

About this Book

The **Qube ERP™ Sales Order Management User Guide** provides information about the Order Entry, Service Order Tracking, Multi-Tax Zone, Accounts Receivable, Multiple Shipping Warehouses, and Sales Commissions modules. This book includes such topics as Customer Master File, Sales Orders, Pricing & Discounts, Contract Pricing, Quotations, Basic and Advanced Service Order Tracking, Single-Zone and Multiple-Zone Sales Tax Accounting, Invoicing Functions, Invoice & Credit Memos, Introduction to Multiple Shipping Warehouses, Multiple Shipping Warehouses Reports, Sales Commissions Setup Issues, and Managing Commissions.

Use this book as a general reference book.

The **Qube ERP™ Sales Order Management User Guide** is part of a 14-volume set. The other books in the set are:

- General Information User Guide
- System Administration User Guide
- Inventory Management User Guide
- Production Scheduling and Bills of Material User Guide
- Purchasing Management User Guide
- Accounting with Qube ERP™ User Guide
- Accounting with Dynamics User Guide
- Job Costing User Guide
- Order Configuration User Guide
- Global Commerce User Guide
- Implementation Workbook
- Qube ERP™ Sample Reports Book
- Index

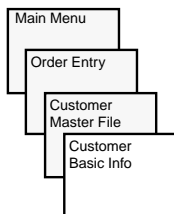
Overview

This user guide contains the following topics:

- Customer Master File
- Sales Orders
- Pricing & Discounts
- Contract Pricing
- Available to Promise
- Miscellaneous Functions
- Electronic Data Interchange
- Forecasts
- Quotations
- Sales Opportunities
- Basic Service Order Tracking
- Customer Service Management (CSM)
- Getting Started with CSM
- Using the CSM Module
- CSM Reports
- Invoicing Functions
- Invoice & Credit Memos
- Shipment Tracking
- Introduction to Multiple Shipping Warehouses
- Customer Ship-From Locations
- Defaulting Quantities Ready to Ship
- Multiple Shipping Warehouses Reports
- Sales Commissions Setup Issues
- Managing Commissions
- Recommended Steps
- Single-Zone Sales Tax Accounting
- Multiple-Zone Sales Tax Accounting

Customer Master File

Customer Basic Info Window



Customer Basic Information

Customer # 10010 ☒ United States of America Status A Active

Bill To ABC COMPANY
 Address 1234 15th Street Language Preference FC
 City Glendale State CA
 Zip Code 92155 Country Code USA United States of America
 Phone 213-444-5555 Fax 213-444-7777
 Buyer M Mr. Bob Jones

Customer RETL **Retailer** Customer Type 2 # Locations 1

Ship To ABC COMPANY
 Division Software Products Division
 Address 1234 15th Street
 City Glendale
 State CA Zip Code 92155 Country Code USA
 Contact Bob Jones Phone 213 444 5555
 Ship from location used by Invoicing 6 ABC COMPANY Letter
 Sales Rep DD **Damian Delgado** Acct Mgr REP **Wonder Marketing Service**
 Tax Code CA Resale Tax Rate 0.000 % Sales Activities

This is a 3,000 character text wrap area in which the user may enter comments about each customer.

Basic Info \$\$\$ Info Credit Info Contacts

Four windows are used to display customer information: **Customer Basic Information**, **Customer Financial Information**, **Customer Expected Accounts Receivable Balances**, and **Customer Contact Information**.

There is also a Customer Master File Browser, to simplify the task of viewing and editing customer data. For more information about browsers, see [“Browsers” on page GEN-72](#); for specific information on the Customer Master File Browser, see [“Customer Master File Browser” on page GEN-77](#).

The Customer Contact Information is accessed through a button in Version 7.35 and through a tab in Version 7.36.

The first window displays basic information, as shown above.

File Structure

Each customer or prospect should have one bill-to name and address record. It should contain information indicating where to mail invoices and to what addresses shipments are to be sent. Each customer record may have as many ship-to addresses as required.

Customer Code

{All Caps, Required, Unique} The value of this field may be calculated sequentially by the system, be calculated from the customer's phone number, or entered manually by the user. Which option is used is determined on the **System Set Up, Card #2** window. This code will be used by the system to tie sales order and invoice transactions together, so consider the codes you will use carefully before entering them. If you decide to edit the customer code and the old code has been referenced in many transactions, it will take a while to complete the change in all affected files.

USA?

The default value of this field is *ON* (X appearing in the box). When this field is on, the window will appear as shown on the previous page. When this check box is clicked *OFF*, however, the window changes to allow more free-form data entry, and some of the labels change, such as **State** to **Province** and **Zip** to **Postal Code**:

Customer #	10004	<input type="checkbox"/> U.S.A.?	Status	A Active
Bill To	AAA Company			
Address	1122 South Main St			
City	Los Angeles	Province	CA	
Postal Code	ABC 234567	Country	U.S.A.	
Phone	82-0976-2345-456	Fax		
Buyer	M Mr.	Bob	Johnson	

Customer Status

{All Caps, Required, Validated} Code this field as follows:

A - for active

I - for inactive (the company has gone out of business)

All new records will default to A (Active).

Country

The default value for this field in new customer records will default to the value entered in the country field on the system setup window.

Company Identification			
Company Name	Super Duper Furniture Co.		
Street Address	12345 Broadway		
City	Irvine		
State/Prov	CA	ZIP/Postal Code	92658
Country	USA		
Phone Number	714-559-5659	Fax	714-551-1621
Custom Version Code			

Customer Phone

If the customer record has been defined as a US customer (**USA** clicked *ON*), the number entered into this field will be validated to make sure it follows the standard US format for phone numbers (xxx-xxx-xxxx). If **USA** is clicked *OFF*, no format checking will be done. This same logic is followed with the entry made in the customer fax number field.

Buyer

You may enter a contact name in these fields. For the **salutation**, enter the following codes

S = Ms.

M = Mr .

D = Dr .

Then enter the **first name** in the first field and the **last name** in the second field. Make sure you utilize these fields as outlined or you will have confusion with data exports, reports and other functions. Also, make sure all of your users understand the conventions.

Customer Type and Customer Type 2

{All Caps, Validated} These fields may be given up to a four-character code such as CONT (for contractor), END (for end user), RETL (for retailer). The codes and the descriptions of each code are created in the function labeled **Customer Types**, found on the **Order Entry Functions** window. The values found in the customer record are then used to default values in sales orders entered for each customer.

Lead Source

Enter the code for the lead source.

Locations

Enter the number of locations.

Flagging Problem Accounts

If a sales order is entered which refers to a customer whose **Type #1** or **Type #2** code indicates it to be a problem account, Qube ERP™ will display a message cautioning the user of this condition: “This customer is a Problem type. Proceed anyway?” If you click on the *NO* button, the data entry will be canceled (see [“Customer Types Window”](#) on page OE-93).

Ship-To Addresses

Qube ERP™ offers the ability to enter multiple ship-to addresses for each customer. You may enter as many of these as you like. The first ship-to address entered is stored in the same record as the customer information, and is the default ship-to address displayed when viewing a customer and entering an order. Additional ship-to addresses are stored separately from the customer records, and may be accessed using **Reference lists** when viewing the customer or entering a sales order. When more than one ship-to address is present, the icons in the ship-to field appear as shown here.



The icon on the left appears when you look at the first or default ship-to address, as described above. The icon on the right appears when you look at any of the additional ship-to addresses. The only difference is that the additional ship-to addresses may be deleted.

A different sales rep and account manager can be associated with each customer ship-to address. Note that if there are multiple ship-to addresses for any given customer and the sales rep or account manager for the ship-to address is blank, these fields will default on the sales order header to the values in the customer billing record.

The tax code and tax rate for customers is also displayed in the ship-to section of the window. This enables each ship-to record to be associated with a different tax code and tax rate. This function applies when you employ the tax tables. When you enter a sales order, the selected tax code and tax rate change if a different ship-to record is

selected which contains a different tax code and rate, thus complying with the common requirement that taxes be associated with ship-to addresses when they are different from the bill-to address. Note that, if a customer billing record contains a tax code but a selected ship-to address contains nothing in this field, the sales order will use the bill-to tax code.

Entering Multiple Ship-to Addresses

Entering ship-to addresses (default and additional) requires the user to enter only those fields which differ from the billing address. If a second division were in the same town with a different street address, the data entry might look like this:

Ship To			
Division	Division 2		
Address	908 Hometown Road		
City			
State		Zip Code	09823
Contact		Country	
Ship from location used by Invoicing		1	Ship & Receive

Then when the <SAVE> button is clicked, the other fields will be defaulted from the billing address, except for the contact and telephone information. This is true for all ship-to data entry; entering new addresses or editing existing ones - default or additional.

Ship To	Miller International		
Division	Division 2		
Address	908 Hometown Road		
City	New Haven		
State	CT	Zip Code	09823
Contact		Country	U. S. A.
Ship from location used by Invoicing		1	Ship & Receive

To add additional ship-to locations, click the <ADD> button as shown:



Add the data for the additional ship-to addresses, and click <SAVE>:

Ship To	XYZ Company			10002-2
Division	Division 2			
Address	12345 Orangethorpe			
City	Saratoga			
State	FL	Zip Code	10458	Country USA
Contact	Bill	Reynolds	Phone	987-231-6547
Ship from location used by Invoicing	21	Southern Region Warehouse		

To find any ship-to location for a customer, use the scroll buttons next to the ship to address, or click on the **<POP-UP LIST>** button:



A Pop-Up list display of ship-to addresses will look like this:

Ship To	AAA Company East	Hardware Division	Colton	
Division	AAA Company	Software Division	Los Angeles	
Address	AAA Company North	Turnkey Division	Sacramento	

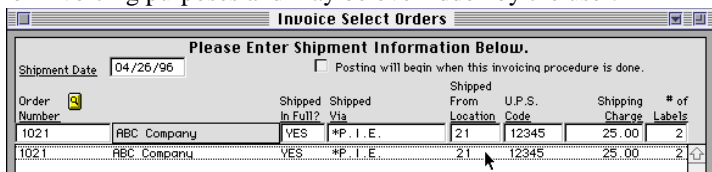
To edit a shipping address, find the address you wish to edit, click the **<EDIT>** button, make your changes. Then click **<SAVE>**.

You can print a list of customers, and print customer labels for a selected range of customers. To print the **Customer List** report, select it from the **Reports** menu. To print customer labels from a PC, use Avery Label #5160.

Customer Ship-From Locations

Qube ERP™ provides the ability to associate a **ship-from location** for each customer. This is useful when a company uses different stocking warehouses at different locations to better serve customers located at significant distances from each other. The location is used during the invoicing procedure. The inventory transaction generated during invoicing will pull the stock from the location indicated in the appropriate ship-from location. The ship-from location is displayed on each customer shipping record as shown on the previous page.

The location is also displayed on the **Invoice Select Orders** window. When displayed on this window, the location acts as a default for invoicing purposes and may be overridden by the user.



Shipment Date	Order Number	Shipped In Full?	Shipped Via	Shipped From Location	U.P.S. Code	Shipping Charge	# of Labels
04/26/96	ABC Company	YES	*P. I. E.	21	12345	25.00	2
1021	ABC Company	YES	*P. I. E.	21	12345	25.00	2

Sales Rep

{All Caps, Validated} Enter a valid **Employee Code** here. This field specifies the person who is responsible for closing sales orders. The sales rep code on each sales order header will default to this code each time a new sales order is created.

Account Mgr

{All Caps, Validated} Enter a valid **Employee Code** here. This field specifies the sales person who is responsible for servicing the account, not necessarily the one who actually closes any particular sales order. The program will reference the employee data file as soon as you tab out of this field. If you have entered a code which matches one found in the employee file, the system will display that employee's first initial and last name. Otherwise, the program will display a message indicating that you have entered an invalid employee code and ask you to try again.

Sales Tax Code

Qube ERP™ provides two ways of managing sales tax rates. If you have purchased the **Multiple Zones Sales Tax Accounting** module, you must enter a tax code based on this table (see [“Multiple-Zone Sales Tax Accounting”](#) on page TAX-6).

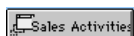
Otherwise, enter whatever code you wish in this field (usually the billing state, but often a county code or some such). When the **Multiple Zones Sales Tax Accounting** module is not employed, this field is not validated, so be careful (see [“Single-Zone Sales Tax Accounting”](#) on page TAX-1).

Once this field is employed, you can print sales tax reports based on it. Use the **Update Sales Tax Rate** function to update the tax rates based on this field (see [“Update Sales Tax Rate”](#) on page OE-97).

Resale Tax Rate

This is a manually entered field, unless you use the **Multiple Zone Tax Accounting** module (see [“Multiple-Zone Sales Tax Accounting”](#) on page TAX-6). The number you enter into this field is interpreted as a percent and is shown as the default sales tax rate on each order entered for this customer. This can be overridden at the order entry operation. You can use the **Update Sales Tax Rate** function to update the tax rates based on this field (see [“Update Sales Tax Rate”](#) on page OE-97).

Sales Activities



Customers may have sales activities associated with them. This helps track specific activities normally required during the sales process. Click on this button to display a window for entering and displaying activities associated with the selected customer:

Personnel Code	Date	Activity Code	Contact	Description
1	05/01/1993	1	Joe Browser	Sent a brochure.
1	06/01/1993	2	Joe Browser	Mailed a needs analysis to Joe
DD	07/01/1993	3	Sally Browser	Received completed needs analysis
1	08/01/1993	4	Joe & Sally	Did a tele-demo
JG	09/01/1993	5	Joe	Fixed quotes for 3 different configurations.

Samuel Database User

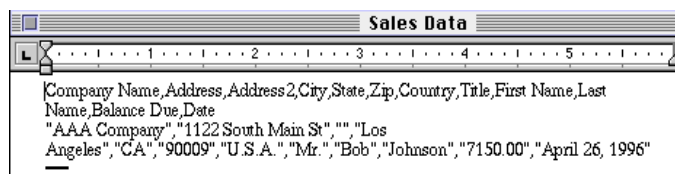
Entries will be ignored if either the date or the description fields are blank. The other columns (activity code, category and contact) are not required fields and may be left blank. Activity codes are set up in the **Sales Activity Codes window**; see [“Sales Activity Codes Window”](#) on page OE-96.

The sales activities have also been integrated into the customer search window (see [“Search”](#) on page OE-13).

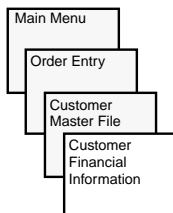
Letter



Clicking this button will cause the system to export this customer's data into a mail-merge-able text file called "Sales Data." This file will be placed in your Omnis 7 directory, and will look like this.



Customer Financial Info Window



Customer Financial Information	
Drill Write Customer Code: 10028 Paymour & Flanigan	
Ship Via: ups Ship Terms: Currency: Dollar <input type="checkbox"/> Exempt from all Sales Taxes Vendor Code:	Price Default = Column: 1 Discounts: 0.00 0.00 0.00 % <input type="checkbox"/> Apply Volume Discount Date Entered: 07/01/1999
Open Orders: \$ 7,639.35 YTD Sales: \$ 9,350.28 Balance Due: \$ 9,795.14 Resale #: Last Ordered: 01/25/2000 Last Invoiced: 02/03/2000	Credit Limit: \$ 100000 Date CR set: 07/01/1999 Pays Invoices in: days Orders Every: 44 days Number of Orders: 6 First Ordered on: 06/23/1999
Post A/R Genl Ledger Sub-Account: 000 Payment Terms: % Net 30 Credit Card #:	Scheduling Priority: 2 <input checked="" type="checkbox"/> Send Statements <input checked="" type="checkbox"/> Apply Finance Charge <input type="checkbox"/> Consolidate Orders into 1 invoice
Basic Info \$\$\$ Info Credit Info Contacts	

Drill/Write

There are two pulldown menus at the top of the screen.

Drill Write
Search Window
A/R List Window
Orders List Window
Serial #'s Window
Quotations List Window
Print Profile
Customer Stock
E.D.I. Setup

Drill Write
Pre-Payments
Hold Orders
Clear Orders
CC: Sales Ops

Drill Options:

Search

This displays an easy-to-use **search window**, which helps locate customer records. This window is shown here:

The **Customer Search** window contains the following fields and controls:

- Selected Ship to State:** ALL
- Selected Type:** ALL
- Selected Tax Code:** ALL
- Includes This Sales Activities:** (checkbox)
- Show all activities:** (checkbox)
- Begin Search:** (button)
- Results Table:**

Name	City	Telephone	Sales Tax Code	Sales Activities
CCC Company	Billings	212-888-9999	NO THX	
- Status Bar:** Please Enter Selected State and Type, then Click Save. 0

Using this window, you can search for all of your customers by state, type, tax code, or any or all combinations. You can include this sales activity, and display all activity codes associated with the customer. Once the search is complete, the results will be displayed in the window, along with the number of records found. Double-click on any line in the list to open that customer's record. This list also allows you to edit each customer's **Tax Code**.

A/R List

This causes a window to appear which summarizes all customer invoices retained in the system.

The **Customer Accounts Receivable** window displays a list of invoices for customer **RBC COMPANY** (ID: 10001). The table below shows the data:

Invoice Date	Invoice Number	Order Number	Original Invoice Amount	Balance	Days to Pay	Due Date	Shipped To
08/15/1998	2120	2079	1,995.00	1,995.00	NO		RBC COMPANY
07/24/1998	2118	2079	1,500.00		NO		RBC COMPANY
07/22/1998	2108	9	52.50	52.50	NO		RBC COMPANY
12/10/1997	2091	2043	2,538.85	2,046.62	NO		RBC COMPANY
07/18/1997	CH2065	1021	-452.50	-452.50	NO		RBC COMPANY
07/08/1997	2084	2043	507.77		NO		RBC COMPANY
06/13/1997	2062	2056	656.00		NO	RBC-123054	RBC COMPANY
06/03/1997	2056	2043	1,025.54	1,025.54	NO		RBC COMPANY
01/31/1997	5197	2032	381.80	381.80	NO		RBC COMPANY
12/23/1996	5100	2023	1,600.00	1,600.00	NO		RBC COMPANY
			28,910.32	18,576.62			

Drill Down: You can go to any of this customer's invoices directly from this window by double-clicking on a selected line.

Record Sorting: You can sort the records by clicking on the column headings.

Orders List

This causes a screen to appear which summarizes the customer's order history.

Customer Order History							
10004		AAA Company					
Order Date	Order Number	Invoice Date	Invoice Number	Balance Due	Customer PO Number	Vendor Invoice	Balance Due Status
04/26/96	1950						H
02/04/94	1921	02/11/94	5120	20.00			O
07/27/95	1855	08/02/95	5004	1,360.00	P0123456	147852	R
07/27/95	1855	09/21/92	5006	410.00	P0123456	147852	R
07/27/95	1855	02/04/93	5023		P0123456	147852	R

If the order has been invoiced, the invoice number and shipment date will also appear. If no invoice number appears, the order has not yet been invoiced. You can also show all of the items this customer has purchased by clicking the button, **<SHOW ITEMS>**. To restore the window, click the button, **<HIDE ITEMS>**.

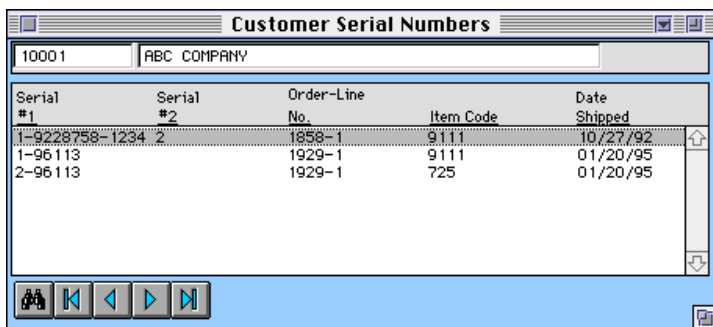
The information in the **Vendor Invoice** column comes from the Purchase Order Shipment Job Allocation field. This allows you to review purchases made for this particular sales shipment and vendor invoices for those purchases.

Drill Down: You can go to any of this customer's invoices directly from this window by double clicking on a selected line.

Record Sorting: You can sort the records by clicking on the column headings.

Serial #s List

This causes a window to appear which lists all serial numbers assigned to this customer.



The screenshot shows a window titled "Customer Serial Numbers". It has a header bar with a search field containing "10001" and a company field containing "ABC COMPANY". Below the header is a table with the following columns: Serial #1, Serial #2, Order-Line No., Item Code, and Date Shipped. The table contains three rows of data. At the bottom of the window, there is a toolbar with navigation icons (back, forward, search, etc.) and a status bar.

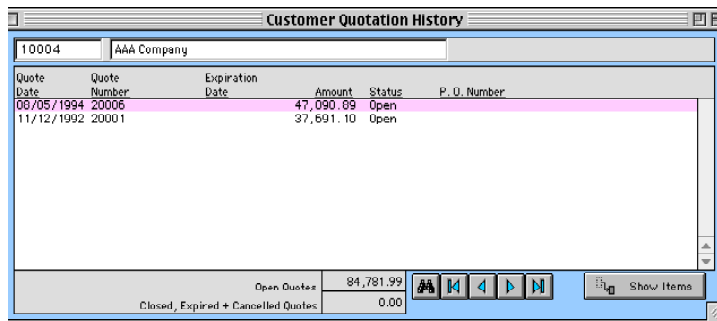
Serial #1	Serial #2	Order-Line No.	Item Code	Date Shipped
1-9228758-1234	2	1858-1	9111	10/27/92
1-96113		1929-1	9111	01/20/95
2-96113		1929-1	725	01/20/95

Drill Down: You can go to any of this customer's invoices directly from this window by double-clicking on a selected line.

Record Sorting: You can sort the records by clicking on the column headings.

Quotations List

This causes a window to display which shows all quotations for this customer.



The screenshot shows a window titled "Customer Quotation History". It has a header bar with a search field containing "10004" and a company field containing "AAA Company". Below the header is a table with the following columns: Quote Date, Quote Number, Expiration Date, Amount, Status, and P. O. Number. The table contains two rows of data. At the bottom of the window, there is a summary section with "Open Quotes" and "Closed, Expired + Cancelled Quotes" amounts, a toolbar with navigation icons, and a "Show Items" button.

Quote Date	Quote Number	Expiration Date	Amount	Status	P. O. Number
08/05/1994	20006		47,090.89	Open	
11/12/1992	20001		37,691.10	Open	

Open Quotes	84,781.99
Closed, Expired + Cancelled Quotes	0.00

Drill Down: You can go to any of this customer's quotations directly from this window by double-clicking on a selected line.

Record Sorting: You can sort the records by clicking on the column headings.

Print Profile

This displays a report in spreadsheet format showing the number of units of every item that customer bought over the past 12 months and in which month the purchases were made. The reports shows the complete company name, address, phone number, fax number, contact people, year-to-date sales, balances due, open orders by item, and sales activity by item over the past 12 months. This is great for sales people to have a copy for all customers they are planning to make sales calls on. It also helps sales people monitor which items were sold to which customers over a period of time.

Cust. Stock

This displays the **Customer-Furnished Materials** window for the selected customer. For more information about customer-furnished materials, see [“Customer-Furnished Materials” on page INV-159](#).

Customer Furnished Materials

10001		ABC COMPANY						
Date	Order/Trans. Number	Lot Number	Item Code	Unit	Quantity	Current Balance	Unit Cost	Value
12/11/1997		10001	0001	EA	110.000	110.000	51.12345	5,623.58
12/10/1997	2043-1-1	2043	0001	EA	117.760	117.760	51.12345	6,020.30
12/10/1997	2043-3-1	2043	0002	EA	60.000	60.000	0.15000	9.00
12/05/1997	1021-1-1	1021	9111	EA	13.000	13.000	301.84966	3,924.05
12/05/1997	1021-1-1	ABCD	9111	EA	6.000	6.000	301.84966	1,811.10
12/05/1997	1021-1-2	FGHIJ	9111	EA	1.000	1.000	301.84966	301.85
Description of 0001							17,689.88	
				Show Transactions		Hide Transactions		

EDI Setup

This displays the **EDI Setup** window. Use this option to store the Electronic Data Interface partner profile number and load 810 and 850 setups. For more information, see [“EDI Setup” on page OE-103](#).

Write Options:

Prepayments

This runs a utility which will make sure any prepayments collected from a customer are properly applied to the customer's sales orders.

Hold Orders

This reviews all orders for the selected customer which have an order status of **O** (Open) or **R** (Ready) and sets the status to **H** (Credit Hold). To select options for Credit Hold status, see [“When a Sales Order is flagged as Credit Hold...” on page OE-90](#).

Clear Orders

This reviews all orders for the selected customer which have a status of **H** (Credit Hold) and changes the status code to **O** (Open).

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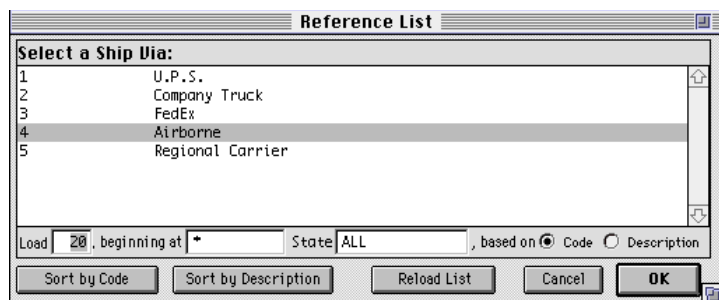
This will write a copy of this customer record to the **Sales Opportunities** file. Then you can continue to operate sales op functions on the opportunity record and tie any resulting sales back to the customer, thereby monitoring the effectiveness of your sales efforts.

Window Attributes

Ship Via

Enter the default shipper for each customer in this field. This information will flow through to the invoicing process, and may be over-

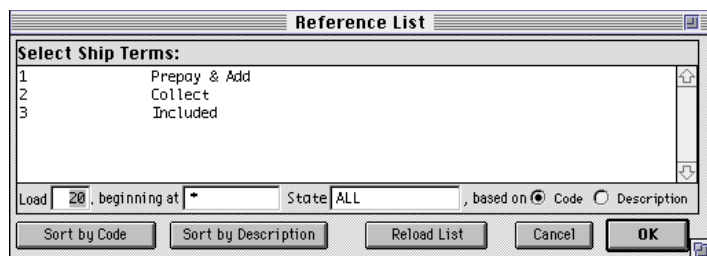
ridden at any time. You can enter any value you wish, or select from a predefined list of shippers by accessing the **reference list** while the cursor is resting in this field. The reference list will be in compact form and will display all of the predefined shippers. Double-click on the desired shipper and it will be inserted into this field.



The dialog box is titled "Reference List". It contains a section "Select a Ship Via:" with a list of five options: 1 U.P.S., 2 Company Truck, 3 FedEx, 4 Airborne (highlighted), and 5 Regional Carrier. Below the list are fields for "Load" (20), "beginning at" (*), "State" (ALL), and a "based on" section with radio buttons for "Code" (selected) and "Description". At the bottom are buttons for "Sort by Code", "Sort by Description", "Reload List", "Cancel", and "OK".

Ship Terms

Enter the default shipping terms for each customer in this field. This information will flow through to the invoicing process, and may be overridden at any time. You can enter any value you wish, or select from a predefined list of terms by accessing the **reference list** while the cursor is resting in this field. The reference list will be in compact form and will display all of the predefined terms. Double-click on the desired reference and it will be inserted into this field.



The dialog box is titled "Reference List". It contains a section "Select Ship Terms:" with a list of three options: 1 Prepay & Add, 2 Collect, and 3 Included. Below the list are fields for "Load" (20), "beginning at" (*), "State" (ALL), and a "based on" section with radio buttons for "Code" (selected) and "Description". At the bottom are buttons for "Sort by Code", "Sort by Description", "Reload List", "Cancel", and "OK".

Currency

This is only applicable if you have purchased the **Global Commerce** module.

Exempt from all Sales Taxes

When this box is checked, no taxes will be computed on the sales orders or invoices. This can be overridden at the order entry operation.

Vendor Code

The field **Vendor Code** may be calculated by the system or it may be manually entered by the user. This choice is set on the **System Set Up, Card #2** (see [“System Set Up, Card #2 Window” on page SYS-105](#)).

Price Default Column

{Validated} Enter a 1, 2 or 3 into this field. The number refers to the price column category found when looking at **Item Master File, Card #1**. The number you enter here tells the system which price you want the system to default to when entering orders for this customer.

Default Selling Prices					
Quantity	Price	Quantity	Price	Quantity	Price
1	777.231	1	647.692	1	518.154
25	699.508	25	582.923	200	453.385
75	660.646	75	550.538	300	421.000
150	621.785	150	518.154	400	388.616

Discounts

Discounts %

These discounts are applied in addition to any other price defaults or volume discounts. They are incremental, and completely independent of any other discounting scheme. If the first discount is zero, no calculation is performed.

The discounts displayed above would render the following calculation on a \$100 purchase:

$$\$100 \times 0.98 \times 0.95 \times 0.97 \times 0.99 = \$89.4039$$

This is subtly different from

$$\$100 \times (1 - (0.02 + 0.05 + 0.03 + 0.01)) = \$89.0000,$$

but the difference is important in some industries.



The various levels of discount have nothing to do with pricing columns or quantity discounts, other than they are calculated on

top of any such pricing. There is no relationship to the four fields in this discount structure and the four pricing levels shown in the diagram above.

Apply Volume Discount

Activating this button will apply volume discounts to this customer's sales orders. Volume discounts are computed on the basis of each entire sales order (see "[Sales Volume Discounts](#)" on page OE-71).

Date Entered

This will be automatically calculated when a customer record is added. It may be overridden at any time.

Resale

Enter the customer resale or tax-exempt number into this field. When this field has a value in it, the **Update Sales Tax Rate** function will calculate a value of 0 for each customer record, regardless of the value in the **Tax Code** field.

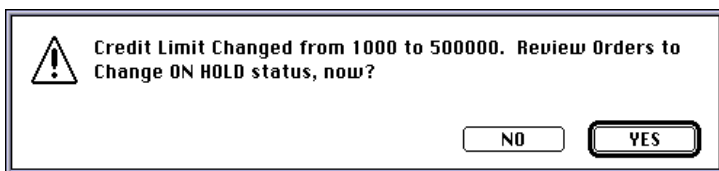
Credit Limit

Add the customer's credit limit into this field. When an order is entered which causes the credit limit to be exceeded, the order will be flagged as being on Credit Hold.



The screenshot shows a form with three fields: "Sale Type" (empty), "Status" (containing "H"), and "Credit Hold" (containing "Credit Hold"). A mouse cursor is pointing at the "Credit Hold" field.

Credit hold serves strictly as a flag; orders can still be processed, shipped and invoiced. If you increase the value of this field, you will get a message similar to this:



The screenshot shows a dialog box with a warning icon (a triangle with an exclamation mark) and the text: "Credit Limit Changed from 1000 to 500000. Review Orders to Change ON HOLD status, now?". At the bottom right, there are two buttons: "NO" and "YES".

If you click <YES>, the system will recalculate the hold status on each order, earliest first, until the credit limit is again exceeded, or all the orders are reevaluated.

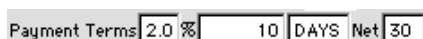
Post A/R GL Sub-Account

{All Caps, Validated} If you have chosen to use subaccounts in your general ledger, you must enter a subaccount in each customer record.

If you leave the field blank, Qube ERP™ will fill it with “000”. Enter a code other than 000 only if you have more than one accounts receivable account in your general ledger. Whatever you enter in this field will be shown in the header of all sales orders entered for this customer. The subaccount entered in the customer record acts as the default for sales orders. The subaccount entered in the sales order acts as the default for the subaccount in the invoices.

Payment Terms

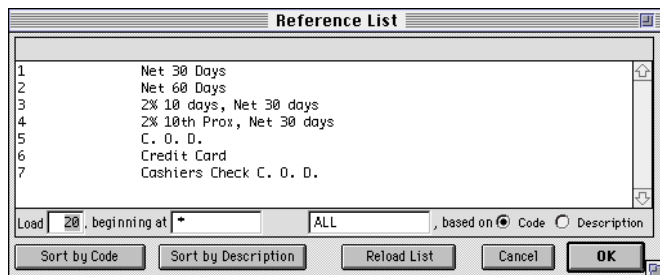
This section is found at the bottom of the **Customer Financial Info** window and is composed of four separate fields. Examples of how these fields can be used are: 2% 10 DAYS, Net 30; Net 30; 2% 10TH PROX; Net 30; COD, etc. The first example would look like this:



Payment Terms 2.0 % 10 DAYS Net 30

If you access the **Reference List** while in any of these fields, you can access up to 10 predefined terms.

This is how you would enter terms if linking to Great Plains Accounting or Dynamics.



Reference List

1	Net 30 Days
2	Net 60 Days
3	2% 10 days, Net 30 days
4	2% 10th Prox, Net 30 days
5	C. O. D.
6	Credit Card
7	Cashiers Check C. O. D.

Load 20, beginning at * ALL, based on ☒ Code ☐ Description

Sort by Code Sort by Description Reload List Cancel OK

Double-click on any of the selections, and the values will be inserted into the fields in the proper formats.



Note: If you are linking to GPA or Dynamics, you will wish to review the terms setup in both applications to ensure that the tables match each other; otherwise, your terms may become out of

sync during the transfer of records from Qube ERP™ to GPA
(see [“Payment Terms”](#) on page GPA-12).

Credit Card

Enter the customer's credit card number in this field, for easy reference when entering sales orders. Note that if you enter a credit card number here, it will appear on every sales order header for that customer, even if it has been invoiced, although it will not print on the sales order.

VAT Registration

If you have purchased and initialized the optional Global Commerce module, you may enter the VAT registration number in this field.

Scheduling Priority

{One-character, alphanumeric} Use this field for **make to order** production scheduling. This will flow through to each line item on each sales order, however it can be overridden on the sales orders. When loading the scheduling queue from sales orders and forecasts (i.e., when not using the MPS function), this number will serve as an easy reference to each order's relative importance. See [“Order Priority”](#) on page PLAN-105.

Send Statements

Activate this flag for those customers to whom you wish to send monthly statements. They will be included when you print the receivables report, **Customer Statements**. This will also set the corresponding flag in GPA and Dynamics.

Apply Finance Charge

Activate this flag for those customers for whom you wish to apply finance charges. This will also set the flag in GPA and Dynamics.

Consolidate Orders into 1 invoice

{Checkbox} You can consolidate multiple orders onto a single invoice. This is used during the **Invoice Select Orders** procedure (for more information, see [“Invoice Select Orders”](#) on page AR-15). Qube will display an asterisk (*) in the line when an order selected

for invoicing references a customer for which consolidation of orders applies, like this:

Invoice Select Orders

Please Enter Shipment Information Below.

Shipment Date: 10/05/1999 ☐ Posting will begin when this invoicing procedure is done.

Order Number	Shipped In Full?	Shipped Via	Shipped From Location	U.P.S. Zone	Shipping Charge	# of Labels
2115	CCC Company	*YELLOW	1			
2025	ABC COMPANY	*P.I.E.	6			*
2027	ABC COMPANY	*P.I.E.	6			*
6	ABC Company	NO	1			
2057	Highwater Furniture, I	NO	1			
2089	Highwater Furniture, I	UPS	1			
2093	ABC COMPANY	UPS	6			*
2115	CCC Company	*YELLOW	1			*
2121	CCC Company	*YELLOW	1		12.00	*

☒ ☐ Load Orders Ready to Ship ☐ Produce Invoices ☐ Print Labels
☐ Print Draft Invoices & Labels ☐ Check Order Consolidations ☐ Draft Invoices ☐ Print Invoices

This window indicates that orders #2025, 2027, and 2093 will be consolidated onto one invoice to ABC Company, while orders #2115 and 2121 will also be consolidated onto one invoice for the CCC Company. Note that a button is provided which may be used to check and change order consolidations. Clicking this button will display only those orders whose default state is to consolidate, like this:

Consolidate Orders to Minimize Invoices

Bill-to Customer Name	Ship-to Customer Name	Order Number	Order Date
ABC COMPANY	ABC COMPANY	2025	08/01/1996
ABC COMPANY	ABC COMPANY	2027	11/25/1996
ABC COMPANY	ABC COMPANY	2093	10/06/1998
CCC Company	CCC Company	2115	01/18/1999
CCC Company	CCC Company	2121	03/01/1999

☒ Cancel ☒ OK ☐ Remove Selected Lines

You may select individual lines and force them to not be included in a consolidation by using the **REMOVE SELECTED LINES** button. This procedure will remove the asterisk (*) from the **Invoice Select Orders** window and cause the order to be invoiced individually.

Invoices which reference multiple orders will show references to all orders and all order items. For example, the invoice header will show all order numbers at the top left of the window, like this:

Order #
2025
2027, 2093

A printed invoice will also display all order numbers plus the PO numbers from all referenced sales orders, like this:

Invoice # 2248
Invoice Date October 5, 1999
Order # 2025, 2027, 2093

It is possible that one or more of the orders which were consolidated into a single invoice may have had deposits recorded against them. Qube will keep track of the deposit amounts associated with each order and restore those amounts in case the invoice must be deleted.

NOTE: Qube will not consolidate multiple orders onto a single invoice if a) the customer code is different, b) the sales rep code is different or c) the account manager code is different.

Calculated Fields

The following fields are calculated by the system and cannot be altered manually:

- | | |
|------------------------|-----------------------|
| 1. Unshipped Orders | 2. Year to Date Sales |
| 3. Outstanding Balance | 4. Date CR Set |

The value in each of these fields is internally calculated by Qube ERP™. For example, when a new order is entered, the value of that order will be added to the previously shown total in the field labeled **Open Shipments**. When that order is invoiced, the value of that shipment will be removed from the **Open Shipments** total and added to the **Yr to Date Sales**. These fields are designed to allow you to easily see how successful you are at converting sales opportunities

into invoices for any particular customer. Similarly, the number shown in the **Balance Due** field is increased with each invoice and decreased by each customer payment. Many of these fields will recalculate if you click on the field label; see [“Recalculate Buttons” on page GEN-68](#).

In Great Plains Accounting and Dynamics, the **Open Orders** and **Balance Due** fields are recalculated by the **Update Customer A/R from GPS** function found under **Accounts Receivable -> Miscellaneous A/R Functions**.

Pays Invoices In xx Days

This field displays the number of days each customer averages to pay his invoices. Qube ERP™ maintains the total number of invoices paid in full by each customer plus the cumulative number of days required to pay these invoices in full. Dividing one by the other produces the average payment days. An invoice is considered paid in full when its balance due reaches zero or less, whether or not the paid in full status is achieved by cash receipt or A/R adjustment.

Credit Info

Customer Expected Accounts Receivable Balances

Customer Code: 10004 AAA Company
 Date A/R Last Advanced: 12/28/1998 Recompute All Field Values for All Customers ☒ A/R

Open Orders \$ 152,420.50 First Ordered 01/03/1992 Credit Limit \$ 1000 Average Pay History
 YTD Sales \$ 1,000.00 Last Ordered 05/20/1997 Date CR set 02/08/1994 All Invoices days
 Balance Due \$ 2,001.10 Last Invoiced 02/27/1997 Last 360 days days
 # of Orders 0 Use to Est. A/R Last 180 days days
 Orders Every days Payment terms 2.0 % 10 DAYD Net 30 Last 90 days days

Week	Increases	Reductions	Net	Week	Increases	Reductions	Net	Week	Increases	Reductions	Net
Beginning	To A/R	In A/R	A/R	Beginning	To A/R	In A/R	A/R	Beginning	To A/R	In A/R	A/R
12/28/1998	180.379	177.628	2,751	02/08/1999	2,751		2,751	03/08/1999			2,751
01/04/1999			2,751	02/08/1999	2,751		2,751	03/15/1999			2,751
01/11/1999			2,751	02/15/1999	2,751		2,751	03/22/1999			2,751
01/18/1999			2,751	02/22/1999	2,751		2,751	03/29/1999			2,751
01/25/1999			2,751	03/01/1999	2,751		2,751	04/05/1999			2,751

Basic Info \$\$\$ Info Credit Info

In version 7.36, clicking on the **Credit Info** tab on either the **Customer Basic Info** window or the **Customer Financial Info** window will display the **Customer Expected Accounts Receivable Balances** window. This window allows you to analyze each customer's credit history and to forecast the cash flow from a customer. You can view all pertinent information about a customer's credit worthiness from this window. You can also print an AR for this customer that includes both posted and unposted invoices, and view and drill down from lists of orders and invoices.

A display of the expected accounts receivable levels over a 15-week period is the critical information displayed on the window. This information is updated transactionally. If a sales order is entered for the customer scheduling a shipment in the third week displayed on this window, the value of that shipment will be displayed as an expected AR during that week. In addition, the same value will be shown as a reduction in AR in the week in which this customer would be expected to pay. Qube ERP™ uses the actual payment history for each customer to estimate the payment date.

When the invoice for a shipment is generated, the representation of the expected invoice value and date are backed out and replaced with the actual invoice value and amount. When credit memo, cash receipt, and AR adjustments are posted, the value of each transaction is used to reduce the expected AR from the appropriate period.

The button enables you to view and print the expected net AR levels in graphic form.

Contacts

Customer Contact Information						
ABC COMPANY						
First Name	Last Name	Salut	Phone	Fax	Job Title	Default email Resignment
Bob	Jones	M	213 444 5555	213 444 7777	President	<input checked="" type="checkbox"/>
Mary	Smith	G		792 0056	Vice President	<input type="checkbox"/>
Matt	Venable	H	619 602 2019		Owner/Code	<input type="checkbox"/>

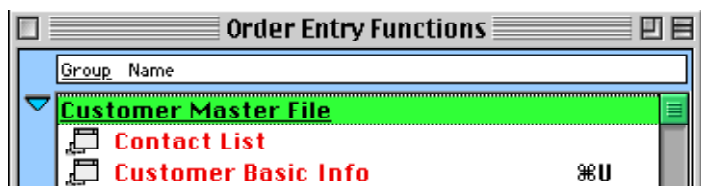
Ship To	ABC COMPANY		Ship from location used by Invoicing	G	
Division			ABC COMPANY		
Address	1234 15th Street		Sales Rep	J	
City	Glendale		Acct Mgr	REP	
State	CA	Zip Code	92155	Tax Code	OC
Country	U.S.A.		Resale Tax Rate	0.0000 %	
E-Mail address	GuthKant@aol.com				

Basic info
SS info
Credit info
Contacts

In version 7.36, clicking on the **Contacts** tab on either the **Customer Basic Info** window or the **Customer Financial Info** window will display the **Customer Contact Information** window. You can enter as many contacts for a customer record as you like. Enter any additional contact information you choose. When you are finished, close the window. Be aware, however, that each contact is treated as a new record in the ship-to addresses file. The default address is the bill-to address of the customer record (i.e., it is not treated as a new address, although each contact may have a unique address).

Contacts Window

A new window has been added to the **Order Entry** functions to enable users to locate records by contact name:



This window allows you to load contacts based on company name or contact name within a user-defined range.

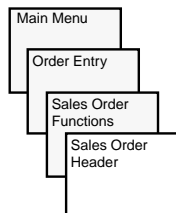
The screenshot shows the 'Customer Contacts' window. At the top, there are search filters: 'Load Customer Contacts' (checked), 'Load Sales Op Contacts' (unchecked), 'Select on Company Name' (checked), and 'Select on Contact Name' (unchecked). There are input fields for 'Starting Name' (A) and 'Ending Name' (Z), and a 'Load the List' button. Below the filters is a table of contacts with columns: First Name, Last Name, Title, Phone, Job Title, Company Name, and Default Checked. The table contains 15 rows of contact data. At the bottom of the window is a detailed form for the selected contact, 'Tommy Hoge', with fields for Address 1, Address 2, City, State, Zip Code, Country, E Mail address, Ship from location used by Inventory, Sales Rep, Acct Mgr, Tax Code, and Resale Tax Rate.

First Name	Last Name	Title	Phone	Job Title	Company Name	Default Checked
Tommy Hoge	Hoge	S			AAA Company	<input checked="" type="checkbox"/>
Joe	Doomer		497-222-3030		XVZ COMPANY	<input type="checkbox"/>
Arthur	Cartwright	II			ONE TERRIFIC SALES PROSPECT	<input type="checkbox"/>
Tommy	Edison	H			AAA Company	<input checked="" type="checkbox"/>
Don	Frisbee	M	818-444-9999		XVZ COMPANY	<input checked="" type="checkbox"/>
Helen	Highwater	S	123-456-7890		Highwater Furniture, Inc.	<input checked="" type="checkbox"/>
Sam	Johnson	H	714-555-7777		Rockwell Marketing Dept.	<input checked="" type="checkbox"/>
Bob	Johnson	II			AAA COMPANY	<input type="checkbox"/>
Ralph	Johnson	II	219-555-6666		AAA Company	<input type="checkbox"/>
Bob	Vonesseltiberger	II	210-444-3333		ABC COMPANY	<input checked="" type="checkbox"/>
Harry	Potter	H	210-888-0000		AAA Company	<input checked="" type="checkbox"/>
Sam	Boancho	H	828-250-1004		ONE TERRIFIC SALES PROSPECT	<input checked="" type="checkbox"/>

AAA Co. 2nd ship to address
 Address 1: 2456 North Maple
 Address 2: 1122 South Main St
 City: Fargo
 State: ND Zip Code: 44778
 Country: U S A
 E Mail address: Tommy's email address
 Ship from location used by Inventory: 10004-5
 Sales Rep:
 Acct Mgr:
 Tax Code:
 Resale Tax Rate: 0.000 %

Sales Orders

Sales Order Header Window



Sales Order Header

Print

Bill To	10005	Date	03/27/1996	Ship To	10005	Order	1953
CCC Company 22334 Grand Avenue				CCC Company 22334 Grand Avenue			
Billings				Billings			
ND		Zip Code 34516		34516		Country ND	
(Country)				User Henry Petrovsky			
Henry Petrovsky				Call			
Hours Before Delivery							
Sales Rep 1				Acct Mgr DD			
Terms Code 7				2.0% 10 DAYS Net 30			
Net Days				Disc. Due			
Credit Card #				Cr Card			
Cr Card Auth				Expires			
P.O. #				Change #			
Contract #				Change Date			
Sale Type				Status 0 Open			
Shipping Location 1				Cases Shipped			
Requested Ship Date 04/06/1996				Est. Freight			
Last Shipped On 10/05/1999				UPS Zone			
Shipment Terms PPA				Via YELLOW			
Sub 000 Dept 00				Deposit = \$			
Terms Discount %				Bill of Lading #			
Entered by: #1, Samuel Database User							
Order Subtotal 62.60				Tax #1 0.00			
Tax #2 0.00				Shipping 0.00			
Handling 0.00				Total \$ 62.60			

Y.T.D Sales = \$ 25,310, 1st Ordered on 07/03/1992, # of Orders = 4
Last Invoiced on 09/01/2000, Average Sale = \$6,327.47

Print on Work Order ☐ Print on Order/Invoice ☒

Header Items

Invoice This Order

Qube ERP™ uses the **Sales Order Header** window to store and display general information about the complete order.

Customer Code

{All Caps, Required, Validated} Entering this number will cause the billing name and address for the customer to whom the invoice will be sent to be displayed on the screen.

Bill To Name & Address

This information is pulled from the customer record. You may change any of the data on these fields. *Be careful, however, because any changes made here will be written to the customer record in the customer file.*

Order

{All Caps, Unique} Qube ERP™ will supply this number for you, unless you have specified in the **System Set Up, Card #2** window that it should not. In this case, you will be required to manually enter one.

Ship-To Name & Address

Qube ERP™ enters the default ship-to address from the customer's record automatically. You can change this information without changing the ship-to information in the customer's record. This allows you to enter a one-time ship-to address without having to change the customer's master record. You may even add a name or number to call (in the **Call** field) and enter a number in the **Hours Before Delivery** box, as a reminder to notify a specified individual prior to delivery.

A different sales rep and account manager can be associated with each customer ship-to address. Note that if there are multiple ship-to addresses for any given customer and the sales rep or account manager for the ship-to address is blank, these fields will default on the sales order header to the values in the customer billing record.

The tax code and tax rate for customers are also displayed in the ship-to section of the window. This enables each ship-to record to be associated with a different tax code and tax rate. This function applies when you employ the tax tables. When you enter a sales order, the selected tax code and tax rate change if a different ship-to record is selected which contains a different tax code and rate, thus complying with the common requirement that taxes be associated with ship-to addresses when they are different from the bill-to address. Note that, if a customer billing record contains a tax code but a selected ship-to address contains nothing in this field, the sales order will use the bill-to tax code.

Selecting from Multiple Ship-to Addresses

When the new order is added, the system will default the ship-to address to the one found in the basic customer record. If the customer has additional ship-to addresses, you may display them in a reference list. You may then select which ship-to address you want from the list.

Double clicking on one of the selections will cause the system to fill in the ship-to address fields from the selected ship-to record.

Ship To	10004-6	Order	1855
AAA Co. 4th ship to address			
7893 Adriana Way			
Suite 5-B			
Rockville Centre			NY
01258		U.S.A.	
User	Bob Johnson		
Call		Hours Before Delivery	



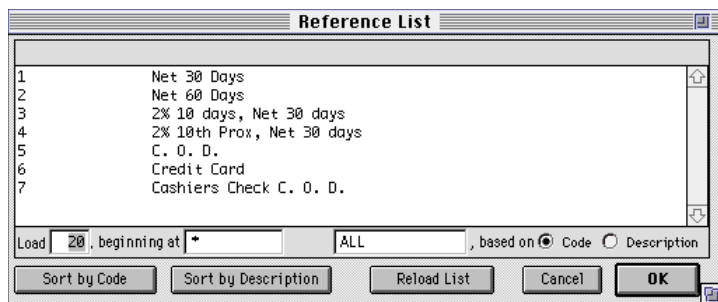
Note: If the customer record does not contain multiple ship-to addresses, clicking this button will display the pop-up list of all customers. If you select one of these, the function will insert the primary shipping address of the customer selected, so be careful.

Sales Rep/Acct Mgr

{All Caps, Validated} Qube ERP™ will default the value of these fields to the value of these fields shown on the customer's record. If there is no value in the customer record, no default value will be entered. You may accept the default or enter any valid code.

Terms Code

This field will be defaulted from the customer record but can be overridden. A **reference list** is provided to make entering the appropriate terms easier. Accessing the reference list while the cursor is in this field will cause the following window to be displayed. The records will be taken from the **Payment Terms Setup** window ([see "Payment Terms" on page OE-100](#)).



The Reference List dialog box displays a list of terms and conditions. The list is as follows:

Index	Term
1	Net 30 Days
2	Net 60 Days
3	2% 10 days, Net 30 days
4	2% 10th Prox, Net 30 days
5	C. O. D.
6	Credit Card
7	Cashiers Check C. O. D.

Below the list, there are controls for loading and sorting the list:

Load: , beginning at , based on ☒ Code ☐ Description

Buttons: Sort by Code, Sort by Description, Reload List, Cancel, OK

Net Days

Qube defaults the Net Days to the number you have set up in the Payment Terms. You may override this number. Qube will also update the terms string based on this number to keep them consistent.

Discount Due

This manually entered field is useful when special terms are part of the order. This field is copied into the invoice header and used to help determine the time frame in which a cash discount is allowed.

Cr Card

This box will be checked if a terms code has been chosen that has been set up as a credit card term.

Credit Card Number

If necessary, enter the credit card to which the order should be billed here. If the flag, ☒ Require P.O. # or Charge Card on Orders is set on **System Set Up, Card #2**, then a value must be in this field or the **P.O. #** field, below, in order to process the order.

Cr Card Auth

Enter the authorization number for this credit card transaction.

Expires

Enter the expiration date of the credit card being used for this order. This must be in the format mm/yyyy or mm.yyyy or mm-yyyy.

P.O.

Enter the customer PO number here. You may search and report on this field. If the flag, ☒ Require P.O. # or Charge Card on Orders is set on **System Set Up, Card #2**, then a value must be in this field or the **Credit Card** field, above, in order to process the order.

Contract

Enter a contract number in this field if necessary. This is for reference only; however, you may search on this field. This field *is not* related to the **Contract Pricing** module.

Sale Type

This value may be “Phone”, “Walk In”, or other value describing how the customer was contacted to make the sale. Three special codes cause the system to post certain transactions in a unique way. These include TNM (time & materials), REPEAT and DEF (deferred income).

The code DEF indicates a deferred income sale and involves a prepaid contract sale (e.g., warranty service). See [“Deferred Revenue Sales”](#) on page AR-23.

Repeat orders involve orders which are billed regularly for the same amount. They differ from deferred income sales only in that they are not prepaid. Coding an order REPEAT allows the use of the **Invoice Repeat Orders** function which greatly facilitates regular invoicing (see [“Repeat Codes”](#) on page AP-5).

The special use of the time & material sale (TNM) is described in the labor cost entries section of this manual (see [“Using Employee Time Charges to Increment Billable Labor Hours”](#) on page JC-14). The feature allows simultaneous entering of labor cost records and automatic incrementing of billable hours (i.e., a separate entry is not needed on the sales order after the cost entries have been made).

Status

This field applies to each separate line item, since each one may be invoiced separately. The system will code your order item “O” to indicate that it is Open. Orders which have been placed on credit hold will be flagged “H” for hold. Orders which have been prepared for shipping will display “R” for ready. After the order has been invoiced, the system will automatically code this field “I” (Invoiced). You cannot enter a code “I” manually, as the system will not accept it. To cancel an order or a credit hold, enter an “X” in the field. If your system does not relieve inventory upon invoicing, the system will insert a code of “S” for an item on an order that has been shipped and is ready to be invoiced.

You can change the status of orders and order items by editing the record. If you want the status code reset based on a comparison of quantity ordered and quantity invoiced, select **Order Status** from the **Sales Utilities** menu, in the **System Administration** module.

If you choose the **Disallow Invoicing** option on the **Sales Order Preferences** window, be sure that both the line item and the sales order header show a status of H; if either status is set to R, Qube will override the **Disallow Invoicing** feature.

Shipping Location

This entry determines from which inventory location items on this sales order will be shipped when invoiced. This number comes from the customer ship-to address, but you can override it. See [“Customer Ship-From Locations”](#) on page OE-8.



Clicking on this checkmark changes the shipping location to the **Default location to pull inventory when Invoicing Non-Scheduled orders** value from **System Setup Card #3**. Otherwise, this value comes from the Customer Master File, or you can enter it.

Date Fields

The **Sales Order Header** provides a place in which to record three different dates:

1. **Order Date:** The date the order was entered into the data file.
2. **Requested Ship Date:** The date the customer requested delivery. This field serves as the default ship date shown on the **Sales Order Items** window (in the bottom left of the window). If you change this date, Qube ERP™ recognizes this change and displays a *NO/YES DIALOG BOX* (defaulting to *NO*) asking if you wish to change all scheduled ship dates for all items to the new date. If you click *<YES>*, Qube ERP™ will change all dates for all items on the selected order which have not been shipped in full. When an order contains many items, this feature can save a lot of time.
3. **Last Shipped On:** The date the last shipment was made. Since there may be multiple shipments for each sales order, this date

will change after each shipment is invoiced to display the last shipment date.

Shipment Terms

The following codes are recognized and interpreted in reports:

PPA =	Prepay and Add
PPL =	Prepay and Allow
WC =	Will Call
COL=	Collect

Change

Enter the change number used when reissuing a revised sales order.

Sub

The Accounts Receivable subaccount number defaults from the **Customer Financial Information** window.

Dept

Enter the department number associated with the GL account.

Terms Discount%

Enter a terms discount, if applicable. Terms discounts are unit price discounts which are provided for sales orders entered within a given date range and paid for within that date range. Sales order items are recorded at “list” price but the customer may get that price reduced by buying within a “pre-season” period and paying the invoice by a defined due date.

Cases Shipped

Enter the number of cases shipped; this value will appear on the bill of lading.

Est. Freight

Enter the estimated freight; this value will appear on the bill of lading.

UPS Zone

Enter the UPS zone.

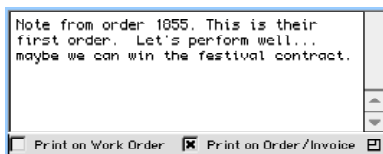
Via

Enter the name or type of carrier that you are using to ship.

Change Date

Enter the change date.

Customer Deposits	If a customer deposit has been applied to this order, the value of the deposit will be shown on the screen, whether or not that deposit has been posted. After the order has been invoiced, the value of the deposit will be applied to the invoice and the deposit field will be calculated to zero.
Bill of Lading #	Enter the Bill of Lading number.
Entered by:	This field automatically displays whom the order was entered by.
Currency	Enter the currency to be used for this shipment.
Currency Exchange Rate	Enter the exchange rate for the currency that will be used for this shipment.
Sub-Total	This is automatically calculated and cannot be changed manually; however, if you wish to update this field, click on the field label and Qube ERP™ will recalculate the sub-total.
VAT Tax	Enter the VAT tax.
Freight Tax	Enter the Freight tax.
Freight	Enter the Freight charge.
Handling	Enter the handling charge.
Order Total	This is automatically calculated by the system and cannot be changed manually.
Order Header Comments	Use this area to print up to 3,000 characters of comments for the order header. These comments can be printed on the order/invoice or work order records by clicking one or both of the buttons at the bottom of the section:



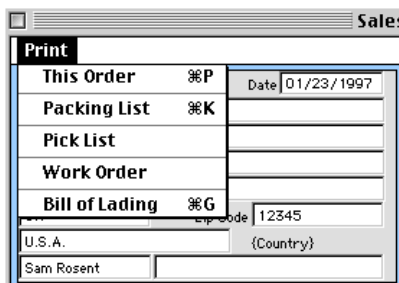
Version 7.36 also allows you to view comments from the customer master file. Click on the zoom box in the lower right corner of the comments box (not present in versions 7.35 and previous).

Customer Financial Information

If you have been given access to customer financial information, Qube ERP™ displays the information at the bottom of the **Sales Order Header** window. When no access is allowed, this field will be blank.

Print

You may print directly from this window, by clicking on the **Print** pulldown menu in the upper left corner of the window:



This **Print** menu provides the same user choices that are provided from the **Reports** window. You may choose to print the sales order, a packing list, a pick list, a work order, or a bill of lading.

If you choose to print a packing list, you will be prompted to enter a list of order numbers.

If you choose to print a pick list or work order, you will be prompted to enter a range of order numbers.



If you choose to print a bill of lading, you will be prompted to enter one or several sales order numbers, and you can choose whether to print zero shipping quantities.

Bill of Lading

A bill of lading associates with an invoice number and a sales order number. Printing a bill of lading increments the bill of lading number. A bill of lading will look like this:

World Class Industries

STRAIGHT BILL OF LADING

ORIGINAL - NOT NEGOTIABLE

Page 1

Bill Of Lading # 0

Date 11/24/99

TO
Hagkeworth Furniture, Inc.
12945 Rockingchair Lane
Orangebrook, NJ 12945
U.S.A.

FROM
World Class Industries
12345 Broadway
Irvine California 92658

Route P.I.E.

Origin Irvine

Special Instructions
Header # 123456

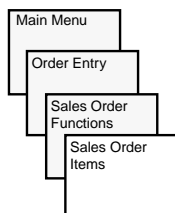
Customer P.O. #

Item Code	Description	Shipping Quantity	Weight	Cu. Feet	Rate
0111	Series 9 Chair	6			0
925	Finished 925 Table	3			0

Sales Order Items Window

Using this window, you can view and edit all items and all ship dates of each item in one place. There are several versions of the **Sales Order Items** window. It will look different when using **Option Selection**, when assigning **Lot & Batch Numbers** during order entry, and when using ad specialty (that is, when a business sells mostly drop-shipment items, rather than orders to be filled from inventory).

Show Option Selection View



Sales Order Items

10004 AAA Company 2079 - 1 of 1

Item Code	Date	Status	Ordered	Shipping	Inventory	B/A	Price	Unit	Extension
0111	01/07/2000	H	1	0	0	1	010.070	EA	010.07
0111	01/07/2000	H	1	1	1	1	040.070	EA	040.07

Series 9 chair Credit Hold 010.07

☒ **Show Option Selection** ☐ Show Ship Dates + Order Item Notes

Length	Width	Height	Option Class	Parent Item	Option Chosen	Description	Quantity per	Quantity per	Unit Price
							U.00000	0111	U.000

Selection Deadline: Lead Time = 20 Days

Notes for this Option: ☐ Print this Option on Sales Order and Invoice? ☐ Print this Option's Notes on Sales Order and Invoice?

Buttons: Schedule these Item(s) Options Config? Header Items

Show Ship Dates + Order Item Notes View

Sales Order Items

10004 AAA Company 2070 - 1 of 1

Item Code	Date	Status	Ordered	Shipping	Involved	B/U	Price	Unit	Extension
Q111	01/07/2000	H	1	0	0	1	848.970	EA	848.97
Q111	01/07/2000	H	1	0	0	1	848.970	EA	848.97

Series 9 chair Credit Hold 848.97

☐ Show Option Selection ☒ Show Ship Dates + Order Item Notes

Notes

☐ Print on Work Order + Pick List ☐ Print on Order + Invoice + Packing List

Rep Commission 84.90 Batch Scheduling Priority Discounts % Follow-up Date
Acct Mgr Comin 53.94 Budget \$ 309.570 1.135 Hrs Pre-Invoice F/U Reason
Currency Exchange 1.0000 Currency USA Home Unit Price \$ 819.970
Posting Map Code

Sched Ship Date	Requested Ship Date	Ordered	Shipping	Involved	Back Ordered	Status	Sales Shipment Code	Batch
01/20/2000	01/20/2000	1	0	0	0	1 Sched All	2079-1-1	

Header Items

View with Option Selection turned off via System Setup Card #1

Sales Order Items

10004 AAA Company 2079 - 1 of 1

Item Code	Date	Status	Ordered	Shipping	Involved	B/U	Price	Unit	Extension
Q111	01/07/2000	H	1	0	0	1	848.970	EA	848.97
Q111	01/07/2000	H	1	0	0	1	848.970	EA	848.97

Series 9 chair Credit Hold 848.97

Notes

☐ Print on Work Order + Pick List ☐ Print on Order + Invoice + Packing List

Rep Commission 84.90 Batch Scheduling Priority Discounts % Follow-up Date
Acct Mgr Comin 53.94 Budget \$ 309.570 1.135 Hrs Pre-Invoice F/U Reason
Currency Exchange 1.0000 Currency USA Home Unit Price \$ 848.97
VAT Tax Code Not Reportable; Tax Rate is 0 %
Posting Map Code

Sched Ship Date	Requested Ship Date	Ordered	Shipping	Involved	Back Ordered	Status	Sales Shipment Code	Batch
01/20/2000	01/20/2000	1	0	0	0	1 Sched All	2079-1-1	

Header Items

Order Entry



View with Lot & Batch turned on via System Setup Card #1

Sales Order Items

10001 ABC COMPANY 2144 - 1 of 1

Part	Date	Status	Ordered	Shipping	Invoiced	B/O	Price	Unit	Extension
9222	02/17/2000	0	5.000	0.000	0.000	5.000	777.231	EA	3896.16
9222	02/17/2000	0	5.000			5.000	777.231	EA	3,896.16

Chair - model 9222 Open 3,896.16

Notes

☐ Print on Work Order + Pick List ☐ Print on Order + Invoice + Packing List

Rep Commission 388.62
Asst Mgr Comin 56.89 Budget \$ 1041.491 7.500 Hrs Pre-Invoice

Scheduling Priority Discounts %

Posting Map Code Follow-up Date

Scheduled Ship Date	Requested Ship Date	Cancel Date	Batch	Ordered	Shipping	Invoiced	Back Sales Ordered	Shipment Code
02/27/2000	02/27/2000	03/27/2000		5.000	0.000		5.000	2144-1-1

Schedule this Order Header Items

View with Ad Specialty turned on

Sales Order Items

10004 AAA Company 2079 - 1 of 1

Item Code	Date	Status	Ordered	Shipping	Invoiced	B/O	Unit Price	Unit	Extension
9111	01/07/2000	H	1	0	0	1	848.970	EA	848.97
9111	01/07/2000	H	1			1	848.970	EA	848.97

Series 9 chair Credit Hold 848.97

Setup Charge 0.00
Setup Cost 0.00
☐ Drop ship this item directly from supplier.
Item Color
Imprint Color
Re-Order Number
Deadline Delivery Date
Supplier ☐ Unit Cost \$ 309.570
Rep Commission 84.90
Mgr Commission 50.94
Follow-up Date
Follow-up Reason

☐ Print on PO ☐ Print on Order + Invoice + Packing List

Scheduled Ship Date	Requested Ship Date	Ordered	Shipping	Invoiced	Back Ordered
01/20/2000	01/20/2000	1	0	0	
01/20/2000	01/20/2000	1			1

Print This Order's POs Header Items

View with Advanced Option Selection turned on

Sales order items

10001 ABC COMPANY 2144 - 1 of 1

Part	Date	Status	Ordered	Shipping	Inventory	R/O	Price	Unit	Extension
9222	02/17/2000	U	5.000	0.000	0.000	5.000	777.231	EA	3,886.16
9222	02/17/2000	0	5.000			5.000	777.231	EA	3,886.16

Chain = model 9222 Open 3,886.16

☒ Show Option Selection ☐ Show Ship Dates + Order Item Notes

Length	Width	Height	Quantity per	Quantity per 9222	Unit Price
			0.00000	0.000	0.000

Selection Deadline: Lead Time = 20 Days
Notes for this Option: ☐ Print this Option on Sales Order and Invoice? ☐ Print this Option's Notes on Sales Order and Invoice?

Schedule this Order ☒ Options Config? Header Home

View with Process-Oriented Order Entry

Sales order items

10001 ABC COMPANY 2144 - 1 of 1

Part	Supplement	Date	Status	Ordered	Shipping	Inventory	R/O	Price	Unit	Extension
9222	U	02/17/2000	U	5.000	0.000	0.000	5.000	777.231	EA	3,886.16
9222	0	02/17/2000	0	5.000			5.000	777.231	EA	3,886.16

Chain = model 9222 Open 3,886.16

Customer Item # U Material (Group) U Heat Treat U Revision U Rework from U

☒ Show Process List ☐ Show Ship Dates + Order Item Notes

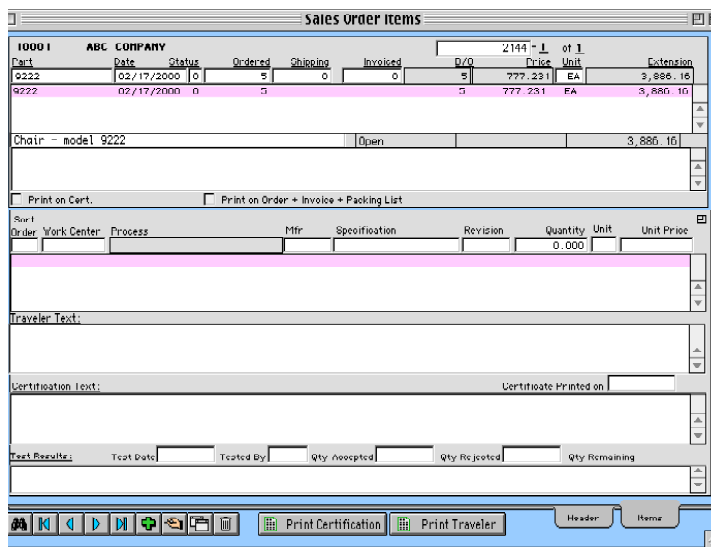
Part	Order	Due Date	Work Center	Process	Mfr	Specification	Revision	Quantity per 9222	Unit	Unit Price
								0.000		

Process Notes: ☐ Print Notes for this Process on Sales Order and Invoice Transfer Text Certification Text ☐ Pricing is approved

Test Date: Tested By: Qty Accepted: Qty Rejected: Qty Remaining: Drawings:

Print Certification Print Invoice Header Items Detail

Another view of Process-Oriented Order Entry



Part	Date	Status	Ordered	Shipping	Invoiced	D/O	Price	Unit	Extension
9222	02/17/2000	0	5	0	0	5	777.231	EA	3,886.16
9222	02/17/2000	0	5	0	0	5	777.231	EA	3,886.16

Chair - model 9222 Open 3,886.16

Print on Cert. ☐ Print on Order + Invoice + Packing List ☐

Traveler Text:

Certification Text: Certificate Printed on

Text Results: Text Date: Texted By: Qty Accepted: Qty Rejected: Qty Remaining:

Print Certification Print Traveler Header Item

Sales Order Items Windows, General Attributes

These attributes apply to most of the **Sales Order Items** windows, but specific windows will vary.

