Sales Orders

Aim

This document describes the process of opening a sales order in the system.

Procedure

In addition to the following procedure, you can open a sales order based on the following:

- An existing sales order
- One or more price quotes
- A blanket sales order
- A specific price list
- One or more product bundles
- Dropshipping

Stage I: Opening a Sales Order

1. Open the Sales Orders form.
2. In the **Customer No.** field, choose the customer who placed the order. The **Cust. Name**, **Date** and **Order No.** fields are filled in automatically. The order's opening **Status** is "Draft".
3. Choose the relevant **Contact** if necessary.
4. In the **Price** tab:
   - The customer's default **Currency** appears automatically. If the order price is in a foreign currency, ensure that the correct currency appears.
   - If you want to base the order on a product bundle, choose the relevant product bundle in the **Price List** field and the quantity of this bundle in the adjacent **Product Bundle Qty** field. To choose more than one product bundle type, move to the **Product Bundles** subform and choose the product bundles and their quantities.
5. In the **References** tab:
   - Enter the customer's purchase order number in the **Cust's PO** field.

- Fill in any other brief remarks in the **Details** field.
- If you want to base the order on a specific price list, choose the relevant price list in the **Price List** field.
- If desired, you can enter a **Type of Sale**. Types of sales may have checklists and remarks defined for them, which will automatically be copied into the order when assigned that type of sale. You can define sales types in the Types of Sales form.

6. In the **Financial Terms** tab, ensure that the **Tax Code** is correct (for dual-currency users: **VAT Code**).
7. As a default, the order is considered when calculating credit for this customer. Clear the **Consider Credit** checkbox to disregard this order during credit calculations.

   Note: Leave the checkbox marked if you want to disregard a specific order item.
8. Use the **Attachments** subform to attach relevant documents (e.g., a price quotation confirmation sent by the customer).
9. If you want the order to be billed to a third party rather than the customer's usual billing customer, move to the **Sales Order - Customer Details** subform and choose the desired **Billing Customer**. The account of that third party will be debited in the subsequent invoice.

Stage II: Itemizing the order

1. Move to the **Order Items** subform.
2. Enter the **Part Number** of the ordered item.
3. Do one of the following:
   - Record the **Quantity** manually.
   - If the customer ordered packaged goods, assign the **Crate Type Code** and the number of crates in the **Packing Crates (No.)** field. The ordered quantity will be calculated automatically based on crate capacity.
4. Ensure that the price appearing in the **Unit Price** field is correct.

   Tip: To determine a price, you can use the **Part Price Options**, **Latest Part Sales to Customer** and **Details of Quote for This Part** subforms.
5. Record the **Due Date**.

   Tip: Use the **Inventory for Part** and the **Part Availability** subforms to check part availability.
6. If you are working with order item statuses, choose the desired **Status**.

7. Clear the **Consider Credit** checkbox to disregard this order when calculating customer credit.

   Note: If the entire order is disregarded (as defined in the upper-level form), the checkbox will already be clear.

8. If you will be billing the order in a multi-shipment invoice, and want the order item to be billed to a third party rather than the customer's usual billing customer (or the one specified for this entire order), choose the desired **Billing Customer**. The invoice for the ordered part will debit the account of that third party.

9. Use the parallel **Sales Orders – Remarks** subform to add comments regarding the order if desired. This text will appear in the printed order confirmation.

10. Return to the upper-level form and check the total price of the order. Revise if necessary.

    Note: When you change the order's **Final Price**, the **Sales Tax** and **Overall Discount** are updated accordingly.

11. Change the order's **Status** as the processing of the order progresses.

Other Methods to Open a Sales Order

- To open a new sales order based on an existing sales order, retreive the original sales order in the Sales Orders form, and run the **Copy Sales Order** program from the Actions list. The original order details (e.g., items) are automatically copied into the new order.

- To open a sales order based on a price quote, see the **Sales Order from Quote** SOP in the Xpert Knowledge Base.

- To open a sales order based on a blanket sales order, see the **Working with Blanket Sales Orders** SOP in the Xpert Knowledge Base.

- To open a dropship sales order, see the **Dropshipping in Priority** SOP in the Xpert Knowledge Base.

Stage III: Processing the Order

1. To print or send the order confirmation, run the **Order Confirmation** program from the Actions list.

   Note: To change the current print format, select the desired format (in the **Print/Send Options** dialog) before choosing whether to display or print the report.

2. If the goods are to be delivered to a site other than the customer's primary address, choose the appropriate customer site in the **Site** field (in the **References** tab).

3. To determine how goods will be shipped, choose the appropriate code in the **Ship Mode** field (in the **References** tab).

4. To prepare a customer shipping document based on the current order, run the **Prepare Shipping Document** program from the Actions list.

5. To cancel an order, run the **Cancel Sales Order** program from the Actions list.

   Note: If additional documents have been opened based on this order, they must be canceled before running this program.

Reports

To see open orders per customer:

- Run the Backlog per Customer report to see the backlog of open orders per customer over a given period.
- Run the Orders to Carry Out (by Cust.) report to see all parts on order and their status, sorted by customer and order number.

To see open orders per part:

- Open the View Open Order Items form to retrieve all open items from all existing sales orders by the due date, customer, order number, purchase order number and so on.
- Run the Backlog per Part report to see all parts on order, sorted by the due date and order number, with totals per part.
- Run the Orders per Part and Due Date report to see all parts on order, sorted by the due date and order number, with totals per part.

To track the handling of one or more orders and/or ordered parts:

- Run the Order Tracing report.

To see overdue orders:

- Run the Order Delays report to see all late orders per customer and/or part.