HansaWorld Enterprise

Integrated Accounting, CRM and ERP System for Macintosh, Windows, Linux, PocketPC 2003 and AIX

Sales Orders

Preface

The HansaWorld Enterprise range of products contains a number of powerful accounting, CRM and ERP systems for the Windows, Macintosh, Linux, PocketPC 2003 and AIX environments.

The programs are designed to make administration and accounting as easy and fast as possible. They are similar in operation regardless of platform. In the specific areas where there are significant differences, these are described and illustrated in full. In all other cases illustrations are taken from the Windows XP version.

This manual covers the Sales Orders module in HansaWorld Enterprise. Prior to reading it, you should already be familiar with the Work Area in HansaWorld Enterprise (its modules, registers, windows, menus and buttons, covered in the 'Introduction to HansaWorld Enterprise' manual) and the Customer and Item registers (described in the 'Customers, Suppliers and Contact Persons' and 'Items and Pricing' manuals respectively). You should also be familiar with the Purchase Orders and Stock modules.

Text in square brackets - [Save], [Cancel] - refers to buttons on screen.

How these manuals are organised

Introduction to HansaWorld Enterprise

Introduction	Installing HansaWorld Enterprise, the basic ideas
Work Area	Basic elements of HansaWorld Enterprise: modules, registers, windows, menus, functions, buttons
Accounting Principles	
	About the place of HansaWorld Enterprise in your business, integration between ledgers, objects
Starting Work	Entering opening balances

Manuals for each Module

Assets	Asset accounting, calculation of depreciation using user-definable depreciation models, revaluation
Cash Book	Inward and outward cash transactions, receipts and payments
Consolidation	Multi-company reporting, subsidiaries and daughter companies
Contracts	Periodic invoicing and repeat billing, contract renewals, contract quotations, contracts from invoices
CRM	Time management using daily or monthly calendar formats. Contact and customer history. Customer letters and mailshots. Target time. Employee time statistics
Currency	Multi-currency in all modules
Customers, Suppliers and Contact Persons	
	Customers and suppliers, customer categories and reports
Expenses	Payments to and from employees
Items and Pricing	Products and services, pricing
Job Costing	Project management. Recording time, expenses and purchases. Instalments. Pricing by consultant, project, task and time of day. Budgets and quotations
Mail	Internal mail, external mail (email), conferences, off-line local mail, chat
Nominal Ledger	Transactions, simulations, budgets and revised budgets. Error correction. Account reconciliation. Transaction templates. Flexible management and financial reports with multi-dimensional analysis and drill-down to transaction level
Production	Multi-level assemblies from components
Purchase Ledger	Purchase invoices, payments and payment suggestions, creditor reports, prepayments, accruals, acceptance
Purchase Orders	Purchase orders, goods receipts and purchase pricing
Quotations	Sending quotations, call backs, pipeline management, opportunity forecasting, and conversion ratio reports
Report Generator	User-definable reports
Sales Ledger	Invoices, receipts, debtor reports and documents, deposits and prepayments, accruals
Sales Orders	Orders and deliveries. Invoices from orders
Service Orders	Management of service stock, invoicing of repairs, warranties
Stock	Deliveries, goods receipts and stock movements, batch and serial number tracking, multi-location stock management
System Module	Settings and parameters. System-wide usage

Contents

The Contact Register

HansaWorld Enterprise

Sales Orders

The Sales Orders Module

Use the Sales Orders module to record and administer the Orders that you receive from Customers, including issuing Deliveries and raising Invoices. The module is integrated with the Quotations module (you can convert Quotations into Orders), with the Sales Ledger (you can raise Invoices from Orders), with the Stock module (you can issue Deliveries from Orders, which will remove the delivered Items from stock), and with the Job Costing module (you can ship Items from the Sales Orders module and charge them to Projects).

Settings

Introduction

The following settings are available in the Sales Orders module—
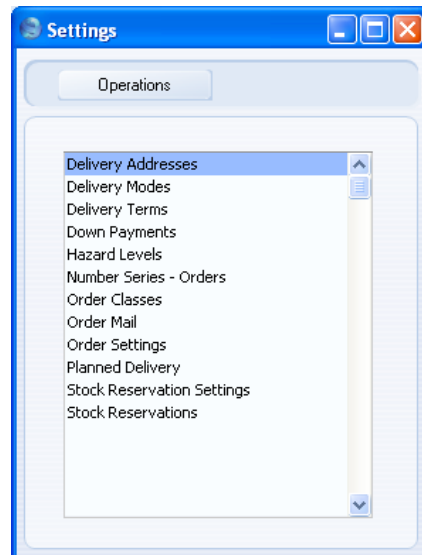
To edit a setting, ensure you are in the Sales Orders module using the [Select Module] button in the Master Control panel or the Ctrl-0/⌘-0 keyboard shortcuts and click the [Settings] button, also in the Master Control panel, or

select 'Settings' from the File menu. The list shown above appears. Then, double-click the relevant item in the list.

Delivery Addresses

This setting allows you to record Delivery Addresses for Customers that have several branches. You can choose the appropriate Delivery Address in Quotations, Orders and Invoices using the field on the 'Del. Address' card and in Deliveries using the field on the 'Address' card. You can also record Delivery Addresses for Suppliers here, for use in Returned Goods to Supplier records.

When you first open the setting, the 'Delivery Addresses: Browse' window is displayed, showing all Delivery Addresses previously entered. Double-click a record in the list to edit it, or add a new record by clicking the [New] button in the Button Bar.

When the record is complete, save it by clicking the [Save] button in the Button Bar or by clicking the close box and choosing to save changes. To close the record without saving changes, click the close box.

Header

Customer	**Paste Special**	Customers, Suppliers and Contact Persons in Contact register

Enter the Customer, Supplier or Contact Person Number or use the 'Paste Special' function. When you press Return, the Name of the Customer, Supplier or Contact Person will be entered into the next field.

By default, the 'Paste Special' list shows Customers. Click the [Suppliers] button if you need to see Suppliers, and the [All Contacts] button if you need to see Customers, Suppliers and Contact Persons.

Name — The Customer, Supplier or Contact Person Name is entered after you have entered the Customer, Supplier or Contact Person Number.

Del. Code — Enter a code by which the Delivery Address is to be identified from elsewhere in HansaWorld Enterprise. There is space for up to five characters. The code has to be unique amongst Delivery Addresses for the Contact, but not unique amongst Delivery Addresses as a whole.

Comment — Enter a brief description of the Delivery Address here (e.g. the first line of the address). This will be shown in the 'Paste Special' list, so it should be clear enough to allow selection of the correct Delivery Address to be quick and easy.

Address Card

Address	Enter the Delivery Address here.
	If you have specified a Delivery Address on the 'Delivery' card of the Contact record, it will be used as a default in Quotations, Orders, Invoices and Deliveries entered in this Contact's name. There is no need to enter a separate record in this setting for that address.
Contact, Telephone, Fax, E-mail	
	Enter the contact details for the Delivery Address in the appropriate fields.
Region	**Paste Special** Regions setting, Sales Ledger
	The Region (e.g. the state, province or county) where the Delivery Address is to be found. This will be copied to the Region field in all Quotations, Orders, Invoices and Deliveries using this Delivery Address, in place of the standard Region of the Customer.

Rental Card

The options on the 'Rental' card will be used as defaults when you use the Delivery Address in Rental Agreements in the Rental module ('Invoicing' card). Please refer to your HansaWorld representative for more details.

Delivery Modes

Use the Delivery Modes setting to define the various delivery methods that are used. You can then access a list of Delivery Modes using 'Paste Special' from the Sales Order, Invoice and Delivery registers.

The 'Delivery Modes: Browse' window lists the available Delivery Modes: double-click to modify or click [New] to create a new item.

Code, Name   Enter a code and a short descriptive text for each Delivery Mode. The code may contain up to five characters, and you may freely mix letters and numbers.

Do Not Print Freight Labels

Check this box if you do not want Freight Labels to be printed from Deliveries with this Delivery Mode. Please refer to the 'Stock Module' manual for details about printing Freight Labels.

From, To, Use Series For Transport No

These fields allow you to define a number sequence for Transport Numbers in Deliveries that use this Delivery Mode. Check the Use Series For Transport No box if you would like these Transport Numbers to be generated automatically.

Language, Text   Use the table to list various translations of the Delivery Mode text, which will be printed on shipping

documentation printed from Orders. Specify a Language in the first column using 'Paste Special' if necessary, and the appropriate translation in the second column. There is no need to enter a row for your home Language.

The correct translation will be printed on all documentation, depending on the Language of the Order. If an Order does not have a Language, the text entered in the Comment field will be printed.

You can also set up different versions of documents such as Invoices and Delivery Notes for each Delivery Mode, perhaps incorporating appropriate payment instructions. To do this, enter the Delivery Mode in the Language field when defining documents. Document definition is described in the 'Work Area' chapter in the 'Introduction to HansaWorld Enterprise' manual.

Confirm the entry by clicking [Save].

Delivery Terms

In this setting you can enter the different shipping terms you wish to use, such as FOB (Free On Board) and CIF (Cost, Insurance, Freight). Usually these will be used for international Customers, and are specified on the 'Delivery' card of the Contact record for each Customer. You can override this default in an individual Order using the Delivery Terms field on the 'Del Terms' card of the Order screen.

The 'Delivery Terms: Browse' window lists the available Delivery Terms: double-click to modify or click [New] to create a new item.

Enter a code and a short descriptive text for each Delivery Term. The code may contain up to five alphanumeric characters.

Use the table to list various translations of the Delivery Term text, which will be printed on shipping documentation printed from Orders. Specify a Language in the first column using 'Paste Special' if necessary, and the appropriate translation in the second column. There is no need to enter a row for your home Language.

The correct translation will be printed on all documentation, depending on the Language of the Order. If an Order does not have a Language, the text entered in the Comment field will be printed.

If you include the "Freight paid by us" and "Freight paid by you" fields in the Form design for your Delivery Notes, the appropriate one will contain an X depending on the We Pay or Customer Pays options in the Delivery Term.

The Customs Declaration options are used by the Customs module: please refer to your local HansaWorld representative for details.

Confirm the entry by clicking [Save].

Down Payments

A Down Payment is an Invoice for part or the whole amount sent to the Customer ahead of the delivery of the goods or service.

Use this setting to indicate the percentage of the order amount and the text to be included in Down Payment Invoices, and the Sales Account to be credited. You can create these Invoices using the 'Create Down Payment Invoice' Operations menu function of the Order screen (described below on page 76) or the 'Create Down Payment' Operations menu function of the Receipt screen (described in the 'Sales Ledger' manual).

Percentage   This field is only relevant for Down Payment Invoices created from Sales Orders. Use it to specify the percentage of the Order total that is to be the value of the Down Payment Invoice. This value will be rounded up or down to the nearest whole number.

If the Customer belongs to a Customer Category with a Down Payment Percentage, that figure will be used instead of the one specified here.

In the case of Down Payment Invoices created from Receipts, the value will be taken from the Received Value of the Receipt row.

Pay Terms	**Paste Special**	Payment Terms setting, Sales/Purchase Ledger

Specify here the Payment Terms to be used for Down Payment Invoices. You cannot use a "Cash" Type Payment Term.

Item	**Paste Special**	Item register

Use this field to specify the default Sales Account for Down Payment Invoices. This is taken from an Item entered in the Item register solely for this purpose and whose Item Number you specify here. This Item will also supply the VAT Code if the VAT Code field below is empty.

If you leave this Item field blank, the default Sales Account (and VAT Code if the VAT Code field below is also empty) will be taken from the Account Usage S/L setting in the Sales Ledger. The Description of the Item will not appear on the Invoice.

Text Specify here the text that is to appear in the description area on the first row of the Down Payment Invoice. Note that the Order Number will be added to this text, so a suitable model might be "Down Payment for Order No " (with trailing space).

VAT Code	**Paste Special**	VAT Codes setting, Nominal Ledger

Specify here the default VAT Code to be used in Down Payment Invoices. This will determine the rate at which VAT is charged, and the VAT Account to be credited.

If this field is empty, the VAT Code will be taken from the Item above or from the Account Usage S/L setting.

Calculate on Total, Nett

These options are only relevant for Down Payment Invoices created from Sales Orders. Select the Total option if the Down Payment amount is to be calculated using the order value inclusive of VAT, or the Nett option if it is to be calculated using the order value exclusive of VAT. This applies both when the Down Payment Percentage is taken from the field above and when it is taken from the Customer Category of the Customer.

Use Sales Order No for Prepayments

This check box is only relevant for Down Payment Invoices created from Receipts. When you enter a Receipt in the Sales Ledger for a Prepayment (i.e. you have received a deposit before you have raised a Down Payment Invoice), you should enter an identifying Prepayment Number on flip D of the Receipt screen. This can be an arbitrary number of your own generation, the number allocated to the Prepayment by the Customer or the number of the Sales Order against which the deposit has been received. Switch on this option if you wish to ensure the last option is always used (i.e. if the Prepayment Number must be a Sales Order Number).

Details on Invoice

By default, a Down Payment Invoice will contain a single row for the amount of the deposit. If you use this option, the Down Payment Percentage will be applied to each Order Item individually, and the Order Items will be listed separately in the Down Payment Invoice. This can be useful if you have Items with different VAT Codes in an Order. This option also allows you to apply an *ad hoc* Down Payment Percentage to a particular Order.

Hazard Levels

If your business sells hazardous Items (e.g. chemicals), you can use this setting to display the relevant information on Delivery Notes. Once you have defined your Hazard Levels in this setting, you can assign the appropriate one to each Item using the field on the 'Stock' card of the Item record. You can then ensure this information is printed on Delivery Notes for each Item by including the following fields in your Form design—

Hazard Level Code Prints the Hazard Level Code of the Item

Hazard Level Comment

Prints the Comment of the Hazard Level

Hazard Level Weight

Prints the Weight of the Item multiplied by the Weight Coefficient of the Hazard Level and then by the Delivery Quantity

Total Hazard Level Weight

>Prints an accumulating total Hazard Level Weight

Hazard Level Volume

>Prints the Volume of the Item multiplied by the Delivery Quantity

Total Hazard Level Volume

>Prints an accumulating total Hazard Level Volume

When you first open the setting, the 'Hazard Levels: Browse' window is displayed, showing all Hazard Levels previously entered. Double-click a record in the list to edit it, or add a new record by clicking the [New] button in the Button Bar.

When the record is complete, save it by clicking the [Save] button in the Button Bar or by clicking the close box and choosing to save changes. To close the record without saving changes, click the close box.

Number Series - Sales Orders

Each Order has its own unique identifying number, based on a sequential series. When you enter a new Order, the next number in the series will be used. If required, you can have a number of such sequences running concurrently, perhaps representing different years, different departments or different order types.

Use this setting to define these sequences, or Number Series. The different series should not overlap. If you leave the setting empty, Order Numbers will start at 1 and continue consecutively.

Once you have defined number sequences for Sales Orders, you can allocate a specific sequence to an individual user using the Order No. field on the 'Serial Nos' card of the user's Person record in the System module. When that user enters a new Sales Order, its Order Number will be the first unused number in that specific sequence. You can also set a universal default sequence in the Number Series Defaults setting, also in the System module. If

you do not allocate a specific sequence to a particular user or set a universal default, Order Numbers will be taken from the first valid Number Series in this setting. For a particular Order, any user can change to the first unused number in any other Number Series using 'Paste Special'.

When you double-click 'Number Series - Sales Orders' in the 'Settings' list, the following window appears—

	No.		Date			
	From	To	From	To	Comment	N/L
1	990001	994999	1/1/2006	31/12/2006	London office	GenTrans
2	995001	999999	1/1/2006	31/12/2006	Manchester▶	GenTrans
3	1000001	1004999	1/1/2007	31/12/2007	London office	GenTrans
4	1005001	1009999	1/1/2007	31/12/2007	Manchester▶	GenTrans
5						
6						
7						
8						
9						
10						
11						

Enter each new Number Series on the first blank line. The Comment will be shown in the 'Paste Special' list, so enter some text that will help you choose a number from the correct sequence. Then, click the [Save] button in the Button Bar to save the changes. To close the window without saving changes, click the close box.

The N/L field common to all Number Series settings is not used in this instance.

Order Classes

The Order Class is a means of analysing Orders for reporting or prioritising. When you enter an Order, you can assign it to an Order Class. This Class will be visible in the 'Orders: Browse' window. It will also be printed in the Order Stock report.

The 'Order Classes: Browse' window lists the available Order Classes: double-click to modify or click [New] to create a new record.

In the 'Order Class: New' window, you should enter a code and a short descriptive text. The code may contain up to five characters, and you may freely mix letters and numbers.

You can create Activities from Orders of this Class using the 'Create Activity' function on the Operations menu of the Order screen. The Task Type of these Activities will be To Do, and the Symbol will be Other. The Start Date will be the Order Date. Specify in the Activity Type field here the Activity Type to be used in these Activities. If this field is blank for a particular Order Class, or an Order does not belong to an Order Class, then the Activity Type will be taken from the Activity Types, Subsystems setting in the CRM module.

You can also have Activities created automatically when you save Orders of this Class for the first time. The Task Type, Symbol, Start Date and Activity Type in these Activities will be as described in the previous paragraph. If you would like this to happen, choose the Salesman From Order option if you want the Activity to be created in the name of the Salesman of the Order, or the Use Salesman: option to have all such Activities created in the name of a particular Person, and enter their initials in the field next to this option. Again, if an Order does not belong to an Order Class, this feature will then be controlled by the Activity Types, Subsystems setting.

The Order and the Activity will remain connected to each other through the Attachments facility. This allows you to open the Order quickly and easily when reviewing the Activity, or to open the Activity from the Order. When viewing the Activity or Order, click the button with the paper clip image to open a list of attachments. Then double-click an item in this list to open it.

Click [Save] to save changes.

If you want to ensure every Order is assigned to an Order Class, switch on the Require Order Class option in the Order Settings setting.

Order Mail

You can use the 'Create E-Mail' function on the Operations menu of the Sales Order screen to create Mails containing details of Orders, allowing you to send Orders to Customers by email.

Use this setting to define the standard pieces of text that will appear in all Mails created using this function.

| Header | Enter the short piece of text that is to appear in the Subject line of the Mail. Note that the Order Number will be added to this text, so be sure to add a trailing space. |

First Text **Paste Special** Standard Text register, CRM module

Specify here the Code of a record in the Standard Text register in the CRM module. This record will contain the text that will appear at the beginning of the main body of the Mail, before the Order Items are listed. In the example Mail shown below, the text "New Order Items: " has been taken from the specified Standard Text record (i.e. that whose Code is "1").

Last Text **Paste Special** Standard Text register, CRM module

Again, specify the Code of a record in the Standard Text register. The text in this record will appear in the main body of the Mail, after the Order Items are listed and after the Payment Terms. In the example Mail shown below, the text "Other Details: " has been taken from the specified Standard Text record (i.e. that whose Code is "L").

Order Settings

> This setting contains some miscellaneous options controlling the behaviour of various aspects of the Sales Order screen.

Copy Order Date to Despatch Date

> When you create an Order, the current date will appear in the Order Date field, and the Despatch Date field will usually be blank. If you want the Despatch Date field to default to the current date as well, check this box. If you then change the Order Date, the Despatch Date will be changed as well.

Update GP on Order when Delivering

> When you enter an Item in an Order, its Cost Price will be brought in to flip C of the Order row from the Item register. This Cost Price will be used to calculate the Gross Profit of the Order. When you deliver the Order, the actual cost of sales value (calculated using the Cost Model e.g. FIFO, LIFO or Weighted Average value) of the Item may not be the same as the figure in the Order. Use this option if you would like the unit cost of sales value from the Delivery to be copied back to the Order row when you approve the Delivery, so that the Gross Profit of the Order will be recalculated.

> Be careful using this option if you often make partial Deliveries from Order rows. The unit cost of sales value from the most recent Delivery will be copied back to the Order row, becoming the unit Cost Price for the entire quantity in that Order row and overwriting the figure that was previously there.

> If you are not using the Update GP at Invoicing option in the Cost Accounting setting in the Stock module, the Cost Price in each Order row will be copied to the corresponding Invoice row. So, if you are using this Update GP on Order when Delivering option but not the Update GP at Invoicing option, the unit cost of sales value of each Item will be copied from Orders to Invoices.

Invoice Based on Delivery

> When you use an Item that requires Serial Numbers in an Order, you can use a single Order row with the correct Quantity. When you create the Delivery, it will contain the appropriate number of rows each with a Quantity of one, allowing you to enter Serial Numbers

individually. On returning to the Order, only the Serial Number of the last Item will be visible.

When the time comes to raise an Invoice from such an Order, the Invoice can mirror the Order (i.e. with a single row for the Serial Numbered Item with the Quantity from the Order and containing only the last Serial Number) or it can mirror the Delivery (i.e. with a number of rows each with a Quantity of one, showing each Serial Number). Check this box if you wish to use the latter option: this will be useful if you need to have the Serial Numbers printed on Invoices as well as on Delivery Notes.

This option applies to Invoices created from Orders using the 'Create Invoice' function on the Operations menu, and to. Invoices created in batches using the 'Group Invoicing' and 'Invoice Delivered Orders' Maintenance functions.

This option will also cause the Delivery Number(s) and the total value of the Items on each Delivery to be printed on separate lines on each Invoice.

If you are using this option, you cannot also use the Credit Invoices Update Stock: option in the Optional Features setting in the System module. The Credit Invoices Update Stock option will be treated as being off. To return Items to stock, you will need to create Returned Goods from Deliveries or Orders before issuing Credit Notes.

If you are using this option, you cannot also use the Invoices before Delivery option in the Stock Settings setting. The Invoices before Delivery option will be treated as being off.

Transfer Qtn Class to Order

You can convert a Quotation into an Order by selecting 'Create Order' from the Operations menu of the Quotation window. Check this box if you would like the Quotation Class to be copied to the Order Class field in the new Order automatically.

Paste All Delivery Addresses

The Delivery Addresses setting allows you to record Delivery Addresses for Customers that have several branches. You can choose the appropriate Delivery Address in Quotations, Orders and Invoices using the field on the 'Del Address' card and in Deliveries using the field on the 'Address' card. Usually, the 'Paste Special' list from these fields will only list Delivery Addresses for the Customer in question and those with no Customer specified. If you would like the 'Paste Special' list to contain all Delivery Addresses, check this box.

Do not allow Reserving more than in Stock

The Reserved check box in the Order header allows you to reserve stock for an Order. When you deliver similar Items in fulfilment of other Orders, HansaWorld Enterprise will maintain sufficient stock for the Order in question while it remains undelivered.

If you are using this option, you will not be able to reserve stock for an Order if the Order Quantity of an Item is greater than the quantity you have in stock. When you try to save an Order in which you have attempted to do this, you will be told, "You cannot reserve more than is available in stock". This check will only be made for Stocked Items. If you want it to be made for Structured Items as well, use the Paste Components During Entry option in those Items ('Recipe' card).

This option also applies to the Reserved box in the Stock Movement header.

Credit Notes update Invoiced Quantity

This option controls whether the Invoiced Quantity on flip D of an Order will be updated automatically when you credit an Invoice related to the Order.

If you are using this option, the Invoiced Quantity figure will be updated automatically if you create the Credit Note by duplicating the original Invoice or using the 'Create Credit Note' Operations menu function from the original Invoice or from the Returned Goods screen. If you duplicate the original Invoice, the Invoiced Quantity figure will only be updated if you enter the appropriate

Payment Term and the number of the Invoice to be credited before you save the Credit Note for the first time.

If you are not using this option, you can update the Invoiced Quantity on flip D of an Order using the 'Recalculate Orders' Maintenance function (described below on page 135).

If you create the Credit Note by entering a new record to the Invoice register, the Invoiced Quantity figure in the originating Order will not be updated, irrespective of whether you are using this option, and it will not be updated by the 'Recalculate Orders' function

If the Invoice you are crediting was created using the 'Group Invoicing' Maintenance function, the Invoiced Quantity in the relevant Orders will not be updated irrespective of whether you are using this option..

Do not allow Return Goods from Order

If goods that you have delivered to your Customer are returned to you, you can create a Returned Goods record from the Sales Order or from the Delivery. You must create Returns from Deliveries if you are using the Original Cost on Returned Goods option in the Cost Accounting setting in the Stock module and/or you are using the option to insert Returned Goods at their original position in the FIFO/LIFO cost queue in the same setting. Check this box if for some other reason (e.g. to maintain a true weighted average) you want to make sure that Returned Goods are always created from Deliveries.

Set Invoice Trans. Date to Service Delivery Date

The Service Delivery Date is the date the Items on an Order were delivered. When you create an Invoice from an Order, the date of the latest approved Delivery will appear in the Service Delivery Date field on the 'Delivery' card of the Invoice. If you are using this option, the date of the latest approved Delivery will be used as the Invoice Transaction Date as well. This may result in the Invoice Date and the Invoice Transaction Date being different, so you should not use this option in countries where these dates have to be the same.

Require Order Class

Use this option if you want every Order to be assigned to an Order Class.

Back Order Comment

When you create a Delivery from an Order, the Comment from the 'Del. Terms' card of the Order will be copied to the Comment in the footer of the 'Items' card of the Delivery. In the case of partial Deliveries, the same Comment will therefore appear on every Delivery created from a particular Order. However, if you enter a Back Order Comment here, this Back Order Comment will appear on the second and subsequent Deliveries.