Order-Line Numbers (Job Numbers)

Line items are child records to sales order headers; that is, they are separate records which are linked to order header records. The system will accept any number of line items per order, up to 99. This **Sales Order Line Number** will increment every time a new line item is added to the order. Do not be alarmed if there appear to be missing line numbers. This can be caused by entering and then deleting line items, as the system protects the original line numbers from alteration. This is essential since the **Sales Order Line Numbers** are referenced as **job numbers** in other system transactions (inventory transactions, employee time charges, etc.)

Item Code

[All Caps, Required, Validated] Enter a valid **Item Code** which will be recognized when the system looks up the code in the inventory file. If it does not find a match, the function will display a mes-

sage asking you to try again. If a match is found, the description of that item will be displayed at the bottom of the array.

Non-stock items can be entered on this screen by entering an item code of `NON STOCK ITEM`. You may add a more detailed description of the non-stock item in the **Item Description** field.

Order Date

Each order item carries its own **Order Date**. This enables the system to record new additions to any sales order while reflecting that addition with its own date. The date will default to the date on the sales order header but may be modified to any date value.

Status

This field applies to each separate line item, since each one may be invoiced separately. The system will code your order item “O” to indicate that it is Open. Orders which have been placed on credit hold will be flagged “H” for hold. Orders which have been prepared for shipping will display “R” for ready. After the order has been invoiced, the system will automatically code this field “I” (Invoiced). You cannot enter a code “I” manually, as the system will not accept it. To cancel an order, enter an “X” in the field. If your system does not relieve inventory upon invoicing, the system will insert a code of “S” for an item on an order that has been shipped and is ready to be invoiced.

The status of orders and order items can be manually changed by editing the record. If you want the status code reset based on a comparison of quantity ordered and quantity invoiced, select *ORDER STATUS* from the **Sales Utilities** menu, in the **System Administration** module.

Unit of Measure

{All Caps, Required, Validated} The value of this field will default to the **Sales Unit of Measure** for the item being sold as shown in **Item Master File, Card #1**. If you override this value and the unit entered is not the stockkeeping unit or the unit of sale, the **Stock-keeping Unit of Measure** will be substituted. If the unit of sale is entered, the number of SKUs pulled from inventory when the item is shipped will depend on the number of SKUs per unit of sale as

shown in the inventory master file. For example, a sale of 1 case when each case equals 10 SKUs will reduce inventory by 10 SKUs.

Quantities:

Ordered

Enter the **Quantity Ordered** into this field. Note that if you schedule an order and then go back and change the quantity ordered, Qube treats this as a new job, using the quantity difference instead of the total quantity.

Shipping

Enter the quantity which can be shipped immediately into this column. Qube ERP™ defaults this value as the quantity ordered if the quantity in general stock minus quantity committed to sales for the selected item provides enough to fill the order. Otherwise, only the amount available per this calculation will be entered. You may replace that value with any other value you wish.

Invoiced

The value displayed in this field is calculated by Qube ERP™ and cannot be manually changed. When an order is invoiced, the value shown in **Shipping** is added to the value shown in **Invoiced**. The value in **Shipping** is then calculated to zero.

B/O

This is calculated as the quantity ordered minus the quantity invoiced. It is important to note that this does not mean the quantity ordered minus the quantity shipping; it is the quantity shipped, or invoiced already.

Unit Price

The value of this field will be defaulted by looking up information in the item master file and the customer's record. The number may be manually changed to any value. For information on how discounts are calculated, see [“Pricing & Discounts”](#) on page OE-69.

Item Description

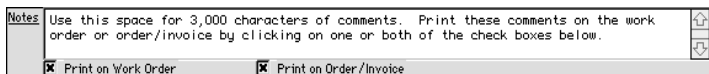
This information is also read automatically from the item master file and will be filled in as soon as you enter the **Item Code**. You can

override this value for each order. Changes you make in this field are for this order only, and will not impact the item master file record for the item or other orders. If the order is for a non-inventoried item, enter an item code of **NON STOCK ITEM**. Then you may fill in a more complete description of the item on the many descriptive fields found on the screen.

Item Comments

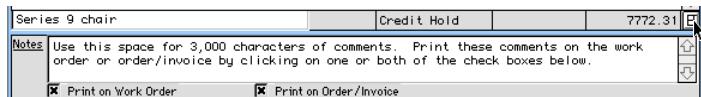
Notes 1

As on the **Sales Order Header**, the line item notes can also be printed on the sales order/invoice or work order by clicking on one of the buttons under the field.

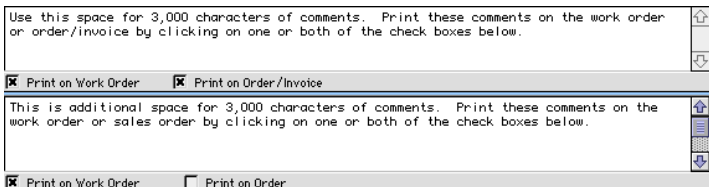


Notes 2

For even more power and flexibility, you can access a second notes field. Click on the **GROW BOX** just above the notes field, all the way to the right of the window:



This will display a window with the following additional comments field. To restore the original window, click the **GROW BOX** again.



Misc Fields

Rep Commission

This value is automatically calculated, based on the values set up in the commissions set up for the rep designated on the **Sales Rep** field

on the order header, and the value of the commissionable items found on the sales order. It can be overridden if you choose.

Acct Mgr Comisn

This value is automatically calculated, based on the values set up in the commissions set up for the account manager designated on the **Acct Mgr** field on the order header, and the value of the commissionable items found on the sales order. You can override it.

Editing Sales Commissions

Sometimes you will want to override the amount computed automatically by the system to reflect an amount which applies to just a specific case. This may be done by editing the amount in these fields.

Sometimes, the details of a sale will change (e.g., unit price or quantity ordered will change) and you need to have the system recompute the sales commission amount based on the new information. The commission fields must be blank or the system will not recalculate. If this were not true, you would attempt to override the auto calculation and have the new value overridden. It would be very frustrating. It follows the same assumption as the price defaulting. The system will default the selling price only if the price field is currently blank.

Batch

Use this field to enter in the batch number for the item if you are using lot and batch tracking. For more information, *see Lot & Batch Tracking*.

Budget

Each item of each sales order, forecast and quotation may have a budget. This field is displayed in the lower right corner of order item detail window. Qube ERP™ computes the number as the total “current” unit cost of the item being sold (at the time the order item was entered) times the number of units ordered. You may edit the value to change it to your best estimate, in the event the item being sold is a special configuration and is expected to cost more or less and the

current cost recorded in the item master file. This field is included on most job cost reports, which are found in the **Job Cost & Labor Reports** window.

Scheduling Priority

{One-character, alphanumeric} Use this field for make-to-order production scheduling. This will flow through from the customer file to each line item on each sales order; however, it can be overridden on the sales orders. When loading the scheduling queue from sales orders and forecasts (i.e., when not using the MPS function), this number will serve as an easy reference to each order's relative importance. See [“Order Priority” on page PLAN-105](#).

Pre-Invoice

Some companies will wish to ship and print invoices for sales orders before actually creating the invoice records. This is primarily the case for very high-volume companies who ship lots of sales orders per day. In these cases, the system will create a printed invoice and assign an invoice number, but no invoice record will be created in the system. The **Pre-Invoice** field is where this number is stored. You can rely on the system to assign it, or you can assign it yourself, manually (however, if you do, the invoice created from this sales order will reflect the number you enter). An entry in this field will apply to all line items on the sales order. You can only use a numeric value in this field; if you enter a number that ends with an alpha character, Qube will not use the number but just assign the next sequential invoice number.

Discounts%

These fields reflect the same values as the discounts fields on the customer master file. See that section for a complete description of these fields, and how they behave.

Posting Map Code

Qube allows posting maps to be associated with individual lines of each sales order, thereby enabling each order item to be posted to

different GL accounts under user control. See [“Sales - COGS Posting Maps”](#) on page GL-50.

Shipping Records

Sched Ship Date	Requested Ship Date	Ordered	Shipping	Invoiced	Back Ordered	Status	Sales Shipment Code
08/02/95		4		3			
08/02/95		4		3		1 Unsched.	
07/15/92		4				4 Unsched.	

Shipping records are child records to sales order line items; that is, they are separate records which are linked to line item records. Qube ERP™ allows you to enter as many shipment dates for each line item of each order as you wish, each with corresponding quantities. The system will schedule the entire quantity on the date shown on the **Sales Order Header** as **Requested Ship Date**. You may then change that to show any additional shipment dates. You may also increase the total quantity ordered for that item by scheduling more to ship than was originally shown.



CAUTION: Because changes in the quantities shown in the shipping schedule are automatically reflected in the item total fields, you must be careful to do these properly. For example, you may have set the quantity shipped as 3 on your order item list. But if you edit your shipping schedule and show only two in the Shipping field, Qube ERP™ will follow your instructions and change the quantity shipped on the order item to 2.

Sched. Ship Date

This is the date the system assumes you wish to have the item shipped. All MRP and scheduling functionality keys off this date.

You must click in this field, using the mouse, in order to access the multiple ship date function. Otherwise the system will assume you desire only one ship date for the item. This date will default to the date found in the **Requested Ship Date** field on the **Sales Order Header**. You may sort by scheduled ship date.

Once you have clicked into this field, the system will monitor the ship records until you have met the requirement designated in the ordered field in the line item section. In other words, as you <TAB> out

of the **Shipping** field, the system will check the **Ordered** field to see if the cumulative total of **quantity ordered** in the shipping records equals or exceeds the quantity ordered in the **Line Items** section. If it does not, the cursor will jump to the next line in the **Shipping Records** section to create a new shipping record. If it has, the cursor will jump to the next line in the **Line Items** section to create a new line item.

Requested Ship Date

The purpose of this field is to allow you to adjust the **scheduled ship date**, but maintain an accurate history of the customer's **Requested Ship Date** for evaluation purposes. The system will run MRP and production scheduling based on the **Scheduled Ship Date**. Sometimes, however, due to circumstances beyond your control, it will be necessary to adjust the scheduled ship date to more accurately reflect your current situation. In these cases, leave the **Requested Ship Date** at the original value, and you will be able to determine if you are meeting your commitments on time.

Ordered

This is the quantity ordered, and the total accumulated number of items ordered in the shipping records must equal the total ordered in the line item records. Shipment record totals will always override the line item record totals, once you have begun the process of entering shipment records. Therefore, if you enter multiple shipment records, be sure that the quantities you enter into the shipment records are correct, because if they differ from the amount entered into the line item **Qty Ordered** field, it will be recalculated when you click **<SAVE>**.

Shipping

When the order is ready to ship, enter the quantity shipping in this field. In this way, you prepare the order for invoicing. You may edit this field directly from this window, or from one of the invoicing functions found in the accounts receivable module (see [“Invoicing Functions”](#) on page AR-1).

Display Only Fields

Invoiced

This field will reflect the quantity invoiced in previous invoicing procedures. It is possible with Qube ERP™ to make partial shipments, even on individual shipment records. Therefore, this value will sometimes be less than the total quantity ordered.

Back Ordered

This quantity reflects the quantity ordered minus the quantity invoiced. Quantities ready to ship are considered backlog until they actually ship.

Status

This field reflects the status of a shipment record. This is automatically calculated and cannot be changed manually; however, if you wish to update this field, click on the field label and Qube ERP™ will recalculate the status. It can be one of the following.

1. Not Sched.

This is the default status when an order is first entered into the system. It indicates that no additional operations have been performed on this shipment record.

2. Invoiced

This indicates that the item has been completed and invoiced in full.

3. Cancelled

This indicates that the order has been cancelled.

4. Released

This indicates that the order has been released.

5. Fixed

This status is the result of the **Unscheduled->Fixed Orders** function found in the **Production Planning** module. When records are flagged as **Fixed**, you may not edit the **Sched Ship**

Date or **Ordered** fields for that item. You may, however, edit the **Requested Ship Date** and **Shipping** fields, as these do not adversely impact the production schedule.

6. Sched.

This indicates that this item has been scheduled. When records are flagged as **Sched.**, you may not edit the **Sched Ship Date** or **Ordered** fields for that item. You may, however, edit the **Requested Ship Date** and **Shipping** fields, as these do not adversely impact the production schedule. The status may be indicated as **Sched. All**, **Sched. Internal**, or **Sched. Vendor**.

Sales Shipment Code

This is the unique record address for each shipping record. It is used by the system to link records which may be associated through production planning and MRP. It is also used as a reference when the user is operating on shipment records, such as preparing them for invoicing, etc.

Tracking Shipping Weight

As you enter an order, the system keeps track of the shipping weight (**Weight per sales unit** from **Item Master File, Card #1** times **Shipping** quantity on the **Sales Order Items** window). If you view the **Sales Order Header** (press <COMMAND/CTRL-B>) after entering all items and before clicking the <SAVE> button, you will see the shipping weight of the items expected to ship:



Total Shipping Weight = 530.00 Pounds

This information may then be used to determine the likely shipping charge and that may then be entered in the order header. It is displayed at this time, because the system expects that, now that you know how much weight is about to be shipped, you may now want to enter a shipping charge on the order header window.

Schedule this Order

[Button] To have access to this button, you must have security privileges to run Finite and Infinite Production Scheduling under production planning. You can only use this button for a new,

nonscheduled order; if an order has already been scheduled and you attempt to change the quantity and reschedule using this button, Qube will treat this as a new job, using the quantity difference instead of the total quantity.

Click this button to run production scheduling procedures directly from this window. The following window will appear:

Date	Quantity Back-ordered	Quantity Scheduled	Quantity to Schedule	Item Code	Description
87/18/92	36		36	DR1	Dining Room Ensemble #1
87/18/92	36		36	DR1	Dining Room Ensemble #1
86/15/96	38		38	9111	Series 9 Chair

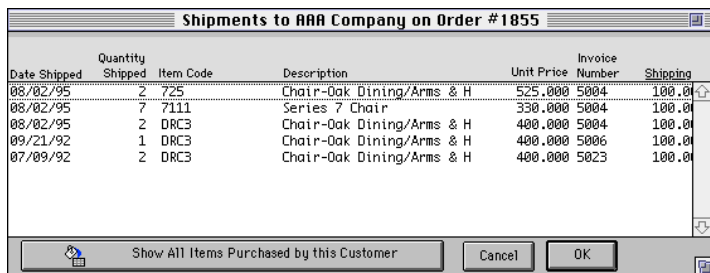
☒ Use Infinite Load Scheduling
 ☐ Use Finite Load Scheduling
 ☐ Use forward scheduling, starting on
☒ Print Scheduling Audit

Either finite-load or infinite-load scheduling can be performed. You may also review the scheduling audit by selecting the “Print Scheduling Audit” check box.

Note: the *SCHEDULE THIS ORDER* button provides a convenient alternative to using the Production Scheduling window but it is not a true substitute. You will not be able to run the Set Up to Reschedule procedure or a PO expediting report from here. In most cases, it is still best to use the Production Scheduling window to run production scheduling procedures.

Viewing Shipments to a Customer

It is possible to access a window which will provide a quick view of everything shipped on a sales order to a customer. This window looks like this:

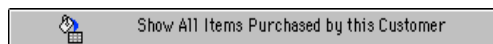


Date Shipped	Quantity Shipped	Item Code	Description	Unit Price	Invoice Number	Shipping
08/02/95	2	725	Chair-Oak Dining/Arms & H	525.000	5004	100.0
08/02/95	7	7111	Series 7 Chair	330.000	5004	100.0
08/02/95	2	DRC3	Chair-Oak Dining/Arms & H	400.000	5004	100.0
09/21/92	1	DRC3	Chair-Oak Dining/Arms & H	400.000	5006	100.0
07/09/92	2	DRC3	Chair-Oak Dining/Arms & H	400.000	5023	100.0

To view this window, *DOUBLE-CLICK* on any line item in a sales order. If any item on the sales order has shipped, the window will appear reflecting that information. If no items have shipped on a sales order, the window will open, but will remain empty. You can sort the list on any of the columns by clicking the column heading.

You may press the *OPTION* or *CMD* key while double-clicking on the **Order Items** window to bring up the invoice related to the order.

If you wish to view all *items* shipped to a customer on all sales orders, click the button.



This provides a comprehensive list of all shipments to the customer.

Sorting: You can sort the list on any of the columns by clicking the column heading.

You may add a new sales order or duplicate an existing one; you may also duplicate one sales order item as well as an entire sales order.

Duplicating one sales order item is especially useful when you have set up an order item with a list of associated options and the option selections, quantities and option comments have been set up in a way which should also apply to the next item. Sometimes the options will be the same for each item on a sales order but only the dimensions of each order item will change.

Bill of Lading

Version 7.36 allows you to print bills of lading for each shipment. This is accessed from either the **Print** menu found on the **Sales Order Header** window or the **Booked Order Reports** list (see [“Print” on page OE-37](#)). Each bill of lading should have a different bill of lading number. This field value is set up on System Setup Card #2 (see [“System Set Up, Card #2 Window” on page SYS-105](#)), along with all of the other “Last Used Numbers.”

Qube ERP™ assigns a new bill of lading number for each new sales order. However, there is a possibility of multiple shipments on any sales order, requiring the bill of lading to be updated when additional shipments are made. Qube checks for new shipments by looking for an invoice issued against the current order and comparing the current **Last Shipped On** from the Sales Order Header with the **Shipped On** field found on the related invoice. If the date found on the order is later than the date found on the invoice, Qube infers that a new shipment is being made and prompts you to decide if a new bill of lading number should be assigned.



This appears to be a new shipment. Would you like a new Bill of Lading number assigned?

NO

YES

It is always safe to respond by clicking the **YES** button. The bill of lading number will be copied into the invoice record when the order is invoiced.

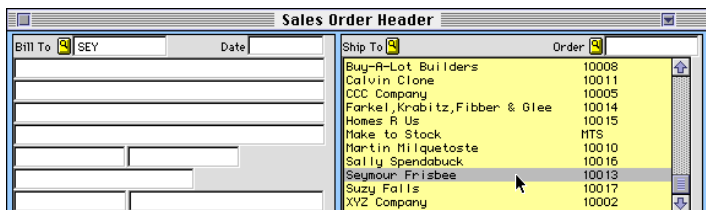
Adding a New Sales Order

• Follow these steps when entering a new order

1. Click **<NEW>** or select **NEW** from the Action menu.
2. Enter the Customer Code of the customer who is placing the order.

If you do not know the customer code, but do know the first few letters of the customer's name, enter these and then press

<TAB>. The system will display the pop up list of customers and search the list for a customer whose name begins with the letters you entered. The system will select the first customer in the list whose name matches your entry:



The screenshot shows a window titled "Sales Order Header". It has two main sections: "Bill To" and "Ship To". The "Bill To" section has fields for "SEY" and "Date". The "Ship To" section has a list of customers with their corresponding order numbers. A mouse cursor is pointing at the "XYZ Company" entry.

Ship To	Order
Buy-A-Lot Builders	10008
Calvin Clone	10011
CCC Company	10005
Farkel, Krabitz, Fibber & Glee	10014
Homes R Us	10015
Make to Stock	MTS
Martin Milquetoste	10010
Sally Spendabuck	10016
Seymour Frisbee	10013
Suzy Falls	10017
XYZ Company	10002

3. <TAB> through the remaining fields of the Order Header window, providing the information as it is requested by the system.

For example, the screen allows you to enter special instructions on how the delivery is to be made.

4. Enter the line items for the order.

Once you have completed the **Order Header**, telling the system who is placing the order, where it must be shipped and under what terms the order is being placed, you must tell the system what is being purchased by this customer. Do this by clicking the <ITEMS> card tab. The system allows you to enter all information about all the items and options and shipment dates for each item.

5. Click <SAVE> to write the data to disk.

Credit Limit Restrictions

After the new order is entered and you click the <SAVE> button, the system will attempt to add the order to the open orders file. If the value of open orders plus open receivables exceeds the customer's credit limit, the order will be coded H (Credit Hold). All outstanding receivables plus outstanding unshipped orders are added up to determine how much of the customer's credit limit has been used up. For example, a customer may have a credit limit of \$5,000.00. It may owe your company \$1,000.00 and also have ordered another

\$3,000.00 worth of product. A new order being just put into the computer for another \$2,000.00 worth of product will be coded H (Credit Hold), as these would total \$6,000.00.

Duplicating an Existing Sales Order

• Follow these steps when duplicating a sales order

1. View the sales order that you wish to duplicate.
2. Click the **<SAVEAS>** button.

The following dialog box will appear:

Do you wish to Duplicate Order #2070?

NO

YES

Duplicating One Sales Order Item

• Follow these steps when duplicating one sales order item

1. View the Sales Order Item window and highlight the sales order item that you wish to duplicate.
2. Hold down the Option key (for Mac) or Control key (for Windows) and click the **<SAVEAS>** button.

The following dialog box will appear:



Do you wish to Duplicate Order Item #2070-1 for 10 units of 9111?

NO

YES

This function is especially useful when you have set up an order item with a list of associated options and the option selections, quantities and option comments should also apply to the next item. Sometimes the options are the same for each item on a sales order and only the dimensions of each order item change.

Adding a New Customer during Order Entry

1. If you know that the customer record is not in the data file, type the word **NEW** into the **Bill To** field:

Sales Order Header

Bill To Date Ship To Order

When you <TAB> out of this field, the system will display a window on which you can enter information about the new customer, as displayed below:

New Customer Added During Order Entry

Customer# ☒ U.S.A.? Status Active

Bill To

Address

Suite

City State

Zip Country

Phone Fax

Buyer

Type Codes

Account Mgr # Locations

Sales Rep Lead Source

Ship To

Division

Address

City

State Zip Country

Ship from location used by Invoicing

2. Fill in the new customer information.

It is particularly useful to use the **Customer Type** field in this window, as it will automatically default payment and shipping terms, etc., for the customer you are adding. When you have completed this record, click <O.K. PROCEED WITH THE ORDER> or, to cancel the transaction, click <CANCEL NEW ORDER & NEW CUSTOMER>. The system will return you to the order header screen and will display the customer information you just entered in the order header window.

Editing a Sales Order

Customers sometimes change their minds, increasing or reducing the quantity ordered, changing the ship date, canceling one item and adding a different one to the same order.

• To change an existing order, follow these steps:

1. Find the order you want.

- You can find an order by pressing `<CTRL/COMMAND F>`, entering the Order Number you want, and pressing the `<ENTER>` key.
- You can also tab through the indexed fields and select the one you want, such as customer PO# or bill-to code.

The order you are looking for will appear on your screen.

2. Press `<CTRL/COMMAND E>` or select `<EDIT>` from the Action menu.

The cursor will first appear in the **Bill To** field. If this is the field you wish to change, do so.

3. `<TAB>` to the next field that you wish to change, and make the necessary revisions.

4. Press the `<ENTER>` key or click `<SAVE>` to complete the transaction.

The result will be that all the information about a specific order will change and, if your changes affected the dollar value of the order, the open order totals in both the customer file and the item master file will reflect those changes.

If you wish to cancel the changes, click the `<CANCEL>` button or press `<CTRL/COMMAND-.>` (Period).

Remember when changing or deleting line items or shipment records that it is necessary to `<TAB>` through the entire line when editing values in lists. Otherwise the changes will sometimes not register.

Delete an Existing Order or Line Item(s)

If you are not already looking at the record you want to delete, click **<FIND>**. Then enter the order number to instruct the system to find the order you want to delete.

• If you want to delete only a line item and not the entire order

1. Go to the Sales Order Items window.
2. Click **<EDIT>**, and then click on the list line of the item you wish to delete.
3. Click in the Item Code field of the item you wish to delete.
4. Press **<DELETE>** or **<CLEAR>** on your keyboard to blank out the item code.

As you tab out of the blank item code field, the remaining fields relating to that item will be cleared and the system will automatically place your cursor on the next line in the list.

5. Click **<SAVE>** and the order will be edited, removing the order item and related shipment records.


• To delete the entire order

1. Click **<DELETE>**.

The system will ask you to confirm that you do in fact want to delete the entire order.

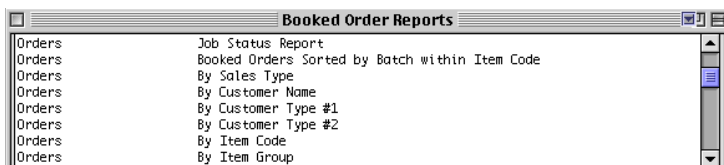
2. Click **<YES>**, and the whole order will be deleted.

If shipments have already been made on the order or item you wish to delete, the following message appears to remind you.

	This order has already been invoiced. Are you sure you want to edit it?
<div><input type="button" value="NO"/> <input type="button" value="YES"/></div>	

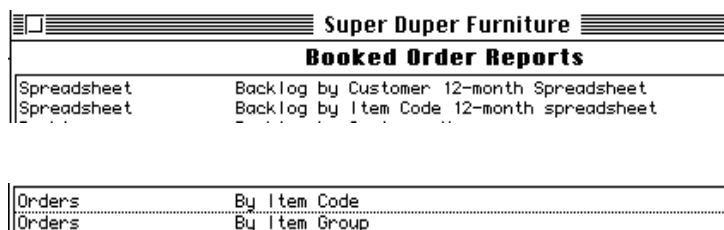
Booked Order Reports

Select **Booked Orders** from the **Reports** menu. It is a sub-menu of the **Sales Reports** selection. A long list of reports are available to select from.



Booked Order Reports	
Orders	Job Status Report
Orders	Booked Orders Sorted by Batch within Item Code
Orders	By Sales Type
Orders	By Customer Name
Orders	By Customer Type #1
Orders	By Customer Type #2
Orders	By Item Code
Orders	By Item Group

Parts History reporting: here are several reports in the Booked Orders reports list that would be valuable, as well, such as the following which are found among the Booked Order reports:

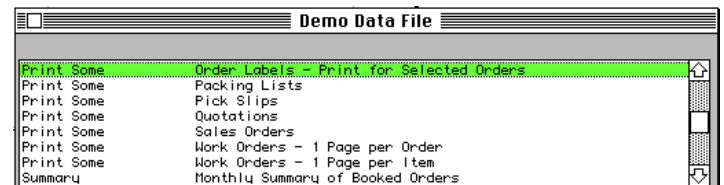


Super Duper Furniture	
Booked Order Reports	
Spreadsheet	Backlog by Customer 12-month Spreadsheet
Spreadsheet	Backlog by Item Code 12-month spreadsheet
Orders	By Item Code
Orders	By Item Group

Printing Sales Orders, Work Orders, etc.

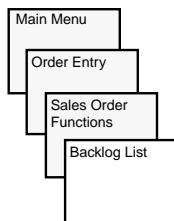
Select **Booked Orders** from the **Reports** menu. It is a sub-menu of the **Sales Reports** selection. Scroll down the reports list to the group labeled **Print Some**. This will show a list of reports which you can print in either a document range or a date range.

Sales Orders



Demo Data File	
Print Some	Order Labels - Print for Selected Orders
Print Some	Packing Lists
Print Some	Pick Slips
Print Some	Quotations
Print Some	Sales Orders
Print Some	Work Orders - 1 Page per Order
Print Some	Work Orders - 1 Page per Item
Summary	Monthly Summary of Booked Orders

Backlog



Backlog List

Print

☐ Select 1 Item
☐ Select 1 Order
☐ Select 1 Ship-From Location

☒ Select All Jobs, Items and Customers
☐ Select 1 Customer

Enter Earliest Date: 05/18/1995
 Enter Latest Date: 05/18/2001

Sched. Date	Shipment Code	Customer	Zip Code	Item Code	Status	Qty Back-Ordered	Quantity to Ship Batch
06/15/1990	10000-1-4	10007	12345	0001	Not Sched.	2.0	
11/15/1996	10000-1-2-2	10007	12345	0007	Not Sched.	1.0	
11/15/1996	10000-1-2-3	10007	12345	0002	Not Sched.	1.0	
11/15/1996	10000-1-2-3	10007	12345	0008	Not Sched.	1.0	
05/12/1999	1855-1-1	10004	90009	725	Not Sched.	2.0	2.0
05/12/1999	1855-1-2	10004	90009	725	Not Sched.		
05/13/1999	1855-2-1	10004	90009	7111	Not Sched.	7.0	
05/13/1999	1855-2-2	10004	90009	7111	Not Sched.	2.0	2.0
05/12/1999	1855-2-1	10004	90009	725	Not Sched.	4.0	
05/12/1999	1855-3-2	10004	90009	725	Not Sched.	1.0	1.0
07/15/1999	1855-4-1	10004	90009	9111	Not Sched.	30.0	6.0
06/02/1997	1857-1-1	10002	90112	727	Not Sched.	2.0	2.0
06/02/1995	1857-2-1	10002	90112	DR03	Not Sched.	6.0	2.0
06/02/1995	1857-4-1	10002	90112	LAMP1	Not Sched.	3.0	1.0
02/01/2000	1857-5-1	10002	90112	BOX	Not Sched.	16.0	
03/14/2000	1857-5-2	10002	90112	BOX	Not Sched.	15.0	
03/20/2000	1857-5-3	10002	90112	BOX	Not Sched.	20.0	
04/28/2000	1857-5-1	10002	90112	BOX	Not Sched.	25.0	
06/15/1996	1859-3-1	10007	12345	DR1	Not Sched.	20.0	
03/12/1999	1857-1-1	10004	94775	0001	Not Sched.	3.0	3.0

Highwater Furniture, Inc. Peach (Type/Qty) Outer Comments from header view of 2nd Item.

Card #1 Card #2

Use this window to review your customer backlog, and to prepare items for shipment. This is the same window you get when you access the **Prepare Orders for Invoicing** function in the Accounts Receivable module.

Backlog List Card #1

Card #1 displays the shipment records as described in [“Shipping Records” on page OE-50](#) of this chapter.

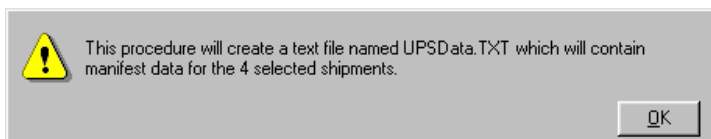
You can load the records for one item, for one order, for one ship-from location, or for one customer; or you may load all jobs, items, and customers. A date range is used to load the window. After making your selection, all backlogged items will display, including quantities already prepared for shipping, and excluding those items flagged as ready to ship. To make this determination, you will be presented with the following choice after clicking the **Load the List** button: ☒ **Include Shipments Ready to Ship**. Selecting this function will load all open shipment records, including those which have already been flagged as ready to ship. These items are reflected by the presence of a number in the **Quantity to Ship** field.

Once the items are loaded, they can be sorted by clicking on the various column headings. Double-clicking on any item in the list will open the **Sales Order Line Items** window in which the record was

entered. You may also print directly from this window, using the Print menu in the upper left corner of the window. Click on the word “Print”, and the menu will display:

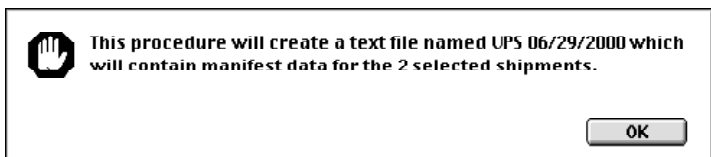


Select the lines from the **Backlog List** window that you wish to print, and choose Packing Lists, Pick Lists, or Work Orders to print just the selected orders. If you choose the **Export Manifest Data** option, the following message will display on a Windows-based PC:



The file will reside in the same folder as the data file.


On a Macintosh, the following message will display:



The file will reside in the same folder as the data file.

Version 7.37 provides the ability to print a flat Kit List from the sales backlog list for selected lines. The function will sort all selected lines by item code, total the quantity of all selected lines for each item and print a flat kit list for each item. The report will also show all selected sales orders for which the kit list applies in its title. A separate page will be printed for each kit list. This report assists in determining which kits needed to be assembled to make which sales shipments.

Follow-up List Report

You can also print a follow-up list report after loading the **Backlog List** window by clicking the  button. From the **File** menu, select **Print Open Shipments**. The report is titled **Follow Up List**.

Backlog List Card #2

Card #2 displays the **Sales Order Shipments Schedule** window.

Sales Order Shipments Schedule, Loaded MAY 7 99 12:10:32

Sched. Date	Shipment Code	Customer	Item Code	Qty Back-Ordered	Quantity to Ship	Quantity Available
05/23/1994	1936-1-1	10002	XYZ COMPANY	0001	1	858
05/23/1994	1936-4-1	10002	XYZ COMPANY	40085	5	1
05/23/1994	1936-5-1	10002	XYZ COMPANY	30092	5	1
10/09/1994	1858-1-1	10001	ABC COMPANY	925	9	24
04/07/1995	1939-1-1	10016	ONE TERRIFIC SALES P	9111	10	1
04/07/1995	1939-2-2	10016	ONE TERRIFIC SALES P	9111	20	1
04/16/1995	1940-1-1	10015	Rockwell Engineering	0001	100	858
07/01/1995	1921-3-1	10004	ABC COMPANY	10020	200	200
08/02/1995	1855-1-1	10004	AAA Company	725	2	2
08/02/1995	1855-2-1	10004	AAA Company	7111	7	16
08/02/1995	1855-3-1	10004	AAA Company	725	4	16
08/02/1995	1857-1-1	10002	XYZ COMPANY	725	2	16
08/02/1995	1857-2-1	10002	XYZ COMPANY	0003	6	25
08/02/1995	1857-4-1	10002	XYZ COMPANY	LAHP1	3	5
11/15/1995	1921-3-2	10004	ABC COMPANY	10020	100	100
04/06/1996	1953-1-1	10005	CCC Company	0001	50	50
04/06/1996	1953-2-1	10005	CCC Company	0002	100	50
04/06/1996	1953-3-1	10005	CCC Company	0003	200	45
04/06/1996	1954-1-1	10007	Highwater Furniture	0001	2	858
04/06/1996	1954-2-1	10007	Highwater Furniture	0002	6	2
04/06/1996	1954-3-1	10007	Highwater Furniture	9111	1	10
04/06/1996	1954-4-1	10007	Highwater Furniture	9111	1	10
04/06/1996	1954-5-1	10007	Highwater Furniture	TOP	10	50
05/01/1996	1953-1-2	10005	CCC Company	0001	50	50
05/01/1996	1953-2-2	10005	CCC Company	0002	100	45
05/01/1996	1953-3-2	10005	CCC Company	0003	200	45
05/01/1996	1954-1-2	10007	Highwater Furniture	0001	5	858
XYZ COMPANY			Table Leg Bolts			

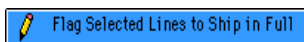
Card #1 Card #2

This window displays the ship-to company name and a **Quantity Available** column. The **Quantity Available** is defined as the general stock value minus the total value of “quantity to ship” values for each item at the time the list was loaded. Qube ERP™ maintains a total “quantity to ship” field in each item master file record. This field is updated whenever the shipping quantity changes (while editing a sales order item, invoicing an order item, deleting an invoice, or editing the sales order backlog shipping quantity). This allows you to disburse net quantities available over the many orders which may be demanding these quantities. After any shipping quantity is edited, Qube ERP™ will update the Quantity Available on all lines of the list which reference the selected item.

Preparing Orders for Invoicing

You can use this window to prepare shipment records for invoicing. This can be done in two ways:

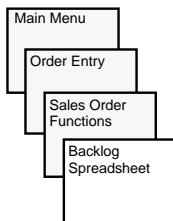
1. *Edit the shipment records individually.* This method will allow for partial shipments of each shipment record. Click **<EDIT>**. Scroll to and click on the shipment record in the list (or use the up and down arrow keys). Then edit the value in the **Quantity to Ship** field. If you are tracking production batches, enter the **Batch Number** in this field. When you are finished editing the shipment records, click **<SAVE>**. If you wish to cancel the transaction, click **<CANCEL>**.
2. *Edit several shipment records at once.* This method only allows you to flag items as shipping in full. Click **<EDIT>**. Select each shipment record you wish to flag. You can select several shipment records in the list in the normal manner. Once the proper items have been selected, click the button,



3. Then click **<SAVE>**. If you wish to cancel the transaction, click **<CANCEL>**.

You can combine these two methods if required.

Backlog Spreadsheet



Backlog Spreadsheet - By Month

☐ Select Days & Weeks
 ☒ Select One Item or ALL
 ☐ Select Weeks & Months
 ☐ Select One Customer or All
 ALL

☒ Select Months & Quarters
 Start Date 01/01/94
 End Date 12/31/94
 Load the Spreadsheet
 Graph It

☒ Display Units
☐ Display Dollars

Item Code	Jan 94	Feb 94	Mar 94	Apr 94	May 94	Jun 94	Jul 94	Aug 94	Sep 94	Oct 94	Nov 94
925	5										12
0001		4	10								
9111		3	5								14
DR1			2								
453 KIT			10								
WMILK			100								
0002				1							
0003				3							
RC999BTF/3					25	25					
40085					4						
30092					4						

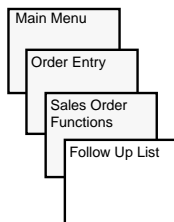
By Month By Quarter

Spreadsheet Windows

Qube ERP™ contains several windows which allow the presentation of data in spreadsheet form. For example, if you have several outstanding orders for an item with scheduled delivery dates in different time buckets, it is useful to be able to see this demand represented as one line on a window showing the total requirements for each period, rather than listing all the different lines with no total. Forecasts, backorders, scheduled PO receipts, production material requirements and work center capacity requirements are all areas in which it is often helpful to be able to view large blocks of data summarized with total requirements for selected periods.

For detailed information on how to use the spreadsheet windows, *see* [“Spreadsheet Windows” on page GEN-86](#).

Follow Up List



Backlog List Follow-up

Load the Follow-up List

Customer Phone # _____
Purchase Order # _____

Pouch (Tyvek/Mylar) Outer
Highwater Furniture, Inc.

Beginning Date 01/01/1988 Ending Date 06/17/2000 Reason Code ALL Customer Code _____ Deadline _____

Order Line #	Sched. Date	Customer	Item Code	Qty	Back	Follow up Ordered Date	Reason Code	Reason Description
100001-1-4	06/15/1998	10007	0001	2.0	0	06/15/1998		
100001-1-2	11/15/1998	10007	0007	1.0	0			
100001-2-5	11/15/1998	10007	0002	1.0	0			
100001-3-3	11/15/1998	10007	0008	1.0	0			
10001-1-1	06/15/1998	10004	725	2.0	0			
10001-1-2	06/15/1998	10004	725	2.0	0			
10001-2-1	06/15/1998	10004	7111	7.0	0			
10001-2-2	06/15/1998	10004	7111	2.0	0			
10001-3-1	06/15/1998	10004	725	4.0	0	12/31/1900	OC	
10001-3-2	06/15/1998	10004	725	1.0	0	12/31/1900	OC	
10001-4-1	07/15/1998	10004	0111	30.0	0	12/31/1900	U	
10001-5-1	08/02/1998	10002	725	2.0	0			
10001-5-2	08/02/1998	10002	0002	2.0	0			
10001-5-3	08/02/1998	10002	0003	2.0	0			
10001-5-4	08/02/1998	10002	0004	2.0	0			
10001-5-5	08/02/1998	10002	0005	2.0	0			
10001-5-6	08/02/1998	10002	0006	2.0	0			
10001-5-7	08/02/1998	10002	0007	2.0	0			
10001-5-8	08/02/1998	10002	0008	2.0	0			
10001-5-9	08/02/1998	10002	0009	2.0	0			
10001-5-10	08/02/1998	10002	0010	2.0	0			
10001-5-11	08/02/1998	10002	0011	2.0	0			
10001-5-12	08/02/1998	10002	0012	2.0	0			
10001-5-13	08/02/1998	10002	0013	2.0	0			
10001-5-14	08/02/1998	10002	0014	2.0	0			
10001-5-15	08/02/1998	10002	0015	2.0	0			
10001-5-16	08/02/1998	10002	0016	2.0	0			
10001-5-17	08/02/1998	10002	0017	2.0	0			
10001-5-18	08/02/1998	10002	0018	2.0	0			
10001-5-19	08/02/1998	10002	0019	2.0	0			
10001-5-20	08/02/1998	10002	0020	2.0	0			
10001-5-21	08/02/1998	10002	0021	2.0	0			
10001-5-22	08/02/1998	10002	0022	2.0	0			
10001-5-23	08/02/1998	10002	0023	2.0	0			
10001-5-24	08/02/1998	10002	0024	2.0	0			
10001-5-25	08/02/1998	10002	0025	2.0	0			
10001-5-26	08/02/1998	10002	0026	2.0	0			
10001-5-27	08/02/1998	10002	0027	2.0	0			
10001-5-28	08/02/1998	10002	0028	2.0	0			
10001-5-29	08/02/1998	10002	0029	2.0	0			
10001-5-30	08/02/1998	10002	0030	2.0	0			
10001-5-31	08/02/1998	10002	0031	2.0	0			
10001-5-32	08/02/1998	10002	0032	2.0	0			
10001-5-33	08/02/1998	10002	0033	2.0	0			
10001-5-34	08/02/1998	10002	0034	2.0	0			
10001-5-35	08/02/1998	10002	0035	2.0	0			
10001-5-36	08/02/1998	10002	0036	2.0	0			
10001-5-37	08/02/1998	10002	0037	2.0	0			
10001-5-38	08/02/1998	10002	0038	2.0	0			
10001-5-39	08/02/1998	10002	0039	2.0	0			
10001-5-40	08/02/1998	10002	0040	2.0	0			
10001-5-41	08/02/1998	10002	0041	2.0	0			
10001-5-42	08/02/1998	10002	0042	2.0	0			
10001-5-43	08/02/1998	10002	0043	2.0	0			
10001-5-44	08/02/1998	10002	0044	2.0	0			
10001-5-45	08/02/1998	10002	0045	2.0	0			
10001-5-46	08/02/1998	10002	0046	2.0	0			
10001-5-47	08/02/1998	10002	0047	2.0	0			
10001-5-48	08/02/1998	10002	0048	2.0	0			
10001-5-49	08/02/1998	10002	0049	2.0	0			
10001-5-50	08/02/1998	10002	0050	2.0	0			
10001-5-51	08/02/1998	10002	0051	2.0	0			
10001-5-52	08/02/1998	10002	0052	2.0	0			
10001-5-53	08/02/1998	10002	0053	2.0	0			
10001-5-54	08/02/1998	10002	0054	2.0	0			
10001-5-55	08/02/1998	10002	0055	2.0	0			
10001-5-56	08/02/1998	10002	0056	2.0	0			
10001-5-57	08/02/1998	10002	0057	2.0	0			
10001-5-58	08/02/1998	10002	0058	2.0	0			
10001-5-59	08/02/1998	10002	0059	2.0	0			
10001-5-60	08/02/1998	10002	0060	2.0	0			
10001-5-61	08/02/1998	10002	0061	2.0	0			
10001-5-62	08/02/1998	10002	0062	2.0	0			
10001-5-63	08/02/1998	10002	0063	2.0	0			
10001-5-64	08/02/1998	10002	0064	2.0	0			
10001-5-65	08/02/1998	10002	0065	2.0	0			
10001-5-66	08/02/1998	10002	0066	2.0	0			
10001-5-67	08/02/1998	10002	0067	2.0	0			
10001-5-68	08/02/1998	10002	0068	2.0	0			
10001-5-69	08/02/1998	10002	0069	2.0	0			
10001-5-70	08/02/1998	10002	0070	2.0	0			
10001-5-71	08/02/1998	10002	0071	2.0	0			
10001-5-72	08/02/1998	10002	0072	2.0	0			
10001-5-73	08/02/1998	10002	0073	2.0	0			
10001-5-74	08/02/1998	10002	0074	2.0	0			
10001-5-75	08/02/1998	10002	0075	2.0	0			
10001-5-76	08/02/1998	10002	0076	2.0	0			
10001-5-77	08/02/1998	10002	0077	2.0	0			
10001-5-78	08/02/1998	10002	0078	2.0	0			
10001-5-79	08/02/1998	10002	0079	2.0	0			
10001-5-80	08/02/1998	10002	0080	2.0	0			
10001-5-81	08/02/1998	10002	0081	2.0	0			
10001-5-82	08/02/1998	10002	0082	2.0	0			
10001-5-83	08/02/1998	10002	0083	2.0	0			
10001-5-84	08/02/1998	10002	0084	2.0	0			
10001-5-85	08/02/1998	10002	0085	2.0	0			
10001-5-86	08/02/1998	10002	0086	2.0	0			
10001-5-87	08/02/1998	10002	0087	2.0	0			
10001-5-88	08/02/1998	10002	0088	2.0	0			
10001-5-89	08/02/1998	10002	0089	2.0	0			
10001-5-90	08/02/1998	10002	0090	2.0	0			
10001-5-91	08/02/1998	10002	0091	2.0	0			
10001-5-92	08/02/1998	10002	0092	2.0	0			
10001-5-93	08/02/1998	10002	0093	2.0	0			
10001-5-94	08/02/1998	10002	0094	2.0	0			
10001-5-95	08/02/1998	10002	0095	2.0	0			
10001-5-96	08/02/1998	10002	0096	2.0	0			
10001-5-97	08/02/1998	10002	0097	2.0	0			
10001-5-98	08/02/1998	10002	0098	2.0	0			
10001-5-99	08/02/1998	10002	0099	2.0	0			
10001-5-100	08/02/1998	10002	0100	2.0	0			

When the **Sales Order Items** window is used with either the Ad Specialty interface or the rules-based configurator interface, a follow-up date is displayed on the right side of the **Sales Order Items** window:

Follow-up date

Scheduling Priority _____ Discounts % _____

Pre-Invoice _____

Estimated Costs _____

Follow-up Date _____

With the configurator, the follow-up date applies to each option.
With non-configurator windows, the follow-up date applies to each sales order item.

Pricing & Discounts

There are several elements used in determining the default price to display for each item on the **Sales Order Items** window. These include **column pricing**, **customer discounts**, **volume discounts** and **contract pricing**, which is sold as a separate option. We will examine all of these in this section.

Column Pricing

First the customer record is examined to determine which column to use in reading the item master file default prices. The **Price Default Column** selection for each customer is found on the **Customer Financial Information** window.

Customer Code	10002	XYZ COMPANY
Ship Via	UPS	Price Default = Column <input type="text" value="2"/>
Ship Terms	PPA	Discounts <input type="text" value="0.00"/> <input type="text" value="0"/> <input type="text" value="0"/> <input type="text" value="0"/> %
Sales Tax Code	CA	<input type="checkbox"/> Apply Volume Discount
Resale Tax Rate	0.000 %	Currency <input type="text" value="US\$"/>
<input type="checkbox"/> Exempt from all Sales Taxes		Date Entered <input type="text" value="02/01/92"/>

Next, the **item master file record** is looked at to look up the appropriate unit price for the quantity ordered, as entered on the sales order item. Since there are three different quantity and price columns on each item master record, the system will look at the unit price in the column specified by the customer record, as shown above (in this case, the price would come from column 2). Or, if the **sales type** selected for this sales order specifies that a special quantity level be used, the system will read the price/quantity **row** specified by the **Sales Order Type** record (see [“Sales Type Codes Window”](#) on page OE-91).

Quantity		Price	Default Selling Prices		Quantity	Price	Quantity		Price
	1	777.231		1	647.692		1	518.154	
	25	699.508		25	582.923		200	453.385	
	75	660.646		75	550.538		300	421.000	
	150	621.785		150	518.154		400	388.616	

As you set up this window, be aware that the quantities are calculated for the quantities entered in the field and above. In other words, the first price level shown would reflect quantities of 1-24, the sec-

ond level would be 25-74, and so on. If you wanted the third level to be 75 and up, you would enter 75 in the third level and leave the fourth blank. Each column may reflect different quantity breaks.

Customer Discounts

Next, discounts may be applied to the **unit price**. Each customer record contains up to four different discounts which may be applied to the unit price selected from the item master file. These are displayed on the **Customer Financial Information** window.

Ship Via	P.I.E.	Price Default = Column	1
Ship Terms	PPL	Discounts	2.00 5 2 1 %
Sales Tax Code	CA	<input type="checkbox"/> Apply Volume Discount	
Resale Tax Rate	0.000 %	Currency	US\$
<input type="checkbox"/> Exempt from all Sales Taxes		Date Entered	02/08/92

These discounts are applied *in addition to* the column price defaults. They are incremental, and independent of other discounting functions. The discounts displayed above would render the following calculation on a \$100 purchase:

$$\$100 \times 0.98 \times 0.95 \times 0.98 \times 0.99 = \$90.3256$$

This is subtly different from

$$\$100 \times (1 - (0.02 + 0.05 + 0.02 + 0.01)) = \$90.0000$$

but the difference is important in some industries.

These discounts will be displayed on the **Sales Order Items** window in the middle right section.

Scheduling Priority		Discounts %	2.00 5
Pre-Invoice			2 1

If the Item Master File has been properly set up with default selling prices, you may override these discounts by clicking in the selected discount field(s) and changing the number. If any discount field is changed, the unit price will recompute and redraw, using the new discount field(s). Note that if the Item Master File does not have default selling prices, the discount will be computed on zero, and update the discount fields to display zero.



Note: The various levels of discount have nothing to do with pricing columns or quantity discounts, other than they are calculated on top of any such pricing. There is no relationship to the four fields in this discount structure and the four pricing levels shown in the diagram above.

Sales Volume Discounts

In addition to the other discounting and pricing options just discussed, Qube ERP™ offers the ability to set up automatically calculated **volume discounts** for each order. These discounts are based solely on individual order size by dollar volume. (*Note: you may activate or deactivate these discounts on a customer by customer, and item by item, basis.*)

For the **volume discounts** function to work properly, you must perform several setup steps.

•To set up volume discounts

1. Set up the discount grid in System Setup Card #1.

Order Entry

☒ Allow multiple shipments on Sales Order items.
☒ Allow adding new items to Item Master File during Order entry.
Default Item Type for new items
☐ Allow Entry of Batches during Order Entry.
☐ Enter Orders Using Option Selection Window

Sales Order Volume Discounts

Percentages	<input type="text" value="5.0 %"/>	<input type="text" value="6.0 %"/>	<input type="text" value="7.0 %"/>	<input type="text" value="8.0 %"/>	<input type="text" value="10.0 %"/>
Apply at	<input type="text" value="\$ 2000"/>	<input type="text" value="\$ 4000"/>	<input type="text" value="\$ 6000"/>	<input type="text" value="\$ 7500"/>	<input type="text" value="\$ 10000"/>

Set up the basic parameters of the volume discount in this area. Note that there are two rows to be filled in. The top row shows the **percentage of discount**, and the bottom row determines the **dollar volume** (for each individual order) to apply it at. You must follow two conventions when entering volume discounts; a) the order for discounts and volumes from left to right goes lower to higher, as shown above, and b) all fields must be filled in. This means that if you only have one discount, it should be set up in all the fields. If you have three discounts, the highest

level discount and dollar volume is spread across all remaining fields. Here is an example of the latter:

Sales Order Volume Discounts				
Percentages	5.0 %	6.0 %	7.0 %	7.0 %
Apply at	\$2000	\$4000	\$6000	\$6000

It is important to understand the reasoning behind this. It's because the algorithm works from right to left. In other words, the first check is, from right to left, “does the amount of the order exceed the amount in the right-most **Apply At** level”. If this amount were the lowest discount, say 1,000 (or even 0) the system would find the condition to be true, and end the process there, *never getting to the highest level discount*. Therefore it stands to reason that this must be the highest amount, so that if the result is false, the system can proceed to the next lowest, and then the next, and so on. Once the system receives a true condition or runs out of discounts, the process is completed.

2. Set up each customer who qualifies for the volume discount on the Customer Financial Information window.

Ship Via	UPS	Price Default = Column	1
Ship Terms	PPA	Discounts	0.00 0 0 0 %
Sales Tax Code	CA	<input checked="" type="checkbox"/> Apply Volume Discount	
Resale Tax Rate	0.000 %	Currency	US\$
<input type="checkbox"/> Exempt from all Sales Taxes		Date Entered	02/01/92

3. Set up an item in the item master file with the item code DISCOUNT.


Item Code	DISCOUNT	Sales Volume Discount	
Group		Sub-Group	
Option Class		Sub-Class	
Item Type	RAW	Grade	
Revision Code		Revision Date	
Cost Updated	02/21/94	<input type="checkbox"/> Inspect on Receipt	<input checked="" type="checkbox"/> Active item
		<input checked="" type="radio"/> Purchased <input type="radio"/> Fabricated	G/L Sales Sub-Account 000
		<input type="checkbox"/> 1st Article Produced	
		<input type="checkbox"/> 1st Article Approved	
		<input type="checkbox"/> Master Scheduled Item	

4. Check each item in the Item Master File, Card #2, and determine that the appropriate items are flagged as *DISCOUNTABLE*.

<input checked="" type="checkbox"/> Rebateable	Count Every	5	Weeks
<input checked="" type="checkbox"/> Discountable	Last Counted	08/25/95	
<input checked="" type="checkbox"/> Taxable When Sold	ABC Code	H	
<input checked="" type="checkbox"/> Relieve Inventory	ABC Value	0	
<input type="checkbox"/> This item is a Phantom Assembly			

Discount Calculations

Qube ERP™ looks at the customer to determine if it qualifies for the volume discount. Next Qube ERP™ looks at each item being sold and determines if it qualifies to be included in the total of discountable items. It totals the value of discountable items (after other discounts and column pricing are applied) and looks for an item whose item code is “DISCOUNT”. If none exists for that order, the system automatically inserts one. The quantity for that item will always be one and the unit price will be a negative amount equaling the applied percentage (as determined by the size of the order) times the amount of the order which qualifies for the discount. The order’s total value is reduced by the amount of the discount. The result looks like this:

10004		AAA Company		1952 - 1 of 2						
Item Code		Date	Status	Ordered	Shipping	Invoiced	B/O	Price	Unit	Extension
925		04/30/96	H	10	0	0	10	525.000	EA	5250.00
925		04/30/96	H	10			10	525.000	EA	5,250.00
DISCOUNT		04/30/96	0	1	1			-315.000	EA	-315.00

Editing a Discounted Order

The discount logic is automatic when the items are first added to the order. If more items are later added to the order or if the quantity or unit price of an item is changed, the discount will not be refigured. This allows the user to edit the discount to whatever amount is required, thus overriding the automatic settings, if so desired.

To recompute the volume discount after changes have been made to a sales order, open the **Sales Order Header** window and click on the line *ORDER ITEM SUBTOTAL*. The discount will be recalculated

based on the new order total, and the order will be re-totaled, reflecting the new discount.

Order Item Sub-Total	2310.00
% Sales Tax #1	0.00
% Sales Tax #2	0.00
Shipping	0.00
Handling	0.00
Total	2310.00

Terms Discounts

Terms discounts are unit price discounts which are provided for sales orders entered within a given date range and paid for within that date range. Sales order items are recorded at “list” price but the customer may get that price reduced by buying within a “pre-season” period and paying the invoice by a defined due date.

On the **Customer Types** window, a checkbox is provided to indicate those customer types which will use terms discounts.

☒ Use Terms Discounts for this customer type

The dates are entered on the **Sales Order Preferences** window.

Sales Order Preferences			
<input type="checkbox"/> Print Invoice Item Comments	<input type="checkbox"/> Allow editing of customer master during order entry		
Sales Type Preference For Sales Order Header.....	RSRP		
Requested Ship Date Preference For Sales Orders.....			
<input checked="" type="checkbox"/> Default Date Needed to “Today” plus X # of days.....	2	(Number of days added to Today's date)	
Default Shipping Charge For Sales Order Header.....	0.00		
<input type="checkbox"/> Change Sales Commissions when sales orders are edited	<input type="checkbox"/> Print customer file comments on sales order documents		
Pre-Season Start Date	04/01/1999	Pre-Season End Date	07/01/1999
		Terms Disc. Due Date	12/15/1999

The sales order header will display a field into which you may enter the terms discount which should apply on the currently selected order. The field is located directly above the order subtotal section.

Terms Discount % 40

This field and field label will display only for customers whose type code indicates terms discounts are appropriate. Orders for other customer types will not display either the field or its label. This will minimize the likelihood that terms discounts will be entered for customers to whom they should not be applied.

A report is provided for use with this function. Parameters allow users to print from orders or invoices, actual or expected discounts and are displayed below.

Spreadsheet	Sales by Item within Group within Customer Type
-------------	---

Enter Selection Parameters or Click Cancel.

Please Enter Beginning Transaction Date 05/01/1999

Please Enter Ending Transaction Date 05/31/1999

Please Enter One Customer Code, or ALL ALL

Please Select One Customer Type or ALL ALL

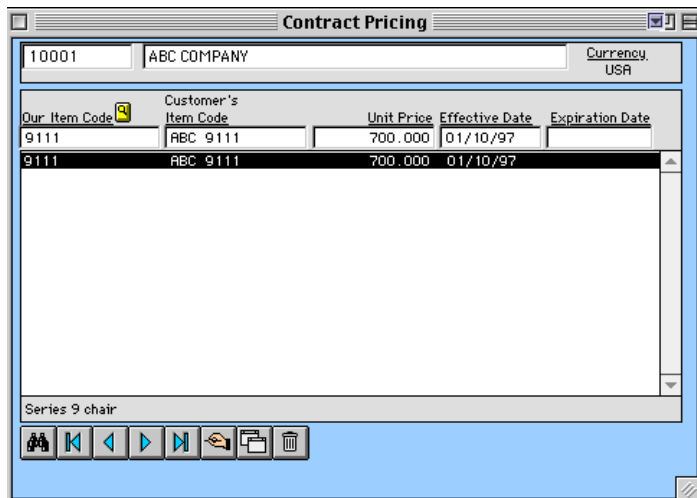
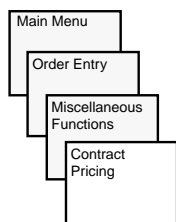
Base Data on Sales Invoices? YES

Base Data on Sales Orders? NO

Print Actual Terms Discounts Taken? YES

Print Expected Terms Discounts? NO

Contract Pricing



Our Item Code	Customer's Item Code	Unit Price	Effective Date	Expiration Date
9111	ABC 9111	700.000	01/10/97	

The Qube ERP™ system provides the ability to set up **pricing schedules** and **item codes** that apply to **select customers only**. Entry of the data may be accessed from the **Order Entry**, **Accounts Receivable** or **Inventory Control** modules.

Entering Data in the List

To use this window, use the **<FIND>** function to select the customer to which the prices and item codes will apply. Then use the **<EDIT>** function to make entries in the list portion of the window. The function will require that data entered in the **Our Item Code** column refer to a valid entry in the **item master file**. It will also limit each item to only one entry in the list for each customer (however, an item can be in any number of customer lists).

This same unique code rule applies to the **Customer's Item Code** data. Any one entry in this list must be unique to each customer. For example, **Customer's Item Code 33333** may be entered once for customer AAAAA and again for customer BBBBB, but it may not be entered as the item code for more than one item for any one customer. It is not necessary to enter any value at all in the column labeled **Customer's Item Code**. This column may be left blank.

Note the last column, the **Currency** field, only displays if you have purchased and activated the Global Commerce module. For more information about Global Commerce, see [“Introduction to Global Commerce”](#) on page GC-3.

You may also duplicate contract price records from one customer to another. To duplicate records, view the customer to which you would like to copy contract price records and click the <SaveAs> button.

Make sure you are viewing the customer you wish to copy records TO, not the customer you wish to copy records FROM.

Qube ERP™ will prompt you to enter the customer code whose contract price records you wish to copy. If you enter a customer code and click the <Save> button, Qube ERP™ will copy all contract price records and redraw the window so that you may then edit these records.

The SaveAs function is designed to work only if the customer to which the data is to be copied has no contract price data already associated with it.

Contract Price of Zero

A **contract price** of zero is recognized by Qube ERP™ as a valid contract price. Therefore, you should not make entries in this list strictly for the purpose of setting up customer item codes (i.e., leaving the unit price at zero).

Effective Date

Notice the column labeled **Effective Date**. The logic which controls price defaulting will pay attention to this date. Therefore, it is possible to enter contract pricing data before it becomes effective. Prior to the effective date Qube ERP™ will ignore the contract price and default prices based on the normal rules (from the item master file).

Expiration Date

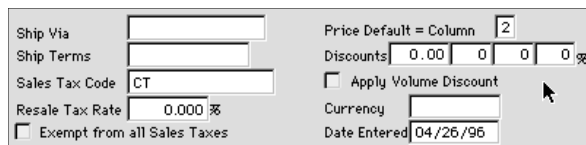
Notice the column labeled **Expiration Date**. The logic which controls price defaulting will pay attention to this date. Therefore, it is possible to enter contract pricing data that will expire on a specified date. After the expiration date Qube ERP™ ignores the contract price and default prices based on the normal rules (from the item master file).

Defaulting Prices

The price defaulting logic looks for contract pricing in each of these functions. If Qube ERP™ finds a contract price record which is currently effective, it will default the unit price to the unit price specified and then apply any discount values to reduce the unit price to a final value. This will apply in sales orders, quotations and forecasts.

Contract Pricing & Discounts

Customer and volume discounts will be applied to contract prices unless the system is told otherwise. Therefore, most users would prefer that customer discounts (entered on the **Customer Financial Info** window) be set at zero when contract pricing is used.



If you originally set up your customer records with nonzero discount values and you wish to zero out these values now, a utility has been provided to help make this easier. The utility is found under the **Customer Utilities** menu in the **System Administration** module. *See [“Customer Utilities” on page SYS-166](#)*. This displays the **CU Utilities** menu. Select the this line from near the bottom of this menu:

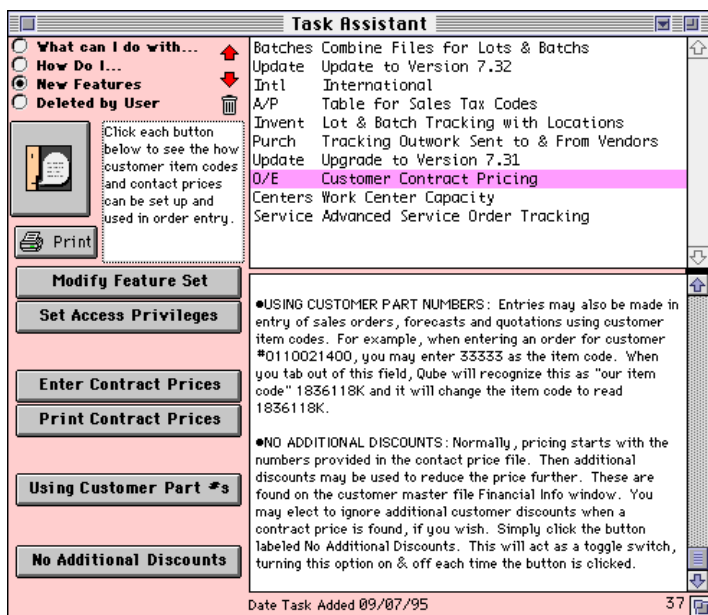
Zero Customer Discounts 



Do not use this utility if you wish to zero out discount values only from selected customer records. This utility will zero these values in all customer records.

Ignoring Discounts when Contract Prices are Found

Some companies wish to use **Contract Pricing** with some items, and allow other item prices to be driven by the normal discounting routines built into the system. The system provides a way to set this up, using the **Task Assistant**. This function is found under the O/E Customer Contract Pricing task found in the **NEW FEATURES** section of the **Task Assistant** window. It looks like this:



Click the button, <**No Additional Discounts**>, and the **Contract Pricing** module ignores all other discounts when it detects a contract price for an item for a specific customer. Otherwise, the various discounting routines behave normally for all other items and customers.

Customer Item Codes

You may use **Customer Item Codes** in sales orders, forecasts and quotations. For example, in the setup shown on the previous page, when entering an order for customer 10012 you may enter C-045 as the **Item Code**. When you <TAB> out of this field, Qube ERP™ recognizes this as “**Our Item Code**” 9111 and changes the item code to read 9111. This eliminates any confusion from a customer submitting an order with its own item code, rather than yours.

Printing Contract Prices and Customer Item Codes

While viewing the **Contract Pricing** window, you may print the information shown on the window (in whatever sort you have selected) by pressing <CTRL/COMMAND-P>. In the stock printed **Sales Order**, the information would show up like this:

<u>Quantity</u>	<u>Ordered</u>	<u>Unit</u>	<u>Item Code</u>	<u>Description</u>	<u>Unit Price</u>	<u>Extension</u>
5	Each	9111		Series 9 chair	500.00	2,500.00
Customer's Item Code = C-045						
Shipping Info:		Ship Date	Ordered	This Shipment	Prev-Ship	Back Ordered
		05/09/96	5	0		5

You may also select a report found in the **Customer Reports** list to print this information for one customer or all, one item or all and within a selected effective date range. Other parameter choices make it possible to print the report sorted by item within customer or customer within item.

Customer Reports	
Summary	Contact sheet plus 12-month Spreadsheet
Set Up	Sales Tax Codes
Set Up	Contract Prices and Customer Item Codes

Contract Prices and Customer Item Codes Setup Parameters

Select Earliest Effective Date 01/02/95
Select Latest Effective Date 01/02/96
Select One Customer or All ALL
Select One Item or All ALL

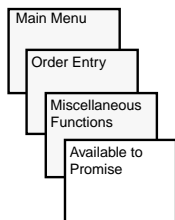
Include Active Customers? YES
Include Inactive Customers? NO
Sort by Item within Customer? YES
Sort by Customer within Item? NO

Certain documents are also set up to include the customer's item code when one is provided. These documents include the following:

Sales Order
Packing List
Sales Invoice

Work Order
Pick List
Quotation

Available to Promise



Available to Promise Detail																			
Item Code <input checked="" type="checkbox"/> 0001		Description of 0001										Date Quantities Last Advanced				12/26/94			
Week	Beginning	Additions	Reductions	Quantity	Week	Beginning	Additions	Reductions	Quantity	Week	Beginning	Additions	Reductions	Quantity	Week	Beginning	Additions	Reductions	Quantity
	To Stock	In Stock	Available			To Stock	In Stock	Available			To Stock	In Stock	Available			To Stock	In Stock	Available	
12/26/94		64	14	50	01/30/95			10	20	04/10/95			50	12	87				
01/02/95			20	30	02/06/95		10	5	25	04/17/95				30	57				
01/09/95				30	02/13/95				25	04/24/95				20	37				
01/16/95				30	02/20/95				25	05/01/95			25		62				
01/23/95				30	02/27/95				25	05/08/95				30	32				
<input checked="" type="checkbox"/> Recompute All Field Values for All Items																			
Week	Beginning	Additions	Reductions	Quantity	Week	Beginning	Additions	Reductions	Quantity	Week	Beginning	Additions	Reductions	Quantity	Week	Beginning	Additions	Reductions	Quantity
	To Stock	In Stock	Available			To Stock	In Stock	Available			To Stock	In Stock	Available			To Stock	In Stock	Available	
03/06/95				5	20	05/15/95				05/15/95				32					
03/13/95			585	561	44	05/22/95				05/22/95			25	7					
03/20/95				20	24	05/29/95				05/29/95			30	-23					
03/27/95			25		49	06/05/95				06/05/95				-23					
04/03/95					49	06/12/95				06/12/95				-23					
<div><div><div>Detail View</div><div>Summary View</div><div>Graph View</div></div></div>																			
<div><div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div></div></div>																			

The **Available to Promise** function uses 25 weekly buckets to record the total expected increases, reductions and net stock levels for each of the 25 weeks.

Detail Window


The forecasted inventory levels can be displayed in two levels of detail. The more detailed display is depicted above. Here additions to stock, reductions in stock and forecasted quantity available are displayed separately. This enables the user to understand the numbers more clearly. Also, negative forecasted quantities are displayed when that is the expected net stock level.

This is the window used to update the forecasted stock level numbers. The forecasted stock levels should be updated using a batch process once each week. The system will review all events which impact future stock levels and accumulate the impact of each event, placing its value in the appropriate weekly bucket.







The date that appears in the Date Quantities Last Advanced field is used in all calculations for this window. Make sure that this date is current before recomputing fields or validating item codes.


Begin the update procedure by clicking the *RECOMPUTE ALL FIELDS FOR ALL ITEMS* button. Qube ERP™ will prompt you to

enter a new date in the upper right corner. When you tab out of the field, Qube ERP™ will verify that the date is a Monday; if not, Qube ERP™ will automatically reset the date to the Monday previous to the date you selected. All periods must begin on Monday. For instance, if you input April 1, 1998 (a Wednesday), Qube ERP™ will change it to March 30, 1998. Select one location or “ALL”.

It is also possible to check the numbers for one item at a time, one location at a time, or all locations, using the validate button  next to the **Item Code** field.

