order Items tab. You can display various price lists for the current mill on the right. If the current customer has ordered items from this mill, that customer's items and prices will be displayed when you choose this page. If there are not customer-specific prices for the current customer, the mill's generic price list will appear. Use the buttons in the center to switch between the customer-specific and generic lists, or to view the price list for another customer. Enter the other customer's code in the box to view that customer's price list.

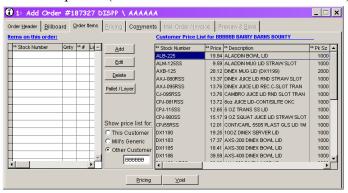
## Current customer's prices (top button)



## Mill's generic prices (middle button)

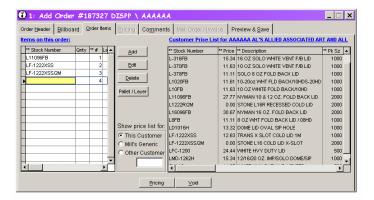


Another customer's prices (bottom button - note code in textbox)

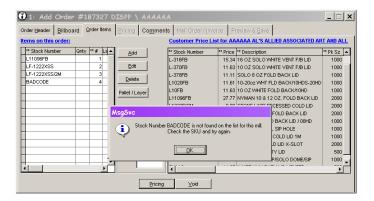


Choose the items for this order and add them to the list on the left. You can drag and drop items from the price list or type item SKUs directly in the list. If you drag and drop, a new line will be added automatically. You can drag all the items for the order, then go back and fill in the quantities. Since you drag from a list of valid SKUs, you will be sure that a valid SKU has been entered.

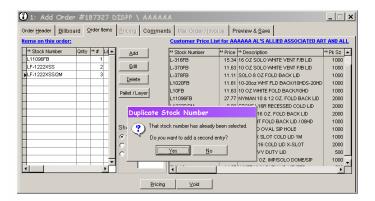
When entering items by keyboard, choose the Add button (or type Alt + A) to add a new blank line. You can continue to add items without pressing the Add button again. Each time you press Enter, a new blank line will be created. (Don't worry if you add a final blank line by accident. The system will clean up any blank lines that contain no SKU or quantity.) If you do switch to drag-and-drop, you will be switched out of "manual mode" and you must press the Add button again if you want to return to manual item entry.



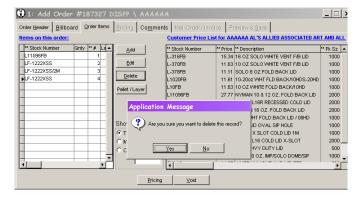
If you enter stock numbers manually, the SKUs will be checked when you do the pricing and you will be warned of any invalid item numbers.



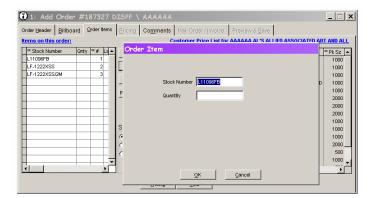
If you attempt to add an item that is already on the list, the system will warn you. Duplicate items are allowed so that you can assign different prices.



To delete an item from the list, highlight it so the marker on the far left appears as an arrowhead and click the Delete button or type Alt + D. You will be asked to confirm the deletion.



If you click the edit button or double-click a stock number or quantity on your list, a separate edit form will appear. This is just another way to enter the data. You will probably want to do most of your editing in the list itself, but you may double-click and bring up the edit form accidentally. If so, just click the OK or Cancel buttons to return to the Order form where you left off.



Some mills require that items be ordered based on the quantity that makes up a full pallet or layer. The Pallet/Layer button in the center of the screen will help you meet these requirements if the pallet and layer quantities are on file for the generic item. These

columns are off to the right of the order items list since they don't apply in most situations.

When you click the button, the application will check the quantities you entered against the full pallet and layer quantities on file and display the related columns. For each item, there is a column showing the size of the pallet and layer. There are two columns for the layer size, one that contains a negative number indicating the quantity you need to subtract from the current number to go **down** to a full layer (L-Dn) and a column to indicate the number to be added to go **up** to the next full layer (L-Up). Double-clicking on either of these numbers will adjust the quantity on this order by that amount. There are P-Up and P-Dn columns for the pallet numbers that work the same way.