Planned Delivery

This setting allows you to define the format of the Planned Delivery field on the Sales and Purchase Order and Quotation screens. Depending on the option you choose in this setting, HansaWorld Enterprise will interpret what you enter in the Planned Delivery field as free text, a date, a week number or a year-week combination.
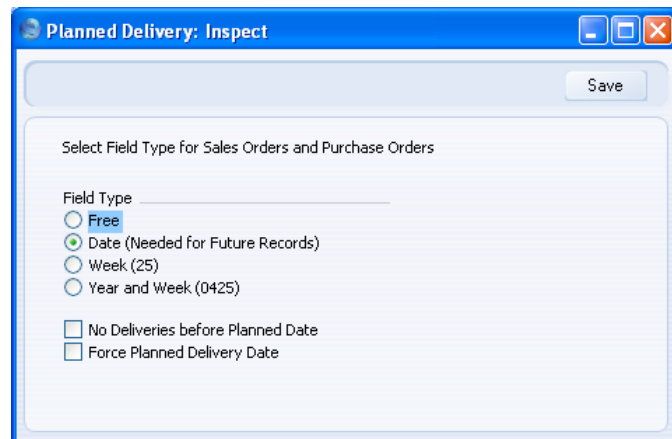
Some features in HansaWorld Enterprise rely on the Field Type being set to "Date". These include—

• When you issue a Delivery from an Order, the Delivery Date can default to the current date or to the Planned Delivery Date of the Order, depending on which Delivery Date Based On option has been selected on the 'Delivery' card of the Contact record for the Customer. If the

Delivery Date is to be the Planned Delivery Date of the Order, the Field Type in this setting must be "Date".

- If you are using dated Price Lists in Orders, you can determine using the Price Based On options on the 'Pricing' card of the Contact record for the Customer that the Price List will be chosen according to the Planned Delivery Date of the Order. If the Field Type in this setting is not "Date", the standard Price List for the Customer will be used.

- The 'Create Planned Records' Maintenance function creates Purchase Orders and Productions from Sales Orders based on the 'Just In Time' principle. This function will only operate if the Field Type in this setting is "Date".

- When you convert Quotations to Sales Orders, the Planned Delivery Date of the Order can be taken from the same field on the Quotation, or it can be calculated using the Days to Delivery field on the 'Del' card of the Quotation. This latter method means it will be set to a certain number of days after the Order Date, and requires the Field Type in this setting to be "Date".

If you check the No Deliveries before Planned Date box, you will not be able to create Deliveries from Sales Orders before the Planned Delivery Date. This applies to both Planned Delivery Dates (on the 'Date' card and on flip E), but does not apply to Purchase Orders. This feature requires the Field Type to be set to "Date".

Check the Force Planned Delivery Date box if you need a Planned Delivery Date to be entered in every Sales and Purchase Order.

Stock Reservation Settings

Please refer to the description of the 'Reservations' Operations menu function below on page 87 for details of this setting.

Stock Reservations

Please refer to the description of the 'Reservations' Operations menu function below on page 87 for details of this setting.

The Sales Order Register

The foundation for a sales order system is of course the Orders you enter into your system. Use the Sales Order register in the Sales Orders module to enter or work with Orders.

!   ***Before you start entering Orders, you must define the current accounting year using the Fiscal Years setting. You should also have defined your sequence of Order Numbers using the Number Series - Sales Orders setting.***

Entering a Sales Order

To open the Sales Order register, first ensure you are in the Sales Orders module, then click the [Orders] button in the Master Control panel. The 'Orders: Browse' window is opened, showing Orders already entered.

No. ▲	Delvd	Invd	Clsd	Ord.Date	Cl.	Cust.	C.O.no.	Name	Total	Down Paid
990001	✔	✔		11/1/2006		001		Against All Odds	11.75	0.00
990002	✔	✔		11/1/2006		001		Against All Odds	11.75	0.00
990003	✔	✔		11/1/2006		001		Against All Odds	11.75	0.00
990004	✔	✔		16/1/2006		001		Against All Odds	58.75	0.00
990005	✔	✔	✔	16/1/2006	1	001		Against All Odds	11.75	0.00
990006	✔	✔	✔	16/1/2006		001		Against All Odds	58.75	0.00
990007	✔	✔		16/1/2006		005		Moscow Trading	58.75	0.00
990008	✔	✔		16/1/2006		005		Moscow Trading	10.00	0.00
990009	✔	✔		16/1/2006		001		Against All Odds	23.50	0.00
990010	✔	✔		16/1/2006		001		Against All Odds	23.50	0.00
990011	✔	✔		16/1/2006		001		Against All Odds	11.75	0.00

Orders are shown sorted by Order Number. You can change the sort order by clicking on one of the other column headings.

Also shown are the Customer number and name, and indications that an Order has been shipped or invoiced, as follows—

Order Status	Delvd	Invd
not delivered or invoiced		-
full delivery created but not approved	√	-
full delivery approved but not invoiced	√	
delivered and invoiced in full	√	√
partial delivery created but not approved		-
partial delivery approved but not invoiced		
partial delivery invoiced		√

In the last situation, invoicing is up to date for the Deliveries made so far, but the Order has not been completely fulfilled. You usually cannot invoice an Order before a Delivery has been made *and approved*. The Cl. column shows the Order Class. The Down Paid column shows the value of any Down Payment Invoice (i.e. deposit) issued from an Order, including VAT.

The functions on the Operations menu are described below on page 67.

To enter a new Order, click [New] in the Button Bar or use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. Alternatively, highlight an Order similar to the one you want to enter and click [Duplicate] on the Button Bar.

The 'Order: New' window is opened, empty if you clicked [New] or containing a duplicate of the selected Order. In the case of the duplicate, the Order Date of the new Order will be the current date, not the date of the original Order.

HansaWorld Enterprise provides several shortcuts to simplify your work with entering Orders. You can for example bring a date into a date field using the 'Paste Special' function. You can also use this function to simplify the entering of Item Numbers, Customer Numbers, Payment Terms etc.

!

You are not bound by the values suggested as defaults by HansaWorld Enterprise. In most fields you can change the pre-set values into something that suits you better. Changes made here are valid only for the Order you are working with.

Since the amount of information stored about each Order will not fit on a single screen, the Order window has been divided into six cards. At the top of each is the header. This contains the Order Number, the Customer Number and Name. There are six named buttons ('tabs') in the header.

By clicking the tabs you can navigate between cards. The header is always visible, as a reminder of the Customer whose Order you are working with.

Header

No.	**Paste Special**	Select from another Number Series

The number of the Order. The default is the first unused number in the number sequence allocated to the current user on the 'Serial Nos' card of their Person record or specified in the Number Series Defaults setting in the System module, or from the Number Series - Orders setting. You may change this number, but not to one that has already been used. If you are working in a multi-user environment, the Order Number is assigned when you first save the Order.

Customer	**Paste Special**	Customers in Contact register

Enter the Customer Number or use the 'Paste Special' function. When you press Return, the Customer's name, address and other information will be entered into the appropriate fields.

Name The Customer Name is entered after you have entered the Customer Number.

Closed Check this box when the Order has been completed. After saving, you will no longer be able to make changes to the Order. Should there be any remaining quantities that have not been delivered, these will be cancelled and will no longer appear in reports as being outstanding.

If you mark an Order as Closed, you will not be able to create Deliveries from it. However, you will still be able to create Invoices for earlier Deliveries.

You cannot re-open a Closed Order.

In multi-user systems, you can prevent certain users from marking an Order as Closed using Access Groups (by giving full access to the 'Disallow Closing Order'

Action). Access Groups are described in the 'System Module' manual.

Reserved   Check this box if you want to reserve stock of the ordered Items for this Order. When you deliver similar Items in fulfilment of other Orders, HansaWorld Enterprise will maintain sufficient stock for this Order while it remains undelivered.

Note that the Reserved check box operates by quantity in stock only. You should not allocate Serial Numbers to any of the Items on the Order until it is delivered, as HansaWorld Enterprise will not prevent the delivery of those particular Serial Numbers to other Customers.

The 'Create Deliveries from Orders' Maintenance function allows you to create Deliveries for every unfulfilled Order that can be satisfied from stock. This function can give priority to Orders whose Reserved box is checked.

If you are using the Do Not Allow Reserving More Than In Stock option in the Order Settings setting, you will not be able to reserve stock for an Order if the Order Quantity of an Item is greater than the quantity you have in stock. When you try to save an Order in which you have attempted to do this, you will be told, "You cannot reserve more than is available in stock". This check will only be made for Stocked Items. If you want it to be made for Structured Items as well, use the Paste Components During Entry option in those Items ('Recipe' card). The 'Item Status' function (described briefly below on page 86 and in full in the 'Items and Pricing' manual) will allow you to compare the stock balance with any previously reserved quantity.

You can use Access Groups to control who can check the Reserved box in Sales Orders. To do this, deny access to the 'Change Reserved Status on Orders and Stock Movements' Action. Access Groups are described in the 'System Module' manual.

Date Card

Date	Paste Special	Choose date

The date the Order was placed: the current date according to the computer's clock is entered as a default.

Planned Del.	Paste Special	Choose date

The date on which the Order is scheduled to ship. Enter this date using the format specified in the Planned Delivery setting. Available options are free text, date, week number or year-week (four characters).

Using the options on the 'Delivery' card of the Contact record for each Customer, you can choose to have the Delivery Date of the Deliveries created from this Order default to the current date or to this Planned Delivery Date. If you use the latter option, this field must use the Date format, set in the Planned Delivery setting.

You can specify a separate Planned Delivery Date for any of the Order rows (on flip E). However, these dates cannot be used to determine the Delivery Date of Deliveries created from the Order in the manner described in the previous paragraph.

If you are using the Force Planned Delivery Date option in the Planned Delivery setting, you must enter a Planned Delivery Date either here or in each Order row before you can save the Order.

If you would like to prevent Deliveries from being created before the Planned Delivery Date (either here or on flip E), check the No Deliveries before Planned Date box in the Planned Delivery setting.

Some businesses operate on the 'Just In Time' principle whereby Purchase Orders for Items on Sales Orders are raised as late as possible, so that the goods arrive just before they are scheduled for delivery to the Customer. You can use the 'Create Planned Records' Maintenance

function to create Purchase Orders for Items on Sales Orders based on their Planned Delivery Dates and the lead times of the Items in question. Please refer to the description of that function below on page 118 for details. If you have specified a Planned Delivery Date for any of the Order rows, the function will use that date in place of the one specified here. Again, this field must use the Date format, set in the Planned Delivery setting, if you wish to use this feature.

Desp. Date   **Paste Special**   Choose date

Record here the date the Order was delivered. This field is not updated automatically when a Delivery is issued from the Order. However, if you are using the Copy Order Date to Despatch Date option in the Order Settings setting, the current date will appear here when you create the Order, and this date will change whenever you change the Order Date.

Pay. Term   **Paste Special**   Payment Terms setting, Sales/Purchase Ledger

Default taken from   Contact (Sales Pay. Terms)

Payment Terms entered here will be transferred to any Invoices raised from the Order. In addition simply to ensuring that the correct Payment Terms appear on Invoices (in the Language of the Customer if necessary), entering basic Payment Terms records using the Sales Ledger setting can enable you to configure a system of early settlement discounts.

Salesman   **Paste Special**   Person register, System module

Default taken from   Contact

Register the Salesman responsible for the Order here. There are many reports in the Sales Orders and Sales Ledger modules that can be broken down by Salesman. It is also possible to assign commission on Items sold, using the Bonus setting in the Sales Ledger, the Bonus % field on the 'Pricing' card of the Item screen or the Bonus field on the 'Bonus' card of the Person screen.

This field is also used by the Limited Access module: please refer to the description of the Sales Group field (on the 'Del Terms' card) below on page 55 for details.

Despatch Time	**Paste Special**	Current Time

Record here the time the Order was delivered. This field is not updated automatically when a Delivery is issued from the Order.

Our Ref. Use this field if you need to identify the Order by means other than the Order Number. A default will be taken from the Our Ref field on the 'Serial Nos' card of the Person record of the current user. References entered will appear on any Invoices created from the Order.

Attn.	**Paste Special**	Contact Persons in Contact register
	Default taken from	Contact

Record here the person for whose attention any Deliveries made from this Order are to be marked. 'Paste Special' will list the Contact Persons belonging to the Customer.

Object	**Paste Special**	Object register, Nominal Ledger/System module

You can assign up to 20 Objects, separated by commas, to an Order. You might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports.

In any Nominal Ledger Transactions generated from Invoices raised from this Order, any Objects specified here will be assigned to the credit posting to the Sales Account(s), the debit posting to the Cost Account (Cost of Sales Account) (if you are making cost accounting postings from Invoices), and the debit posting to the Debtor Account (if you are using the Objects on Debtor Account option in the Account Usage S/L setting).

The Objects specified here will also be transferred to any Deliveries issued from this Order and will be assigned to the debit posting to the Cost Account (Cost of Sales Account) in any Nominal Ledger Transactions generated from those Deliveries.

Any Objects specified for the Customer will be copied here as a default, as will any Objects specified in the Person records for the Customer's Salesman or, if the

Customer does not have a Salesman, the current user. Usually these Objects will represent the Customer and the Salesman.

Cust Ord. No.   Record the Customer's Purchase Order Number here. It will be printed on all documentation associated with the Order.

Items Card

Use the grid on the 'Items' card to list the Items ordered. This grid is divided into eight horizontal flips. When you click on a flip tab (marked A-H), the two or three right-hand columns of the grid are replaced.
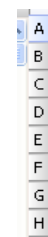
Before adding any rows to an Order, ensure that the Currency and Exchange Rate are correct. If there is an Exchange Rate, all prices transferred from the Item register will be converted. However, if you change the Exchange Rate after you have added rows to the Order, their prices will not be converted.

To add rows to an Order, click in any field in the first blank row and enter appropriate text. To remove a row, click on the row number on the left of the row and press the Backspace key. To insert a row, click on the row number where the insertion is to be made and press Return. You cannot remove or insert rows after you have issued a Delivery, but you can still add rows to the end of the Order.

You can also bring Items into an Order by opening the 'Items: Browse' window, selecting a range of Items by clicking while holding down the Shift key, and then dragging them to the Item field in the first empty Order row. You can also copy a list of Item Numbers in a spreadsheet or word processor and paste them in the Item field in the first empty row.

Flip A
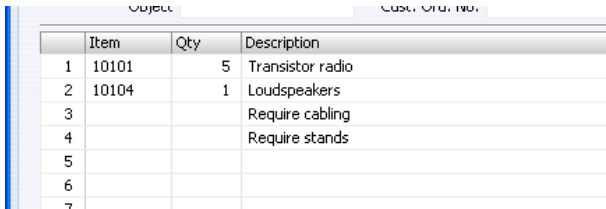
Item   **Paste Special**   Item register

With the cursor in this field, enter the Item Number, Alternative Code or Bar Code for each Item ordered. Pricing, descriptive and other information will be brought in from the Item record. If you leave this field blank, you can enter any text in the Description field, perhaps using the row for additional comments to be printed on Order documentation.

If the Item is a Structured Item whose Paste Components During Entry check box is on ('Recipe' card of the Item record), its components will be listed on the following rows when you enter a Quantity. If you need to change the Quantity, you should remove the Structured Item and its components and enter the Structured Item again (otherwise the gross margin and gross profit figures will not be correct).

Qty   Enter the number of units ordered. Press Return to calculate the Sum, and the cursor will move to the Item field on the next row.

Description **Default taken from** Item

This field shows the name of the Item, brought in from the Item register. There is room for up to 100 characters of text if you want to add an extra description.

If you have entered various translations of the Description on the 'Texts' card of the Item screen, the correct translation will be brought in according to the Language of the Order (specified on the 'Del Terms' card). In addition, HansaWorld Enterprise will take any rows of text that have been entered on the 'Texts' card of the Item record without a Language and move them into the Description field, as shown below.

	Item	Qty	Description
1	10101	5	Transistor radio
2	10104	1	Loudspeakers
3			Require cabling
4			Require stands
5			
6			
7			

Unit Price **Paste Special**   Price register, Pricing module

The Unit Price of the Item according to the valid Price List for the Customer is brought in. If the Customer has no Price List specified, or the Item is not on the Price List in question, the Base Price from the Item record is brought in. If there is a Price List applying to this Order, it will be shown on the 'Del Terms' card.

This figure will include VAT (and TAX) if the Price List specified is one that is Inclusive of VAT or if you have specified on the 'VAT & Tax' card of the Account Usage S/L setting in the Sales Ledger that Base Prices include VAT (or VAT and TAX).

If a Currency and Exchange Rate have been specified in the Order, this figure will be in the Currency concerned (i.e. having undergone currency conversion).

In multi-user systems, you can prevent certain users from changing any Unit Price in an Order using Access

Groups (by denying access to the 'Change Unit Prices' Action). Access Groups are described in the 'System Module' manual.

Use 'Paste Special' if you want to choose a Unit Price from a different Price List to the one shown on the 'Del. Terms' card.

% Discount percentage. If you have allocated a Discount Matrix that includes this Item to the Customer, the correct discount percentage (quantity discount) for the Item Number and Quantity will be calculated automatically. You can change to an *adhoc* percentage if necessary. If there is a Discount Matrix applying to this Order, it will be shown on the 'Del Terms' card. Please refer to the 'Items and Pricing' manual for more details about Discount Matrices.

In the Round Off setting in the System module, you can determine whether the discount is to be applied to the Unit Price before it has been multiplied by the Quantity, or to the Sum. In certain circumstances (where there is a very small unit price and a large quantity) this choice can cause the calculated discount to vary, due to the rounding system used in HansaWorld Enterprise. Please refer to the 'System Module' manual for details and an example.

The percentage entered here can act as a discount, margin factor or markup. This is controlled using the Discount Options setting in the System module: again, please refer to the 'System Module' manual for details.

Sum The total for the row: Quantity multiplied by Unit Price less Discount. Changing this figure will cause the Discount Percentage to be recalculated. This figure will include VAT (and TAX) if the Price List specified is one that is Inclusive of VAT or if you have specified on the 'VAT & Tax' card of the Account Usage S/L setting that Base Prices include VAT (or VAT and TAX).

This figure will be rounded up or down according to rounding rules set for the Currency in the Currency Round Off setting in the System module.

Flip B

A/C	**Paste Special**	Account register, Nominal Ledger/System module

The Nominal Ledger Sales Account for this Item, which will be credited with the Sum in the Nominal Ledger Transactions generated by Invoices created from this Order. A default is offered, taken from the record in the Price register for the Item/Price List combination. If there is no such record, or it has no Sales Account specified, the default will be taken from the Item record, the Item Group or from the 'Sales' card of the Account Usage S/L setting. You can change this default in a particular Order row if necessary.

Object	**Paste Special**	Object register, Nominal Ledger/System module
	Default taken from	Item

You can assign up to 20 Objects, separated by commas, to this Item and all transactions generated from it. You might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports. Usually the Objects specified here will represent the Item.

In any Nominal Ledger Transactions generated from Invoices raised from this Order, any Objects specified here will be assigned to the credit posting to the Sales Account and, if you are using cost accounting, the debit posting to the Cost Account. This assignment will merge these Objects with those of the parent Order (shown on the 'Date' card).

The Objects specified here are also transferred to the corresponding row of any Delivery issued from this Order row. They will be assigned to the debit posting to the Cost Account (Cost of Sales Account) in any Nominal Ledger Transactions generated from those Deliveries. They will also be assigned to the credit posting to the Stock Account if you are using the Object on Stock Account option in the Cost Accounting setting.

V-Cd	**Paste Special**	VAT Codes setting, Nominal Ledger

When you raise an Invoice from this Order, the VAT Code entered here will determine the rate at which VAT will be charged on this Item and the Output VAT Account to be credited. A default is offered, taken from the Sales VAT Code field in the Contact record for the Customer. If that field is empty, the default is taken from the Item, the Item Group or from the 'Sales' card of the Account Usage S/L setting. You can change this default in a particular Order row if necessary.

Flip C

Cost	**Default taken from**	Item (Cost Price + Extra Cost)

The Cost Price is used in Gross Profit and Margin calculations. You can change this figure if necessary.

If you would like this figure to be updated with the unit FIFO value used in the Delivery, use the Update GP on Order when Delivering option in the Order Settings setting. The Gross Profit will be recalculated accordingly when you approve the Delivery.

If you duplicate an Order, the new Order will contain the latest Cost Price from the Item register, and the Gross Profit will be recalculated accordingly. The Cost Price in the original Order will not be transferred to the new Order.

GP The Gross Profit for the Order row is calculated by subtracting the Cost Price (multiplied by the Quantity) from the Sum. The figure is therefore absolute, not a percentage. You cannot change this figure yourself, but it will be recalculated if you change the Unit or Cost Price or the % discount.

Flip D

Del. 1, Del. 2 The quantity delivered for each Order row will be updated automatically when you create Deliveries using the 'Create Delivery' function on the Operations menu (you will need to close the Order and re-open it to see the updated figures). The Del 1 quantity includes both approved and unapproved Deliveries, while the Del 2

field only shows approved Deliveries. You cannot raise Invoices for Deliveries that have not yet been approved.

If you are using the Automatic Delivery for Service and Plain Items option in the Stock Settings setting in the Stock module, these fields will be changed to show the Order Quantity when the Order is saved, if the Item is a Plain or Service Item. This means that you can invoice such Items immediately without the need for a Delivery, and that they will not appear on any Deliveries. It also means that you cannot reduce the Order Quantity for such Items once you have saved the Order.

Invoiced   The quantity invoiced for each Order row will be updated automatically when you raise Invoices using the 'Create Invoice' function on the Operations menu (you will need to close the Order and re-open it to see the updated figure). The quantity shown includes both approved and unapproved Invoices. You usually cannot raise an Invoice until you have issued and approved at least one Delivery. In the case of partial Deliveries, you can only raise Invoices for the quantity delivered. Please refer to the description of the 'Create Invoice' Operations menu function below on page 71 for details of the exceptions to this rule.

If you invalidate an Invoice related to the Order, the Invoiced Quantity for each Order row in the Invoice will be updated automatically.

If you credit an Invoice related to the Order, the Credit Notes Update Invoiced Quantity option in the Order Settings setting will control whether the Invoiced Quantity will be updated automatically

If you are using this option, the Invoiced Quantity figure will be updated automatically if you create the Credit Note by duplicating the original Invoice or using the 'Create Credit Note' Operations menu function from the original Invoice or from the Returned Goods screen. If you duplicate the original Invoice, the Invoiced Quantity figure will only be updated if you enter the appropriate Payment Term and the number of the Invoice to be credited before you save the Credit Note for the first time.

If you are not using the Credit Notes Update Invoiced Quantity option, you can update the Invoiced Quantity using the 'Recalculate Orders' Maintenance function (described below on page 135).

If you create the Credit Note by entering a new record to the Invoice register, the Invoiced Quantity figure in the originating Order will not be updated, irrespective of whether you are using the Credit Notes Update Invoiced Quantity option, and it will not be updated by the 'Recalculate Orders' function

If the Invoice you are crediting was created using the 'Group Invoicing' Maintenance function, the Invoiced Quantity in the relevant Orders will not be updated irrespective of whether you are using the Credit Notes Update Invoiced Quantity option.

Recipe   **Paste Special**   Recipes setting, Stock module

Default taken from   Item

If the Item is a Structured Item whose Paste Components During Entry box (on the 'Recipe' card of the Item record) has not been checked, its Recipe is recorded here, brought in from the Item record. A Structured Item is essentially an Item that is assembled by your company from purchased components: its Recipe lists those components with quantities. Recipes are set up using a setting in the Stock module. You should not change the contents of this field.

Flip E

Serial No.   **Paste Special**   Serial Numbers of Items in stock

If Serial Numbers are required for the Item, you can enter them here or, preferably, on the Delivery screen (obtained using the 'Create Delivery' function on the Operations menu). If the Quantity is greater than one, the Delivery screen will have a number of rows each with a Quantity of one, allowing you to enter Serial Numbers individually. On returning to the Order, only the Serial Number of the last Item will be visible.

When the time comes to raise an Invoice, where the Quantity is greater than one the Invoice can mirror the

Order (i.e. with a single row for the Serial Numbered Item with the Quantity from the Order and containing only the last Serial Number) or it can mirror the Delivery (i.e. with a number of rows each with a Quantity of one, showing each Serial Number). The latter case will be useful if you need to have the Serial Numbers printed on Invoices as well as on Delivery Notes. Make this choice using the Invoice based on Delivery option in the Order Settings setting.

If you have not specified a Location in the Order, the 'Paste Special' list will show the Serial Numbers of Items in all Locations, with an indication of the Location in which each Item is stored. However, if you have specified a Location on the 'Del Terms' card, only those Serial Numbers stored in that Location will be shown in the 'Paste Special' list.

If you would like Best Before dates to be shown in the 'Paste Special' list, switch on the Show Best Before Dates option in the Item Settings setting in the Sales Ledger. Best Before Dates are entered using the Batch Specifications setting in the Stock module.

The 'Paste Special' list will not be shown if you are using the No Serial No. on Goods Receipts option in the Stock Settings setting. In this case, if you do enter a Serial Number here, no check will be carried out that the one you have used is valid (i.e. one that is currently in stock).

Usually, no default Serial Numbers will be offered, so you will need to enter them yourself. There is no automatic FIFO allocation.

Plan. Del.   **Paste Special**   Choose date

The date on which the Item is scheduled to ship, if this is different to the Planned Delivery Date on the 'Date' card. Enter this date using the format specified in the Planned Delivery setting. Available options are free text, date, week number or year-week (4 characters).

If you are using the Force Planned Delivery Date option in the Stock Settings setting, you must enter a Planned Delivery Date either here or on the 'Date' card before you can save the Order.