Here is an example of checking all locations or only one location:

Available to Promise Detail											
Item Code 01001				1999 Dealer Catalog							
Week Beginning	Additions To Stock	Reductions In Stock	Quantity Available	Week Beginning	Additions To Stock	Reductions In Stock	Quantity Available	Week Beginning	Additions To Stock	Reductions In Stock	Quantity Available
05/01/2000	(8)		(8)	06/05/2000			(8)	08/14/2000		400	1,392
05/08/2000			(8)	06/12/2000			(8)	08/21/2000			1,392
05/15/2000			(8)	06/19/2000			(8)	08/28/2000	600		792
05/22/2000			(8)	06/26/2000			(8)	09/04/2000			792
05/29/2000			(8)	07/03/2000			(8)	09/11/2000			792
 Recompute All Field Values for All Items				Week Beginning	Additions To Stock	Reductions In Stock	Quantity Available	Week Beginning	Additions To Stock	Reductions In Stock	Quantity Available
Date Quantities Last Advanced 05/01/2000 Selected Location ALL				07/10/2000			(8)	09/18/2000			792
				07/17/2000	1000		992	09/25/2000			792
				07/24/2000	1000		1,992	10/02/2000			792
				07/31/2000		200	1,792	10/09/2000			792
				08/07/2000			1,792	10/16/2000			792
											
   				Detail View			Summary View			Graph View	

Available to Promise Detail												
Item Code 01001				1999 Dealer Catalog								
Week Beginning	Additions To Stock	Reductions In Stock	Quantity Available	Week Beginning	Additions To Stock	Reductions In Stock	Quantity Available	Week Beginning	Additions To Stock	Reductions In Stock	Quantity Available	
05/01/2000	(8)		(8)	06/05/2000			(8)	08/14/2000		200	1,692	
05/08/2000			(8)	06/12/2000			(8)	08/21/2000			1,692	
05/15/2000			(8)	06/19/2000			(8)	08/28/2000		300	1,392	
05/22/2000			(8)	06/26/2000			(8)	09/04/2000			1,392	
05/29/2000			(8)	07/03/2000			(8)	09/11/2000			1,392	
 Recompute All Field Values for All Items				Week Beginning	Additions To Stock	Reductions In Stock	Quantity Available	Week Beginning	Additions To Stock	Reductions In Stock	Quantity Available	
Date Quantities Last Advanced 05/01/2000				07/10/2000			(8)	09/18/2000			1,392	
Selected Location 201				07/17/2000	1000		992	09/25/2000			1,392	
Nixon Watches/ Pre-processed				07/24/2000	1000		1,992	10/02/2000			1,392	
				07/31/2000		100	1,892	10/09/2000			1,392	
				08/07/2000			1,892	10/16/2000			1,392	

The **Available to Promise** report will also print the last selected location in the report title.

Inventory Available to Promise All Groups Active & Inactive. Selected location is 201

NOTE: It is important to understand that Qube does not maintain available to promise numbers for each location at one time. You may select one location or all locations and then recalculate the A2P numbers based on this parameter. It is also not possible to select to report on one location when the A2P numbers have been calculated based on another location number.

Summary View

A less detailed level is designed for use in the **Order Entry** module. This window is designed to help order entry people respond to questions from customers about delivery schedules and prices. Forecast negative stock levels are not displayed on this window. It is enough to know that nothing is available; it is not necessary to inform order entry people of expected negative stock conditions. Handling these conditions is the responsibility of the materials manager. Display this window by clicking the card tab labeled *<SUMMARY VIEW>*.

Week Beginning	Quantity Available	Week Beginning	Quantity Available	Week Beginning	Quantity Available	Week Beginning	Quantity Available	Week Beginning	Quantity Available
12/26/94	64	01/30/95	20	03/06/95	20	04/10/95	87	05/15/95	32
01/02/95	30	02/06/95	25	03/13/95	44	04/17/95	57	05/22/95	7
01/09/95	30	02/13/95	25	03/20/95	24	04/24/95	37	05/29/95	
01/16/95	30	02/20/95	25	03/27/95	49	05/01/95	62	06/05/95	
01/23/95	30	02/27/95	25	04/03/95	49	05/08/95	32	06/12/95	

Quantity		Price	Quantity		Price	Quantity		Price
10	75.750	10	63.125	10	50.500			
20	68.175	20	56.813	20	44.188			
30	64.388	30	53.656	30	41.031			
40	60.600	40	50.500	40	37.875			

Note that the window will also display all **Default Selling Prices** to help the order entry people check the price defaults set up by the system during order entry.

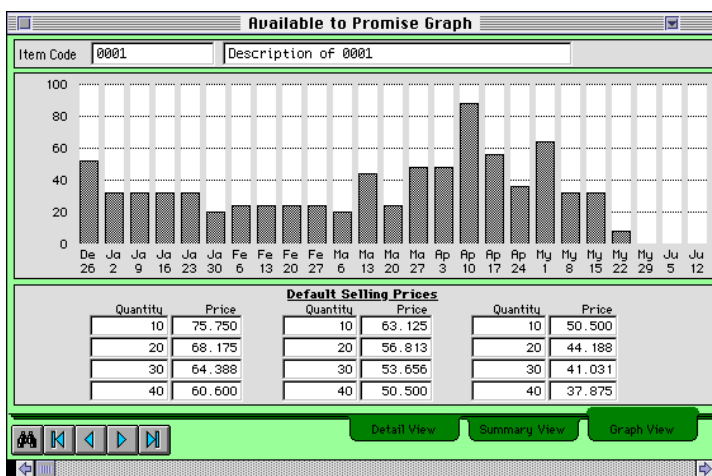
Using Available to Promise During Order Entry

When the **Sales Order Items** window is in use, the system checks to see if the **Available to Promise** window is open. If it is, the system assumes that you want to see the available to promise numbers for any selected item. Therefore, while an order is being entered, the

system redraws this window to display the numbers for an item after you tab out of the item code field. Also, if you click on a line in the list of an existing order, the **Available to Promise** window will be redrawn to display the numbers appropriate to the item selected in the list. This allows you to see the available to promise numbers for several items without having to interrupt the order entry process.

Graph View

A third window is provided to allow you to view the summary window in graphic format. This view is designed to make changes in stock levels more visible.

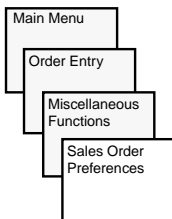


Updating Field Values with Each Transaction

As changes are detected which impact expected stock levels, Qube ERP™ recomputes the expected stock levels to reflect the event change. For example, if the order entry person booked an order for 3 units of item #0001 for shipment any time during the week of March 21, 1994, the quantity available for this week will be reduced from 10 units to 7 units. If a purchase order which scheduled the arrival of 10 units during that week were changed to 50 units, the order entry people would see that 50 units are now available. All changes which impact expected stock levels will update the expected increases, reductions and net available to promise in the appropriate weekly buckets as the transactions are entered.

Miscellaneous Functions

Sales Order Preferences



Sales Order Preferences

☐ Print Invoice Item Comments ☒ Allow editing of customer master during order entry

Sales Type Preference For Sales Order Header:

Requested Ship Date Preference For Sales Orders:

☒ Default Date Needed to "Today" plus X # of days: (Number of business days added to Today's Date, Weekends excepted)

Default Shipping Charge For Sales Order Header:

☐ Change Sales Commissions when sales orders are edited ☐ Print customer file comments on sales order documents

Sort items when printing sales orders, sales invoices, pick lists and packing lists:

☐ Sort by Item Code ☒ Sort by order in which records were added to the data file.

☐ OK to change Item Code at order entry even after item has been invoiced

Recommend shipping quantity during order entry based on...

☐ Base on Net Quantity Available at all general stock locations

☒ Base on Net Quantity Available at customer's default ship-from location only.

☐ Combine invoice lines referencing the same Item Code unit price

☐ Print separate lines for invoice items which reference lot/batch codes

☒ Create Shipment Records when printing Bill of Lading ☐ Create Shipment Records when printing Packing List

The Sales Rep code and the Account Manager code found in each customer record will serve as the default sales rep and account manager when adding new orders. You may replace existing sales rep and or account manager codes currently found in each customer window using this utility.

From: To:

When a Sales Order is flagged as Credit Hold or when delinquent invoices exceed this amount:

Invoices are delinquent when past due by days

☒ Disallow Pick List Printing

☐ Warning Message When Printing Pick List

☐ Ignore Credit Hold When Printing Pick List

☒ Disallow Packing List or Bill of Lading Printing

☐ Warning Message When Printing Packing List or Bill of Lading

☐ Ignore Credit Hold When Printing Packing List or Bill of Lading

☒ Disallow Invoicing

☐ Warning Message When Invoicing

☐ Ignore Credit Hold When Invoicing

This window is provided to allow users to set up sales order defaults, or preferences. In order to change any of the values in the upper portion of this window, click **<EDIT>**.

Print Invoice item Comments

Check this box if you wish to print item comments from the invoice.

Allow editing of customer master

Check this box if you wish to permit the customer master file to be edited as an order is being entered.

Sales Type Preference

Insert the desired **Sales Type Preference** in this field. This should match one of the **Sales Types** set up in the **Sales Type** window. This will then be pulled into the Sales Order Header record, unless you override it at the point of entering the new order.

Requested Ship Date Preference for Sales Orders

You may determine the defaulted ship date on each order in one of two ways. The first is to establish a fixed ship date. To do this, enter the date required in the **Requested Ship Date** field. The system will not allow an entry into this field when there is an **x** in the **TODAY PLUS X** box or a nonzero entry in the corresponding field next to it.

Sales Order Preferences

☐ Print Invoice Item Comments ☒ Allow editing of customer master during order entry

Sales Type Preference For Sales Order Header.....

Requested Ship Date Preference For Sales Orders.....

☒ Default Date Needed to "Today" plus X # of days..... 10 (Number of business days added to Today's Date, Weekends excepted)

Default Shipping Charge For Sales Order Header..... 0.00

☐ Change Sales Commissions when sales orders are edited ☐ Print customer file comments on sales order documents

This ship date will flow through to the **Sales Order Header** window, and be defaulted to each line item on the sales order:

Shipping Location

Requested Ship Date UPS Zone

Last Shipped On

Sched Ship Date	Requested Ship Date	Ordered
05/09/96	05/09/96	10
05/09/96	05/09/96	10

The **Requested Ship Date** can also be defaulted to a predefined number of days in advance of the current system date. The following shows an example of this type of setup.

Sales Order Preferences

☐ Print Invoice Item Comments ☒ Allow editing of customer master during order entry

Sales Type Preference For Sales Order Header.....

Requested Ship Date Preference For Sales Orders.....

☒ Default Date Needed to "Today" plus X # of days..... 10 (Number of business days added to Today's Date, Weekends excepted)

Default Shipping Charge For Sales Order Header..... 0.00

☐ Change Sales Commissions when sales orders are edited ☐ Print customer file comments on sales order documents

Note that if you want the default date to be "today", do not put 0 as the number of business days. Simply uncheck the box.

Default Shipping Charge

Some companies charge a flat rate for shipping on all (or most) sales orders, so entering a value in this field could be a real time-saver. You can override this number in the sales order header window.

Default Shipping Charge For Sales Order Header.....

Change Sales Commissions when sales orders are edited

Check this box to update all commissions, on any order lines that have been changed, to current values.

NOTE: Selecting this setting means that no user-entered commission values will be allowed on the sales order items window. Let's say the computer calculates the commission to be \$100 on a given order item but the user wants to change it to \$80. The standard commission logic will be used instead, forcing the commission back to \$100. It will be possible to edit the commission amount, however, by using the Accounts Payable window, Commissions on Each Order or Commissions on Each Invoice.

Print customer file comments

Check this box if you wish to print comments from the customer master file on sales order documents.

Sort items when printing

The Preferences window allows you to print sales orders, sales invoices, pick lists and packing lists in item code order or in the order in which records were added to the data file. Sorting by item code is useful when orders contain many items. It is easier to locate selected items when they are printed in item code order.

Sort items when printing sales orders, sales invoices, pick lists and packing lists:

☐ Sort by Item Code ☒ Sort by order in which records were added to the data file.



Once you have set up the window, be sure to click <SAVE>. If you wish to cancel, click <CANCEL>.

OK to change item code at order entry even after item has been invoiced

Check this box if you want to be able to edit the item code field on a sales order which has been invoiced. If you change the value in the field, Qube ERP™ displays a warning message:

This order item has been invoiced. Changing the item code will make the order different from the invoice item. Continue anyway?

NO

YES

When this box is not checked, Qube ERP™ rejects changes to the item code field on an invoiced sales order item, to maintain consistency between invoice records and sales order records.

Recommend shipping quantity during order entry

Qube ERP™ will recommend the shipping quantity during order entry based on Net Quantity. You can choose to have this amount based on Net Quantity available at all general stock locations, or available at customer's default ship-from location only.

Combine invoice lines/Print separate lines...

Select one of these two checkboxes. You may choose either to combine invoice lines referencing the same Item Code and unit price, or to print separate lines for invoice items which reference lot/batch codes.

Create Shipment Records when Printing...

Select one of these two radio buttons. You may create a shipment tracking record when a packing list is printed, or when a bill of lading is printed.

If you choose to create a shipment tracking record when printing a packing list, the packing list is then given a number which is printed on the sales invoice. This helps companies receiving invoices from a Qube application to associate shipping documents with invoices.

The field label displayed on the sales order header will reflect the choice made above. When shipment records are created from a Bill of Lading, the label will say "Bill of Lading"; when shipment records are created from a Packing List, the label will say "Packing List #." The same convention is following for labeling the field when displayed on **System Setup card #2**, where users may establish the



last packing list or bill of lading number used, and on the **Outbound Shipment Information Tracking** window.

Outbound Shipment Tracking Information			
Order Number	50042	Invoice Number	100256
Customer Name	ADP Dealer Services		
COD or Pro #		Date Shipped	01/04/1999
Packing List #	123456	Ship Via	UPS
Est. Freight Cost	0.00	Ship Terms...	
Item Code	Qty Ordered	Cu. Feet	Weight
#2518-1	2		
Totals:		0	0

Changing Default Sales Reps and Account Managers

The bottom of this window provides a utility function which allows you to change sales reps and account managers in all customer records from one code to another. The sales rep code found in each customer record serves to default the sales rep field in each new sales order. The account manager field found in each customer record serves to default the account manager field in each new sales order.

The Sales Rep code and the Account Manager code found in each customer record will serve as the default sales rep and account manager when adding new orders. You may replace existing sales rep and or account manager codes currently found in each customer window using this utility.


 **Change Sales Rep. Default**  **Change Account Mgr. Default**

From

To

To begin the function, click on either button, selecting whether you wish to change the **Sales Rep** or the **Account Mgr** fields. The following shows an entry which will change all customer records in which sales rep #1 is found to sales rep #DD.

The Sales Rep code and the Account Manager code found in each customer record will serve as the default sales rep and account manager when adding new orders. You may replace existing sales rep and or account manager codes currently found in each customer window using this utility.

 **Change Sales Rep. Default**

From Sally Database User

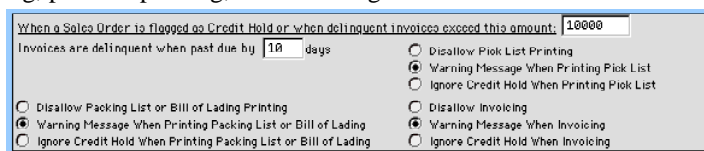
To Damian Delgado

When you click <SAVE>, the system finds all customer records in which rep 1 is found to be the sales rep and change that code to DD. If you do not want to change all instances found in all customer records for a selected rep or account manager code, don't use this utility; edit the records one at a time, instead.

When a Sales Order is flagged as Credit Hold...

Version 7.36 allows you to control how Qube ERP™ responds to a sales order flagged as credit hold or when delinquent invoices exceed a set amount. Qube adds up the balance due for outstanding invoices for that customer. Each invoice is evaluated to see if it is past due by XX days. If it qualifies, then its balance due is included in the total. If this process reaches the critical amount, then the appropriate action is taken.

You can select options in each of three categories: packing list printing, pick list printing, and invoicing.



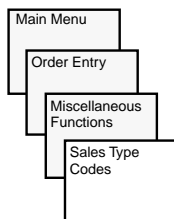
The screenshot shows a dialog box titled "When a Sales Order is flagged as Credit Hold or when delinquent invoices exceed this amount:". It contains a text field with the value "10000". Below the title bar, there is a label "Invoices are delinquent when past due by" followed by a text field with the value "10" and the word "days". To the right of this, there are three radio button options: "Disallow Pick List Printing", "Warning Message 'When Printing Pick List" (which is selected), and "Ignore Credit Hold 'When Printing Pick List". Below these, there are three more radio button options: "Disallow Packing List or Bill of Lading Printing", "Warning Message 'When Printing Packing List or Bill of Lading" (which is selected), and "Ignore Credit Hold 'When Printing Packing List or Bill of Lading". To the right of these, there are three more radio button options: "Disallow Invoicing", "Warning Message 'When Invoicing" (which is selected), and "Ignore Credit Hold 'When Invoicing".

The credit controls act on two levels:

1. They check the status of the order header and will disallow, warn, or ignore if this is flagged as H.
2. They check delinquent invoices and perform the same functions if any are found.

They do not act on the credit status of any one line item.

Sales Type Codes Window



This window allows you to set up valid **Sales Type Codes** and associate pricing logic to them.

You can enter a number in the **Price Defaulting Code** field to force the system to default prices from a specific quantity pricing category regardless of the quantities entered on each order item. In Version 7.36, the **Price Defaulting Code** field has been replaced by the **Price Column Code** and the **Price Quantity Code** field. Version 7.36 also allows you to enter start and expiration dates.

By entering a 1, 2, or 3 in the **Price Column Code** and a 1, 2, 3 or 4 in the **Price Quantity Code** field, you can control the default prices used by the system. This pricing category is found in the **Item Master File, Card #1** on a pricing grid which allows you to determine the quantity price breaks for each type of customer.

Price Column Codes

	1		2		3	
	Quantity	Price	Quantity	Price	Quantity	Price
1 →	1	777.231	1	647.692	1	518.154
2 →	25	699.508	25	582.923	200	453.385
3 →	75	660.646	75	550.538	300	421.000
4 →	150	621.785	150	518.154	400	388.616

When the **Sales Type Code** is entered into the **Sales Order Header** window, the system will “force” the price to the quantity level in the appropriate column for the customer as determined on the **Customer Financial Information** window:

Customer Code	10020	Miller International
Ship Via		Price Default = Column 2
Ship Terms		Discounts 0.00 0 0 0 %
Sales Tax Code	CT	<input type="checkbox"/> Apply Volume Discount
Resale Tax Rate	0.000 %	Currency
<input type="checkbox"/> Exempt from all Sales Taxes		Date Entered 04/26/96

Based on the above information, you would expect the price for any quantity of 9111 to be \$582.92, as this was a column two customer type, and the sale type was a price break #2.

Default prices are exactly that. They are the beginning point used for unit selling prices, but they may be overridden by typing a new value into the unit price field. They are defaulted only when the current value of this field is zero. *Changing the sales type of a specific sales order after prices have already been entered will not change the unit prices already filled in.*

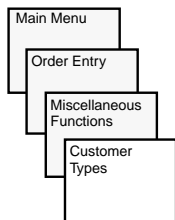
Pay No Commissions

{Checkbox} Check this box if commissions are not paid on this type of order.

Orders not held up by delinquent invoices

{Checkbox} Check this box if this order type is exempt from delinquent invoice filtering. Version 7.37 lets you flag selected order types as exempt. Normally, before printing pick lists, packing lists, bills of lading and before invoicing, Qube will check delinquent invoices for that customer and fail to execute the procedure if delinquent invoices are found whose value exceeds a pre-specified limit. This feature enables you to exempt certain order types from this type of filtering. An example may be an order for samples.

Customer Types Window



This window is used to describe each **Type Code** and to provide different default values associated with each. The default values act to fill in fields when adding new customer records. This is particularly important when entering customers on the fly from a sales order. See [“Adding a New Customer during Order Entry”](#) on page OE-59.

Type Code

{All Caps} Enter the type code here. This is the code which will be entered into the customer record. All other associated values will be pulled into the customer record based on this code. If you change the code in the customer record, all the other values will change as well.

Description

This field is used to describe the code. It is for display only.

Default Credit Limit

This becomes the default credit limit for the customer. This value can be overridden in the customer record.

Default Payment Terms

These will be the default payment terms for the customer. This value can be overridden in the customer record.

Default Ship Via

This will be the default shipper for the customer. This value can be overridden in the customer record.

Default Price Category

Enter 1, 2, or 3 in this field. The value in this field will determine from which pricing column on **Item Master File, Card #1**, this customer's prices will be defaulted. This value can be overridden in the customer record.

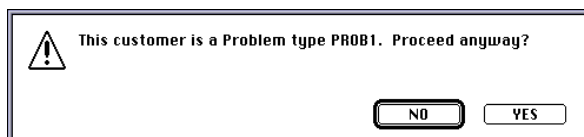
Apply Volume Discounts

When this box is checked, the corresponding box on the **Customer Financial Window** will also be checked as a default when the customer record is entered. This will cause each customer of this type to qualify for volume discounts. This value can be overridden in the customer record.

Based on the above, and referring to the screen shot on the previous page, if you create a new customer record and set up its type code as WHOL, the function will automatically fill in the customer's credit limit with \$50,000, and fill in his **Payment Terms, Ship Via, Apply Volume Discounts** and **Default Price Category** to match the values shown on the window above. Also, if you edit a customer record in the **Customer Master File** which has a different **Type Code** and change it to a **Type Code** of WHOL, the function will change all of the values to those shown above on the customer record from whatever they were before.

Problem Types

{Check box selection} The **Customer Type Codes** window allows the user to flag selected customer types as Problem Accounts. In order to flag a customer as a problem type, you must turn this check box **ON**, for the desired customer type, and then enter that customer type into the **Type #1** or **Type #2** (if you use **Type 2** you will be able to preserve the value in **Type 1**) field in the **Customer Master File** window. If you enter a sales order for a customer which is flagged as a problem account type, Qube ERP™ will display a message cautioning the user of this condition:

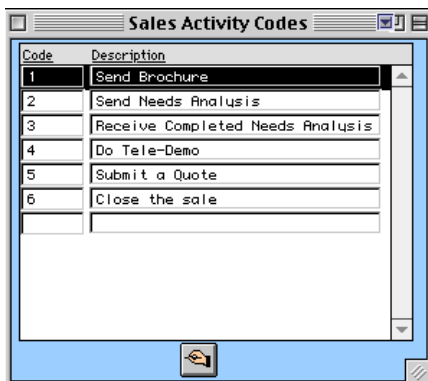
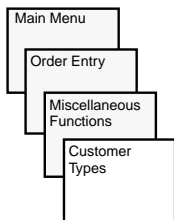


A **NO** response by the user will result in data entry being canceled.

Over-ride Commission Rate

You may enter a percentage in the box. This rate will override the default commission rates entered on the **Sales Commission Terms** window, but in turn may be overridden by the override commission rates set for each item on Card 2 of the **Item Master File**.

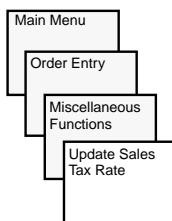
Sales Activity Codes Window




Code	Description
1	Send Brochure
2	Send Needs Analysis
3	Receive Completed Needs Analysis
4	Do Tele-Demo
5	Submit a Quote
6	Close the sale

Use this window to assign sales activity codes. These codes are used with the Sales Activities feature found in the **Customer Basic Information Window** (see [“Sales Activities”](#) on page OE-10) and the **Sales Opportunity Window** (see [“Sales Activities”](#) on page OE-136).

Update Sales Tax Rate

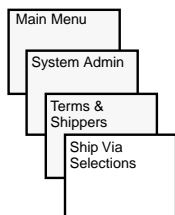


Update Sales Tax Rate	
<p>This procedure will find all customer records whose ship-to state is the same as the one you enter below. Then it will edit the default tax rate to make it match the rate you enter below. It will change the default tax rate only if the record shows nothing in the resale number field. The procedure will also edit the master system directory record (as seen on System Set Up window #2) so that the default sales tax rate for all new customers will equal the rate you enter below.</p>	
Please enter the new tax rate here	<input type="text" value="7.750"/> %
Please enter the selected state here	<input type="text" value="CA"/> 

If you are not using the optional **Multiple Zones Sales Tax Accounting** module, you can use this window to automatically update the sales tax rates of all customers with the same ship-to state as the one entered in the field above. This will not change any uninvoiced sales orders, only the sales tax rate shown in the **Customer Financial Info** window.

When the customer **Resale #** field has a value in it, this function will calculate a value of 0 for each customer record, regardless of the value in the customer **Tax Code** field.

Ship Via Selections



Code	Description
ALL	Allied
LOCAL	Company Truck
FED	Federal Express
GLOB	Global Shipping
RPS	Rodeway Parcel
USPS	US Postal Service
UPS	United Parcel Svc

Use this window to establish the **Ship Via** Selections for sales orders and purchase orders. If you are using Great Plains Accounting or Dynamics, it is a good idea to use the numbers 1 through 10 as the code, and make sure the selections correlate with those in Great Plains.

When you are viewing a customer, sales order, vendor or purchase order record and the cursor is in a data entry field labeled **Ship Via**, you may use the **Reference List** function to view the valid selections (see [“Reference Lists” on page GEN-62](#)). The reference list for the above setup would appear as follows:

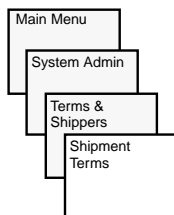
Reference List

Select a Ship Via:

ALL	Allied
FED	Federal Express
GLOB	Global Shipping
LOCAL	Company Truck
RPS	Rodeway Parcel
UPS	United Parcel Svc
USPS	US Postal Service

Load beginning at , based on ☒ Code ☐ Description

Shipment Terms



Code	Description
25	Fixed \$25 Charge
COL	Freight Collect
NC	No Charge
PPA	Prepay & Add

Use this window to establish the **Shipment Terms** Selections for sales orders and purchase orders. If you are using Great Plains Accounting or Dynamics, it is a good idea to use the numbers 1 through 10 as the code, and make sure the selections correlate with those in Great Plains.

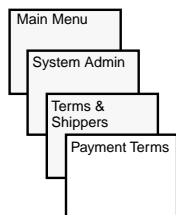
When you are viewing a customer, sales order, vendor or purchase order record and the cursor is in a data entry field labeled **Shipment Terms**, you may use the **Reference List** function to view the valid selections (*see* [“Reference Lists” on page GEN-62](#)). The reference list for the above setup would appear as follows:

Select Ship Terms:	
25	Fixed \$25 Charge
COL	Freight Collect
NC	No Charge
PPA	Prepay & Add

Load , beginning at , based on ☒ Code ☐ Description

Double-clicking on any of these selections will insert the proper values into the **Shipment Terms** field.

Payment Terms



Payment Terms											
Code	Description	Discount Rate	Discount Expires After xx days	Discount Thru Which Month is allowed	Net is Due after xx Days	Default	Credit Vendor Code	Credit Card Charge Fee (%)	Credit Card Pen-Item Fee (\$)		
1	2% 10 days, net 30	2	10	30							
2	2% 10th Prox, net 30	2		10	30						
3	C.O.D.										
4	Cashier's Check										
5	Net 30 Days				30	<input checked="" type="checkbox"/>					
6	Net 60 Days				60	<input type="checkbox"/>					
7	Visa card				30	<input type="checkbox"/>	<input checked="" type="checkbox"/>	VISA	2		
8	Discover card				30	<input type="checkbox"/>	<input checked="" type="checkbox"/>	DISC	3		
9	American Express				30	<input type="checkbox"/>	<input checked="" type="checkbox"/>	AMEX	3.5		
10	Master Card				30	<input type="checkbox"/>	<input checked="" type="checkbox"/>	MCARD	3.40		
11	2% 5 DAYS NET 15	2			15	<input type="checkbox"/>					
12	2% 10 DAYS NET 45	2			45	<input type="checkbox"/>					
13	PREPAY					<input type="checkbox"/>					

Use this window to establish predefined **Payment Terms** for customers and vendors. The same terms will be used for both customers and vendors.

Code

Qube assigns a numerical code.

Description

Type the description of each term in this field.

For Dynamics Users: It is important to make sure that the descriptions and terms correlate with Dynamics if you are linking to that accounting system. You must be sure that the term definitions are carried over to Dynamics properly (see [“Terms & Types”](#) on page GPA-12).

Discount Rate

The discount percentage should be entered here. Enter a rate only if you will be applying a discount; otherwise, leave it blank.

Discount Expires After XX # Days

After XX calendar days after the date of a customer or vendor invoice, the discount will no longer apply. Enter that number here. For example, on terms of **2% 10 Net 30 Days**, you would enter a 10 in this field.

Date in Next Month Thru Which Discount is Allowed

Sometimes discounts will be set to expire on a specific date in the month. An example would be **2% 10th Prox, Net 30 Days**. In these cases, you would enter the day of the month the discount expires in this field.

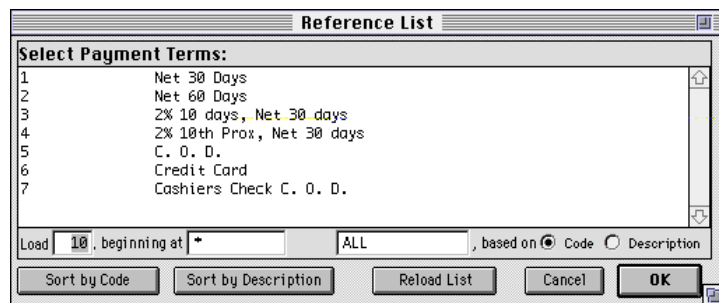
Net is Due After xx Days

Enter the “Net” days here. In cases of cash, COD, company check, etc., make sure there is a zero in this field. In cases where there are net terms, enter the net terms. In the above two examples, the number entered would be 30.

Default Selection

Check the box next to the most commonly used term. In situations where terms are not predefined (such as in Customer/Vendor Types), this default value will be selected when entering a new customer or vendor. These values may be overridden.

When you are viewing a customer, sales order, vendor or purchase order record and the cursor is in a data entry field labeled **Payment Terms**, you may use the **Reference List** function to view the valid selections (*see “Reference Lists” on page GEN-62*). The reference list for the above setup would appear as follows:



The image shows a software window titled "Reference List". Inside, there is a section "Select Payment Terms:" followed by a list of seven items, each with a number in a column on the left:

	Payment Term
1	Net 30 Days
2	Net 60 Days
3	2% 10 days, Net 30 days
4	2% 10th Prox, Net 30 days
5	C. O. D.
6	Credit Card
7	Cashiers Check C. O. D.

Below the list, there is a "Load" button, a text field containing "10", and a label "beginning at". To the right is a dropdown menu showing "ALL". Further right is a label "based on" followed by two radio buttons: "Code" (which is selected) and "Description". At the bottom of the window are five buttons: "Sort by Code", "Sort by Description", "Reload List", "Cancel", and "OK".

Double-clicking on any of these selections will insert the proper values into the **Payment Terms** field.

Credit Card

Check the box for credit card items.

Vendor Code

Enter the Vendor Code.

**Credit Card
Charge Fee (%)**

Enter the percentage amount of the credit card charge fee.

**Credit Card Per-
Item Fee (\$)**

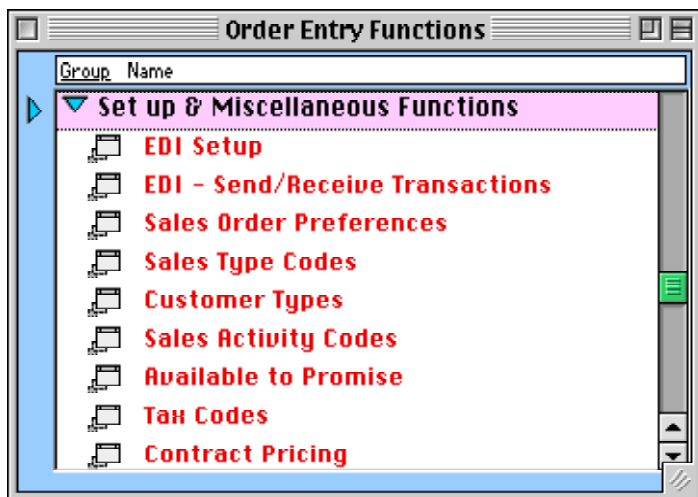
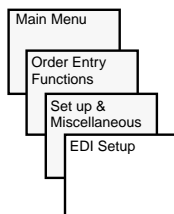
Enter the dollar amount of the credit card per-item fee.

Electronic Data Interchange (EDI)

The Electronic Data Interchange (EDI) module is designed to enable Qube users to define EDI input and output for different customers and vendors. It is designed with the expectation that Gentran Director from Sterling Commerce is used as the translating tool, although the output may work when using other translating services as well.

EDI Setup

The **EDI Setup** screen used to set up 810 (Sales Invoice) and 850 (Customer PO) transactions between Qube sites and their customers is found in the **Order Entry** functions list.



When you click on the **EDI Setup** option, the following window displays. The first time the window is opened, it will appear empty. Use



this window to enter your EDI Partner Profile ID number, and set the customer item code and UPC flags.

10002XYZ COMPANY

EDI Partner Profile ID: 12345

"Customer Item Code" flag = CDUPC flag = UN

Load 810 Setup (Sales Invoice)

Create 850 Setup (Customer PO)

Set up to use version X-12 3090

Set up to use version X-12 4010

1st H1 Segment is the Item Code

1st H1 Segment is the UPC Code

1st P1 Segment is the Item Code

1st P1 Segment is the UPC Code

Segment Name	Fixed Format	Portion	Element Name	Starting Position	Max. assigned Length Value	Sort Order
--------------	--------------	---------	--------------	-------------------	----------------------------	------------

When a customer record is displayed, using the find, forward, last, etc., functions, then you may select which type of setup to view. To make this selection, click either the 810 or the 850 button. If setup records have been created for that customer previously, Qube will display them. If none have been created for the selected customer, Qube will create them with their initial values.

Here is a partial list of the initial values for the 810 transaction.

Segment Name	Fixed Format Portion	Element Name	Starting Position	Max Assigned Length	Value	Sort Order
Header Record	810 000000000000	Transaction Set id	1	17	810 00000000	1
Header Record	810 000000000000	Partner's Profile i.d.	57	5	48100	2
Header Record	810 000000000000	Version i.d.	114	6	003030	3
Header Record	810 000000000000	EDI Standard Used	143	1	X	4
Header Record	810 000000000000	Relationship Test/Production Code	189	1	T	5
Beginning Segment for Invoice	810 B1G002000000	Invoice Date	18	6		6
Beginning Segment for Invoice	810 B1G002000000	Invoice Number	24	22		7
Beginning Segment for Invoice	810 B1G002000000	PO Number	52	22		8
Baseline Item Data	810 IT1026000000	Number of Decimal Places	29	1	0	9
Baseline Item Data	810 IT1026000000	Quantity Invoiced	30	10		10
Baseline Item Data	810 IT1026000000	Unit of Measure	40	2		11
Baseline Item Data	810 IT1026000000	Number of Decimal Places	42	1	3	12
Baseline Item Data	810 IT1026000000	Unit Price	43	14		13
Baseline Item Data	810 IT1026000000	Product Qualifier	59	2	SK	14
Baseline Item Data	810 IT1026000000	Item Code	61	30		15
Allowance	810 ITR050000000	Allowance or Charge Indicator	18	1	C	16
Allowance	810 ITR050000000	Allowance or Charge Method Code	31	2	06	17
Allowance	810 ITR050000000	Number of Decimal Places	59	1	2	18
Allowance	810 ITR050000000	Total Allowance or Charge Amount	60	9		19
Allowance	810 ITR050000000	Special Charge or Allowance Code	186	3	400	20
Total Monetary Summary	810 TDS060000000	Number of Decimal Places	18	1	2	21
Total Monetary Summary	810 TDS060000000	Total Invoice Amount	18	10		22
Transaction Totals	810 CTT066000000	Number of Decimal Places	18	1	0	23
Transaction Totals	810 CTT066000000	Number of Line Items	19	6		24

Columns 1 and 2 may not be modified by the user; they define the purpose of each record. The remaining columns may be edited by the user to set up the specific requirements of data to be electronically transferred to the selected customer.

Loading EDI Setups

• To load an 810 Setup (Sales Invoice)

1. Set up the version by clicking the button for either X-12 3030 or X-12 4010.

This information should come from the translating service.

2. Choose whether the first IT1 Segment is the Item Code or the UPC Code.
3. Click the **LOAD 810 SETUP {SALES INVOICE}** button, then click the **SAVE** button.

The 810 Setup will load:

The screenshot shows the 'EDI SETUP' window with the '810 Setup (Sales Invoice)' tab selected. The window contains a header section with fields for 'K.D.I. Partner Profile I.D.' (12345), 'Customer Item Code' flag (CB), and 'UPC flag' (UP). Below this is a table of segments with columns for Segment Name, Fixed Format Portion, Element Name, Starting Position, Max Assigned Length, and Order. The table lists various segments like Header Record, Transaction Set I.D., Version I.D., EDI Standard Used, Relationship Test/Production Code, Invoice Date, Invoice Number, PO Number, Credit Date, PO Number, and Transaction Type Code.

Segment Name	Fixed Format Portion	Element Name	Starting Position	Max Assigned Length	Order
Header Record	810 000000000000	Transaction Set I.D.	1	17	1
Header Record	810 000000000000	Partner's Profile I.D.	5	12	2
Header Record	810 000000000000	Version I.D.	114	0	3
Header Record	810 000000000000	EDI Standard Used	143	1	4
Header Record	810 000000000000	Relationship Test/Production Code	180	1	5
Beginning Segment for Invoice	810 810002000000	Invoice Date	10	8	1
Beginning Segment for Invoice	810 810002000000	Invoice Number	26	22	2
Beginning Segment for Invoice	810 810002000000	PO Number	50	22	3
Beginning Segment for Credit	810 810002000000	Credit Date	18	8	1
Beginning Segment for Credit	810 810002000000	PO Number	26	22	2
Beginning Segment for Credit	810 810002000000	PO Number	50	22	3
Beginning Segment for Credit	810 810002000000	Transaction Type Code	110	2	4
Reference Identification	810 810002000000	Reference I.D. Qualifier	10	2	5

• To create an 850 Setup (Customer PO)

1. Choose whether to set up to use 850 X-12 4010 by checking or unchecking the box.
2. Choose whether the first PO1 Segment is the Item Code or the UPC Code.

3. Click the **CREATE AN 850 SETUP {CUSTOMER PO}** button, then click the **SAVE** button.

The 850 Setup will load:

Segment Name	Fixed Format	Position	Element Name	Starting Position	Max Assigned Length	Order
Header Record	950 0000000000	1	Transaction Set I.d.	1	17	1
Header Record	950 0000000000	57	Partner's Application Code	57	5	1
Header Record	950 0000000000	114	Version I.d.	114	6	1
Header Record	950 0000000000	143	EDI Standard Head	143	1	1
Header Record	950 0000000000	189	Relationship Test/Production Code	189	1	1
Beginning Segment for P. U.	950 9500000000	18	Transaction Set Purpose Code	18	2	2
Beginning Segment for P. O.	950 0000000000	20	Purchase Order Type Code	20	2	2
Beginning Segment for P. A.	950 9500000000	55	Purchase Order Number	55	55	5
Beginning Segment for P. S.	950 9500000000	44	Release Number	44	20	2
Beginning Segment for P. U.	950 9500000000	74	P. U. Date	74	8	2
Beginning Segment for P. O.	950 9500000000	82	Contract Number	82	20	2
Currency	950 0000000000	16	Entity Identifier Code	16	3	3
Currency	950 0000000000	21	Currency Code	21	3	3

Creating the Export File used by Gentran

To create the export file for 810 records, select **Print Some Invoices** from the **Invoiced Sales** reports list.

Print Some Invoices & Credit Memos

Please Double Click to Enter Parameters

Please Enter Beginning Invoice Date 06/29/2000
 Please Enter Ending Invoice Date 06/29/2000
 or... Enter Beginning Invoice Number
 Plus Ending Invoice Number
 Please Enter 1 Customer Code or ALL ALL

If you send the output to file (not to screen or to a printer), Qube will know that you are trying to create the EDI export file. You can name the output file anything you want, using the standard Windows or Macintosh output window. After the file has been created, load it into your EDI translating software for transmittal to your customer.

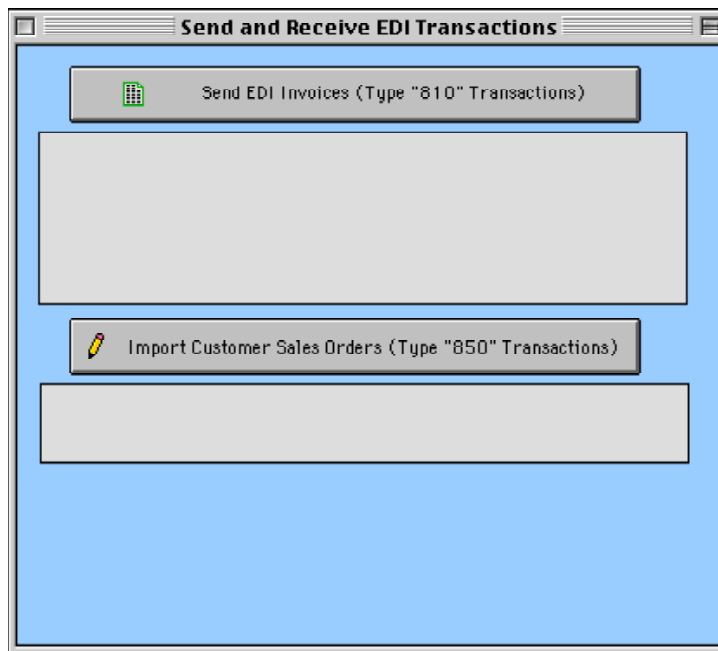
Send and Receive EDI Transactions

Main Menu

Order Entry
Functions

Set up &
Miscellaneous

EDI - Send/
Receive
Transactions

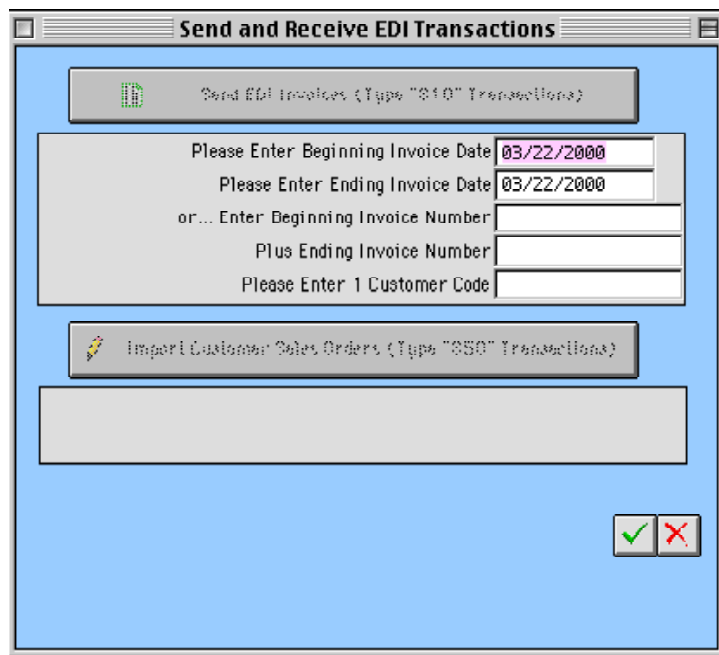


After completing your Electronic Data Interchange (EDI) setup, use this window to send and receive EDI transactions.

- To send EDI Invoices {Type “810” Transactions}

1. Click on the *SEND EDI INVOICES {TYPE “810” TRANSACTIONS}* button.

The following window will display:



2. Enter either the beginning and ending invoice dates, or the beginning and ending invoice numbers.
3. Enter one customer code.
4. Click the *SAVE* button.

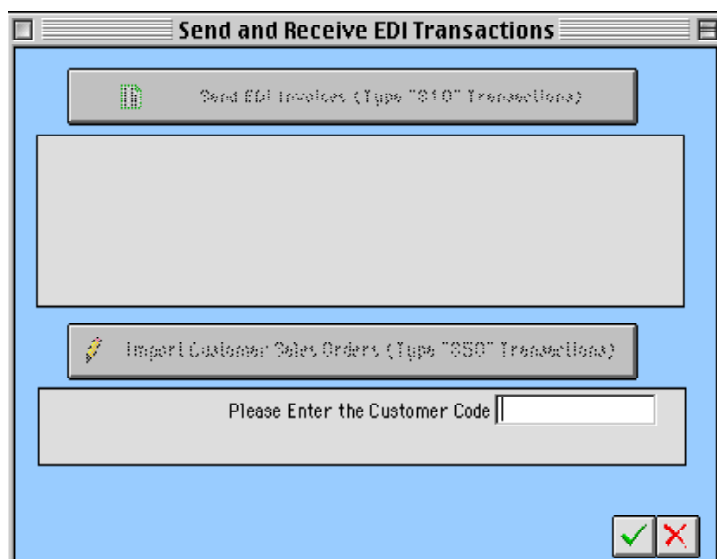
5. Select a name for the file and a location for the file to be saved in.

The file will be saved as directed. You will get a standard Windows or Mac window to specify the file name and the folder where records will be written. The output file will be written as a PRN.

•To Import Customer Sales Orders {Type “850” Transactions}

1. Click on the *IMPORT CUSTOMER SALES ORDERS {TYPE “850” TRANSACTIONS}* button.

The following window will display:



2. Enter the customer code.

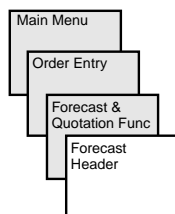
3. Click the *SAVE* button.

4. Select the name and location of the import file.

The file will be imported as directed. You will get a standard Windows or Mac window to select the file.

Forecasts

Forecast Header



Forecast Header			
Print			
Bill To 10001	Date 11/21/1997	Ship To 10001	Forecast 10062
ABC COMPANY 1234 15th Street Glendale		ABC COMPANY Software Products Division 1234 15th Street Glendale CA	
CA	Zip Code 92103	92103	Country U.S.A.
U.S.A.	{Country}	User Bob Jones	
Rob	Jonesmillberger	Call	Hours Before Delivery
Sales Rep	Acct Mgr REP	Shipping Location 6	Cases Shipped
Terms Code 3	2.0% 10 DAYS Net 30	Requested Ship Date 02/01/1998	Est. Freight
Net Days	Disc. Due	Last Shipped On	UPS zone
Credit Card #		Shipment Terms PPL	Via F.I.E.
Cr Card Auth	Expires	Change #	Change Date
P.O. #		Sub 000	Dept 00
Contract #		Deposit = \$	
Sale Type	Status F	Terms Discount %	Bill of Lading #
		Entered by: #1, Samuel Database User	
		Forecast Subtotal	3,972.00
		CA	Tax #1 0.00
			Tax #2 0.00
			Shipping 0.00
			Handling 0.00
		Total	\$ 3,972.00
YTD Sales = \$ 41,504; 1st Ordered on 12/15/1991; # of Orders = 10 Last Invoiced on 09/11/2000; Average Sale = \$4,150.44			
<input type="checkbox"/> Print on Work Under <input type="checkbox"/> Print on Under/Invoice		<input type="button" value="Convert to a Sales Order"/>	

As mentioned previously in this documentation, you may generate your production plan or Master Production Schedule from sales orders and/or forecasts.

Case 1

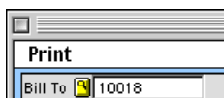
In some companies, forecasts are a sales order function. These companies may wish to forecast sales orders; i.e., forecast records may be attached to actual customers as well as items. Then, as the sales orders materialize, they may be converted to sales orders using the **Convert Forecasts into Orders** function. These companies might be make-to-order manufacturers.

Case 2

Other companies may wish to forecast inventory items. In these cases forecasts would not reference customer records; rather, they would forecast the entire demand for an item over a period of time. These forecasts would then be blended into the master production schedule with sales orders for the same items using time fences (*see*

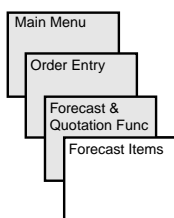
“Time Fences” on page PLAN-24). Production scheduling would then be run from the master production schedule. These companies would probably be more make-to-stock manufacturers. In order to avoid confusion, you should create a customer record called “Make to Stock,” as shown in the example above. Then, any inventory forecast should be tied to this “customer” record.

Regardless of which way you choose to manage your forecasts, they may be accessed through the **Forecast Records** selection of the **Forecasting Functions** section of the **Production Planning Functions** palette.



Although there is a Print button at the top of the screen, Qube will not print the Packing List or the Pick List. Since Forecasts are not intended to be shipped, these reports do not print.

When you first make this selection, the **Forecast Header** window will be displayed as shown on the previous page. Clicking the **<ITEMS>** window tab in the lower right corner of the window will display the following window:



Forecast Items											
10018		Make to Stock				10050 - 1 of 1					
Item Code	Date	Status	Ordered	Chance of Sale	B/O	Price	Unit	Extension			
9111	01/13/97	F	70	100	70	550.538	EA	38,537.66			
9111	01/13/97	F	70	100	70	550.538	EA	38,537.66			
Series 9 chair								Forecast	38,537.66		
Notes											
<input type="checkbox"/> Print on Work Order <input type="checkbox"/> Print on Order/Invoice											
Rep Commission		Batch		Scheduling Priority 2		Discounts 9%					
Acct Mgr Comissn		Budget \$ 52922.000		113.60 Hrs		Pre-Invoice					
Sched Ship Date	Requested Ship Date	Ordered	Chance of Sale	Back Ordered	Status	Sales	Shipment Code				
01/31/97	01/31/97	10	100	10	Unscheduled	10050-1-1					
02/15/97	02/15/97	10	100	10	Unscheduled	10050-1-2					
02/28/97	02/28/97	10	100	10	Unscheduled	10050-1-3					
03/15/97	03/15/97	10	100	10	Unscheduled	10050-1-4					
03/31/97	03/31/97	10	100	10	Unscheduled	10050-1-5					
04/15/97	04/15/97	10	100	10	Unscheduled	10050-1-6					

Use this window to enter and edit forecast records just as you would any sales order or quotation. For information on the window attributes and how to operate on data in the window, see the section on [“Sales Orders”](#) on page OE-29. Use the information on sales orders for the forecast window, as it is identical, with the following exceptions.

Attributes Unique to Forecast Window

Status

{Calculated} This field is not accessible in a forecast record. It will always contain the value **F** when in a forecast record.

This is necessary because forecast records, like quotations, are stored in the **Sales Order** file formats. They attain their unique qualities by virtue of the **F** in the **Status** field. This is not something you need to worry about; this field is automatically maintained by inserting the forecast record through the forecast window. However, it does help explain the similarity between the record types. This is also why, with the exception of those attributes outlined here, forecast records are maintained in the same way that quotations and sales orders are.

Convert to a Sales Order

{Button} Click on this button to convert the forecast record to a sales order. This would only apply when the forecast was applied to a customer record as in case one above.

When you click this button, the following message will appear.

<p>Are you ready to convert forecast #10017 to a sales order?</p>	<div>NO</div> <div>YES</div>
--	--

Click <NO> to abort the procedure. Click <YES> and the following message will appear.

Click YES to Save the current forecast record; NO to delete it.

If you click <YES>, the function will create a sales order from this forecast and preserve the forecast record. This is handy for situations where you get the same or similar forecasts and sales orders from a customer on a repeating basis, and you wish to preserve the forecast for future use. If you click <NO>, the function will create a sales order from the forecast record and then delete the forecast record from the data file, leaving only the newly created sales order.



CAUTION: It is important to remember that if you elect to preserve the forecast record, you may be opening yourself up to potential problems when running production scheduling; you have now introduced two potential demand items (a forecast record which has been converted to a sales order *and* the original forecast record). Make sure you take this into consideration and determine how it will be dealt with prior to preserving forecast records that are being converted to sales order records.

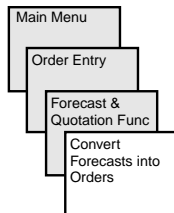
Chance of Sale

{Numeric, percentage} Enter the probability that this sale will close into this field. This field is for informational purposes only. It does not impact production scheduling in any way (you could not, for example, schedule only 50% of the likelihood that a forecast would close; either it does or it doesn't). A better way to rank forecasts for the purposes of production planning is to use the **Scheduling Priority** field (see [“Scheduling Priority”](#) on page OE-48).

Using this field, you could code forecasts with 100% chance of closing with A, and those with little chance of closing with a lower letter. Then eliminate all of the forecasts below a certain level when running production scheduling. As forecast records become more likely

to close, raise their grade, and so on. This provides a pretty good way of determining which forecasts to schedule.

Convert Forecasts into Sales Orders



Convert Forecasts into Sales Orders

Series 9 chair

CCC Company

Load Forecasts

Planned Ship Date	Forecast Order-Line #	Customer	Zip Code	Item Code	Prodtn Sched. Status	Forecast Quantity	Quantity to Order	Sales Order Number
06/12/93	10015-1	10005	34516	725	Not Sched.	4		
06/12/93	10015-1	10005	34516	725	Not Sched.	4		
10/15/93	10015-2	10005	34516	925	Not Sched.	5		
09/15/93	10015-2	10005	34516	925	Not Sched.	5		
08/15/93	10015-2	10005	34516	925	Not Sched.	5		
07/15/93	10015-2	10005	34516	925	Not Sched.	5		
06/12/93	10015-2	10005	34516	925	Not Sched.	5		
06/12/93	10015-4	10005	34516	925	Not Sched.	5		
02/01/96	10015-5	10005	34516	TOPLEVEL	Not Sched.	25		
06/16/93	10016-1	10004	90009	725	Not Sched.	50		
06/16/93	10016-2	10004	90009	925	Not Sched.	150		
01/01/95	10017-2	10002	90112	925	Not Sched.	5		
02/01/95	10017-2	10002	90112	925	Not Sched.	5		
03/01/95	10017-2	10002	90112	925	Not Sched.	5		
04/01/95	10017-2	10002	90112	925	Not Sched.	5		
05/01/95	10017-2	10002	90112	925	Not Sched.	10		
03/16/95	10018-1	10018		9111	Finalized	73		
03/10/95	10018-2	10018		9111 FR/S	Not Sched.	3		

If you are utilizing forecasts in a “Case 1” type model (see [“Case 1” on page OE-111](#)) where forecasts are more attached to specific customers and what they are likely to do, you may wish to convert them to sales orders rather than actually enter new sales orders as they materialize.

As mentioned earlier, this can be done individually on the forecast window by clicking the button **<CONVERT TO A SALES ORDER>** found on the **Forecast Header** window.

This is fine if you need to convert an entire forecast into a sales order. However, what if only one line item, or even one shipment record materialized? Or several individual line items on several different forecasts? You would not be able to manage these situations very well with the convert button on the header window.

This window provides an answer to these situations. It allows you to load all of the forecast shipment records in a single window and work on each individually, determining whether or not to convert them, how many should be converted, and whether or not to preserve the forecast record when converting. All other forecast shipment records will be untouched, whether they occupy the same forecast

record or not. It is a very handy window for companies which maintain forecasts in a “Case 1” fashion.

Window Attributes

Note: Double-clicking on any of the lines in the list will cause the system to drill down to the actual forecast record.

Load Forecasts

{Button} Click on this button to load the forecast records into the window. All forecast records will load; there are no parameters to limit which records load. The records which load are the forecast shipment records. These are the shipment records which are displayed on the bottom of the forecast line item window:

Sched Ship Date	Requested Ship Date	Ordered	Chance of Sale	Back Ordered	Status	Sales Shipment C
06/12/93	06/12/93	5	100			
06/12/93	06/12/93	5	100		Unscheduled	10015-2-1
07/15/93	06/12/93	5	100		Unscheduled	10015-2-6
08/15/93	06/12/93	5	100		Unscheduled	10015-2-7
09/15/93	06/12/93	5	100		Unscheduled	10015-2-8
10/15/93	06/12/93	5	100		Unscheduled	10015-2-9

Edit

{Button} Clicking this button allows you to edit any record in the list.

Save

{Button, visible only when in edit mode} Clicking <SAVE> will cause the function to search the list for any records which have a positive quantity in the **Quantity to Order** field and an order number in the **Sales Order Number** field. If it finds these conditions, the function will create a new sales order.

Cancel

{Button, visible only when in edit mode} Clicking <CANCEL> will cause the function to abort, leaving all records unchanged. The date will remain in the window as it appeared when you clicked the button; however, no records will have been edited. To restore the list, click the <LOAD FORECASTS> button and the screen will refresh.

Sched Ship Date

{Date field, display, editable} This field displays the scheduled ship date from the forecast shipment records as shown above. Changing this date leaves the original forecast record untouched, but provides a new shipment date for the resulting sales order. You may sort the data in the list by clicking on the column heading for this field.

Forecast Order-Line#

{Display only} This is the Forecast Line number of the forecast shipments. As there can be several shipments for each line number, this number can appear in the list several different times. Make certain you are working with the correct shipment record when generating your sales orders. You may sort the data in the list by clicking on the column heading for this field.

Customer

{Display only} This is the customer name of the customer record tied to the forecast records. You may sort the data in the list by clicking on the column heading for this field.

Zip Code

{Display only} This is the zip code of the customer record tied to the forecast records. You may sort the data in the list by clicking on the column heading for this field.

Prod'tn. Sched. Status

{Display Only} This is the production scheduling status of each forecast shipment record. This field will display either "Finalized" for those records which have been scheduled, or "Not Sched" for those records which have not. You may sort the data in the list by clicking on the column heading for this field.

Forecast Quantity

{Numeric, display, editable} This field initially displays the quantity in the forecast. When converting the forecast record to a sales order, the quantity in this field may be changed or left alone. Leaving it alone leaves the forecast record untouched. Changing the quantity will adjust the forecast quantity when the sales order is created. If you wish to eliminate the forecast quantity entirely, delete the quantity from this field. This will not delete the forecast line from the record; it will merely cause the quantity forecast to become zero, as shown below. You may sort the data in the list by clicking on the column heading for this field.

Forecast Items									
10005	CCC Company							10015	1
Item Code	Date	Status	Ordered	Chance of Sale	B/O	Price	Unit		
725	06/12/93	F	0	100	0	332.500	EA		
725	06/12/93	F		100		332.500	EA		
925	06/12/93	F	25	100	25	500.500	EA		12

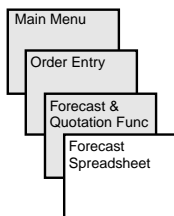
Quantity to Order

{Numeric, editable} Enter the quantity to order in this field. You may enter any quantity in this field, even quantities exceeding the forecast quantity. Entering data in this field does not diminish the forecast quantity in any way; you must make this adjustment manually in the **Forecast Quantity** field, as show in the preceding paragraph. You may sort the data in the list by clicking on the column heading for this field.

Sales Order Number

{Alpha-numeric, editable} You must enter the sales order number you wish to apply the forecast to in this field. If you do not, the system will not create a sales order when you click <SAVE>. You may enter a previously existing order number. If you do, the system will create a hyphenated concatenation of the two (for example, if you entered two cases of order number 1, the system would create order number 1-1 for the second instance, and 1-1-2 for the third, and so on). It is good, therefore, to enter a unique order number for each shipment to avoid confusion. You may sort the data in the list by clicking on the column heading for this field.

Forecast Spreadsheet



Item Code	Jan 95	Feb 95	Mar 95	Apr 95	May 95	Jun 95	Jul 95	Aug 95	Sep 95	Oct 95	Nov 9
925	5										
9111 FR/S			3								
CHERRY			1								
JAZZ			12								
THREAD			2								
9111			73								
7111											

Spreadsheet Windows

Qube ERP™ contains several windows which allow the presentation of data in spreadsheet form. For example, if you have several outstanding forecasts for an item with scheduled delivery dates in different time buckets, it is useful to be able to see this demand represented as one line on a window showing the total forecasts for each period, rather than listing all the different lines with no total.

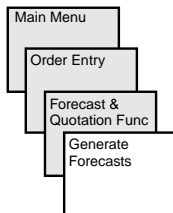
Backorders, forecasts, scheduled PO receipts, production material requirements and work center capacity requirements are all areas in which it is often helpful to be able to view large blocks of data summarized with total requirements for selected periods.

For detailed information on how to use the spreadsheet windows, see [“Spreadsheet Windows” on page GEN-86](#).

Adding Forecasts to the Data File

Qube ERP™ provides several ways of getting forecasts into the data file. The most straightforward method is to enter them manually, as you would any sales order or quotation record. This is accomplished through the **Forecast Header** and **Forecast Line Items** windows. In addition, you may use the automated **Generate Forecasts** window, or you may generate your forecast records outside the system and import them using the data importing functions (see [“Importing Forecasts” on page OE-126](#)).

Generate Forecasts Window



Generate Forecasts

Use average daily sales from through to prepare a forecast for ☒ a period of calendar days, starting days from today
☐ the period from through

Prepare the forecast for ☒ all Items and All Customers
☐ just this Group code:
☐ just this Sub-Group code:
☐ just this Item Code:
☐ just this Customer Type:
☐ just this Customer

Sales should be expected to change by % in general, and by % due to seasonal variation.

Additional options:
☒ Use Scheduling Lot Size to set quantities needed if forecast brings stock below minimum.
☒ Recommend quantity which will bring stock to maximum levels?
 After the sales analysis, ☒ just generate forecast records
☐ just print audit report
☐ generate forecast records and then print audit report
☐ Separate Each Ship-From Location

☒ Base Forecast on Sales Order Items
☐ Base Forecast on Sales Order Shipments

This window is designed to audit sales of items over a period of time and generate forecasts for them based on those sales. It provides a simple method of adjusting sales up or down in general and seasonally. You may use it to segment items by **Item**, **Customer**, **Group**, **Sub-group**, and **Customer Type** codes, and base forecasts on sales order items or shipments.

It is a good idea to carefully consider the time frame you wish to analyze. For example, you would probably not generate forecasts for the period of November 15 through January 15 by analyzing the period of June 15 through August 15. Rather, you would analyze a similar period for the preceding year and adjust the forecast up or down (using the percentage fields provided) based on your expectations.

The function will use this information to create one sales forecast record to a customer record whose company name is “**Build to Stock**.” If a customer record with the company name “**Build to Stock**” is not found in the customer file, one will be created by the procedure. Shipment dates will be set up based on the number of

units sold 15, 30, 45, 60 and 90+ days from the beginning date entered below.



Note: If you require a more sophisticated method of forecasting, you should generate forecasts outside of Qube ERP™ and import them as shown in the following section.

• Using the window to generate forecasts

1. Click <NEW>.

This will cause the window fields and buttons to be accessible.

2. Enter the date range you wish to analyze.

This date range determines the data you will analyze to generate the forecast information.

3. Indicate the period of time for which you wish to prepare a forecast.

You may do this in one of two ways. The first selection enables you to enter a period of calendar days, and indicate the starting date relative to today. The second selection provides the ability to enter a date range. In order to access these fields, you must click on the following radio button:

☒ the period from through

4. Indicate the items for which you wish to prepare the forecast.

You may delineate the items by Group, Sub-group or Item Code.

When you provide a single group or sub-group, the following check box becomes activated:

☒ Include all qualified items even if no sales are forecast.

This selection causes Qube ERP™ to add a forecast item with a quantity of zero if no sales are forecast. This can be useful if you wish to have all items found in a group (or sub-group) included on the forecast. This helps when you manually edit the forecast. All items in the group will already be listed so you won't forget them when you are doing the editing. Selected items can be removed if you wish.



Note: This will cause dependent as well as independent items to show up on the forecast, so be careful when utilizing this option.

5. Indicate whether sales are going up or down using the following fields:

Sales should be expected to change by % in general, and by % due to seasonal variation.

You may indicate a positive change by entering a positive number, and a negative change by entering a negative. If you enter an amount in both, the net result will be the accumulated value of both. For example, the above would yield a 15.5% increase in sales for this forecast run:

$$(100 \times 1.10) \times 1.05 = 115.5$$

6. Activate or deactivate the Additional Options section of the window.

Normally the quantities associated with each item will be the quantities found during the sales analysis portion of the proce-

ture. If, however, this box has been checked, the quantities will be based on the **Scheduling Lot Size** found on **Item Master File Card #2**.

If the scheduling lot size is a positive number, and if the quantity of expected sales is greater than the current general stock minus the minimum stock quantity, a quantity will be set based on the scheduling lot size. If, for example, expected sales for one item during the period equal 300 units, current stock is zero (0), minimum level is 300 units and maximum level is 400 units, the total quantity required to bring stock to maximum would be 700 units. But, if the scheduling lot size is 24 units (all builds are done in lots of 24 units), then the recommended quantity will be 720.

When this method is used, multiple ship dates will not be set up. The total quantity forecasted will be placed in one ship date, not several.

1. Determine whether you wish to generate forecasts, print the audit report, or both.

Generating forecasts will do just what it implies; create new forecast records in the data file. You may wish to print the audit report first. This will give you the ability to determine the impact of the forecasting procedure without actually entering the records. This can go much faster, and allow you to make setup changes based on the report information without having

to delete the forecast records. This can be a useful and time-saving approach. The resulting report will look something like this:

Generate Forecasts Audit Report

Screen report							
World Class Industries							
Generate Forecast Audit Report, Forecast #10051 10051							
Period Covering 01/01/96 - 12/31/96 for Group , Sub Group							
Number of Sales Days Applied to Average Daily Sales = 90. Number of Sales Days Analyzed = 365							
Expected Change in Sales = 0%							
Report Printed on 01/14/97 at 12:34, Page #1							
				Fiscal Week: 105 - 157			
Item Code	Description	Expected Sales Quantity	Current Stock	Quantity Committed to Sales	Expected Requirement	Min Stock Level	Scheduling Run Date
453 KIT	Reamer Kit	2	0	10	12	0	1
TOP	top item	2	0	500	502	0	1
Totals for Inventory Type							
9111	Series 9 chair	13	8	169	174	0	10
9111 FR/S	This is a PURCHASED SUBASSEMBLY	2	11	10	1	0	5
9111 FRAME	Assembled frame for 9111-C chair	10	0	5	15	0	5
Totals for Inventory Type FINE FURN							
LAMP1	Table Lamp	1	3	1	4	5	1
Totals for Inventory Type LIGHT							
10020	Closure, 38 mm HG white	74	0	300	374	0	5

2. Determine whether to base the forecast on shipments or sales order items.

This can impact the timing of the actual forecasts as each sales order item can include many shipment records. This provides the ability to peg your forecasts to the order date of the items, or the actual shipment dates.

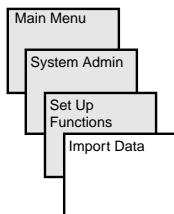


Note: Normally you would wish to base your forecasts on the actual sales orders, rather than the shipment dates. Often shipment dates can be impacted by your internal issues (stock-outs, etc.) rather than demand patterns (when your customers actually *want* the stuff). You are better off to base your forecasts on the demand patterns rather than the shipping patterns.

3. If you wish to schedule the Generate Forecast function with the Scheduled Events Manager, click the box **<EXECUTE LATER>**.

See [“Scheduled Events Manager” on page GEN-47.](#)

Importing Forecasts



Some companies will wish to generate their forecasts outside the system. Perhaps they receive customer forecasts electronically through EDI or another method. Or, perhaps they generate their forecasts using a forecasting program or spreadsheet designed specifically for this purpose.

Qube ERP™ provides an easy way to import these forecast records using the data importing functions found in the System Administration module. For general information on using this window, see [“Import Data” on page SYS-146](#).

Only the four fields shown in the window above are absolutely required. All other fields may or may not be included as the user desires. If only the above fields are included, the function will find a customer record with the customer name **Build to Stock**. If this customer does not already exist in the data file, it will automatically be created by the function.

This function will build the forecast record using this data. For example, it will create a forecast header, insert the **Build to**

Stock customer record, and create the line items and shipment records, all from the supplied data as shown.

For example, the following spreadsheet data:

Forecast 1				
	A	B	C	D
1	8111	10	3/1/97	350
2	8111	10	3/15/97	350
3	8111	10	4/1/97	350
4	8111	10	4/15/97	350
5				
6				

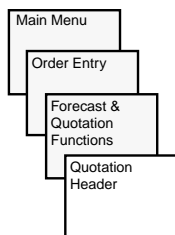
Yields the following forecast record:

Forecast Items									
10007 Build to Stock									
Item Code	Date	Status	Ordered	Chance of Sale	B/O	Price	Unit	Extension	
8111	10/01/97	F	40	100	40	350.000	EA	14,000.00	
8111	10/01/97	F	40	100	40	350.000	EA	14,000.00	
Chair - Series 8				Forecast		14,000.00			
Notes									
<input type="checkbox"/> Print on Work Order <input type="checkbox"/> Print on Order / Invoice									
Rep Commission		Batch		Scheduling Priority		Z		Discounts %	
Acct Mgr Comisn		Budget \$		3438.562		12.000 Hrs		Pre-Invoice	
Sched Ship Date	Requested Ship Date	Ordered	Chance of Sale	Back Ordered	Status	Sales Shipment Code			
03/01/97	03/01/97	10	100	10	Unscheduled	10014-1-1			
03/15/97	03/15/97	10	100	10	Unscheduled	10014-1-2			
04/01/97	04/01/97	10	100	10	Unscheduled	10014-1-3			
04/15/97	04/15/97	10	100	10	Unscheduled	10014-1-4			

Any additional data would merely enhance this forecast record with additional information.