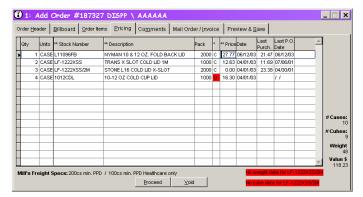


To run the Pricing process correctly, you *must* press the Pricing button at the bottom of the screen or type Alt + P. The Pricing tab is disabled from the Order Items page to insure that the pricing runs properly.

## The Pricing Tab

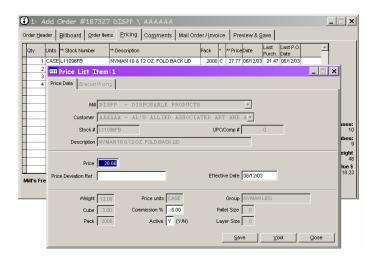
As focus shifts to the Pricing tab, the program runs through various processes to assign a price to each item. If there is a customer-specific price on file, that price will be used and a "C" will appear in the column labeled \*. If there is no customer-specific price, the field will display a "G" and the background will be red to call your attention to a generic price. There will be an "S" in the column if a "Schedule" price is used and an "L" if there is missing cube or weight data. (Click on the \* field and hover your mouse over it to see the code translations.)

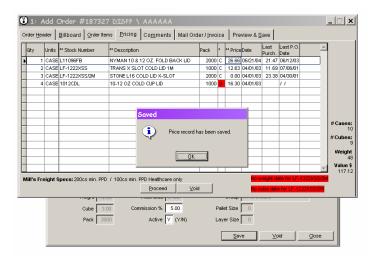
The pricing tab data includes the date the assigned price went into effect, when the customer last purchased the item and what price was paid at that time.



The only data you can change on the pricing tab is the price itself. If you make a change to a generic price on the pricing page, that price will be saved as the customer-specific price for future orders. If you make a change directly to a customer-specific price on the Pricing page, that price applies to *this order only*.

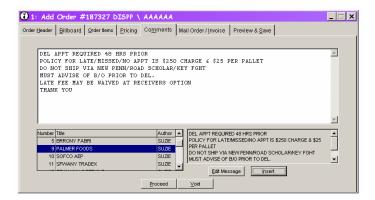
To make a *permanent* change to a customer-specific price already on file, right-click on the price to bring up the Price List maintenance form. The form will appear with this item (Mill/Customer/Item Number match) already displayed and the current price highlighted so you can make the change. When you close that form and save your change, the new price will be inserted on the order.





As you change prices, note that the Total Dollar value of the order in the lower right corner changes.

#### The Comments Tab

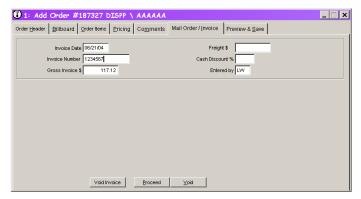


The Comments tab provides a place to add comments to the current order. You may type directly in the Comments edit box or preview and insert standard comments from the list at the bottom. Scroll through or click an item in the list at the lower left to preview its contents in the lower right. Once you have highlighted a message you want to include, click the Insert button just below the message. It will be inserted at the end of any existing comments in the Comments box. Once inserted, you can change the comment or move the text with Cut (Ctrl + X), Copy (Ctrl + C) and Paste (Ctrl + V) shortcuts

Some mill orders can only support comments with a limited number of characters. A warning message with a red background will display above the Comments box on these orders. A button at the upper right of the form will allow you to display only the number of characters that will be transmitted to the mill. The full comment will be saved with the order and included on any copy the customer receives.

Pressing the Proceed button or typing Alt + P usually takes you to the next page, but since most orders are not Mail Orders, on this page *only* Proceed will take you directly to the Preview & Save page.