If you are using the 'Create Planned Records' Maintenance function to create Purchase Orders for Items on Sales Orders based on the 'Just In Time' principle, this field must use the Date format, set in the Planned Delivery setting. For this purpose, it will take precedence over any such date entered on the 'Date' card.

Price Factor   **Default taken from**   Item

The Price Factor is the quantity of the Item that can be bought by the Unit Price. For example, if the Unit Price of an Item refers to a box of 24 units, its Price Factor will be 24. The Price Factor will be brought in to the Order from the Item record automatically. When you enter a Quantity, HansaWorld Enterprise will calculate the Sum using the formula Sum = (Quantity/Price Factor) * Unit Price.

Flip F

Delivery Note   You can use this field to record any documentation number connected with this Order row, for purposes of cross-reference. This field is not updated automatically.

Location   **Paste Special**   Locations setting, Stock module

You can enter a separate stock Location for each row of the Order. This will be transferred to flip B of any Delivery row resulting from this Order row. Please refer to the section below on page 56 describing the Location field on the 'Del Terms' card for full details.

If the 'Item Status' window is on screen (described briefly below on page 86 and in full in the 'Operations Menu' section of the 'Items and Pricing' manual) and you have specified a Location here, the quantities shown will refer to this Location, not the one specified on the 'Del Terms' card. If you have not specified a Location here or on the 'Del. Terms' card, the quantities will refer to all Locations. This will be the case even if you have specified a Main Location in the Stock Settings setting.

Source	**Paste Special**	Sources setting, Stock module
	Default taken from	Item

This field allows you to record the origin of the Item (e.g. the manufacturer). This will be copied to the Delivery.

Flip G

These fields have been provided for use in the EDI (Electronic Data Interchange) module where you may need to record the history of perishable goods such as fruit and vegetables. They will also be useful in other circumstances where the detailed recording of dated information of any kind is required. You can use the Sourcing List report to print out this information.

Use 'Paste Special' from each field to choose a date or enter the current time as appropriate.

If you need to enter information to these fields, you must do so before you create a Delivery from the Order row. Once a Delivery exists, you cannot change the information in these fields.

Pick. Date, Time	The date and time the goods were picked or harvested.
Inl. Date, Time	The inload date and time when the goods were received into your warehouse.
Desp. Date, Time	Record here the despatch date and time for this Order row if they are different to those entered on the 'Date' card.

Flip H

Unit, Unit Qty, Unit Pr. of Unit

These fields allow you to sell an Item using a different Unit to that specified on the 'Pricing' card of the Item record.

If you enter a Unit that has a Qty Factor here, the Quantity and pricing for the Order row will change accordingly. For example, an Item is usually sold in single units. If you sell two dozen of them, you can enter the Unit representing one dozen (i.e. one whose Qty Factor is "12") in this Unit field and "2" in the Unit Qty field. The Quantity on flip A will change to "24" (i.e. 2 x 12) and the pricing will be adjusted accordingly. The Unit Price of Unit field will show the price for one dozen (i.e. the price of one of the new Unit).

Use 'Paste Special' from the Unit field to choose from a list of Units.

Use 'Recalculate Weight and Volume' from the Operations menu to update the Total Quantity, Weight and Volume on the 'Del Terms' card of the Order.

Width, Height, Depth

    Default taken from   Item

    These fields contain the dimensions of the Item. You can use them together with the Unit Qty field if the Item is sold by area or volume. Please refer to the description of the Units setting in the 'Sales Ledger' manual for details and an example.

Footer

Currency	GBP	Freight		VAT	8.75			Subtotal	50.00
☐ OK		Ext. Tax		TAX2		Base	58.75	TOTAL	58.75

In addition to the Currency, the Order Footer contains various running totals as described below. Whenever an Order row is added or changed, these totals are updated.

OK   You can approve the Order by clicking this check box. Once you have done this and have saved the Order, it will no longer be modifiable. If you do need to change an approved Order, first remove the check from the OK box and save.

           You do not have to approve an Order to deliver goods from it, or for its Items to be included in the Order total displayed by the 'Item Status' function. Nevertheless, in larger systems, once you have finalised a Sales Order, it is recommended that you approve it for security reasons.

           You can use Access Groups to control who can approve Sales Orders, who can unapprove Sales Orders, who if anyone can create Deliveries from unapproved Sales Orders and who if anyone can receive Prepayments against unapproved Sales Orders. To do this, deny access to the 'OKing Orders', 'UnOK Orders', 'Disallow Delivery from not OKed Order' and 'Disallow Prepayment for not OKed Order' Actions respectively. The 'Delivery from Order' Action allows you to control

the creation of Deliveries from both approved and unapproved Sales Orders. Access Groups are described in the 'System Module' manual.

You can prevent the printing of Sales Orders that have not yet been approved. Taken together with the previous point, this helps prevent the fraudulent creation and printing of unauthorised Sales Orders. Please refer to the 'Printing Orders' section below on page 64 for details.

References in this manual to approved Sales Orders are to those whose OK check box has been switched on.

Currency	**Paste Special**	Currency register, System module
	Default taken from	Contact (Sales Currency) or Default Base Currency

The Currency of the Order: the exchange rate is shown on the 'Currency' card where you can change it for this particular Order if necessary. Leave the field blank to use the home Currency (unless you have set a Default Base Currency, in which case this will be offered as a default and should be treated as your home Currency).

If the Contact record for the Customer has a Sales Currency specified on the 'Pricing' card, you can only use that Currency. Otherwise, you can use any Currency.

If you change the Currency after adding Items to the Order, the prices of those Items will be converted automatically and immediately using the appropriate Exchange Rate for the date of the Order.

Freight   The Freight setting in the Sales Ledger allows a fixed amount for Freight to be added automatically to each Order (or a calculated amount based on the total weight of the Items on the Order). If you are using this setting, the appropriate amount will be placed in this field when you enter a Customer Number (or when you change the Quantity in one of the rows). You can change the figure if necessary. The VAT Code and the Sales Account for the freight charge will be taken from the Item entered in the Freight setting.

If you are not using the Freight setting, enter a freight amount if applicable. In this case, VAT will not be

charged and, in the eventual Invoice, the amount will be posted to the appropriate Sales Account for the Zone of the Customer, set on the 'Sales' card of the Account Usage S/L setting.

Ext. Tax   When you define VAT Codes using the setting in the Nominal Ledger, you can specify that an additional tax, such as an environmental tax, is to be levied. If the VAT Code of any of the rows of the Order is one where you have defined such an additional tax, the amount of that tax will be shown in this field, in the Currency of the Order. That amount will be recalculated as you add Items to the Order. When you create an Invoice from the Order and then approve and save it, this Extra Tax will be credited to the Tax Account specified for the appropriate VAT Code. If you have specified a Tax Min. (minimum Extra Tax amount) for a VAT Code, and the Extra Tax in an Order is less than this minimum amount, this field will be blank. This field will also be blank if the Customer is one whose No Extra Tax box has been checked ('Terms' card).

VAT   The VAT total for the Order.

This figure is rounded up or down according to rounding rules set for the Currency (in the Currency Round Off setting in the System module). If the Order does not have a Currency, or the Currency in question has not been entered in the Currency Round Off setting, the rounding rules are taken from the Round Off setting (also in the System module).

VAT is calculated after the Sum of each row has been rounded up or down according to rounding rules set in the Currency Round Off setting.

TAX2   If the Order has a Region on its Del. Terms card, and the Region is one where a Regional Perception Tax is charged on at least one of the Items on the Order, the amount of that tax will be shown in this field, in the Currency of the Order. That amount will be recalculated as you add Items to the Order. When you create an Invoice from the Order and then approve and save it, this TAX2 will be credited to the Account specified in the appropriate Regional Perception Tax record. If you have specified a Min. (minimum Regional Perception Tax

amount), and the TAX2 in an Order is less than this minimum amount, this field will be blank. This field will also be blank if the Customer is one whose No Region Perceptions box has been checked ('Terms' card).

Base   This shows the Order total including VAT in the home Currency (or in Base Currency 1 as defined in the Base Currency setting in the System module). It is not used if the Currency of the Order is blank.

Subtotal   The total for the Order, excluding VAT.

TOTAL   The total for the Order, including VAT.

This figure is rounded up or down according to rounding rules set for the Currency (in the Currency Round Off setting in the System module). If the Order does not have a Currency, or the Currency in question has not been entered in the Currency Round Off setting, the rounding rules are taken from the Round Off setting (also in the System module).

Currency Card

Currency   **Paste Special**   Currency register, System module

Default taken from   Contact (Sales Currency) or Default Base Currency

The Currency of the Order (also shown in the footer of the 'Items' card) is shown together with the exchange rate, which you can change for this particular Order if necessary. Leave the field blank to use the home Currency (unless you have set a Default Base Currency, in which case this will be offered as a default and should be treated as your home Currency).

If you change the Currency after adding Items to the Order, the prices of those Items will be converted automatically and immediately using the appropriate exchange rate for the date of the Order. If you change

the exchange rate, use the 'Update Currency Price List Items' function on the Operations menu to re-convert the prices of Items already in the Order.

Exchange Rates   **Default taken from**   Base Currency Rates setting and/or Exchange Rate register, System module

The current exchange rates for the specified Currency will be entered here by HansaWorld Enterprise. Ensure that they are correct before adding Items to the Order to ensure the correct currency conversion takes place.

One of two conversion methods will be used. The Dual-Base system will be useful for companies that have offices in two countries that need to report in both Currencies, for companies operating in countries where there is a second Currency (usually the US Dollar or Euro) in common use in addition to the national one, and for companies in the Euro zone who retain their old national Currency for comparison purposes. The second method is a simple conversion from the foreign Currency to the home Currency, applicable to the majority of worldwide Currency transactions. These are described below.

Exchange Rates (Dual-Base System)

In the example shown above, the Currency of the Order is the Euro. Base Currency 1 is the home Currency (GBP, Pounds Sterling) and Base Currency 2 is the Euro. The fields on the left show in the form of a ratio the exchange rate between the two base Currencies (taken from the latest record in the Base Currency Rates setting). The illustration shows that GBP0.63 buys one Euro.

Note that European Monetary Union (EMU) regulations specify that the ratios must always show how many units of the home or foreign Currency can be bought with one Euro.

Exchange Rates (Simple Currency Conversion System)

In the case of a simple currency conversion system, the Rate and right-hand Base Currency 1 fields are used to show a simple exchange rate

between the foreign and home Currencies. In the example shown below, the home Currency is US Dollars (USD) and the foreign Currency Japanese Yen (JPY). JPY122.15 buys USD1.00.

Date	Items	Currency	Del. Terms	Inv. Address	Del. Address

Currency	JPY	Rate	122.15 :	1	Base Currency 1
Base Currency 1			:		Base Currency 2
Base Currency 2					

For further examples, please refer to the 'Currency' manual.

Del. Terms Card

Order: Inspect

◄ ► Operations   New   Duplicate   Cancel   Save

No.	992050	Name	Against All Odds Trading Co
Customer	001	☐ Closed	☐ Reserved

Date	Items	Currency	Del. Terms	Inv. Address	Del. Address

Del. Terms		Del. Mode		Sales Group	
Order Class		Location	WALES		
Project		Invoice To		☐ Invoice Before Delivery	
Price List		Credit Card			
Language		Authorisation			
Discount Matrix					
Comment	Order Comment				
Tot Quantity	5.000	Tot Weight	0.000	Tot Volume	0.000
Commission		Total Incl. Com.	58.75	Sorting	
GP %	40.0	Total GP	20.00		

Del. Terms   **Paste Special**   Delivery Terms setting,
                                           Sales/Purchase Orders module

                    Default taken from   Contact (Sales Del. Terms)

Specify the Delivery Terms for this Order here. You will tend to use this field for international Customers: examples might be Cost, Insurance, Freight or Free On Board.

For each Delivery Term record you can specify an appropriate description in different Languages: the Language of the Order (below) will therefore determine the translation to be printed on any Delivery Notes produced from the Order.

Del. Mode   **Paste Special**   Delivery Modes setting, Sales
                                           Orders module

                    Default taken from   Contact (Sales Del. Mode)

Enter the mode of shipping used for this Order. Examples might be Post or Courier, or might specify the name of the courier that you will use to supply the goods on the Order.

For each Delivery Mode record you can specify an appropriate description in different Languages: the Language of the Order (below) will therefore determine the translation to be printed on any Delivery Notes produced from the Order.

You can also set up different versions of the Invoice, Order and Delivery documents for each Delivery Mode, perhaps incorporating appropriate payment instructions. To do this, enter the Delivery Mode in the Language field when defining documents. Document definition is described in the 'Work Area' chapter in the 'Introduction to HansaWorld Enterprise' manual.

Sales Group   **Paste Special**   Sales Groups setting, System
                                           module

                    Default taken from   Salesman

The Sales Group is brought in from the Person record after you have entered a Salesman (on the 'Date' card). If you have the Limited Access module, you can use this field to prevent a user from seeing all Sales Orders in the

'Orders: Browse' window by restricting their view to their own Orders or to those of their Sales Group.

Please refer to the section describing the Person register in the 'System Module' manual for full details of the Limited Access module.

Order Class   **Paste Special**   Order Classes setting, Sales
                                               Orders module

Enter the Order Class for the Order (if any). Order Classes permit the analysis of Orders for reporting or prioritising.

In the case of Orders created from Quotations, the Quotation Class will be copied to this field if you are using the Transfer Qtn Class to Order option in the Order Settings setting.

If you will be using the 'Create Purchase Orders' Maintenance function to create Purchase Orders in batches from Sales Orders, you can do so for Sales Orders of a particular Class.

You must enter an Order Class if you are using the Require Order Class option in the Order Settings setting.

Location   **Paste Special**   Locations setting, Stock module

                    Used as default in   Deliveries

If the stock that will be used to satisfy this Order is to be taken from a particular Location, specify that Location here. Otherwise, stock from all Locations will be available. You can specify a separate Location for any of the Order rows (on flip F), to override the one entered here.

If you have specified a Main Location in the Stock Settings setting, leaving this field blank means that stock will be taken from the Main Location. Note, however, that the Require Location option in the same setting has no power over this field. If you are using this option, you will not have to enter a Location here, but you will have to specify one in any Deliveries resulting from this Order.

A default Location can be brought in from the 'Bonus' card of the user's Person record or from the Local

Machine setting in the User Settings module. The Local Machine setting is specific to the client machine you are working on.

If the 'Item Status' window is on screen (described briefly below on page 86 and in full in the 'Operations Menu' section of the 'Items and Pricing' manual), the quantities shown will only refer to the Location specified here if the Location field on flip F is empty. If you have not specified a Location here or on flip F, the quantities will refer to all Locations. This will be the case even if you have specified a Main Location in the Stock Settings setting.

If the 'Item Status' window shows that there is insufficient stock in the Location to fulfil the Order, use the 'Create Stock Movement' function on the Operations menu to move any stock that might exist elsewhere into the Location.

Project   **Paste Special**   Project register, Job Costing
                                                           module (if installed)

Use this field to attach the Order to a Project. It requires the Job Costing module to be installed. The Project must have the same Customer as the Order.

If you have assigned an Order to a Project, you can still issue Deliveries from the Order screen in the usual way, but you must raise associated Invoices from the Job Costing module, using the 'Create Project Invoices' Maintenance function.

Once you have created a Delivery from the Order, you will only be able to change this field if it is empty. This allows you to assign a Project to an Order after the Order has been delivered. You should then use the 'Build Project Transactions from Deliveries' Maintenance function in the Job Costing module to create Project Transactions from the Delivery retrospectively. This will allow you to raise Invoices using the 'Create Project Invoices' function. Take care to choose the correct Project in this situation: after assigning a Project to an Order after it has been delivered and saving the Order, you will not be able to change or remove the Project. You cannot assign a Project to an Order if the Order has been delivered and invoiced.

You can attach an Order to an Active Project, but not to one whose Status is Finished or No More Transactions.

You can also create a new Project from an Order, using the 'Create Project' function on the Operations menu. This function will copy the Project Number of the new Project to this field automatically. If this field is not empty, the function will not create a new Project.

Invoice To   **Paste Special**   Customers in Contact register

                     Default taken from   Contact

If the invoice for this Order is to be sent to another company, such as a leasing company or a parent company, enter the Customer Number for that company here. That company must have their own Customer record in the Contact register. The default is taken from the Invoice To field on the 'Terms' card of the Contact record for the Order Customer.

Invoice Before Delivery

When you raise an Invoice from a Sales Order, usually only those Items that have been delivered will be included in the Invoice. This means that you must have issued an approved Delivery from the Sales Order before you can raise an Invoice. If you would like to raise an Invoice from the Order (for the complete value of the Order) before issuing Deliveries, check this box. If you have determined that cost accounting transactions are to be created at the point of delivery, stock transactions in the Nominal Ledger will still be raised when you approve and save the Delivery (i.e. use of the Invoices Before Delivery check box does not affect cost accounting in any way). However, if you have determined that cost accounting transactions are to be created from Invoices, stock transactions in the Nominal Ledger will not be raised. When you raise the Invoice, the value of the delivered Item will not be known because the Delivery does not yet exist. In this case you will need to record this transaction manually in the Nominal Ledger.

This check box applies to this Order only. If you would like it to be switched on by default in all new Orders,

check the Invoices Before Delivery box in the Stock Settings setting in the Stock module.

This option will have no effect if you are also using the Invoice Based on Delivery option in the Order Settings setting. Since this option ensures an Invoice has the same appearance as the related Delivery, and also includes the Delivery Number and total Delivery value in the Invoice, it requires a Delivery to be created from the Order first.

Price List	**Paste Special**	Price List register, Pricing module
	Default taken from	Contact, Customer Category or Payment Term

Specify here the Price List that will determine the prices used on this Order. Ensure you have chosen the correct Price List before adding rows to the Order: if you forget, use the 'Update Currency Price List Items' function on the Operations menu to change the prices of Items added to the Order before the Price List was specified.

When you add a row to the Order and specify an Item, HansaWorld Enterprise searches either in the Price register or in the Quantity Dependent Prices setting for the single record representing the Item/Price List combination and brings in the Unit Price from there. If the Price List is a Discount Price List, HansaWorld Enterprise will search in the Price register. Otherwise, it will search in the Quantity Dependent Prices setting. If no appropriate Price or Quantity Dependent Price record is found, the Unit Price will be brought in from the Item record.

If the Price List specified is one that is Inclusive of VAT, the Unit Prices and Sums of each Order row will include VAT.

When you create a new Order and specify a Customer, HansaWorld Enterprise will first look to the Contact record for that Customer for an appropriate Price List. If one hasn't been specified there, the Price List for the Customer Category to which the Customer belongs will be used. If this is blank, or the Customer does not belong to a Category, HansaWorld Enterprise will look to the

Payment Term record allocated to the Customer. If the Payment Term is subsequently changed for this Order only, the Price List will only be changed if it is blank.

If you are using dated Price Lists the choice of Price List can depend on the Order Date, the Planned Delivery Date or the Despatch Date. Use the Price Based On options on the 'Pricing' card of each Contact record to specify the date that will be used for each Customer.

If you choose the Planned Delivery Date option, the standard Price List will be used if the Planned Delivery Date in the Sales Order is blank or in the wrong format. The Planned Delivery Date field must use the Date format, set in the Planned Delivery setting in the Sales Orders module. If you choose the Despatch Date option, the standard Price List will be used if the Despatch Date in the Sales Order is blank. The standard Price List is the one specified for the Customer in the field on the 'Pricing' card, or the one in the Customer Category.

Dated Price Lists are described in the 'Items and Pricing' manual.

In multi-user systems, you can prevent certain users from changing the Price List in an Order using Access Groups (by denying access to the 'Change Price Lists' Action). Access Groups are described in the 'System Module' manual.

Credit Card   **Paste Special**   Credit Card register, Cheques module (if installed)

If the Order will be paid using a credit card, enter its number here. You can store known credit card numbers for each Customer in the Credit Card register in the Cheques module.

Language   **Paste Special**   Languages setting, System module

Default taken from   Contact

The Language Code determines the text to be transferred from various registers and settings, for example the Item Name, text for Payment Terms and Payment Mode, and the selection of document forms etc. Leave the field blank to use the home Language.

You can also use the Language to determine the Form that will be used when you print the Sales Order, and the printer that will be used to print it. This can include sending the document to a fax machine, if your hardware can support this feature. Do this in the 'Define Document' window for the Sales Order document, as described in the 'Work Area' chapter in the 'Introduction to HansaWorld Enterprise' manual. You can change the Language before printing the Sales Order even if it has been approved, to ensure it is printed on the correct printer or fax machine.

Authorisation   If the Order will be paid using a credit card, record the authorisation code here once it has been obtained.

Discount Matrix   **Default taken from**   Contact or Customer Category

If there is a Discount Matrix applying to this Order, it will be shown here. You cannot change this field. You can use Discount Matrices to administer quantity discounts.

Comment   **Default taken from**   Contact (Order Comment)

Record here any comment about this Order: the comment will not be printed on Delivery Notes and will not be transferred to Invoices.

Tot Quantity   This field shows the total number of Items on the Order and is updated automatically whenever the Order is saved. If this figure becomes inaccurate for any reason, use the 'Recalculate Weight and Volume' function on the Operations menu to update it.

Tot Weight   **Default taken from**   Items

This field will contain a calculated value based on the Order Quantity and the Weight of the Items, and is updated automatically whenever the Order is saved. If the Weight of one of the Items is changed or if this figure becomes inaccurate for any other reason, use the 'Recalculate Weight and Volume' function on the Operations menu to update this field.

Tot Volume   **Default taken from**   Items

This field will contain a calculated value based on the Order Quantity and the Volume of the Items, and is updated automatically whenever the Order is saved. If

the Volume of one of the Items is changed or if this figure becomes inaccurate for any other reason, use the 'Recalculate Weight and Volume' function on the Operations menu to update this field.

Commission, Tot Incl. Com.

These fields are used in Russia. Please refer to your local HansaWorld representatives for details.

Sorting   **Default Taken from**   Contact (Sort Key)

The Sort Key (post code or your own routing code) will be entered here automatically when you specify a Customer. It will be used by the Sorted Order List report, a list in Sort Key order of Orders with a particular Planned Delivery Date. You can use this report as an aid for delivery drivers.

GP%   The overall gross profit for the Order, shown as a percentage.

Total GP   The total gross profit for the Order.

Inv. Address Card

Invoice to Address

Default taken from   Contact

Used as default in   Invoices

The Customer's address, as entered on the 'Contact' card of the Customer's record in the Contact register. If you need to change something for a particular Order only, you can do so. Permanent changes should be made in the Contact register.

Phone, Fax	**Default taken from**	Contact

The Customer's telephone and fax numbers, as entered on the 'Contact' card of the Contact record for the Customer.

VAT Zone	**Default taken from**	Contact

These radio buttons show the Zone for this Customer, brought in from their record in the Contact register. You will have defined separate default Sales Accounts and VAT Codes for each Zone on the 'Sales' card of the Account Usage S/L setting. You cannot change the Zone in an Order: you should make any necessary changes in the Contact register before entering Orders.

Del. Address Card

Delivery Address	**Default taken from**	Contact
	Used as default in	Deliveries

Enter the Delivery Address here, if different from the Invoice Address or the usual Delivery Address shown on the 'Delivery' card of the Contact record for the Customer.

Address	**Paste Special**	Delivery Addresses setting, Sales Orders module

If the Customer is one with several Delivery Addresses (e.g. it has several branches), you can record them in the Delivery Addresses setting in the Sales Orders module. Select the correct one for this Order using the 'Paste Special' function. The full Delivery Address will be brought in to the fields above. Usually, only Delivery Addresses for this Customer and those with no Customer specified will be included in the 'Paste Special' list. If you would like the 'Paste Special' list to contain all

Delivery Addresses, check the Paste All Delivery Addresses box in the Order Settings setting.

Region	**Paste Special**	Regions setting, Sales Ledger
	Default taken from	Contact or Delivery Address

The Region (e.g. the state, province or county) where the Delivery Address is to be found. If the Region is one where a Regional Perception Tax is charged on at least one of the Items on the Order, the amount of that tax will be shown in the TAX2 field in the footer of the 'Items' card.

When the Order is complete, click the [Save] button to save it. The screen title changes from 'Order: New' to 'Order: Inspect'. You cannot issue a Delivery from an Order until you have saved it.

Inspecting and Changing Orders

You can change an Order at any time unless it has been closed. To do so, ensure you are in the Sales Orders module and open the Sales Order register by clicking the [Orders] button in the Master Control panel. The 'Orders: Browse' window is opened, listing all Orders. Double-click on the Order you want to inspect or change. The window 'Order: Inspect' will appear. This is identical to the 'Order: New' window described above.

If you have issued a Delivery or Invoice from the Order, some changes may not be permitted. For example, you cannot change a Quantity to a number lower than has already been delivered. You can add new rows at any time, but you cannot insert or remove rows after Deliveries have begun, even if no Delivery has been made from the row in question.

Printing Orders

It is often necessary to print Orders, perhaps for the purpose of confirmation or acknowledgement, or to gain an authorisation signature. There are three ways to print an Order.

1. While entering or inspecting an Order, click the Printer icon in the Button Bar or select 'Print' from the File menu. If you want to print to screen, click the Preview icon.

2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Order' in the 'Documents' list window, or click it once and press the Enter key.

Indicate the Order Number (or range of Order Numbers) to be printed and press [Run].

3. Orders can be printed automatically. This is controlled using the Auto Actions setting in the System module. Please refer to the appropriate section in the 'System Module' manual.

Whichever method you use to print an Order, the Form used is determined as follows—

1. Using the Form register in the System module, design the sales order and name it "ORDER". Use the 'Properties' function on the Operations menu to assign a Document Type of "Order". A sample "ORDER" is supplied with HansaWorld Enterprise: you can modify this to suit your requirements. You can find full instructions for using the Form register in the 'System Module' manual.