Quotations

Quotation Header



Quotation Header

Print or Convert

Bill To: ☒ Customer ☐ Sales Op
 10002 Date: 02/08/2000
 XYZ COMPANY
 P.O. Box 4455
 Chatsworth
 CA 90123
 U.S.A.
 Dan Frisbee

Ship To: 10001 Quote: 20008
 ABC COMPANY
 Software Products Division
 1234 15th Street
 Glendale CA
 92155 Country Code: SP
 User: Bob Jones
 Call: Hours Before Delivery:

Sales Rep: SD Acct Mgr: KK
 Pay Terms: 2.0% 10 DAYS Net 30
 P.O. #
 Contract #
 Sale Type: PHONE Status: 0 Open

Requested Ship Date: 02/08/2000
 Expiration Date:
 Shipment Terms: PPL Via: P.I.E.
☐ Unit prices include freight
☐ Charge handling
 Sub: 000 Dept: 00

Resale #: 123456

Currency: FR Sub-Total: 37,691.10
 Tax #1: 0.00
 Freight tax: 3.65
 Freight: 200.00
 Handling: 0.00
 Multiply US Dollars by: 5.4821
 Total: 37,894.75 FR

Buttons: Header Items Available

You can quote to either a customer or sales opportunity by selecting the appropriate radio button.

☒ Customer ☐ Sales Op

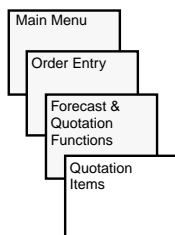
The **Quotations** function follows basically the same format as the Sales Order function. Each record must contain one header record and may contain multiple items per header, multiple shipment dates per item and multiple comment lines per item.

When adding a new quotation, you may use the reference lists to select items for different fields. If you use the reference list to select an item code, instead of displaying only item codes Qube will display the full reference list. This way you may select competitive items, if you wish to look up your own item code or a competitor's item code.

Quote Header

Like the sales order header, the quote header contains basic information about the whole quote.

Quotation Items



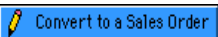
The screenshot shows the 'Quotation Items' window for 'VVP COMPANY'. It displays a table of items with columns for Item Code, Date, Status, Ordered, Shipping, D/O, Price, Unit, and Extension. Two items are listed: 0001 (dated 02/17/2000, status 0, ordered 10, shipping 0, price 100,000, unit EA, extension 1,000.00) and 0002 (dated 02/08/2000, status 0, ordered 20, shipping 20, price 100,000, unit EA, extension 2,000.00). Below the table, there are sections for 'Series 9 chair', 'Show Option Selection', and 'Show Ship Dates & Quote Item Notes'. The 'Show Ship Dates' section shows a table with columns for Ship Date, Ordered, and Shipping, with dates 02/08/2000 and 02/09/2000. The 'Quote Item Notes' section shows details for 'Table 1' and 'Table 2', including currency (FR), home unit price (\$17.70), and various discounts.

Items

Just like on the sales order, you can enter, edit and view all items on a quotation with all associated comments, shipments and options. Qube will default the Shipping quantity if there is inventory on hand; this is to inform the person loading the quote if the items are available immediately, just as in a sales order. No action will be taken using the Shipping quantity until a sales order is created.

Converting a Quotation to a Sales Order

Quotations are never included in MRP, nor can they be shipped or invoiced. Their sole purpose is to provide a place to quote prices, terms and ship dates to a customer. To allocate product, schedule, ship or invoice from a quotation record you must first convert it to a sales order.

Click on the  button to convert the quotation to a sales order. The entire quotation is converted to a sales order. A dialog box will prompt you to delete the quotation. Deleting the quotation eliminates any confusion resulting from having the quote (which is now an order) show up on both sales reports and quotations reports. Preserving the quotation, however, allows you to enter and maintain “boilerplate” records and reduce data entry. After the quote is converted to a sales order, you may edit the new order to reflect any changes that occurred in negotiating the final order.

Viewing Option Selection

You can choose to view the **Quotation Items** window showing ship dates and quote item notes, as shown above, or you can choose to show option selection. To change views, click on one of the two radio buttons:

☒ Show Option Selection
 ☐ Show Ship Dates & Quote Item Notes

Length Width Height

If you choose option selection, the window will display as follows:

Quotation Items

10001 ABC COMPANY 20016 - 1 of 2

Item Code	Date	Status	Ordered	Shipping	B/O	Price	Unit	Extension
9111	09/02/1997	0	10	5	10	534.880	EA	5,348.80
9111	09/02/1997	0	10	5	10	534.880	EA	5,348.80

9111 Chair Open 5,348.80

☒ Show Option Selection
 ☐ Show Ship Dates & Quote Item Notes

Length Width Height

Opt. Class	Parent Item	Option Chosen	Description	Quantity per 9111 FRAME	Quantity per 9111	Cost Multiplier	Unit Price
WOOD	9111 FRAME	WOOD	Generic record for	5.00000	10.000	1	0.000
FABRIC	9111	9111-FAB/SEW	Cut & sewn fabric	1.00000	1.000	1.76	28.424
MOIST	9111-F0/CUT	COVER	Generic moisture b	1.00000	1.000	1.76	2.936
BOX	9111	BOX	Packing box	1.00000	1.000	1.76	1.760
LEATHER	9111-FAB/SEW	CONDITIONER	Different types of	1.00000	1.000	1.76	1.760
FABRIC	9111-FAB/SEW	FABRIC	Generic record for	1.75000	1.750		
FABRIC	9111	FABRIC	Generic record for	1.00000	1.000		
FINISH	9111 FR/FIN	FINISH	Generic record for	4.00000	4.000		
WOOD	9111 FRAME	WOOD	Generic record for	5.00000	10.000		

Selection Deadline: Lead Time = 30 Days Required Option Generic record for wood (maple, ...ry,
Notes for this Option: Print this Option on the Quotation. Print this Option's Notes on Sales Order and Invoice?

Header Items Estimated Costs

Just like on the sales order, you can enter, edit and view all items on a quotation with all associated comments, shipments and options. You also have the option of setting the cost multiplier. The cost multiplier defaults to a value based on the default price divided by the item cost. You may manually edit it, and the option's unit price will change appropriately.

Available to Promise

The third card tab of the **Quotations** window, **Available**, displays the following screen:

Quotation Items

100277 Felix Rocket Company 200000 £ of £

Item Code	Date	Status	Ordered	Shipping	B/O	Price	Unit	Extension
4053KT	04/26/1999	0	25.0	0.0	25.0	50.000	EA	1,450.00
101053	01/26/1999	0	100.0	100.0	100.0	15.000	EA	1,500.00

Value 1.00

Available to Promise

Week Beginning	Quantity Available	Week Beginning	Quantity Available	Week Beginning	Quantity Available	Week Beginning	Quantity Available	Week Beginning	Quantity Available
04/26/1999		05/31/1999		07/05/1999		08/09/1999		09/13/1999	
05/03/1999		06/07/1999		07/12/1999		08/16/1999		09/20/1999	
05/10/1999		06/14/1999		07/19/1999		08/23/1999		09/27/1999	
05/17/1999		06/21/1999		07/26/1999		08/30/1999		10/04/1999	
U Days 05/24/1999		06/28/1999		08/02/1999		08/05/1999		10/11/1999	

Default Selling Prices

Quantity	Price	Quantity	Price	Quantity	Price
0	58.000	0	0.000	0	0.000
0	0.000	0	0.000	0	0.000
0	0.000	0	0.000	0	0.000
0	0.000	0	0.000	0	0.000

Bill of Materials

Item Code	Quantity	Description	Quantities of Parent Item		
			Non-Allocated General Stock	Committed to Sales	Quantity Available
01-11111-00	1.00000	Valve body			
56-22222-C27K	1.00000	Valve stem assembly			
05-44444-1	2.00000	Packing			
07-55555-05	1.00000	Pack nut	750		750
20-00000-23	1.00000	Washer	200		200
11-77777-20	1.00000	Handle	100		100
62-88888-01	1.00000	Valve seal	25		25
BOX	1.00000	Packing box		75	
STAMP	0.01000	Stamping			

Header Items Available

The **Available to Promise** section provides a view into the future of expected stock levels for each inventory item.

The **Default Selling Prices** section shows the price breaks that are available for certain quantities.

The **Bill of Materials** section displays any particular details about the parent item and stock allocations and availability.

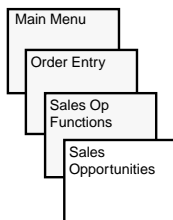
Quotation Reports

Quotation data can be printed out sorted and subtitled by **Customer**, **Product**, **Date** and **Sales Rep**. These reports may be accessed by selecting **BOOKED ORDERS** from the **Sales Reports** sub-menu.

Booked Order Reports

Quotations	By Customer Code
Quotations	By Date
Quotations	By Item Code
Quotations	By Sales Rep

Sales Opportunities



Sales Opportunities

Opportunity # 700000 ☒ U.S.A. Customer #

Co. Name Orange County Furniture Specialty Score **--...*

Address 1 12345 Hollyfield Lane Lead Source

Address 2 Suite 333 City Oshkosh State CA Zip Code 12345

Country

Contact 1 Sam Ross M Mr. MIS Director # 612-555-8888 x123456

Contact 2

Fax #

Sales Rep 1 Samuel Wilson, 415-666-7788 Type RETL Retailer

Department SIC code

Item Code 9111 Chair - model 9111

Est. Value \$50000 Sample Sent on

Date Entered 04/10/1999 Last Follow Up 04/10/1999 ☒ Won ☐ Lost ☐ Postponed

Next Action Next Action Date 06/10/1999 ☐ Open Reason

Expected Close Date Status Code

This is a text-wrap comments field. You may enter whole paragraphs of text in this. To separate paragraphs within the comments field, press your carriage return key. To save the comments, press your Enter key.

Quotations Sales Op Qualifications Contacts

Profile Letter Envelope Search Activities oo: Customer

Purpose

The purpose of this function is to allow management to answer the following questions:

1. Which products seem to have the greatest market potential?
2. Which prospective customers have the greatest potential to buy your products?
3. Which customers and products are you most successful at selling, in terms of converting sales opportunities to actual sales?
4. Which are you least successful at?
5. Which sales people are the most successful at converting sales opportunities into sales? Which are least successful?
6. Are you following up on the most important current sales opportunities?

There is also a Sales Opportunities Browser, to simplify the task of viewing and editing sales opportunities data. For more information about browsers, see [“Browsers” on page GEN-72](#); for specific in-

formation on the Sales Opportunities Browser, see [“Sales Opportunities Browser” on page GEN-82](#).

Opportunity Number

{Required, Indexed, Unique} The system will calculate a unique number for each Sales Opportunity and display this each time you add to the file or call up an existing record.

Customer Number

{Required, Indexed, Unique} This field will be blank unless an existing sales opportunity is converted to a customer (which is then assigned a customer number) or an existing customer is converted to a sales opportunity.

Opportunity Name

{Required, Indexed, All Caps} Enter any text here, usually the company name.

Score

Enter the sales opportunity score in this field (see [“Sales Opportunity Qualifications” on page OE-137](#)).

Contacts

{Indexed} You may enter two different contact names, an address, city, state, designation of USA or not, and two phone numbers. The first contact name and phone number appear on your follow-up list.

Phone # extensions

The phone number field may be up to 20 characters. The system will look for the character ‘x.’ If it is found, it will assume an extension is provided and not do the usual phone number formatting.

#612-555-8888 x123456

Sales Rep

{Required, Validated, Indexed, Unique, All Caps} A valid employee code must be entered in this field.

Acct Mgr

Enter the initials of the account manager in this field. This must be a valid employee code.

Item Code

{Validated, Indexed, Unique, All Caps} Enter the Item Code from your item master file in this space. It is not necessary to enter anything in this field.

Est. Value	Enter your best estimate of the amount of business that would result from this sale over the next year if you successfully closed the sale.
Date Entered	Today's date will default into this field but may be changed.
Next Action	Enter any 43-character string to remind yourself what action you wish to take next. The contents of this field will appear on your follow up list.
Sample Sent on	Enter the latest date on which a sample was sent to the prospect.
Last Follow Up	When you enter this field, its value will default to today's date. You may change that value, if you wish.
Next Action Date	Enter a date here if you wish to have the sales opportunity appear on your follow up list. If you wish to have the opportunity drop off your follow up list, do not enter a date in this field. When you enter this field, its value will default to seven days after the last follow up date. When you press the Enter key, the system will produce a dialog box if you have left this field empty, reminding you that you may lose track of this opportunity if you do not enter a Next Action Date.
Expected Close Date	Enter the date that you expect to close.
Send Letter	Enter the send letter date.
Status	<i>{Required}</i> Click the appropriate radio button to indicate the status of the opportunity (whether it is won, lost, or postponed)
Open Reason	Enter any 10-character code in this field (e.g., PRICE, QUALITY, DELIV, etc.)
Status Code	Enter the status code. These are user-defined and not validated.
Comments	The history of contacts to close a sales opportunity may be recorded in the comments section, describing efforts to close the sale and agreements made by each party along the way.

Quotations

{Button} This button acts as a drill down to display the list of quotations associated with the selected sales opportunity.

Profile

{Button} This feature is only available if the sales opportunity is also a customer. Clicking this button displays a spreadsheet report based on invoiced sales, showing the number of units of every item that customer bought over the past 12 months and in which month the purchases were made. Note that a customer code must be entered in the **Sales Opportunities** window to run a profile report:



Error 83: A Profile report is possible only if a customer code is found. This Sales Opportunity has no customer code.

OK

Search

{Button} Clicking this button will display an easy-to-use **search window**, which helps locate opportunity records. This window is shown here:

Name	City	Phone	Rep	Next Date	Status	Sales Activities
A SECOND SALES OPPORTUNITY			DO	05/21/1994		
BROTHER TERRIFIC SALES PROSPEC	Oshkosh	612-555-8888	1	10/30/1993		
ONE TERRIFIC SALES PROSPECT	Oshkosh	612-555-8888	1	10/30/1993		

Using this window, you can search for all of your opportunities by state, type, lead source, sales rep, or any combinations. You can include this sales activity, and specify the latest next date. You can display all activity codes associated with the sales opportunity, and select between options for won, open, lost, or postponed opportuni-

ties. Once the search is complete, the results will display in the window. Double-click on any line in the list to view any opportunity.

Sales Activities

{Button} Sales opportunities may now have sales activities associated with them. This is designed to assist in tracking specific activities normally required during the sales process. Clicking on this button will display a window on which activities associated with the selected sales opportunity can be entered and displayed:

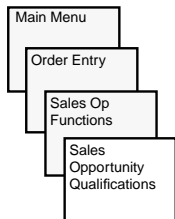
The screenshot shows a window titled "Sales Activities". At the top, there are fields for "Code" (700001) and "Description" (ONE TERRIFIC SALES PROSPECT). Below this is a table with columns: "Personnel Code", "Date", "Activity Code", "Contact", and "Description". The table contains five rows of data. At the bottom of the window, there is a status bar that reads "Samuel Database User".

Personnel Code	Date	Activity Code	Contact	Description
1	05/01/1993	1	Joe Browser	Sent a brochure.
1	06/01/1993	2	Joe Browser	Mailed a needs analysis to Joe
00	07/01/1993	3	Sally Browser	Received completed needs analysis
1	08/01/1993	4	Joe & Sally	Did a tele-demo
00	09/01/1993	5	Joe	Fixed quotes for 3 different configurations.

Entries will be ignored if either the date or the description fields are blank. The other columns (activity code, category and contact) are not required fields and may be left blank. Activity codes are set up in the **Sales Activity Codes window**; see [“Sales Activity Codes Window”](#) on page OE-96.

The sales activities have also been integrated into the sales opportunity search window (see [“Search”](#) on page OE-135).

Sales Opportunity Qualifications

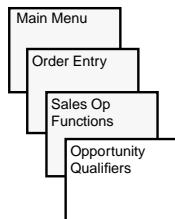


Sales Opportunity Qualifications																					
One Terrific Sales Prospect		Score **-. /.*...																			
Sam Rosenthal		612-555-8888 x1234	12																		
Positive <table border="1"> <tr> <td><input checked="" type="checkbox"/></td> <td>YES</td> <td>Ordered Demo</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>YES</td> <td>Want's to buy something now!</td> </tr> <tr> <td><input type="checkbox"/></td> <td>NO</td> <td>Decision maker-has PO authority</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>All other decision makers love it too!</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>Has time and money</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>Fits in his budget</td> </tr> </table>				<input checked="" type="checkbox"/>	YES	Ordered Demo	<input checked="" type="checkbox"/>	YES	Want's to buy something now!	<input type="checkbox"/>	NO	Decision maker-has PO authority	<input type="checkbox"/>		All other decision makers love it too!	<input type="checkbox"/>		Has time and money	<input type="checkbox"/>		Fits in his budget
<input checked="" type="checkbox"/>	YES	Ordered Demo																			
<input checked="" type="checkbox"/>	YES	Want's to buy something now!																			
<input type="checkbox"/>	NO	Decision maker-has PO authority																			
<input type="checkbox"/>		All other decision makers love it too!																			
<input type="checkbox"/>		Has time and money																			
<input type="checkbox"/>		Fits in his budget																			
Negative <table border="1"> <tr> <td><input type="checkbox"/></td> <td></td> <td>Is blind as a bat, and doesn't like the system</td> </tr> <tr> <td><input type="checkbox"/></td> <td>NO</td> <td>Couldn't make a decision if his life depended on it</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>Who needs these guys anyway?</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>Company has been in business less than 5 years</td> </tr> </table>				<input type="checkbox"/>		Is blind as a bat, and doesn't like the system	<input type="checkbox"/>	NO	Couldn't make a decision if his life depended on it	<input type="checkbox"/>		Who needs these guys anyway?	<input type="checkbox"/>		Company has been in business less than 5 years						
<input type="checkbox"/>		Is blind as a bat, and doesn't like the system																			
<input type="checkbox"/>	NO	Couldn't make a decision if his life depended on it																			
<input type="checkbox"/>		Who needs these guys anyway?																			
<input type="checkbox"/>		Company has been in business less than 5 years																			
Events		This is a text-wrap comments field. You may enter whole paragraphs of text in this. Use this field to keep a running log of all of the contacts you have had with each sales prospect.																			
Date Entered 04/10/93		Last Follow Up 10/23/93	Won/Lost? <input type="checkbox"/>																		
Send Letter <input type="checkbox"/>		Next Action Date 10/30/93	Reason <input type="text"/>																		
		<input type="text"/> Search Sales Op Qualifications																			

You may use this window to enter a set of positive and negative factors by which each opportunity will be graded. These factors, once entered, will be the same for each opportunity. It is important to review these carefully before making extensive use of the feature since the *YES/NO* response to each factor relates to the position of the factor; i.e., if you move the factor located on line #2 to line #3, all the *YES* or *NO* responses to that factor will point to whatever factor is now on line #2 and will not move to follow the new position of the qualification factor.

When you enter *YES/NO* responses to the qualification factors and press your *<ENTER>* key, the system will produce a numeric rating and a grade for the opportunity displayed in a series of *****, ... and -- symbols. The symbol *'*'* indicates a positive grade; *'.'* indicates no grade; *'-'* indicates a negative. This grade is displayed in the upper right of the screen and is printed on the follow up report.

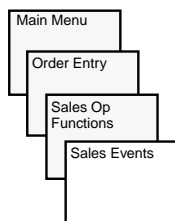
Opportunity Qualifiers



Opportunity Qualifiers		
	Value if YES	Value if NO
Positive		
Ordered Demo	20	5
Want's to buy something now!	20	5
Decision maker-has P0 authority	10	5
All other decision makers love it too!	10	5
Has time and money	10	5
Fits in his budget	10	5
Negative		
Decision maker is not yet directly involved	10	5
Seems to want many illogical custom features	20	2
Contact is a consultant, not a decision maker	20	2
	20	2
Compute Total Score for All Opportunities		

You may describe up to seven positive qualifications and five negative ones to use in evaluating each sales opportunity. Each qualification may also carry a score when a positive response is entered and a different score when a negative score is entered. These scores are totaled for each opportunity to produce a total opportunity score. Total opportunity scores are calculated automatically from this data as data is entered. If you change scoring values, you should click the *COMPUTE TOTAL SCORE FOR ALL OPPORTUNITIES* button to recompute scores for existing opportunities based on the new score values. Later, you can print follow-up lists based on these scores.

Sales Events



Attendee Code	Name
10002	XYZ COMPANY
10004	AAA Company
10016	One Terrific Sales Prospect
10005	CCC Company
10007	Highwater Furniture, Inc.

The system allows the user to create records of sales events and to indicate attendance of sales opportunity records at events. Then a sales report may be printed to indicate sales made to companies attending the sales event. The screen used to enter Event records is accessed by selecting **Sales Events** from the Orders menu and looks like this:

Event Date

The file format assumes that each event has a date associated with it. Therefore, if you hold a sales seminar on January 1st and another one on February 1st, you should create two different event records. The date does not have to be unique. Any number of events can be recorded as having occurred on the same date.

Recording Attendees

To record attendees, enter the attendee's customer code in the Attendees column. If the attendee is not yet a customer but is recorded only in the sales opportunity file, enter the sales opportunity number. If the attendee is found in the customer file and you enter the sales opportunity by mistake, the system will look up the customer code and replace the sales opportunity number with the correct customer code. The various events attended by a sales opportunity record are displayed on the sales opportunity screen.

Events Button

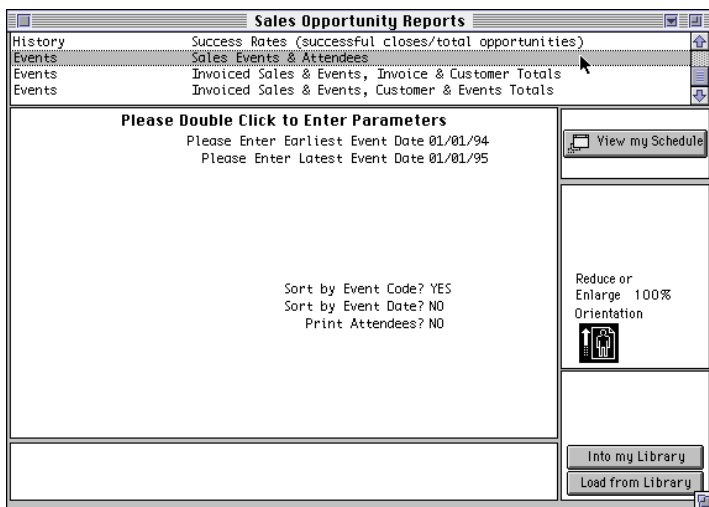
A button labeled **Events** is shown on the Sales Opportunity Qualification window. If you click this button, the system will display a list of opportunity events which the selected opportunity has attended. The button label will then change to read **Comments**.

Comments	EU3	04/01/93	Sales Event #3
	EU1	01/01/93	Sales Event #1
	EU2	03/01/93	Sales Event #2

Click the button again and the events list will disappear and the comments will reappear. If the events list is displayed, it will continue to be displayed when performing a Fwd or Back and the contents to the list will change to display those appropriate to the new sales op.

Printing Event Reports

If you select **Opportunity Reports** from the Reports menu, you will see a list of reports. The last one on the list is labeled Sales Events & Attendees. If you select the report by clicking on it, the various parameter select choices are displayed at the bottom of the screen.

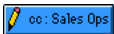


Sales and Events

Note the reports in the window above regarding invoiced sales and the association of these sales with various events. These reports provide answers to questions such as: What sales were made to custom-

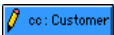
ers who attended a specific event? How do sales compare between customers who attended any of our sales events and those who have attended none of them?

Converting Customers to Opportunities

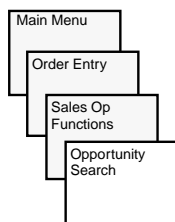
It is sometimes desirable to copy customer records into the sales opportunities file, since that function allows more powerful follow up reporting. To do this, click the button  on the Customer Financial Information window.

Converting Opportunities to Customers

Usually, a record will begin as a sales opportunity. Then a successful sale will be made and you will want to copy the information from the Sales Opportunities file into the Customer Master File. It is not possible to record sales without a valid customer master file record.

Click  when viewing the specific opportunity record you wish to have copied into the customer master file. The system will create the record and copy each appropriate field for you, and then display the record on the customer master file screen for you to edit, if you wish.

Opportunities Search



Name	City	Phone	Rep	Next Date
AAA COMPANY	Los Angeles	82-0976-2345		
ABC COMPANY	Glendale	213-444-5555		
ROCKWELL ENGINEERING DEPT.	Newport Beach	714-555-7777		
ROCKWELL MARKETING DEPT.	Newport Beach	714-555-7777		
XYZ COMPANY	Chatsworth	818-444-9999		

You can select a subset of opportunities and view them in a list, if you wish. To access this function, click the **Search** button on any opportunities window, or access it directly from the functions palette.

Using the Search List

To begin the search, click **Begin Search**. Tab to the first field and enter a valid **State** code; tab to the second field and enter a valid **Type** code or **ALL**. You may also select a valid **Lead Source** and **Sales Rep**, or you can leave any of these fields blank. Leaving them blank will default to **ALL**. Then click **Save** and the system will respond to loading a list of opportunities which match your parameters.

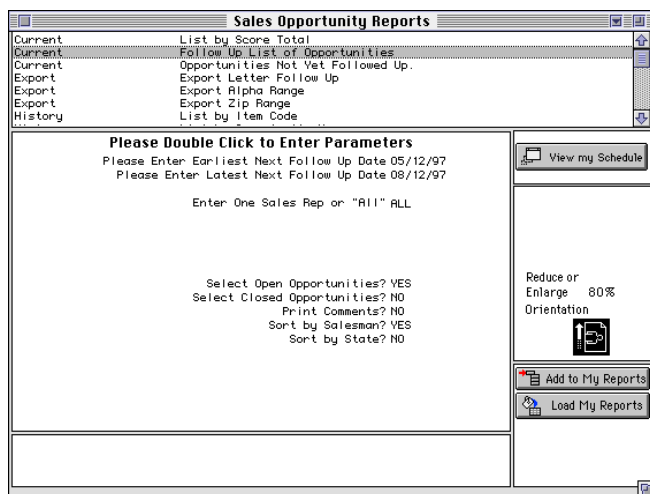
You may sort the list by clicking on any of the **column headings**. To view any of the listed opportunities, **double-click** on the selected line. If any other sales opportunity window is open, it will redraw to show all the information relating to the selected line.

You may also print the items in the list, with or without comments, by clicking either of the print buttons:



Follow-Up List

This report will list all opportunities which are not coded as either won or lost (therefore assumed to be still open) and show a next action date. This report is useful in directing sales people to opportunities which may need the most immediate attention. The last line of comments will also be printed on this report to help understand what the latest action has been on the opportunity. The report will print the opportunities in next action date order with the oldest at the top. The following screen is used to select exactly how you want your information presented on the report.



The screenshot shows a software window titled "Sales Opportunity Reports". It features a menu on the left with options: Current, Current, Current, Export, Export, Export, and History. The main area contains a list of report types: List by Score Total, Follow Up List of Opportunities, Opportunities Not Yet Followed Up, Export Letter Follow Up, Export Alpha Range, Export Zip Range, and List by Item Code. Below this is a section titled "Please Double Click to Enter Parameters" with instructions to enter dates for the earliest and latest next follow-up, and a prompt to enter a sales rep or "ALL". There are also checkboxes for selecting open or closed opportunities, printing comments, sorting by salesman, and sorting by state. On the right side, there are buttons for "View my Schedule", "Add to My Reports", and "Load My Reports", along with a section for "Reduce or Enlarge" and "Orientation" with a zoom icon.

Sales Opportunity Reports	
Current	List by Score Total
Current	Follow Up List of Opportunities
Current	Opportunities Not Yet Followed Up
Export	Export Letter Follow Up
Export	Export Alpha Range
Export	Export Zip Range
History	List by Item Code

Please Double Click to Enter Parameters
Please Enter Earliest Next Follow Up Date 05/12/97
Please Enter Latest Next Follow Up Date 08/12/97
Enter One Sales Rep or "ALL" ALL

Select Open Opportunities? YES
Select Closed Opportunities? NO
Print Comments? NO
Sort by Salesman? YES
Sort by State? NO

View my Schedule

Reduce or Enlarge 80% Orientation

Add to My Reports

Load My Reports

Opportunities Lists

Three different reports may be selected from this menu item. The screen used to enter the report parameters looks like this:

Sales Opportunity Reports	
Export	Export Letter Follow Up
Export	Export Alpha Range
Export	Export Zip Range
History	List by Item Code
History	List by Opportunity Name
History	List by Sales Rep
History	Success Rates (successful closes/total opportunities)

Please Double Click to Enter Parameters	
Please Enter Earliest Opportunity Date 05/12/97	
Please Enter Latest Opportunity Date 06/12/97	
Select One Item Code or "All" ALL	
Print 1 line or 2 lines (with address)? 1	
Select Open Opportunities? YES	
Select Closed Opportunities? NO	
Print comments? NO	
Dates Select on Opportunity Date? YES	
Dates Select on Last Follow-Up Date? NO	

Reduce or
Enlarge 75%
Orientation

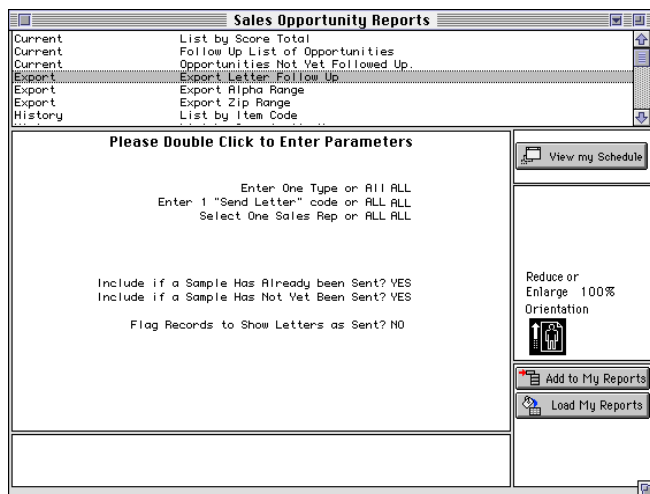
Add to My Reports

Load My Reports

Export Data

Selecting the line labeled **Export Sales Opportunity Data** allows the user to send opportunity data to a file which can be used to mail/merge with any word processing program.

This procedure is used to print a selected letter or labels for records flagged to get the selected letter. For example, you may want to send a certain type of follow up letter to selected opportunities. Edit the field labeled Send Letter with a given code. Then select this report and enter the same code into the field labeled Letter Code and the system will select all records flagged with that code and include them in an export file for use in a print/merge routine with your word processing program.

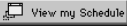


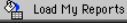


The second two listed export reports allow you to select sales opportunities within a selected alpha or zip range (e.g., if you want to print labels or letter for opportunities whose names begin with A - G). The procedure produces an export file in the same directory as your

Omni7 application. You can then use this file to mail merge with boilerplate documents created in your word processing program.

Sales Opportunity Reports	
Current	List by Score Total
Current	Follow Up List of Opportunities
Current	Opportunities Not Yet Followed Up.
Export	Export Letter Follow Up
Export	Export Alpha Range
Export	Export Zip Range
History	List by Item Code

Please Double Click to Enter Parameters	
Please Enter Earliest Opportunity Date 06/12/96	
Please Enter Latest Opportunity Date 06/12/97	
Enter One Type or ALL ALL	
Select One Sales Rep or ALL ALL	
Enter Beginning of Alpha Range 1	
Enter End of Alpha Range z	
Include if a Sample Has Already been Sent? YES	
Include if a Sample Has Not Yet Been Sent? YES	
Select Open Opportunities? YES	
Select Closed Opportunities? NO	


Reduce or Enlarge 100% Orientation 



CRM Overview

Customer Relationship Management (CRM) can be defined as a customer-focused business strategy. CRM integrates every area of business that touches the customer to create a mutually beneficial relationship with your customers. CRM provides your entire organization with a complete, 360-degree view of the customer, regardless of where the information resides. Use the Qube ERP™ CRM feature to optimize customer loyalty and your profitability.

CRM has the following features:

- Calendared activities - create planned activity records and associate them with customers or sales opportunities
- Contacts window - locate records by contact name
- Data mining and profiling by opportunity or booked orders
- E-mail
- Telephone dialing (on Macs)
- Letter writing with a built-in word processor

CRM Objectives

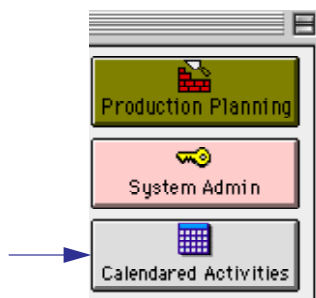
The objectives of CRM are:

- Gain and use a holistic view of customers to create a higher level of service
- Build long-term profitable customer relationships
- Attract new customers
- Optimize your company's share of each customer's business
- To achieve these results, Qube provides you with tools to
- Identify which customers and prospects to contact and when
- Easily and efficiently communicate with your customers and prospects
- Automatically generate a record of those communications.

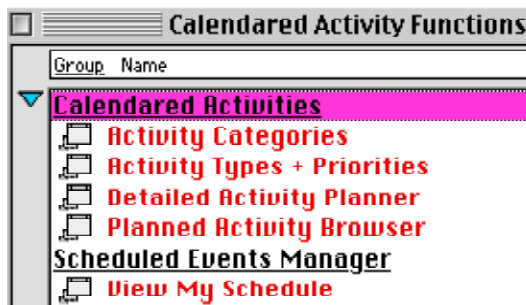
- Whom To Contact** Persons and companies to contact fall into three general categories:
- Customers (who may need to be contacted to send order acknowledgements)
 - Prospects
 - Recipients of quotations

Calendared Activities

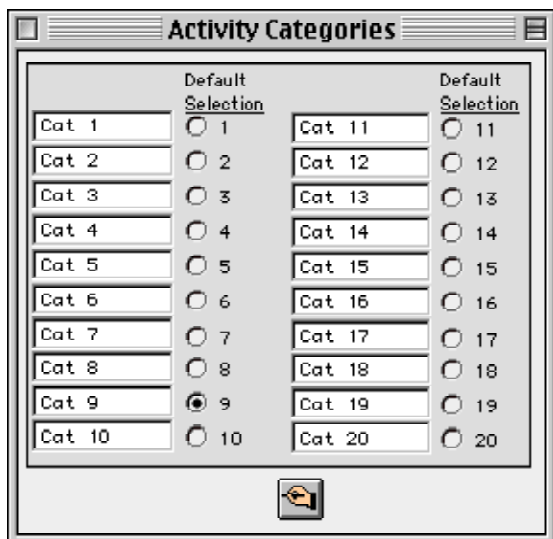
Qube version 7.37 provides the ability to create planned activity records and associate them with customers or sales opportunities. These records operate as the planning tool which precedes actual sales activity records. Access to these functions is provided from the **Module Selection** window. The button that used to be labeled *SCHEDULED EVENTS MANAGER* is now labeled *CALENDARED ACTIVITIES* (since the Scheduled Events Manager is now only one of several calendar-related functions).



The following functions are available:



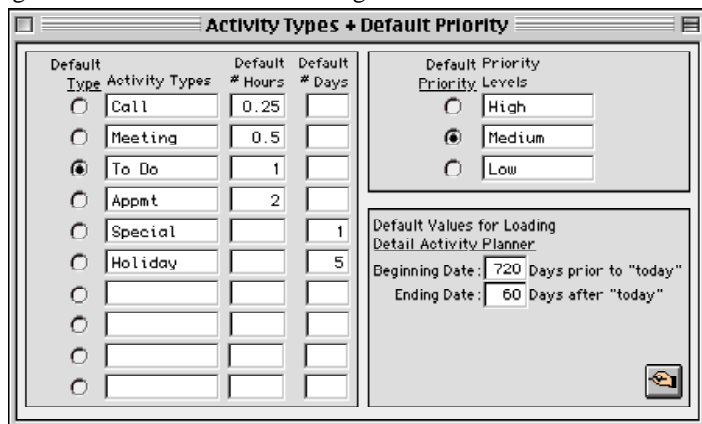
The **Activity Categories** window allows you to define categories and to set the default categories for new activities.



The **Activity Categories** window displays a list of 20 categories, each with a text input field and a radio button for selection. The categories are arranged in two columns. The first column contains Cat 1 through Cat 10, and the second column contains Cat 11 through Cat 20. The radio button for Cat 9 is selected. A small icon of a hand pointing to a document is located at the bottom center of the window.

	Default Selection		Default Selection
Cat 1	<input type="radio"/> 1	Cat 11	<input type="radio"/> 11
Cat 2	<input type="radio"/> 2	Cat 12	<input type="radio"/> 12
Cat 3	<input type="radio"/> 3	Cat 13	<input type="radio"/> 13
Cat 4	<input type="radio"/> 4	Cat 14	<input type="radio"/> 14
Cat 5	<input type="radio"/> 5	Cat 15	<input type="radio"/> 15
Cat 6	<input type="radio"/> 6	Cat 16	<input type="radio"/> 16
Cat 7	<input type="radio"/> 7	Cat 17	<input type="radio"/> 17
Cat 8	<input type="radio"/> 8	Cat 18	<input type="radio"/> 18
Cat 9	<input checked="" type="radio"/> 9	Cat 19	<input type="radio"/> 19
Cat 10	<input type="radio"/> 10	Cat 20	<input type="radio"/> 20

The **Activity Types and Priorities** window allows you to define categories and to set the default categories for new activities.



The **Activity Types + Default Priority** window is divided into two main sections. The left section, titled **Activity Types**, contains a list of activity types with radio buttons and input fields for default hours and days. The right section, titled **Default Priority**, contains radio buttons for priority levels. Below these sections is a section for **Default Values for Loading Detail Activity Planner**, which includes input fields for beginning and ending dates.

Default Type	Activity Types	Default # Hours	Default # Days
<input type="radio"/>	Call	0.25	
<input type="radio"/>	Meeting	0.5	
<input checked="" type="radio"/>	To Do	1	
<input type="radio"/>	Appmt	2	
<input type="radio"/>	Special		1
<input type="radio"/>	Holiday		5
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			

Default Priority

☐ High
☒ Medium
☐ Low

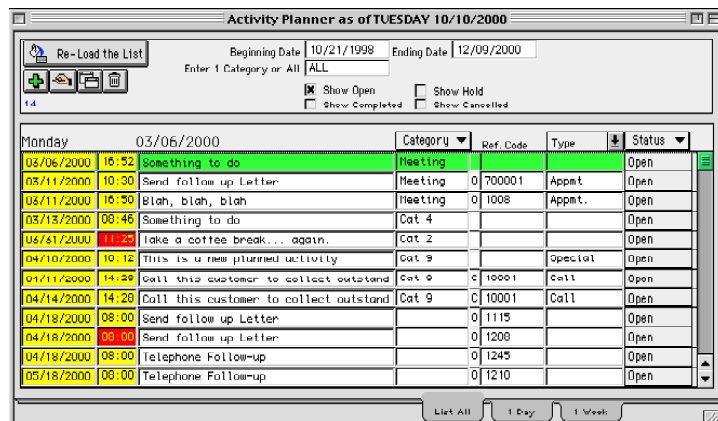
Default Values for Loading Detail Activity Planner

Beginning Date: 720 Days prior to "today"
Ending Date: 60 Days after "today"

Set up your **Activity Categories** and **Activity Types + Priorities** before entering new Calendared Activities into the database. Calendared Activities may be generated either manually or through the use of data mining (see [“Data Mining” on page CRM-10](#)).

- To enter a planned activity manually

1. Open the Detailed Activity Planner.



Activity Planner as of TUESDAY 10/10/2000

Re-Load the List

Beginning Date: 10/21/1998 Ending Date: 12/09/2000

Enter 1 Category or All: ALL

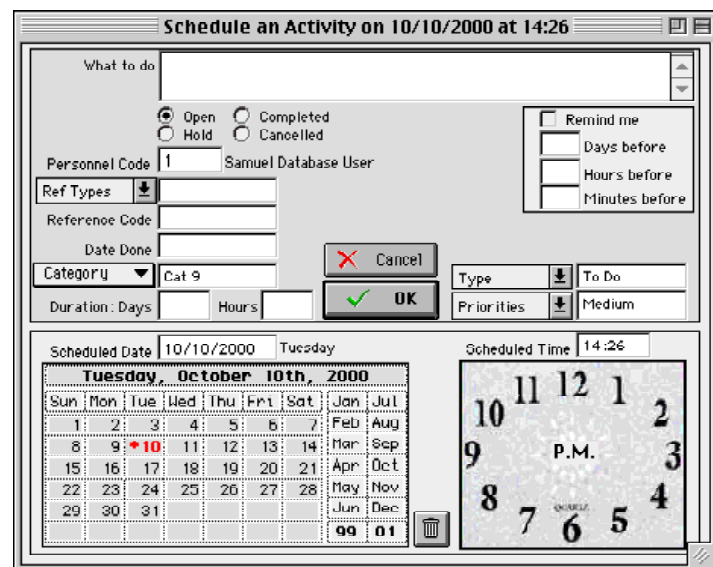
☒ Show Open ☐ Show Hold
☐ Show Completed ☐ Show Cancelled

Monday	03/06/2000	Category	Ref. Code	Type	Status
03/06/2000	16:32	Something to do	Meeting		Open
03/11/2000	10:30	Send follow up Letter	Meeting 0	700001	Appet. Open
03/11/2000	16:30	Blah, blah, blah	Meeting 0	1008	Appet. Open
03/13/2000	09:46	Something to do	Cat 4		Open
03/17/2000	11:25	Take a coffee break... again.	Cat 2		Open
04/10/2000	10:12	This is a new planned activity	Cat 9		Special Open
04/11/2000	14:28	Call this customer to collect outstanding	Cat 9 C	10091	Call Open
04/14/2000	14:20	Call this customer to collect outstanding	Cat 9 C	10001	Call Open
04/18/2000	08:00	Send follow up Letter		0 1115	Open
04/18/2000	08:00	Send follow up Letter		0 1208	Open
04/18/2000	08:00	Telephone Follow-up		0 1245	Open
05/18/2000	08:00	Telephone Follow-up		0 1210	Open

List All 1 Day 1 Week

2. Click the **NEW** button (or press **CMD-N** or **CTRL-N** on your keyboard).

Qube will display a window on which you can enter the details of your planned activity.



Schedule an Activity on 10/10/2000 at 14:26

What to do

☒ Open ☐ Completed
☐ Hold ☐ Cancelled

Personnel Code: 1 Samuel Database User

Ref Types: [dropdown]

Reference Code: [text]

Date Done: [text]

Category: Cat 9

Duration: Days [text] Hours [text]

☐ Remind me
☐ Days before
☐ Hours before
☐ Minutes before

Cancel OK

Type: To Do
Priorities: Medium

Scheduled Date: 10/10/2000 Tuesday Scheduled Time: 14:26

Tuesday, October 10th, 2000

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Jan	Jul
1	2	3	4	5	6	7	Feb	Aug
8	9	10	11	12	13	14	Mar	Sep
15	16	17	18	19	20	21	Apr	Oct
22	23	24	25	26	27	28	May	Nov
29	30	31					Jun	Dec
							00	01

11 12 1
10 P.M. 2
9 8 7 6 5 4

Qube will default the category, type and priority as specified on your setup windows and will default the date to “today.” Note that, as long as you are viewing the current month of the current year, today’s date will be displayed in red. This lets you see the date for the currently selected event relative to today’s date.

You can change the date by clicking on the calendar; you may change the scheduled time by clicking on the numbers of the clock or by manually entering the date and time. Reference types may be **Opportunity** or **Customer** and may be selected from the **Ref Types** reference list.

If you click *OK* or press *ENTER* on your keyboard, Qube will insert the new activity in the list.

Activity Planner as of TUESDAY 10/10/2000

Beginning Date: 10/21/1998 Ending Date: 12/09/2000

Enter 1 Category or All: ALL

☒ Show Open ☐ Show Hold
☐ Show Completed ☐ Show Cancelled

Tuesday	10/10/2000	Category	Ref. Code	Type	Status
03/18/2000	08:45	Something to do	Cat 4		Open
03/31/2000	11:25	Take a coffee break again	Cat 2		Open
04/10/2000	18:12	This is a new planned activity	Cat 9		Special Open
04/11/2000	14:28	Call this customer to collect outstand	Cat 9	C 10001	Call Open
04/14/2000	14:28	Call this customer to collect outstand	Cat 9	C 10001	Call Open
04/18/2000	00:00	Send follow up Letter		o 1115	Open
01/18/2000	00:00	Send follow up Letter		o 1209	Open
04/18/2000	00:00	Telephone Follow-up		o 1245	Open
05/18/2000	08:00	Telephone Follow-up		o 1210	Open
10/10/2000	14:25	Ship new product	Cat 9		To Do Completed
10/18/2000	05:00	Telephone Follow-up		o 1199	Open
11/30/2000	11:00	Take a coffee break	Cat 2		Open

List All 1 Day 1 Week

New task



Access to the **Schedule an Activity** window is also available from the floating **Communicate** toolbar by clicking the *SCHEDULE* button. Access to the **Detailed Activity Planner** window is also available by clicking the *IN BASKET* button, also found on the **Communicate** toolbar.

Note that the Activity Planner window also provides a 1-day-at-a-time view and a 1-week-at-a-time view. These are shown as card tabs at the bottom of the window. Data on these windows may be displayed in a concise manner with one line for each activity, or in a format that makes empty hourly slots easily visible, like this:

Activity Planner as of FRIDAY 09/29/2000

Show Empty Hourly Slots

Wednesday 09/27/2000

08:00	Qube conf: Customer Spotlight
09:00	Qube conf: Using Qube to the fullest presentation
10:00	Qube conf: Conclusions

Activity Planner as of FRIDAY 09/29/2000

Remove Empty Hourly Slots

Wednesday 09/27/2000

07:00	
08:00	Qube conf: Customer Spotlight
09:00	Qube conf: Using Qube to the fullest presentation
10:00	Qube conf: Conclusions
11:00	
12:00	
13:00	
14:00	
15:00	
16:00	
17:00	
18:00	

List All 1 Day 1 Week

Activity Planner as of FRIDAY 09/29/2000

Remove Empty Hourly Slots








Monday 10/02/2000	Tuesday 10/03/2000	Wednesday 10/04/2000	Thursday 10/05/2000
07:00	07:00	07:00	07:00
08:00	08:00	08:00	08:00
09:00	09:00	09:00	09:00
10:00	10:00	10:00	10:00
10:30	10:30	10:30	10:30
11:00	11:00	11:00	11:00
11:30	11:30	11:30	11:30
12:00	12:00	12:00	12:00

Make follow up c

Note that you may change the planned activity date by dragging and dropping an activity from one day to the next. This is possible when using the 1-Week view, since you can see multiple day lists on this window. The drag and drop function will change the date but it does not allow you to change the time; i.e., when dragging and dropping a planned activity from one day-list to another, you can drop it into the list which represents a different date, but cannot drop it onto a

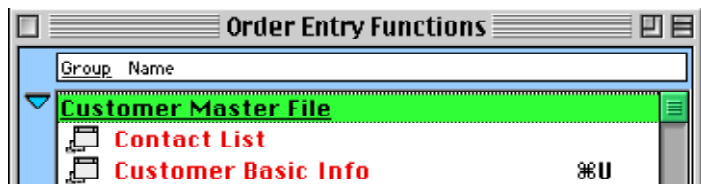
given time cell. The time can be changed by double-clicking on the planned event and changing the time there.

Planned activities associated with a single customer or a single sales opportunity may be accessed by viewing the selected parent record (opportunity or customer) and clicking the **ACTIVITIES** button. Qube will load both planned and completed activities. You may insert a new activity associated with the selected parent record (opportunity or customer) by clicking the **SCHEDULE** toolbar button and you may edit an existing planned activity by double-clicking on the planned activity in the list and using the **Schedule** window to make whatever changes are needed.

Activities					
Code 700001		ONE TERRIFIC SALES PROSPECT		Last Follow Up 05/17/1999	
<div> <div>Personnel</div> <div>Code</div> <div>Date</div> <div>Activity Code</div> <div>Cont.</div> <div>Next Action Date</div> <div>Expected Close Date</div> </div>					
Completed Activities					
1	08/01/1993	1	Sam	Called back to confirm	
1	08/01/1993	4	Joe & Sally	Did a tele-demo	
JO	08/01/1993	5	Joe	Faxed quotes for 3 different configurations.	
DD	07/01/1993	3	Sally Browser	Received completed needs analysis	
1	06/01/1993	2	Joe Browser	Mailed a needs analysis to Joe	
1	05/01/1993	1	Joe Browser	Sent a brochure.	
			Submit a Quote		Samuel Database User
Planned Activities					
<div> <div>Personnel</div> <div>Code</div> <div>Date</div> <div>Time</div> <div>Call</div> <div>Follow up on the follow up letter</div> </div>					
1	04/11/2000	13:30	Call	Follow up on the follow up letter	
1	03/11/2000	10:30	Appmt	Send follow up Letter	
<div>        </div>					

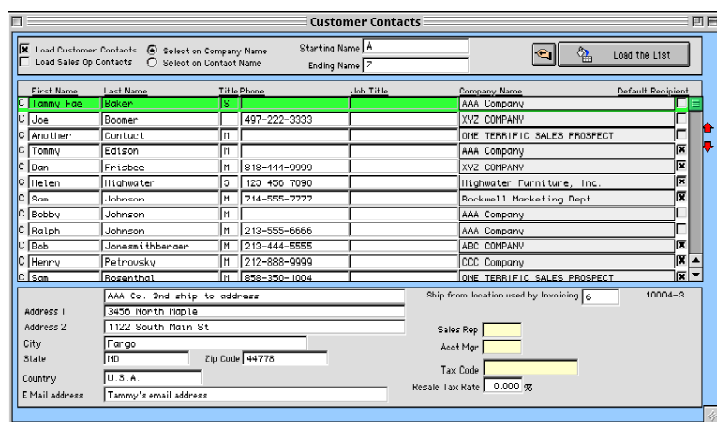
Contacts Window

A new window has been added to the **Order Entry** functions to enable users to locate records by contact name:



This window allows you to load contacts based on company name or contact name within a user-defined range.

Note: the customer file divides the contact name into two separate fields and indexes only the last name. The sales opportunities file stores the main contact name in one indexed field, making it impossible to find directly on the last name.



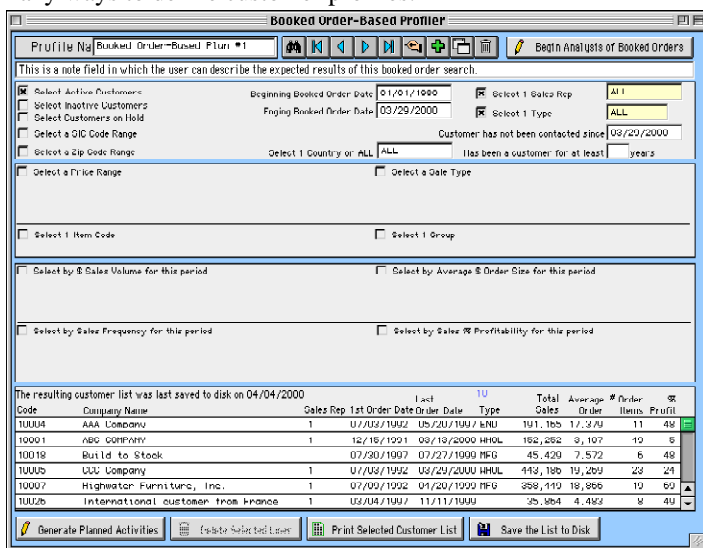
Data Mining

Version 7.37 provides the ability to analyze data in the data file to identify customers who fall into specific profiles and then perform selected activities on that data. This new function is accessed from the **Order Entry** functions list.



Booked Order-Based Profiler

The **Booked Order-Based Profiler** offers a window which provides many ways to define customer profiles.



This is a note field in which the user can describe the expected results of this booked order search.

☒ Select Active Customers
☐ Select Inactive Customers
☐ Select Customers on Hold
☐ Select a SIC Code Range
☐ Select a Zip Code Range

Beginning Booked Order Date: 01/01/1990
Ending Booked Order Date: 03/29/2000

☐ Select 1 Sales Rep: ALL
☐ Select 1 Type: ALL
Customer has not been contacted since: 03/20/2000
Has been a customer for at least: years

Select 1 Country or: ALL
Select a Price Range
Select a Date Type
Select 1 Item Code
Select 1 Group
Select by \$ Sales Volume for this period
Select by Average \$ Order Size for this period
Select by Sales Frequency for this period
Select by Sales \$ Profitability for this period

The resulting customer list was last saved to disk on 04/04/2000

Code	Company Name	Sales Rep	1st Order Date	Order Date	Type	Total Sales	Average Order	# Order Items	Profit
TU004	AAA Company	1	01/03/1992	05/20/1997	HNH	101,165	17,340	11	48
10001	ABC COMPANY	1	12/15/1991	02/19/2000	HNH	162,262	9,107	19	6
10018	BUILD TO STOCK	1	07/30/1997	07/27/1999	MF-G	45,420	7,572	6	48
TU005	CCC Company	1	01/03/1992	05/20/2000	HNH	443,180	19,269	23	24
10007	Highwater Furniture, Inc.	1	07/09/1992	01/20/1999	MF-G	358,110	18,866	19	60
TU026	International customer from France	1	03/04/1997	11/11/1999		25,364	4,463	4	49

When any given profile element checkbox is selected, the window will offer additional fields to allow the selection to be made. These fields are initially invisible to avoid complicating your view and

making the job of defining your profile unnecessarily difficult. At its most complex, the choices offered by the window look like this:

<input checked="" type="checkbox"/> Select Active Customers	Beginning Booked Order Date <input type="text" value="01/01/2000"/>	<input checked="" type="checkbox"/> Select 1 Sales Rep <input type="text" value="1"/>
<input type="checkbox"/> Select Inactive Customers	Ending Booked Order Date <input type="text" value="02/29/2000"/>	<input checked="" type="checkbox"/> Select 1 Customer Type <input type="text" value="HFO"/>
<input type="checkbox"/> Select Customers on Hold		Customer has not been contacted since <input type="text" value="06/29/2000"/>
<input checked="" type="checkbox"/> Select a SIC Code Range <input type="text" value=""/> - <input type="text" value="999999"/>		Has been a customer for at least <input type="text" value=""/> years
<input checked="" type="checkbox"/> Select a Zip Code Range <input type="text" value=""/> - <input type="text" value="999999"/>	Select 1 Country or ALL <input type="text" value="ALL"/>	
<input checked="" type="checkbox"/> Select a Price Range Order Item Unit Price is at least <input type="text" value="0"/> but not more than <input type="text" value="1000000"/>	<input checked="" type="checkbox"/> Select a Sale Type Select 1 Sale Type or ALL <input type="text" value="ALL"/>	
<input type="radio"/> Select Customers who have NOT ordered within this price range.	<input type="radio"/> Select Customers who have NOT placed this order type.	
<input type="radio"/> Select Customers who HAVE ordered items within this price range.	<input type="radio"/> Select Customers who HAVE placed this order type.	
<input checked="" type="checkbox"/> Select 1 Item Code <input type="text" value="9111"/>		
<input type="radio"/> Select Customers who have NOT purchased selected items.	<input checked="" type="radio"/> Select Customers who HAVE purchased selected items.	
<input checked="" type="checkbox"/> Select by \$ Sales Volume for this period Sales were at least <input type="text" value="0"/> but not more than <input type="text" value="9999999"/>	<input checked="" type="checkbox"/> Select by Average \$ Order Size for this period Average order size was at least <input type="text" value="0"/> but not more than <input type="text" value="9999999"/>	
<input type="radio"/> Select Customers who have NOT ordered this sales volume.	<input type="radio"/> Select Customers whose average order size is NOT within this range.	
<input checked="" type="radio"/> Select Customers who HAVE ordered this sales volume.	<input checked="" type="radio"/> Select Customers whose average order size IS within this range.	
<input checked="" type="checkbox"/> Select by Sales Frequency for this period # items ordered was at least <input type="text" value="0"/> but not more than <input type="text" value="9999999"/>	<input checked="" type="checkbox"/> Select by Sales % Profitability for this period % Profitability was at least <input type="text" value="0"/> but not more than <input type="text" value="9999999"/>	
<input type="radio"/> Select Customers who have NOT ordered with this frequency.	<input type="radio"/> Select Customers whose % profitability is NOT within this range.	
<input checked="" type="radio"/> Select Customers who HAVE ordered with this frequency.	<input checked="" type="radio"/> Select Customers whose % profitability is within this range.	

You may create as many profiles as you want to help understand your customer base. After defining the selection criteria, click the **BEGIN ANALYSIS OF BOOKED ORDERS** button. Qube searches the customer file and the booked order files to identify customers who fit the defined profile. The selected customers will be displayed in the list at the bottom of the window, like this:

The resulting customer list was last saved to disk on 03/30/2000									
Code	Company Name	Sales Rep	1st Order Date	Order Date	Type	Last	Total Sales	Average Order	# Order Items Profit
WH0998	Whole Foods #998	14	11/01/1995	02/15/2000	H	3,772	16,405	85	194 89
HOU6778	Victoria House P/L	2	05/27/1998	03/31/1999	HR		16,215	737	22 83
NEU195	New Frontiers #195	49	11/02/1995	02/21/2000	H		15,902	54	297 88
VIT350	Vitamin City	14	03/29/1995	02/24/2000	H		15,479	182	85 88
NBT1395	Nature's Bounty Warehouse	2	06/14/1999	12/13/1999	H		14,931	1,866	8 80
VIT180	Vitamin Barn #180	14	11/02/1995	02/28/2000	H		14,795	110	134 85

It is advisable to save the list by clicking the **SAVE LIST TO DISK** button after you have fine-tuned the search criteria and produced a profile that you wish to save. Otherwise, the list will not be available for future reference.

Your next decision is what to do with this information. Qube allows you to either set up followup activities on the selected customer list or perform sales activities while viewing the list. For example, you may click the **GENERATE PLANNED ACTIVITIES** button.



Qube will respond by displaying a new section in the window on which you can enter what type of planned activities to generate.

<input checked="" type="checkbox"/> Assign activity to Customer's Sales Rep. or Assign Planned Activities to	Type = To Do	Category = Cat 9
Schedule activities to begin	from 10/19/2000 to 10:00 to 17:00	Priority = medium
Planned Activity Description		

Using the **Communicate** toolbar, you can also communicate with any company found in the list by email, fax or letter. If you have a Macintosh computer, you may also dial each customer directly to place a phone call (see [“Telephone Dialing” on page CRM-25](#)).

Opportunity-Based Profiler

The **Opportunity-Based Profiler** window provides ways to determine the next logical step in a selling cycle and to efficiently eliminate opportunities which do not respond to offerings. Below is an example of search and decision criteria that might be used.

Opportunity-Based Profiler	
Profile Name: Sales Plan #2	Begin Search and Analysis
<input checked="" type="radio"/> Samuel Database User is the Sales Rep. <input type="radio"/> Samuel Database User is a team member. <input type="radio"/> Prospect has not purchased from World Class Industries since out-of-date date. <input type="radio"/> Prospect has purchased from World Class Industries since out-of-date date.	Has been a customer for at least: <input type="text"/> years Sales Cut Off Date: 04/01/1997 Expected Close Date is on or Before: <input type="text"/> Prospect has not been contacted since: 03/01/2000
Opportunity Score is at least: <input type="text"/> Opportunity Value is at least: <input type="text"/>	Prospect is part of the following industry SIC code range: <input type="text"/> - <input type="text"/> Prospect is found within the following Zip Code range: <input type="text"/> - <input type="text"/>
Select 1 Country or ALL: <input type="text"/>	<input checked="" type="radio"/> View Search Criteria <input type="radio"/> View Search Results
Schedule activities to begin: 01/19/2000 from 00:00 to 16:00	
Search the last sales activities for this text string:	
1 Prospecting matter	Go to: 41
2 Dealer Packet	41
3 Distributor Packet	42
4 Quotation	43
5 Outbound follow up call	44
6 Urgent inbound call	42
Follow-Up Events	
41 Send follow up Letter	
42 Telephone Follow-up	
43 Schedule a Meeting	
44 Do some homework to respond to the Prospect's Requirements/Questions/Objections	
Decision End Point	
<input type="radio"/> Do nothing if no response was received since Response Cut Off Date. <input checked="" type="radio"/> Flag as LOST if no response received since Cut Off Date and value is not more than Value Cut Off. <input type="radio"/> Delete if no response received since Cut Off Date and value is not more than Value Cut Off.	Response Cut Off Date: 01/01/2000 Value Cut Off: 0000

In this example, the user is looking for all sales opportunities, regardless of expected value, which have not been responded to since 3/1/2000. Qube will analyze the text found in each sales opportunity comment field plus the text string found in the last sales activity associated with each opportunity, to determine what it thinks should be done next. Note that you can set up logic associating certain next step actions with selected text strings; e.g., if Qube finds the string

“dealer packet” then it will recommend step 41 (send a followup letter) next. If it finds nothing and the opportunity is worth less than \$2,000, Qube will recommend that you delete the opportunity as not worth further followup.

The analysis can begin by clicking the *BEGIN SEARCH AND ANALYSIS* button. Qube will perform the search following the user-defined logic and come up with results. These results will be displayed in a list at the end of the search, like this:

63 Proposed Activities	Rep	Date	Execute Results	Delete Selected Lines
Another thought about what to do	JG	04/21/2000	700003 1	25,000
Send follow up Letter	1	04/18/2000	1115 CITY CYCLES	3,500
Send follow up Letter	1	04/18/2000	1069 CROSSROADS BICYCLES	3,500
Send follow up Letter	1	04/18/2000	1032 VELO PRO CYCLERY	2,500
Send follow up Letter	1	04/18/2000	1138 BEAN'S BIKES	2,000
Send follow up Letter	1	04/18/2000	1208 ARABIAN TRUCK CABS AND ACCESSORIES	0
Something else to do	DD	04/19/2000	700002 1	600
Telephone Follow-up	1	04/18/2000	1245 EXTREME WARRIORS	5,500
Telephone Follow-up	1	04/18/2000	1199 MAVROCAR'S LTD.	0
Telephone Follow-up	1	04/18/2000	1210 X-LINE REVESTIMENTOS, LDA	0
Unable to Recommend Action	1	04/18/2000	1343 DOWN TOWN L.A. MOTORS	5,500
Unable to Recommend Action	1	04/18/2000	1341 EAP	5,500

Note that some opportunities contained no comments that matched any of those used in the search criteria and resulted in an **“Unable to Recommend Action.”** You may wish to drill down to these to handle them individually or to use the text found on these records to improve your search criteria. You may enter up to 24 different logic criteria to be used in determining what the next step should be.

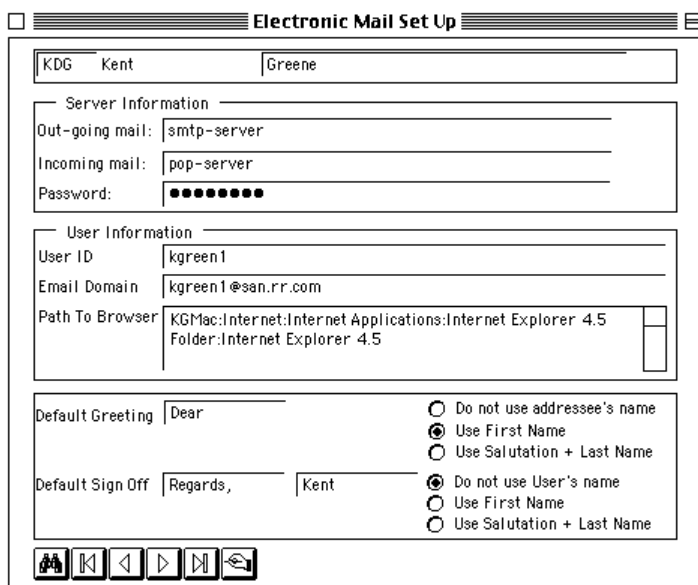
Edit the list by removing selected lines if you wish to override the automated search recommendation, or directly edit the proposed activity, the rep associated with the activity, and its date.

Once you are happy with the search results, click the *EXECUTE RESULTS* button. This action creates planned activities associated with each opportunity, using the recommended string, or it deletes the opportunity or flags it as LOST if that is the recommendation.

Internet Email Functions

Version 7.37 provides the ability to receive and send internet email to customer, vendor and sales opportunity contacts, and also to personnel. To use these capabilities, you must enable the “**Internet**” feature in the **Features Set** window. Also, certain Omnis extensions must be located in the Omnis extensions folder (Mac) or the Omnis Externals directory (PC). These include wBinFile, wContMgr, We-command, and WGFx.

The first step in using this new function is to fill in the **Electronic Mail Set Up** window.



The **Electronic Mail Set Up** window is a dialog box with a title bar. It contains several sections for configuring email settings:

- Server Information:**
 - Out-going mail: smtp-server
 - Incoming mail: pop-server
 - Password: [masked with dots]
- User Information:**
 - User ID: kgreen1
 - Email Domain: kgreen1@san.rr.com
 - Path To Browser: KGMac:Internet:Internet Applications:Internet Explorer 4.5 Folder:Internet Explorer 4.5
- Default Greeting:** Dear
- Default Sign Off:** Regards, Kent
- Radio Buttons:**
 - Do not use addressee's name
 - ☒ Use First Name
 - Use Salutation + Last Name
 - Do not use User's name
 - ☒ Use First Name
 - Use Salutation + Last Name

At the bottom of the window are several icons: a printer, a back arrow, a forward arrow, a double back arrow, a double forward arrow, and a hand cursor.

The Outgoing mail and Incoming mail server information should be copied from your browser preferences window.

The bottom section contains values that are used when performing broadcast email, sending the same message to more than one email recipient. Alternate setup examples include the following:

Default Greeting	Dear	Sir:	<input checked="" type="radio"/> Do not use addressee's name
			<input type="radio"/> Use First Name
			<input type="radio"/> Use Salutation + Last Name
Default Sign Off	Regards,	Sam	<input checked="" type="radio"/> Do not use User's name
			<input type="radio"/> Use First Name
			<input type="radio"/> Use Salutation + Last Name
Default Greeting	Gentlemen:		<input checked="" type="radio"/> Do not use addressee's name
			<input type="radio"/> Use First Name
			<input type="radio"/> Use Salutation + Last Name
Default Sign Off	Edwina		<input checked="" type="radio"/> Do not use User's name
			<input type="radio"/> Use First Name
			<input type="radio"/> Use Salutation + Last Name



The email function is executed by using the *SEND EMAIL* and *GET EMAIL* buttons on the **Communicate** toolbar.



The **Communicate** toolbar will appear at the bottom of your screen when you log onto Qube. The toolbar is floating so you can drag it out of the toolbar section, then click the *CLOSE TOOLBAR* button to remove the toolbar section, leaving only the floating toolbar on your screen. This will minimize the amount of screen space required by the **Communicate** toolbar.

To send an email, view a window on which a customer, vendor or sales opportunity contact or a personnel or outside rep record is referenced, then click the *SEND EMAIL* button. This function may not be performed when in data-entry mode, nor will Qube respond at all if the customer, vendor or sales opportunity does not have a contact name associated with it. Having only a company name is not sufficient. Qube will use the referenced information to set up the field

values on the **Send email** window. Below is an example of a **Send email** window set up for an email to a customer:

Send eMail	
From Address:	kgreen1@san.rr.com
Real Name:	Samuel Database User
To:	qubekent@fda.net
CC:	
BCC:	
Subject:	
Greeting:	Dear Henry,
Body:	<div></div>
Sign Off:	<div><div>Sincerely, Samuel</div><div></div></div>
<input type="checkbox"/> Generate a sales activity record	
<div> Done</div>	<div> Send Internet Mail</div>

First, fill in the **Subject** field and the body of the message. Note the checkbox labeled *GENERATE A SALES ACTIVITY RECORD*. This will leave a record that you sent the email in the customer's record. If you fill in the **Subject** before clicking the *GENERATE A SALES*

ACTIVITY RECORD checkbox, Qube will default the activity text to include your subject, like this:

Send eMail	
From Address:	kgreen1@san.rr.com
Real Name:	Samuel Database User
To:	qubekent@fda.net
CC:	
BCC:	
Subject:	My final offer
Greeting:	Dear Henry,
Body:	<p>This will confirm my offer made earlier for the construction of a new dam at Aswan. We feel that a price of \$27,000,000,000 is fair and reasonable for the scope of this project and will look forward to beginning this work within the coming 2 weeks.</p> <p>Thanks for making this opportunity available to us.</p>
Sign Off: <div style="border: 1px solid black; padding: 2px; min-height: 40px;">Sincerely, Samuel</div>	<input checked="" type="checkbox"/> Generate a sales activity record <div style="border: 1px solid black; padding: 2px; min-height: 40px;">eMail sent by Samuel Database User re: My final offer</div>
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Done </div>	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Send Internet Mail </div>

If there is more than one contact associated with the customer, vendor or sales opportunity, Qube will display a list so you may select which contact should receive the message, like this:

Email Address:	AAA Co. 3rd ship to address	Default Recipient
Mr. Bobby Johnson	eMail	NO
Mr. Ralph Johnson	eMail 21321321	YES
Ms. Tammy Fae Baker	eMail Tammy's email address	NO
Mr. Tommy Edison	eMail Tom's email address	YES

☐ **Generate a sales activity record**

Cancel

OK

After you click **OK**, Qube will set up the **Send email** window with the selected contact and email address so the message can then be filled in. If the **Email Address** is left blank, Qube will prompt you to fill it in.