#### The Mail Order/Invoice Tab



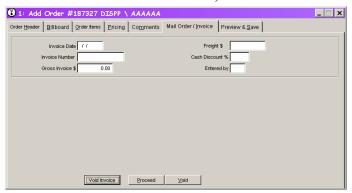
If this is a Mail Order for which an invoice already exists, enter the information on the Mail Order/Invoice page. The system will automatically fill in the gross invoice amount of the order based on the pricing information you entered. It will also fill in the login information in the "Entered By" field. You can change any of this information if necessary, but if the gross invoice that appears does not match the invoice you have, you should check your item and pricing data. The system will display this warning as you exit the Gross Invoice \$ field:



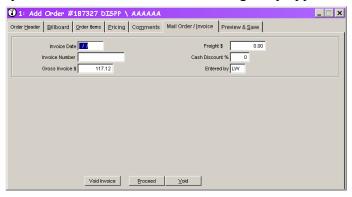
You should also enter the Invoice Date and Invoice Number along with Freight charges and Cash Discount % if available.

Note: Any new order that is saved with an invoice number will automatically be marked as a Closed order.

The **Void Invoice** button at the bottom of the page will clear all of the information on *this page only*. (As it does on all other pages, the *generic* **Void** button will immediately cancel entry of the current order and reset the form.)

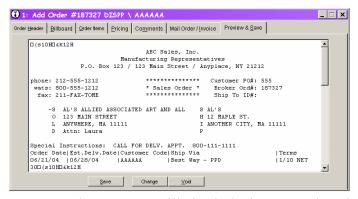


If you use the Void Invoice button, it will also clear the Gross Invoice \$ and Entered By fields. Click the Mail Order/Invoice title on the tab to recalculate the Gross Invoice \$ and refill the Entered By field and reset the fields as the originally appeared on the page.



#### The Preview & Save Tab

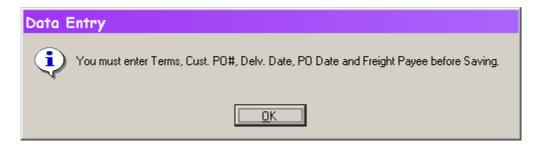
The Preview & Save tab gives you an opportunity to review the order before saving. This page displays the order approximately the way it will appear when faxed or printed. Once you have reviewed the data for accuracy and are satisfied that all is correct, press the Save Button. If changes are required, press the Change button to return to the first page.

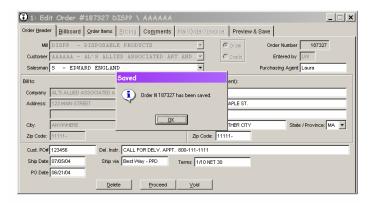


As part of the save process, the program will check the items one last time to be sure each stock number still exists and you have entered a quantity for each. Any problems will be noted in a message and the Save process will be discontinued until the necessary fixes have been made.



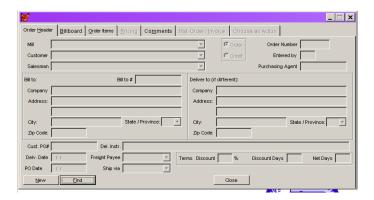
The program will also check certain required fields and let you know what data is missing. When you click the OK button, you will be returned to the first listed item that needs to be filled





Once you have entered missing data, return to the Preview& Save page and click Save againt. The Save process will resume. There are several steps in the process and a series of messages will flash on the screen as each step progresses. Once the entire Save process is complete, you will return to the first page and a message will display to confirm that the process completed successfully.

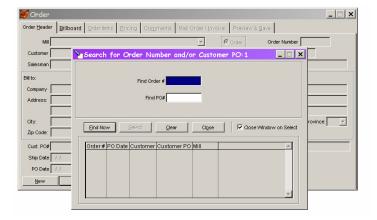
When you click the OK button, the form will return to its original state and you can choose to add another order or merchandise credit, edit or delete an existing order.



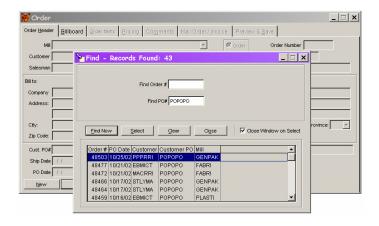
## **Editing an Order**

To Edit an order, choose the Find button at the lower left corner of the form, just to the right of the New button.

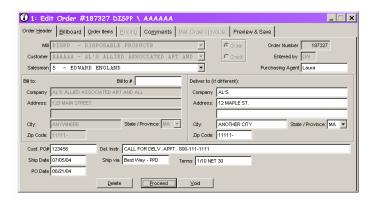
The application will display a blank order entry form and a Find form on top.