2. Select the Sales Orders module using the [Select Module] button in the Master Control panel or the Ctrl-0 (Windows and Linux) or ⌘-0 (Macintosh) keyboard shortcut.

3. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. The 'Documents' list window is opened: highlight 'Sales Orders'.

4. Select 'Define Document' from the Operations menu.

5. In the subsequent window, enter "ORDER" in the Form field in the first row (you can use 'Paste Special' to ensure the spelling is correct). If appropriate, you could use the first and second rows to ensure both an order acknowledgement and an order authorisation are printed at all times, using different Forms.

    If you only want to be able to print Orders that have been approved, enter 'OKed' in the Status column in every row in the 'Define Document' window. This will prevent the printing of Orders that have not yet been approved. If you have also used Access Groups to control who can approve Orders, this feature helps prevent the fraudulent creation and printing of unauthorised Orders.

You can also use this feature to use a different Form when printing unapproved Orders, as shown below—

7. Click [Save] to save the Order Form definition. From now on, the order form that you have designed will be used, from the 'Documents' function and from the Printer icon.

Operations Menu
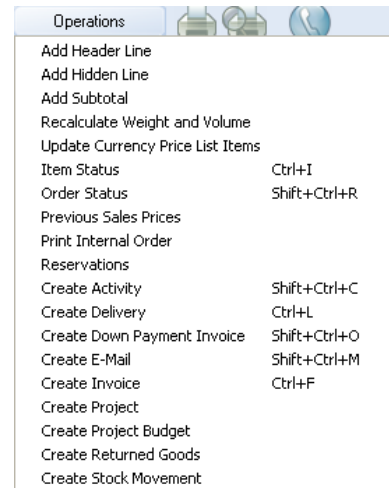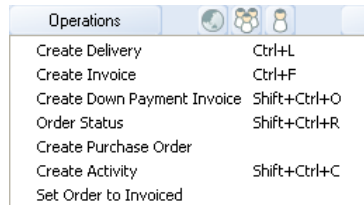
The Operations menus for Orders are shown above. On the left is that for the 'Orders: Browse' window: the selected function will apply to the first record highlighted in the list. On the right is that for the 'Order: New' and 'Order: Inspect' windows.

Create Delivery

To issue a Delivery from a Sales Order, select 'Create Delivery' from the Operations menu. For the function to have any effect, you must first save all changes to the Sales Order (use the [Save] button).

A new record will be created in the Delivery register (in the Stock module), and opened in a new window, entitled 'Delivery: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

The Delivery record takes its information from the Order, and tries to ship as many Items on the Order as possible. The Location specified on flip F of the Order row or on the 'Del Terms' card of the Order will be copied to flip B of the Delivery row or to the Delivery header respectively. For Stocked Items, the stock balance in this Location will be shown in the Avail. field in the grid, and the default quantity in the Del. Qty field will usually be the maximum shippable quantity in the Location. If the Delivery does not have a Location, the Avail. and Del. Qty figures will be calculated using the stock balances from every Location. If you change to another Location, the Avail. and Del. Qty figures will be updated immediately. If you would like the default Del. Qty always to be the ordered quantity not the maximum shippable quantity, even if there is insufficient stock, use the Always Deliver option in the Stock Settings setting in the Stock module.

Plain Items are shipped without any checking of stock levels, but will not appear on the Delivery at all if you are using the Automatic Delivery for Service and Plain Items option in the Stock Settings setting.

If you have used an Item that requires Serial Numbers at the Unit level in the Order with a Quantity greater than one, the Delivery will contain the appropriate number of rows each with a Quantity of one. This allows you to enter Serial Numbers on flip B. You must enter Serial Numbers before you can approve the Delivery. In the case of an Item requiring Serial Numbers at the Batch level, the Delivery will only contain a single row with the quantity copied from the Sales Order. You can enter a single Serial/Batch Number, providing you have a sufficient quantity in stock with that Serial Number. If this is not the case, you will be told there is insufficient stock when you try to save the Delivery. You can then use the 'Split Row' Operations menu function to divide the row into two, and then enter a second Serial Number in the new row. The 'Split Row' function will ensure that both Delivery rows remain connected to the originating Sales Order row, so the Delivered Quantities in that row will be correct. Usually, no default Serial Numbers will be offered, so you will need to enter them yourself. There is no automatic FIFO allocation. However, in the case of Items that use batch numbers, Serial Numbers will be brought in automatically if you are using the Automatically set Batch Number on Delivery option in the Stock Settings setting. If the Delivery is not approved immediately, there is a risk that the batch Serial Numbers will be delivered to another Customer in the mean time, so you can update these batch Serial Numbers using the 'Refill Batch No. Items' function on the Operations menu.

If you need to make a part shipment, change the Delivery Quantity in the appropriate Delivery rows. You can also remove entire rows, by clicking on the row number to the left and pressing the Backspace key. HansaWorld Enterprise will prevent you delivering a greater Quantity than was ordered unless you are using the Allow Del Qty Greater than Ordered option in the Stock Settings setting. For Stocked Items, you can also prevent delivering more than you have in stock by using the Do Not Allow Over Delivery option in the same setting.

If you have already made a part shipment, when the time comes to ship the remainder of the Order, HansaWorld Enterprise will again attempt to ship as many of the remaining Items on the Order as possible. The default quantity on the second Delivery will be the same, irrespective of whether the first Delivery has been approved.

The Date of the Delivery can default to the current date or to the Planned Delivery Date of the Order, depending on which Delivery Date Based On option has been selected on the 'Delivery' card of the Contact record for the Customer. You can change the default Delivery Date if necessary.

To print Freight Labels, use the function on the Operations menu. To print a Picking List, click the Printer icon. To print a Delivery Note, approve the Delivery (see next paragraph), click the [Save] button and then click the

Printer icon. Alternatively, go into the Stock module and use the 'Documents' function on the File menu or the [Documents] button in the Master Control panel.

When the Delivery is complete, click the OK check box and save. This signifies that the Delivery has been approved. If you have determined that cost accounting transactions are to be created at the point of delivery, stock transactions in the Nominal Ledger will now be raised (they may otherwise be raised after invoicing). You will no longer be able to modify the Delivery. You will not be able to raise an Invoice for the Delivery until it has been approved.

For a full description of the screen, including detailed information about shipments, stock and Nominal Ledger Transactions, please refer to the 'Stock Module' manual.

To close the screen and return to the Order, click the close box. You will be asked if you want to save any changes. The Del 1 and Del 2 fields of the Order (visible on flip D) will be updated automatically (you will need to close the Order and re-open it to see this). You will no longer be able to delete the Order.

If you run the 'Create Delivery' function from the Operations menu of the 'Orders: Browse' window, it will only create a Delivery for the first highlighted Order. If you need to create Deliveries in batches, use the 'Create Deliveries from Orders' Maintenance function (described below on page 113). You can also create a Delivery by dragging an Order from the 'Orders: Browse' window to the 'Deliveries: Browse' window. In this case, the new Delivery will not be opened automatically for checking and approval.

The Order and the Delivery will remain connected to each other through the Attachments facility. This allows you to open the Order quickly and easily when reviewing the Delivery, or to open the Delivery from the Order. When viewing the Delivery or Order, click the button with the paper clip image to open a list of attachments. Then double-click an item in this list to open it.

If the function does not create a Delivery, the probable causes are—

1. The Order has been marked as Closed.

2. All Items on the Order have already been delivered.

3. The Customer has exceeded their Credit Limit, and you have specified in the Credit Limit setting in the Sales Ledger that Deliveries should not be created for such Customers. In this case, a message will appear explaining the situation.

4. The Customer is on hold (the 'On Hold' box on the 'Terms' card of their Contact record has been checked).

5. You have logged in as a user that is not permitted to create Deliveries from Orders. This is controlled using Access Groups. To do this, deny access to the 'Delivery from Order' and/or 'Disallow Delivery from not OKed Order' Actions as appropriate. Access Groups are described in the 'System Module' manual.

6. There is no valid record in the Number Series - Deliveries setting (in the Stock module). This might be a fault in the setting itself, or it might be because the default Delivery Number on the 'Serial Nos' card of the current user's Person record or in the Number Series Defaults setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year. If a change is made to the 'Serial Nos' card of the Person record, you will need to quit HansaWorld Enterprise and restart for it to take effect.

Create Invoice

To raise an Invoice from a Sales Order, select 'Create Invoice' from the Operations menu. For the function to have any effect, you must first save all changes to the Sales Order (use the [Save] button). Usually you must have issued at least one approved Delivery from the Order: the exceptions to this are described later in this section.

A new record will be created in the Invoice register (in the Sales Ledger), and will be opened in a new window, entitled 'Invoice: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

The Invoice takes its information from the Order, and, as a default, assumes that all delivered Items are to be invoiced. If you have made and approved a partial Delivery, the Invoice will default to the Quantity of that Delivery. If you have made and approved two partial Deliveries, the Invoice will be for the aggregate Quantity of both Deliveries. If you have made two partial Deliveries, only one of which is approved, the Invoice will be for the Quantity on the approved Delivery only.

If the Order contains an Item that requires Serial Numbers, it will usually be in a single Order row with the correct Quantity. When the Delivery is created, it will contain the appropriate number of rows each with a Quantity of one. The Invoice can mirror the Order (i.e. with a single row for the Serial Numbered Item with the Quantity from the Order) or it can mirror the Delivery (i.e. with a number of rows each with a Quantity of one). If you wish to use the latter option, check the Invoice Based on Delivery box in the Order Settings setting. This will be useful if you need to have the Serial Numbers printed on Invoices as well as on Delivery Notes.

Usually, you must have issued at least one Delivery before you can raise an Invoice, so you cannot invoice an Item until it has been delivered. There are two exceptions to this—

1. if you are using the Automatic delivery for Service and Plain Items option in the Stock Settings setting. In this case, Deliveries are not created for Service and Plain Items so you can invoice these immediately. If you are using this feature, take care not to create premature Invoices accidentally for services such as delivery and labour from Orders that also include Stocked Items. You must still deliver Stocked Items before you can invoice them.

    If you are using this option, when you add a Plain or Service Item to a Sales Order, the Del 1 and Del 2 Quantities will be changed to the Order Quantity when you save the Order. Therefore Plain and Service Items will never be included on Deliveries created from the Order. This also means that you cannot reduce the Order Quantity for such Items after you have saved the Order.

2. if the Invoice Before Delivery box on the 'Del Terms' card of the Order or the Invoices Before Delivery box in the Stock Settings setting is checked. In this case, you can raise an Invoice for the whole Order before you issue a Delivery. If you have determined that cost accounting transactions are to be created at the point of delivery, stock transactions in the Nominal Ledger will still be raised when you approve and save the Delivery (i.e. use of the Invoices before Delivery check box does not affect cost accounting in any way). However, if you have determined that cost accounting transactions are to be created from Invoices, stock transactions in the Nominal Ledger will not be raised. When you raise the Invoice, the value of the delivered Item will not be known because the Delivery does not yet exist. In this case you will need to record this transaction manually in the Nominal Ledger.

You can change the Quantity of one or more rows on the Invoice screen as appropriate, but not to a Quantity that is greater than that delivered. You can also remove entire rows, by clicking on the row number to the left and pressing the Backspace key, or add new rows. If you need to invoice a greater Quantity than was delivered, you must do so by adding a new row to the Invoice. Ensure that the Update Stock box on the 'Delivery' card of the Invoice is checked so that stock levels are updated accordingly and, if appropriate, to cause cost accounting transactions to be created in the Nominal Ledger for the extra quantity. The Update Stock box will only apply to Invoice rows that are not related to the Order.

Two check boxes on the 'Debtors' card of the Account Usage S/L setting, Update Base Currency when Invoicing and Update Foreign Currency when Invoicing, control the Base and Exchange Rates on the 'Currency' card of the Invoice. If you are not using these options, the rates will be copied from the Order. If you are using them, the latest Base and Exchange Rates will be used in the Invoice. In the latter case, the prices in Currency of the Items in the Invoice will not be changed. This means the Customer will still be charged the agreed price, but the value of the Invoice in the home Currency (and therefore in the Nominal Ledger) will be different to that of the Order. If you want to update the pricing in the Invoice to reflect new Base and Exchange Rates (i.e. to change the price charged to the Customer but to maintain the original value in the home Currency and in the Nominal Ledger), enter the correct rates and then select 'Update Currency Price List Items' from the Operations menu.

If the Customer has been assigned a Default Item record ('Pricing' card of their Contact record), all Items in that record will be added to the Invoice automatically (they will not be shown in the Order or the Delivery). Note that these Items will not have a Quantity, so be sure to enter one before printing or approving the Invoice.

To print an Invoice, click the Printer icon. If the Invoice has not been approved and if you are not using the No Test Printout option in the Optional Features setting in the System module, the printed Invoice will be marked as a test print, so that you cannot confuse it with the final version of the Invoice.

When the Invoice is complete, click the OK check box and save. This signifies that the Invoice has been approved. Associated transactions in the Nominal Ledger (including cost accounting transactions if you are using this option) will be raised and you will no longer be able to modify the Invoice. If you are raising part Invoices from an Order, you will be able to raise further Invoices even if the previous one has not been approved.

For a full description of the Invoice screen and of approving and printing Invoices, please refer to the 'Sales Ledger' manual.

To close the screen and return to the Order, click the close box. You will be asked if you want to save any changes. The Invoiced field of the Order (visible on flip D) will be updated automatically (you will need to close the Order and re-open it to see this).

If you run the 'Create Invoice' function from the Operations menu of the 'Orders: Browse' window, it will only create an Invoice for the first highlighted Order. If you need to create Invoices in batches, use the 'Group Invoicing' or the 'Invoice Delivered Orders' Maintenance functions (described below on pages 131 and 133 respectively). You can also create an Invoice by dragging an Order from the 'Orders: Browse' window to the

'Invoices: Browse' window. In this case, the new Invoice will not be opened automatically for checking and approval.

The Order and the Invoice will remain connected to each other through the Attachments facility. This allows you to open the Order quickly and easily when reviewing the Invoice, or to open the Invoice from the Order. When viewing the Invoice or Order, click the button with the paper clip image to open a list of attachments. Then double-click an item in this list to open it.

If the function does not create an Invoice, the probable causes are—

1. There are no Items on the Order awaiting invoicing.

2. The Order has a Project Number quoted on the 'Del Terms' card. If this is the case, the Invoice must be raised from the Job Costing module, using the 'Create Project Invoices' Maintenance function.

3. The Group Invoicing Only check box in the Contact record for the Customer ('Terms' card) has been switched on.

4. You have logged in as a user that is not permitted to create Invoices from Orders. This is controlled using Access Groups. To do this, deny access to the 'Invoice from Order' Action. Access Groups are described in the 'System Module' manual.

5. There is no valid record in the Number Series - Invoices setting (in the Sales Ledger). This might be a fault in the setting itself, or it might be because the default Invoice Number on the 'Serial Nos' card of the current user's Person record or in the Number Series Defaults setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year. If a change is made to the 'Serial Nos' card of the Person record, you will need to quit HansaWorld Enterprise and restart for it to take effect.

If you create an Invoice by mistake using this function, you can delete it using this procedure, providing you haven't approved it—

1. Set the value of the Invoice to zero. Do this by removing every row from the Invoice or by changing all quantities to zero.

2. Save the Invoice.

3. Delete the Invoice using the 'Delete' command on the Record menu.

If you want to prevent the raising of an Invoice from a delivered Order, use the 'Set Order to Invoiced' Operations menu function, described below on page 84.

Create Down Payment Invoice

You should raise a Down Payment Invoice when you receive a deposit against an Order or if you wish to ask for one. You can compose a standard text that will be printed on such Invoices, and you can specify that their value will be a certain percentage of the Order value. To take advantage of these features (defined using the Down Payments setting described above on page 16), use this function to create Down Payment Invoices. You must first save the Order using the [Save] button.

This function can behave in one of two ways, depending on whether you are using the Details On Invoice option in the Down Payments setting.

Details On Invoice off

If you are not using the Details On Invoice option, a Down Payment Invoice will be created immediately you select the function. It will contain a reference to the Order to which it belongs and the Down Payment amount.

The Invoice text ("Deposit for Order No " in the illustration) is taken from the Text field in the Down Payments setting. The Down Payment amount is a

specific percentage of the Order value, calculated using the Down Payment Percentage of the Customer Category to which the Customer belongs or, if that is blank, the Percentage in the Down Payments setting. This setting will also specify whether this percentage is to be applied to the Order value including or excluding VAT. You can change the default Down Payment amount in the Invoice if necessary, but not to an amount that is greater than the value of the Order. If you create a second Down Payment Invoice from an Order, the default Down Payment amount will be zero. Again, you can change this figure if necessary, but not to an amount that means the total of the two Down Payment Invoices is greater than the value of the Order.
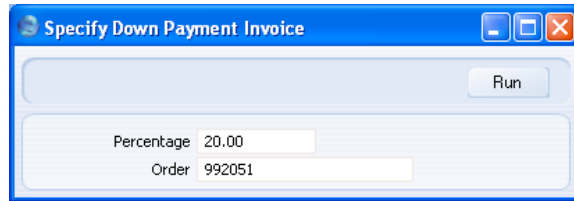
The Down Payment Invoice is treated just as any other Invoice—you should approve it before sending it to the Customer and before any Nominal Ledger Transactions are created.

When you raise the final Invoice from the Order, it will contain a reference to the Down Payment, which will be shown as a deduction from the total. The effect will be that the aggregate total of the Down Payment Invoice and the final Invoice will equal the Order total. If necessary you can delete the Down Payment row on the final Invoice and invoice the full amount. The final Invoice from the Order in the example is shown in the previous section describing the 'Create Invoice' Operations menu function.

When you approve the Down Payment Invoice, a Nominal Ledger Transaction will be created (if so defined in the Sub Systems setting in the Nominal Ledger), crediting the Account shown in the first row of the Invoice. The default for this Account is the Sales Account of the Item (or of its Item Group) specified in the Down Payments setting. If this is blank, or if you have not specified an Item in the Down Payments setting, the appropriate Sales Account for the Zone of the Order is used, as specified on the 'Sales' card of the Account Usage S/L setting in the Sales Ledger. It might be that you need to change this to a Debt Account used to hold the value of Down Payments until the final Invoice is issued. This has been done in the illustration, using Account 770. When you issue the final Invoice, the resulting Nominal Ledger Transaction will debit the same Account with the Down Payment amount. The Item specified in the Down Payments setting also supplies the VAT Code and thus determines how VAT will be accounted for in Nominal Ledger Transactions created from Down Payment Invoices.
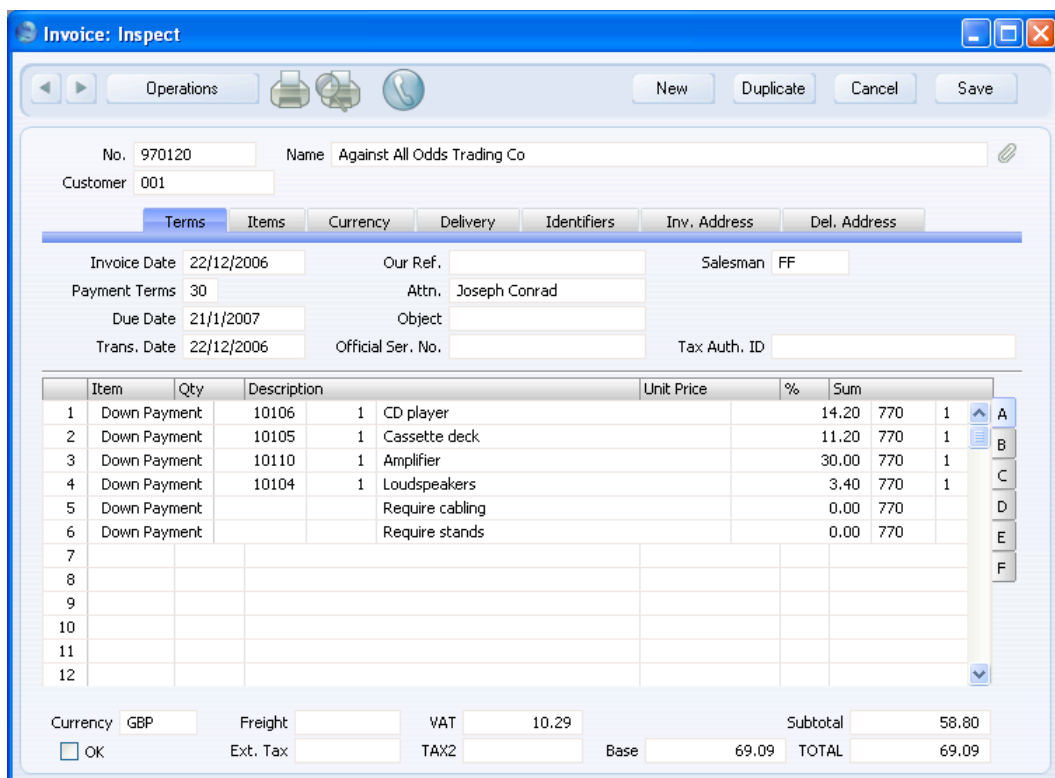
Details On Invoice on

If you are using the Details on Invoice option in the Down Payments setting, the 'Specify Down Payment Invoice' window will open when you select the function—

Enter the percentage of the Order total that is to be the value of the Down Payment Invoice (the default is the standard percentage from the Customer Category or from the Down Payments setting, and you cannot enter a figure greater than 100%). When you click [Run], a Down Payment Invoice will be created—

The Order Items are listed individually in the Down Payment Invoice, the Down Payment percentage having been applied to the Sum of each one. The choice in the Down Payments setting to apply the percentage to the nett or total figures is not used.

The Down Payment Invoice is treated just as any other Invoice—you should approve it before sending it to the Customer and before any Nominal Ledger Transactions are created.

When you raise the final Invoice from the Order, it will contain a reference to the Down Payment, which will be shown as a deduction from the total. The effect will be that the aggregate total of the Down Payment Invoice and the final Invoice will equal the Order total. If necessary you can delete the Down Payment row on the final Invoice and invoice the full amount.

If you try to create a second Down Payment Invoice, it will not be created if you enter a Down Payment Percentage that will mean the total value of the two Down Payment Invoices is greater than the value of the Order.

Deleting a Down Payment Invoice

If you create a Down Payment Invoice by mistake using this function, you can delete it using this procedure, providing you haven't approved it—

1. Set the value of the Invoice to zero. Do this by removing every row from the Invoice or by changing all quantities to zero.

2. Save the Invoice.

3. Delete the Invoice using the 'Delete' command on the Record menu.

Crediting a Down Payment Invoice

If you need to reverse a Down Payment Invoice, you cannot follow the standard crediting procedure. Instead, you should create a second Down Payment Invoice from the Order. If you are not using the Details on Invoice option, the default value of the Invoice will be zero. Enter the value to be credited, as a negative figure. If you are using the Details on Invoice option, enter the appropriate percentage in the 'Specify Down Payment Invoice' window, as a negative figure. Note: the Down Paid figure in the 'Orders: Browse' window will not include any negative Down Payment amounts.

Order Status

This function produces a report for the Order currently open in a record window or for the first Order highlighted in the 'Orders: Browse' window. This report summarises all aspects of the Order, including Order details, each Delivery and each Invoice.

Create Purchase Order

This function allows you to highlight one or more Sales Orders in the 'Orders: Browse' window and then to apply the 'Create Purchase Orders' Maintenance function to those Sales Orders. Please refer to the description of this Maintenance function below on page 124, bearing the following points in mind—

- The Per Sales Order option of the Maintenance function will not be used so, if there is more than one Sales Order for the same Item, the function will aggregate the quantities on a single Purchase Order.

- The Only With Suggestions option in the Maintenance function will not be used, so the quantities in the new Purchase Orders will not take stock levels, minimum stock levels and existing outstanding Sales and Purchase Orders into account.

- Cost Prices will be taken from Default Purchase Items. In the case of an Item that does not have a related Default Purchase Item and if you have specified a Default Supplier, the Cost Price will be taken from flip C of the relevant Sales Order row.

- The Customer's Del Address on Purchase Order option is not used.

If this behaviour does not suit your requirements, use the 'Create Purchase Orders' Maintenance function instead.

Create Activity

You can use this function to create records in the Activity register in the System module. This can be useful if you need, for example, to schedule a call with the Customer regarding the Order. The Activity Type given to Activities created by this function will be taken from the Order Class or from the Activity Types, Sub Systems setting in the CRM module. The Task Type of the new Activities will be To Do, the Symbol will be Other and the Start Date will be the Order Date.

In contrast to the other functions on the Operations menu of the 'Orders: Browse' window, you can apply this one to several Orders at once. To do this, highlight the Orders to which it is to be applied by clicking while holding down the Shift key. Then, select the function from the Operations menu. Separate Activities will be created in the Activity register for each Order highlighted. These are saved in the Activity register, but are not opened for checking or amendment.

When you select the function from the 'Sales Order: New' and 'Sales Order: Inspect' windows, the following screen appears, where you can create a new Activity—

A new record is opened in a window entitled 'Activity: Inspect'. This means that it has already been saved and is being opened for checking. The Person of the Activity will be the Salesman from the Order, and the initials of the current user will appear in the Cc field. The Comment on the 'Del. Terms' card of the Order will be copied to the Text field in the Activity. After amendment if necessary, save the record in the Activity register by clicking the [Save] button in the Button Bar and close it using the close box. Alternatively, if you no longer require the Activity, remove it using the 'Delete' function on the Record menu. In either case, you will be returned to the Sales Order window.