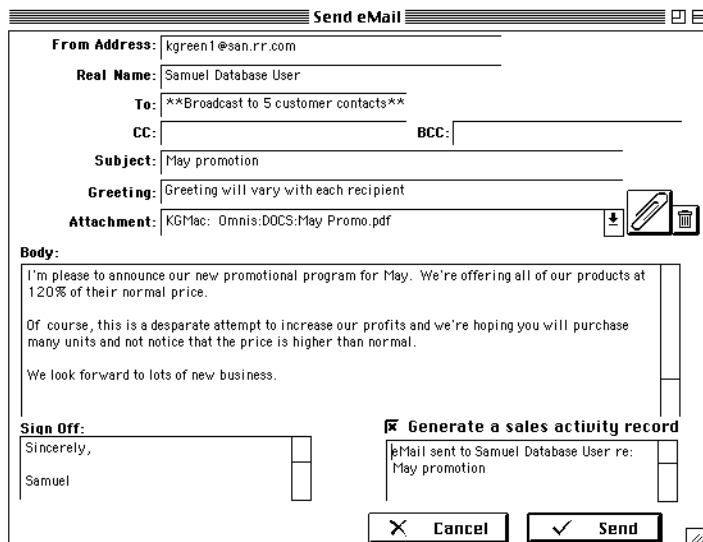
If the email address from the customer, vendor, sales opportunity, personnel or contact record is blank and you fill in the address on this window and then click the *PREPARE EMAIL MESSAGE* button, Qube will fill in the blank email address with the value entered on this window.

The email capability also works when viewing any record which is associated with a customer, vendor or sales opportunity. For example, you may be viewing a sales order that refers to customer 10001. Click the *EMAIL* toolbar button and Qube will prepare an email form addressed to the selected customer. View a quotation record, click the *EMAIL* button and Qube will prepare an email form addressed to either the customer or sales opportunity referenced on the quotation. View a purchase order, click the *EMAIL* button and Qube will prepare an email form addressed to the selected vendor. In these cases, Qube will default the subject to reference the selected record currently being viewed (e.g., “Your P.O. #XXXXXX” or “Our P.O. #YYYYY” or “Your invoice #ZZZZZ” or “Our Invoice #AAAAA.”

Broadcast email

Qube also makes it possible to send a message to multiple email addresses. This is done with the use of a list window, such as the **Opportunities Browser**, the **Customer Browser**, the **Customer Search** window, the **Vendor Browser**, etc. By selecting multiple lines from the list, Qube will prepare the appropriate greeting for each selected contact. It will then present you with the **Send email**

window so that you can prepare the subject and body of the message, like this:



Send eMail

From Address: kgreen1@san.rr.com

Real Name: Samuel Database User

To: **Broadcast to 5 customer contacts**

CC: **BCC:**

Subject: May promotion

Greeting: Greeting will vary with each recipient

Attachment: KGMac: Omnis:DOCS:May Promo.pdf

Body:

I'm please to announce our new promotional program for May. We're offering all of our products at 120% of their normal price.

Of course, this is a desparate attempt to increase our profits and we're hoping you will purchase many units and not notice that the price is higher than normal.

We look forward to lots of new business.

Sign Off: Sincerely, Samuel

☒ **Generate a sales activity record**

Email sent to Samuel Database User re: May promotion

Cancel **Send**

Note the reference to “5 customer contacts.” Qube will send the same message and the same signoff to all five contacts. The greeting, of course, will differ, containing the name which is appropriate to the selected company. Sometimes Qube will be asked to prepare a greeting that requires a last name but may find no last name. In this case it will use the first name. Similarly, Qube will substitute a last name greeting when only a last name is found but it was told to use the first name. If Qube finds no first or last name, it will use “Gentlemen:” as the greeting.

Note also that any number of email attachments may be included to further enhance your message.

The broadcast email function is complicated by the fact that there may be multiple contacts associated with any one customer, sales opportunity or vendor. Qube offers a mechanism to let you solve this issue. Each contact list (for vendors, customers and sales opportuni-

ties) contains a checkbox which lets you select any number of default contacts for broadcast communication (email, fax or letters).

Customer Contact Information						
10001 ABC COMPANY						
First Name	Last Name	Salut	Phone	Fax	Job Title	Default email Recipient
Bob	Jones thberqer	H	213-444-5555	213-444-7777	President	<input type="checkbox"/>
Mary	Smith	S			Vice President	<input checked="" type="checkbox"/>
Walt	Venable	H	619-632-2519		Super-Coder	<input type="checkbox"/>
						<input type="checkbox"/>

When selecting from a list of sales opportunities, customers, vendors or contacts, Qube may find records with blank email addresses.

When performing broadcast email, there is no step allowed to override each email address, as that would be very inefficient. Instead, Qube will display a warning message, like this:

Error: 4 blank email addresses were found in a 6 line list. Continue anyway?

Qube will not send an email to a blank email address.

In the examples above, Qube would send the same message to multiple addressees. Qube can also send varying but similar messages to multiple addressees based on the contents of a template filled out by the user. In the **System Admin. Set Up Functions**, Qube provides a selection labeled *EMAIL TEMPLATES*. Selecting this function will display a window on which the user can fill in two different tem-

plates, one for sending sales order acknowledgements to customers and the other for sending shipment advice to customers, like this:

Email Template: Order Confirmation

☐ Order Confirmation ☐ Shipment Confirmation **CONFIRM ORDER**

Order Confirmation

Text block 1 (This block MAY contain references to fields.)
 Thank you for your order dated <MEDATE> referencing your purchase order <MEPONBR> for delivery to <MESHCOM1>, <MESHAD1>, <MESHCIT>, <MESHSTA> <MESHZIP>.

Qty	Unit	Code	Description	Price	Extension	Sched Ship Date
FIOR	L1UNIT	FLIN_KEY	L1DESCR	L1UPRIC	F_ExtensionTxt	FISHDAT

☒ Print Order Item Note if so noted on the order (This block may NOT contain references to fields.)
 LIN2

☒ Print Order Header Note if so noted on the order (This block may NOT contain references to fields.)
 MENOTE

Text block 2 (This block MAY contain references to fields.)
 The order total is <F_OrderTotalTxt> which includes shipping (<MESHCHG>), handling (<MEHANDL>) and tax (<F_Taxtotal>).

Text block 3 (This block may NOT contain references to fields.)
 Please contact Elvis Presley at 1-800-WeShipLate, extension 456, if you have any questions.

You can define the text used in each text block and to determine which fields are referenced. The above template, for example, would produce an Email message like this:

Send eMail

From Address: kgreen1@san.rr.com

Real Name: Samuel Database User

To: this is the email address

CC:

BCC:

Subject: Your P.O. #ABCD456587-F

Greeting: Dear Dan,

Body:

Order Confirmation

Thank you for your order dated 02/10/2000 referencing your purchase order ABCD456587-F for delivery to XYZ COMPANY, Hardware Products Division, Chatsworth, CA 90112.

Qty: 50, Unit: EA, Code: 9111, Description: 9111 Chair, Price: 500.000, Extension: 25,000.00, Sched Ship Date: 02/16/2000
 Qty: 20, Unit: EA, Code: 9111, Description: 9111 Chair, Price: 500.000, Extension: 10,000.00, Sched Ship Date: 03/15/2000
 Qty: 25, Unit: EA, Code: 9111, Description: 9111 Chair, Price: 500.000, Extension: 12,500.00, Sched Ship Date: 04/15/2000
 Qty: 30, Unit: EA, Code: 9111, Description: 9111 Chair, Price: 500.000, Extension: 15,000.00, Sched Ship Date: 05/15/2000

Qty: 10, Unit: EA, Code: 925, Description: Finished 925 Table, Price: 495.000, Extension: 4,950.00, Sched Ship Date: 02/16/2000

The order total is 67,470.00 which includes shipping (10.00), handling (10.00) and tax (0.00).

Please contact Elvis Presley at 1-800-WeShipLate, extension 456, if you have any questions.

Sign Off:
 Sincerely,
 Samuel

☒ **Generate a sales activity record**
 EMail sent by Samuel Database User re:
 Your P.O. #ABCD456587-F

Done **Send Internet Mail**

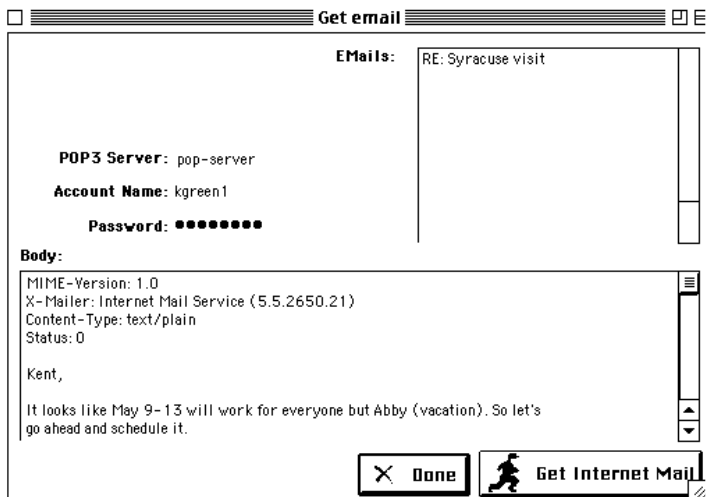
Order Headers Browser									
<input checked="" type="checkbox"/> Load Open	<input type="checkbox"/> Load Cancelled	<input type="checkbox"/> Load On Hold	Beginning Date		Ending Date				
<input type="checkbox"/> Load Invoiced	<input type="checkbox"/> Load Shipped		01/01/1999		04/18/2000				
Order #	Sale Type	Status	Last Order Date	Shipped On	Sales Rep	Subtotal	Customer		
2115		Open	01/18/1999	10/19/1999	1	19,530.76	10005 CCC Company		
2121		Open	03/01/1999	10/19/1999	1	11,000.00	10005 CCC Company		
2134		Open	06/10/1999	07/15/1999		3,000.00	10001 ABC COMPANY		
2127	PHONE	Open	07/14/1999	10/05/1999	1	245,330.58	10005 CCC Company		
2143	SPECL	Open	12/02/1999		1	3,500.00	10005 CCC Company		
2145	SPECL2	Open	02/10/2000	04/17/2000		67,450.00	10002 XYZ COMPANY		
Change <input type="text" value="the whole field"/> Type Code <input type="text" value="to"/>									
<input type="button" value="Clear and Load the List"/> <input type="button" value="Edit Field Values for Selected Lines"/> <input type="button" value="Email Order Confirmation"/>									
<input type="button" value="Email Shipment Advice"/>									

Get email

Qube also provides the ability to get email while using Qube. To do this, click the *GET EMAIL* button on the **Communicate** Toolbar.



Qube will respond by displaying a window on which the email messages may be read. The window will be empty at first and will be filled with messages after the user clicks the *GET INTERNET MAIL* button and if email is found.



If Email message(s) are found, Qube will display the subject in the upper right box and the body in the “Body” section, like this:

☐ **Get email** ☐ ☐

E-mails: RE: Syracuse visit


POP3 Server: pop-server
Account Name: kgreen1
Password: ●●●●●●●●


Body:

MIME-Version: 1.0
X-Mailer: Internet Mail Service (5.5.2650.21)
Content-Type: text/plain
Status: 0

Kent,

It looks like May 9-13 will work for everyone but Abby (vacation). So let's go ahead and schedule it.

 **Done**

 **Get Internet Mail**

Qube Email Limitations

There are currently three limitations to the Qube email function:

- attaching documents to outgoing Email;
- deleting incoming Email messages after they have been read;
- replying directly to incoming Email messages.

Telephone Dialing

Version 7.37 provides the ability to dial your telephone with reference to any selected phone number found in your Qube database. Currently, this function is available only when using Macintosh computers. This function works much like the email capabilities. View the selected vendor, customer or sales opportunity on a window, and click the *TELEPHONE* button on the **Communicate** Toolbar. This function works in conjunction with customer, vendor, sales opportunity or personnel master file windows and also with any record which references one of these files (e.g., sales order, purchase order, lists of these records, etc.).

If there is only one name and phone number associated with the selected record, Qube will simply dial the number. If more than one contact name and phone is found, Qube will display a window with the contact names, phone numbers and company name to call. You may select from a list of multiple contacts and also override the default phone number, if you wish.

Number to Dial: 619-632-2519		ABC Company
Mr. Bob Jonesmithberger		Phone 213-444-5555
Ms. Mary Smith	Vice President	Phone
Mr. Walt Venable	Super Coder	Phone 619-632-2519

☒ **Generate a sales activity record**

Phone call to Walt Venable by Samuel Database User

Cancel

Dial

If you click the *DIAL* button, Qube will then dial the selected number, if the phone is already off the hook with an active dial tone.

Note that Qube also provides a **Generate a sales activity record** checkbox that will automatically create a record of the call associated with the customer or sales opportunity. After the call is complete, the user may wish to view the Activities list and fill in some detail about the phone call.

Dialing Setup

• Set up a Macintosh for Telephone Dialing

1. Make sure you are using a Macintosh computer.
2. Purchase the DeskTop Dialer device from Sophisticated Circuits (www.sophisticated.com for about \$85)
3. Plug the Desktop Dialer into the telephone, following the instructions provided by Sophisticated Circuits.
4. Make sure the Dialer extension is enabled (using your Extensions Manager).

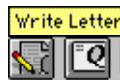


5. Quit Qube if you are currently running it.
6. Copy the SCDialer external into your Omnis Extensions folder.
7. Restart Qube.

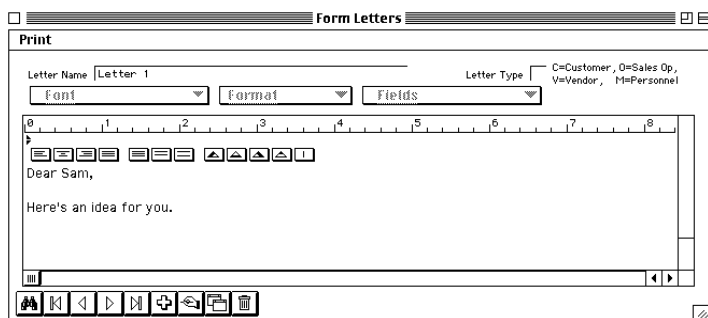
Letter Writing

Version 7.37 provides a built-in word processing engine and therefore permits the user to produce and send letters to customers, prospects, vendors and personnel. There are two basic elements to this functionality:

Form letters may be created for letters that may be used repeatedly. To view this window, click on the *WRITE LETTER* toolbar button while viewing the module selection or function selection window:

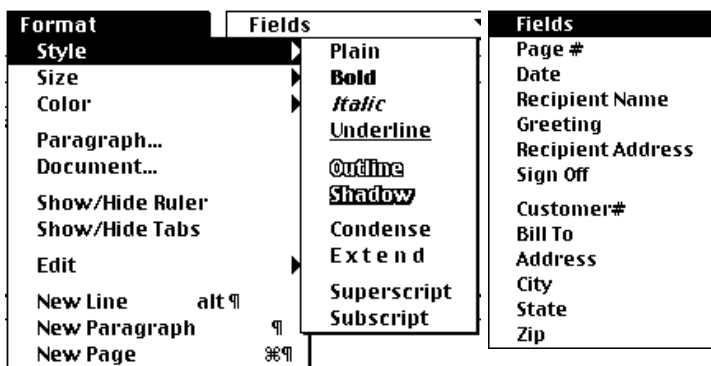


Qube will display a window on which you may view, create and edit form letters.



Note that the drop-down menus for Font, Formats and Fields are grayed out until you click *EDIT* and click anywhere in the body of

the letter. When these menus are active they display many formatting choices, such as the following:



A form letter using the field references might look like this.

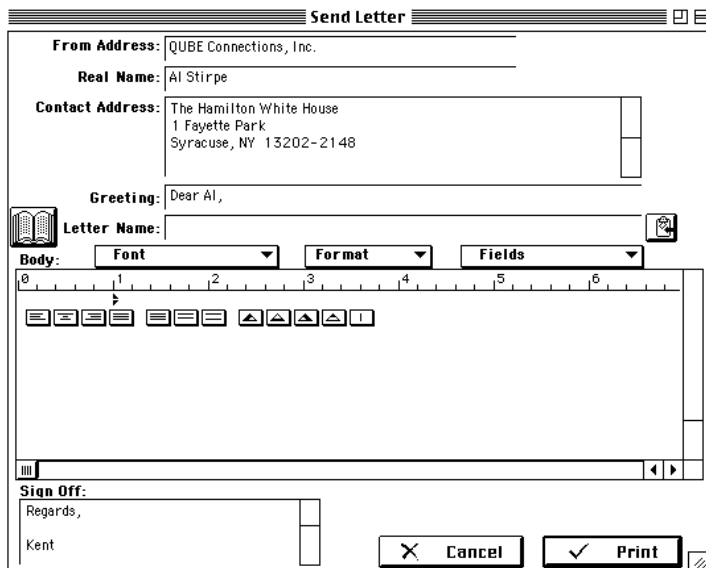
[Date]
[Recipient Name]
[Greeting]
This will confirm our appointment next Monday. I'll pick you up at your office at [Address] [City] at 9:00 a.m.
Please let me know if this is OK with you.
[Sign Off]

Of course, when the letter is printed with reference to a specific customer, it will look this:

09/15/2000
Al Stirpe
Dear Al,
This will confirm our appointment next Monday. I'll pick you up at your office at The Hamilton White House at 9:00 a.m.
Please let me know if this is OK with you.
Regards,
Kent

When the letter writing function is used to send letters to a customer, vendor, prospect or employee, you should first view the appropriate record on the window. Then click the *WRITE LETTER* icon on the

Communicate toolbar. Qube may ask you to select which contact at that company you wish to communicate with. Once you have selected this, Qube displays the **Send Letter** window:



The **Send Letter** window is a dialog box with a title bar containing the text "Send Letter" and standard window controls. It contains several fields for letter composition:

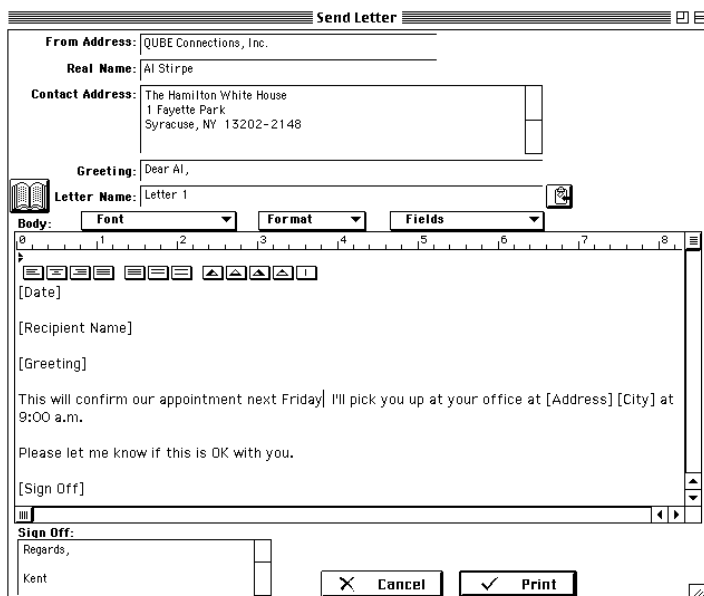
- From Address:** QUBE Connections, Inc.
- Real Name:** Al Stirpe
- Contact Address:** The Hamilton White House, 1 Fayette Park, Syracuse, NY 13202-2148
- Greeting:** Dear Al,
- Letter Name:** (empty field)

Below these fields is a section labeled **Body:** with three dropdown menus: **Font**, **Format**, and **Fields**. Below the menus is a horizontal ruler with markings from 0 to 6. Under the ruler is a toolbar with icons for text alignment (left, center, right, justified), bulleted list, numbered list, indent, and outdent. The main body of the window is a large text area. At the bottom left is a **Sign Off:** section with the text "Regards," and "Kent" on separate lines. At the bottom right are two buttons: **Cancel** (with an 'X' icon) and **Print** (with a checkmark icon).

Note that the inside address, greeting and signoff have already been filled in. You may override these default settings, if you wish. Note that there is a button that looks like a book in the middle left portion of the window.



You may use this to select from your library of form letters. If you select to work from one of your form letters, Qube will fill in the window with the contents of the form letter.



Send Letter

From Address: QUBE Connections, Inc.

Real Name: Al Stirpe

Contact Address: The Hamilton White House
1 Fayette Park
Syracuse, NY 13202-2148

Greeting: Dear Al,

Letter Name: Letter 1

Body: [Date]
[Recipient Name]
[Greeting]
This will confirm our appointment next Friday! I'll pick you up at your office at [Address] [City] at 9:00 a.m.
Please let me know if this is OK with you.
[Sign Off]

Sign Off:
Regards,
Kent

You may then alter the form letter and, if you wish, save the form letter incorporating the modifications you made or you may change the letter name and save your modifications as a new form letter. Use the *CLIPBOARD* icon displayed on the window to save new form letters and form letter changes.





Send Letter

From Address: QUBE Connections, Inc.

Real Name: Al Stirpe


Contact Address: The Hamilton White House
1 Fayette Park
Syracuse, NY 13202-2148

Greeting: Dear Al,

 **Letter Name:** New Letter to Al 

Body: **Font** **Format** **Fields**

0 1 2 3 4 5 6



Here's a new letter that I've prepared to Al.




I think its such a good letter, I'll save it as a form letter so I can re-use it another time.

Sign Off:
Regards,

Kent

Internet Services

Version 7.37 lets you easily pull information about your customers, sales prospects, vendors and personnel from the Internet.



Internet Resources	
Qube Support	
Get Address & Phone	
Get the Weather	
Get Driving Directions	

Driving Directions



You may be planning to visit a customer or a vendor and may want driving directions. Qube uses www.worldpages.com for this purpose. To get this information, view the customer, prospect, vendor or personnel record on your computer, then select **Get Driving Directions from the Internet Services** drop-down menu. Below is an example of directions between Qube's office in Del Mar and a customer in Chatsworth, Calif.

☐ **Get driving directions** ☐

Starting address:
Street: 13822 Mercado Drive
City: Del Mar State: Ca

 **Close**
 **Print**

Destination address:
Street: 21211 Nordhoff Street
City: Chatsworth State: CA

 **Clear fields**
 **Search**

-Note: all the fields are required.

- 1) Start out going South on MERCADO DR towards DEL MAR HEIGHTS RD by turning left.
- 2) Turn LEFT onto DEL MAR HEIGHTS RD.
- 3) Turn LEFT to take the I-5 NORTH ramp.
- 4) Merge onto I-5 N.
- 5) Take I-405 NORTH RAMP towards LONG BEACH.
- 6) Merge onto I-405 N.
- 7) Take US-101 RAMP towards VENTURA/LOS ANGELES.
- 8) Merge onto US-101 RAMP.
- 9) Merge onto US-101 NORTH RAMP.

Get Address & Phone

You may need to get a zip code or telephone number of a more complete address for a customer, prospect, vendor or personnel record. The Internet can help you with this. To do this, view the customer, prospect or vendor on your screen and select **Get Address & Phone** from the **Internet Services** drop down menu. Qube uses www.worldpages.com to source this information. As with anything on the Internet, sometimes the information you're looking for is easily found and sometimes not. Therefore, the Qube design for this function attempts to look for both exact matches and close matches. In the example, below, it looked for "Payne Magnetics, Inc.," in

Covina, CA and it found Payne Magnetics Inc., with a complete address, zip plus 4 and phone.

☐ **Get Address, Phone Number + Zip using www.worldpages.com/whitepages** ☐

Starting field values: Company: Payne Magnetics, Inc. First Name: _____ Last Name: _____ *Street: _____ City: Covina State: CA *ZIP: _____ *Phone: _____		<input type="button" value="Clear fields"/> <small>Note: If a search fails, try leaving the City name blank</small> <input type="button" value="Clear city"/> <input type="button" value="Suggest names"/> <input type="button" value="Search"/>	Payne Magnetics Inc 854 W Front St Covina, CA 91722-3614 Phone: 626-332-6207
New field values: Company: Payne Magnetics Inc First Name: _____ Last Name: _____ Street: 854 W Front St City: Covina State: CA ZIP: 91722-3614 Phone: 626-332-6207		<input checked="" type="radio"/> United States <input type="radio"/> Canada <input type="button" value="Update"/> <input type="button" value="Cancel"/>	
<input checked="" type="checkbox"/> Search on other Suggested values automatically: Payne Magnetics, Inc. Payne Magnetics Payne			
1 Records of 1 have been retrieved			

In this second example, we searched for a company named Pentrex in Pasadena, CA. The search looked for three different search values (shown at the bottom of the window) and found two companies with Pentrex in the name, both in Pasadena, and displayed both of them.

☐ **Get Address, Phone Number + Zip using www.worldpages.com/whitepages** ☐

Starting field values: Company: Pentrex First Name: _____ Last Name: _____ *Street: _____ City: Pasadena State: CA *ZIP: _____ *Phone: _____		<input type="button" value="Clear fields"/> <small>Note: If a search fails, try leaving the City name blank</small> <input type="button" value="Clear city"/> <input type="button" value="Suggest names"/> <input type="button" value="Search"/>	To replace field values, click on a list line. Pentrex Pasadena, CA Phone: 626-793-3400 Pentrex Publishing Pasadena, CA Phone: 626-796-1019
New field values: Company: Pentrex First Name: _____ Last Name: _____ Street: _____ City: Pasadena State: CA ZIP: _____ Phone: 626-793-3400		<input checked="" type="radio"/> United States <input type="radio"/> Canada <input type="button" value="Update"/> <input type="button" value="Cancel"/>	
<input checked="" type="checkbox"/> Search on other Suggested values automatically: Pentrex			
2 Records of 2 have been retrieved			

Note that, if you click the *UPDATE* button, Qube will change the record in your database, updating all of the elements displayed in the **New Field values** section of the window. It will not override non-blank data with blank data (i.e., if you had a zip code in your database, but the search did not return a zip code, it will not blank out your zip code).

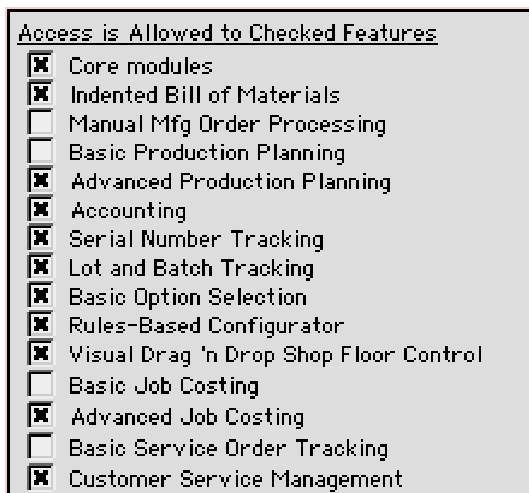
The function allows searches in both the US and Canada.

Which Type of Service Order Tracking Are You Using?

Qube ERP™ provides a facility to record customer requests to return merchandise, track that returned merchandise through evaluation and repair procedures, record time, materials and purchases made to repair or replace the product, bill the customer for allowable charges and report on causes for returns, returns still in the shop and the costs and revenues associated with them.

Two levels of return order tracking and problem resolution are provided in the system. These are categorized as **Basic Service Order Tracking** and **Customer Service Management**.

Both of these choices are available in the **Features Set window**.

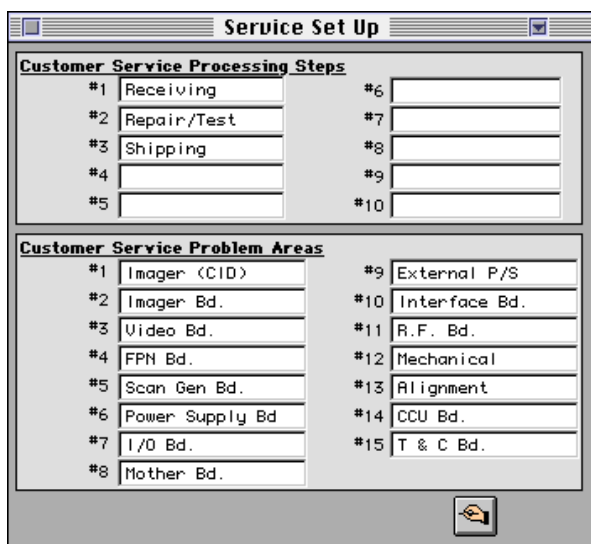
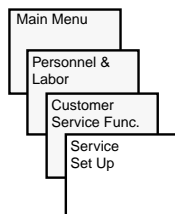


Access is Allowed to Checked Features

<input checked="" type="checkbox"/>	Core modules
<input checked="" type="checkbox"/>	Indented Bill of Materials
<input type="checkbox"/>	Manual Mfg Order Processing
<input type="checkbox"/>	Basic Production Planning
<input checked="" type="checkbox"/>	Advanced Production Planning
<input checked="" type="checkbox"/>	Accounting
<input checked="" type="checkbox"/>	Serial Number Tracking
<input checked="" type="checkbox"/>	Lot and Batch Tracking
<input checked="" type="checkbox"/>	Basic Option Selection
<input checked="" type="checkbox"/>	Rules-Based Configurator
<input checked="" type="checkbox"/>	Visual Drag 'n Drop Shop Floor Control
<input type="checkbox"/>	Basic Job Costing
<input checked="" type="checkbox"/>	Advanced Job Costing
<input type="checkbox"/>	Basic Service Order Tracking
<input checked="" type="checkbox"/>	Customer Service Management

Basic Service Order Tracking

Getting Started



Customer Service Processing Steps	
#1	Receiving
#2	Repair/Test
#3	Shipping
#4	
#5	
#6	
#7	
#8	
#9	
#10	

Customer Service Problem Areas	
#1	Imager <CID>
#2	Imager Bd.
#3	Video Bd.
#4	FPN Bd.
#5	Scan Gen Bd.
#6	Power Supply Bd.
#7	I/O Bd.
#8	Mother Bd.
#9	External P/S
#10	Interface Bd.
#11	R.F. Bd.
#12	Mechanical
#13	Alignment
#14	CCU Bd.
#15	T & C Bd.

The process of tracking service orders begins with the **Service Set Up** window, shown here.

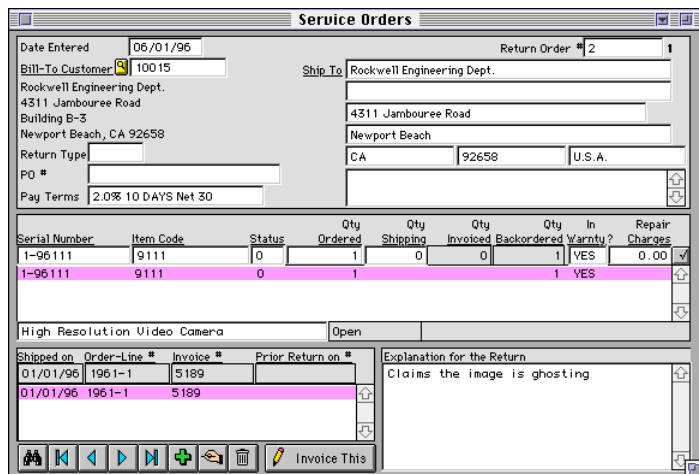
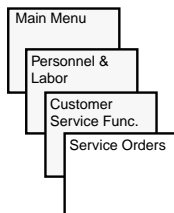
These fields are used to label the various steps and problem areas on data entry windows and on reports. You have two areas which should be set up; **Customer Service Processing Steps**, and the **Customer Service Problem Areas**.

The **Problem Areas** will appear on the **Service Activities** window, and the **Processing Steps** will appear on the **Service Summary** window.

To set up the problem areas and processing steps, click **<EDIT>**, and enter the data areas you wish to track. When finished, click **<SAVE>**. These items may be whatever you wish; however, be aware that the processing steps indicate processes which the returned item must go through, and problem areas indicate various things which can go wrong with the returned items.

Using the Module

Service Orders



Service Orders

Date Entered: 06/01/96 Return Order #: 2

Bill-To Customer: 10015 Ship To: Rockwell Engineering Dept.

Rockwell Engineering Dept.
4311 Jambouree Road
Building B-3
Newport Beach, CA 92658

4311 Jambouree Road
Newport Beach
CA 92658 U.S.A.

Return Type: PO # Pay Terms: 2.0% 10 DAYS Net 30

Serial Number	Item Code	Status	Qty Ordered	Qty Shipping	Qty Invoiced	Qty Backordered	In Warranty?	Repair Charges
1-96111	9111	0	1	0	0	1	YES	0.00
1-96111	9111	0	1			1	YES	

High Resolution Video Camera Open

Shipped on	Order-Line #	Invoice #	Prior Return on #	Explanation for the Return
01/01/96	1961-1	5189		Claims the image is ghosting
01/01/96	1961-1	5189		

Invoice This

Use the **Service Orders** window to record the customer's request to return product. The Return Order Number in the upper right-hand corner is the customer's RMA number.

Return Order

{10 characters, unique, alphanumeric} This value will be automatically calculated by the system if you have elected to have the system automatically calculate sales order numbers (see [“The System Will Automatically Calculate the Following:” on page SYS-105](#)). If you have left this function off, you may enter your own RMA numbers into this field. Make sure you enter unique numbers each time, however. You might wish to enter some derivation of the date, or the date and customer number, or something of the kind. Or, you may just elect to have the system automatically calculate these numbers.

This number serves as the RMA number for the customer return. When you finally get the item back from the customer, you can use this number to identify the service authorization.

Date Entered

{Date field} Enter the date the service order was entered into this field. This would normally be done at the time the customer calls in for a return authorization.



Bill-To Customer

{alphanumeric, validated} Enter the customer code of the customer returning the item into this field. As with most of the sales information on the window, this number may be pulled in by entering the return item's serial number if it is known.

Ship-To Address Fields

These fields will be defaulted from the customer record, but may be overridden.

Return Type

{Six characters, alphanumeric} This is a reference field only. It may carry any data, up to six characters, you wish to enter. The data in this field is not validated in any way, so be sure your data entry people understand your conventions.

PO#

{25 characters, alphanumeric} Enter the customer PO number in this field. This is not required information.

Pay Terms

Enter the payment terms in this field. For accuracy, it is a good idea to look these terms up using the reference list function.

Serial Number

The data entry window allows the user to record serial numbers of items returned. If you know the main serial number of the item being returned, you may enter this in the serial number field. The system will fill in all information in the return order header (customer code, name, default ship-to, etc.,) for you. Upon entering a serial number, the function will look up the serial number and provide you with feedback regarding the item and warranty status which may be passed on to the customer. Qube ERP™ will also check to make sure the serial number entered matches the item being returned and the customer who is returning it. Error messages will be displayed if either of these do not match.

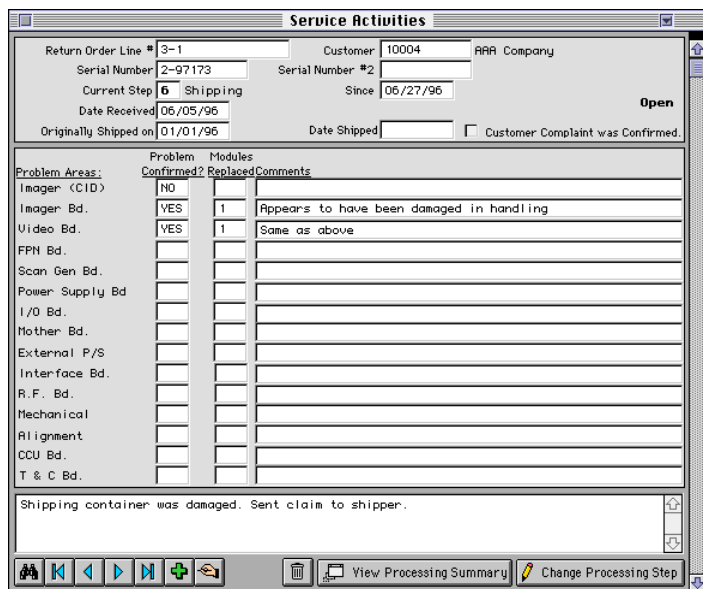
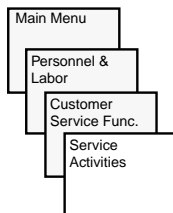
No Serial Numbers

If the item being returned does not have a serial number or you do not know the serial number, enter NO S/N in the Serial Number field. The system will caution you with a dialog box, but allow you to proceed if you wish. As the item is actually received, you may enter the serial number if you wish.

Status	The value of this field will default to O for Open. When the returned item has been repaired and is ready for invoicing and shipment back to the customer, the status code should be changed to R (Ready).
Qty Ordered	Under normal circumstances this number will be 1, as most items returned will be serialized. If more than one serialized item is returned, you should enter a line item for each returned item.
Qty Shipping	This should remain zero until you are ready to ship the item back to the customer.
In Warnty?	<i>{Defaulted, Yes/No}</i> The system will compare the issue date of the RMA with the date the item was sold. If the amount of time passed is less than the amount of time indicated in the company setup window, this value will default to YES . If the amount of time is greater than that indicated in the company setup window, this value will default to NO . As with most defaulted fields, you may override this value. See “Default Location for PO Receipts” on page SYS-116 .
Repair Charges	This value of this field defaults to zero. You may enter any value.
Shipping Information	The information in this area is display only, and it is defaulted from the serial number of the item being entered. If no serial number exists, this information will not be displayed. The information displayed refers to the original sale and shipment of the item, and any previous returns of the item.
Comments	There are two comment fields. One is unlabeled and contains a brief description of the item. This will print on the work order but not on an invoice. The other comment field is labeled Explanation for the Return . Use this field to enter a narrative description of the customer's comments. These comments will not print on work orders or standard invoices, but will print on custom invoices to aid in communicating the customer's complaint to the people in the shop who will be handling the repair. The comments will not, however, be printed on the invoice sent to the customer.

Service Activities

This window is used to record the process of tracking the item through various repair steps and recording what types of problems were found and the costs associated with each repair step. This process does not begin until the returned item is actually received.



Problem Areas:	Confirmed?	Replaced	Comments
Imager (CID)	NO		
Imager Bd.	YES	1	Appears to have been damaged in handling
Video Bd.	YES	1	Same as above
FPH Bd.			
Scan Gen Bd.			
Power Supply Bd			
I/O Bd.			
Mother Bd.			
External P/S			
Interface Bd.			
R.F. Bd.			
Mechanical			
Alignment			
CCU Bd.			
T & C Bd.			

Shipping container was damaged. Sent claim to shipper.

View Processing Summary Change Processing Step

• To enter the receipt of a returned item

1. Click **<NEW>** to record a new return order received back for repair.
2. Enter the Return Order Line Number (this is the return order number combined with the specific line number of the item).

When you tab out of this field, the system will fill in the serial number, customer code and name and other pertinent fields at the service activities window header.

The **Current Step** refers to one of the ten steps described in the Set Up window.

As the returned item is examined and tested, you may enter data indicating whether or not the customer's complaint was confirmed, which modules had to be replaced, and which problems were identified. In addition, comments can be entered next to each problem type and a larger comment field can be entered at the bottom of the window to describe problems or repairs applying to the entire repair process.

The comments from the last entry are copied to the current entry when the user is adding a new entry and tabs out of the serial number field. If the user clicks <NEW> and then clicks <SAVE> and fails to enter a **Serial Number** and <TAB> out of that field, no comments will be copied. When comments are copied from a previous service order, they will appear like this:

From 06/05/96:Shipping container was damaged. Sent claim to shipper.



Date Shipped

This is a display-only field. When you return the item by invoicing the RMA, this field will be populated with the date the item is invoiced and shipped.

Customer Complaint was Confirmed

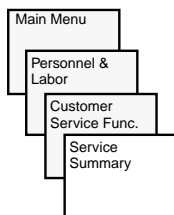
As the customer complaint is confirmed, click this box. This information will carry over to other windows.

Change Process Step

You may not change this step when editing the data in the service activities window. To change the processing step, click the button labeled *<CHANGE PROCESSING STEPS>* in the lower right of the window. Then enter the next processing step that the item is being entered into. This does not necessarily have to be the next sequential step as set up in the set up window.

When this is done accurately and on time, the system keeps track of the number of days the return order spent at each processing step and how many times it entered each step. This can be viewed in the **Service Summary Window** as shown below.

View Processing Summary



Service Summary			
Return Order Line #	3-1	Customer	10004 AAA Company
Serial Number	2-97173	Originally Shipped on	01/01/96
Current Step	6 Shipping	Since	06/27/96
Date Received	06/05/96	Date Shipped	
Customer Complaint Confirmed?		YES	Open

Processing Steps	Total		Processing Steps	Total	
	Number	Times		Number	Times
	Days	Entered		Days	Entered
Receiving	1	2	Shipping		
Test	5	1			
Evaluate	4	1			
Repair	11	1			
Test Repair	2	1			

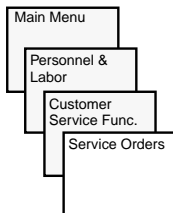
View Activities Detail

This window is for display purposes only. By viewing this window, you may check on the status of any item in the system, and know how long it is taking to process it through the various steps. This window can be used by customer service personnel to determine the status of an item and report that status to the customer.

Service Order Tracking



Shipping and Invoicing the Service Order



Service Orders

Date Entered: 06/01/96 Return Order #: 3 1

Bill-To Customer: 10004 AAA Company
1122 South Main St
Los Angeles, CA ABC 234567

Ship To: AAA Company
1122 South Main St
Los Angeles
CA 90009 U.S.A.

Return Type: ABC

PO #:
Pay Terms: 2.0% 10 DAYS Net 30

Serial Number	Item Code	Status	Qty Ordered	Qty Shipping	Qty Invoiced	Qty Backordered	Qty Warrnty?	In Repair	Repair Charges
2-97173	9111	R	1	1	0		1	NO	50.00
2-97173	9111	R	1	1			1	NO	50.00

High Resolution Video Camera Ready 50.00

Shipped on	Order-Line #	Invoice #	Prior Return on #
01/01/96	1950-1	5188	
01/01/96	1950-1	5188	

Explanation for the Return: Claims the image is ghosting

Invoice This

This step is handled from the **Service Orders** window. Once the item is ready to be returned to the customer, change the **Status** field to **R** (Ready), and the **Qty Shipping** field to reflect the number of items being returned to the customer.

Then click the **INVOICE THIS** button. This creates a new invoice of the item, reflecting any costs included in the **Repair Charges** field.

It will also update the **Date Shipped** and **Status** fields on the **Service Activities** window, like so:

Service Activities

Return Order Line #: 3-1 Customer: 10004 AAA Company

Serial Number: 2-97173 Serial Number #2:
Current Step: 6 Shipping Since: 06/27/96

Date Received: 06/05/96

Originally Shipped on: 01/01/96 Date Shipped: 06/27/96 ☒ Customer Complaint was Confirmed

Closed

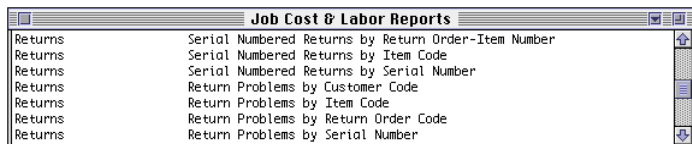
Inventory Transactions

No inventory transaction will be created, as no inventory has been shipped. All you have done is return the customer's goods.

Shipping Charges

To add or edit shipping charges, you must open the **Invoice Header** window and edit them there. The invoice header is located in the **Accounts Receivable** module.

Reports

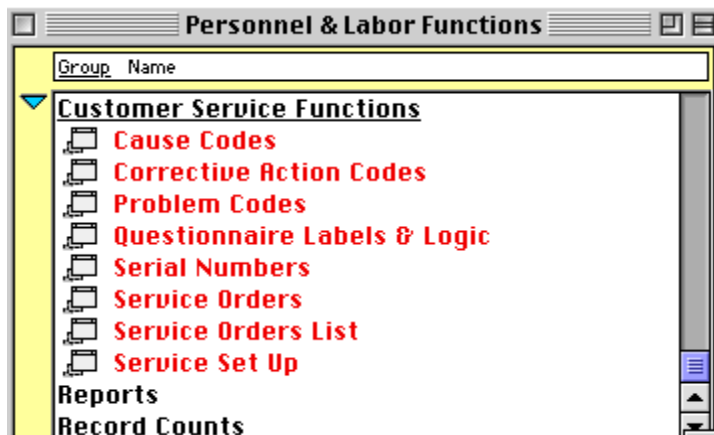


Returns	Serial Numbered Returns by Return Order-Item Number
Returns	Serial Numbered Returns by Item Code
Returns	Serial Numbered Returns by Serial Number
Returns	Return Problems by Customer Code
Returns	Return Problems by Item Code
Returns	Return Problems by Return Order Code
Returns	Return Problems by Serial Number

These reports are listed in the Labor Reports lists. Notice that reports can be sorted and subtotaled by customer, item, return order and serial number. All reports offer the ability to print detail or summary, to select one item/customer/serial number or all, and to select all problem types or just one. The various problem type codes are displayed at the bottom of the report selection window for easy reference.

Customer Service Management

Overview



Why Use this Module?

Customer Service Management provides a detailed way to plan and implement your response to customer service issues, tracking all customer interface, inventory, and billing issues from a single area of the system.

Using the module, you will be able to identify potential problems, their causes, and the proper corrective actions to be taken. These are set up in a detailed questionnaire which is designed around a user-defined decision tree. This decision tree will take the customer service representative through the proper steps, and ensure that all the important details of the incident are recorded and any necessary responses are followed up in the appropriate manner.

If, in the course of the above process, it is determined that goods must be returned for repair or replacement, the module provides the ability to issue a RMA number to the customer, track and identify which stage of the service process an item is in by item code, serial number or batch number, issue returns to stock or use comments to record inventory applied to the job and invoice the service order or issue a credit memo if necessary. All job cost data is captured during the process and applied to the job as necessary.

Companies & Personnel Targeted by this Module

Any company which is regulated by the FDA or needs to have documented procedures established for following up customer service issues is a candidate for this module. These issues are particularly important when dealing with medical devices, pharmaceuticals, or any environment in which MDR reports are a requirement.

In addition, any company which is concerned about ensuring product quality and identifying problems and causes in early stages will find this module indispensable.

The quality control administrator, system administrator, or someone similar should be involved with the initial set up of the data within the system. Thereafter, the customer service, inventory control and accounts receivable personnel will use this function any time an item is returned for service.

Expected Benefits

The **Customer Service Management** module is designed to focus your company's attention on customer satisfaction and product quality. Every component forces a focus on defining the quality problems and likely causes, furnishing the ability to come to a conclusion about each issue, and then making sure that the proper steps are taken to fix the problem.

In addition, the module provides the ability to track quality patterns and identify them before they become trends. Using the **Problems by Problem Type** report, you will be able to identify those problem types which comprise the bulk of your problems. By employing a Pareto analysis, you will most likely find that around 20% of your problem types will account for approximately 80% of your problem issues. By providing the ability to identify and fix these most significant 20% of problem types, the function will allow you to quickly and dramatically "cut through the noise" and increase your customer satisfaction in the most efficient way possible.

Note to 7.35 users: Fully leveraging Customer Service Management's ability to associate and report on multiple problem types for each service order item can require additional, sometimes

time-consuming, data entry. Without these problem records, however, analysis of problems by type, item code, customer, etc., is impossible. Version 7.35 can make this task easier. As service order entries are made, Qube ERP™ will read the comment line of each service order item to see if the comments can indicate which type of problem has been encountered. When it finds a match, it will automatically create the problem record.

In summary, the module provides a high level of sophisticated control over the entire service returns area. This functionality will help ensure that proper procedures are followed and that required reports and filings are processed, thus helping reduce exposure in high-liability situations and maintain complete records for audit purposes.

The following benefits can be derived by using this module.

1. Early identification of problem patterns before they become costly trends.
2. Ability to concentrate on the 20% of problem types which cause 80% of your problems.
3. Greater visibility of service order procedures.
4. More complete reporting of service issues.
5. Better control of the service order process.
6. Less liability exposure.
7. Easier auditing process.
8. Better handle on service costs, to increase profitability of service order process/products.
9. Easier RMA processing.
10. Better customer response.
 - a) more consistent, on-time service order completions, and
 - b) better able to respond to status-related questions.

11. Identify and track trends in product quality or lack thereof.

What's Included

The advanced version provides the following functions over and above those provided by the basic version of service order tracking:

1. Unlimited number of pre-defined problem areas (the basic version is limited to 15 problems).
2. Validated causes related to each problem.
3. Validated corrective actions related to each cause.
4. Follow up dates & persons related to each service order item.
5. Optional, user-scripted questionnaire and decision tree to guide customer service reps in finding out what the problems are and what corrective actions should be taken.
6. Recorded responses by customers to the scripted questions.
7. Ability to issue replacement invoices and return items to stock.
8. Ability to associate each service order item with a batch, serial number, invoice item or none of the above.
9. Reporting of problems and service order items by customer, item, batch or serial number, all provided in columnar numbers and graphic output.

How Does this Data Relate to Other Data Within the System?

The **Customer Service Management** (CSM) module is tightly integrated with other areas of the system. Inventory, AR, and job cost data are automatically generated and updated from the process.

1. Service orders can be invoiced on-line. This invoice data then flows through the accounts receivable module to the general ledger module. Credit memos may also be issued with resulting inventory transactions.
2. The function utilizes lot numbers, serial numbers and item codes (or none of the above) for tracking purposes.

Getting Started

The following setup functions must be completed in order to use Customer Service Management (CSM).

Features Set

CSM is an optional, for-sale module. It must therefore be activated in the **Features Set** window in order to be available for use (see [“Application Features Set Window” on page SYS-138](#)).

Make sure Customer
Service Management
is active



Access is Allowed to Checked Features

<input checked="" type="checkbox"/>	Core modules
<input checked="" type="checkbox"/>	Indented Bill of Materials
<input type="checkbox"/>	Manual Mfg Order Processing
<input type="checkbox"/>	Basic Production Planning
<input checked="" type="checkbox"/>	Advanced Production Planning
<input checked="" type="checkbox"/>	Accounting
<input checked="" type="checkbox"/>	Serial Number Tracking
<input checked="" type="checkbox"/>	Lot and Batch Tracking
<input checked="" type="checkbox"/>	Basic Option Selection
<input checked="" type="checkbox"/>	Rules-Based Configurator
<input checked="" type="checkbox"/>	Visual Drag 'n Drop Shop Floor Control
<input type="checkbox"/>	Basic Job Costing
<input checked="" type="checkbox"/>	Advanced Job Costing
<input type="checkbox"/>	Basic Service Order Tracking
<input checked="" type="checkbox"/>	Customer Service Management

If you are using the Customer Service Management module described in these pages, you must have that selection activated on this window.

User Access Privileges

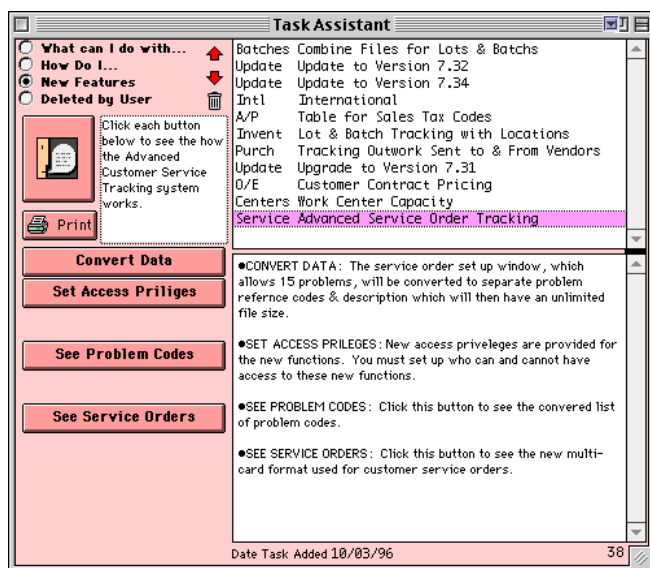
Once the module has been activated in the Features Set window, you must be certain to activate the User Access Privileges for each user (see [“User Access Privileges” on page SYS-123](#)). The access privileges for the CSM functions are found under the Personnel & Labor privileges, as shown here:

Function	Access Privileges			
	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Edit or Delete	<input checked="" type="checkbox"/> Print
Service Orders	YES	YES	YES	YES
Service Orders	YES	YES	YES	YES
Inventory Transactions	YES	YES	YES	YES
Problem Codes & Descriptions	YES	YES	YES	YES
Cause Codes & Descriptions	YES	YES	YES	YES
Corrective Action Codes & Descriptions	YES	YES	YES	YES
Questionnaire Labels & Logic	YES	YES	YES	YES
Service Orders List	YES	YES	YES	YES

Note that there are several windows involved with the CSM module. Be sure to provide access only to those windows appropriate for each user. For example, the setup functions, such as **Problem Codes & Descriptions**, **Cause Codes & Descriptions**, and **Questionnaire Labels & Logic** would only be appropriate for the service manager, system administrator or similar user. The customer service representatives, however, would more likely only have access to the **Service Orders** windows, so they can add and maintain the actual, everyday service transactions, but not edit the control records.

Task Assistant

If you have used the **Basic Service Order Tracking** in the past and are upgrading to CSM, you will need to access the following task under **New Features** in the **Task Assistant** window.



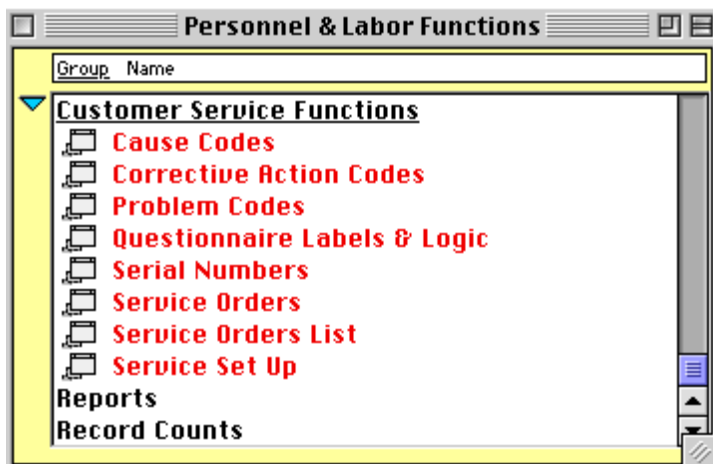
Once you have accessed this task, it is important to click the button, **<CONVERT DATA>**. Clicking this button will move the 15 previously allowed problem codes to a separate data file which provides unlimited problem codes.



Further Setup

Note: Only run this if you have previously used Basic SOT!

Once you have completed the above steps, ensure you have access to all of the reports and functionality of **Customer Service Management**. To provide access to the functions, it is necessary to refresh the **Personnel & Labor Functions** list for each user which will be using the function. For information on how to do this, see [“Functions Missing from Lists” on page GEN-14](#). After refreshing the list, you should see the following under **Customer Service Functions** on the **Personnel & Labor Functions** list:



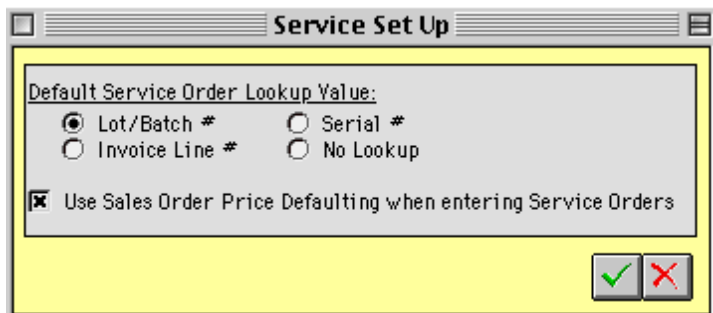
You also need access to the Customer Service Management reports, as shown below. If they are not visible as shown, you must update your reports file with the necessary reports (see [“Update Reports” on](#)

[page SYS-142](#)). Contact QCI Technical support to make sure you have the most current reports file to work from.

Job Cost & Labor Reports		
Service	G	Service Orders by Return Order-Item Number
Service	G	Service Orders by Item Code
Service	G	Service Orders by Batch or Serial Number
Service	G	Service Order Problems by Customer Code
Service	G	Service Order Problems by Item Code
Service	G	Service Order Problems by Return Order Code
Service	G	Service Order Problems by Serial Number
Service	G	Service Order Problems by Problem Type

Service Set Up

Use this window to set defaults to be used when entering service orders. These default values assist you in setting values as new service orders are entered.



The dialog box titled "Service Set Up" contains the following options:

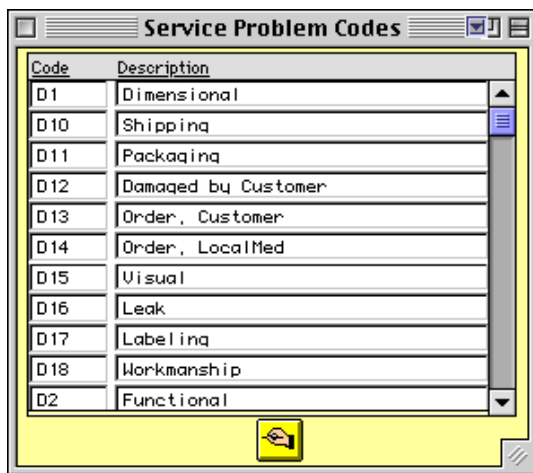
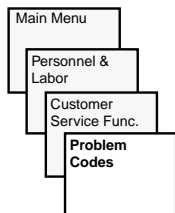
Default Service Order Lookup Value:

- ☒ Lot/Batch #
- ☐ Invoice Line #
- ☐ Serial #
- ☐ No Lookup

☒ Use Sales Order Price Defaulting when entering Service Orders

Buttons: [Checkmark] [X]

Service Problem Codes



Code	Description
D1	Dimensional
D10	Shipping
D11	Packaging
D12	Damaged by Customer
D13	Order, Customer
D14	Order, LocalMed
D15	Visual
D16	Leak
D17	Labeling
D18	Workmanship
D2	Functional

This window allows the user to set up codes and descriptions used in service orders to categorize problems associated with any service order event. Once these codes are entered into the data file, they may be used to designate problems in the **Service Order Problems, Causes & Actions** window (see [“Service Order Problems, Causes & Actions”](#) on page CSM-25). The data entered into this window will determine the problems which can be entered on the service order. Only those items entered on this window may be entered as problems on the service order, as these codes are validated.

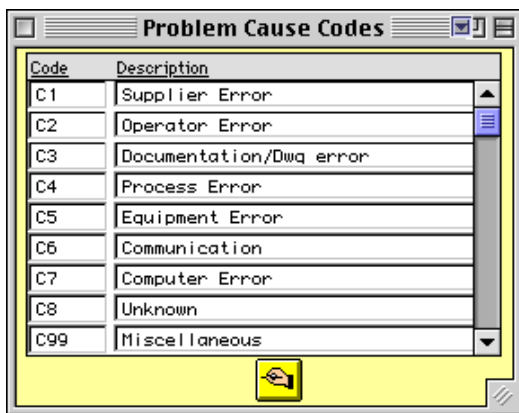
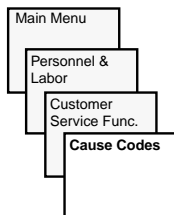
Code

{Six characters, unique, alphanumeric} Enter the code by which each service problem will be identified in this field. Tables are different from data entry lists as you enter the data directly into each cell of the table; not a data entry line at the top of the list. To enter data in a table, scroll to the bottom of the list and click in the empty fields at the bottom of the list and begin typing. As you <TAB> between entries, the cursor will jump to the next field or line.

Description

{30 characters, alphanumeric} Enter the description for each service problem here.

Problem Cause Codes



Code	Description
C1	Supplier Error
C2	Operator Error
C3	Documentation/Dwg error
C4	Process Error
C5	Equipment Error
C6	Communication
C7	Computer Error
C8	Unknown
C99	Miscellaneous

This window allows the user to set up codes and descriptions used in service orders to categorize causes of problems associated with any service order event. Once these codes are entered into the data file, they may be used to designate causes for each problem in the **Service Order Problems, Causes & Actions** window (see [“Service Order Problems, Causes & Actions”](#) on page CSM-25). The data entered into this window will determine the problem causes which can be entered on the service order. Only those items entered on this window may be entered as problem causes on the service order, as these codes are validated.

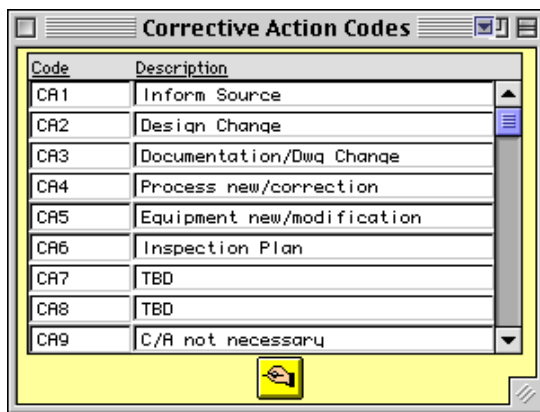
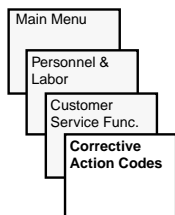
Code

{Six characters, unique, alphanumeric} Enter the code by which each service problem cause will be identified in this field. Tables are different from data entry lists as you enter the data directly into each cell of the table; not a data entry line at the top of the list. To enter data in a table, scroll to the bottom of the list and click in the empty fields at the bottom of the list and begin typing. As you <TAB> between entries, the cursor will jump to the next field or line.

Description

{30 characters, alphanumeric} Enter the description for each problem cause here.

Corrective Action Codes



Code	Description
CA1	Inform Source
CA2	Design Change
CA3	Documentation/Dwg Change
CA4	Process new/correction
CA5	Equipment new/modification
CA6	Inspection Plan
CA7	TBD
CA8	TBD
CA9	C/A not necessary

This window allows the user to set up codes and descriptions used in service orders to categorize corrective actions applied to causes of problems associated with any service order event. Once these codes are entered into the data file, they may be used to designate corrective actions for each problem in the **Service Order Problems, Causes & Actions** window (see [“Service Order Problems, Causes & Actions”](#) on page CSM-25). The data entered into this window will determine the corrective actions which can be entered on the service order. Only those items entered on this window may be entered as corrective actions on the service order, as these codes are validated.

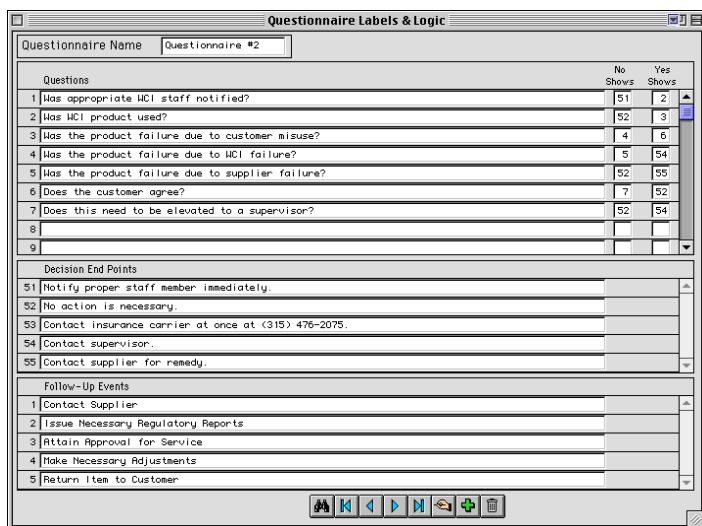
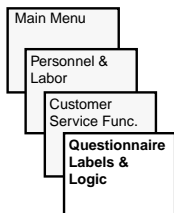
Code

{Eight characters, unique, alphanumeric} Enter the code by which each corrective action will be identified in this field. Tables are different from data entry lists as you enter the data directly into each cell of the table; not a data entry line at the top of the list. To enter data in a table, scroll to the bottom of the list and click in the empty fields at the bottom of the list and begin typing. As you <TAB> between entries, the cursor will jump to the next field or line.

Description

{33 characters, alphanumeric} Enter the description for each corrective action here.

Questionnaire Labels & Logic



Questionnaire Name: Questionnaire #2

Questions	No Shows	Yes Shows
1 Has appropriate HCl staff notified?	51	2
2 Has HCl product used?	52	3
3 Has the product failure due to customer misuse?	4	6
4 Has the product failure due to HCl failure?	5	54
5 Has the product failure due to supplier failure?	52	55
6 Does the customer agree?	7	52
7 Does this need to be elevated to a supervisor?	52	54
8		
9		

Decision End Points

51 Notify proper staff member immediately.	
52 No action is necessary.	
53 Contact insurance carrier at once at (315) 476-2075.	
54 Contact supervisor.	
55 Contact supplier for remedy.	

Follow-Up Events

1 Contact Supplier	
2 Issue Necessary Regulatory Reports	
3 Attain Approval for Service	
4 Make Necessary Adjustments	
5 Return Item to Customer	

The **Questionnaire Labels & Logic** window is where the decision tree for the **Service Order Questionnaire** is designed and entered (see [“Service Order Questionnaire”](#) on page CSM-32). Using this window, you can determine which questions are asked, in which order they are asked, and the result of each **YES** or **NO** answer.

The window allows up to 24 **Questions**, five **Decision End Points** and five **Follow Up Actions**. The questionnaire shown above includes a number of different decision branches, end points and follow-up events.

Note that using the questionnaire is optional. It is not necessary to build as complex a questionnaire, *and you can set up several questionnaires if you like*. The questions, decision trees and follow-up events used on each service order will be determined by the questionnaire selected in the drop-down menu on the **Service Order Questionnaire** window.

It may take you some time to perfect the questionnaire logic, questions and decision end points. This is fine, and it is encouraged that this process be a dynamic one. Begin with a rather simple questionnaire, and have your service personnel begin to use it. As they are us-

ing the function, new questions and logic will occur to you. As these begin to take shape, add new questionnaires to the data file, and allow your users to utilize them. Over time, you will begin to formulate questionnaires with greater and greater power and usefulness.

Questionnaire Name

{20 characters, alphanumeric} Enter the name of each questionnaire in this field. This is the primary identification field for each questionnaire, and is used in the service order window to determine the questions to ask during each RMA interview.

Questions

{250 characters, alphanumeric} Enter each question in these fields. You may enter up to 24 questions per questionnaire. These questions will appear in their proper order in the **Service Order Questionnaire** window, based on the answer given to the previous question. They will look like this in the **Order Questionnaire** window:

Was WCI product used?	<input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> Unknown
Was the product failure due to customer misuse?	<input checked="" type="radio"/> No <input type="radio"/> Yes <input type="radio"/> Unknown
Was the product failure due to WCI failure?	<input checked="" type="radio"/> No <input type="radio"/> Yes <input type="radio"/> Unknown
Was the product failure due to supplier failure?	<input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> Unknown

Yes Shows No Shows

{Two characters, numeric} These fields determine which item comes next within the interviewing process. There are 24 **Questions**, numbered between 1 and 24, and five **Decision End Points**, numbered 51 to 55. You may enter any number between 1 to 24 and 51 to 55 in these fields, depending on where you want to go next in the interviewing process. The number you enter in each **Yes** or **No** field will determine the next **Question** or **Decision End Point** displayed during the interviewing process on the Order Questionnaire window as shown above. Each question should result in another question or decision end point, based on whether it receives a yes or no answer.