Enter the Order Number or the Customer P.O. number for the order you wish to edit and press the Enter key or click the Find Now button with your mouse.



If one or more orders matching your entry is on file, summary information will be displayed. Highlight the order you want to edit. Press the Enter key,double-click on the highlighted line or click the Select button with your mouse. The form will close and the selected record will be displayed on the Order form below. If no such order number is on file, a message box will display and you can try entering another number.



Certain fields cannot be changed once the original order is submitted. These fields will be disabled (gray background).

Other than the fields that cannot be changed, editing an order is nearly identical to adding a new order. You can add and delete order items, change prices or comments. You can only enter Mail Order/Invoice information for a new order, so this tab is always disabled when you are editing.

When you preview a change, you are reviewing the Change Order form that will print when you save the order.

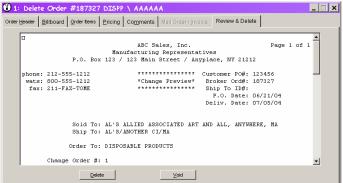
#### **Deleting an Order**

From a blank order entry form, click the Find button. The application will display a Find form over the Order form. Enter the Order Number for the order you wish to delete. Once the record has been located and selected as you would for an Edit, you return to the data entry form and your chosen order is now displayed. To indicate that you intend to delete this order rather than edit it, click the Delete button at the bottom of the form.

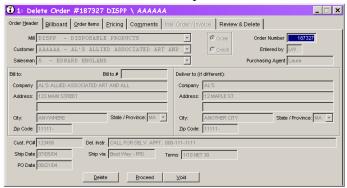


The caption of the form will change from Edit Order to Delete Order. You will be placed on the final Review and Delete page.

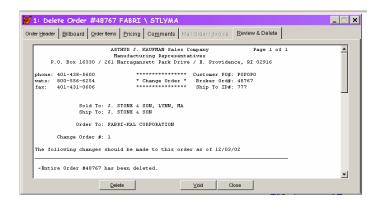




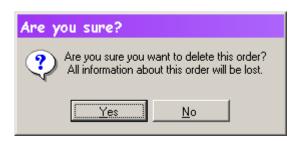
To be sure this is the order you want to delete, you can move from page to page and review the order's contents. All fields on the form will be disabled. You cannot make changes to an order and delete it in the same step.



Once you have confirmed that this is indeed the order you want to delete, click the Review & Delete tab and click the Delete button at the bottom.



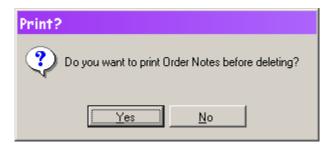
You will be asked to confirm that you want to delete the order.



Twice. (Better safe than sorry!)



If you choose to continue, the program will process the deletion, including printing a Change Order if your company chooses to print Deletion Change Orders automatically. You will also be asked if you want to print Order Notes – a full history of all notes entered for the order being deleted.

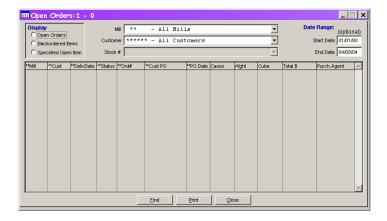


Finally, you will be notified that the deletion process has been successfully completed.

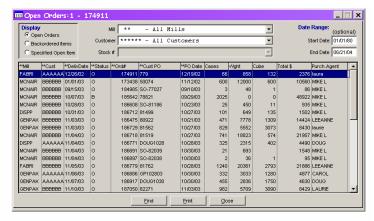


### Open Orders/Open Items/Backordered Items

This option allows you to view open orders from a number of perspectives. Choose the type of open order you'd like to display from the three buttons on the left of the form. You can narrow your search to only one mill, only one customer or a single mill/customer combination if you choose. You can also limit the order date to a specific starting and ending date. The more you limit the report, the quicker it will run.



Once you have specified the limits, click the Find button. Remember that it may take a minute for the data to appear, especially if you have not applied any limits.



Double-click an order number to view or edit that order. Sort the list by clicking the title of the column you want to sort.

Click the Print button to preview a report of the items in your list. If you have sorted the list, the report will do its best to use that order, so if you sort on Mill the preview will be different than if you sort on Customer. Click the printer button on the menu bar to get a printed version of the report,