The Order and the Activity will remain connected to each other through the Attachments facility. This allows you to open the Order quickly and easily when reviewing the Activity, or to open the Activity from the Order. When viewing the Activity or Order, click the button with the paper clip image to open a list of attachments. Then double-click an item in this list to open it.

You can also have Activities created automatically from Orders when they are saved for the first time. Please refer to the description of the Order Classes setting above on page 20 for details.

Please refer to the 'CRM' manual for full details of the 'Activity: Inspect' window and of the Activity Types, Subsystems setting.

Set Order to Invoiced

This function is only available on the Operations menu of the 'Orders: Browse' window. You can use it when you have created an approved Delivery from an Order and for some reason you do not want to raise an Invoice. Highlight the Order(s) in question and select this function from the Operations menu. The Invoiced Quantity on flip D of each Order row will be set to the Del 2 Quantity, thus preventing the raising of an Invoice.

If you later decide to raise an Invoice, use the 'Recalculate Orders' Maintenance function to set the Invoiced Quantity on flip D of each Order row back to zero or to the quantity previously invoiced, whichever is correct.

Add Header Line

Use this function to insert a row above the Order Items that you can use for descriptive text. You can use this function at any time while entering the Order. A special "Header" row is inserted as the first row in the grid. You can type the descriptive text in the field to the right of the "Header" text.

	Item	Qty	Description	Unit Price	%	Sum	
1	Header		Insert text for the Items heading here				A
2	10106	1	CD player	71.00		71.00	B
3	10105	1	Cassette deck	56.00		56.00	C
4	10110	1	Amplifier	150.00		150.00	D
5	10104	1	Loudspeakers	17.00		17.00	E
6			Require cabling				F
7			Require stands				G
8							H
9							
10							

When you design the Form to be used when printing Orders, you can specify that the special "Header" row will be printed in a different Style to the rows containing the Items (e.g. font, font size, etc). To do this, use the 'Row Styles' function on the Operations menu of the Form window.

The special "Header" row will be transferred to all Invoices created from the Order, but not to Deliveries.

Add Hidden Line

This function allows you to ensure certain rows do not appear when the Order is printed or sent by email.

Enter the Order so that the rows to be printed are above those that are not to be printed. Then, place the cursor in the last row that is to be printed. Select this function and a new row is inserted below the row containing the cursor. This new row and all those below it will not be printed.

Add Subtotal

Use this function to include subtotals in Orders. Place the cursor anywhere in a row in the grid on the 'Items' card (or highlight the entire row by clicking on the row number), and select this function from the Operations menu. A special "Subtotal" row is inserted in the grid below the row containing the cursor. A subtotal is placed in the Sum field in this new row, the sum of the previous rows. In the field to the left of the Sum you can type some explanatory text, which will be shown on the Order when it is printed. If there already is a row showing a subtotal, only the Items below that row are included in the new subtotal.

	Item	Qty	Description	Unit Price	%	Sum	
1	Header		Insert text for the Items heading here				A
2	10106	1	CD player	71.00		71.00	B
3	10105	1	Cassette deck	56.00		56.00	C
4	10110	1	Amplifier	150.00		150.00	D
5	10104	1	Loudspeakers	17.00		17.00	E
6			Require cabling				F
7			Require stands				
8	Subtotal		Insert text for subtotal heading here			294.00	G
9	10111	1	Labour	40.00		40.00	H
10							

When you design the Form to be used when printing Orders, you can specify that the special "Subtotal" row will be printed in a different Style to the rows containing the Items (e.g. font, font size, etc). To do this, use the 'Row Styles' function on the Operations menu of the Form window.

Recalculate Weight and Volume

Whenever you save an Order, the Total Quantity, Weight and Volume figures on the 'Del Terms' card will be updated, calculated from the Order Quantity and from the Item records. If you change the Weight or Volume of an Item or if these figures become inaccurate for any other reason, you can recalculate them using this function.

Update Currency Price List Items

Occasionally, you might enter a complex Order with the wrong exchange rate or Price List, or the exchange rate might change significantly between the entry of the Order and its final approval. In such a situation, it is not necessary to re-enter the Order. Amend the exchange rate or Price List as appropriate and then select this function. All the prices will be converted correctly.

Item Status

This function provides instant feedback for the Item shown in the Order row containing the cursor or highlighted in the 'Paste Special' window listing Items, showing in a new window the quantity in stock, the quantity on order and the quantity shippable.

Please refer to the 'Items and Pricing' manual for full details.

Previous Sales Prices

This function produces a report showing the prices previously charged to the Customer for one of the Items on the Order. Place the cursor in one of the rows of the Order and then select this function from the Operations menu. The report shows the most recent Order for each different price.

Print Internal Order

A printed order is usually sent to the customer to confirm that the order has been entered. An internal order form is used within the company for administrative purposes and reference.

There are three ways to print an internal Order.

1. While entering or inspecting an order, select 'Print Internal Order' from the Operations menu.

2. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. Double-click 'Internal Sales Orders' in the 'Documents' list window, or select it and press the Enter key. Indicate the Order Number (or range of Order Numbers) to be printed and press [Run].

3. Internal Order forms can be printed automatically. This is controlled using the Auto Actions setting in the System module. Please refer to the appropriate section in the 'System Module' manual.

Whichever method you use to print an Internal Order, the Form used is determined as follows—

1. Using the Form register in the System module, design the internal order and name it "INTERNAL_ORDER". Use the 'Properties' function on the Operations menu to assign a Document Type of "Internal Sales Order". A sample "INTERNAL_ORDER" is supplied with HansaWorld Enterprise: you can modify this Form to suit your requirements. You can find full instructions for using the Form register in the 'System Module' manual.

2. Select the Sales Orders module using the [Select Module] button in the Master Control panel or the Ctrl-0 (Windows and Linux) or ⌘-0 (Macintosh) keyboard shortcut.

3. Click the [Documents] button in the Master Control panel or select 'Documents' from the File menu. The 'Documents' list window is opened: highlight 'Internal Sales Orders'.

4. Select 'Define Document' from the Operations menu.

5. In the subsequent window, enter "INTERNAL_ORDER" in the Form field of the first line (you can use 'Paste Special' to ensure the spelling is correct).

6. Click [Save] to save the Internal Order Form definition. From now on, the internal order form that you have designed will be used, from the 'Documents' function and from the Operations menu function.

Reservations

HansaWorld Enterprise contains two separate methods that you can use to reserve stock for Sales Orders.

1. You can use the Reserved check box in the header of the Sales Order record. This ensures you will always retain a sufficient quantity of the ordered Items in stock, allowing you to fulfil the Sales Order. You can use the 'Item Status' function (described briefly above on page 86 and in full in the 'Items and Pricing' manual) to establish the reserved quantity of a particular Item.

2. You can use the Stock Reservations feature. When you enter a Sales Order, you can use the 'Reservations' Operations menu function to reserve both existing stock and Items that are not in stock, that you have not yet ordered from their Suppliers. To reserve existing stock, you will move it into a "virtual" Location: a Location that does not physically exist. This will prevent the stock being used for other Sales Orders.

When you create Purchase Orders for the Items that are not in stock, and when those Items arrive, the Goods Receipt will divert a sufficient quantity to the "virtual" Location, so that you can fulfil the Sales Order. You can use the standard reports in the Stock module to see the stock levels in the "virtual" Location and therefore to list the Sales Orders that can be delivered. You can also use the Aged Stock Analysis report to establish how it takes for reserved stock to be delivered.

The Stock Reservations feature is described in this section, using as an example a main Location (WHS) and a "virtual" Location for reserved stock (RES). To configure such a system, follow these steps—

i.   Enter the WHS and RES Locations in the Locations setting in the Stock module.

ii. In the Stock Settings setting, specify that the WHS Location is the Main Location. This will ensure that stock will be received into WHS if the Location field in Goods Receipts is left empty.

iii. In the Person records for the users likely to enter Sales Orders (or in the Local Machine setting on the client machines that will be used to enter Sales Orders), specify that the "virtual" RES Location is the Default Location. This Location will be used as the default in all new Sales Orders. These Persons/client machines should not be used to enter Goods Receipts. You may wish to have separate "virtual" Locations for each sales person, to prevent one sales person taking stock that is reserved for another sales person's Sales Order, and to provide greater detail for reporting.

iv. Complete the Stock Reservation Settings setting as described in step 3ii below.

Having completed the configuration work described above, you can now use the Stock Reservations feature, as follows—

1. Enter a Sales Order as usual.

The RES Location will be brought in by default to the Location field on the 'Del. Terms' card.

2. After saving the Sales Order, select 'Reservations' from the Operations menu. An Order Reservations report is produced—

In this example, the Sales Order contains one Item that is in stock and one that is not. A typical course of action, therefore, will be to reserve stock of the first Item while waiting for the second Item to be ordered and received.

3. To reserve stock of the first Item, follow these steps—

    i. Click the [Reserv.] text button next to the first Item in the report. A second Order Reservations report is produced, showing stock levels of the Item. In this example, we have included stock in a second Location for illustrative purposes—

If any stock is already reserved for another Sales Order, this will be shown in the report.

ii.   Click the [Reserv.] text button next to the Location that is to supply the stock to satisfy the Sales Order. A new record is created in the Stock Reservations setting, and is opened in a window with the title 'Stock Reservation: New', signifying that it has not yet been saved—

This indicates that you want to reserve a quantity of five of Item 10149 that is currently in Location WHS. Specify the To Location: in this example it will be the RES Location for reserved stock. If you are using the Require Location option in the Stock Reservation Settings setting, you must specify a To Location before you can save the Stock Reservation record. If you are using the Automatically use Location from Order option in the same setting, the To Location will be set to the Order Location by default.

iii. Save the Stock Reservation record. A new Stock Movement is created, moving the reserved stock from Location WHS to Location RES. This is opened in a window with the title 'Stock Movement: Inspect', signifying that it has already been saved and is being opened for checking and approval—

Mark the Stock Movement as Confirmed and Received, and save it. Stock Movements are described in full in the 'Stock Module' manual.

4.   The second Item is not in stock yet. You therefore need to reserve some of the Items on the next Purchase Order to be able to satisfy this Sales Order. Follow these steps—

   i.   Returning to the Order Reservations report shown in step 2, click the [Reserv.] text button next to the second Item. A second Order Reservations report is produced—

   ii. As there is no stock, the report is empty apart from an [Automatically Reserve from Next Purchase Order] text button. Click this button to open a second new Stock Reservation record—

   iii. When you save the Stock Reservation, it will wait for you to create a Purchase Order containing the Item. When you approve the Purchase Order, the Purchase Order and the Stock Reservation will be connected automatically (this is described in more detail in step 10). If you are using the Require Location option in the Stock Reservation Settings setting, you must specify a To Location before you can save the Stock Reservation record.

5. At any time, you can check the Reservation status of the Sales Order by selecting 'Reservations' from the Operations menu—

The Already Reserved column shows that the necessary Items are now fully reserved. If you click the [Reserv.] text buttons, more details about each Reservation will be shown—

You can also look at the records in the Stock Reservations setting—

Note that the To field in the Stock Reservation record for the Item that is in stock contains "Stock Movement", and in the Stock Reservation record for the Item that is not in stock contains "Next Stock in".

6. If the Sales Order Quantity increases, use the 'Reservations' function as already described to reserve the extra quantity.

7. If the Sales Order Quantity decreases, use the 'Reservations' function as already described to reduce the reserved quantity. When the new Stock Movement opens, it will have a negative Received Quantity. Exchange the From and To Locations and enter a positive Received Quantity before marking it as Received and saving. Be sure to make these changes in the Stock Movement, not in the Stock Reservation.

8. If you need to remove or change a reserved Item on the Sales Order, you must first find and delete the Stock Reservation record. To do this, you can use the 'Reservations' Operations menu function as described in step 5 above, or you can find the relevant record in the Stock Reservations setting. You may need to reverse the Stock Movement as well.

9. Enter a Purchase Order for the Item that is not in stock in the usual way. You can enter it directly to the Purchase Order register, or you can use the 'Create Purchase Order' Operations menu or Maintenance functions. The Person that enters this Purchase Order (or the client machine that enters it) should not be same one that entered the Sales Order, because the default Location should be WHS and not RES.

10. When you approve and save the Purchase Order, the Purchase Order Number will be copied to any "Next Stock in" Stock Reservation records for the Item, and the To field in those records will be changed from "Next Stock in" to "Purchase Order". This connects the Stock Reservations to the Purchase Order—

If the Purchase Order Quantity is not sufficient to satisfy all the "Next Stock in" Stock Reservation records for the Item, only the earliest Stock Reservation records will be connected to the Purchase Order. If necessary, a Stock Reservation record will be divided into two, so that a partial quantity can be connected to the Purchase Order. A second Stock Reservation record will be created, allowing the remaining quantity to retain the "Next Stock in" status, waiting for the next Purchase Order.

If a Stock Reservation is not connected to a Purchase Order as described, the probable reason is that the Purchase Order has the same Location as

the Stock Reservation (i.e. the Purchase Order is using the RES Location).

11. The Operations menu of the Purchase Order has its own 'Reservations' function. Once you have approved the Purchase Order, you can use this function to see whether any of the Items on the Purchase Order have been "pre-reserved" (reserved before they have arrived in stock)—

Click on the [Details] text link to see the Sales Orders for which the Items have been reserved—

You can open a Sales Order or a Stock Reservation record from this report by drilling down.

12. When the goods arrive in stock, create a Goods Receipt from the Purchase Order in the usual way. The Goods Receipt will contain two rows, one sending sufficient stock to fulfil the Sales Order to the RES

Location, and one sending any remaining stock to the Location on the Purchase Order—

If the Item has been reserved for more than one Sales Order, the Goods Receipt will contain separate rows for each Sales Order, all receiving stock in the RES Location (or the appropriate Location if you have different ones for each sales person).

If the Goods Receipt does not contain at least one separate row receiving stock into the RES Location, the probable reason is that you did not approve the Purchase Order before creating the Goods Receipt. If you are using the Stock Reservations feature, it is recommended that you use Access Groups to ensure that you can only create Goods Receipts from approved Purchase Orders. Access Groups are described in the 'System Module' manual. If you do not approve the Purchase Order, no Stock Reservation records will be connected to the Purchase Order as described in step 10, so it will not be possible to divert any Items to the RES Location.

13. Approve the Goods Receipt to bring the Items into stock. The Received figure in the connected Stock Reservation record will be updated automatically to show that the Items have been received into the RES Location—

If you did not receive the full Purchase Order Quantity, change the Quantity in any Goods Receipt row before approving, as normal. If you change the Quantity in a row that receives stock into the RES Location and approve the Goods Receipt, the result will be that the Received figure in the connected Stock Reservation record will be less than the Quantity. The Stock Reservation will therefore remain open, waiting for the next Goods Receipt with the remaining Purchase Order Quantity.

14. Once the Items are in stock, you should deliver them using the 'Create Deliveries from Orders' Maintenance function, without specifying a Sales Order Number in the specification window. When you approve the Delivery, the Stock Reservation records will be marked as Finished—

Stock Reservation records will not be marked as Finished if the Delivery is only partial. When you make the final Delivery, all relevant Stock Reservation records will be marked as Finished.

Using the 'Create Deliveries from Orders' Maintenance function, without specifying a Sales Order Number in the specification window will ensure the oldest Sales Order waiting for the Item will be fulfilled first.

You should not use the 'Create Delivery' function on the Operations menu of the Sales Order screen to create the Delivery, because it will corrupt the Stock Reservation system if you have more than one Sales

Order with the same RES Location waiting for the same Item. In this situation, when you approve a Purchase Order, its Purchase Order Number will be copied to the earliest Stock Reservation records first, as mentioned in step 10 (i.e. the Purchase Order will be allocated to the earliest Sales Orders first). When the stock arrives, the Received figures in those Stock Reservation records will be updated (i.e. that stock will be allocated to the earliest Sales Orders). If you open a later Sales Order and use the 'Create Delivery' function, you will be delivering Items that are intended for an earlier Sales Order. You will be warned when you create the Delivery if there is an earlier Sales Order. If you approve the Delivery, the Stock Reservation record for the delivered Sales Order will be marked as Finished, even though it will still have the "Next Stock in" status, and even though the Received quantity will be zero. When you next approve a Purchase Order, it will not be connected to the Stock Reservation record for the earlier Sales Order because that already has a Purchase Order Number and a full Received quantity. So, when the stock arrives, it will not be diverted to the RES Location. The same situation will occur if you use the 'Create Deliveries from Orders' Maintenance function and specify a Sales Order Number. If you are using the Stock Reservations feature, you may want to disable the 'Create Delivery' Operations menu function using Access Groups.

Create E-Mail

You can use this function to create a Mail containing details of the Order, which you can use to send the Order to the Customer by email.

When you select the function, the following window appears, in which you can create a new Mail—

A new record is opened in a window entitled 'Mail: Inspect'. This means that it has already been saved and is being opened for checking. The current user will be the default sender of the Mail. The To field will contain the email address of the Contact Person or the Customer from the Order. The text in the Subject field ("New Order, " in the example illustrated above) is taken from the Header field in the Order Mail setting. The Order Number is also shown. The Order Mail setting also allows two Standard Texts to be included in the Mail. The first of these is shown at the beginning of the Text field ("New Order Items: " in the illustration). This is followed by a list of Items from the Order, with Prices and Quantities. The Payment Terms then appear, followed by the second Standard Text ("Other Details: " in the illustration). An html version of the Order will be attached to the Mail.

You can reformat the main body of the Mail to suit your requirements, and change the recipient if necessary, perhaps to the Mailbox of a member of staff. If you are then ready to send the Mail, check the Sent box. Finally, save the Mail by clicking the [Save] button in the Button Bar. If you are using the Lock and Send E-Mails Automatically option in the Mail Settings setting in the Technics module and the Mail contains an external email address (i.e. one with the @ sign), it will now be sent automatically. If you are not using this option, select 'Send E-mail' from the Operations menu after the Mail has been saved. Finally, close the Mail using the close box. You will be returned to the Order window.

If the function does not create a Mail, the probable causes are—

1. The current user does not have a Mailbox.

2. The Contact Person and the Customer from the Order do not have email addresses.

3. The Order has not been saved.

If you wish to use this function to send Mails to other members of staff, HansaWorld Enterprise's Mail functions must be in use and the recipient should have a Mailbox. If you need to send Mails to Customers, the External Gateway module must be in use, and the E-Mail SMTP Server setting must be configured. Please refer to the 'Mail' manual for full details of HansaWorld Enterprise's mailing facilities.

Create Project

Use this function to create a Project from the Sales Order. This may be useful when a Customer calls and places an Order for services, and you need to create a Project immediately. Ensure you have saved all changes to the Sales Order and then select this function. The Order window will be closed, and a new Project will be created, containing Customer details from the Sales Order. The Description of the Project will be taken from the Comment field on the 'Del. Terms' card of the Order.

The new Project will be opened in a window entitled 'Project: Inspect. This means that it has been created and saved, and is being opened for checking. After amendment if necessary, save it by clicking the [Save] button in the Button Bar and close it using the close box. Alternatively, if you no longer require the Project, select 'Delete' from the Record menu.

The Project Number will be copied to the Project field on the 'Del. Terms' card of the Order. If a Project has already been created from the Order (i.e. if the Project field is not empty), you will not be able to create another Project. You will also not be able to create a Project from an Order if the Order

contains Items that have been prohibited using the Project Item Handling setting in the Job Costing module—

- A Project will only be created if the Order contains a Stocked Item if you are using the Stocked Items Only On Sales Orders or the Both options in the Project Item Handling setting.

- A Project will only be created if the Order contains a Plain Item if you are using the Allow Plain Items On Sales Orders option in the Project Item Handling setting.

If you create a Project from an Order that has already been delivered, you should then use the 'Build Project Transactions from Deliveries' Maintenance function in the Job Costing module to create Project Transactions from the Delivery retrospectively. This will allow you later to raise Invoices using the 'Create Project Invoices' function. Take care to choose the correct Order in this situation: after creating a Project from an Order, you will not be able to change or remove the Project from the field on the 'Del. Terms' card of the Order, and you will only be able to create an Invoice using the using the 'Create Project Invoices' function.

You cannot create a Project from a Closed Order.

Create Project Budget

Use this function to create a Project Budget record from the Order. It will be an exact copy of the Order, reducing typing load and reducing the risk of error. This is especially useful where you have used an Order to plan precisely the Items that are to be supplied to complete a Project, and where special pricing has been agreed for those Items.

The new Project Budget will be opened in a window entitled 'Project Budget: New'. This means that it has not yet been saved. Once you have checked that it is correct and, if necessary, made any amendments, save it by clicking the [Save] button in the Button Bar and close it using the close box. Alternatively, if you no longer require the Project Budget, click [Cancel]. In either case, you will be returned to the Order window.

If the function does not create a Project Budget record when expected, the probable causes are—

1. A Project Budget record for the Project already exists.

2. The Order has been marked as Closed.

3. The Project field on the 'Del. Terms' card of the Order is empty.

4. The Order has not been saved.

The Project Budget does not have the Hidden Line feature. If you have added a Hidden Line to the Order (using the 'Add Hidden Line' function described above), it will not be transferred to the Project Budget. Lines below the Hidden Line in the Order will be transferred to the Budget.

Create Returned Goods

Use this function when goods that you have delivered to your Customer are returned to you. When this happens, open the Order and select 'Create Returned Goods' from the Operations menu. For the function to have any effect, you must first have saved all changes to the Sales Order (use the [Save] button), and you must have approved at least one previous Delivery. An alternative method is to open the Delivery and select 'Create Returned Goods' from the Operations menu (you can open the Delivery from the Order using the Attachments facility). You must create Returns from Deliveries if you are using the Original Cost on Returned Goods option in the Cost Accounting setting in the Stock module, you are using the option to insert Returned Goods at their original position in the FIFO/LIFO cost queue in the same setting, and/or you are using the Do Not Allow Return Goods From Order option in the Order Settings setting. If you are not using any of these options, but at lease one of the Items on a Sales Order uses a Queued Cost Model (FIFO or LIFO) then again you must create the Return from the relevant Delivery.

The difficulty with the returning of goods to stock is to establish the actual cost (FIFO, LIFO or weighted average value) of the goods being returned. The purpose of the Returned Goods register is to allow you to record values that are as accurate as possible. For example, if you are using the Queued Cost Model (FIFO or LIFO) Cost Model, you should receive the Item back into stock with the same value as when you delivered it. If you are using the Weighted Average or Cost Price Cost Models, the Weighted Average or Cost Price may have changed in the time between delivery and return.

When you select the function, a new record will be created in the Returned Goods register (in the Stock module), and opened in a new window, entitled 'Returned Goods: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

The Returned Goods record takes its information from the Order: the default Quantity is that already delivered (less any that have already been returned). If there are any Items on the Order with a delivery quantity of zero, these will not appear in the Returned Goods record. Note that the default Item Cost will be the Weighted Average, Cost Price or percentage of Base Price of the Item, depending on its Cost Model If the Item uses a Queued Cost Model (FIFO or LIFO), you will need to create the Returned Goods record from the Delivery because Queued values are not stored in Orders.

Enter the returned Quantity for each Item and remove any Items not returned by clicking on the row number to the left and pressing the Backspace key. You cannot enter a quantity greater than that originally delivered. If necessary, change the Item Cost to the true value of the returned Item (which will be shown on flip C of the original Delivery record), and enter an Extra Cost (any cost incurred in receiving the Item back into stock).

If an Item being returned is a Structured Item, you should list its components in the Return, not the Structured Item itself. Structured Items are built the moment the Delivery is made and are not kept in stock themselves.

Therefore, they should not be included on a Return. Only the components should be listed on the Return: this will ensure they are correctly received back into stock.

If an Item being returned has a Serial Number, no Serial Number will be transferred from the Order to the Return. This is because the Serial Numbers of delivered Items are not all stored in Orders if the Order Quantity is greater than one. You must enter the correct Serial Number yourself on flip B.

If the goods were returned because they were faulty (i.e. the Customer requires a replacement), choose to reduce the Delivery Quantity using the options on the right-hand side of the screen. Then, once you have approved the Returned Goods record, you can return to the Order and raise another Delivery for the appropriate quantity to fulfil the Order. In this instance you may choose not to update the stock levels and to treat the Item as written off. If you need to return the Items to your Supplier, it is recommended that you update stock levels and then enter a Returned Goods to Supplier record (if you originally purchased the Items using a Purchase Order) or a Stock Depreciation record (if there is no originating Purchase Order).

Alternatively, the goods may have been returned without a replacement being required (perhaps the Customer cancelled the Order). In this case, choose to reduce the ordered quantity and to update stock levels. If the Order has been invoiced, you can credit the original Invoice using the 'Create Credit Note' Operations menu function on the Returned Goods screen. This will create a Credit Note with appropriate Payment Terms and a reference to the Invoice being credited. Alternatively, you can locate the original Invoice and select 'Create Credit Note' from the Operations menu (you can locate the original Invoice from the Order using the Attachments feature). In both cases, the Credit Note will update the invoiced quantity on flip D of the originating Order if you are using the Credit Notes Update Invoiced Quantity option in the Order Settings setting.

When the Returned Goods record is complete, click the OK check box. This signifies that the Return has been approved. Once this has been done and you have saved the Return, you will no longer be able to modify it. You will not be able to raise a credit Invoice for the goods that have been returned until the record has been approved. A stock transaction in the Nominal Ledger will be created if you have so determined using the Sub Systems setting in the Nominal Ledger.

A possible method of working might be to generate a Returned Goods record when the Customer contacts you to send back the delivered Items. You can give the Number of the Returned Goods record to the Customer as a Returns Number. When the Items arrive, you can approve the Return: this will alter the stock levels accordingly.