Decision End Points

{95 characters, alphanumeric} There are five **Decision End Points** for each questionnaire. There is no **Yes/No** entry for decision end



points, because, by definition, they represent the end of the interview and the final determination of what should be done when reaching the end point. They are displayed in the following manner in the lower portion of the **Order Questionnaire** window:

Contact supplier for remedy.

Follow Up Events

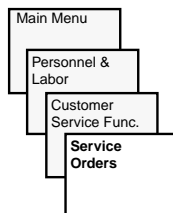
{95 characters, alphanumeric} There are five follow up actions which may be added to this window as well. These will be displayed as radio buttons at the bottom of the **Order Questionnaire** window. These serve as reminders of what needs to be done with each service order by referencing this window only. They currently do not print on any reports.

<input type="checkbox"/> Contact Supplier <input type="checkbox"/> Issue Necessary Regulatory Reports <input type="checkbox"/> Attain Approval for Service <input type="checkbox"/> Make Necessary Adjustments <input type="checkbox"/> Return Item to Customer	Notes	
---	-------	--



Note: While it is possible to enter up to 95 characters in this field, only 40 will display on the Questionnaire window. Therefore, you should keep this in mind as you enter their definitions in this window.

Using the Module



Service Orders

Print

Bill-To Customer: 10001 Date Entered: 02/04/2000 Service Order #: 990010

ABC COMPANY
1234 15th Street
Glendale, CA 92155
213-444-5555

Ship To: ABC COMPANY
Software Products Division
1234 15th Street
Glendale, CA 92155 U.S.A.

Type Code: Customer PO # Payment Terms: 2.0% 10 DAYS Net 45

Shipping Terms: PPL Via Shipping: 0.00 Followup Person: F/U Date:

☐ Print on Service Order ☐ Print on Invoice Ship From Location: 0

☐ Lookup on Batch Number ☐ Lookup on Invoice Item ☐ Lookup on Serial Number ☒ No Lookup

User Reference	Item Code	Status	Quantity	Shipping	Qty Invoiced	Qty Backordered	Qty to be Returned	In Repair	Charge	Believe
NA	9111	0	1.000	0.000	0.000	1.000	NA	0.00	0.00	0.00
NA	7111	0	1.000	1.000	1.000	NA	NA	0.00	0.00	0.00
NA	0001	U	1.000	1.000	1.000	NA	NA	0.00	0.00	0.00

Chair - model 9111 Open

Shipped on	Order Line #	Invoice #	Prior Return on #

Explanation for the Service Call
Time 1

☐ Print on Service Order ☐ Print on Invoice

Invoice This Order Service Order Problems & Causes Questionnaire

Overview

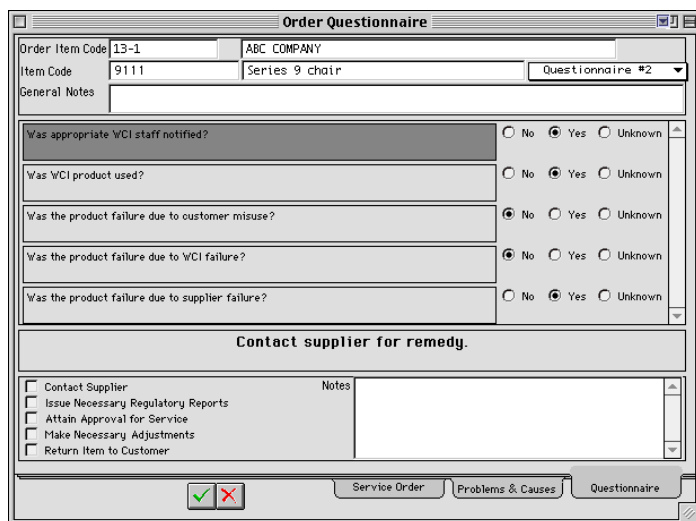
Use the **Service Orders** window to record the customer's request to return product. The Service Order Number in the upper right-hand corner is the customer's RMA number. Each service order may involve up to three cards to display the data related to that order.

Typically a customer calls your customer service representative to report that an item needs to be serviced or returned. At that point the customer service employee opens the **Service Orders Header** window as shown below, and looks up the item which needed service.

Qube ERP™ allows you to look up items by serial number, lot or batch number, or invoice number, or to enter the data using no look-up field. These choices are made using the radio buttons above the list in the middle section of the window. Whichever choice you make, other data will be pulled into the window based on it; for example, if you elect to enter data using the serial number, simply click that radio button, click in the **Serial Number** field, enter the serial number and press <TAB>. All of the other pertinent data will be pulled in automatically.

Additional information, such as the quantity to be returned, warranty information, etc., should be entered on this window. To save the line item, you must enter data into the field labeled “User Reference”. If you leave this field blank, no order item record will be added.

The next step in the process generally centers around the interview process. You may use the **Explanation for the Service Call** field to enter general comments about the incident or reason for service, or you may use the **Questionnaire** window to proceed through a previously defined decision tree about the call. To use this window, click the card tab, <QUESTIONNAIRE>, which is displayed at the bottom of the window. The following window will be displayed:



The screenshot shows the "Order Questionnaire" window. At the top, it displays "Order Item Code 13-1" and "ABC COMPANY". Below this, "Item Code 9111" and "Series 9 chair" are shown, along with a dropdown menu for "Questionnaire #2". A "General Notes" field is present. The main section contains five questions with radio button options for "No", "Yes", and "Unknown":

- Was appropriate WCI staff notified? (Yes is selected)
- Was WCI product used? (Yes is selected)
- Was the product failure due to customer misuse? (No is selected)
- Was the product failure due to WCI failure? (No is selected)
- Was the product failure due to supplier failure? (Yes is selected)

Below these questions is a section titled "Contact supplier for remedy." which includes a list of checkboxes: "Contact Supplier", "Issue Necessary Regulatory Reports", "Attain Approval for Service", "Make Necessary Adjustments", and "Return Item to Customer". To the right of this list is a "Notes" field. At the bottom of the window, there are three tabs: "Service Order", "Problems & Causes", and "Questionnaire" (which is currently selected). There are also green and red checkmark buttons on the left side of the bottom bar.

This window guides you through a series of questions, each based on the answer to the previously asked question. This tool is especially helpful for users who are highly regulated, or those who wish to be very methodical about the information they capture. As you enter the answer to each question, another question will be posed until you end up with a very specific **Decision End Point** as displayed in the middle of the window. At that point, a recommended action will be displayed, and the interview will be terminated. You may pick from any number of predefined questionnaires.

In addition to the questions, this window shows a list of five followup events at the bottom. These events may be used to either instruct the service technician to do certain things, or as a checklist of items completed, depending on the user requirements.

After the questionnaire is finished, or when you click <SAVE>, the function will store the information, and assign a **Service Order Number**. This service order number should be issued to the customer as the RMA number.

Once the merchandise has been returned for service, the service technician can record the problems found, causes suspected, and the corrective actions taken in the **Service Order Problems, Causes & Replacement Parts** window as shown here:

Service Order Problems, Causes & Replacement Parts

Order Item Code: 100001-1 Open Closed Invoiced Highwater Furniture, Inc.
 Item Code: 0000 Follow Up Person: Samuel Database User
 Follow Up Date: 06/15/1990 Date Closed: Date Rec'd: 02/16/1999
 Qty to be Returned: 1 Quantity Received: 3 Print on Service Order Print on Invoice

Problems List

Problem Code	Problem Description
01	Imager <CID>
02	Imager Bd.

Problem Comment
 Comments related to problem #100

Causes List

Cause Code	Cause Description
01	Supplier error
02	Operator error

Cause Comment
 Comments related to cause #1

Replacement Items List

Item Code	Quantity	Unit	Location	Lot/Batch/Serial #	Reason Code	Unit Price	Comment	Packing List	Shipped
0000	10.000	EA	1		L	10.000	Comment: Here's some more	<input checked="" type="checkbox"/>	<input type="checkbox"/>
nnnn	nn nnn	EA	1		U	nn nnn		<input type="checkbox"/>	<input type="checkbox"/>

Service Order Problems & Causes Questionnaire

Follow Up Activities Time Charges

To move from one section to another, simply click within it. To get Qube ERP™ to display a cause code field associated with a selected problem, click on the problem code field. To get Qube ERP™ to display an action code field associated with the selected problem, click on the cause code to which the action code will refer. It is not necessary to save changes before changing windows.

All of these problems, causes and corrective actions are predefined by the customer service supervisor and entered into the system. They are accessed on this window via the **Reference List** window.

In addition to this information, the followup person and date, open/closed status of the order, and quantity and date received can be entered onto this window. All of this information may be reported on.

The technician may also want to access the questionnaire window in order to see what information was captured during the interview, and also to refer to the followup events listed at the bottom. The list may have been checked off by the interviewer to specify followup events, or it might be used by the service technician to indicate that certain events were completed.

The technician should also tally up the items used in the service function and include them somewhere in the service order comments, either in each individual comments field or in one of the overall notes fields. They may be printed on the service order or invoice.

In addition, the service order repair charges may be entered on the **Service Orders Header** window, either by the technician or by an order entry or accounting person. In any event, the information entered on the service order by the technician will be useful in deriving these numbers.

After these steps have been taken, the technician may choose to close out the service order and enter a **Date Closed**. This will indicate to the system that the service order has been dealt with, and will provide statistical data on which to report.

In addition, the **Quantity Shipping** and **Repair Charges** fields will need to be updated. At this point the service order may be invoiced and the item sent back to the customer. This can be done directly from the **Service Orders Header** window.

The following pages will provide detailed information about each of these windows, their fields, and their functionality.

Service Order Header

The header window displays the bill-to and ship-to information, along with a list of each service order item, as shown below:

Service Orders, Card 1

Print

Bill-To Customer: 10001 Date Entered: 02/04/2000 Service Order #: 090018

Ship-To: ABC COMPANY
Software Products Division
1264 15th Street
Overland
CA 92155 U.S.A.

ABC COMPANY
1234 15th Street
Glendale, CA 92155
213-444-5555
Type Code:
Customer PO #:
Payment Terms: 2.0% 10 DAYS Net 45
Shipping Terms: PHL Via:
Shipping: 0.00
Followup Person: T/U Date:
Print on Service Order ☐ Print on Invoice ☐ Ship From Location: U

Master References	Item Code	Status	Quantity	Shipping	Qty Invoiced	Qty Backordered	Qty to be Returned	In Repair	Charge	Relieve
NA	0111	O	1,000	0.000	0.000	1,000		NA	0.00	Stock
NA	7111	O	1,000			1,000		NO		
NA	0001	U	1,000			1,000		NO		

Chain - model 9111 Open

Shipped on: Order-Line #: Invoice #: Prior Return on: Explanation for the Service Call
Line 1

Print on Service Order ☐ Print on Invoice ☐

Invoice This Order Service Order Problems & Causes Questionnaire

Bill-To Customer

{Ten characters, alphanumeric, validated} Enter the customer code of the customer returning the item into this field. As with most of the sales information on the window, this number may be pulled in by entering the return item's serial number if it is known. To create a new customer record, enter the word NEW in this field and press the TAB key.

Date Entered

{Date field} Enter the date the service order was entered into this field. This would normally be done at the time the customer calls in for a return authorization.

Service Order

{10 characters, unique, alphanumeric} This value will be automatically calculated by the system if you have elected to have the system automatically calculate sales order numbers (see [“The System Will Automatically Calculate the Following:” on page SYS-105](#)). If you

have left this function off, you may enter your own RMA numbers into this field. Make sure you enter unique numbers each time, however. You might wish to enter some derivation of the date, or the date and customer number, or something of the kind. Or, you may just elect to have the system automatically calculate these numbers.

This number serves as the RMA number for the customer return. When you finally get the item back from the customer, you can use this number to identify the service authorization.

Ship-To Address Fields

These fields will be defaulted from the customer record, but may be overridden.

Type Code

{Six characters, alphanumeric} This is a reference field only. It may carry any data, up to six characters, you wish to enter. The data in this field is not validated in any way, so be sure your data entry people understand your conventions.

Customer PO#

{25 characters, alphanumeric, searchable} Enter the customer PO number in this field. This is not required information.

Payment Terms

{25 characters, alphanumeric} Enter the payment terms in this field. For accuracy, it is a good idea to look these terms up using the reference list function.

Shipping Terms

{12 characters, alphanumeric} Enter the shipping terms in this field. For accuracy, it is a good idea to look these terms up using the reference list function.

Ship Via

{12 characters, alphanumeric} Enter the shipper in this field. For accuracy, it is a good idea to look these terms up using the reference list function.

Shipping

{12 characters, numeric} Enter the cost of shipping.

Comments

{2000 characters, alphanumeric} It is useful to enter a narrative description of the customer's comments using the comments function. These comments can be included in the printed service order to aid

in communication of the customer's complaint to the people in the shop who will be handling the repair, and/or on the customer invoice. Designate where these comments are to be printed with the check boxes which appear below the comments field.

☒ Print on Service Order ☐ Print on Invoice

Followup Person

Enter the name of the individual assigned to follow up with the customer (Version 7.36 and later only).

Followup (F/U) Date

Enter the date scheduled for following up with the customer (Version 7.36 and later only).

Service Order Item Detail

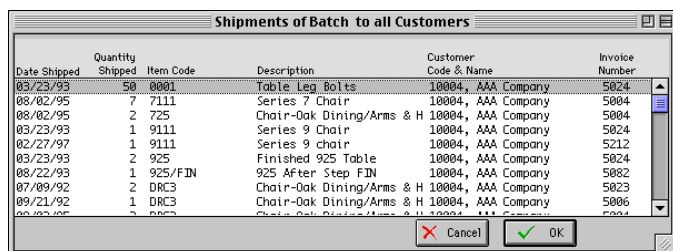
The details describing item code, status, quantities, etc., for each item returned are entered on the **Service Orders Header** window. Further details about each item, such as problems, causes and questionnaire details are entered on the other cards in the set (see below).

Lookup Information Number

{Radio button selections} A lookup function is provided based on **Batch Number**, **Invoice Item**, **Serial Number**, or **No Lookup**. As you select one of these options, the field heading will change appropriately to either batch number, invoice item number, serial number, or user reference (for “no lookup”).

For example, you might not know anything about the return but the **Serial Number**. If this were the case, you could still enter a new service order for the item by clicking <NEW>, clicking the radio button for <LOOKUP ON SERIAL NUMBER>, and typing the **Serial Number** for the item being returned. As you <TAB> out of the field, all of the data for that serial number (item code, invoice information, customer information, previous returns, etc.,) would be displayed.

Batch Number. In the case of a **Batch Number** entry, Qube ERPTM would display a list of all invoice items shipped against the selected batch, like this:



Date Shipped	Quantity Shipped	Item Code	Description	Customer Code & Name	Invoice Number
03/23/93	50	0001	Table Leg Bolts	10004, AAA Company	5024
08/02/95	7	7111	Series 7 Chair	10004, AAA Company	5004
08/02/95	2	725	Chair-Oak Dining/Arms & H	10004, AAA Company	5004
03/23/93	1	9111	Series 9 Chair	10004, AAA Company	5024
02/27/97	1	9111	Series 9 chair	10004, AAA Company	5212
03/23/93	2	925	Finished 925 Table	10004, AAA Company	5824
08/22/93	1	925/FIN	925 After Step FIN	10004, AAA Company	5882
07/09/92	2	DRC3	Chair-Oak Dining/Arms & H	10004, AAA Company	5823
09/21/92	1	DRC3	Chair-Oak Dining/Arms & H	10004, AAA Company	5006
09/02/95	2	DRC3	Chair-Oak Dining/Arms & H	10004, AAA Company	5004

You can then select among the listed invoices the one which applies to the current service order. Qube ERPTM will copy the order-line and invoice-line from the lookup list into the service order list.

Upon entering a value in this field, the function will look up the number and provide you with feedback regarding the item and warranty status which may be passed on to the customer. Qube ERPTM will also check to make sure the number entered matches the item being returned and the customer who is returning it (if you entered that data first). Error messages display if either of these do not match.

No Lookup. If the item being returned does not have a serial number, batch number or item code to look up, click **<NO LOOK-UP>**. The field heading will be User reference and you may enter any value in the field you like, and any other data you wish.

Status

The value of this field defaults to **O** for Open. When the returned item has been repaired and is ready for invoicing and shipment back to the customer, the status code should be changed to **R** (Ready).

Quantity

When dealing with serialized items, under normal circumstances this number will be **1**. If more than one serialized item is returned, you should enter a line item for each returned item. In the cases of other types of items, you may enter any appropriate quantity.

Qty Shipping	This should remain zero until you are ready to ship the items back to the customer.
Qty Invoiced	The invoiced quantity will display in this field.
Qty Backordered	The backordered quantity will display in this field.
Qty to be Returned	The quantity to be returned will display in this field (Version 7.36 and later only).
In Warnty?	<i>{Defaulted, Yes/No}</i> The system will compare the date the RMA is issued with the date the item was sold. If the amount of time passed is less than the amount of time indicated in the company set up window, then this value will default to YES. If the amount of time is greater than that indicated in the company set up window, then this value will default to NO. As with most defaulted fields, you may override this value. See “Normal Warranty Period on Shipped Merchandise” on page SYS-118.
Repair Charges	This value of this field defaults to zero. You may enter any value you wish. This is the charge for the entire item. If the value in the Quantity field is greater than 1, the value in the Repair Charges field is divided by the quantity ordered; therefore, you should enter the extended repair charge (multiply the unit repair charge by the value in the quantity field) rather than the unit repair charge.
Shipping Information	The information in this area is display only, and it is defaulted from the lookup information number of the item being entered. If no lookup information number exists, the shipping information will not be displayed. The information displayed refers to the original sale and shipment of the item, and any previous service returns of the item.
Item Comments	<i>{2000 characters, alphanumeric}</i> It is useful to enter a narrative description of the customer's comments using the comments function. These comments can be included in the printed service order to aid in communication of the customer's complaint to the people in the shop who will be handling the repair, and/or on the customer in-

voice. Designate where these comments are to be printed with the check boxes which appear below the comments field.

☒ Print on Service Order

☐ Print on Invoice

Customer Service Management

Service Order Problems, Causes & Actions

Service Orders, Card 2

Service Order Problems, Causes & Replacement Parts

Order Item Code: 100001-1
 Item Code: 0000
 Follow Up Person: Samuel Database User
 Follow Up Date: 06/15/1990
 Qty to be Returned: 1
 Date Closed: 02/10/1999
 Quantity Received: 3
 Date Rec'd: 02/10/1999
 Print on Service Order: ☐ ☒
 Print on Invoice: ☐ ☒

Problem Comment: Comments related to problem #1

Cause Comment: Comments related to cause #1

Item Code	Quantity/Unit	Location	Lot/Batch/Serial #	Reason Code	Unit Price	Comment	Packing List Shipped
0000	10,000	EA	1	L	10,000	Comment: Here's some mo	<input checked="" type="checkbox"/>
nnnn	20,000	EA	1	U	20,000		<input type="checkbox"/>

Follow Up Activities Time Charges Service Order Problems & Causes Questionnaire

Use this window to record any service problems, causes or corrective actions. Arrows are provided to help you understand the relationship of the various components on the window.

Qube ERP™ allows multiple problems to be associated with each item, multiple causes to be associated with each problem and multiple corrective actions to be associated with each cause. A text comment field may be entered for each problem, cause and action.

After identifying each problem and cause, it is possible to print a report identifying problems by cause code. This will allow you to quickly identify those problem causes which are creating most of your problems. By doing so, you know where to apply your resources in order to provide the best and most cost effective solutions to your most pressing problems.

Order Item Code

{Calculated, find field} This field is a concatenation of the **Service Order Number** and the line item number on the header window. The 14-1 number displayed above, then, indicates this is the first line item on the service order number.



Note: This window is oriented around a single service order item. This is different than the Service Order Header, which displays all items on the service order. Therefore, clicking <FWD> or <BACK> or <FIRST> or <LAST> will display the next (i.e. 12-2), previous, first or last item on the selected service order.

Item Code

{Display only, find field} This is the item code of the returned item. It may not be changed from this field.

Followup Person

{Validated, find field} Enter the valid **Employee Code** of the person designated to follow up on this service order in this field. This field is used in reporting on service orders, and as a selection criterion in the **Customer Service Orders List** window.

Followup Date

{Date format, find field} Enter the date this item is to be followed up on in this field.

Qty to be Returned

{Number} Enter the quantity to be returned in this field. This number is NOT defaulted from the header. This number is also reflected in the **Qty to be Returned** field in the **Customer Service Orders List** window. (It is important to remember that in the case of serialized items, this number would normally be 1. Each serialized item would generally have its own line item record.)

Qty Received

{Number} After receiving the items from your customer, enter the quantity received in this field. This number is NOT defaulted from the header. This number is also reflected in the **Qty Received** field in the **Customer Service Orders List** window. (It is important to remember that in the case of serialized items, this number would normally be 1. Each serialized item would generally have its own line item record.)

Open/Closed/ Invoiced

{Radio button selections} The default for each service order is **OPEN**. After the service order has been handled, it is closed out by clicking the radio button, **CLOSED**. This field is used in reporting on

service orders, and as a selection criterion in the **Customer Service Orders List** window.

Date Closed

{Date format} Enter the date the record was closed in this field.

Date Received

{Date format} Enter the date the item was received in this field. This date is NOT defaulted from the header. This date is also reflected in the **Date Received** field in the **Customer Service Orders List** window.

Item Comments

{2000 characters, alphanumeric} This is a second comments field for each item on the service order. Having more than one comments field enables you to enter comments which are directed internally, and those which are directed to the customer. Designate where these comments are to be printed with the check boxes which appear below the comments field.

☒ Print on Service Order ☐ Print on Invoice

Problems List

{Six characters, validated, alphanumeric} Enter the code for each problem in the **Code** field. You may use the Reference List function to look up these codes. You may enter as many problem codes as you like by scrolling and clicking on the next line, or pressing <TAB> until you land in the next line of the table. There are several service reports which refer to these problem codes (see [“Reports”](#) on page CSM-39).

Problem Comment

You may enter a comment for each problem in the list. This field holds 2000 characters, so you may enter detailed descriptions of the problem. These comments do not print out on any reports.

Causes List

{Six characters, validated, alphanumeric} Enter the code for each problem cause in the **Code** field. You may use the Reference List function to look up these codes.

Accessing the first **Problem Cause Code** field is tricky unless you know how. After entering the first problem in the **Problems List** and pressing <TAB>, the cursor will jump to the **Problem Comment**

field. At this point you may enter comments, or not. If you press <TAB> again, the function will take you to the **Problem Code** field for the next problem. At this point, use your cursor to click in the first **Problem Code** field, and the first **Problem Cause Code** field will be displayed in the **Causes List**. Once this field is displayed, you may enter data into the **Causes List** and **Cause Comment** field, just like in the **Problems List**. You may enter as many **Problem Cause / Codes** as you like by scrolling and clicking on the next line, or pressing <TAB> until you land in the next line of the table.


Cause Comment

You may enter a comment for each problem in the list. This field is 3000 characters in length, so you may enter detailed descriptions of the problem. These comments do not print out on any reports.

Corrective Actions

{Eight characters, validated, alphanumeric} Enter the code for each **Corrective Action** in the **Code** field. You may use the Reference List function to look up these codes. This list works just like the **Causes List**, discussed above. You may refer to the preceding section for information on how to access and enter data into this list. (Versions 7.35 and previous only.)

Replacement Items List

(Version 7.36 and later only.) You may enter replacement parts in this list. Note the  symbol displayed directly to the right of the Comment column label. You may click on this button to expand the comment, viewing and edit it in a larger space than is provided by the list. Replacement items will be printed on the service work orders (CMD-P or CTRL-P). They may also be printed selectively on invoices related to service orders.

Version 7.37 provides the ability to compute the repair charges on a service order item based on the billable value of its replacement parts. The screen shot below shows an example of a list of replacement parts whose total value is \$103.00.

Replacement Items List						
Item Code	Quantity	Unit	Pull from Location	Lot/Batch/Serial #	Reason Code	Billing Unit Price
0001	10.000	EA	1			10.000
0002	3.000	EA	1			1.000

Qube therefore updates the **Repair Charges** value on the header/items list window to agree with this value.

Serial Number	Item Code	Status	Quantity	Qty Shipping	Qty Invoiced	Qty Backordered	Qty to be Returned	In Warranty?	Repair Charges
5-9878	9111	1	1.0	0.0	1.0	0.0		NO	30.00
5-9878	9111	1	1.0		1.0			NO	30.00
1238456	925	0	1.0	1.0			1.0	NO	103.00

The **Customer Service Setup** lets you default repair charges to follow the same logic used when performing order entry. An item entered for a service order may have repair charges defaulting to one value initially, but this value may be changed by Qube when a list of replacement parts is entered since, if replacement parts are being sent to the customer, it is not likely that an entire new parent item will also be sent. The existence of replacement parts implies that the repair charges price should be overridden.

Note: A zero value for replacement parts will not override a non-zero value already found in the **Repair Charges** field.

Follow Up Activities

{Button} (Version 7.36 and later only.) The **FOLLOW UP ACTIVITIES** button allows you to identify a list of followup activities associated with each service order item. These might include a testing, repair, and inspection procedure appropriate for a returned item. When you click this button, the following window displays:

Time Charges

{Button} (Version 7.36 and later only.) The **TIME CHARGES** button allows you to view and edit employee time charges related to the selected job (order-line #). Clicking this button displays all time charges entered by any person on any date related to the selected job. For

more information about the **Employee Time Charge** window, see [“Employee Time Charges, by Date and Person”](#) on page JC-8.

Note to 7.35 users

To fully implement Customer Service Management’s ability to associate and report on multiple problem types for each service order item, you may need to perform additional, sometimes time-consuming, data entry of problem records.

Version 7.35 can make this task easier. As service order entries are made, Qube ERP™ will read the comment line of each service order item to see if the comments can indicate which type of problem has been encountered. When it finds a match, it will automatically create the problem record.

For example, below is a screenshot of a list of problems and a service order showing some comments.

Code		Description
01		Documentation
02		Modem
03		Master Control
04		Slave Control
06		Optics
07		Special
08		Camera
09		Pedestal
10		Undefined
11		Antenna
71		7100 Card
99		Nothing works -
AN		Analog card
B		Bearings
CC		Compass card
CPU		CPU card
FP		Frontal panel
L		Lens
LT		Lightening
M		Mouse
MT		Monitor
PX		Pixel
UNC		UNC card

Service Orders									
Date Entered	06/25/98			Service Order #	101169 1				
Bill-To Customer	10007			Ship To	Adelanto School District				
ADELANTO SCHOOL DISTRICT				11824 Airbase Rd.					
11824 Airbase Rd.				Adelanto					
Adelanto, CA 92301				CA		92301			
Type Code									
Customer PO #									
Payment Terms	Net 30								
Shipping Terms				Via					
				<input type="checkbox"/> Print on Service Order			<input type="checkbox"/> Print on Invoice		
<input type="radio"/> Lookup on Batch Number <input type="radio"/> Lookup on Invoice Item # <input type="radio"/> Lookup on Serial Number <input checked="" type="radio"/> No Lookup									
User Reference	Item Code	Status	Quantity	Qty Shipping	Qty Invoiced	Qty Backordered	Qty In Warrnty?	Repair Charges	
TESTING	204989-32	0	10	0	0	10	NO	0.00	✓
TESTING	204989-32	0	10			10	NO		
Andrew 7/8" Cable Grounding Kit				Open					
Shipped on	Order-Line #	Invoice #	Prior Return on #	Explanation for the Service Call					
				Problems with Monitor, Frontal panel and mouse.					
				<input type="checkbox"/> Print on Service Order <input type="checkbox"/> Print on Invoice					

							Invoice it	Service Order	Problems & Causes	Questionnaire
--	--	--	--	--	--	--	------------	---------------	-------------------	---------------

In this case, the user did not switch to the **Problems & Causes** window to enter the appropriate problem codes. Instead, Qube ERP™

interpreted the comments and created these comment records automatically:

Service Order Problems, Causes & Actions			
Order Item Code	181169-1	<input checked="" type="radio"/> Open	Adelanto School District
Item Code	204989-32	<input type="radio"/> Closed	Andrew 7/8" Cable Grounding Kit
F/U Person		<input type="radio"/> Invoiced	
F/U Date			
Qty to be Returned		Date Closed	
Quantity Received		Date Recd	
		<input type="checkbox"/> Print on Service Order	<input type="checkbox"/> Print on Invoice
Problems List		Problem Comment	
FP	Frontal panel		
M	Mouse		
MT	Monitor		


Since the problem codes were entered, later analysis of problems can be made easily and contribute to a quality improvement program.

Qube ERP™ interprets the comments by looking into each order item comment for an exact match on each problem description. If a problem description were “Bad Monitor” and the comment included the word “Monitor”, no match would be made. Qube ERP™ would be looking for the complete phrase found in each problem description, in this case “Bad Monitor”. For this reason, it is best to make problem descriptions short and generic so that Qube ERP™ will have the best chance of making the match. The match is NOT case sensitive but, naturally, spelling does matter.

A utility is also provided to analyze existing data and create the problem history for use in future analysis.

Service Order Questionnaire

Service Orders, Card 3



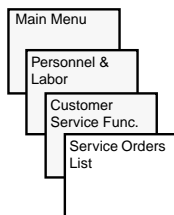
The screenshot shows a software window titled "Order Item Questionnaire". It contains several input fields and a list of questions. The "Order Item Code" field is empty, and the "ABC COMPANY" is displayed in the adjacent field. The "Item Code" field contains "9111", and the "Series 9 chair" is displayed in the adjacent field. The "Questionnaire #2" is selected in a dropdown menu. Below these fields is a "General Notes" section. The main area contains four questions, each with radio button options for "No", "Yes", and "Unknown". The first question is "Was WCI product used?", with "Yes" selected. The second question is "Was the product failure due to customer misuse?", with "No" selected. The third question is "Was the product failure due to WCI failure?", with "No" selected. The fourth question is "Was the product failure due to supplier failure?", with "Yes" selected. Below the questions is a section titled "Contact supplier for remedy." which contains a list of checkboxes: "Contact Supplier", "Issue Necessary Regulatory Reports", "Attain Approval for Service", "Make Necessary Adjustments", and "Return Item to Customer". The "Contact Supplier" checkbox is checked. To the right of this list is a "Notes" field. At the bottom of the window are three tabs: "Service Order", "Problems & Causes", and "Questionnaire". The "Questionnaire" tab is selected. There are also green and red checkmark buttons at the bottom left.

This window is oriented around a single service order item. This is different than the **Service Order Header**, which displays all items on the service order. Therefore, clicking <FWD> or <BACK> or <FIRST> or <LAST> will display the next, previous, first or last item on the selected service order.

Use this window to enter the interview with the customer following the selected questionnaire, as set up previously (see [“Questionnaire Labels & Logic”](#) on page CSM-12). You may select from the drop down menu the questionnaire which is appropriate to the selected order item. Note that using the questionnaire is optional. The questionnaire begins with only the first question visible. It displays the next question depending on how the previous question was answered. The Questionnaire portion of the window is presented in a scrolling table in order to allow for the possibility of many questions.

The bottom section of the window provides the ability to enter additional comments related to the decision and check off the **Follow Up Events** which have been completed. These followup events are also set up on the **Questionnaire Labels & Logic** window.

Service Orders List



Order Date	Follow-up Person	Follow-up Date	Service Order-Line #	Item Code	Qty to be Returned	Quantity Received	Date Received	Status	Event
			100018-1	IS-2K	0			Open	Event
12/31/1900			100001-1	LDS-1	2			Open	Return
12/31/1900			100001-2	U100-U00-U01	2			Open	Return
12/31/1900			100001-3	HPS				Open	Return
12/31/1900			100002-1	LDS-1				Open	Event
12/31/1900			100004-1	U100-U07-U01				Open	Event
12/31/1900			100004-U	U100-U14-U01				Open	Event
12/31/1900			100017-1	IS-2K				Open	Event
03/04/1997			100019-1	725				Open	Event
03/04/1997			100019-2	150				Open	Event
03/07/1997			4-1	UUU2				Open	Event
03/07/1997			4-1	0003				Open	Event
03/07/1997			4-1	0004				Open	Event
03/07/1997			4-4	0001				Open	Event

This function provides the ability to display many service order items at once. These may be sorted on any column labels. You may double click on any line to drill down to the specific record.

Using the Window

This window provides the ability to edit **Follow-Up Date**, **Qty to be Returned**, **Qty Received**, and **Date Received** for each item in the list. In addition, you may issue replacement invoices, return items to stock, draft credit memos, and change the status of each item between open and closed for one, many, or all items on the list.

Draft Unapplied Credit Memo

{Button command} You may draft an unapplied credit memo for any service order.

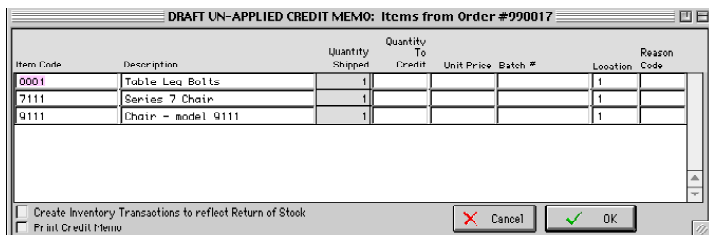
Draft Invoice-Applied Credit Memo

{Button command} You may draft a credit memo for any service order if the original sales order to the customer has been invoiced and that invoice has been posted. Otherwise, there will be no record against which to draft a credit memo, and you will receive a message similar to this:

No invoice was found associated with service order 4-1

OK

If the order has been invoiced, and the invoice posted, the **Draft Credit Memo** window will be displayed, like this:



The screenshot shows a window titled "DRAFT UN-APPLIED CREDIT MEMO: Items from Order #990017". It contains a table with the following columns: Item Code, Description, Quantity Shipped, Quantity To Credit, Unit Price, Batch #, Location, and Reason Code. The table has three rows of data:

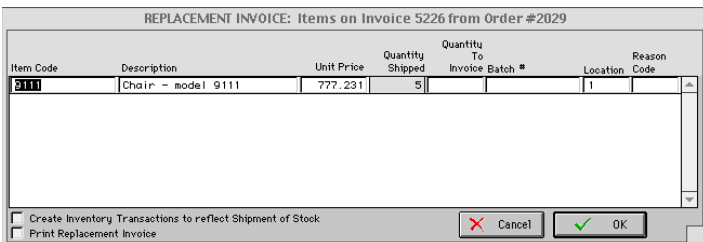
Item Code	Description	Quantity Shipped	Quantity To Credit	Unit Price	Batch #	Location	Reason Code
0001	Table Leg Bolts	1				1	
7111	Series 7 Chair	1				1	
9111	Chair - model 9111	1				1	

At the bottom of the window, there are two checkboxes: "Create Inventory Transactions to reflect Return of Stock" (checked) and "Print Credit Memo" (unchecked). There are also "Cancel" and "OK" buttons.

For information on how to use this window, see [“Draft Credit Memo” on page AR-42](#).

Issue Replacement Invoice

You may also issue a replacement invoice for any of the items on a service order, as long as a prior invoice existed. The window for this function is identical to the **Draft Credit Memo** window, and works in much the same way. If you select to issue a replacement invoice on the service order item which makes reference to an invoice, Qube ERP™ displays this dialog window which shows the items and quantities shipped on the prior invoice. You will be prompted to select from these items and quantities which items are to be included on the replacement invoice. You may also print the invoice directly from this window, using the checkbox at the bottom of the screen.



The screenshot shows a window titled "REPLACEMENT INVOICE: Items on Invoice 5226 from Order #2029". It contains a table with the following columns: Item Code, Description, Unit Price, Quantity Shipped, Quantity To Invoice Batch #, Location, and Reason Code. The table has one row of data:

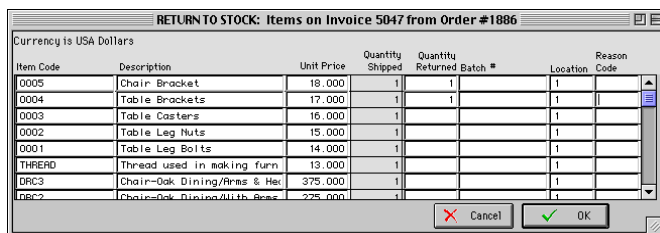
Item Code	Description	Unit Price	Quantity Shipped	Quantity To Invoice Batch #	Location	Reason Code
9111	Chair - model 9111	777.231	5		1	

At the bottom of the window, there are two checkboxes: "Create Inventory Transactions to reflect Shipment of Stock" (unchecked) and "Print Replacement Invoice" (unchecked). There are also "Cancel" and "OK" buttons.

Be very careful not to save two invoices for the same sales order in the datafile! Most of the time, you will first do a Credit Memo on the first invoice, then issue the replacement invoice.

Return Items To Stock

The same basic window shows up one more time, when you click the **<RETURN ITEMS TO STOCK>** button. Use this window to return any items on the original sales order to stock, without issuing a credit memo.



Item Code	Description	Unit Price	Quantity Shipped	Quantity Returned	Batch #	Location	Reason Code
0005	Chair Bracket	18.000	1	1		1	
0004	Table Brackets	17.000	1	1		1	
0003	Table Casters	16.000	1			1	
0002	Table Leg Nuts	15.000	1			1	
0001	Table Leg Bolts	14.000	1			1	
THREED	Thread used in making turn	13.000	1			1	
ORC3	Chair-Oak Dining/Rms & Her	375.000	1			1	
ORC2	Chair-Oak Dining/Rms & Her	275.000	1			1	

Be aware that the quantity entered for return to stock will increment the quantity returned. If items were received prior to returning to stock, be sure to adjust the quantity accordingly.

Load Service Order Items

{Button command} Click this button to load Service Order Items.

Displayed Data

Each line in this list represents a single **Service Order Line Item**. Therefore, if a service order had five different line items, up to five different records could be displayed on this window. However, not all of these five records would necessarily be displayed, as you may select items to be displayed based on the different selection criteria shown below.

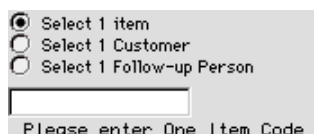
Display Selection Criteria

Data may be displayed based on its Open/Closed/Invoiced status, Item Code, Customers, and designated Follow Up-Person.

Open/Closed/Invoiced. You may select one or more of these selections.

Select All Customers & Items. This selection will display all of the open or closed items, based on your previous selection.

Select 1 Item. This selection will provide the ability to display all open or closed service records for a single item code. When you click this selection, the following field will be displayed:



A screenshot of a selection dialog box. It contains three radio button options: "Select 1 item" (which is selected), "Select 1 Customer", and "Select 1 Follow-up Person". Below these options is a text input field. At the bottom of the dialog, there is a label that reads "Please enter One Item Code".

Enter the item code in this field and press <ENTER>. All of the open or closed service order records for that item will display in the list.

Select 1 Customer. This selection works the same as above, except that it displays all records for a single customer.

Select 1 Follow-up Person. This selection works the same as above, except that it displays all records for a single follow-up person.

Order Date	<i>{Display only}</i> Indicates the date the service order was entered into the system.
Follow-up Person	<i>{Display only}</i> The follow-up person designated on the Service Order Problems, Causes & Actions window.
Follow-up Date	<i>{Date format}</i> This defaults the value entered in the Service Order Problems, Causes & Actions window, but you can override it.
Service Order Line #	<i>{Display only}</i> This field is a concatenation of the Service Order Number and the line item number on the Service Order Header window.
Qty to be Returned	<i>{Numeric format}</i> This defaults the value entered in the Service Order Problems, Causes & Actions window, but you can override it. If this field is blank, enter data from this window; see “Shipping and Invoicing a Service Order” on page CSM-38.
Quantity Received	<i>{Numeric format}</i> This defaults the value entered in the Service Order Problems, Causes & Actions window, but you can override it.

If this field is blank, enter data from this window; see [“Shipping and Invoicing a Service Order”](#) on page CSM-38.

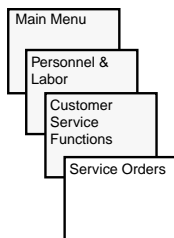
Date Received

{Date format} This defaults the value entered in the **Service Order Problems, Causes & Actions** window, but you can override it. If this field is blank, enter data from this window; see [“Shipping and Invoicing a Service Order”](#) on page CSM-38.

Status

{Display only} This will display either Open Event or Open Return. All items display Open Event until an amount has been entered into the **Quantity Received** field. Then it changes to Open Return.

Shipping and Invoicing a Service Order



Service Orders

Print

Bill-To Customer: 10001 Date Entered: 02/04/2000 Service Order #: 990010

ABC COMPANY Ship To: ABC COMPANY
1264 15th Street Software Products Division
1264 15th Street
Olenale
CA 92155 U.S.A.

Glendale, CA 92155
213-444-5555

Type Code: Payment Terms: 2.0% 10 DAYS Net 45

Customer PO #: Shipping Terms: PPL Via: Shipping: 0.00

Followup Person: F/U Date: ☐ Print on Service Order ☐ Print on Invoice Ship From Location: 0

☐ Lookup on Batch Number ☐ Lookup on Invoice Item # ☐ Lookup on Serial Number ☒ No Lookup

Master References	Item Code	Status	Quantity	Shipping	Qty	Qty Invoiced	Qty Backordered	Qty to be Returned	In Repair	Charge	Relieve Stock
NA	9111	0	1,000	0.000	0.000	1,000	1,000	NA	0.00		
NA	7111	0	1,000			1,000	1,000	NA			
NA	0001	U	1,000			1,000	1,000	NA			

Chair - model 9111 Open

Shipped on: Order-Line #: Invoice #: Prior Return on #

Explanation for the Service Call: 11111

☐ Print on Service Order ☐ Print on Invoice

This step is handled from the **Service Orders** window. Once the item is ready to be returned to the customer, change the **Status** field to **R** (Ready), and the **Qty Shipping** field to reflect the number of items being returned to the customer.

Then click the button **<INVOICE THIS ORDER>**. This will create a new invoice of the item, reflecting any costs included in the **Repair Charges** field.

Inventory Transactions

Service Orders can incorporate some items for which no inventory transactions are generated and others for which inventory transactions will be created upon invoicing. Use the “Relieve Inventory” flag to identify the items to be transacted.

Shipping Charges

You can add or edit shipping charges prior to posting both here and by opening the **Invoice Header** window and editing the value there. The invoice header is located in the **Accounts Receivable** module.



Reports

Job Cost & Labor Reports		
Service	G	Service Orders by Return Order-Item Number
Service	G	Service Orders by Item Code
Service	G	Service Orders by Batch or Serial Number
Service	G	Service Order Problems by Customer Code
Service	G	Service Order Problems by Item Code
Service	G	Service Order Problems by Return Order Code
Service	G	Service Order Problems by Serial Number
Service	G	Service Order Problems by Problem Type

These reports are listed in the Labor Reports lists. These reports can be sorted and subtotaled by customer, item, return order and serial number. All reports offer the ability to print detail or summary and to select one item/customer/serial number or all and to select a range of dates. In addition, reports may be printed in report or graphic formats as shown below:

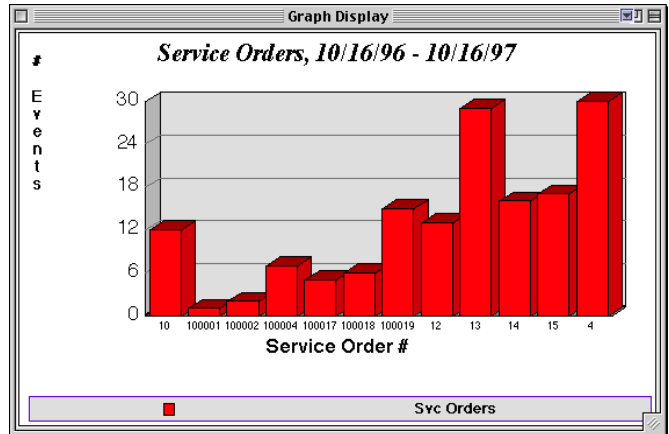
Service Orders Reports

Service Orders by Service Order Item Number

Screen report										
World Class Industries										
Service Orders by Return Order-Item Number, All Service Orders										
Period Covering 10/16/96 - 10/16/97										
Report Printed on 10/16/97 at 15:18, Page #1										
Fiscal Week -10 -42										
Ret. Order No.	Customer	Contact	Batch Lot	Serial #	Item Code	Problem For Customer	Order Date	Date Returned	Date Closed	Elapsed Days in Hours
10-1	ABC COMPANY	Bob Jones	2057-1	9111		Wanted one with arms.	09/11/97	09/06/97		Days Since Actual 35
100001-1	Highwater Furniture,	Helen Highwater	12135A1	LD8-1		Damaged in shipping.	11/15/96	09/06/97		355
100002-1	XYZ COMPANY	Dan Priches	A00235	LD6-1		Needs and new top.	02/08/97	09/15/97		252
100004-1	ONE TERRIFIC SALES P	Sam Rosenhall	NFR	0100-007-01		Wrong size.	02/08/97	09/16/97		250
100004-10	ONE TERRIFIC SALES P	Sam Rosenhall	NFR	0100-014-01		Wrong color.	02/08/97			250
100017-1	ABC COMPANY	Bob Jones	01306A7	3B-2K		Didn't want it.	02/08/97			250
100018-1	AAA Company	Bob Johnson	01306A7	3B-2K		End of trial. Didn't meet customer specs.	02/08/97	09/01/97		250
100019-1	CCC Company	Henry Ferevsky	1235-1	725		Wrong size.	03/04/97			226
100019-2	CCC Company	Henry Ferevsky	NFR	150		Damaged in shipping.	03/04/97			226
12-1	Highwater Furniture,	Helen Highwater	2073-1	0001		Customer states the chair was used in normal environment. Disinfection has occurred over last couple of weeks.	10/15/97			1

This report will show each item returned by service order item number. Using this report, you can determine which items were returned and when. In addition, you can see how many of each item was re-

turned and how long each item was in house. This report may be printed graphically like this:



Service Orders by Item Code

Screen report												
World Class Industries												
Service Orders by Item Code, All Service Orders												
Period Covering 10/16/96 - 10/16/97												
Report Printed on 10/16/97 at 15:26, Page #1												
Fiscal Week -10 - 42												
Svc Order No.	Customer	Contact	Batch	Lot	Serial #	Item Code	Problem Per Customer	Order Date	Date Received	Date Closed	Elapsed Days in House	Days Since Arrival
12-1	International custom	Highwater Furniture,	LINE 1		0001							
		Helen Highwater	2073-1		0001		Customer states the chair was used in normal environment. Delamination has occurred over last couple of weeks.	03/07/97	10/15/97			1
4-1	International custom		LINE 2		0002			03/07/97				223
4-1	International custom		LINE 3		0003			03/07/97				223
100004-1	ONE TERRIFIC SALES P	Sam Rosenhall	NFR		0100-007-01		Wrong size.	02/08/97	05/16/97			250
100004-10	ONE TERRIFIC SALES P	Sam Rosenhall	NFR		0100-014-31		Wrong color.	02/08/97				250
100019-2	CCC Company	Henry Petrovsky	NFR		150		Damaged in shipping.	03/04/97				226
100019-1	CCC Company	Henry Petrovsky	1235-1		725		Wrong size.	03/04/97				226
10-1	ABC COMPANY	Bob Jones	2067-1		9111		Wanted one with arms.	09/11/97	09/16/97			35
13-1	ABC COMPANY	Bob Jones	2062-1		9111			10/16/97				0
13-2	ABC COMPANY	Bob Jones	2062-1		9111			10/16/97				0
14-1	ABC COMPANY	Bob Jones	5001-1		9111		Customer states that limitation pushed away after spilling coffee on the chair.	10/16/97				0

Service Orders, 10/16/96 - 10/16/97

Item Code	Svc Orders	Ord
1111	58	22
1112	22	32
1113	18	38
1114	12	42
1115	10	45
1116	10	48
1117	10	50
1118	10	52
1119	10	54
1120	10	56
1121	10	58
1122	10	60
1123	10	62
1124	10	64
1125	10	66
1126	10	68
1127	10	70
1128	10	72
1129	10	74
1130	10	76

Legend: ■ Svc Orders ■ Ord

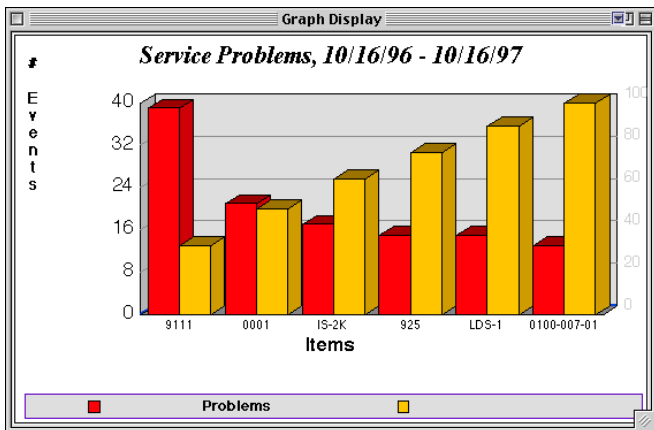
In addition to the several Service Order reports, the system offers several Service Order Problems reports as well. These reports offer the ability to identify problem types which might occur by customer, item, serial number, etc. Using these reports you can quickly identify those problems which are occurring most frequently by each of these criteria. This provides an easy way to identify those problems which are causing the most trouble. As mentioned earlier, a Pareto analysis might help you zero in on the most significant problems, thereby allowing you to apply your resources where they will provide the most impact.

Service Order Problems by Item Code

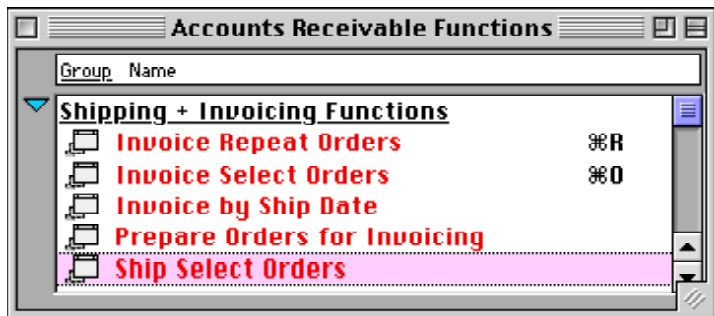
For example, this report shows which problems occur by item code, as shown below:

Screen report									
World Class Industries									
Service Order Problems by Item Code, All Items									
Period Covering 10/16/96 - 10/16/97									
Fiscal Weeks -10 - 42									
Report Printed on 10/16/97 at 15:47, Page #1									
Order Date	Order Line #	Description	Quantity	Amount	Status	Expected Return Quantity	Quantity Returned	Follow Up Date	Follow Up Person
0001 Description of 0001									
10/15/97	12-1	13 Alignment	1	100.00	Open				
10/15/97	12-1	16 Delaminating	1	100.00	Open				
Total Problems for item 0001 Description of 0001			2	200.00					
0208097 100004-1 03 Video B4.									
02/08/97	100004-1	03 Video B4.	0		Return Expected	1		09/15/97	
02/08/97	100004-1	05 Scan Gen B4.	0		Return Expected	1		09/15/97	
Total Problems for item									
9111 Series 9 chair									
10/16/97	13-2	13 Alignment	1	125.00	Open				
10/16/97	13-2	16 Delaminating	1	125.00	Open				
10/16/97	13-1	16 Delaminating	1	100.00	Open				
Total Problems for item 9111 Series 9 chair			3	350.00					
925 Finished 925 Table									
10/16/97	15-1	18 Poor Workmanship	1	50.00	Open			10/30/97	DD Damian Delgado
Total Problems for item 925 Finished 925 Table			1	50.00					
0208097 100017-1 01 Image (CID)									
02/08/97	100017-1	03 Video B4.	1		Open				
02/08/97	100017-1	03 Video B4.	1		Open				
Total Problems for item			2						

Once again, this report may be printed graphically, as shown below:



Invoicing Functions



The system allows you five options when producing invoices.

1. Invoice repeat orders,
2. Invoice a list of specific orders,
3. Invoice all orders which shipped on a specific day,
4. Invoicing one specific order at a time, and
5. Shipping selected invoices (only if your system is set up to not relieve inventory upon invoicing; see [“Ship Select Orders”](#) on page AR-26).

This section introduces you to the process of preparing sales orders for invoicing and the processes available for producing the invoices. These processes are found in the first section of the **Accounts Receivable Functions** window as shown above.

Before invoicing an order, you should make sure that the order is ready to be invoiced. You should carefully review the sales order, as once the invoice is produced, only some non-financial data (found on the Invoice Header) can be changed. Changes which have a financial impact (unit price, quantity shipped, etc..) can only be accomplished for non-posted invoices by deleting the invoice, correcting the order and re-invoicing the order.

For posted invoices, you will need to create an A/R Adjustment or credit memo. To avoid this kind of error, you should review orders

prior to invoicing, to make sure quantities invoiced and unit prices are correct.

Choosing the Orders to Invoice

First you must choose which orders are ready to ship and invoice. Determining if you have adequate inventory to ship is a procedure which hopefully will begin well before the date the shipment is scheduled to go out. There is a report at the very bottom of the **Booked Orders** reports list labeled **Backorder to Fill** from Inventory. This will look at all items with a positive stock level and print all open orders scheduled for the selected item. It's like saying, "We have some of this stuff in stock. Who would you like to send it to?" This report looks like this:

Screen report							
World Class Industries							
Backorders to Fill from Inventory							
Report Printed on 05/06/97 at 12:08, Page #1							
Item Code	Order Date	Order-Line #	Customer	Quantity Ordered	Quantity Prior Ships	Quantity Back-Ordered	Quantity in Stock
0002 Table Leg Nuts							
	04/12/94	1935-4	CCC Company	1	0	1	
	11/02/96	1953-2	CCC Company	200	0	200	
	03/27/96	1954-2	Highmaster Furniture, Inc.	23	0	23	
	01/31/97	2030-7	ONE TERRIFIC SALES PROSPECT	4	0	4	
Totals for 0002						228	40.000
30092 198, Celltech, Bulk pwd.							
	05/13/94	1936-5	XYZ COMPANY	5	0	5	
Totals for 30092						5	2.000
40085 198, Celltech, Bulk caps							
	05/13/94	1936-4	XYZ COMPANY	5	0	5	
Totals for 40085						5	1.000
725 725 TableChair-Oak Dining/Arms & Headrest							
	07/27/95	1855-1	AAA Company	4	2	2	
	07/27/95	1855-3	AAA Company	8	3	5	
	08/02/95	1857-1	XYZ COMPANY	3	2	1	
	01/17/96	1858-4	ABC COMPANY	12	0	12	
	02/06/97	100019-1	CCC Company	5	0	5	
	01/01/97	1921-4	AAA Company	190	0	190	
	02/07/97	2036-2	ABC COMPANY	20	0	20	
Totals for 725						235	45.000

Another way to determine which orders should be shipped is to print picking slips for orders dated tomorrow or some time in the near future. Send these out to the shop and have them return the pick slips showing which items were filled and in what quantities.

Accounts Receivable



Prepare Orders for Invoicing, Card 1

Main Menu

Accounts Receivable

Invoicing Functions

Prepare Orders for Invoicing

Prepare Orders for Invoicing

Print

☐ Select 1 Item
☐ Select 1 Order
☐ Select 1 Ship-From Location

☒ Select All Jobs, Items and Customers
☐ Select 1 Customer

Enter Earliest Date 03/31/1993
Enter Latest Date 03/31/2001

Play Selected Lines to Ship to Bill
Load the List

Sched. Date	Shipment Code	Customer	Zip Code	Item Code	Status	Qty Back-Ordered	Quantity to Ship	Batch
08/15/1999	2089-2-1	10007	12345	0001	Not Sched.	1.000	1.000	990729AA
08/15/1999	2089-2-2	10007	12345	0001	Not Sched.	1.000	1.000	9812313A
08/15/1999	2089-3-1	10007	12345	0002	Not Sched.	10.000	10.000	
08/15/1999	2089-4-1	10007	12345	0003	Not Sched.	40.000	9.520	2043
08/15/1999	2089-5-1	10007	12345	0004	Not Sched.	20.000	20.000	45600
04/01/1999	2091-2-4	10007	12345	0001	Not Sched.	1.000	99042304	
04/01/1999	2091-2-5	10007	12345	0001	Not Sched.	1.000	1.000	2521
04/01/1999	2091-2-6	10007	12345	0001	Not Sched.	1.000	1.000	5526
08/08/1999	2112-1-7	10026	44099	COMPUTER	Not Sched.	2.000	2.000	
08/21/1999	2137-2-1	10031	92155	0001	Not Sched.	10.000		
08/21/1999	2137-3-1	10031	92155	0002	Not Sched.	10.000		
02/04/2000	2140-1-1	10028	91111		Not Sched.	10.000		
02/24/2000	2141-1-1	10001	92155	NON STOCK ITEM	Not Sched.	1.000		
02/24/2000	2111-3-1	10001	92155	NON STOCK ITEM	Not Sched.	1.000		
02/24/2000	2142-1-1	10001	92155	NON STOCK ITEM	Not Sched.	1.000		
03/02/2000	2144-1-1	10015	92025	91111	Not Sched.	1.000		
08/15/1999	2089-1-1	10007	12345	0111	Sched All	10.111	4.000	
04/01/1999	2091-1-1	10007	12345	0111	Sched All	10.000	10.000	
08/01/1999	2111-1-1	10007	12345	COMPUTER	Sched All	2.000		
08/01/1999	2112-1-3	10026	44099	COMPUTER	Sched All	20.000	20.000	

Highwater Furniture, Inc. Table Leg Bolts

Card #1 Card #2

Orders can be edited one at a time to set the exact quantity ready to be invoiced. You can also prepare several orders at once. This window is used for this purpose.

If you use this window to make the **Quantity to Ship** field non zero, the order header for the selected order will have "today's" date filled in as the **Last Shipped On** date.

Requested Ship Date 03/13/94

Last Shipped On 05/06/97

Then you can use the **Invoice by Ship Date** function. It will find all orders which show the selected date in the **Last Shipped On** field and create an invoice for them.

Using the Window

When you first access this function, the window will be empty.

{Button} This button is used to load the **Sales Order Shipment Records** into the list. After these shipment records are loaded, you can edit each for date, quantity shipped and batch number if necessary.

Load the List

Click the button, **<LOAD THE LIST>**. After you do so, the following check box will appear in the top of the window:



If you leave this selection checked, all unshipped sales order shipment records will load, whether they have been flagged as **ready to ship** or not. If you click this box OFF, only those sales order shipment records which are not flagged as ready to ship will load. Under most circumstances, you will want to leave this flag ON.

After determining the proper status of this flag, click **<SAVE>**.

Working with the List

Edit

{Command button} In order to edit any of the items in the list you must first click this button. Once you do, however, you will not be able to sort the list, so be sure to sort it prior to clicking this button. Once you have clicked the button, you may edit the **Sched. Date**, **Quantity to Ship**, and the **Lot/Batch** number assigned to each of the shipment records.

Sched. Date

{Date field, editable} This is the same as the **Sched Ship Date** found on the **Sales Order Items** window. You may change the value of this field from this window. The **Requested Ship Date** field will remain unchanged.

Shipment Code

{Display only} This is the unique identifier for each shipment record. It is a concatenation of the sales order number, the line item, and the shipment number of each record.

Customer

{Display only} This is the customer code associated with the shipment address on the sales order.

Zip Code

{Display only} This is the Zip Code of the shipping address on the sales order record.

Item Code

{Display only} This is the item code of the item being shipped.

Status

{Display only} This is the status of the item being shipped (see [“Status”](#) on page OE-52).

You may sort the list by clicking any of the column headings, and you may drill-down on any line to view the selected sales order in greater detail.

Qty Back Ordered

{Display only} This is the quantity backordered of the item being shipped. Backordered, or backlog, is defined as **Qty Ordered - Qty Shipped**, not **Qty Ordered - Qty Ready to Ship**. Therefore, this field will not change until you have actually invoiced and shipped the order.

Qty to Ship

{Numeric, editable} This is the quantity of the item *on this shipment record* you are preparing to ship. You may enter any amount you wish to ship, whether it equals or exceeds the amount called for on the sales order. If you enter an amount greater than the backlog amount, a message like the following will be displayed. If you click **<NO>**, the system will adjust the quantity to the amount left to ship. If you click **<YES>**, the system will allow the amount you have entered into the field.

**Error: Only 39 remain to be shipped.
Continue anyway?**

NO

YES

Batch

{Editable} This field is only accessible if you have enabled the **Lot and Batch** module and you have set the item to be lot/batch tracked on **Item Master File, Card #2**.

☐ Lot # tracked item

☒ Batch # tracked item

If you have, you may enter any valid batch number for this item in this field. For help, you may access a reference list of valid batch numbers by opening the **Reference List** window while your cursor is resting in this field.

Flag Selected Lines to Ship in Full

It is also possible to select many lines at once using this window. If you are in **Edit** mode, the button labeled *<FLAG SELECTED LINES TO SHIP IN FULL>* will be visible (otherwise it is grayed out). Using this button can be a great time saver. For example, you may have many orders which were entered for a selected item which was not in stock at the time of the order. When it finally arrives in stock, you may view all open orders on this window, sort the list by **Item Code**, select all orders for the item which has just arrived in stock and click the button, *<FLAG SELECTED LINES TO SHIP IN FULL>*. This is much faster than editing each line in the list one at a time or editing each order to set it up for invoicing.



Note: This function assumes that the full quantity currently on backorder for each open shipment will be shipped. If this is not true, you will have to edit the shipments for which this assumption is not true.

Scroll Bars

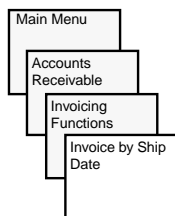
Because there are so many fields which need to be displayed in order to understand exactly which shipment record is being viewed and edited, the screen is very large. It is best to access this screen using a 16" CRT or larger. However, it can be used with a smaller CRT by using the scroll bar at the bottom to access the extreme right or left portion of the screen.

Once you have prepared all of the shipment records to ship, you may use the **Invoice by Ship Date** or **Invoice Select Orders** function to create the invoices and record the shipments of these items.

Preparing Orders One at a Time

In addition to using this window, orders may be prepared for invoicing one at a time by opening the **Sales Order Items** window and editing each **Shipment Record** individually. This can save you from having to load all of the shipments in a single window if you have many unshipped sales orders and only a few to ship at a given time.

Invoice by Ship Date



Invoice by Ship Date

Assign Invoice & Batch Numbers Produce Invoice Records

Earliest Ship Date 05/06/97 Latest Ship Date 05/06/97

Please Select Orders Entered by One User Code or ALL.

ALL

Please Select Functions to be Performed After Invoicing.

- ☐ Print All Reports Selected by 1 to Print Later.
- ☐ Update All Pop-Up Lists
- ☐ Post Transactions After Invoicing
- ☐ Print All My Librariaried Reports
- ☐ Quit Qube™ when finished.

Print Orders Ready for Draft Invoicing

Once sales orders have been prepared for shipment, you may use this function to look at every open sales order in the data file and ship and invoice it if:

1. there is a positive quantity in the **Shipping** field,
2. the **Status** of the **order line item** is set to **R**, and
3. the **Last Shipped On** field contains a date which falls within the date parameters set up on this window.

This ship date referred to is the one shown on the **Sales Order Header** window.

Requested Ship Date 02/18/97

Last Shipped On 02/18/97

Earliest & Latest Ship Dates

{Date fields} Enter the date range of the sales order shipments you wish to invoice in these fields. These fields will impact both invoicing procedures (see below).

Accounts Receivable



Please Select
Orders Entered
by One User Code
or ALL

Print Orders
Ready for Draft
Invoicing

This field is used to designate which sales order shipments are selected based on the person who enters each sales order. This is an *invisible code* which is stored on the **Sales Order Header** window each time a sales order is entered. The default is ALL, but can be overridden.

{Button} Clicking this button prints out the following report:

Screen report												
World Class Industries												
Orders Ready for Assignment of Invoice Number and Batch												
Period Covering -												
Fiscal Weeks 123 - 175												
Report Printed on 05/06/97 at 13:56, Page #1												
Order Date	Order Line #	Ship-to Company	Ship To State	Quantity Ordered	Quantity Shipped/Unit	Item Code	Extension	Status	Type	Batch		
01/07/95	101-1-1	Highway Penhouse	NY	19	6 Each	9111	8,597.50	Open	PHONE			
01/07/95	101-1-4	Highway Penhouse	NY	5	5 Each	9125	370.75	Open	PHONE			
07/27/95	105-1-1	AAA Company	CA	4	2 Each	725	3,100.00	Credit Hold	PHONE	0		
07/27/95	105-1-2	AAA Company	CA	16	9 Each	7111	5,180.00	Credit Hold	PHONE	0		
07/27/95	105-1-3	AAA Company	CA	8	4 Each	725	4,000.00	Credit Hold	PHONE	0		
07/27/95	105-1-4	AAA Company	CA	30	30 Each	9111	10,890.00	Credit Hold	PHONE			
02/04/94	191-1-1	ABC COMPANY	ND	5	5 Each	0001	15.00	Ready	PHONE			
02/04/94	191-1-2	ABC COMPANY	ND	5	5 Each	0001	127.25	Credit Hold	PHONE			
07/06/96	191-1-3	ABC COMPANY	ND	300	200 K&S	1000	1.00	Credit Hold	PHONE			
01/01/97	191-1-4	ABC COMPANY	ND	190	16 Each	725	94,762.50	Credit Hold	PHONE			
07/01/96	191-1-2	Rodwell Engineering	CA	1	1 Each	9111	777.25	Open	PHONE			
07/01/96	191-1-3	Rodwell Engineering	CA	10	10 Each	423 KTT	100.00	Open	PHONE			
11/01/96	195-1-1	CCC Company	ND	100	50 Each	0001	8,309.10	Credit Hold	PHONE			
03/27/96	195-1-1	Highway Penhouse	NY	27	1 Each	0001	1,040.72	Credit Hold				
01/01/95	198-1-1	CCC Company	ND	10	1 Each	8000	50.00	Ready				
10/01/96	194-1-1	Rodwell Engineering	CA	100	1 Each	0001	35.60	Open				SPECL
08/01/96	202-1-1	ABC COMPANY	CA	10	1 Each	9111	821.45	Ready				
11/21/96	203-1-1	ABC COMPANY	CA	10	1 Each	9111	131.45	Open				
11/21/96	203-1-3	ABC COMPANY	CA	50	9 Each	9111 FRAME	380.75	Ready				
11/21/96	203-1-4	ABC COMPANY	CA	10	1 Each	9111	131.45	Open				
01/21/97	204-1-1	ONE TERRIFIC SALES P	WI	5	1 Each	9111	3,886.16	Ready				
09/01/96	199-1-1	ONE TERRIFIC SALES P	WI	10	1 Each	9111	12,916.94	Ready				
09/01/96	199-1-2	ONE TERRIFIC SALES P	WI	20	1 Each	9111	15,853.82	Ready				
01/01/97	103-1-7	ONE TERRIFIC SALES P	WI	4	1 Each	0002	1,600.00	Ready				
01/27/97	203-1-5	XYZ COMPANY	CA	1	1 Each	0001	102.79	Ready				
02/08/97	103-1-1	AAA Company	CA	10	10 Each	9111	13,540.02	Credit Hold				
08/01/95	105-1-1	Bonus	NY	40	39 Each	1351	150,000.00	Ready				PHONE
08/01/95	105-1-3	Bonus	NY	50	10 Each	9111	16,500.00	Ready				PHONE
09/01/96	105-1-1	Rodwell Marketing D	CA	50	25 Each	RC299BTR5	15,000.00	Open				SPECL
12/05/96	208-1-1	ONE TERRIFIC SALES P	WI	1,110	188 QT	WMLK	51.06	Credit Hold				0
Total for Fiscal Week 0							387,796.20					
Total of 30 Orders Printed							387,796.20					
Booked Orders for - :							387,796.20					

Assign Invoice &
Batch Numbers

This report provides you with a list of shipments which will be invoiced if you run this procedure, for the dates specified. You should print this report before running this procedure, making sure the date ranges mirror those to be used in the invoicing procedure.

{Button} This procedure is useful if you want to produce printed invoices (pieces of paper to put into the box you are shipping to your customer) but find the full invoicing procedure too slow to handle the volume demands of your business.

Because the **Produce Invoice Records** procedure creates invoice and inventory transaction records, it can take some time to run, particularly if you have a large volume to run. An alternative is to pre-assign invoice numbers and print the invoice using the preassigned number before the computer invoice record actually gets created.

This will considerably speed up the process of generating printed invoices by creating these “Draft Invoices” for printing.

This procedure does not create invoice records or inventory transactions but instead preassigns the invoicing number to each sales order and preassigns the batch number (if you are using batch tracking) to each selected order item.

Printing the Forms

After assigning the invoice and batch numbers, the procedure asks if you want to print the invoices:

Do you wish to print Invoices, now?	<input type="button" value="NO"/>
	<input checked="" type="button" value="YES"/>

If you click <YES>, the system will print invoices for only those orders selected on the run just completed. The invoices are printed based on the sales orders and do not actually exist as invoice records in the computer.

Printing Labels

Afterward, you may print shipping labels and UPS COD labels by clicking <YES> on the dialog boxes which are presented:

Do you wish to print UPS COD Labels, now?	<input type="button" value="NO"/>
	<input checked="" type="button" value="YES"/>

Pre-Invoice Number

You can see and edit the preassigned invoice number by viewing the **Sales Order Item** window.

Rep Commission		Batch	AAAA	Scheduling Priority		Discounts %	
Acct Mgr Commis		Budget #	0902-188	1.1	Pre-Invoice	5213	
Multiply Dollars by	5.4821	Currency	FR	France	Home Unit Price	\$0.05	

Issues to be Aware Of

The preassigning of invoice numbers and batches works by maintaining a copy of the batch quantity and availability in each batch record. For this reason, you cannot run the preassigning procedure

on one computer and the **Produce Invoice Records** on another; i.e., the two procedures must be run separately.

The second issue this procedure must overcome is that of selecting an order for invoicing while a sales rep is in the middle of entering it. The order may have been entered incomplete (the customer needs to call back to confirm quantities & ship date or the sales rep needs to double-check availability of one item and will ship another item if the first is not in stock...or whatever). To separate orders which are ready for invoicing from those which are not yet ready, the system uses the **Order Status** code of R for Ready. As an order is entered, its status code is set to O for Open or H for Credit Hold depending on the credit standing. You must change that setting to R if you wish to use the preassigning of invoice numbers procedure. Only orders coded R and which show a positive quantity in the **Shipping** column will be selected for invoicing. Once they have been selected for invoicing, the status code will be changed to O. The function **Prepare Orders for Invoicing** will automatically set each order to R.



A note regarding your forms: Though they may look alike, the printed form for the Invoice Record is not the same as the printed form for the “Draft Invoice.” This is because an actual invoice is printed from the invoice record in the system, while the “draft invoice” is generated from the sales order record. Therefore, if you use custom forms and wish to print invoices from both the “draft invoice” and the actual invoice records, you will need two different forms set up. For more information, contact QCI Technical Support.


In case of a printer error, you can reprint invoices or labels by selecting *<PRINT SOME DRAFT INVOICES>* from the **Invoiced Sales Reports** list.

Print Some	Draft Invoices
Please Double Click to Enter Parameters	
Please Enter Beginning Shipment Date 02/07/94	
Please Enter Ending Shipment Date 02/07/94	
Or... Enter Beginning Order Number	
Plus Ending Order Number	
Or... Enter Specific Quantities for Labels	
For Selected Order Numbers	
Print Draft Invoices? YES	
Print Shipping Labels? YES	
Print COD Labels? YES	

This procedure must be followed by running the *<PRODUCE INVOICE RECORDS>* procedure, which produces the actual transaction records. Without running this procedure, no invoice records in accounts receivable or inventory transactions will be created. This procedure can be run overnight, or at another low-activity period, to maximize the performance of your system.

Produce Invoice Records

{Button} Using this procedure actually creates the invoice records in the AR module and the inventory transactions in the inventory module. It can be used to create the invoice records from the “**draft invoices**” produced in the above-discussed function for high-volume businesses, or it can be used to create actual invoice records and print invoice forms and labels in lower volume businesses.

Note: Whether you choose to run this or the  procedure, you must first prepare the sales orders for invoicing. This can be done individually or through the **Prepare Orders for Invoicing** window. In both functions, the following conditions must apply for the records to be included in the process:

1. there is a positive quantity in the **Shipping** field,
2. the **Status** of the **order line item** is set to R, and

- the **Last Shipped On** field contains a date which falls within the date parameters set up on this window.

This ship date referred to is the one shown on the **Sales Order Header** window.

Requested Ship Date	02/18/97
Last Shipped On	02/18/97

Please Select Functions to be Performed After Invoicing

The invoicing procedure is often run at the end of the work day. Therefore the system offers the user some options normally associated with end of day functions. In order to operate this function, select which items you would like to run after the invoicing procedure in this section of the window. All of these functions will be available with both the invoicing procedures except for the **Post Transactions After Invoicing** function. You must first have selected the **Produce Invoice Records** function in order to activate this choice.

Please Select Functions to be Performed After Invoicing.	
<input type="checkbox"/>	Print All Reports Selected by 1 to Print Later.
<input type="checkbox"/>	Update All Pop-Up Lists
<input type="checkbox"/>	Post Transactions After Invoicing
<input type="checkbox"/>	Print All My Librariated Reports
<input type="checkbox"/>	Quit Qube™ when finished.

Print All Reports Selected by “xx” to Print Later

If this option is selected, the list of reports that user has previously selected to “Print Later” in the reports window will appear on the screen.

Please Select Functions to be Performed After Invoicing?	
<input checked="" type="checkbox"/>	Print All Reports Selected by 1 to Print Later.
<input type="checkbox"/>	Update All Pop-Up Lists
<input type="checkbox"/>	Post Transactions After Invoicing
<hr/>	
Invoiced Sales	By Invoice Number (Invoice Register)
Invoiced Sales	By Item Code
Invoiced Sales	By Rep, Total Quantities of Each Item Sold
Items List	Stock Status Sorted by Item within Group Cod

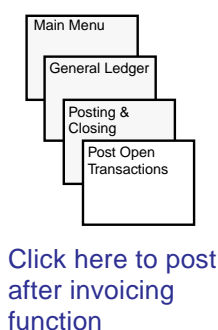
*This function works only if you do not have the **Scheduled Events Manager** module. If you do, that function will manage the scheduling of these reports. If you don't, these reports will print, once the invoicing procedure is complete.*

Update all Pop-Up Lists

This function will update your **Pop-Up Lists** after invoicing. Doing this each night after invoicing will keep your Pop-Up lists current at all times.

Post Transactions After Invoicing

You can choose to post transactions after invoicing. If this option is selected, it is assumed that you have previously selected the desired posting options and selected the **Post Later** option on the **Post Open Transactions** window before beginning this invoicing procedure, as shown on the screen below.



The screenshot shows the 'Post Open Transactions' window. It has a title bar with the text 'Post Open Transactions'. The window is divided into several sections. The top section is titled 'Which Types of Transactions to Post?' and contains two columns of checkboxes. The first column includes 'Cash Receipts & Adjustments', 'Employee Time Charges', 'General Journal Entries', and 'Vendor Invoices'. The second column includes 'Cash Disbursements & Bank Transfers', 'Inventory Transactions', and 'Sales Invoices & Credit Memos'. Below this section are two date fields: 'Beginning Transaction Date:' and 'Ending Transaction Date:', both set to '05/06/97'. The next section is titled 'Please enter select the account period to post to:' and contains three radio button options: 'Current Accounting Period (1)', 'Next Accounting Period (2)', and 'Post Now'. The 'Post Later (Immediately after the NEXT invoicing procedure)' option is selected. Below this is another section titled 'After Posting:' with three checkboxes: 'Update All Pop-Up Lists', 'Print Reports Selected by me to Print Later.', and 'Print All My Librariad Reports'. On the right side of the window, there is a table with two columns: 'Period#' and 'Closing Date'. The table contains 13 rows of data. At the bottom right, there are two buttons with checkmark and X icons, and a 'Print' button. At the bottom left, there is a 'View my Schedule' button.

Period#	Closing Date
1	01/31/94
2	02/28/94
3	03/31/94
4	04/30/94
5	05/31/94
6	06/30/94
7	07/31/94
8	08/31/94
9	09/30/94
10	10/31/94
11	11/30/94
12	12/31/94
13	01/31/95

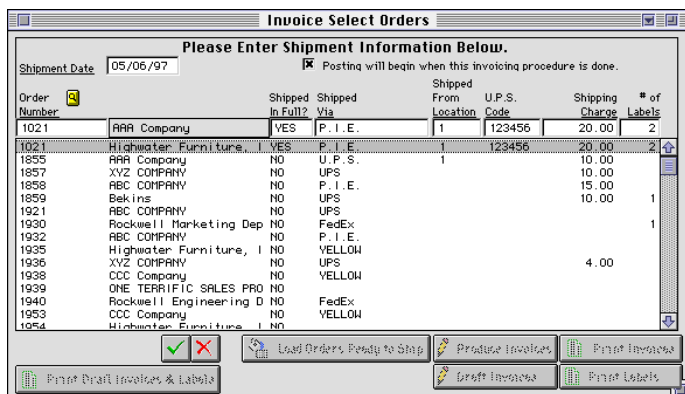
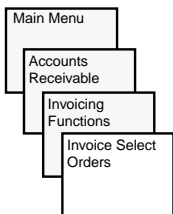
Print All My Librariad Reports

Selecting this function will cause the system to print all of the reports selected as "My Reports" for the user who is running the invoicing procedure (see ["Storing and Using Frequently Printed Reports" on page GEN-98](#)).

Quit Qube When Finished

Unless the data file is logged off, your backup routine cannot include it in the backup procedure. This function allows you to run the invoicing function and other delayed reports and functions, and still free up your data file for backing up using a timed backup routine.

Invoice Select Orders



Order Number	Order	Shipped In Full?	Shipped Via	Shipped From Location	U.P.S. Code	Shipping Charge	# of Labels
1021	AAA Company	YES	P. I. E.	1	123456	20.00	2
1021	Highwater Furniture, I	YES	P. I. E.	1	123456	20.00	2
1855	AAA Company	NO	U. P. S.	1		10.00	
1857	XYZ COMPANY	NO	UPS			10.00	
1858	ABC COMPANY	NO	P. I. E.			15.00	
1859	Bekins	NO	UPS			10.00	1
1921	ABC COMPANY	NO	UPS				
1930	Rockwell Marketing Dep	NO	FedEx				1
1932	ABC COMPANY	NO	P. I. E.				
1935	Highwater Furniture, I	NO	YELLOW			4.00	
1936	XYZ COMPANY	NO	UPS				
1938	CCC Company	NO	YELLOW				
1939	ONE TERRIFIC SALES PRO	NO					
1940	Rockwell Engineering D	NO	FedEx				
1953	CCC Company	NO	YELLOW				
1954	Highwater Furniture, I	NO					

Purpose

This window is used to invoice specific sales orders. This window offers some advantages over and benefits which are similar to the **Invoice by Ship Date** window:

1. If orders are being shipped and invoiced in full, you may use this window to call up specific orders and invoice them, rather than going through the process of **Preparing Orders for Invoicing** and then using **Invoice by Ship Date** function. (If you are shipping partial orders, you will still have to edit each order's shipping quantity, but once you have done so, they can be entered into this window and shipped from here.)
2. You may enter **Shipping Charge**, **Shipped From Location**, **UPS C.O.D. Code**, and **# of Labels** on this window during the invoicing process.
3. You can control very carefully the orders being invoiced. This is a good window to use when packing and shipping orders using a manifest system of some kind.
4. This window can be used to generate "real invoices" and "draft invoices," just like the **Invoice by Ship Date** window.



Using the Window

Shipment Date

{Date field, defaulted, editable} This date will default to the current date. It can be changed, however, to any ship date for which you wish to load records. This date field provides the ability to load sales orders for specific dates when used with the **<LOAD ORDERS READY TO SHIP>** field, below.

Commands Bar

Use the **<FIND>**, **<LAST>**, **<FIRST>**, **<NEXT>**, and **<PREVIOUS>** commands to locate orders with the **Last Shipped On** dates that correspond to the date being found on.

Load Orders Ready to Ship

{Button} This button will load all orders in which:

1. the **Status** of the **order line item** is set to **R**, and
2. the **Last Shipped On** field contains a date which equals the **Shipment Date** set up on this window.

This **Last Shipped On** field referred to is the one shown on the **Sales Order Header** window.

Requested Ship Date	02/18/97
Last Shipped On	02/18/97

After these orders have been loaded into the window, you may use either of the invoicing procedures to invoice and ship them.

New

{Command button} This button performs the same function as the **<PRODUCE INVOICES>** button below.

Produce Invoices

{Button} Begin the procedure by clicking the **<NEW>** or **<PRODUCE INVOICES>** button. Complete your list on the screen and then click **<SAVE>**. The system will create computer invoice records, reading the quantity shipped from each order and invoice that quantity. The value of that field will then be added to the previously shipped quantity and then calculated to zero (so you do not in-

advertently invoice the same shipment quantity a second time). If no quantities are shown to have shipped, no invoice will be produced.

Order Number

{Required, validated} This is the Order Number of the sales orders being shipped and invoiced. Unlike the **Prepare Orders for Invoicing** window, this is not the shipment record, but the sales order record, as the orders will be prepared for invoicing prior to running this function. Enter any order number which you wish to have invoiced. If the order number you enter has already been fully shipped and invoiced, Qube ERP™ will display a message alerting you to this. It will also caution you if you enter an order number which is not recognized by the system.

Shipped in Full?

{Yes, no} Defaults to NO. This gives you the ability to invoice orders in full without taking the trouble to view the order items on the screen and edit the shipment quantity for each one. If you enter YES in this field, all items on the order will be invoiced for the full quantity. If you enter NO, the system will invoice only that quantity which you have previously indicated was ready to ship. *Only enter YES if you are shipping an order 100% complete.*

Shipped Via

{Defaulted, editable} Defaults to the shipper on the sales order.

Shipped From Location

{Defaulted, editable} Defaults to the shipping location on the sales order.

U.P.S. Code

If you use UPS COD labels and Qube ERP™ Accounting, you may enter the COD code in this field, and then apply cash receipts to the UPS code rather than the customer invoice.

Shipping Charge

Enter the total shipping charge for this shipment of the sales order in this field. This will then be added to the invoice generated from this invoicing procedure.

Shipping Labels

If you intend to print shipping labels as part of this invoicing procedure, enter the quantity of shipping labels necessary for this ship-



ment in this field. Then, when you print shipping labels, that quantity of labels will print. To print from a PC, use Avery Label #5164.

Draft Invoices

{Button} You may wish to draft the invoices so that invoice documents can be printed quickly and produce the invoice records later. To do so click the <DRAFT INVOICES> button. This will have the same affect as the other **Draft Invoices** procedures outlined earlier (see [“Assign Invoice & Batch Numbers”](#) on page AR-8).

Invoicing Error Messages

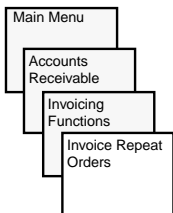
When the user enters order numbers and tabs out of the order number field, the system looks up the order and, if it find no items will display a message “There are No Line Items for this order.”

Or, the order may have line items, but the user may have entered NO in the column labeled Shipped in Full.

Order Number		Shipped In Full?
10009	ABC COMPANY	NO

In this case, the system will check each line item on each order looking for at least one item on each order which shows a nonzero shipment quantity. If it finds none, it will display no message, but no invoices will be generated.

Invoice Repeat Orders



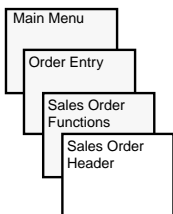
The window is titled "Invoice Repeat Orders". It contains a text box with the prompt "Enter Cut-Off Date for Selection of Repeat & Deferred Orders..." and a date field showing "MAY 7 97". Below the text box are two buttons: "Print Pre-Invoicing Edit List" (with a printer icon) and "Produce Invoices" (with a pencil icon).

The system provides the ability to invoice repeat orders, allowing you to process repetitive billings from the same sales order. When this function is run, the system will locate every sales order record in the data file which has been flagged as **REPEAT** and has not been fully invoiced and issue an invoice against it.

• To run the Invoice Repeat Orders procedure

1. First you must set up the Sales Order Header for repeat invoicing.

To do this, the field labeled **Sale Type** found on the **Sales Order Header** window must be coded **REPEAT**:



The window is titled "Sales Order Header" and has a "Print" button at the top left. It is divided into several sections:

- Bill To:** 10001, Date: 05/21/1997, ABC COMPANY, 1234 15th Street, Glendale, CA, Zip Code: 92155, U.S.A., (Country):, Bob, Jonesmithberger.
- Ship To:** 10001, Order: 2056, ABC COMPANY, Software Products Division, 1234 15th Street, Glendale, CA, 92155, Country: U.S.A., User: Bob Jones, Call: , Hours Before Delivery: .
- Sales Rep:** 1, Acct Mgr: REP, Terms Code: 8, 2.0% 10 DAYS Net 30, Net Days: 45, Disc. Due: 05/31/1997, Credit Card #, Ex Card Auth, P.O. #, Contract #, Sale Type: REPEAT, Status: 0, Open.
- Shipping Location:** G, Cases Shipped: , Requested Ship Date: 05/31/1997, Est. Freight: , Last Shipped On: 06/13/1997, UPS Zone: , Shipment Terms: PPL, Via: P. I. E., Change #, Change Date: , Sub: 000, Dept: 00, Deposit = \$344.00, Terms Discount \$, Bill of Lading #, Entered by: #1, Samuel Database User.

Then, in the **Sales Order Items** window, enter the number of repeat billings which are to be billed. In this case, an item called **SVC** has been entered with **12** inserted in the **Ordered** field.

Then set up shipment records for each month of the contract, like so:

Sales Order Items

10015 Homes R Us 1868-1 of 1

Item Code	Date	Status	Ordered	Shipping	Involved	B/O	Price	Unit	Extension
SUC	05/07/97	0	12	0	0	12	125.000	EA	1,500.00
SUC	05/07/97	0	12			12	125.000	EA	1,500.00

Monthly Service Charge: Open 1,500.00

Options:

Print on Work Order, Pick, Pack: ☐ Print on Order/Invoice: ☐

Rep. Commission: Budget \$ 0.000 Pre-Invoice: Scheduling Priority: A

Acct Mgr Comin: Hours: 0.000 Invoice: Discounts: ☐

Sched Ship Date	Requested Ship Date	Ordered	Shipping	Involved	Back	Ordered Status	Sales Shipment Code
05/07/97	05/07/97	1		0	1	Unscheduled	1868-1-1
05/07/97	06/07/97	1			1	Unscheduled	1868-1-2
05/07/97	07/07/97	1			1	Unscheduled	1868-1-3
05/07/97	08/07/97	1			1	Unscheduled	1868-1-4
05/07/97	09/07/97	1			1	Unscheduled	1868-1-5

2. Print the Pre-Invoicing Edit List.

Click the button **<PRINT PRE-INVOICING EDIT LIST>**. This provides the ability to audit the sales orders which will be invoiced prior to creating the transactions. As with other Pre-Invoicing reports, make sure the date matches the date you will be invoicing on, or the report and the results will not match up. You should always run this report prior to running the procedure. The report will look like this.

World Class Industries

Backing by Date Needed, Order Types REPEAT and DEF Only

Report Period Selected is JUN 1 97 - JUN 30 97

Fiscal Week: 201 - 254

Report Printed on MAY 7 97 at 15:55, Page #1

Sales Order Line #	Date Shipped	Customer P.O. Number	Customer Name	Quantity Back Ordered	Unit	Item Code	Description	Value of Backorder	
1868-1	JUN 7 97		Homes R Us	1	EA	SVC	Monthly Service Charge	125.00	Open
Total for Fiscal Week 264								125.00	
Grand Total Back Log:								125.00	


3. Invoice the Repeat Orders.

Click the button, <PRODUCE INVOICES>.

4. Enter a date which includes the month and year for those orders you want the system to select for invoicing.

5. Click <SAVE>.

The system will display this message, confirming what it thinks you want it to do. If the message displays the month and year you want selected for invoicing, click <YES>, instructing the function to conduct the invoicing procedure.



Include all Repeat & Deferred orders scheduled for June, 1997??

Quantity Shipped Field

Normally, the invoicing procedure zeros out the quantity shipped field shown on the sales order summary screen and moves it to the field labeled **Previously Shipped**. That convention is not followed when invoicing repeat orders. For example, if a sales order is entered for a monthly maintenance charge, indicating a requirement to issue one invoice each month for twelve months, it will be most convenient for the user if the quantity shipped always remains at one. This makes it unnecessary for the user to find each repeat order and change the quantity shipped from zero to one each time the repeat invoices must be prepared.

Closing Out the Order

Just as with all other invoicing procedures, a sales order will be coded as **Invoiced** when the total quantity invoiced equals the quantity ordered. This means that after fully invoicing a sales order, it will not be selected for invoicing again the next time the **Invoice Repeat Orders** command is given. A new sales order must be created for the next period of time.

Selecting the command **Invoice Repeat Orders** also selects sales orders coded as deferred revenue items. See the next section for information about this function.



Accounts Receivable

Deferred Revenue Sales

Qube ERP™ is capable of handling the accounting for sales involving deferred revenue. An example of this type of transaction is an agreement by a company to provide warranty service over a period of a year. This is the same as the **REPEAT** order, except that this time the warranty contract is prepaid. The company now has the accounting problem of how to record the sale, where to apply the cash, and when to recognize the revenue as income. If used properly, the deferred revenue function can save your accounting department a lot of adjusting journal entries.

• To use the Deferred Revenue function

1. Create a sales order coded DEF, for the Sale Type.

The Sales Order Header window would look like this:

Sale Type	DEF	Status	R	Ready
-----------	-----	--------	---	-------

2. Set the Line Items to reflect the monthly billings, as shown here.

This window shows 12 monthly billings beginning June 97.

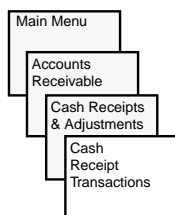
The screenshot shows the 'Sales Order Items' window for order 10015. It displays a table with columns for Item Code, Date, Status, Ordered, Shipping, Invoiced, B/O, Price, Unit, and Extension. The table lists 12 monthly billings starting from 05/07/97. Below the table, there are sections for 'Options', 'Rep. Commission', 'Budget', 'Hours', 'Pre-Invoice', 'Scheduling Priority', and 'Print on Work Order, Pick, Pack' and 'Print on Order / Invoice'. At the bottom, there is a table for 'Sched Ship Date', 'Requested Ship Date', 'Ordered', 'Shipping', 'Invoiced', 'Back Ordered Status', and 'Sales Shipment Code'.

Item Code	Date	Status	Ordered	Shipping	Invoiced	B/O	Price	Unit	Extension
CONTRACT	05/07/97	H	12	12	0	12	100.000	ER	1,200.00
CONTRACT	05/07/97	H	12	12	0	12	100.000	ER	1,200.00

Sched Ship Date	Requested Ship Date	Ordered	Shipping	Invoiced	Back Ordered Status	Sales Shipment Code
06/07/97	05/01/97	1	1	0	1	1866-1-1
06/07/97	05/01/97	1	1	0	1	1866-1-2
07/07/97	06/07/97	1	1	0	1	1866-1-3
08/07/97	06/07/97	1	1	0	1	1866-1-4
09/07/97	06/07/97	1	1	0	1	1866-1-5
10/07/97	10/07/97	1	1	0	1	1866-1-6

- When cash is received it should be applied to the **Deferred Income** account as defined in the **GL Key Accounts** window (see [“GL Key Accounts” on page GL-21](#)).

Use the cash receipts window to record the customer deposit to the sales order, applying the cash to the **Deferred Income** account (see [“Customer Deposits” on page AR-55](#)).



Cash Receipt Transactions

Transaction # Posted to JE # Bank Code 0-000-1100-000
 Date 05/07/97 Period / Bank of America

C	Customer	G/L Account	Check Number	Balance Due	Amount Received	Discount Taken
0	1866	0-000-2500-000	12345		1200.00	
0	1866	0-000-2500-000	12345		1,200.00	

10015 Homes R Us | Deferred Income | 1,200.00

☒ ☐

- Post the cash receipt.

This will create a journal entry which looks like the following, debiting cash and crediting the liability account, **Deferred Income**.

General Ledger Journal Entries

Journal Number 92050 Type CASH Posted? YES To Period/Year 1 / Date 05/07/97

Account Code	Description	Debit	Credit
0-000-1100-000	Posting R/R Transctns 05/07/97	1200.00	
0-000-1100-000	Posting R/R Transctns 05/07/97		1,200.00
0-000-2500-000	Posting R/R Transctns 05/07/97		1,200.00

- Run the **INVOICE REPEAT ORDERS** function.

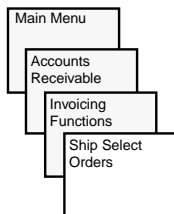
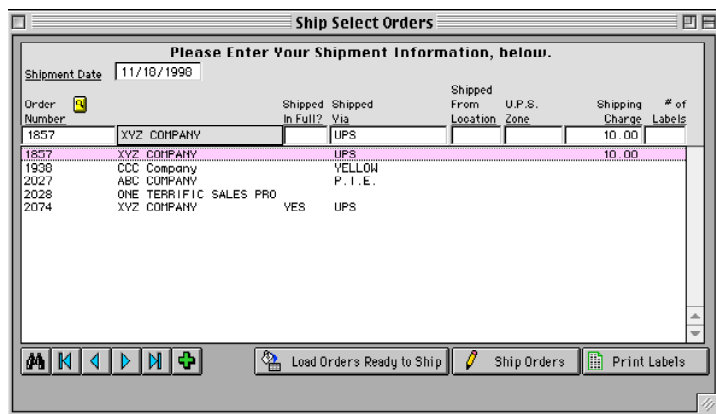
Deferred Income orders will be selected to invoice just as the **Repeat Orders** were. An invoice will be created for the quantity shipped times the unit price, for this month's shipment only.

It differs from the repeat order in that the invoice balance due will be set to zero since this is a prepaid contract.

The journal entry created when the invoice is posted will debit the liability account of `Deferred Income` and credit `Sales`.

CAUTION: The user should be careful to not use the Sale Type code of `DEF` for anything except a prepaid, deferred contract. Setting the code to `DEF` causes a zero balance due invoice to be generated which is posted differently than all other invoices.

Ship Select Orders

Ship Select Orders

Please Enter Your Shipment Information, below.

Shipment Date: 11/10/1990

Order Number	Company	Shipped In Full?	Shipped Via	Shipped From Location	U.P.S. Zone	Shipping Charge	# of Labels
1857	XYZ COMPANY		UPS			10.00	
1930	XYZ COMPANY		UPS			10.00	
2027	ABC COMPANY		YELLOW P.I.E.				
2028	ONE TERRIFIC SALES PRO						
2074	XYZ COMPANY	YES	UPS				

Buttons: Load Orders Ready to Ship, Ship Orders, Print Labels

Version 7.36 provides improved abilities to separate invoicing from shipping and to track those conditions. This is useful if your site has set up its system so that inventory is not relieved upon invoicing. (This is done on System Setup Card #3; for more information on system setup, see [“System Set Up, Card #3 Window” on page SYS-108.](#))

Purpose

This window is used to ship selected orders without invoicing them or relieving inventory.

Using the Window

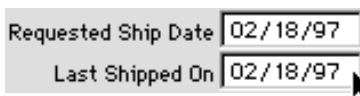
When you first access this function, the window will be empty.

Load Orders Ready to Ship

{Button} This button will load all orders in which:

1. the **Status** of the **order line item** is set to **R**, and
2. the **Last Shipped On** field from the Sales Order header contains a date equal to the **Shipment Date** set up on this window.

This **Last Shipped On** field referred to is the one shown on the **Sales Order Header** window.



Requested Ship Date: 02/18/97

Last Shipped On: 02/18/97

Commands Bar

Use the *<FIND>*, *<LAST>*, *<FIRST>*, *<NEXT>*, and *<PREVIOUS>* commands to locate orders with the **Last Shipped On** dates (from the Sales Order header) that correspond to the shipment date entered at the top of the window.

After these orders have been loaded into the window, you may use either of the invoicing procedures to invoice and ship them.

Shipment Date

{Date field, defaulted, editable} This date will default to the current date. It can be changed, however, to any ship date for which you wish to load records. This date field provides the ability to load sales orders for specific dates when used with the *<LOAD ORDERS READY TO SHIP>* field, below.

Order Number

{Required, validated} This is the Order Number of the sales orders being shipped and invoiced. Unlike the **Prepare Orders for Invoicing** window, this is not the shipment record, but the sales order record, as the orders will be prepared for invoicing prior to running this function. Enter any order number which you wish to have invoiced. If the order number you enter has already been fully shipped and invoiced, Qube ERP™ will display a message alerting you to this. It will also caution you if you enter an order number which is not recognized by the system.

Shipped in Full?

{Yes, no} Defaults to NO. This gives you the ability to invoice orders in full without taking the trouble to view the order items on the screen and edit the shipment quantity for each one. If you enter YES in this field, all items on the order will be invoiced for the full quantity. If you enter NO, the system will invoice only that quantity which you have previously indicated was ready to ship. *Only enter YES if you are shipping an order 100% complete.*

Shipped Via

{Defaulted, editable} Defaults to the shipper on the sales order.

Shipped From Location

{Defaulted, editable} Defaults to the shipping location on the sales order.

U.P.S. Zone

If you use UPS COD labels and Qube ERP™ Accounting, you may enter the COD code in this field, and then apply cash receipts to the UPS zone rather than the customer invoice.

Shipping Charge

Enter the total shipping charge for this shipment of the sales order in this field. This will then be added to the invoice generated from this invoicing procedure.

Shipping Labels

If you intend to print shipping labels as part of this invoicing procedure, enter the quantity of shipping labels necessary for this shipment in this field. Then, when you print shipping labels, that quantity of labels will print. To print from a PC, use Avery Label #5164.

Ship Orders

{Button} Click this button to begin shipping the orders. Then click the *SAVE* button to update the data entered. The status of line items shipped will become “S”.

Print Labels

{Button} Click this button to print the labels.

Invoice & Credit Memos

The invoice is the basic accounts receivable transaction in the system. No AR data is inserted into the system prior to creation of the invoice. Invoices are created by invoicing sales orders. You may not enter an invoice without first entering a sales order into the system.

Deleting & Editing Invoices

Deleting

Qube ERP™ allows you to delete an invoice, but only if that invoice has not yet been posted. The effect of this procedure is to remove the invoice record from the data file and reset the sales order from which the invoice was generated to the state it was in before the invoice was produced. The transaction also restores inventory stock levels to the levels they were at before the invoice was generated.

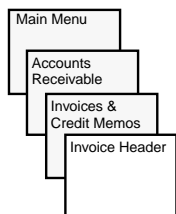
Editing

It is important to keep as much continuity between sales orders and invoices as possible. You may edit a number of fields on the order header plus the item description, as long as the invoice is not posted.

Posting

Invoicing has an effect on the general ledger. For more information on the rules affecting the GL subaccount selected for posting, *see* [“Posting Accounts Receivable” on page GL-45.](#)

Invoice Header Window



Invoice Header			
Order Date 01/07/95	Order # 1021	Posted? NO	To Period
Bill To # 10001 ABC COMPANY 1234 15th Street Glendale CA 92155 U.S.A.		Sub-Acct Dept 000 00 Date 01/12/00 Invoice # 5251 <input type="checkbox"/> Post Sales Using Item Master Sub Accounts	
Ship To Highwater Furniture, Inc. 12345 Rockingchair Lane Hingham MA 01945 Country Code		Date Needed... 01/24/94 Ship Via P.L.E. Date Shipped... 01/12/00 Due Date 02/11/00 Ship Terms... PPL	
Sales Rep REP Wonder Marketing Services Co. Acct Mgr JJ John Jones PO/Visa # Pay Terms 28 10 DAYS Net 30 Sale Type PHONE Sales Lead Balance Due 3,118.75 Dollars		Currency USA Invoice Subtotal 3,093.75 VAT Tax 0.00 Freight tax 0.00 Freight & Handling 25.00 Invoice Total \$ 3,118.75	
Sales Order Notes Resale # 123456			
Header Items Payments Shipment Tracking			

This contains basic information about the whole invoice. It is very similar to the **Order Header** window.

There is also an Invoices Browser, to simplify the task of viewing and editing invoices. For more information about browsers, see [“Browsers” on page GEN-72](#); for specific information on the Invoices Browser, see [“Customer Master File Browser” on page GEN-77](#).

Order Date

{Display only} This field displays the date the sales order was placed.

Order

{Display only} This field displays the order number from which this invoice was generated. A sales order may be invoiced whenever a partial order is shipped; therefore, there may be many invoices referring to the same sales order, but there is only one sales order reference per invoice record.

Posted?

{Display only} If this invoice has been posted to the GL, this field will display YES, the journal number will be displayed in the field below, and the period number will be displayed in the **To Period** field, as shown in the example above. If it has not, this field will display NO.

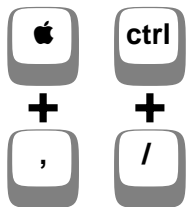


Note: The following fields are derived from the sales order record. If it is necessary to change any of this information, and you have not posted the invoice, you may delete it and change the information in the sales order, and then reissue the invoice. If the invoice has been posted, all corrections must be made by drafting a credit memo.

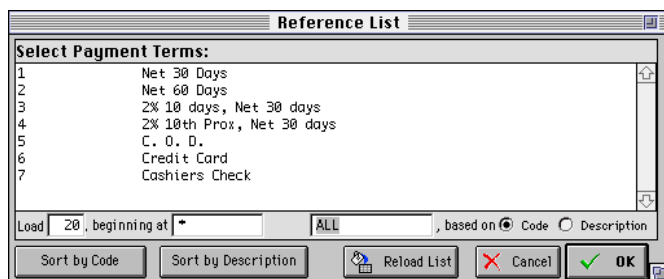
Bill to Information	This section displays the company to which this invoice was issued. You may not change this information in the invoice.
Sales Rep	<i>{Display only}</i> This field displays the sales rep which was on the sales order. This may be adjusted through the Commissions on Each Invoice function found in the Accounts Payable Module (see “Commissions on Each Invoice” on page COM-15).
Account Mgr	<i>{Display only}</i> This field displays the account manager which was on the sales order. This may be adjusted through the Commissions on Each Invoice function found in the Accounts Payable Module (see “Commissions on Each Invoice” on page COM-15).
Balance Due	<i>{Display only, calculated}</i> This field displays the amount due outstanding on this invoice. This is reduced using the Cash Receipts window. This field is automatically calculated and cannot be changed manually; however, if you wish to update this field, click on the field label and Qube ERP™ will recalculate the balance due. This is not to be used with Dynamics sites.
Sales Order Notes	<i>{Entry field}</i> Use this note field to enter information pertaining to the sales order. This field is 2,000 characters long.
Sub	<i>{3 characters, numeric}</i> This is the accounts receivable subaccount to which the receivable will be posted. It is defaulted from the customer record. It may be changed at any time prior to posting the invoice. For more information on GL Subaccounts , see “GL Sub Account Number” on page GL-43.

Dept	<i>{2 or 3 characters, numeric}</i> This is the department, or cost center code, to which the receivable will be posted. It is defaulted from the sales order. It may be changed at any time prior to posting the invoice. For more information on Department Codes , see “Cost Center Codes” on page GL-9 .
Date	<i>{Calculated, editable}</i> This is the date of the invoice, originally defaulted to the date on which the record was created. You may edit this field at any time.
Invoice Number	<i>{Calculated, editable}</i> This is the invoice number of the record, originally calculated when the invoice was created. You may edit this field at any time prior to posting.
Post Sales Using Item Master Sub Accounts	<i>{Checkbox}</i> Check this box if you have invoices with non-000 A/R subaccounts but you wish to post sales based on the item master file settings. Note that the posting maps will always override this if used on any invoice.
Ship to Information	<i>{Calculated, editable}</i> This is the shipping information of the invoice, originally defaulted from the sales order. You may edit these fields at any time.
PO/Visa#	<i>{25 characters, find field, alphanumeric}</i> This displays the PO or credit card number recorded in the sales order. It may be used to find the record. You may edit this field at any time.
Pay Terms	<i>{25 characters, alphanumeric}</i> This field reflects the payment terms shown on the invoice. This field is used to calculate receivable due dates and discounts. You may change this field after the invoice has been created, but the discount due dates will not be impacted, so it is best to change this prior to invoicing the order.

Mac OS Windows



If you are changing this field, be sure to use the **Reference List** so the information will be entered correctly. For information on payment terms, see [“Payment Terms”](#) on page OE-100).



Sale Type

{Six characters, alphanumeric} This field shows the Sale Type entered on the sales order. While this field can be edited at any time on the sales invoice, it carries some significance for pricing, etc., on the sales order. For more information, see [“Sales Type Codes Window”](#) on page OE-91.

Sales Lead

{20 characters, alphanumeric} This field shows the Sales Lead entered on the sales order window. It may be edited at any time.

Date Needed

{Date field} This field shows the Date Needed entered on the sales order window. It may be edited at any time.

Date Shipped

{Date field} This field shows the date this invoice was created and the items were shipped. It may be edited at any time.

Ship Terms

{12 characters, alphanumeric} This field displays the shipping terms entered on the sales order. You may edit this field at any time; however, you should use the reference list to do so to keep the for-

matting accurate. For information on shipping terms, see [“Shipment Terms”](#) on page OE-99.

Select Ship Terms:	
1	Prepay & Add
2	Collect

Load , beginning at , based on ☒ Code ☐ Description

Ship Via

{14 characters, alphanumeric} This displays the designated shipper from the sales order record. You may edit this field at any time; however, you should use the reference list to do so to keep the formatting accurate. For information on shipper information, see [“Ship Via Selections”](#) on page OE-98.

Due Date

{Date field, calculated} The date in this field is calculated based on terms when the order is invoiced. It may be changed at any time.

Tax 1%

{Numeric, 3 decimal places} The value in this field determines the amount in the **Tax #1** field. This field will be calculated automatically on the sales order based on whichever sales tax function you are using. This field may be changed at any time prior to posting the invoice. If you change the value in this field, the value in **Tax #1** will be changed accordingly.

Tax 2%

{Numeric, 3 decimal places} The value in this field determines the amount in the **Tax #2** field. This field will be calculated automatically on the sales order based on whichever sales tax function you are using. This field may be changed at any time prior to posting the invoice. If you change the value in this field, the value in **Tax #2** will be changed accordingly.

Shipping & Handling

{Numeric, 2 decimal places} This field can be calculated at the time of shipping or added later. You may edit the amount in this field any time prior to posting the invoice.

Invoice Subtotal

{Calculated} This amount is calculated as the total amount of the items shipped on this invoice. No sales tax or shipping charges are added into the subtotal. This amount is automatically calculated and cannot be changed manually; however, if you wish to update this field, click on the field label and Qube ERP™ will recalculate the subtotal.

Invoice Total

{Calculated} This amount is calculated as the Invoice Subtotal plus all sales taxes and shipping.

Invoice Notes

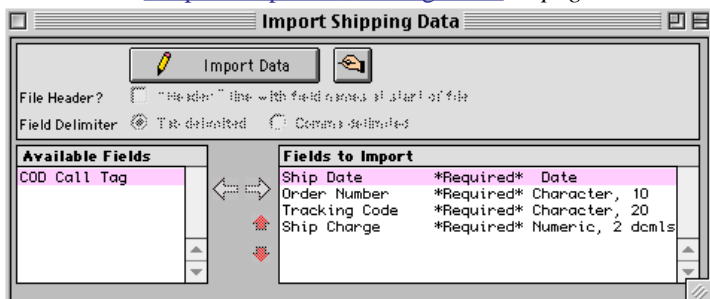
{Entry field} Use this note field to enter information pertaining to the invoice. This information will print on a credit memo, but not on the invoice itself.

Draft Credit Memo

{Button} Click this button to create a credit memo for this invoice (see [“Draft Credit Memo”](#) on page AR-42).

Shipment Tracking

{Button} Click this button to display the **Import Shipping Data** window. See [“Import Shipment Tracking Data”](#) on page AR-47.



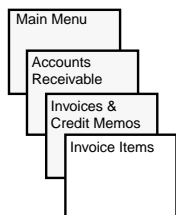
If no shipment tracking information was found associated with the selected invoice, Qube ERP™ will display this message:

No shipment information was found for invoice #2180. Create a record, now?

NO

YES

Invoice Items Window



10005 CCC Company						Invoice Item 2153 0	
Item Code	Ordered	Shipped	Prior	B/O	Price Unit	Extension	
9111	17	1	0	10	647.692 EA	647.69	
9111	17	6	1	10	647.692 EA	3,886.15	
9111	17	10	7		647.692 EA	6,476.92	

9111 Chair 11,010.76

☒ Show Batch Info ☐ Show Option Selection ☐ Show Notes

Batch FURNJ	Quantity 1.000	Group FINE FURN
		Sub-Group GENERIC
		Posted to GL Account 4000-000/00
		<input type="checkbox"/> In Warranty
		Standard Unit Cost 007.57
		Current Unit Cost 319.32
		Posting Map Code

Header Items Payments

Purpose of the Window

This window shows each item included in the invoice, along with options, and notes from the sales order record and serial numbers or batch numbers applied to each item. Few of the fields on this window may be edited. If you wish to change any of the other data on this window and you have not yet posted the invoice, you should delete the invoice and edit the sales order. Then reinvoice the sales order. If you have posted the invoice, you should issue a credit memo for the invoice and reproduce a new invoice showing the information you require.

Display Options

{Radio button selections} This window has three different views, depending on which of these selections is chosen.

Show Batch Info

The above window displays the **Show Batch Info** view. When this option is chosen, the lot and batch information along with the **Group, Sub-Group, GL Account** and **In Warranty** information is displayed. You must have the **Lot and Batch Tracking** module for Lot/Batch info to display in this window.



The following fields may be edited;

Item Description

This field shows the item description from the sales order. You may edit this field to reflect a new description, but the item code will remain the same.

Group

This is the **Item Group Code** of the item shipped on this line item. You may edit this field at any time, but it will only impact this invoice record, not the item or sales order records.

Sub-Group

This is the Item Sub-Group Code of the item shipped on this line item. You may edit this field at any time, but it will only impact this invoice record, not the item or sales order records.

In Warranty

If this box is checked, this item is considered to be in warranty and will be designated as such when an RMA record is created. This is normally monitored and managed by the system when the RMA is created; however, clicking this box **ON** will override that function. This field may be edited at any time.

Show Option Selection

If you have the **Option Selection Module**, you can display the options included on each item by clicking this radio button. When you do, the lower portion of the window will display the following:

Opt. Class	Parent Item	Option Chosen	Quantity per	Quantity per WAGON	Unit Price
Notes for this Option: <input type="checkbox"/> Print this Option on Sales Order & Invoice? <input type="checkbox"/> Print this Option's Notes on Sales Order & Invoice?					

Show Notes

Each invoice item may include its own notes along with the notes from the **Sales Order Item** from which it was derived. In order to

access this field, you must have the **Show Notes** radio button selected. When you do, the following will be displayed:

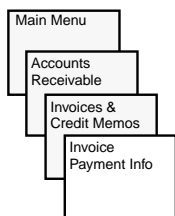
Sales Order Notes	Order Item 1021-1	Invoice Item Notes
		This area is for notes about each invoice line item. You may enter up to 3,000 characters of notes for each item.

When this information is displayed, you may edit the **Notes** field by clicking **<EDIT>**, typing your notes into the field, and clicking **<SAVE>**. These notes will then print on the printed invoice:

Screen report							
World Class Industries 307 South Townsend Street Syracuse, NY 13202-2148 Ph: 315-476-2075 Fx: 315-476-3138				Invoice # 5001 Invoice Date November 14, 1996 Order # 1021			
<u>INVOICE</u>							
Sold to: #10001 ABC Company 1234 15th Street Glendale, CA 92155 U.S.A.				Shipped to: ABC COMPANY Software Products Division 1234 15th Street Glendale, CA 92155 U.S.A.			
Date Shipped 11/14/96	Ship Via P.I.E.	Shipping Terms Prepay & Allow	Your P.O. #	Payment Terms 2% 10 DAYS Net 30	Sales Rep Wonder Marketing Services Co.		
Quantity <u>Ordered</u>	Quantity This Shipment	Quantity Prior Shipments	Quantity Back Ordered	Item Code and Description	Unit Price	Extension	
10	10			EA 9111 Series 9 Chair, with options JAZZ, CHERRY, LAM-1, FIB-1 This area is for notes about each invoice line item. You may enter up to 3,000 characters of notes for each item.	452.500	4,525.00	

Invoice Payment Information

{Card tab, displays additional information} Clicking on this card tab opens the following window:



Order Date	Order #	Posted?	To Period	Sub/Dept	Date	Invoice #
10/05/1992	1953	YES	To 92059	1 000 / 00	10/05/1992	5009

Date	Transaction #	Amount Posted?	To
10/05/1992	Credit Memo 5010	110.00	YES 1
09/20/1995	Debit Adjustment 51039	-110.00	YES 1

Original Balance Due, Dollars: 100.00
 Prepayment Amount: 0.00
 Date Paid in Full: 08/28/1995
 Days to Full Payment: 1057

Amount Due, Dollars: \$ 100.00

Terms Price Discount %: 3
 Terms Price Discount Amount:

This window shows cash receipts, A/R Adjustments and credit memos which have been applied against the invoice. The only field which may be edited in this window is the **Date Paid in Full** field. The **Amount Due, Dollars** field is automatically calculated and cannot be changed manually; however, if you wish to update this field, click on the field label and Qube ERP™ will recalculate the amount. This is not to be used with Great Plains software linked sites.

Drilling Down

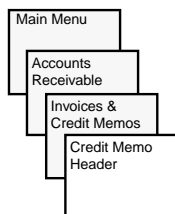
If you double-click on any of the transactions displayed in the list on the right, that cash receipt transaction will be displayed:

Transaction #	Posted to JE #	Bank Code
51002	92041	0-000-1100-000

Date: 03/16/97 Period: 5 / -1 Accounts Receivable - Trade

C	Customer	G/L Account	Check Number	Balance Due	Amount Received	Discount Taken
0	Customer					
I	Invoice or Order #	Code	Check Number	Balance Due	Amount Received	Discount Taken
I	5001	0-000-1200-000	12345		2000.00	
I	5001	0-000-1200-000	12345		2,000.00	

Credit Memos



Credit Memo Header									
Order Date	Order #	Posted?	Sub/Dept	Date	Credit Memo #	Applied to Invoice			
01/07/1995	1021	YES	000 00	07/18/1997	CH2065	5001			
			<input type="checkbox"/> Post Sales Using Item Master Sub Accounts						
Bill To # 10001			Ship To						
ABC COMPANY			ABC COMPANY						
1234 15th Street			Software Products Division						
Glendale CA 92155			1234 15th Street						
U.S.A.			Glendale						
			CA		92155		Country U.S.A.		
Sales Rep	REP	Wonder Marketing		Date Needed...	01/24/1994				
Account Mgr	JJ	John Jones		Date Shipped...	03/03/1995				
PO/Visa #				Ship Terms...	PFL				
Pay Terms	2% 10 DAYS Net 30			Ship Via...	P.I.E.				
Sales Lead									
Sale Type	PHONE								
Unapplied CR 0.00			Dollars		Cr Memo Subtotal		452.50		
					0.000		Tax #1		0.00
					0.000		Tax #2		0.00
					Shipping & Handling		0.00		
					Cr Memo Total		452.50		
Header Items Payments									

All of the fields and windows associated with the credit memo are the same as the sales invoice, except for the following. For information on these fields and windows, see [“Invoice Header Window”](#) on page AR-30.

When creating an unapplied credit memo (one that is not applied to an existing sales invoice) the header information must be entered and saved, and the item detail information must be entered and saved separately.

Pay Terms

You must only use Net 30 with Credit Memos. This is true for both Qube and Dynamics users.

Unapplied CR

{Calculated} This is the amount of the unapplied credit for this credit memo. This amount exists only until the transaction is posted. Once this item is posted, the unapplied credit will be applied to the invoice, and this field will display zero, unless the amount is greater than the invoice. In this case, the credit will remain open for the unused amount until it is applied against another invoice or a check is issued against it (see [“Paying Customers”](#) on page AP-24).

If you are working with an unapplied credit memo, the credit balance will remain until you apply the balance using the **Apply Credit Balance** window.

Print

{Button} Click this button to print a copy of the credit memo.

Credit Memo

{Editable, searchable} This identifies the record of the credit memo.

Applied to Invoice

{Editable, searchable} This is the number of the invoice to which this credit memo was applied.

Draft Credit Memo

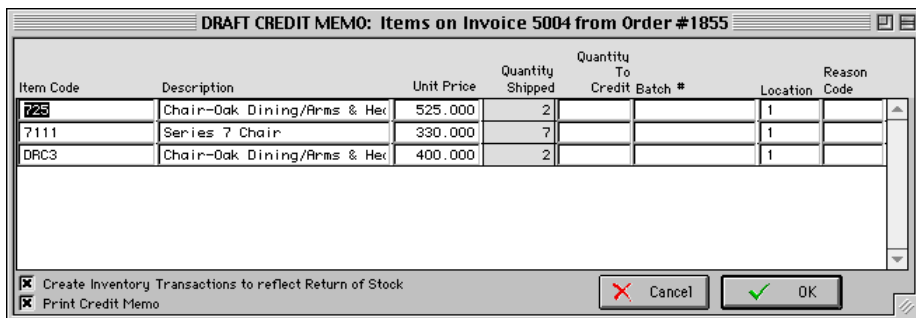
You may draft a credit memo to either an existing or a new sales invoice. To draft a credit memo to an existing sales invoice, you must have the invoice open to which the credit memo will be applied. The credit balance will be applied to the invoice at the time of posting.

If entering a customer credit record which does not refer to any other open invoice (an unapplied credit memo), you must enter the header information and save it, then enter the item detail information and save it. Since there is no invoice to which this credit will apply, the credit balance will remain until you apply the balance using the **Apply Credit Balance** window. Alternatively, the open balance can be used up by issuing a cash disbursement against the unapplied credit.

• To issue a credit memo

1. View the invoice on the screen against which you wish to have a credit memo issued.
2. Click the button **<DRAFT CREDIT MEMO>**.

The following window will be displayed. This window will automatically load all of the items on the invoice.



Item Code	Description	Unit Price	Quantity Shipped	Quantity To Credit	Batch #	Location	Reason Code
725	Chair-Oak Dining/Arms & Hec	525.000	2			1	
7111	Series 7 Chair	330.000	7			1	
DRC3	Chair-Oak Dining/Arms & Hec	400.000	2			1	

☒ Create Inventory Transactions to reflect Return of Stock
☒ Print Credit Memo

Cancel OK

3. Enter the data pertaining to the items received.


Use this window to enter the **Quantity to Credit**, **Batch Number** if necessary, **Inventory Location** if the item is being returned to stock, and **Reason Code** of the return (see [“Transaction Reasons” on page INV-99](#)).

4. For items which are being returned to stock, click the check box,

☒ Create Inventory Transactions to reflect Return of Stock


5. Click **<OK>**.

If you have elected to return items to stock the following message will be returned:



Issue credit memo for all items showing a non-zero quantity, now? (Inventory **WILL** be adjusted.)

If you have NOT elected to return items to stock the following message will be returned:



Issue credit memo for all items showing a non-zero quantity, now? (Inventory will **NOT** be adjusted.)

6. Either way, click **<YES>**.
7. The system will create a credit memo.

The new record will be given a current date and a unique record number and will refer to the original invoice number. If you have elected to return items to stock an inventory transaction will be created reflecting this.

Edit a Credit Memo

Header Information

You may edit an unposted credit memo for header and items information. On the header window you may change the same information as on an invoice, including sales tax and shipping values.

Line Items

1. To edit line items, click the **<ITEMS>** card tab.

From this window you can change **Item Code**, **Item Description**, **Qty Shipped**, **Price**, and **Unit of Measure**. It is also possible to delete complete items by eliminating reference to the item code (blank out the item code). You cannot add new items.

2. Click **<SAVE>**.

The function will look to see if inventory transactions exist referencing this credit memo. It will either find one or not.

If no transaction exists

- If it finds none (i.e., if an adjustment reflecting return of stock has not already taken place), then you will be asked if you wish to adjust inventory for quantities shown as shipped.

Adjust Inventory to reflect Full Return of ALL Items to Stock?	<input type="button" value="NO"/>
	<input type="button" value="YES"/>

If you respond by clicking **<YES>**, the program will create inventory transactions for those items shown on the credit memo and in those quantities shown as shipped on that credit memo.

If a transaction **DOES** exist

If the system does find a transaction, it will not be edited during this process. If you find that you have made a mistake and adjusted inventory for the wrong items and/or the wrong quantities and then wish to edit the items and quantities in the credit memo, you must go to the **Inventory Transaction Quantities** window, find the transaction created from the first adjustment, and change it to reflect the correct items and quantities.

As mentioned previously, you may also change fields on the header screen (the tax rate, shipping amount and unit price fields). Together, these allow you to produce a credit memo for any amount. When the information is acceptable, you may post the credit memo using the **Post Open Transactions** procedure in the **General Ledger** module.

Deleting Credit Memos

It is possible to delete a credit memo record, but only if that record has not been posted. When the credit memo is deleted, the function looks to see if inventory adjustments were created reflecting return of inventory. If so, it creates reversing adjustments and restores inventory to the condition it was before the credit memo was drafted.

Applying Credit Memos

Once customer credits are created, you may apply them to other invoices or issue checks against them. For information about applying credit balances to other invoices, see [“Apply Credit Balance” on page AR-65](#). For information about issuing a check to a credit balance, see [“Cash Disbursements” on page AP-22](#).

Creating Credit Memos for Several Invoices

Sometimes users will want to create one credit memo for several open invoices. This is particularly true when your customers are distributors who may stockpile a bunch of returns over time and return them all to you at once. You may do this by entering a credit memo against one invoice, and then editing the **Credit Memo Items** window to reflect the other items being returned. Then you can issue a single check to this credit memo, for all of the items returned.

Posting Invoices & Credit Memos

Invoices and credit memos are posted using the batch posting procedure. That is done by selecting **Post Open Transactions** from the **General Ledger** menu. Depending on which accounting system you are using, the posting procedure will result in journal entries in the Qube ERP™ accounting GL, or as a posting batch ready to be reviewed and posted to the GL in Great Plains or Dynamics.

Posting the credit memo has the impact of zeroing out the balance and applying the credit to the invoice in question. Thereafter, all credit transactions (issuing a check, for example) point to the invoice, not the credit memo.



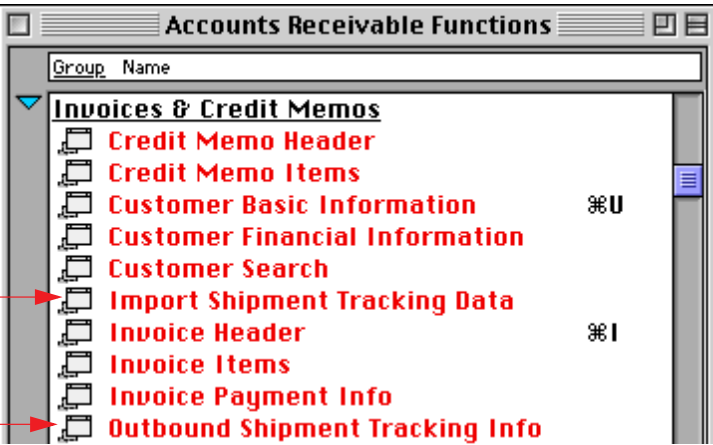
Shipment Tracking

Qube ERP™ provides two ways to track your shipments. Qube provides some basic tracking functions to all sites using Qube v7.36 and above. More sophisticated functions are provided for sites which have purchased the **Transportation Management** module. For more information, see [“Transportation Management Module” on page INV-185](#).

In Version 7.36, Qube ERP™ allows you to import and manually enter shipment tracking information related to each sales invoice. Each package, or container, has its own tracking number. You can view and print a bill of lading associated with the invoice and the sales order. You can draft or view a freight invoice; this shows up as a separate invoice for freight, pointing to the regular invoice. The process begins with the sales order. If you are ready to ship, enter the number of cases and the estimated freight cost; the estimated freight cost appears on the bill of lading. You don’t have to include estimated freight costs but it can be very helpful!

Using the Module

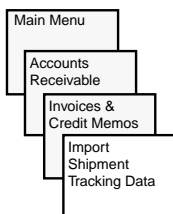
From the Accounts Receivable functions list, you may choose the following options: **Import Shipment Tracking Data** and **Outbound Shipment Tracking Info**.



Shipment Tracking
Options

Import Shipment Tracking Data

The import capability provides an interface for you to customize the formatting of the data being imported.



Available Fields	Fields to Import
COD Call Tag	Ship Date *Required* Date
	Order Number *Required* Character, 10
	Tracking Code *Required* Character, 20
	Ship Charge *Required* Numeric, 2 decimals

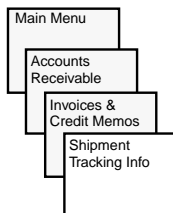
The import procedure will skip imported data with invalid order numbers without terminating the import. The import also terminates after updating the shipping charge totals in the order headers file. This update occurs only if the shipping terms equal “PPA” or if “COD” or “C.O.D.” are found in the shipping terms.

The information is displayed as a window associated with each invoice. It may be accessed by clicking the Shipment Tracking button.

If no shipment tracking information was found associated with the selected invoice, Qube ERP™ will display this message:

No shipment information was found for invoice #2180. Create a record, now?	<input type="button" value="NO"/>
	<input type="button" value="YES"/>

Outbound Shipment Tracking Information



The **Shipment Tracking** window looks like this:

Outbound Shipment Tracking Information

Order Number	2121	Invoice Number	2179
Customer Name	CCC Company		
COD or Pro #	987ASD	Date Shipped	03/01/1999
Bill of Lading #	27	Ship Via	YELLOW
		Ship Terms...	Prepaid

Item Code	Qty Ordered	Cu. Feet	Weight
91110	100		
Totals: 0 0			

Tracking Code	Shipping Charge
129872E50342790456	8.05
129872E50340931619	8.27
129872E50342857081	6.08
22.40	

Buttons: Draft Freight Invoice {Receivable}, View Domestic Freight Invoice {Payable}, Draft International Freight Invoice {Payable}, Draft Broker Fees Invoice {Payable}

Navigation icons: Home, Back, Forward, Print, etc.

Purpose of this Window

This window shows the precise status of a shipment. Use this window to pinpoint a shipment, identify delays, locate a shipment that needs a quick response, and track costs.

You can draft or view a freight invoice, both domestic and international, and draft a broker fees invoice.

Note that a COD tracking number field is also provided. While most of the data related to shipments is associated with each separate package, the COD number is an indexed field displayed in the header portion of the window. This means that you can perform a FIND on this field to directly access the record you are looking for.

Window Characteristics

Order Number	The sales order number with which this shipment, and the bill of lading, is associated. This field cannot be edited.
Invoice Number	The invoice number with which this shipment, and the bill of lading, is associated. This field cannot be edited.
COD or Pro #	<i>{16 characters, alphanumeric}</i> Enter the COD or Pro number that you wish to track. You can FIND on this field to directly access the record you are seeking.
Bill of Lading #	<i>{15 characters, alphanumeric}</i> The Bill of Lading number starts as an empty field. Each time a bill of lading is printed, this number increments by 1.
Date Shipped	<i>{Date Field}</i> This is the shipment date.
Ship Via	<i>{14 characters, alphanumeric}</i> Enter the shipping information (e.g., UPS, company truck, boat, etc.).
Ship Terms	<i>{15 characters, alphanumeric}</i> Enter the shipping terms (e.g., pre-paid, COD, 30-day PO, etc.).
Item Code	This is the item code associated with the shipment. This field cannot be edited.
Qty Ordered	This is the quantity ordered. This field cannot be edited.
Cu. Feet	The value for cubic feet is found on the Item Master File. This field cannot be edited.
Weight	This is the total weight of this shipment. This field cannot be edited.
Shipment Detail	<i>{20 characters, alphanumeric}</i> The tracking code and shipping charge can be tracked in this subwindow.

Draft Freight Invoice {Receivable}

{Button} Click this button to draft a freight invoice. The following message will appear:

This procedure will create an invoice header for customer 10005 CCC Company

This freight invoice will be cross-referenced to invoice #2179.

Please enter the Freight Charge Amount.....

Please enter Invoice Date

Enter the Freight Charge Amount and the Invoice Date, and click the *OK* button.

Multiple Shipping Warehouses Introduction

The Multiple Shipping Warehouses feature is designed for companies who use a central manufacturing facility which ships inventory to other warehouses. It is assumed that shipments to each customer will be made from the warehouse nearest to that customer. Therefore, if customer AAA is located in Texas and your company has manufacturing facilities in California but also has a warehouse in Dallas, customer AAA will be set up to have all purchased items shipped from the Dallas warehouse.

Parts of this feature's capabilities are provided to all users (default customer ship-from location). Other parts of this function are available only if the feature is enabled on the feature set window.

Features Set

The Multiple Shipping Warehouses module is an optional, for-sale module. It must therefore be activated in the **Features Set** window in order to be available for use (see [“Application Features Set Window” on page SYS-138](#)).

Make sure Multiple
Shipping Warehouses
is active



Access is Allowed to Checked Features	
<input checked="" type="checkbox"/>	Core modules
<input type="checkbox"/>	Basic Production Planning
<input checked="" type="checkbox"/>	Advanced Production Planning
<input checked="" type="checkbox"/>	Accounting
<input checked="" type="checkbox"/>	Indented Bill of Materials
<input checked="" type="checkbox"/>	Serial Number Tracking
<input checked="" type="checkbox"/>	Lot and Batch Tracking
<input checked="" type="checkbox"/>	"5-Options" Option Selection
<input checked="" type="checkbox"/>	"Unlimited Options" Option Selection
<input checked="" type="checkbox"/>	"Modular Building" Option Selection
<input type="checkbox"/>	Basic Job Costing
<input checked="" type="checkbox"/>	Advanced Job Costing
<input type="checkbox"/>	Basic Service Order Tracking
<input checked="" type="checkbox"/>	Advanced Service Order Tracking
<input checked="" type="checkbox"/>	Available to Promise
<input checked="" type="checkbox"/>	Vendor Management
<input checked="" type="checkbox"/>	Sales Commission Tracking
<input type="checkbox"/>	Great Plains Interface
<input type="checkbox"/>	Ad Specialties Interface
<input checked="" type="checkbox"/>	Multiple Shipping Warehouses
<input checked="" type="checkbox"/>	Fifo/Lifo Job Costing
<input type="checkbox"/>	Fifo/Lifo Integrated with General Ledger
<input checked="" type="checkbox"/>	Physical Inventory
<input checked="" type="checkbox"/>	Bar Code Bundle
<input checked="" type="checkbox"/>	Contract Pricing
<input checked="" type="checkbox"/>	Multiple Zones Tax Accounting
<input checked="" type="checkbox"/>	Pallet Position Tracking
<input checked="" type="checkbox"/>	Executive Information System
<input type="checkbox"/>	Global Commerce
<input checked="" type="checkbox"/>	Customer Furnished Materials
<input type="checkbox"/>	Process-Oriented Order Entry

Customer Ship-From Locations

Qube ERP™ provides the ability to associate a ship-from location for each customer. This is useful when a company uses different stocking warehouses at different locations to better serve customers located at significant distances from each other. The **Convert the Data** procedure will set this value in each customer ship-to record to the default shipping location. Later, you may set this up to be different locations for selected customers. The location is used during the invoicing procedure. The inventory transaction generated during invoicing will pull the stock from the location indicated in the appropriate ship-to record. The ship-from location is displayed on each customer record.

Ship To	AAA Co. 2nd ship to address		
Division	2233 West Main Street		
Address	Suite 12345		
City	Tuskalusa		
State	AL	Zip Code	44556 Country USA
Ship from location used by Invoicing		2	

The location is also displayed on the **Invoice Select Orders** window. When displayed on this window, the location acts as a default for invoicing purposes and may be overridden by the user.

Order Number		Shipped In Full?	Shipped Via	Shipped From Location
1021	Highwater Furniture, I	YES	*P.I.E.	1

Sales Order Preferences

This window provides one additional choice for sites which have the multiple shipping warehouses enabled.

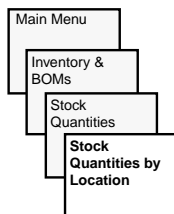
- Recommend shipping quantity during order entry based on....
- ☐ Base on Net Quantity Available at all general stock locations
 - ☒ Base on Net Quantity Available at customer's default ship-from location only.

If you select the second option, **Base on Net Quantity Available at customer's default ship-from location only**, the **Stock Quantities by Location** window will display the **Committed to Sales** quantity by location using the **Committed to Sales** column.

Multiple Shipping Warehouses



Inventory Stock Quantities Window



This window will appear with additional fields when the selection has been made to base shipping quantities on the net available from the customer's default ship-from location. Note below that the quantity committed to sales is displayed, as well as minimum, maximum, net available and over or short for each location. In the example below, stock location 1 is short by 42 units. Location 40 (Chicago) is overstocked by four units. All other locations are stocked within the minimum and maximum levels.

Location	Description	Bin #1	Bin #2	Total Stock	Committed to Sales	Min. Stock	Max. Stock	Quantity Avail	Over or Short
						100	200		
1	Stock Room and			164.000	106	100	200	58	-42
2	Sacramento, CA								
3	Phoenix, AZ Dis			18.000		10	20	18	
30	San Antonio, TX			15.000		12	24	15	
31	Grand Prairie,			15.000		10	20	15	
40	Chicago, IL Dis			20.000	1	10	15	19	4

The minimum and maximum quantities can be manually edited on this window.

You can also determine which order(s) are responsible for the committed to sales quantity by double-clicking on the list. This action will produce a window that will display all order shipments which support the total quantity committed to sales for all locations of the selected item. The window may be sorted by any column displayed.

Open shipments of 10-100-51005 Minikit, 10 Fbh Black								
Sched Ship Date	Quantity Back Ordered	Item Code	Customer	City	Order Number	Ship-from Location		
02/21/96	2	10-100-51005	ANIMAL KINGDOM	BURBANK	2722-5	1		
03/02/96	2	10-100-51005	PETCO DC, DAYTON	DAYTON	2773-5	1		
02/22/96	80	10-100-51005	600	RANCHO CUC	2774-4	1		
02/28/96	12	10-100-51005	WEST WHOLESALE	FORT LAUDE	2925-4	1		
02/23/96	6	10-100-51005	ORANGE COAST TROPICAL FIS	BUENA PARK	2985-7	1		
02/22/96	2	10-100-51005	ATLANTIS TROPICAL FISH	TORRANCE	2990-3	1		
02/21/96	1	10-100-51005	TERRI STRAYHORN	AUSTELL	2999-1	40		
03/20/96	2	10-100-51005	PETCO	SAN DIEGO	3004-5	1		

The window displays what quantities of the selected items are due to be shipped to which customers and what their default ship-from location is.

The default ship-from location for each order is determined by looking at the ship-to customer code on the sales order header.

Ship To  SCA009



Note that the code, not the text, of the shipping address controls the logic used to default the ship-from location. In the example below, a ship-to code was entered that is identical to the bill-to code. But the ship-to address shows Dayton, N.J., while the bill-to address is San Diego. Qube ERP™ will default the ship-from location to that associated with the bill-to customer record (location 1, in this example).


Sales Order Header			
Bill To <input type="text" value="SCA009"/>		Date <input type="text" value="02/02/96"/>	
PETCO		Ship To <input type="text" value="SCA009"/>	
9125 REHCO ROAD		Order <input type="text" value="2773"/>	
SAN DIEGO		PETCO DC. DAYTON	
CA <input type="text" value="92121"/>		2-A CORN RD.	
M'LISS EXT <input type="text"/>		DAYTON <input type="text" value="NJ"/>	
Credit Card # <input type="text"/>		08810 <input type="text"/>	
		User <input type="text"/>	
		Call <input type="text"/> Hours Before Delivery <input type="text"/>	
		Shipping Location <input type="text" value="1"/>	

There are two methods to correct this. The ship-to code can be entered correctly. This will cause the **Shipping Location** field to default correctly. Or the ship-to code can be left alone and the **Shipping Location** field can be edited directly. The **Shipping Location** field may contain any value (1-999999). It does not need to refer to a valid location code.

Defaulting Quantities Ready to Ship

During order entry, Qube ERP™ suggests a quantity ready to ship. Normally, Qube ERP™ recommends the quantity ready to ship on a new sales order item by comparing the quantity in general stock (all locations) minus the quantity committed to sales (at all locations). With this feature enabled, the quantity committed to sales is maintained separately for each location. Therefore, it is possible to recommend the quantity ready to ship based on what is in stock at the selected customer's normal ship-from location minus previously entered sales demand from that location.

If, for example, a quantity of 20 units was entered with the location of 40 (Chicago) showing on the order header, Qube ERP™ would default the quantity ready to ship as 19 (20 is in stock but 1 unit is already committed to sales on prior orders).

Item Code		Date	Status	Ordered	Shipping
10-100-51005		03/05/96	H	20	19

Reports

A new report is provided, found in the **Inventory Item Reports** list.