For a full description of the screen, including detailed information about any Nominal Ledger Transactions created when the Return is approved, please refer to the 'Stock Module' manual.

To close the screen and return to the Order, click the close box. You will be asked if you want to save any changes. The Del 1 and Del 2 fields of the Order (visible on flip D) will be updated automatically (as will the Order Quantity on flip A if you have so chosen). You may need to close the Order and re-open it to see these changes.

Create Stock Movement

If there is insufficient stock in the Location specified on the 'Del Terms' card to fulfil the Order (you can ascertain this information using the 'Item Status' function described above on page 86), you can use this function to move any stock that might exist elsewhere into that Location. You must save the Order before you can use the function, and there must be a Location specified on the 'Del Terms' card of the Order (unless you have specified a Main Location in the Stock Settings setting, in which case that Location will be used). Any Locations that you have specified on flip F of each Order row will not be used by this function. The Order must not be closed, and it must have at least one row that has not been fully delivered.

When you select the function, a new record will be created in the Stock Movement register (in the Stock module), and opened in a new window, entitled 'Stock Movement: Inspect'. This means that it has been created and saved and is being opened for amendment and approval.

The Location from the 'Del Terms' card of the Order (or, if this is blank, the Main Location if there is one) is copied to the To Location field of the Stock Movement to enable the moving of stock to that Location (the Location on flip F is not used), while the Main Location will be copied to the From Location. The Text field of the Stock Movement contains a reference to the Order from which it was created. All rows from the Order will be transferred to the Stock Movement except those from which full or partial Deliveries have already been issued. The Quantity is taken from the Order: there is no attempt to calculate the existing stock level in the Location and to move in the balance.

Enter a From Location (the Location from which the stock is to be moved), check the Received box and click the [Save] button to save.

The stock will be moved into the To Location. If you are using the Do Not Allow Over Delivery option in the Stock Settings setting, you will not be able to approve and save the Stock Movement if there is insufficient stock in the From Location for the transfer. This check will not be made for Plain or Service Items, whatever the setting of the Do Not Allow Over Delivery

option. If you would like to ascertain yourself whether the From Location has sufficient stock for the transfer before approving and saving the Stock Movement, use the 'Item Status' function on the Operations menu or produce a Stock List report.

When you save the Stock Movement, the R. Old Unit Price and R. New Unit Price will be changed to an actual stock value, providing there is a Received Quantity. If you have entered an R. Extra Cost, this will be included in the R. New Price. These figures will be recalculated each time you save the Stock Movement, and when you approve it. If you have specified a Via Location and a Sent Quantity, the S. Old Unit Price and S. New Unit Price on flip B will similarly be recalculated, taking any S. Extra Cost into account. The Old Unit Price(s) will be calculated using the Cost Model specified in the relevant Item or Item Group record. If that Cost Model is Default, the Primary Cost Model specified in the Cost Accounting setting will be used. If you specify an Extra Cost, the value of the Item in the FIFO/LIFO queue will be adjusted to include the Extra Cost, as will the overall Weighted Average figure for the Item, shown on the 'Costs' card of the Item record. If you are using the Weighted Average per Location option in the Cost Accounting setting in the Stock module, the Extra Cost will also be included in the Weighted Average figure for the Item in the To Location.

If you need to create Stock Movements in batches, use the 'Create Stock Movements' Maintenance function (described below on page 129).

Please refer to the 'Stock Module' manual for full details of the 'Stock Movement: Inspect' window.

The Contact Register

Please refer to the 'Customers, Suppliers and Contact Persons' manual for full details of this register.

The Item Register

Please refer to the 'Items and Pricing' manual for full details of this register.

The Price Register

Please refer to the 'Items and Pricing' manual for full details of this register.

Maintenance

Introduction

Maintenance functions allow you to carry out certain updating tasks, usually involving batch processing and encompassing all or many of the records in the affected register. To use any of these functions in the Sales Orders module, first select 'Maintenance' from the File menu. The following window appears—
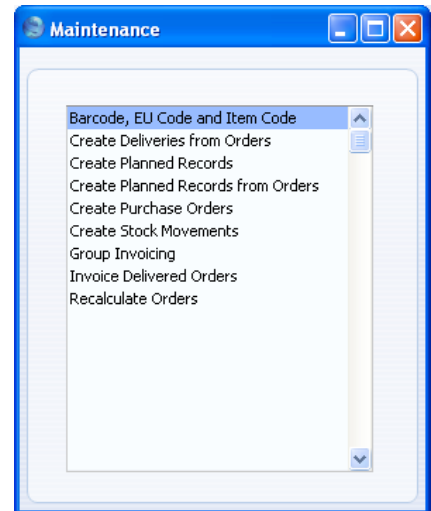
Double-click the chosen option. A specification window will then appear, where you can decide how the function is to operate. Click [Run] to operate the function.

Barcode, EU Code and Item Code

This function enables you to copy the Item Number (Item Code) of each Item to the Barcode and to swap the Barcode with the EAN Code (EU Code).

Selecting the function brings up the following dialogue box—

Item   **Paste Special**   Item register

                  Range Reporting   Alpha

Enter an Item Number or range of Item Numbers to specify the Items to which the function is to be applied. Leave the field blank if all Items are to be affected.

Item Group   **Paste Special**   Item Group register, Sales Ledger

Specify an Item Group here to apply the function to all Items in that Group.

Only Items With Blank Barcode

Check this box if the function is to ignore Items that already have Barcodes.

Action   The function can operate in one of two ways. Specify here which alternative is to be used.

Copy Item Code to Barcode

This option will copy the Item Number (Item Code) to the Barcode.

Swap Barcode with EU Code

> This option will copy the Barcode to the EAN Code (EU Code) and what was the EAN Code will be moved to the Barcode.

Click [Run] to run the function. It may take a few moments, depending on the number of Items. When it has finished, you will be returned to the 'Maintenance' list window.

Create Deliveries from Orders

This function allows you to create Deliveries in batches. It finds all unfulfilled Orders that can be satisfied from stock and creates appropriate Deliveries. Alternative choices allow these to be saved in an unapproved or an approved state. A separate Delivery will be created for each Order, even if they are for the same Customer. A new Delivery will not be created for an Order that already has an unapproved Delivery. Deliveries will not be created for Customers that are on hold (the 'On Hold' boxes on the 'Terms' card of their Contact records have been checked). You can approve all Deliveries thus created in a single step, by highlighting them in the 'Deliveries: Browse' window and selecting 'OK' from the Operations menu. Remember that if you wish to change any of the Deliveries, you must do so before they are approved. You can also print Delivery Notes in a single batch, using the 'Documents' function on the File menu or the [Documents] button in the Master Control Panel having first changed to the Stock module. Approving and printing are covered in more detail in the 'Stock Module' manual.

Selecting the 'Create Deliveries from Orders' function brings up the following dialogue box—

Complete the dialogue box as follows—

Period   **Paste Special**   Reporting Periods setting,
                                                   System module

If you would like to consider only Sales Orders that fall within a certain period, enter the start and end dates of that period separated by a colon. The first record in the Reporting Periods setting is used as a default.

Orders   **Range Reporting**   Numeric

To create Deliveries for a specific Order (or range of Orders), enter the appropriate Order Number (or two Order Numbers separated by a colon).

No. Srs. Comment

You can specify that the Delivery Numbers of the Deliveries created by this function are to come from a particular number sequence in the Number Series - Deliveries setting. To do this, enter the Comment of the number sequence here. The field is case sensitive, so be careful when typing. If you leave this field empty, or if no matching Comment is found, the first number sequence in the setting will be used.

Item   **Paste Special**   Item register

                Range Reporting   Alpha

To create Deliveries for a specific Item (or range of Items), enter the appropriate Item Number (or two Item Numbers separated by a colon). If an Order contains some Items in the range specified here and some that are outside that range, only the Items in the range will be included in the Delivery.

Planned Del.   **Paste Special**   Choose date

If you want to create Deliveries for Orders with a particular Planned Delivery Date, enter that date here.

Deliveries will be created for the following Orders—

Orders with the Planned Delivery Date in the header, where the Planned Delivery Date on flip E of each Order row is empty;

Orders with no Planned Delivery Date in the header, but with the Planned Delivery Date on flip E of every Order row;

Orders with no Planned Delivery Date in the header, with the Planned Delivery Date on the first Order row, and where the Planned Delivery Date in every other Order row is empty.

If you have Orders where each Order row has a different Planned Delivery Date, you should also use the All Shippable Items option below. Such Orders cannot be delivered in full on a single date, and so Deliveries will not be created for them if you use the Only Fully Shippable option.

Deliveries will not be created for Orders with no Planned Delivery Date.

Until Date   If you enter a Planned Delivery Date in the field above, the function will create Deliveries from Orders with that Planned Delivery Date, as described above. If you check this box, Deliveries will be created from Orders with that Planned Delivery Date or an earlier one. Again, Deliveries will not be created for Orders with no Planned Delivery Date.

Delivery Date **Paste Special** Choose date

Enter a date to be used as the Delivery Date in the Deliveries created by the function. If you do not enter a date, the appropriate Order Date will be used.

Sorting Deliveries will be created from Orders with the Sort Key that you specify here. The Sort Key of an Order is shown in the Sorting field on the 'Del Terms' card.

Order Class **Paste Special** Order Classes setting, Sales
Orders module

Use this field to ensure the function creates Deliveries from Sales Orders belonging to a particular Order Class.

Location **Paste Special** Locations setting, Stock module

To create Deliveries from Orders with a particular stock Location, enter its Location Code here. This refers to the Location entered at Order level, not those in the Order rows (flip F). You can use this field in combination with the Delivery Per Location option (below) if necessary: separate Deliveries will still be created for each Location used in the Order rows.

Orders Use these alternatives to choose the Orders for which Deliveries will be created.

Only Fully Shippable

Deliveries will only be created for Orders that can fully be satisfied from stock. If you have several Orders for an Item and only limited stock, Deliveries will only be created while the stock lasts. Further Deliveries will not be created for Orders for which unapproved Deliveries already exist. If a partial Delivery has already been created from an Order, this option will not create a Delivery for the remaining Items, even if they are all now in stock.

All Shippable Orders

Deliveries will be created for Orders that can partially be satisfied from stock.

If you use this option, every previously undelivered row will be copied from an Order to its Delivery. If an Item is not in stock, the

suggested delivery quantity will be zero. If you do not want Deliveries to contain any rows with a zero delivery quantity, use the Skip Rows With Nothing To Deliver option below.

If you have several Orders for an Item and only limited stock, Deliveries will be created for every Order, with the order quantity as the suggested delivery quantity. However, if you are also using the OK Deliveries option, the Deliveries will have a suggested delivery quantity of zero once the stock has run out. Again, use the Skip Rows With Nothing To Deliver option below if you want to avoid this happening.

Reserved first   Use this option when stock is limited and you wish to give priority to Orders for which stock has been reserved, using the check box in the header of the Order screen. Otherwise, stock will be allocated to the oldest Orders first.

OK Deliveries   Check this box to create approved Deliveries. Otherwise, unapproved Deliveries will be created.

You can use Access Groups to control who can approve Deliveries. To do this, deny access to the 'OKing Deliveries' Action. If the Person running this Maintenance has been denied access to this Action, the new Deliveries will not be approved. Access Groups are described in the 'System Module' manual.

Delivery per Location

By default, this function creates a single Delivery per Order. Its Location will be that from the 'Del Terms' card of the Order screen. If a separate Location has been specified on flip F of an Order row, this will appear on flip B of the corresponding Delivery row. Check this box if you would prefer to have a separate Delivery record created for each Location used in the rows of an Order.

Skip Customers with Warnings

Check this box if you do not want to create Deliveries for Customers with a Warning (entered on the 'Company' card of the Customer screen).

Don't check credit limit

> If you are using the Disallow Delivery option in the Credit Limit setting in the Sales Ledger, this function will not create Deliveries for Customers that have exceeded their Credit Limit. Check this box if you would like Deliveries to be created for these Customers.
>
> There is no need to check this box if you are not using the Disallow Delivery option in the Credit Limit setting but instead are using the Warning When Creating Delivery option. In this case, this function will always create Deliveries for Customers that have exceeded their Credit Limit.

Skip rows with nothing to deliver

> Please refer to the description of the All Shippable Orders option above for details of this check box.

Click [Run] to run the function. It may take a few moments, depending on the number of Deliveries to be created. When it has finished, you will be returned to the 'Maintenance' list window.

If the function does not create any Deliveries and assuming there is no problem with Number Series, the problem might be that you have logged in as a user that is not permitted to create Deliveries from Orders. This is controlled using Access Groups. To do this, deny access to the 'Delivery from Order' and/or 'Disallow Delivery from not OKed Order' Actions as appropriate. Access Groups are described in the 'System Module' manual.

Create Planned Records

> This function will be useful in businesses that operate on the 'Just In Time' principle whereby Purchase Orders for Items on Sales Orders are raised as late as possible, so that the goods arrive just before they are scheduled for delivery to the Customer. It creates Purchase Orders and Productions for Items on Sales Orders dated according to the Planned Delivery Dates of the Sales Orders and the lead times of the Items in question. These are sometimes known as "Future" or "Planned" records. The Planned Delivery Date field must use the Date format, set in the Planned Delivery setting, if you wish to use this feature.
>
> The function will find all unfulfilled Sales Orders whose Planned Delivery Dates fall within the specified period. Usually, a separate unapproved Purchase Order will then be created for each Date/Supplier combination. You can print these Purchase Orders and approve them at the appropriate time

from the 'Purchase Orders: Browse' window, sorted by Trans. Date. The exceptions are noted in the field descriptions underneath the illustration. If any of the Items on the Sales Orders are Stocked Items with a Recipe specified on the 'Recipe' card, records will be created in the Production or Production Order registers facilitating the assembly of these Items, and Purchase Orders will be raised for the components. Use the Production Settings setting in the Production module to choose whether you want Productions or Production Orders to be created. Please refer to the 'Production' manual for details of this setting and of the Recipe, Production Order and Production registers.

Suppliers will be selected for Items as follows—

1. If an Item has a corresponding record in the Purchase Item register in the Purchase Orders module with a Supplier specified and with the Default check box switched on, that Supplier will be used. Please refer to the 'Purchase Orders' manual for details of Purchase Items.

2. In all other cases, the Supplier will be the Default Supplier specified in the Purchase Order Settings setting. If you have not specified a Default Supplier, Purchase Orders will not be raised for Items that do not meet the criteria in point 1 above.

The dates of the Purchase Orders will be calculated from the Planned Delivery Dates of the Sales Orders and the Delivery Days of the Purchase Items. For example—

Planned Delivery Date of Sales Order	January 25
Delivery Days of Item 1 (from Purchase Item)	10
Delivery Days of Item 2 (from Purchase Item)	5
Date of Purchase Order for Item 1	January 15
Date of Purchase Order for Item 2	January 20

If an Item is being purchased from the Default Supplier (point 2 above), the Delivery Days is assumed to be zero.

For Stocked Items with Recipes, it will be necessary for Production records to be created. Their dates will take into account the Fixed Assembly Days and the Days to Assemble each Unit recorded in the Recipes. If Purchase Orders are created for the components, these will be dated so that the components arrive in time to carry out the assembly.

Selecting the 'Create Planned Records' function brings up the following dialogue box—

Planned Period	**Paste Special**	Reporting Periods setting, System module

Purchase Orders and Productions or Production Orders will be created from all Sales Orders whose Planned Delivery Dates fall in the period entered here. If a particular Order row has a Planned Delivery Date on flip E, this will be used in place of that on the 'Date' card: in fact the 'Date' card field can be blank if all rows have their own date. The Planned Delivery Date must use the Date format, set in the Planned Delivery setting.

The default period runs from the current date to the last day of the first period in the Reporting Periods setting.

Any Closed Orders with Planned Delivery Dates falling in the selected period will be ignored.

Items	**Paste Special**	Item register
	Range Reporting	Alpha

To create Purchase Orders and Productions or Production Orders for specific Items, enter an Item Number or range of Item Numbers here. Other Items that

have been used in the selected Sales Orders will not be ordered.

Only Stocked Items are ordered: Plain, Structured and Service Items are ignored.

Item Group	**Paste Special**	Item Group register, Sales Ledger

To create Purchase Orders and Productions or Production Orders for Items belonging to a specific Item Group, enter an Item Group here. Other Items (i.e. those belonging to other Groups) that have been used in the selected Sales Orders will not be ordered.

Classification	**Paste Special**	Item Classifications setting, Stock module

To create Purchase Orders and Productions or Production Orders for Items belonging to a specific Item Classification, enter an Item Classification here. Other Items (i.e. those belonging to other Classifications) that have been used in the selected Sales Orders will not be ordered. If you enter a number of Classifications separated by commas, Purchase Orders and Productions or Production Orders will only be created for those Items featuring all the Classifications listed.

Locations	**Paste Special**	Locations setting, Stock module
	Range Reporting	Alpha

If you leave this field blank, the function will create one Purchase Order for each Supplier/Date combination, subject to the Create Purchase Order per Sales Order option below. So, Items on various Sales Orders which can be purchased from the same Supplier and which have to be ordered on a particular date will be placed on a single Purchase Order. The Location field on the 'Del Address' card of this Purchase Order will be blank. Sales Orders with and without Locations (specified on the 'Del Terms' card) will be considered.

If you enter a Location here, the function will create separate Purchase Orders for each Supplier/Date/Location combination. The appropriate Location will be shown on the 'Del Address' card of the Purchase Order. Only Sales Orders with the appropriate

Location (specified on the 'Del Terms' card) will be considered. No attention will be paid to any Location entered on flip F of the Sales Order.

Usually, only one set of Purchase Orders and Productions or Production Orders will be created from a particular Sales Order. Repeated use of the 'Create Planned Records' function will not result in many Purchase Orders. However, in the case of Sales Orders with Locations, if you first run the function for specific Items (or with a blank specification window) and then for a specific Location, you will get two Purchase Orders, one with a Location on the 'Del Address' card and one without. It is therefore recommended that you make sure that you always specify a Location or always leave the Location field blank, as appropriate.

Location on Production

> **Paste Special**   Locations setting, Stock module
>
> If you want the function to create Productions or Production Orders, specify here the Location that is to appear in the header of each new Production or Production Order. If you do not specify a Location here, the one in the field above will be used. If you specified a range of Locations in the field above, the last Location in the range will be used.

Create   Use these options to determine whether Purchase Orders and/or Productions or Production Orders are to be created.

> If you choose to have Productions or Production Orders created only, Purchase Orders will still be created for the components. The choice between Productions and Production Orders is controlled by the Production Settings setting in the Production module.
>
> Note: when you enter Recipes, the last row should always contain the Item Number of the output Item (i.e. the Item being produced). If you enter a Recipe where this is not the case, this function will not be able to create a Production using this Recipe, or create a Purchase Order for the components. Entering Recipes is covered in detail in the 'Production' manual.

Ignore Current Stock Levels

By default, the quantity on any Purchase Orders and Productions will take current stock levels into account. For example, you have a Sales Order for five of a particular Item of which you already have three in stock. The function will create a Purchase Order with a quantity of two. The Minimum Order Quantity from the Purchase Item will be taken into account.

If you use this option, the quantity will be copied from the Sales Order to the Purchase Order, and current stock levels will be ignored. So, in the example, a Purchase Order with a quantity of five will be created. Again, the Minimum Order Quantity from the Purchase Item will be taken into account.

Create Purchase Order per Sales Order

The function will usually create one Purchase Order for each Supplier/Date combination or each Supplier/Date/Location combination, depending on whether you specified a Location above. Items on various Sales Orders that can be purchased from the same Supplier and that have to be ordered on a particular date will be gathered together on the same Purchase Order. If an unapproved open Purchase Order with the appropriate Supplier, Location, Order Date and Planned Delivery Date already exists, a new Purchase Order will not be created and instead Items will be added to the existing Purchase Order.

If instead you would like a separate Purchase Order to be created for each Sales Order, check this box. This only affects the function if you have specified a Location in the field above.

Click [Run] to run the function. It may take a few moments, depending on the number of Purchase Orders and Productions to be created. When it has finished, you will be returned to the 'Maintenance' list window.

Create Planned Records from Orders

This function is very similar to the 'Create Planned Records' function, but allows Purchase Orders and Productions to be created from individual Sales Orders rather than for specific Items. Please refer to the description of the

'Create Planned Records' function above on page 118 for full details. The Ignore Current Stock Levels option is treated as being on for this function.

Create Purchase Orders

This function enables you to create back-to-back Purchase Orders: Purchase Orders for Items on Sales Orders. You can also run it from the 'Orders: Browse' window by highlighting some Sales Orders in that window and then selecting 'Create Purchase Orders' from the Operations menu. The function will create Purchase Orders for the Sales Orders that you highlighted.

However you run this function, the Purchase Orders it creates will be saved in an unapproved state. You can print them in a single batch, using the 'Documents' function on the File menu or the [Documents] button in the Master Control panel having first changed to the Purchase Orders module. Approving and printing are covered in more detail in the 'Purchase Orders' manual.

Usually only Stocked Items will be ordered: Plain, Structured and Service Items will be ignored unless you specify otherwise.

Suppliers will be selected for Items as follows—

1. If an Item has a corresponding record in the Purchase Item register in the Purchase Orders module with a Supplier specified and with the Default check box switched on, that Supplier will be used. Such a Purchase Item is known as a "Default Purchase Item": please refer to the 'Purchase Orders' manual for details of Purchase Items.

2. In all other cases, the Supplier will be the Default Supplier specified in the Purchase Order Settings setting. If you have not specified a Default

Supplier, Purchase Orders will not be raised for Items that do not meet the criteria in point 1 above.

Selecting the 'Create Purchase Orders' function brings up the following dialogue box—

If the function is to consider all Sales Orders, leave the three fields blank. Otherwise, use them as described below.

Period	**Paste Special**	Reporting Periods setting, System module

If you would like to consider only Sales Orders that fall within a certain period, enter the start and end dates of that period separated by a colon.

Order	**Range Reporting**	Numeric

Use this field to ensure the function refers to a particular Sales Order or range of Sales Orders.

Order Class	**Paste Special**	Order Classes setting, Sales Orders module

Use this field to ensure the function refers to Sales Orders of a particular Order Class.

Function   Use these radio buttons to determine how the Purchase Orders are to be produced. In each case, the Supplier

used will be that in the Default Purchase Item record or the Default Supplier in the Purchase Order Settings setting.

Per Sales Order Purchase Orders will be generated for each Sales Order. Thus, if you have two Sales Orders for a particular Item, two Purchase Orders will be created, each for the quantity on the corresponding Sales Order (depending on whether you use the Only With Suggestions option (below)).

Per Supplier One Purchase Order will be created for each Supplier. Thus, if you have two Sales Orders for a particular Item, a single Purchase Order will be created for an aggregate quantity.

Collected Order This option is as the Per Supplier option, with the exception that Sales Order Numbers are shown on the Purchase Order.

If there are any unapproved open Purchase Orders in the name of any of the Suppliers used by this function, the Per Supplier and Collected Order options will add the Items to be purchased from those Suppliers to the earliest of those Purchase Orders. New Purchase Orders will only be created if there are no appropriate existing unapproved Purchase Orders. The Per Sales Order option will always create separate new Purchase Orders for each Sales Order.

Item Specification from Order

Check this box if you would like the Description for each Item on the Purchase Order to be taken from the Sales Order. Otherwise, it will be taken from the Purchase Item.

Customer's Del Address on Purchase Order

Use this option if you would like the Customer's Name and Delivery Address to be printed on each Purchase Order. You can only use this option with the Per Sales Order or Collected Order options above.

Only with Suggestions

> This option controls how the function will calculate Purchase Order quantities.
>
> Usually, the Purchase Order quantity of each Item will be the Sales Order quantity or the Minimum Order quantity in the Default Purchase Item, whichever is the greater. If there is no Minimum Order quantity in the Default Purchase Item, but there is a Normal Order quantity, then the quantity on the Purchase Order will be the Sales Order quantity or the Normal Order quantity, whichever is the greater. Current stock levels will not be taken into account.
>
> If you want stock levels, minimum stock levels and existing outstanding Sales and Purchase Orders to be included in the calculations, switch on this check box. The Purchase Order quantity will then be the Sales Order quantity less the stock level plus the minimum stock level after all outstanding Sales and Purchase Orders have been fulfilled, or the Minimum/Normal Order quantity in the Default Purchase Item, whichever is the greater.

Order Comment to Purchase Order

> You can only use this option together with the Per Sales Order option above. It will copy any text of the Comment field of an Order to the Comment field of any Purchase Orders generated from that Order.

Include Non Stocked Items

> Check this box if you want Plain, Service and Structured Items to be included in the new Purchase Orders. Suppliers will be taken from Default Purchase Items in the same way as for Stocked Items, and pricing will be determined by the Purchase Price options below.
>
> Purchase Orders will not be created for non-Stocked Items that do not have Default Purchase Items, unless you have specified a Default Supplier in the Purchase Order Settings setting. In this case, Purchase Orders will be created for all non-Stocked Items in the specified Sales Orders, in the name of the Default Supplier. For this reason, take care when using this option if you have specified a Default Supplier.

Purchase Price   Use these options to specify how the purchase price of each Item in each Purchase Order will be chosen.

Always from Purchase Item

If an Item has a related Default Purchase Item, the purchase price will be taken from there. Otherwise, and if you have specified a Default Supplier, the purchase price will be taken from the Cost Price field on flip C of the Sales Order (by default, this is the Cost Price of the Item plus its Extra Cost).

Always from Item's Cost Price

The purchase price will be the Cost Price in each Item record ('Costs' card). If this is empty, it will be the Cost Price from flip C of the Order. In this case the role of the Default Purchase Item if there is one will be to provide the Supplier but not the price.

From Item's Cost Price or Purchase Item

If an Item has a related Default Purchase Item, the purchase price will be taken from there. Otherwise, and if you have specified a Default Supplier, the purchase price will be taken from the Cost Price field in the Item record.

In all cases, if an Item does not have a Default Purchase Item and you not specified a Default Supplier, it will not be included in a Purchase Order.

Click [Run] to run the function. It may take a few moments, depending on the number of Purchase Orders to be created. When it has finished, you will be returned to the 'Maintenance' list window.

If the function does not create a Purchase Order when expected, one possible reason is that the Contact record for the Supplier has no Purchase Payment Terms ('Terms' card). The function will not create Purchase Orders made out to such Suppliers. A second possible reason is that the Sales Order has been Closed.

The purpose of this function is to create Purchase Orders for goods that are needed to fulfil outstanding Sales Orders ("back-to-back" Purchase Orders) only. If you need to create Purchase Orders for Items that have fallen below their minimum stock level ("stocking" Orders) as well, use the 'Create

Purchase Orders' function on the Operations menu of the 'Purchase Orders: Browse' window.

Create Stock Movements

This function allows you to create Stock Movements in batches, moving stock into the Locations specified on the 'Del Terms' cards of the selected Orders. If you have Orders with no Location specified and you have specified a Main Location in the Stock Settings setting, Stock Movements will be created to move stock to the Main Location. Any Locations that you have specified on flip F of each Order row will not be used by this function. A separate Stock Movement will be created for each Order with one row per Order row (except for those Order rows from which full or partial Deliveries have already been issued). The function can mark the new Stock Movements as Received if necessary, providing there is sufficient stock in the From Location. Stock Movements will not be created for Orders that have been closed.

The Location from the 'Del Terms' card of each Order (or the Main Location if there is one and the Location in the Order is blank) will be copied to the To Location field of the corresponding Stock Movement to enable the moving of stock to that Location. The Text field of the Stock Movement will contain a reference to the Order from which it was created. The Quantity on each Stock Movement row will be from the Order: there is no attempt to calculate the existing stock level in the To Location and to move in the balance.

Selecting the 'Create Stock Movements' function brings up the following dialogue box—

Period	**Paste Special**	Reporting Periods setting, System module

If you would like to consider only Sales Orders that fall within a certain period, enter the start and end dates of that period separated by a colon.

Orders	**Range Reporting**	Numeric

Use this field to ensure the function refers to a particular Sales Order or range of Sales Orders. Stock Movements will not be created for Sales Orders in the range that do not have a Location specified on their 'Del Terms' cards or for Sales Order rows against which full or partial Deliveries have been issued.

This field must contain a value for Stock Movements to be created.

Order Class	**Paste Special**	Order Classes setting, Sales Orders module

Use this field to ensure that Stock Movements will only be created from Sales Orders in the selected range that belong to a particular Order Class.

Customer	**Paste Special**	Customers in Customer register

Use this field to ensure that Stock Movements will only be created from Sales Orders in the selected range that are from a particular Customer.

From Location	**Paste Special**	Locations setting, Stock module

Specify here the Location from which stock is to be moved. The To Location will be that specified on the 'Del Terms' cards of the Orders.

This field must contain a value for Stock Movements to be created.

No. Srs. Comment

You can specify that the Stock Movement Numbers of the Stock Movements created by this function are to come from a particular number sequence in the Number Series - Stock Movements setting. To do this, enter the Comment of the number sequence here. The field is case sensitive, so be careful when typing. If you leave this

field empty, or if no matching Comment is found, the first number sequence in the setting will be used.

Stock Movement Date

> **Paste Special**   Choose date
>
> Enter a date to be used as the Transaction Date in all Stock Movements created by the function.

OK Stock Movements

> Check this box to create Stock Movements that have been marked as Received. If you use this option, there is insufficient stock in the From Location and you are using the Do Not Allow Over Delivery option in the Stock Settings setting, the new Stock Movements will not be marked as Received.
>
> You can use Access Groups to control who can mark Stock Movements as Received. To do this, deny access to the 'Receiving Stock Movements' Action. If the Person running this Maintenance has been denied access to this Action, the new Stock Movements will not be approved. Access Groups are described in the 'System Module' manual.

Click [Run] to run the function. It may take a few moments, depending on the number of Stock Movements to be created. When it has finished, you will be returned to the 'Maintenance' list window.

Group Invoicing

This function allows you to create Invoices in batches. It finds all approved but uninvoiced Deliveries and creates appropriate Invoices, which are saved in an unapproved state. Each Invoice will contain a reference to the Order to which it pertains. If several Deliveries to the same Customer, perhaps from different Orders, require invoicing, they will be grouped together on a single Invoice, providing those Orders have the same Payment Terms. Otherwise, a separate Invoice will be created for each Payment Term used. If you would like a separate Invoice to be created for each Order, use the 'Invoice Delivered Orders' function described below on page 133. You can approve all Invoices thus created in a single step, by highlighting them in the 'Invoices: Browse' window and selecting 'OK' from the Operations menu. Remember that if you wish to change any of the Invoices, you must do so before they are approved. You can also print the Invoices in a single batch, using the 'Documents' function on the File menu or the [Documents] button

in the Master Control Panel having first changed to the Sales Ledger module. Approving and printing are covered in more detail in the 'Sales Ledger' manual.

Selecting the 'Group Invoicing' function brings up the following dialogue box—

This enables you to limit the Invoice creation to a single Customer or Customer Category or a range of Customers (specify two Customer Numbers, separated by a colon). You can use 'Paste Special' if necessary. Invoices will not be created for Customers that are on hold (the 'On Hold' boxes on the 'Terms' card of their Contact records have been checked). To raise Invoices for Orders whose Invoice To field on the 'Del Terms' card contains a Customer Number (e.g. this might be the case where Invoices are to be sent to leasing companies), enter the Customer Number of the leasing company, not the main Customer Number from the Order header. Leave the fields blank if you do not need to restrict the Invoice creation to particular Customers. The Function options allow you to control the appearance of the Invoice and are self-explanatory.

Click [Run] to run the function. It may take a few moments, depending on the number of Invoices to be created. When it has finished, you will be returned to the 'Maintenance' list window.

An example of an Invoice created with this function is shown below.

	Item	Qty	Description	Unit Price	%	Sum	
1							
2			Order 991014 / Customer 001, Against All Odds Trading ▶				
3	10102	1	Stereo cassette radio	29.00		29.00	
4			----------				
5			Total: 29.00				
6							
7			Order 991034 / Customer 001, Against All Odds Trading ▶				
8	10101	1	Transistor radio	10.00		10.00	
9			----------				
10			Total: 10.00				
11							
12			Order 991035 / Customer 001, Against All Odds Trading ▶				
13	10101	1	Transistor radio	10.00		10.00	
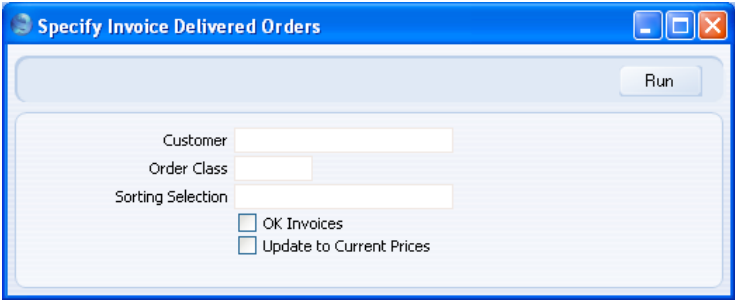
If a Customer has been assigned a Default Item record ('Pricing' card of their Contact record), all Items in that record will be added to any Invoices created for that Customer. You can choose to do this once per Invoice or once per Order using the option in the specification window. Note that these Items will not have a Quantity, so be sure to enter one before printing and approving the Invoices.

Invoice Delivered Orders

This function allows you to create Invoices in batches. It finds all approved but uninvoiced Deliveries and creates appropriate Invoices, which can be saved in an approved or an unapproved state. The main difference between this function and the 'Group Invoicing' function described above on page 131 is that a separate Invoice will be created for each Order, instead of one per Customer, possibly including several Orders. The Order Number field on the 'Identifiers' card of each Invoice will contain a reference to the Order to which it pertains. Any Orders that do not have Payment Terms will not be

invoiced. You can approve all Invoices thus created in a single step, by highlighting them in the 'Invoices: Browse' window and selecting 'OK' from the Operations menu. Remember that if you wish to change any of the Invoices, you must do so before they are approved. You can also print the Invoices in a single batch, using the 'Documents' function on the File menu or the [Documents] button in the Master Control Panel having first changed to the Sales Ledger module. Approving and printing are covered in more detail in the 'Sales Ledger' manual.

Selecting the 'Invoice Delivered Orders' function brings up the following dialogue box—

Customer	**Paste Special**	Customers in Customer register
	Range Reporting	Alpha

If you want to create Invoices from delivered Orders for a particular Customer, enter the Customer Number here.

Order Class	**Paste Special**	Order Classes setting, Sales Orders module

Use this field to ensure the function creates Invoices from delivered Sales Orders belonging to a particular Order Class.

Sorting Selection	**Range Reporting**	Alpha

Invoices will be created from Orders with Sort Keys falling in the range that you specify here. The Sort Key of an Order is shown in the Sorting field on the 'Del Terms' card.

OK Invoices   Check this box to create approved Invoices. Otherwise, unapproved Invoices will be created.

Update to Current Prices

Check this box if you would like the Invoice to use the latest prices from the Price and Item registers instead of the prices in the Order.

If the function does not create an Invoice, the probable causes are—

1. There are no Items on the Order awaiting invoicing.

2. The Order has a Project Number quoted on the 'Del Terms' card. If this is the case, the Invoice must be raised from the Job Costing module, using the 'Create Project Invoices' Maintenance function.

3. The Pay. Terms field on the 'Date' card of the Order is empty.

4. The Group Invoicing Only check box in the Contact record for the Customer ('Terms' card) has been switched on.

5. There is no valid record in the Number Series - Invoices setting (in the Sales Ledger). This might be a fault in the setting itself, or it might be because the default Invoice Number on the 'Serial Nos' card of the current user's Person record or in the Number Series Defaults setting (in the System module) is not in a valid Number Series. This problem will usually occur at the beginning of a new year. If a change is made to the 'Serial Nos' card of the Person record, you will need to quit HansaWorld Enterprise and restart for it to take effect.

Click [Run] to run the function. It may take a few moments, depending on the number of Invoices to be created. When it has finished, you will be returned to the 'Maintenance' list window.

Recalculate Orders

The Del 1, Del 2 and Invoiced Quantities in Sales Orders can occasionally be rendered inaccurate in certain circumstances. If this happens, you can correct them using this function.
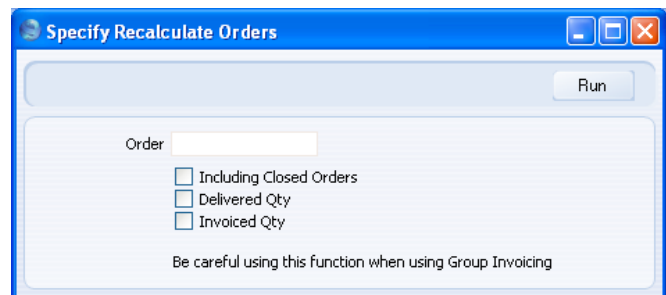
Enter the Order Number of the Order to be corrected (or a range of Order Numbers), and specify whether the Delivery Quantity or the Invoice Quantity (or both) are to be updated. Click the [Run] button in the Button Bar: the Sales Orders are updated.

!   ***Do not use this function for Orders whose Invoices were created using the 'Group Invoicing' Maintenance function. These Invoices do not show Order Numbers on their 'Identifiers' cards and therefore this function cannot find them when recalculating the Invoiced Quantity. Similarly, take care when using this function for Orders that have been subject to the 'Set Order to Invoiced' Operations menu function. Invoices for these Orders do not exist and therefore cannot be found by this function.***

Documents

Introduction

Use the 'Documents' function to print particular documents or Forms in batches. To begin printing documents, select 'Documents' from the File menu or click the [Documents] button in the Master Control panel. The window illustrated below appears, listing the documents that you can print from the Sales Orders module. Each item in the list ("Document") will be printed using a different Form.
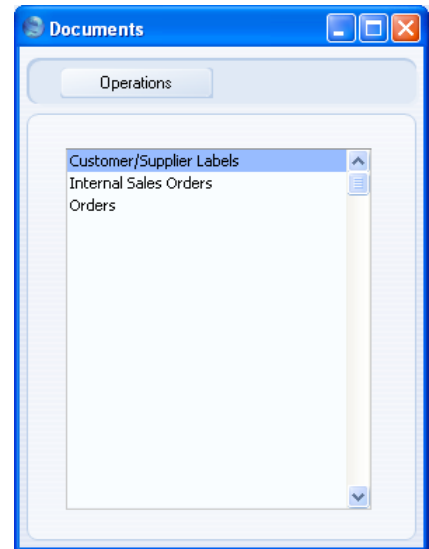
To print a document, follow this procedure—

1. Highlight the appropriate item in the list.

2. If you want to fax the document and your hardware can support this feature, select 'Fax' from the Operations menu.

3. Double-click the document name or press the Enter key. A specification window will then appear, where you can determine the documents that you want to be printed (e.g. which Sales Orders are to be printed). The specification window for each document is described in detail below.

4. Click [Run] to print the documents.

5. Close the 'Documents' window using the close box.

To determine the Form that will be used when you print a document, follow this procedure (when HansaWorld Enterprise is supplied, a sample Form is attached to each document)—

1. For each option, design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the 'System Module' manual.

2. Change to the Sales Orders module and open the 'Documents' list window using the 'Documents' item on the File menu or by clicking the [Documents] button in the Master Control panel.

3. Highlight each item in the list and select 'Define Document' from the Operations menu. In the subsequent window, assign a Form (or more than one Form) to each document: this window is fully described in the 'Documents' section of the 'Work Area' chapter in the 'Introduction to HansaWorld Enterprise' manual. For example, each document can use different Forms determined perhaps by the Language of the Customer or the Number Series of the Sales Order.

4. You only need use the 'Define Document' function once. Afterwards, Form selection will be automatic.

The selection process for each document is described below. In all cases, leave all the fields in the specification window blank if documents for all the records in the database are to be printed. If you need to restrict the number of documents printed, use the fields as described.

Where specified below, it is often possible to report on a selection range, such as a range of Order Numbers. To do this, enter the lowest and highest values of the range, separated by a colon. For example, to report on Customers 001 to 010, enter "001:010" in the Customer field. Depending on the field, the sort used might be alpha or numeric. In the case of an alpha sort, a range of 1:2 would also include 100, 10109, etc.

Customer/Supplier Labels

This document is also available in the Sales Ledger, CRM and Contracts modules. Please refer to the 'Customers, Suppliers and Contact Persons' manual for full details.

Internal Sales Orders

Internal orders are used within the company for administrative purposes and reference.
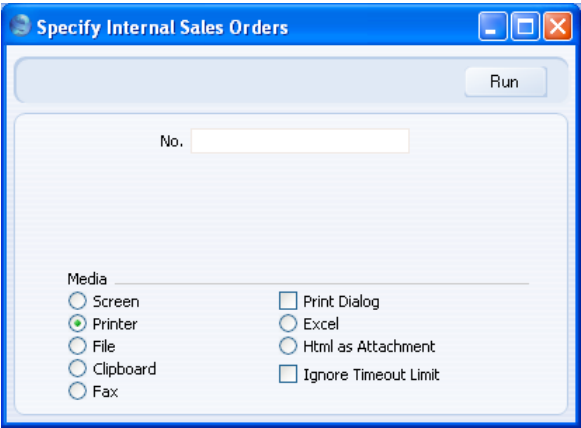
Number	Range Reporting	Numeric

Enter the Order Number or range of numbers for which you want the documents printed.

This document can also be produced automatically, controlled by the Auto Actions setting in the System module.

Orders

A printed order is usually sent to the customer to confirm that the Order has been received.
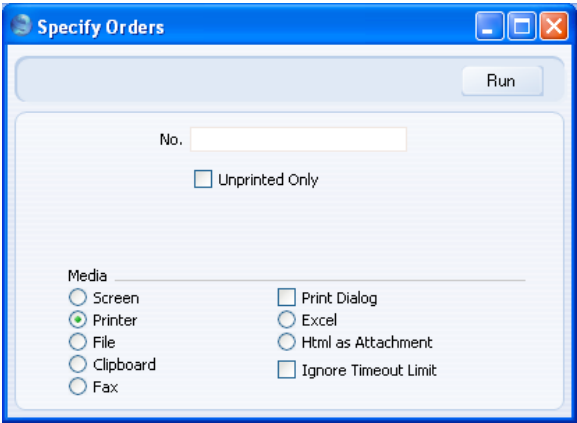
Number	**Range Reporting**	Numeric

Enter the Order Number or range of numbers for which you want the documents printed.

Unprinted Only   If you check this box only previously unprinted Orders are printed.

This document can also be produced automatically, controlled by the Auto Actions setting in the System module.

Reports

Introduction

As with all modules, to print a report in the Sales Orders module, select 'Reports' from the File menu or click [Reports] in the Master Control panel. Then, double-click the appropriate item in the list.

The following reports are available in the Sales Orders module—
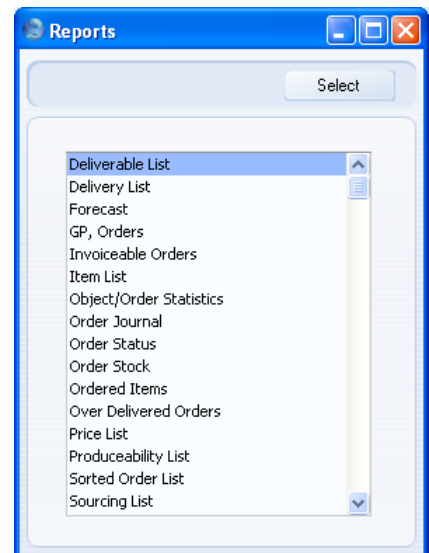
A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to cover all the Sales Orders in the database. If you need to restrict the coverage of the report, use the fields as described individually for each report.

Where specified below, it is often possible to report on a selection range, such as a range of Customers, or a range of Items. To do this, enter the lowest and highest values of the range, separated by a colon. For example, to report on Customers 001 to 010, enter "001:010" in the Customer field. Depending on the field, the sort used might be alpha or numeric. In the case of an alpha sort, a range of 1:2 would also include 100, 10109, etc.

Use the Media options at the bottom of the specification window to determine the print destination of the report. The default is to print to screen. You can initially print to screen and subsequently send the report to a printer by clicking the Printer icon at the top of the report window.

Once you have entered the reporting criteria and have chosen a print destination, click [Run].

With a report in the active window, use the 'Recalculate' command on the Operations menu to update the report after making alterations to background data. The 'Reopen Report Specification' command on the same menu allows you to produce a new report using different reporting criteria.

Deliverable List

This report lists the Orders that have yet to be delivered in full but which can be fulfilled from stock. This means that there is sufficient stock to satisfy each of the Orders listed, but not necessarily all of them.

Orders with unapproved Deliveries are treated as delivered for the purposes of this report (i.e. they are not listed). However, stock that has been used in unapproved Deliveries is treated as being available to other Orders.

Stocked and Structured Items will be included in the report, since its purpose is to show whether there is sufficient stock to deliver these Items. Plain and Service Items will not be shown in the report because these Items are not held in stock and therefore they can always be delivered.

When printed to screen, the Deliverable List has the HansaWorld Enterprise Drill-down feature. Click on any Order Number to open an individual Order record.

Order	**Range Reporting**	Numeric

Use this field to limit the report to a single Order, or range of Orders.

Item	**Paste Special**	Item register

Use this field to limit the report to Orders containing a particular Item. If you use the Overview or Order Rows options, only Order rows with the specified Item will be included in the report, not the whole Order. If you use the Overview per Salesman or Detailed options, the whole Order will be included in the report, not just those Order rows with the specified Item. The specified Item must be a Stocked or a Structured Item.

Customer	**Paste Special**	Customers in Customer register

To limit the report to Orders from a single Customer, enter a Customer Number here.

Salesman	**Paste Special**	Person register, System module

To limit the report to Orders generated by a single Salesman, enter their initials here.

Order Class	**Paste Special**	Order Classes setting, Sales Orders module

Enter an Order Class code to limit the report to Orders of a single Class.

Object	**Paste Special**	Object register, System module

To limit the report to Orders containing a single Object, enter that Object here. This refers to Objects entered at Order level, not those entered for Order rows.

Location	**Paste Special**	Locations setting, Stock module

To produce a report for one stock Location, enter its Location Code here. This refers to the Location entered at Order level, not those in the Order rows (flip F).

Item Group	**Paste Special**	Item Group register, Sales Ledger

Use this field to limit the report to Orders containing Stocked and Structured Items belonging to a single Item Group. The figures shown in the report will be for the whole Order, unless you are using the Show Items From Selected Group Only option (below) as well.

Planned Delivery	**Paste Special**	Choose date
	Range Reporting	By date

If you wish to report on Orders whose Deliveries are to be made on a specific date, enter that date here. If an Order has a Planned Delivery Date on its 'Date' card and different Planned Delivery Dates on flip E of its Order rows, it will be shown in the report if you enter any of those dates here.

Allow Part Deliveries

Switch this option on if you want Orders that can only be part delivered to be included in the report.

To make the most of this option, it is recommended that you use it together with the Quantity and Inc Stock Levels options (below), or together with the Quantity

and Order Rows options. These combinations will show the full quantity remaining to be delivered, and the quantity in stock that you can ship. You will therefore be able to distinguish Orders that can be fully delivered from those that can only be partially delivered, and how much of each Order you can satisfy from stock.

Show Items from selected Group only

If you have specified an Item Group using the field above, the report will be limited to Orders containing Stocked and Structured Items belonging to that Group. You can decide whether to show all rows of those Orders or just those rows featuring Items of the specified Group. If you need the latter option, switch on this check box.

Not OKed   Check this box if unapproved Orders are to be shown in the report.

OKed   Check this box if approved Orders are to be shown in the report.

Function   Use these options to determine the level of detail to be shown in the report. In each case, where a quantity is shown, this is the quantity awaiting delivery and invoicing. So, if an Item is delivered but not invoiced, it is included in the quantity.

Overview   The default setting for this report is Overview, which is a simple list of Orders that have not yet been fully delivered. For each Order, the Number, Date, Customer Name, value of Stocked and Structured Items not yet delivered and Currency are shown. The list is sorted by Order Number. If you use this option together with the Quantity option (below), the number of Items not yet delivered will replace the value and Currency.

Overview per Salesman

This is a more comprehensive report in which the Orders are sorted by Salesman and then by Order Number. In addition to the information shown in the Overview, the Planned Delivery Date is shown and Order rows with Stocked and Structured Items are listed. For each row, the Item Number and Name, quantity remaining to be

delivered, unit price, discount and total value remaining to be delivered are shown. A subtotal value of Items not yet delivered is calculated for each Salesman. If you use this option together with the Quantity option (below), the Order quantity, quantity delivered so far, quantity remaining to be delivered and quantity already invoiced will replace the unit price, discount and total value remaining to be delivered.

Detailed   This option is similar in appearance to the Overview per Salesman, with the addition of the full Invoice Address, telephone and fax number, Price List and Our Reference. The list is sorted by Order Number.

Order Rows   This is a simple list of Order rows from Orders that have not yet been fully delivered. Only Order rows with Stocked and Structured Items are listed. The list is sorted by Order Number and shows the Order Number, Date, Planned Delivery Date and Item Number. If you use it together with the Amount option (below), it also shows the quantity remaining to be delivered, unit price, outstanding undelivered value and Currency. If you use it together with the Quantity option, it also shows the full Order quantity, quantity delivered so far, quantity remaining to be delivered, quantity in stock, and quantity delivered but not invoiced. In calculating this last figure, a delivered quantity is said to be invoiced even if the Invoice has not yet been approved.

Function   Use these options to determine whether values or quantities are to appear in the report, as described for each Function option above.

Inc Stock Level   This option is only useful if you are using the Overview per Salesman or Detailed options and have selected the Quantity option immediately above. If so, it will additionally show for each Order row the quantity in stock, thus identifying which Order rows can be fulfilled immediately. The Order Rows option always shows stock quantities, irrespective of whether you have chosen this option.

Delivery List

This report shows a list of Orders for which there are Deliveries remaining to be made or Invoices to be raised.

Order	**Range Reporting**	Numeric

Use this field to limit the report to a single Order, or range of Orders.

Item	**Paste Special**	Item register

Enter an Item Number here to list Orders containing a particular Item in the report.

Customer	**Paste Special**	Customers in Customer register

To limit the report to Orders from a single Customer, enter a Customer Number here.