Transfers

Items At or Near Re-Order Point

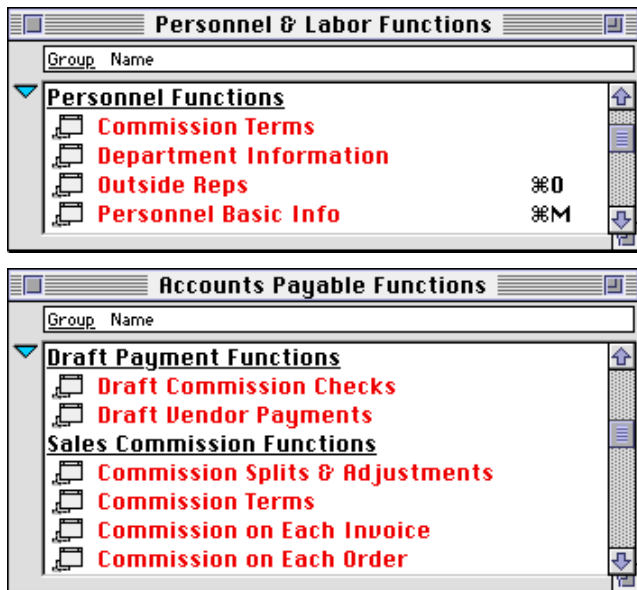
Please Enter First Item Code or ALL ALL
Please Enter Last Item Code or ALL ALL
Please Enter First Location Code or ALL ALL
Please Enter Last Location Code or ALL ALL

Sort & Subtotal by Item Code? YES
Sort & Subtotal by Location Code? NO

This report is designed to assist in identifying items which should be transferred from the central stocking facility to outlying warehouses. The parameters allow you to enter a range of item codes and/or locations. The report may also be sorted and subtotaled by item or by location.

Sales Commissions Set Up Issues

The commission management functions are found in the **Accounts Payable Functions** and **Personnel and Labor Functions** windows as shown here.



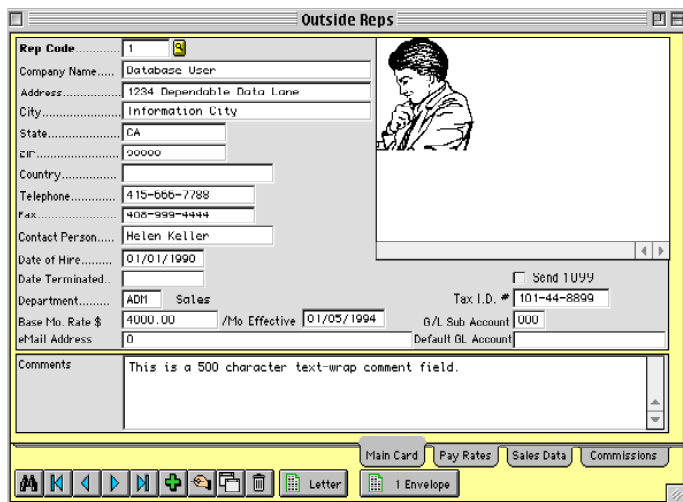
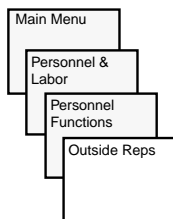
The sales commissions functions in Qube ERP™ are quite sophisticated and allow the entry of potentially very complicated sets of transactions. Since different commission amounts may be paid on different items on each invoice (some items may even be non-commissionable), it is not always logical to conclude that the percentage commission shown for the entire invoice should be the same as the percentage shown for any one item.

Therefore the system provides the mechanism for viewing commissions on each sales order and invoice. Each item on each invoice or order may have a different commission amount earned and each invoice or order may involve commissions earned and payable to two account managers and three reps. Therefore one invoice or order with three items on it may have fifteen different commission amounts to reconcile, plus what may turn out to be multiple pay-

ments against the commissions due. Setting up and reconciling these amounts can be very simple or it can be very complicated and require very careful attention to detail.

This section provides detailed reference material on each window used to set up and manage commissions. These are followed by a step by step outline on the recommended procedures for managing commissions.

Outside Reps



The screenshot shows a software window titled "Outside Reps". It contains a form with the following fields and values:

- Rep Code: 1
- Company Name: Database User
- Address: 1234 Dependable Data Lane
- City: Information City
- State: CA
- ZIP: 90000
- Country:
- Telephone: 415-555-7788
- Fax: 405-999-4444
- Contact Person: Helen Keller
- Date of Hire: 01/01/1990
- Date Terminated:
- Department: ADM Sales
- Base Mo. Rate \$: 4000.00 /Mo Effective: 01/05/1994
- Tax I.D. #: 101-44-8899
- G/L Sub Account: 000
- eMail Address: 0
- Default GL Account:
- Comments: This is a 500 character text-wrap comment field.

At the bottom of the window, there are tabs for "Main Card", "Pay Rates", "Sales Data", and "Commissions". Below the tabs is a toolbar with icons for navigation and actions, including a "Letter" button and an "Envelope" button.

Use this window to set up Outside Rep records for any non-staff sales people or organizations you might use. These rep records may then be used in the same way Employee Records are used in sales orders and invoices for commissions management. You may also issue payments to them for commissions earned.

Rep Code

{Five characters, alphanumeric, indexed} This will serve as the primary identifier of this rep in other records. When entering the sales rep in sales orders and commission-related records, use this code.

Company Name

{35 characters, alphanumeric, indexed} Enter the company name in this field.

Address

{35 characters, alphanumeric} Enter the company address in this field.

City

{35 characters, alphanumeric} Enter the company city in this field.

State

{15 characters, alphanumeric} Enter the company state or province or postal code in this field.

Zip	<i>{15 characters, alphanumeric}</i> Enter the company zip or postal code in this field.
Country	<i>{20 characters, alphanumeric}</i> Enter the company country in this field. You may leave it blank for US addresses.
Telephone	<i>{18 characters, alphanumeric}</i> Enter the company phone number in this field.
Fax	<i>{18 characters, alphanumeric}</i> Enter the company fax number in this field.
Contact	<i>{20 characters, alphanumeric}</i> Enter the primary company contact in this field.
Date of Hire	<i>{Date field}</i> Enter the date of hire in this field
Date Terminated	<i>{Date field}</i> Enter the date of termination in this field
Department	<i>{Validated}</i> Enter the Department Code in this field. These codes are set up in the Department Information window (see “Department Information” on page LAB-17).
GL Sub Account	<i>{3 characters, numeric}</i> This sub account number will be picked up in any commission or labor costs associated with this sales rep (“General Ledger Account Code Structure” on page GL-43).
Base Mo. Rate\$	<i>{\$\$ format}</i> If you use the sales rep in employee time charges for any reason, you will need a rate on which to base those times charges. Enter that rate in this field.
Mo Effective	<i>{Date format}</i> If a base monthly rate is to be applied, enter the date it becomes effective here.
Default GL Account	<i>{GL Account format}</i> Enter the normal expense account to which payments to this rep should be applied. This might be something like “Outside Sales Commissions.”

Comments

{2000 characters} Enter free form comments for this rep in this field.

Letter

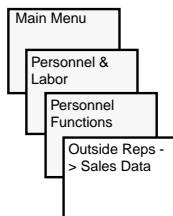
{Button} Clicking this button creates an export file of this sales rep's address and company information which can be used in conjunction with your word processing program to mail merge letters.

Pay Rates/ Commissions

{Card tabs} Clicking on either of these card tabs opens the **Commission Terms** window.

Sales Data

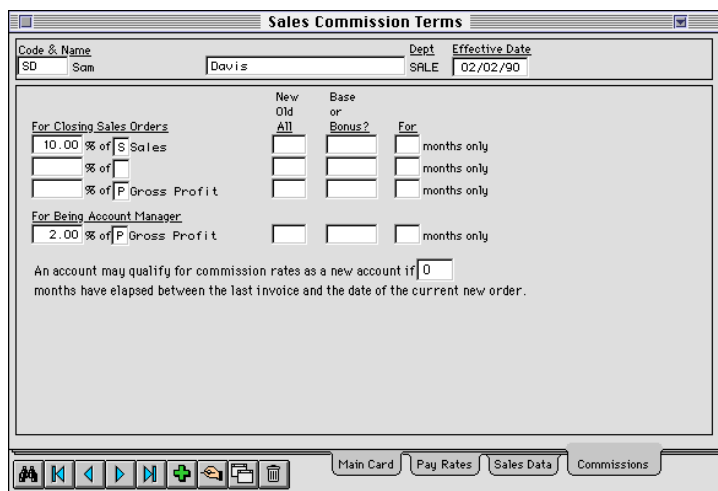
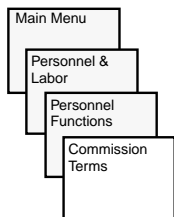
{Card tab} Clicking on this card tab opens the following window.



Employee Sales Data			
WMS		Wonder Marketing Services Co.	
Period	Dollars Sold	# of Orders	Average Order Size
#1: 07/01/92	7900.00	0	7900.00
#2: 08/01/92	10732.18	3	3577.39
#3: 09/01/92	23750.00	1	23750.00
#4: 10/01/92	0.00	0	0.00
#5: 11/01/92	0.00	0	0.00
#6: 12/01/92	3475.00	1	3475.00
#7: 01/01/93	4275.00	0	4275.00
#8: 02/01/93	0.00	0	0.00
#9: 03/01/93	0.00	0	0.00
#10: 04/01/93	0.00	0	0.00
#11: 05/01/93	0.00	0	0.00
#12: 06/01/93	800.00	0	800.00
#13: 07/01/93	0.00	0	0.00
#14: 08/01/93	0.00	0	0.00
Totals	50932.18	5	10186.44

This window displays all of the sales data for this rep, by month, for the current fiscal year.

Commission Terms



This window is used to establish commission terms for each employee or outside sales rep.

Window Characteristics

Code

{Indexed} This is the **Employee Code** or **Rep Code** which has been set up on the **Personnel Basic Info** window. You may use this field to find the record.

Last Name

{Indexed} This is the last name or company name of the employee or rep. You may also find on this field.

Effective Date

{Date field} This is the date you wish to have these commission terms become effective. No commission calculations will take place until this date arrives.

For Closing Sales Orders

{Data entry section}

There are two levels of commissions which may be computed for each employee or rep. These include:

1. Commissions for **closing a sales order** (in which case the code for the employee responsible for the order will show on the

sales order and invoice header records in the **Sales Rep** field), and

2. Commissions for being **account manager**.

Months

{Numeric, two characters} The last column of this section provides the ability to limit the amount of time each commission type may be earned for each customer.

Percentage

{Numeric, two decimal places} Enter the percentage of each transaction you wish to pay to the rep for each type of commission.

S or P

Commissions may be based either on **gross sales** or on **gross profit**. Enter **S** to indicate a base of **sales** and **P** to indicate commissions based on **gross profit**. If you select to compute commissions based on **gross profit**, the amount will be computed by subtracting the current **Total Cost** of the item sold, as shown on **Item Master File, Card #1**, from the sales value of the invoiced item. If you see commissions earned showing unrealistic numbers, you should check the commission rates (on the employee records) and the item totals costs (shown on the inventory records) to be sure these are correct.

New, Old, All

{All caps, validated} Commission rates may apply to sales to **ALL** customers, only **OLD** customers, or only **NEW** accounts. The definition of a new account may be different for each employee or outside rep as defined at the bottom of this window:

An account may qualify for commission rates as a new account if months have elapsed between the last invoice and the date of the current new order.

This setup would indicate, for example, that a customer would be considered new after not having purchased for at least 24 months, or if it had never placed an order before.

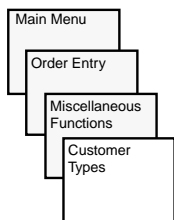
Base or Bonus

{All caps, validated} If a rate is defined as **BASE**, the system multiplies the given rate times the value of the entire order (after determining if the sale qualified based on the **New/Old/All** designation). If a rate is define as **BONUS**, the result of the compu-

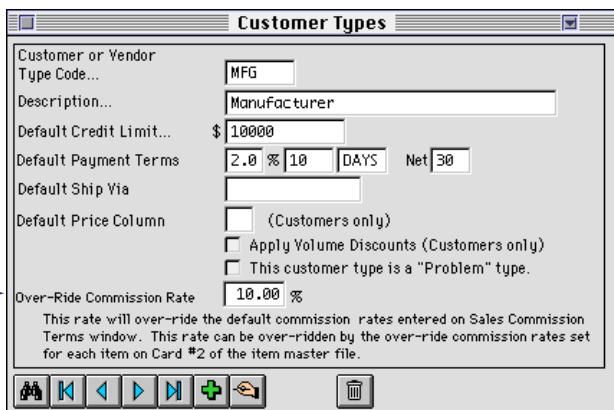
tation is added to other computations. For example, you may pay 10% for NEW accounts as a BASE, and an additional 5% for NEW accounts as a BONUS, but only for the first 12 months. This would result in commission payments of 15% for the first 12 months and 10% thereafter.

Customer Types Window

This window provides a place to allow for the overriding of commission rates entered on the **Sales Commission Terms** window. By entering a figure in the **Over-Ride Commission Rate** field shown on this window, you determine a different commission rate for any orders for this type of customer.



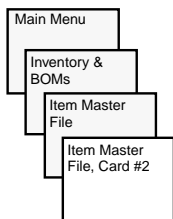
Over-Ride Commission
on Customer Types



Item Master File, Card #2

This window, too, provides a commission over-ride for each item. This is the top level override for commissions on each item and will override the rates set up in the **Personnel Basic Info** window, the **Outside Reps** window and the **Customer Types** window. Make

sure any necessary item master file records are set up with correct commission overrides on **Item Master File, Card #2**.

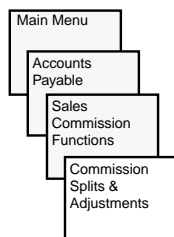







Over-Ride Commission
on Item Master File —→

Item Master File, Card #2			
Item Code	Bolts - Table Leg		
0001	Vendor Item Code	Last Paid	Lead Time
	BOLT0001	0.25000	7 Days
Prime Vendor	EAGER EAGER Beavers		
2nd Vendor	MORIND Morris Industries	0.25000	
Assembled at	Total Hours = 0.000	Hours to Set Up =	Hours to Assemble = 0.000
<input checked="" type="checkbox"/> Rebateable	Count Every	2	Weeks
<input checked="" type="checkbox"/> Discountable	Last Counted	11/13/96	
<input checked="" type="checkbox"/> Taxable When Sold	ABC Code		
<input checked="" type="checkbox"/> Relieve Inventory	ABC Value	0	
<input type="checkbox"/> This item is a Phantom Assembly	Shelf Life =	0	Days
Unshipped Orders	600.00	Sched Lot Size	1 EA
Year to Date Sales	0.00	Yield =	0.0 %
Over-Ride Commission	5.00 %	Last Paid	0.25000

Managing Commissions

Commission Splits & Adjustments



Commission Splits & Adjustments				
Order Date	01/23/97		Order #	2029
Customer	ONE TERRIFIC SALES PROSPECT			
Sales Rep	Samuel Database User			
Acct Mgr	Damian Delgado			
Costs Not Charged to Customer:				
Freight Not Charged...	Amount	25.00	Rep's Burden	100.00 %
Other Costs Not Charged...				%
Misc. Adjustment...	10.00			
Explanation Bonus for closing the sale b4 end of month				
Sales Rep Commission Splits:				
Split	5.00 %	with JG	 Melvin Greene	
Split	5.00 %	with SD	 Sam Davis	
Account Manager Commission Split				
Split	25.00 %	with HMU	 William Vincent	
 				

Use this window to manage commission splits on each sales order. Commissions for one sales rep and one account manager may be added directly on the Sales Order Items window as shown here:

Rep. Commission:	77.00
Acct Mgr Comisn:	22.00

however, this may be limiting. By accessing the **Commissions Splits & Adjustments** window, you may split the commissions among two account managers and three sales reps, and adjust the sales commission paid to the sales reps.

Adjustments and Splits

Entries to the **Commission Splits and Adjustments** window are entries in the sales order header record and are assumed to apply to all invoices generated from the order. Changes in splits and adjustments will change the display on the **Commission on Each Order** and the **Commission on Each Invoice** window, too.

Costs Not Charged to Customer

These apply only to **sales reps**, not to **account managers**. They may result from freight or other costs not charged to the customer and for which the sales rep has been asked to share some burden. Most adjustment amounts refer to costs and are therefore assumed to be negative in their impact on the commission.

Amount

Enter the amount not charged to the customer in this field. This amount will be multiplied by the **Rep's Burden** amount and the product of the two will be deducted from the Reps' commissions.

Rep's Burden

Enter the percentage of the adjustment the rep must share. This will be multiplied by the number in the **Amount** field and the product of the two will be deducted from the Reps' commissions. For example, with **\$100** in commissions to be paid, if you entered 10 in the **Amount** field and 50 in the **Rep's Burden** field, the calculation is:

$$100 - (10 \times 0.5) = 95$$

Misc. Adjustment

There is also a place for miscellaneous adjustments for which a gross amount may be entered. The miscellaneous adjustment may be either positive or negative. A positive amount increases the commission by the amount of the adjustment, and a negative amount decreases it. The example above shows a miscellaneous adjustment which increases the commission. To reduce it, enter a negative number in this space.

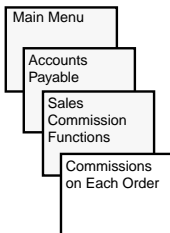
Commission Splits

These enable the user to specify percentages of the commission earned to be split with up to two additional **sales reps** and one additional **account manager**. Commission amounts earned by sales people being *paid from splits* depend entirely on the primary **sales rep's** commission amount, net of any adjustments. For example, the prime rep may earn 10% on a sale of \$1,000 but have adjustments which reduce the commission amount to \$90. The amounts earned by reps splitting the commission will be based on the net amount of \$90. Enter the percentage of the total commission earned to be split by each additional recipient. For instance in the \$90 example just outlined, if

you entered **10** in this field for a second payee, the amount of the splits would be \$9 for the second payee and \$81 for the primary rep.

Sales Commissions

Commissions on Each Order



Commissions on Each Order										
Order Number:	2029		Order Date:	01/23/97		Primary Sales Rep:	1		Primary Account Mgr:	DD
Customer:	ONE TERRIFIC SALES PROSPECT 10015					Order Subtotal:	3886.16			
			Commission Earned:	77.00	2.0 %		22.00	0.6 %		
			Adjustments:	0.00	0.0 %					
			Net Earned:	77.00			22.00			

Item Code	Commission Earned by	As	Order Item	Amount	Commission Earned	%
9111	1 Samuel Database User	Rep	1	3886.16	77.00	2.0
9111	1 Samuel Database User	Rep	1	3886.16	77.00	2.0
9111	DD Damian Delgado	Mgr	1	3886.16	22.00	0.6

99.00

Commissions in sales orders can be viewed from this window. It provides more complete information, including the percentage and also takes into account commission splits and adjustments. You can even use this window to add commission to a customer return order, by editing the appropriate information!

Editing the Records

Any of the commission amounts in the list can be edited directly on this window, but not added. You must add commissions from the **Sales Order Items** window or the **Commission Splits & Adjustments** window.

Order Number

{Indexed} This is the **Order Number** for the order to which the commissions are being applied. You may find on this field.

Customer

{Display only} This is the **Company Name** of the customer to which the order was issued.

Order Date

{Indexed} This is the date on which the order was generated. You may find on this field.

Primary Sales Rep

{Validated} This is the primary sales rep for commissions on this order. You may find on this field. You may also change the code in this field if you wish; however, if you attempt to edit a Sales Rep code that has a corresponding item code, Qube ERP™ will display a

warning message and refuse to allow the change. The list below will be reloaded to include the new rep. Then you may edit the amounts of commission earned on each item for the rep.

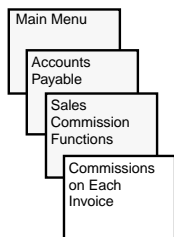
Primary Account Manager

{Validated} This is the primary account manager for commissions on this order. You may find on this field. You may also change the code in this field if you choose. The list below will be reloaded to include the new manager. Then you may edit the amounts of commission earned on each item for the manager.

Items

One item for each commission split will be displayed on this window. Only the **Commission Earned** and **%** fields can be edited. If you change either of them, the other will recalculate based on the value in the field you changed.

Commissions on Each Invoice



Commissions on Each Invoice

Invoice: 5039
 Customer: XYZ COMPANY
 Order Number: 1886
 Invoice Date: 10/01/1996
 Balance Due: 15,426.00
 Paid in Full on:

Primary Sales Rep: REP
 Primary Account Mgr: DD
 Wonder Marketing Services Co.
 Invoice Subtotal: 15,426.00
 Commission Earned: 0.00 0.0 %
 Adjustments: 0.00 0.0 %
 Gross Payable: 0.00
 Net Payable: 0.00

Item Code	Commission Earned by:	As	Invoice Item	Amount	Commission Earned	%	Commission Due
0001	REP	Wonder Marketing Ser	Rep 1	1.00	0.00	0.0	0.00
0001	DD	Damian Delgado Mgr	Mgr 1	1.00			
0002	REP	Wonder Marketing Ser	Rep 1	4.00			
0002	DD	Damian Delgado Mgr	Mgr 1	4.00			
0003	REP	Wonder Marketing Ser	Rep 1	9.00			
0003	DD	Damian Delgado Mgr	Mgr 1	9.00			
0004	REP	Wonder Marketing Ser	Rep 1	16.00			
0004	DD	Damian Delgado Mgr	Mgr 1	16.00			

Check Date: Transaction: Paid To: Amount:

Paid Outside the System 0.00

If an invoice was created with incorrect commission amounts, they may be edited using this window.

Editing the Records

To use the window, find an invoice and edit any **Primary Sales Rep** or **Primary Account Manager** commissions you wish. The commissions earned by **Rep 2**, **Rep 3** and **Mgr 2** are dependent on the amounts earned by **Rep 1** and **Mgr 1**, and will be recalculated when you click <SAVE>.

Invoice

{Indexed} This is the **Invoice Number** of the invoice to which these commissions apply. It is the primary record locator for this window.

Customer

{Display only} This is the **Company Name** of the customer to which the invoice was issued.

Order Number

{Indexed} This is the **Order Number** for the order to which the invoice was applied. You may find on this field.

Invoice Date

{Indexed} This is the date on which the invoice was generated. You may find on this field.

Primary Sales Rep

[Validated] This is the primary sales rep for commissions on this invoice. You may find on this field. You may also change the code in this field if you wish. The list below will be reloaded to include the new rep. Then you may edit the amounts of commission earned on each item for the rep.

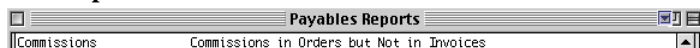
Primary Account Manager

[Validated] This is the primary account manager for commissions on this invoice. You may find on this field. You may also change the code in this field if you choose. The list below will be reloaded to include the new manager. Then you may edit the amounts of commission earned on each item for the manager.

Gross Payable

If the commission value is blank on the window, you can click on the **Gross Payable** field label. Qube ERP™ will add up the commission values in the invoice items file and make sure the total equals that found in the invoice header file.

The **Commissions in Orders but not in Invoices** Report reviews the records and fixes any problems it finds where commissions appear in an order but not on the invoice. Run this report from the **Payables Reports**.



Items

One item for each commission split will be displayed on this window. Only the **Commission Earned** and **%** fields can be edited. If you change either of them, the other will recalculate based on the value in the field you changed.

Cash Disbursements

The top portion of the window shows the commissions breakdown, while the bottom portion shows any payments disbursed against them. You may drill down on the records in the bottom portion of the window by double-clicking on them. This will display the **Cash Disbursement** window for that transaction.

Commissions in Invoices vs. Commissions in Sales Orders

It is tempting to try to match commission amounts and percentages showing on the **Commissions in Orders** window with those showing on the **Commissions in Invoices** window. These may match, or they may not. Trying to match these two windows is usually not a worthwhile exercise.

Keep in mind that there may be many invoices for each order and that commission terms, adjustments, splits and designation of sales reps and account managers may change at any time. Changing the commission amounts or rep or account manager designation on an invoice will not and should not change the order.

Similarly, if you change the commission in an order, the system will not and should not change the invoices associated with that order to reflect the commission amounts just entered.

Commission Splits & Adjustments

There is one exception to this. Entries to the Commission Splits and Adjustments window are entries in the sales order header record and are assumed to apply to all invoices generated from the order. Changes in splits and adjustments change the display on the **Commission in Orders** and the **Commission in Invoices** window, too.

(Commissions) Paid Outside the System

[Button] Paying commissions “within the system” normally involves issuing a check to a sales rep referencing the **Sales Commissions GL account** and a specific **invoice record** on which commissions are due, thus reducing the commission amount due to that rep for that invoice. The *<PAID OUTSIDE THE SYSTEM>* function is provided to allow the user to reflect payments of commissions which have not been recorded in this expected manner.

Assume, for example, that the rep has many invoices on which there are commissions due, and you wish to issue a single check with a single line item on it and even perhaps charge it against a different GL account. This kind of payment would not reduce the commissions due on the invoices, since it would not contain enough information for the system to match the payment with these commissions. As a

result, the commissions would have been paid but it would still show up on your **Commissions Payable** reports.

The <PAID OUTSIDE THE SYSTEM> button provides you with a way to flag commissions as no longer payable, even though there is no audit trail of payments against the commissions.

If you are a GPS user, you can use this utility very effectively. See [“Getting More out of Qube ERP™ Commission Functions” on page GPA-49.](#)

- To flag commissions as paid without issuing a check directly to them

1. Find the invoice record which you wish to flag as having commissions paid.

This is accomplished in the **Commissions on Each Invoice** window.

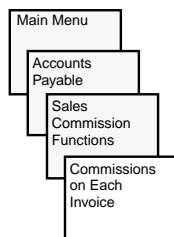
2. Make sure no checks are issued against the commissions on that invoice.

If there are, you will receive the following message when you click the button, *<PAID OUTSIDE THE SYSTEM>*:

Payments have already been issued against this invoice.

OK

A record without paid commissions on it might look like the following:



Commissions on Each Invoice

Invoice: 5022 Primary Sales Rep: JJ Primary Account Mgr: REP

Customer: XYZ Company Invoice Subtotal: 100.00


Order Number: 1872 Commission Earned: 10.00 10.0 % 5.00 5.0 %

Invoice Date: 05/13/97 Gross Payable: 10.00 J 5.00

Balance Due: 0.00 Adjustments: 0.00 0.0 % Net Payable: 10.00 5.00


Item Code	Commission Earned by	As	Amount	Commission Earned	%	Commission Due
C1004	JJ John Jones	Rep	100.00	10.00	10.0	10.00
C1004	JJ John Jones	Rep 1	100.00	10.00	10.0	10.00
C1004	REP Wonder Marketing Ser Mgr	1	100.00	5.00	5.0	5.00
				15.00		15.00

Check Date Transaction Paid To Amount


 Paid Outside the System

3. Click the button, *<PAID OUTSIDE THE SYSTEM>*.

The system will display a message cautioning the user, like this:



Show invoice 5022 as having no unpaid commissions, even though no payments are traceable to it?

4. Click <YES>.

The system will flag all payable items to all persons owed commissions on the invoice and the window will then look like this:

Main Menu

Accounts Payable

Sales Commission Functions

Commissions on Each Invoice

Commissions on Each Invoice

Invoice 5022

Customer XYZ Company

Order Number 1872

Invoice Date 05/13/97

Balance Due 0.00

Primary Sales Rep JJ

Primary Account Mgr REP

Invoice Subtotal 100.00

Commission Earned 10.00 10.0 %





Gross Payable 0.00

Adjustments 0.00 0.0 %

Net Payable 0.00

Item Code	Commission Earned by	As	Invoice Item Amount	Commission Earned	%	Commission Due
C1004	JJ	John Jones	Rep 1 100.00	10.00	10.0	0.00
C1004	REP	Wonder Marketing Ser Mgr	1 100.00	5.00	5.0	
				15.00		0.00

Check Date **Transaction** **Paid To** **Amount**

Reverse Paid Outside the System

Results

Notice that the **Net Payable** is set to zero and the **Commission Due** shows as empty *even though there are no payments traceable to it and showing in the bottom section of the window.*

Reverse Paid Outside the System

Notice, too, that the <PAID OUTSIDE THE SYSTEM> button has disappeared. In its place is a button labeled <REVERSE PAID OUTSIDE THE SYSTEM>. If you see this **Reverse** button, you know the invoice has been cleared of commissions due by having the <PAID OUTSIDE THE SYSTEM> button clicked. In case this function has

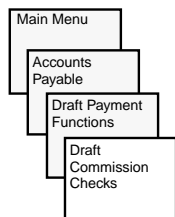
been run by mistake, it can be undone by clicking on the *<REVERSE PAID OUTSIDE SYSTEM>* button. The system will restore the commissions to their original due and payable condition.

Limitations

The *<PAID OUTSIDE THE SYSTEM>* and *<REVERSE PAID OUTSIDE SYSTEM>* functions are “all or nothing” routines and there are limitations to their use:

- a) The *<PAID OUTSIDE THE SYSTEM>* function may not be used to clear commissions due if any payments are found traceable to the invoice, and
- b) all commissions due to all sales reps and account managers on the invoice in question will be cleared. The system does not allow the user to clear some commissions payable for some reps or account managers and not others on the same invoice.

Draft Commission Checks



Draft Commission Checks

Beginning Invoice Date

Ending Invoice Date

Select Invoices Paid in Full on or Before

Select One Employee or All?

☒ Select Employees

☒ Select Outside Reps

Compute Negative Commission for Credit Memos?

Select Only Invoices which are Paid in Full?

Select Invoices Which are Partially or Fully Paid?

Which Bank should checks be drawn upon?

Bank of America

Currency in which funds are held =Dollars

Please select a Commission Expense Account

Sales Commission Expense

Purpose of the Window

Use this window to automatically draft commission payments, once they have been set up in the preceding windows. Payments may be drafted for commissions on **posted sales invoices only**.

Note: If the wrong amount is issued on the check, run the Commissions on Orders but not Invoices utility before each Draft Commission Checks routine. This utility is found in Payables Reports.

Beginning Invoice Date

{Date format} Enter the beginning date in this field. Commission payments will be drafted only for invoices drafted *after* this date.

Ending Invoice Date

{Date format} Enter the ending date in this field. Commission payments will be drafted only for invoices drafted *before* this date.

Select Invoices Paid in Full on or Before

{Date format} If you elect to pay commissions only on invoices which are paid in full (see below), you must enter a date by which these invoices were paid in full.

Select One Employee or All

{Validated} If you wish to draft commission payments for all employees and reps, leave the defaulted **ALL** in this field. If you wish to draft commission payments for only one employee or rep, enter the **Employee Code** or **Rep Code** in this field.

Select Employees/ Outside Reps

{Check box selections} You may elect to pay all employees or reps or both. If you enter a specific employee or rep code above, that type will be defaulted in these selections.

Compute Negative Commissions for Credit Memos?

{YES/NO} Entering a **YES** value in this field causes the system to deduct any credit memo commissions which fall within the date ranges from the total commissions paid. Entering **NO** causes the system to ignore credit memos.

Select Only Invoices which are Paid In Full?

{YES/NO} Entering a **YES** value in this field causes the system to calculate commissions only for invoices which have been paid in full. Entering **NO** causes the system to compute commission payments for all invoices within the date range, whether they have been paid or not.

Select Invoices Which are Partially or Fully Paid?

{YES/NO} Entering a **YES** value in this field causes the system to calculate commissions based on partial payments by customers. For example, on an invoice for \$1,000, a sales representative may have earned a 10 percent commission and a customer may have paid \$400. If you choose to report commissions or draft checks using partial payments, Qube would compute the amount due as \$40. The amount due is based on a percentage of the invoice paid. In this case, 40 percent of the invoice is paid; therefore, 40 percent of the commission is considered due.

The commission due is reduced by previous commission payments. Therefore, if the sales rep had already been paid half of his commission (50 percent = \$50, no commission would be due. If the rep had already been paid \$20, then $\$40 - \$20 = \$20$ would be due.

Bank Code

{Validated, GL format} Enter the **GL Account Code** for the bank account on which these checks should be drawn.

Sales Commissions

Commission Expense Account

{Validated, GL format} Accept the defaulted value or enter a valid **Commission Expense Account** GL code in this field. The default will display as the **Sales Commission Expense** account established in the GL Key Accounts window, as shown here:

Sales Commission Expense 5500-***/00 Sales Commission Expense

Accepting this defaulted value allows you to access any **GL Sub Accounts** which may be set up in the **Employee** or **Sales Rep** records.

If the system does not recognize the code which has been entered, the following message will be returned when you run the function. In this case, the function will be aborted before any transactions have been created, so just enter a valid account and begin again.



Error 137: Invoice #5023 GL = 0-00-000/-*. No matching GL account.

OK

Running the Function

Running this function will cause the system to look at all **invoice records** which fall into the parameters chosen and draft payments for all commissions due for each rep or account manager on invoice. Commissions payable amounts are reduced *as the check is drafted and restored if the drafted check is deleted*. This is different from the handling of vendor invoices, in which the balance due on the invoice remains a payable until the payment is *posted*.

After draft commissions have been generated and audited, they must be posted prior to printing, just like any other cash disbursements (*see “Posting to the GL” on page GL-58*).

Recommended Steps

There are several steps involved in handling sales commissions. These are the following:

1. Set Up Employee/Rep Records.

See documentation in the employees section for an explanation of how to handle this.

2. Enter Sales Reps & Acct Mgrs into Customer Records.

Indicates who the default sales rep and default account manager will be for each customer.

3. Set up Chart of Accounts.

Ensure there is a sales commission account and it is correctly pointed to in the **GL Key Accounts** window. Also make sure that the **GL Sub Account** field in each employee and rep record is set correctly.

4. Set Up Override Commission rates in the Item Master File, Card #2 and the Customer Types windows.

This is not usually necessary, but some items require this.

5. Enter Commissions into Sales Orders.

These will be displayed on the **Sales Order Items** window, showing the amount of commission to be paid to the sales rep and account manager for each item. The default will be from the commission rate for each **Rep** or **Acct Mgr**, or the **Override Commission** rate in the **Item Master File**. You may edit these rates directly in the sales order.

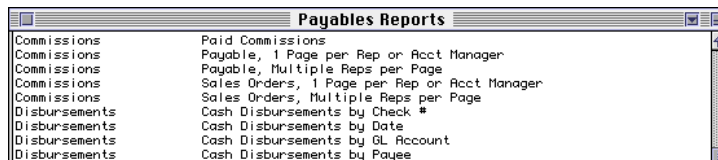
Rep. Commission:	77.00
Acct Mgr Comisn:	22.00

You may also use the **Commissions on Each Order** window.

Commissions Reports

6. Print Commissions Reports

Commission payable amounts are copied from each sales order item to each invoice item at the time of invoicing. After the orders have been invoiced, the other commission reports may be produced to review the commission amounts payable. The commission reports are found in the **Commissions** group of **Accounts Payable Reports**.



Commission Adjustments & Splits

7. If required, enter sales commission splits and adjustments.

This is accomplished through the **Commissions Splits & Adjustments** window.

8. Edit commission amounts on invoices.

This can be accomplished through the **Commissions on Each Invoice** window.

Draft Commission Checks

9. Draft Commission Checks.

10. Edit or Delete Incorrect Payments.

The user is given a final opportunity to correct incorrect commission amounts prior to posting.

11. Print the Trial Post Payments report.

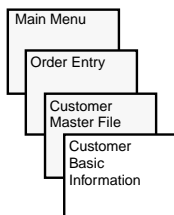
Make sure that correct transactions are being selected and that the GL Account distribution is correct.

12. Post the payment transactions to the general ledger.

13. Print Checks.

Single-Zone Sales Tax Accounting

Without **Multi-Zone Tax Accounting**, each customer record contains a **Tax Zone** code. This code is found in the **Customer Basic Information** window, as shown here:



Customer Basic Information

Customer # 10010 ☒ United States of America Status A Active

Bill To ABC COMPANY
 Address 1234 15th Street
 City Glendale State CA
 Zip Code 92155 Country Code USA United States of America
 Phone 213-444-5555 Fax 213-444-7777
 Buyer M Mr. Bob Jones

Language Preference FC

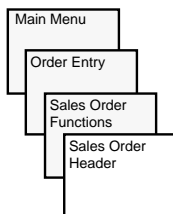
Customer # RETL **Retailer** Customer Type 2 ☐
 Lead Source # Locations 1

Ship To ABC COMPANY
 Division Software Products Division
 Address 1234 15th Street
 City Glendale
 State CA Zip Code 92155 Country Code USA
 Contact Bob Jones Phone 213-444-5555
 Ship from location used by Invoicing 6 ABC COMPANY
 Sales Rep DD **Damian Delgado** Acct Mgr REP **Wonder Marketing Service**
 Tax Code CA Resale Tax Rate 0.000 % Sales Activities

This is a 3,000 character text wrap area in which the user may enter comments about each customer.

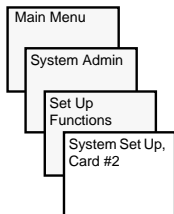
Basic Info \$\$\$ Info Credit Info Contacts

The code can be unique for each entry and is not validated against any master file. Two tax rates can be used for each customer order (**Sales Tax #1** and **Sales Tax #2**) on the order entry window:

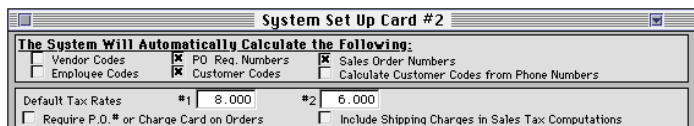


	Order Subtotal	466.00
<input type="text"/>	% Tax #1	0.00
<input type="text"/>	% Tax #2	0.00
	Shipping	0.00
	Handling	0.00
	Total \$	466.00

Tax Rate Defaulting

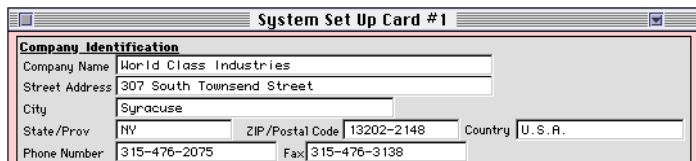
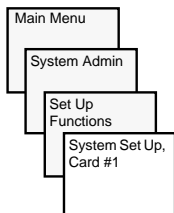


System Set Up, Card #2 provides two **Default Tax Rates** fields as shown here:



System Set Up Card #2			
The System Will Automatically Calculate the Following:			
<input type="checkbox"/> Vendor Codes	<input checked="" type="checkbox"/> PO Req. Numbers	<input checked="" type="checkbox"/> Sales Order Numbers	
<input type="checkbox"/> Employee Codes	<input checked="" type="checkbox"/> Customer Codes	<input type="checkbox"/> Calculate Customer Codes from Phone Numbers	
Default Tax Rates #1		8.000	#2 6.000
<input type="checkbox"/> Require P.O. # or Charge Card on Orders		<input type="checkbox"/> Include Shipping Charges in Sales Tax Computations	

These fields can provide some aid in automating the tax rate management function, if and only if the customer record resides in the same state set up on **Card #1**:

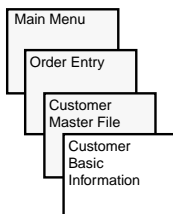


System Set Up Card #1			
Company Identification			
Company Name	World Class Industries		
Street Address	307 South Townsend Street		
City	Syracuse		
State/Prov	NY	ZIP/Postal Code	13202-2148
Country	U. S. A.		
Phone Number	315-476-2075	Fax	315-476-3138

Include Shipping Charges in Sales Tax Computations

{Checkbox selection} Activating this checkbox causes any shipping (not handling) charges on any sales order to be included in the sales tax computations. This function impacts both sales tax rates. *Click this box only if you want to include shipping charges in sales tax.*

When a customer record is entered into the system with the same state as that shown on **System Set Up, Card #1**, that customer record's tax rates will default to those set up on **Card #2**:



Customer Basic Information

Customer # ☒ United States of America Status Active

Bill To Language Preference
 Address
 City State
 Zip Code Country Code United States of America
 Phone Fax
 Buyer

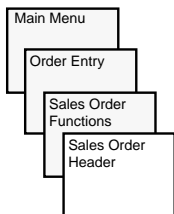
Customer **Retailer** Customer Type Locations

Ship To
 Division
 Address
 City
 State Zip Code Country Code
 Contact Phone
 Ship from location used by Invoicing
 Sales Rep **Damian Delgado** Acct Mgr **Wonder Marketing Service**
 Tax Code Resale Tax Rate

This is a 3,000 character text wrap area in which the user may enter comments about each customer.

Basic Info

Any sales orders entered for this customer record will take on both sales tax rates:



Order Subtotal		100.00
8.000 %	Tax #1	8.00
6.000 %	Tax #2	6.00
Shipping		0.00
Handling		0.00
Total \$		114.00

Without the **Multiple Zone Sales Tax** function, these are the only aids available within the system. Any customer records which are situated outside the state set up in **System Set Up, Card #1** will have no default tax #1 rate, and it must be entered manually for each customer.

Tax #2

Note on the **Customer Financial Information** window above that there is only one **Resale Tax Rate** showing on the window; however, there are two tax rate fields called out in the system, **Tax #1** and **Tax #2**. **Tax #1** is the only one of these which is regulated from the **Customer Financial Information** window. **Tax #2**, shown on the **System Set Up, Card #2** and **Sales Order Header** windows, is considered a universal tax (like the GST in Canada, for example) and will be defaulted on all sales orders. If you do not want **Sales Tax #2** to show up on **Sales Orders**, you will need to override it when entering them.

You may also use Tax #2 to apply tax on shipping.

Exempt from all Sales Taxes

{Check box selection} You may prevent this from happening by clicking this check box, and it may be overridden in the sales order.

Sales Tax Report

The following sales tax report is found in the **Receivables Reports** window. Both tax rates are rolled into the **Tax** column.

Screen report								
World Class Industries								
Sales Tax Report								
Period Covering 05/30/97 - 05/30/97								
Report Printed on 05/30/97 at 11:28, Page #1								
Fiscal Week: 257 - 257								
Tax Zone	Customer Type	Customer	Invoice Date	Invoice Number	Subtotal	Freight	Tax	Total
NY	Retailer	Test Tax Customer	05/30/97	5026	100.00	0.00	14.00	114.00
	Retailer	Test Tax Customer	05/30/97	5028	100.00	10.00	15.40	125.40
Totals for Customer Type RETL					200.00	10.00	29.40	239.40
Totals for Tax Zone NY					200.00	10.00	29.40	239.40
Totals for All Sales This Period...					200.00	10.00	29.40	239.40

If you wish to split the two tax rates in a report, you may do so by printing a **Detailed General Ledger** report for **Sales Tax Payable #2** for the time frame specified.

Screen report									
World Class Industries									
Detail General Ledger									
For the Period Beginning 1 and Ending 12									
Report Printed on 05/30/97 at 12:10, Page #1									
Journal Entries			Posted To	Description	Beginning Balance	Debit	Credit	Ending Balance	
Number	Date	Type	Period						
0-000-2290-000		Sales Tax Payable #2			0.00				
92084	05/30/97	SALE	1 / 0	Posting Invoices 05/30/97			12.60		
						0.00	12.60	-12.60	
Total # Records Printed = 2							12.60	-12.60	
Totals for Periods 1 - 12					0.00	0.00	12.60	-12.60	

Multiple-Zone Sales Tax Accounting



Note: Multiple Zone Sales Tax accounting is a separate module. In order to have access to this functionality, you must purchase this module and have the Feature Set window reflect that in your data file.

The **Multiple Zone Sales Tax** module provides a way of breaking out the sales tax collected and payable among an unlimited number of predefined tax codes, each with up to 10 different tax rates. Taxes collected for each of these tax codes may be reported on and paid, based on reports provided with the module. These tax codes are then applied to each customer billing address.

When turning on the **Multi-Zone Sales Tax** option, use the following procedure to set up the tax codes.

• Setting up the tax codes

1. **From the Module Selection window, click on the the Task Assistant button.**

The **Task Assistant** window will appear.

2. **Click the *HOW DO I* radio button.**
3. **Select Table for Sales Tax Codes.**
4. **Select the *FLAG TO USE TAX CODES* button.**

Click on
How Do I...

Click on Table for
Sales Tax Codes

Click on Flag to Use
Tax Codes

☐ What can I do with...
☒ How Do I...
☐ New Features
☐ Deleted by User

Click the button below to see how the system helps you to set up and record sales tax codes and tax amounts.

Print

Flag to Use Tax Codes

View Tax Codes Window

Taxes in Customer Record

Customer Search Window

Convert Your Data

Taxes in Sales Orders

Taxes in Invoices

Print Tax Codes Report

Print Tax Report

TaskAssistant

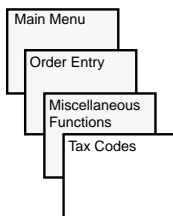
Genl	Change Where I send Reports
Costs	Update Standard Costs
Costs	Update Costs Changed by Purchases
Invent	Cycle Counting
MRP	Prepare Production Scheduling
MRP	Execute Finite Production Scheduling
MRP	Evaluate Production Scheduling
A/P	Select Check Style
A/P	Table for Sales Tax Codes
Labor	Labor Standards
Genl	On-Line Window Help
Genl	"Zoom" and "Grow" Boxes

Prior to the implementation of this design, each customer record contained a "Tax Zone" code. The code could be unique for each entry and was not validated against any master file. This new design provides a master file of tax codes. There may be as many different tax codes as you want. Each tax code record provides for a code (15 characters alpha-numeric), a description (40 characters), a state code (5 characters) and up to 10 different tax rates. The first tax rate is defined as the state tax; the second is defined as the county tax; the third is defined as the city tax. The remaining 7 tax rates are user defined. You may label these anything you want. Labeling of the 7 user-defined rates is done using the Sales Tax Codes window. View any tax record, click Edit and enter your labels in the top portion of the window.

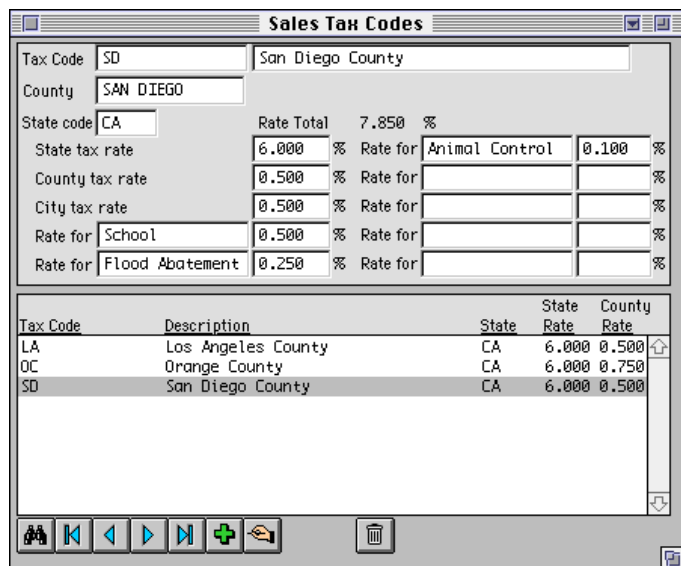
●●View Tax Codes window: To set up tax codes, view the Order Entry functions window. After having flagged your data file to Use Tax Codes, a button will be visible labeled Sales Tax Codes.

Date Task Added 50

Sales Tax Codes



Use this window to enter the master file of tax codes. There may be as many different tax codes as necessary. When the window is opened, it will load a list of all the tax codes in the lower portion of the window. The list may be sorted by clicking on any column label. To see the details associated with each tax code, click on any line in the list.



Tax Code	Description	State	State Rate	County Rate
LA	Los Angeles County	CA	6.000	0.500
OC	Orange County	CA	6.000	0.750
SD	San Diego County	CA	6.000	0.500

Tax Code Fields

Tax Code

{15 characters, alphanumeric, indexed, required} This is the code which will be used in identifying the tax rates for this record. This code will be included in the **Customer Financial Information** window, and will be used to calculate the various taxes owed for each customer.

Description

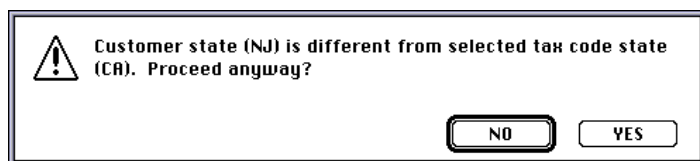
{40 characters, alphanumeric} Enter the description for the tax code record in this field.

County

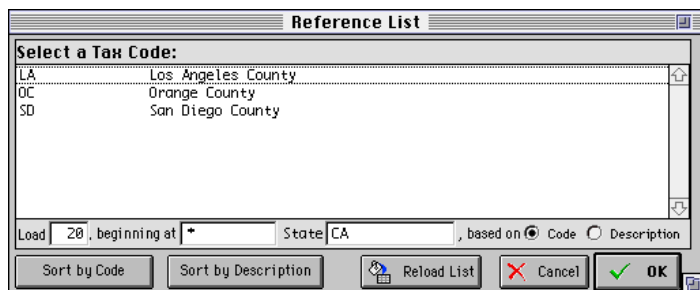
{15 characters, alphanumeric} Enter the county to which this tax code record applies.

State

{Five characters, alphanumeric} Enter the state to which this tax code record applies. This will be used to validate the data entry in the **Customer Financial Information** window. If you enter a **Sales Tax Code** which has a different **State Code** from that in the customer record, the following message will be returned. You may continue by clicking <YES>.



The **State Code** is also used in the **Reference List** when looking up tax codes. This can greatly simplify the process of identifying tax codes when entering customer records.



Rate Total

{Calculated} This is the total of all of the tax rates entered into this window.

Tax Rates

{10 different rates} The first tax rate is defined as the **State Tax**, the second is defined as the **County Tax**, and the third is defined as the **City Tax**. The remaining seven tax rates are user-defined.

Tax Rate Labels

You may label each of the additional seven tax rates anything you want by using the date entry field in front of each rate field. These labels will remain the same for all of the tax records in the system, but the rates in each may be changed for each individual tax code record.

Using the Window

Adding a Tax Code

To add a new tax code record, click *<NEW>* and enter your information. After you finish and click *<SAVE>*, the new tax code record will be added to the list.

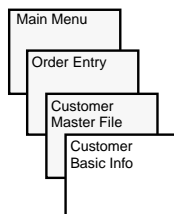
Changing a Tax Code

You may also edit any tax code by selecting the record you want to change and clicking *<EDIT>*. After you finish your edit, the list will be updated to display the new information. If you change the **Tax Code** and it is referenced in customer records, the function will update the code in all customer records which match that found in the tax table. It will also change the code found in all open sales orders and unposted invoices relating to each selected customer, so this procedure could take a long time in a large data file. If you change the total tax rate (by changing any one or more of the 10 rates), a similar update will occur.

Deleting a Tax Code

You may delete any tax code record that is not referenced in any customer record. You may not delete a tax code record if it is referenced in a customer record.

Customer Financial Information Window



Customer Basic Information

Customer # 10001 ☒ U.S.A. Status A Active

Bill To ABC COMPANY
Address 1234 15th Street
City Glendale State CA
Zip Code 92155 Country U.S.A.
Phone 213-444-5555 Fax 213-444-7777
Buyer M Mr. Bob Jonesmithberger

Type WHOL Wholesaler Type 2
Lead Source SIC code 12345 # Locations 1

Ship To ABC COMPANY
Division
Address 1234 15th Street
City Glendale
State CA Zip Code 92155 Country U.S.A.
Contact Bob Jones Phone 213-444-5555
Ship from location used by Invoicing 6 ABC COMPANY
Sales Rep 1 Samuel Database User Acct Mgr REP Vander Marketing Service
Tax Code UC Resale Tax Rate 0.000 %

This is a 3,000 character text wrap area in which the user may enter comments about each customer.

Basic Info \$\$\$ Info Credit Info Contacts

The **Sales Tax Code** and **Resale Tax Rate** fields on this window operate differently when the **Multiple Zone Sales Tax** function is enabled.

Sales Tax Code

[Validated] Each customer record may contain one tax code reference on the **Financial Information** window, which is inserted in this field.

Resale Tax Rate

You may not enter **Sales Tax Rates** directly into a customer record when using the **Multiple Zone Sales Tax** function. You may only enter the **Sales Tax Code** and the rates associated with each code will be referenced in the customer record.

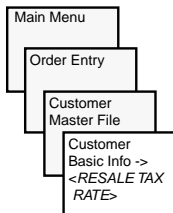
Setting an Individual Customer's Tax Rate

You may edit a customer record to set up a modified version of the tax breakdown which is unique for this customer. To see the tax

breakdown and edit it, first click **<EDIT>**. Then click on the field label, **<RESALE TAX RATE>**.

Resale Tax Rate

A window will pop up which displays the tax rate breakdown and allows editing of these values.



Edit Components of Sales Tax for Customer #10001

Tax Code	OC	Orange County	
State code	CA	Rate Total	0.000 %
State tax rate	6.000 %	Rate for GST	
County tax rate	0.750 %	Rate for PST	
City tax rate	0.500 %	Rate for	
Rate for		Rate for	
Rate for		Rate for	

Exempt from all Sales Taxes

{Check box selection} Each customer may also be flagged as Tax Exempt. Tax exempt means that customer is exempt from all taxes. If a customer is flagged as tax exempt, the tax code field will remain blank and the **Resale Tax Rate** will be zero (0%).

Activate this box if you wish to leave the **Sales Tax Code** field empty. If a customer record is not flagged as tax exempt, a valid **Sales Tax Code** will be required for every customer record. If you try to click **<SAVE>** without entering a sales tax code, the following message will be returned:

Please enter a tax code for this customer.

OK

Using the Reference List

To help you select the correct tax code, a reference list is provided. To access this list, press **<COMMAND-,>** (when using a **Macintosh**) or press **<CONTROL-/>** (on a PC) while your cursor is resting in the **Sales Tax Code** field. You may load any number of codes and may also select one **State** at a time. Double-click on the desired line and

the code will be inserted into the field. <TAB> out of the **Sales Tax Code** field, and the **Resale Tax Rate** will be inserted.

Mac OS Windows



Reference List

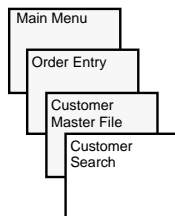
Select a Tax Code:

CALADW	Downey, Los Angeles County
CALAGE	Glendale, Los Angeles County
CALALA	Los Angeles, Los Angeles County
CALAPO	Pomona, Los Angeles County
CAORMV	Mission Viejo, Orange Co.
CARIRS	Riverside, Riverside County
CASASA	Sacramento, Sacramento County
CASBSB	Santa Barbara, Santa Barbara Co.
CASCMV	Mountain View, Santa Clara County

Load: 20, beginning at: * State: CA, based on: ☒ Code ☐ Description

Sort by Code Sort by Description Reload List Cancel OK

Customer Search Window



Customer Search

Selected Ship to State: Selected Type: Selected Tax Code:

Name	City	Telephone	Sales Tax Code
AAA Company	Los Angeles	213-555-6666	CA
AAA Company	Los Angeles	213-555-6666	CA
ABC COMPANY	Glendale	213-444-5555	CA
Build to Stock			
CCC Company	Billings	212-888-9999	
Highwater Furniture, Inc.	Orangebrook	123-456-7890	SD
Make to Stock			
Oshkosh Clothing	Oshkosh	612-555-8888 x1234	WI
Rockwell Engineering Dept.	Newport Beach	714-555-7777	SD
Rockwell Marketing Dept.	Newport Beach	714-555-7777	CA
Test Customer	Orange		OC
XVZ COMPANY	Chatsworth	818-444-9999	CA

Click or Double-Click One Line to View Any Listed Customer

This window has been set up to allow the review of tax codes associated with different customers and to edit these values, if you wish. To view this window, first view the **Customer Financial Information** window, and then click the button labeled **<SEARCH>**. The window above will be displayed.

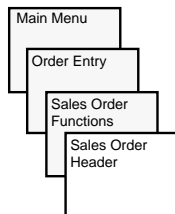
Loading the Window

The window allows you to load all customers or all customers with a selected **Ship to State**, **Type** or **Sales Tax Code**. The list may be sorted by clicking on any of the column labels. To load the window, click **<BEGIN SEARCH>**, enter the desired state, type and tax codes, and click **<SAVE>**. All of the customer records matching your search criteria will load into the list.

Editing the Tax Codes

You may also click **<EDIT>** and change the values in the **Sales Tax Code** field. No other fields may be edited from this window. This is the recommended window to use when setting up your data file to use the sales tax table, since it enables the editing of many customer records relatively quickly.

Sales Order Header Window



Sales Order Header

Print

Bill To: 10005	Date: 03/27/1996	Ship To: 10005	Order: 1953
CCC Company		CCC Company	
22334 Grand Avenue		22334 Grand Avenue	
Billings		Billings	
ND	Zip Code: 54316	ND	Country: ND
Henry		User: Henry Petrovsky	
Petrovsky		Call: Hours Before Delivery	
Sales Rep: 1	Acct Mgr: DD	Shipping Location: 1	Cases Shipped:
Terms Code: 7	2.0% 10 DAYS Net 30	Requested Ship Date: 04/06/1996	Est. Freight:
Net Days:	Disc. Due:	Last Shipped On: 10/06/1999	UPS zone:
Credit Card #:	Cr Card Auth:	Shipment Terms: PPA	Via: YELLOW
Expires:		Change #:	Change Date:
P.O. #:	Contract #:	Sub: 000	Dept: 00
Sale Type:	Status: 0	Terms Discount %:	Deposit = \$
Open		Bill of Lading #:	Entered by: #1, Samuel Database User
Print on Work Under: <input type="checkbox"/>		Print on Under/Invoice: <input checked="" type="checkbox"/>	
Y.T.D. Sales = \$ 25,310; 1st Ordered on 07/03/1992; # of Orders = 4		Last Invoiced on 09/01/2000; Average Sale = \$6,327.47	
NO TAX:		Order Subtotal: 62.60	
		Tax #1: 0.00	
		Tax #2: 0.00	
		Shipping: 0.00	
		Handling: 0.00	
		Total \$ 62.60	

Invoice This Order

Once the **Sales Tax Codes** have been entered into the system and applied to the **Customer Financial Information** window for each customer, sales orders will automatically apply the assigned tax rate for each customer to its sales orders. This will be displayed in the **Tax #1** field as shown above.



Note: When using the Multiple Zone Tax function, you should not use the Sales Tax #2 field, even though it is available, as it will just be confusing.

Changing the Sales Tax on an Order

You may not edit the **Tax #1** field directly as it may contain several different tax rates rolled up into the one, however a mechanism for doing so is provided.

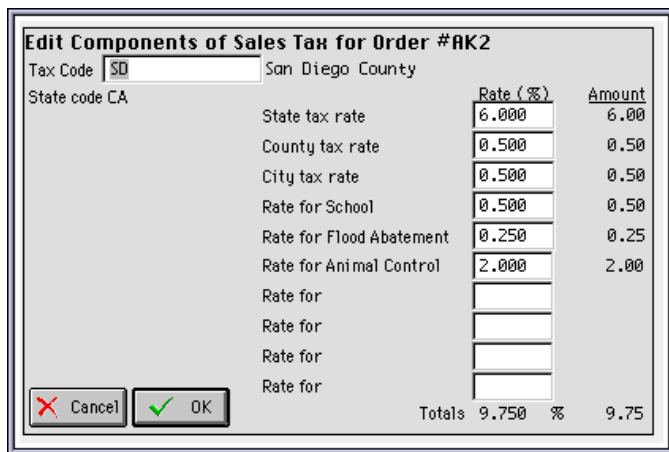
• To override the tax rates for an order

1. Open the Sales Order Header window for the order you wish to change.

2. Click **<EDIT>**.
3. Click on the field label, **Tax #1**:



The following window will be displayed:



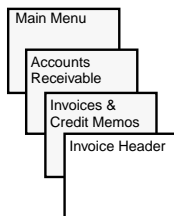
Tax Code	State code	Rate (%)	Amount
SD	CA	State tax rate	6.000
		County tax rate	0.500
		City tax rate	0.500
		Rate for School	0.500
		Rate for Flood Abatement	0.250
		Rate for Animal Control	2.000
		Rate for	
		Rate for	
		Rate for	
		Rate for	
Totals			9.750 % 9.75

4. Make the desired changes and click **<OK>**. If you change your mind, click **<CANCEL>**.

You may change any of the individual tax rate fields by clicking in the desired field and typing your changes. You may also apply a completely different tax code table to the sales order by changing the **Tax Code**. You might wish to do this when you have several different shipping addresses for a customer and wish to apply the **Tax Code** of the **shipping address**, rather than the billing address.

5. After clicking **<OK>**, you will be returned to the **Sales Order Header** window. Click **<SAVE>**, and the taxes will be recalculated and the changes will be applied to the sales order.

Sales Invoice Header Window



Invoice Header									
Order Date 01/07/95	Order # 1021	Posted? <input type="checkbox"/> NU	To Period	Sub-Acct 000	Dept 00	Date 01/12/00	Invoice # 5251		
1021				<input type="checkbox"/> Post Sales Using Item Master Sub Accounts					
Bill To # 10001				Ship To					
ABC COMPANY 1234 15th Street				Hightower Furniture, Inc.					
Glendale CA 92155				12345 Rockingchair Lane					
U.S.A.				Arvingshede N.I					
				12345 Country Code					
Sales Rep REP	Wonder Marketing Services Co.			Date Needed...	01/24/94	Ship Via	P.I.E.		
Acct Mgr JJ	John Jones			Date Shipped...	01/12/00	Due Date	02/11/00		
PO/Visa #				Ship Terms...	FPL				
Pay Terms 2/8 10 DAYS Net 30				Currency	USA	Invoice Subtotal	3,093.75		
Sale Type PHONE					0.000	Freight tax	0.00		
Balance Due	3,118.75 Dollars					Freight & Handling	25.00		
Sales Order Notes				Invoice Notes	Invoice Total \$ 3,118.75				
Reason # 123456									

Header

Items

Payments

Draft Credit Memo

Shipment Tracking

After invoicing the sales order, the taxes will automatically be applied to the **Sales Invoice Header** window. This will be displayed in the **Tax #1** field as shown above.



Note: When using the Multiple Zone Tax function, you should not use the Sales Tax #2 field, even though it is available, as it will just be confusing.

Changing the Sales Tax on an Invoice

You may not edit the **Tax #1** field directly as it may contain several different tax rates rolled up into the one, however a mechanism for doing so is provided.

• To override the tax rates for an invoice

1. Open the Invoice Header window for the invoice you wish to change.
2. Click **<EDIT>**.

3. Click on the field label, **TAX #1**:



The following window will be displayed:

	Rate (%)	Amount
State tax rate	6.000	30.18
County tax rate	0.500	2.51
City tax rate	0.500	2.51
Rate for School	0.500	2.51
Rate for Flood Abatement	0.250	1.26
Rate for Animal Control	0.100	0.50
Rate for		
Rate for		
Rate for		
Rate for	6.000	30.16
Totals	13.850 %	69.63

Buttons:

4. Make the desired changes and click **<OK>**. If you change your mind, click **<CANCEL>**.

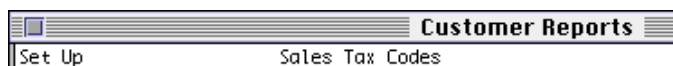
You may change any of the individual tax rate fields by clicking in the desired field and typing your changes. You may also apply a completely different tax code table to the invoice by changing the **Tax Code**. You might wish to do this when you have several different shipping addresses for a customer and wish to apply the **Tax Code** of the **shipping addresses**, rather than the billing address.

After clicking **<OK>**, you will be returned to the **Invoice Header** window.

5. Click **<SAVE>**, and the taxes will be recalculated and the changes will be applied to the invoice.

Sales Tax Reports Sales Tax Codes

This report provides the ability to print **ALL Tax Codes** or **Tax Codes** for **one state at a time**. You may also print **all customers associated with each Tax Code**, if you wish. This report is found in the **Customer Reports** list under **Set Up**.



The report may be sorted by **Tax Code**, by **Description** or by **Tax Code** within **State Code**.

Please Double Click to Enter Parameters

Select One State Code or ALL ALL

Sort by Tax Code? YES
Sort by Tax Description? NO
Sort by Tax Code within State Code? NO
Print Customer Associated with each Tax Code? NO

When printed, the report looks like this:

Screen report										
World Class Industries										
Sales Tax Codes										
Report Printed on 05/30/97 at 15:58, Page #1										
Tax Code	Description	State	Rate Total	Rate for State	Rate for County	Rate for City	Rate for School	Rate for Flood Abatement	Rate for Animal Control	
LA	Los Angeles County	CA	7.250%	6.000	0.500	0.750				
OC	Orange County	CA	7.250%	6.000	0.750	0.500				
SD	San Diego County	CA	7.850%	6.000	0.500	0.500	0.500	0.250	0.100	

Sales Tax Report

This report provides a complete breakdown of the sales taxes collected on each individual invoice for a designated date range. You may print the report in **summary format** by entering **NO** in the **Print Detail Lines** field, or you may show all of the transactions within

each category. This report is found in the **Receivables Reports** window under **Receivables**.

The second report is found in the Receivables Reports list.

Receivables	Sales Tax Report
Please Double Click to Enter Parameters	
Earliest Invoice Date 04/23/1998	
Latest Invoice Date 04/23/1999	
Select One Tax Code or ALL ALL	
Print Detail Lines?" YES	
Surpress Invoices with Zero Tax? YES	

This report sorts first by **state**, then by **customer name** (referenced in each invoice's ship-to fields) and finally by **invoice number**. The tax amounts view from an invoice header are the amounts that are printed in the sales tax report.

Multi-Zone Sales Tax



World Class Industries

Sales Tax Report

Period Covering 04/23/1998 - 04/23/1999

Report Printed on 04/23/1999 at 10:55, Page #1

Fiscal Week: -35 - 17

<u>State, Tax Code and Customer Ship-to Name</u>	<u>Invoice Date</u>	<u>Invoice Number</u>	<u>Invoice Subtotal</u>	<u>Freight</u>	<u>Total Tax Charged</u>	<u>Amount for State</u>
CA, CA, ABC COMPANY	02/15/1999	2108	50.00	0.00	2.50	
CA, CA, ABC COMPANY	04/01/1999	2118	1,500.00	0.00	75.00	
CA, CA, ABC COMPANY	03/01/1999	2120	1,900.00	0.00	95.00	
CA, CA, ABC COMPANY	02/10/1999	2158	5,126.32	35.00	798.08	256.32
Totals, Tax Code = CA			8,576.32	35.00	970.58	256.32
CA, SD, ABC COMPANY	02/12/1999	CM2159	-500.00	0.00	-63.06	-36.25
Totals, Tax Code = SD			-500.00	0.00	-63.06	-36.25
Totals, State = CA			8,076.32	35.00	907.52	220.07
ND, NO TAX, CCC Company	01/18/1999	2153	11,010.76	0.00	550.54	
ND, NO TAX, CCC Company	01/22/1999	2155	10.00	0.00	0.50	
ND, NO TAX, CCC Company	04/15/1999	2179	27,526.90	0.00	1,376.34	
ND, NO TAX, CCC Company	03/31/1999	CM2177	-100.00	0.00	-5.00	
Totals, Tax Code = NO TAX			38,447.66	0.00	1,922.38	
Totals, State = ND			38,447.66	0.00	1,922.38	
NJ, NJ, Location 1 of Highwa	09/02/1998	2125	375.92	0.00	18.80	
Totals, Tax Code = NJ			375.92	0.00	18.80	
Totals, State = NJ			375.92	0.00	18.80	
Totals for All Sales This Period.....			46,899.90	35.00	2,848.70	220.07

Setting Up the Data File

• To set up tax codes in an already established and operating data file

1. Set up the tax code table.

This is done using the **Sales Tax Codes** window (see [“Sales Tax Codes”](#) on page TAX-8).

2. Associate the various tax codes with the different customers.

You may do this individually or by using the **Customer Search** window (see [“Customer Search Window”](#) on page TAX-14).

3. Run the customer utility, *UPDATE TAX ON ORDERS & INVOICES*.

This utility will automatically copy the tax breakdown associated with each tax code and customer into all open sales orders, all unposted invoices and all posted invoices which already show the same total tax rate as that represented in the current associated customer record.

This utility is found in the **System Administration** module under the **Customer Utilities** window.

Update tax on Orders & Invoices



For information on how to access and run these utilities, see [“Customer Utilities”](#) on page SYS-166.

4. Review open orders and unposted invoices to see the tax breakdown associated with these records.

This is done by viewing the individual sales orders and invoices and displaying the sales tax detail window for each (see [“Changing the Sales Tax on an Order”](#) on page TAX-15 and [“Changing the Sales Tax on an Invoice”](#) on page TAX-17).