Order Class	**Paste Special**	Order Classes setting, Sales Orders module

Enter an Order Class code to limit the report to Orders of a single Class.
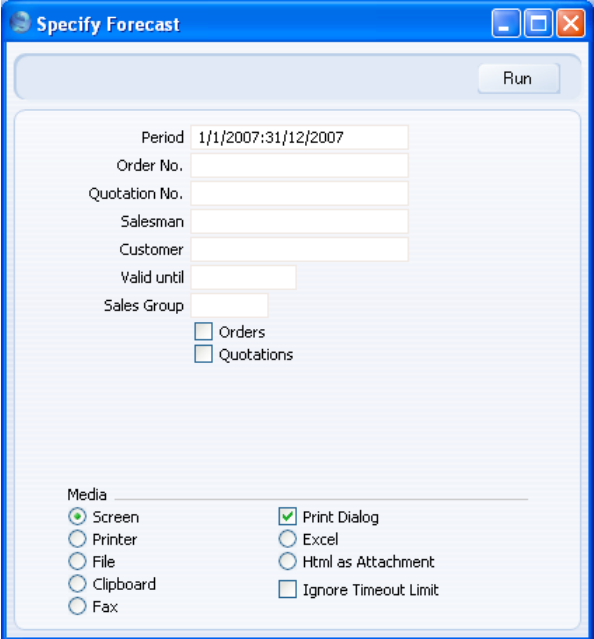
Item Group	**Paste Special**	Item Group register, Sales Ledger

Use this field to limit the report to Orders containing Items belonging to a single Item Group.

Planned Delivery	**Paste Special**	Choose date
	Range Reporting	By date

If you wish to report on the Deliveries to be made on a specific date (based on the Planned Del. field on the 'Date' card of the Order screen), enter that date here. No account is taken of the Planned Delivery Date field on flip E.

Sorting	The report can be sorted by Customer Category or Item Group.

Forecast

This report lists the Quotations entered in the report period, showing for each the Quotation Date, the Valid Until Date, the Total excluding and including VAT, the Gross Profit and the Probability that the Quotation will be converted to an Order. A total expected sales value is shown, the sum of the Quotation values (excluding VAT) multiplied by the Probability expressed as a percentage. Open Quotations will be included in the report, but Closed, Accepted and Rejected Quotations will not.

Orders from the same period can also be listed if required. In their case, the Order Date, the Total excluding and including VAT and the Gross Profit are shown. If an Order has been partially invoiced, only the value of the uninvoiced portion will be shown. If an Order has been invoiced but not delivered, it will be shown in the report but with zero values. Closed Orders, and Orders that have been completely delivered and invoiced will not be included in the report.

The report can therefore help you forecast what your income would be if your quotations were accepted, and if you delivered and invoiced your outstanding Sales Orders.

Period   **Paste Special**   Reporting Periods setting,
                                         System module

Enter the start and end date of the reporting period. The first record in the Reporting Periods setting is offered as a default.

Order No.   **Range Reporting**   Numeric

Use this field to limit the report to a single Order, or range of Orders. Closed Orders in the range will not be listed.

Quotation No. **Range Reporting**   Numeric

Use this field to limit the report to a single Quotation, or range of Quotations. Closed Quotations in the range will not be shown.

Salesman   **Paste Special**   Person register, System module

To limit the report to the Orders and Quotations of a single Salesman, enter their initials here.

Customer	**Paste Special**	Customers in Customer register
	Range Reporting	Alpha

To restrict the report to Orders and/or Quotations issued to a particular Customer, enter their Customer Number here.

Valid until	**Paste Special**	Choose date

If you enter a date here, the report will only list Quotations with Valid Until Dates ('Date' card) that are on or after the date specified here.

Sales Group	**Paste Special**	Sales Groups setting, System module

To list Orders and/or Quotations with a particular Sales Group (shown on the 'Del Terms' card), enter that Sales Group here.

Orders   Check this box if Orders are to be shown in the report.

If you use this option, Closed Orders and Orders that have been both Delivered and Invoiced will not be included in the report. Orders that have been Delivered but not Invoiced will be included in the report.

Quotations   Check this box if Quotations are to be shown in the report.

GP, Orders

This report displays the Order Total and Gross Profit of each Order in the specified selection. The Gross Profit is based on the Cost Price for each Order row.

When printed to screen, the GP, Orders report has the HansaWorld Enterprise Drill-down feature. Click on any Order Number to open an individual Order record.

Period   **Paste Special**   Reporting Periods setting, System module

If you would like to consider only Sales Orders that fall within a certain period, enter the start and end dates of that period separated by a colon.

Order No.   **Range Reporting**   Numeric

Use this field to limit the report to a single Order, or range of Orders.

Customer   **Paste Special**   Customers in Customer register

To limit the report to Orders from a single Customer, enter a Customer Number here.

Salesman   **Paste Special**   Person register, System module

To limit the report to Orders generated by a single Salesman, enter their initials here.

Object	**Paste Special**	Object register, System module
	To limit the report to Orders containing a single Object, enter that Object here. This refers to Objects entered at Order level, not those entered for Order rows.	
Sales Group	**Paste Special**	Sales Groups setting, System module
	To list Orders with a particular Sales Group (shown on the 'Del Terms' card), enter that Sales Group here.	
Function	These settings control the level of detail included in the report.	
Overview	This option offers a single line per Order displaying Order total and Gross Profit.	
Detailed	This option shows for each Order row the Item, Order Quantity, Sum and Gross Profit.	
Sorting	The report can be sorted by Sales Order Number or Salesman.	
Include Closed Orders		
	Check this box if closed Orders are to be shown in the report.	
Not OKed	Check this box if unapproved Orders are to be shown in the report.	
OKed	Check this box if approved Orders are to be shown in the report.	

Invoiceable Orders

This report lists all Orders ready for invoicing. Orders are ready for invoicing if they are fully or part-delivered, with all Deliveries approved. However, if you are using the Invoices Before Delivery option in the Stock Settings setting, Orders are ready for invoicing even if there is no Delivery. In this case, the report will list all uninvoiced Orders. The report shows for each Order the invoiceable total and Gross Profit.

When printed to screen, the Invoiceable Orders report has the HansaWorld Enterprise Drill-down feature. Click on any Order Number to open an individual Order record.

Order	**Range Reporting**	Numeric

Use this field to limit the report to a single Order, or range of Orders.

Item	**Paste Special**	Item register

Use this field to limit the report to Orders containing a particular Item. The figures shown in the report will be for the whole Order, not just for the specified Item.

Customer	**Paste Special**	Customers in Customer register

To limit the report to Orders from a single Customer, enter a Customer Number here.

Salesman	**Paste Special**	Person register, System module

To limit the report to Orders generated by a single Salesman, enter their initials here.

Sales Group	**Paste Special**	Sales Groups setting, System module

To list Orders with a particular Sales Group (shown on the 'Del Terms' card), enter that Sales Group here.

Order Class	**Paste Special**	Order Classes setting, Sales Orders module

Enter an Order Class code to limit the report to Orders of a single Class.

Object	**Paste Special**	Object register, System module

To limit the report to Orders containing a single Object, enter that Object here. This refers to Objects entered at Order level, not those entered for Order rows.

Location	**Paste Special**	Locations setting, Stock module

To produce a report for one stock Location, enter its Location Code here. This refers to the Location entered at Order level, not those in the Order rows (flip F).

Item Group	**Paste Special**	Item Group register, Sales Ledger

Use this field to limit the report to Orders containing Items belonging to a single Item Group. The figures shown in the report will be for the whole Order, unless you use the Show Items From Selected Group Only option (below) as well.

Planned Delivery	**Paste Special**	Choose date
	Range Reporting	By date

If you wish to report on Orders whose Deliveries are to be made on a specific date (based on the Planned Del. fields on the 'Date' card and flip E of the Order screen), enter that date here.

Show Items from selected Group only

If you have specified an Item Group using the field above, the report will be limited to Orders containing Items belonging to that Group. You can decide whether to show all rows of those Orders or just those rows featuring Items of the specified Group. If you need the latter option, switch on this check box.

	Include Closed	Check this box if you would like closed Orders to be shown in the report.

Item List

Please refer to the 'Items and Pricing' manual for full details of this report.

Object/Order Statistics

This report analyses sales allocated to Objects, showing for each Object the Turnover, number of Sales Orders and average Order value. A comparison is provided between the report period and the period from the beginning of the fiscal year to the end of the report period. The Objects used in the analysis are those entered at Order level, not those entered for each Order row.

Period	**Paste Special**	Reporting Periods setting, System module
		Enter the start and end date of the reporting period.
Order	**Range Reporting**	Numeric
		Use this field to limit the report to a single Order, or range of Orders.
Object	**Paste Special**	Object register, System module
		To limit the report to Orders containing a single Object, enter that Object here. This refers to Objects entered at Order level, not those entered for Order rows.

Order Journal

This report gives you information about registered Orders in the system.

When printed to screen, the Sales Order Journal has the HansaWorld Enterprise Drill-down feature. Click on any Order Number to open an individual Order record.

Order No	Range Reporting	Numeric
	Use this field to limit the report to a single Order, or range of Orders.	
Period	Paste Special	Reporting Periods setting, System module
	Enter the start and end dates of the reporting period, separated by a colon (:).	
Customer	Paste Special	Customers in Customer register
	To limit the report to Orders from a single Customer, enter a Customer Number here.	

Salesman	**Paste Special**	Person register, System module

To limit the report to Orders generated by a single Salesman, enter their initials here.

Sales Group	**Paste Special**	Sales Groups setting, System module

To list Orders with a particular Sales Group (shown on the 'Del Terms' card), enter that Sales Group here.

Order Class	**Paste Special**	Order Classes setting, Sales Orders module

Enter an Order Class code to limit the report to Orders of a single Class.

Item	**Paste Special**	Item register

Use this field to limit the report to Orders containing a particular Item. The figures shown in the report will be for the whole Order, not just for the specified Item.

Location	**Paste Special**	Locations setting, Stock module

To produce a report for one stock Location, enter its Location Code here. This refers to the Location entered at Order level, not those in the Order rows (flip F).

Show Reserved Orders only

Check this box if you would like the report only to list Orders marked as Reserved using the check box in the header of the Order screen.

Function   Use these options to specify the level of detail in the report.

    Overview   The default setting for this report is Overview, which results in a report with the most important order journal data in a table format.

    Detailed   Clicking this button will result in a report with all available data.

    Excl VAT   Same as the Overview report, but amounts will be printed net of VAT.

Status Choose one or more of these check boxes to include Orders of various statuses in the report. You must choose at least one option, otherwise the report will be blank.

Invoiced not delivered

Orders that have been invoiced but not shipped.

Not Invoiced Orders that have not yet been invoiced.

Part Delivered Orders that have been partially shipped.

Finished Orders that have been shipped and invoiced in full.

Delivered not invoiced

Orders that have been shipped but not invoiced.
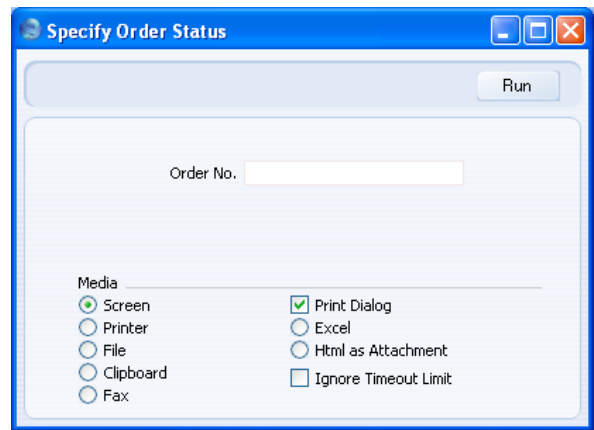
Sorting The report can be sorted by Order Number or Customer Number.

Status You can decide to show open Orders only, both open and closed Orders, or closed Orders only. Orders are closed using the check box in the Order header.

Order Status

This report is the same one as that produced by the 'Order Status' function on the Operations menu of the Order screen. It lists all Orders, showing the Order Items, Deliveries, Returned Goods, Prepayments, Invoices and any linked Activities.

When printed to screen, the Order Status report has the HansaWorld Enterprise Drill-down feature. Click on any Order Number or Activity Number or Date in the report to open the corresponding record. Click any Person's initials to produce an Activities, Persons report for that Person.

Order No.	Range Reporting	Numeric

Enter an Order Number or a range of Numbers.

Order Stock

This report gives you information about unfulfilled Orders, showing Order Number, Object, Date, Customer and Order Value yet to be invoiced. As it also shows Planned Delivery Dates, you can use it to aid cashflow planning. Further detail is available if required.

When printed to screen, the Order Stock report has the HansaWorld Enterprise Drill-down feature. Click on any Order Number to open an individual Order record.

Order	**Range Reporting**	Numeric

Use this field to limit the report to a single Order, or range of Orders.

Item	**Paste Special**	Item register

Use this field to limit the report to Orders containing a particular Item. Figures in the report will be for the specified Item only, not the whole Order.

Customer	**Paste Special**	Customers in Customer register

To limit the report to Orders from a single Customer, enter a Customer Number here.

Customer Category

	Paste Special	Customer Categories setting, Sales Ledger

If you want the report to list Orders received from Customers belonging to a particular Category, specify that Category here.

Customer Classification

	Paste Special	Contact Classifications setting, CRM module

Enter a Classification Code in this field if you want to list Orders received from Customers with a certain Classification. If the field is empty, Orders from every Customer, with and without Classification, will be included in the report. If you enter a number of Classifications separated by commas, only Orders received from those Customers featuring all the Classifications listed will be shown. If you enter a number of Classifications separated by plus signs (+), Orders from Customers featuring at least one of the Classifications listed will be shown. If you enter a Classification preceded by an exclamation mark (!), Orders from Customers featuring any Classification except the one listed will be shown.

For example—

1,2	Lists Orders from Customers with Classifications 1 and 2 (including Customers with Classifications 1, 2 and 3).
1+2	Lists Orders from Customers with Classifications 1 or 2.
!2	Lists Orders from all Customers except those with Classification 2.
1,!2	Lists Orders from Customers with Classification 1 but excludes those from Customers with Classification 2 (i.e. Orders from Customers with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.

!1,!2		Lists Orders from all Customers except those with Classification 1 or 2 or both. Again, note the comma.
!(1,2)		Lists Orders from all Customers except those with Classifications 1 and 2 (Orders from Customers with Classifications 1, 2 and 3 will not be listed).
!1+2		Lists Orders from Customers without Classification 1 and those with Classification 2 (Orders from Customers with Classifications 1 and 2 will be listed).
(1,2)+(3,4)		Lists Orders from Customers with Classifications 1 and 2, and those with Classifications 3 and 4.
Salesman	**Paste Special**	Person register, System module

To limit the report to Orders generated by a single Salesman, enter their initials here.

Order Class   **Paste Special**   Order Classes setting, Sales Orders module

Enter an Order Class code to limit the report to Orders of a single Class.

Object   **Paste Special**   Object register, System module

To limit the report to Orders containing a single Object, enter that Object here. This refers to Objects entered at Order level, not those entered for Order rows.

Location   **Paste Special**   Locations setting, Stock module

To produce a report for one stock Location, enter its Location Code here. This refers to the Location entered at Order level, not those in the Order rows (flip F).

Item Group   **Paste Special**   Item Group register, Sales Ledger

Use this field to limit the report to Orders for Items of a single Item Group. The figures shown in the report will be for the whole Order, unless you use the Show Items From Selected Group Only option (below) as well.

Planned Delivery **Paste Special**   Choose date

                 Range Reporting   By date

                 If you wish to report on Orders whose Deliveries are to be made on a specific date (based on the Planned Del. fields on the 'Date' card and flip E of the Order screen), enter that date here.

Sorting Selection **Range Reporting**   Alpha

                 All Orders with Sort Keys falling in the range that you specify here will be included in the report. The Sort Key of an Order is shown in the Sorting field on the 'Del Terms' card.

Function   Use these options to control the level of detail shown in the report.

       Overview   This option displays the most important Order journal data (Order Number, Object, Date, Customer Name and Order Value yet to be invoiced) in a table format.

       Detailed   At the Order level, this option provides the additional information of Customer Order Number, Payment Terms and Planned Delivery Date. It also shows the Order rows with Item Number and Name, unfulfilled Quantity and unfulfilled Value. The full Customer Address can be shown by switching on the Complete Order Information check box.

       Order Rows   This option shows minimal Order level information (Order No, Date and Planned Delivery Date). For all unfulfilled Order rows, it shows the Item Number, unfulfilled Quantity and unfulfilled Value. Change the Order Row option below if you want the Item Description or Customer Name to be shown in place of the Item Number.

       Components   The report will show the components of structure items.

Specify
Use these options to determine whether values or quantities are to appear in the report.

    Amount
The report will show the unfilled value of each Order.

    Quantity
This option is only useful if you are using the Detailed or Order Rows options. If so, it will show for each Order row the quantity delivered, invoiced and remaining to be delivered.

Inc Stock Level or GP

This option is only useful if you are using the Detailed or Order Rows options. If you have selected the Quantity option immediately above, it will show for each Order row the quantity in stock, thus identifying which Order rows can be fulfilled immediately. If you have selected the Amount option, the gross profit for each row will be shown.

Status
Check one or more of the boxes to include Orders of different status. The Not Invoiced option refers to Order rows that have been delivered but not invoiced (i.e. rows that are ready for invoicing): rows that have not been delivered will not be shown if you only select this option. An Order row is said to be invoiced even if the Invoice has not yet been approved.

Status per Row
If you are reporting on Part-Delivered Orders and are using the Detailed and Quantity options, switching this option on will only list unfulfilled (undelivered or part-delivered) Order rows. Otherwise, all Order rows will be shown.

Show Items from selected Group only

If you have specified an Item Group using the field above, the report will be limited to Orders containing Items of that Group. You can decide whether to show all rows of those Orders or just those rows featuring Items of the specified Group. If you need the latter option, switch on this check box.

Complete Order Information

> Switch this check box on if you are using the Detailed option and wish to see the full Customer Address for each Order in the report.

One page per Order

> Check this box if you would like each Order to have a separate page. This applies when the report is printed to a printer only.

Show GP

> Check this box if you would like total gross profit and gross margin figures to be printed at the end of the report. If you would like gross profit figures for each individual Order to be printed, check the Inc Stock Level Or GP box above and choose the Amount option.

Status

> You can decide to show open Orders only, both open and closed Orders, or closed Orders only. Orders are closed using the check box in the Order header.

Order Rows

> If you are using the Order Rows option above, use these options to specify whether the Item Number, the Item Description or the Customer Name will be shown in the report.

Ordered Items

This report provides a simple list of Stocked Items for which you have received Orders that are as yet undelivered. Quantities not yet delivered, Cost Amounts (Cost Price multiplied by undelivered Quantity) and unfulfilled sales values are shown.

Period   **Paste Special**   Reporting Periods setting,
                                     System module

Enter the start and end date of the reporting period.

Item   **Paste Special**   Item register

              Range Reporting   Alpha

Use this field to limit the report to Orders for a single
Item or range of Items. Only the Stocked Items in the
range will be included in the report.

Item Group   **Paste Special**   Item Group register, Sales
                                     Ledger

Use this field to limit the report to Orders for Stocked
Items of a single Item Group.

Order Class   **Paste Special**   Order Classes setting, Sales
                                     Orders module

Enter an Order Class code to limit the report to Orders of
a single Class.

Planned Delivery	**Paste Special**	Choose date

If you wish to report on Order Items that are to be delivered on a specific date (based on the Planned Del. field on flip E of each Order row), enter that date here. In the case of rows with no Planned Delivery Date, that specified on the 'Date' card will be used.

Cost Price Choose here whether you would like the Cost Amounts shown in the report to be based on the Cost Price in each Order or on the latest Cost Price for the Item.

Currency Rate The sales values shown in the report are in the home Currency. In the case of Orders in a foreign Currency, choose here whether you would like these figures to be calculated using the Exchange Rate in each Order or using the latest Exchange Rate for the Currency.

Sorting These radio buttons control the sort order of the report. The default is to print the report in Item Group order. If you do so and choose the Print Items option below, the Items will be sorted in Item Group order and subtotals will be provided for each Group. You can also choose to print in Item Number or Description order but, if you do, you should not use the Print Group Totals option below.

Print Use these options to control the appearance of the report.

Items This option lists the Items waiting to be delivered, with Quantities and Purchase and Sales Values. If you choose to sort the Items in Item Group order, subtotals for each Item Group will be provided.

Group Totals This option provides subtotals for each Item Group, but does not list the Items individually. You must sort the report by Item Group if you want to use this option. A separate set of subtotals is provided for Items that do not belong to an Item Group.

Items Per Variety If an Item has Varieties, the Print Items option above will show totals for the Item as a whole. Use this option if you want to list the Item Varieties individually.

Over Delivered Orders

This report lists all Orders within the selected range for which Quantities greater than the Order Quantity have been delivered or invoiced.

Order   **Range Reporting**   Numeric

Use this field to limit the report to a single Order, or range of Orders.

Item   **Paste Special**   Item register

Use this field to limit the report to Orders for a single Item.

Customer   **Paste Special**   Customers in Customer register

To limit the report to Orders from a single Customer, enter a Customer Number here.

Item Group   **Paste Special**   Item Group register, Sales Ledger

Use this field to limit the report to Orders for Items of a single Item Group.

Price List

Please refer to the 'Items and Pricing' manual for full details of this report.

Produceability List

This report is a list of assembled Items (Stocked and Structured Items with Recipes). It shows the quantities of each Item that can be produced from the components available in stock, and compares these figures with the quantities required by unfulfilled Sales Orders. Unfulfilled Orders for individual components are taken into account.

Item No.	**Paste Special**	Item register
	Range Reporting	Alpha

Use this field to restrict the report to a particular Item or range of Items. Only Items with Recipes will be shown in the report.

Group	**Paste Special**	Item Group register, Sales Ledger
	Range Reporting	Alpha

Use this field to restrict the report to Items of a particular Item Group or range of Groups.

Location	**Paste Special**	Locations setting, Stock module

If you need to report on the quantity of assembled Items that can be produced from the components available in stock in a particular Location, specify that Location here.

Recipes in Multiple Levels

> For assembled Items which use components which themselves are assemblies (i.e. sub-assemblies), you can either show the stock levels of the sub-assemblies or show those of the most basic level components. To use the latter option, switch on this check box.

Function   Use these options to specify the level of detail in the report.

> **Overview**   For each Item, this option will simply show quantities in stock, on order and produceable.

> **Detailed**   For each Item, this option shows how many are produceable and lists its components, showing for each the quantities in stock and on order. The quantity of each component required by the Recipe is also shown.

Sorting   The report can be sorted by Item Number or Item Group.

Sorted Order List

This report is a list in Sort Key order of Orders with a particular Planned Delivery Date. It can be used as an aid for delivery drivers. The Sort Key of each Order can be found in the Sorting field on the 'Del Terms' card. Closed Orders are not included in the report.

The report shows for each Order the Order Number, Customer Number, Name and Address and the Sort Key. The Order Items are then listed, with the Item Number and Name and the Order Quantity being printed.

When printed to screen, the Sorted Order List has the HansaWorld Enterprise Drill-down feature. Click on any Order Number to open an individual Order record.

Planned Delivery **Paste Special** Choose date

Enter a date here to report on Orders whose Deliveries are to be made on a specific date (based on the Planned Del. field on the 'Date' card of the Order screen only, not that on flip E). You must enter a date, otherwise the report will be empty.

Sorting **Range Reporting** Alpha

All Orders with Sort Keys falling in the range that you specify here will be included in the report. The Sort Key of an Order is shown in the Sorting field on the 'Del Terms' card.

Department **Paste Special** Departments setting, Assets module/System module

If you enter a Department here, the report will list the Orders containing Items attached to that Department (the Department is shown on the 'Stock' card of each Item record). In the case of Orders for several Items, only the Items with the Department in question will be listed.

Order No.	**Range Reporting**	Numeric

Use this field to list a single Order (or range of Orders) in the report.

Lines per Page   Specify here how many Order Items are to appear on each page. For example, if you enter 10 here, an Order with 20 rows will be spread over two pages when printed to a printer.

Function   Three versions of the report are available—

Running   This is the standard version of the report, as described above the illustration.

One page per Order

Use this option if you would like each Order to have a separate page. This applies when the report is printed to a printer only, and is otherwise identical to the Running option above.

Item Totals   This version of the report is a simple list of Items showing the quantity of each that is to be delivered on the Planned Delivery Date.

Sourcing List

This report has been provided for use in the EDI (Electronic Data Interchange) module where it can be necessary to print out the history of perishable goods supplied by your company such as fruit and vegetables. The report will also be useful in other circumstances where the detailed recording of dated information of any kind is required.

The report shows the Order Number, Customer Number and Name, Customer Order Number and Planned Delivery Date for each Order. The Order Items are then listed, showing the Item Number, Description, Quantity, Farm (Source), Harvest Date and Time (Picking Date and Time), Location, Inloading Date and Time and the Despatch Date. This information is taken from flips F and G of the Order screen.

Order No.	**Range Reporting**	Numeric

Use this field to list a single Order (or range of Orders) in the report.

Period	**Paste Special**	Reporting Periods setting, System module

Enter the start and end dates of the reporting period, separated by a colon (:). Orders whose Order Date falls in this period will be listed in the report.

Planned Delivery Date

	Paste Special	Choose date

Enter a date here to list Orders with that date shown in the Planned Delivery Date field in the Order header. No account is taken of the Planned Delivery Date field on flip E.

Picking Date	**Paste Special**	Choose date

Enter a date here to list Order rows with that date shown in the Pick. Date field on flip G of the Order screen.

Inloading Date	**Paste Special**	Choose date

Enter a date here to list Order rows with that date shown in the Inl. Date field on flip G of the Order screen.

Despatch Date	**Paste Special**	Choose date

Enter a date here to list Orders with that date shown in the Desp. Date field on the 'Date' card of the Order screen.

Customer	**Paste Special**	Customers in Customer register
	Range Reporting	Alpha

Use this field to list the Orders received from a single Customer (or range of Customers) during the period in the report.

Location	**Paste Special**	Locations setting, Stock module

Enter a Location here to list Order rows with that Location shown on flip F of the Order screen. No account is taken of the Location field on the 'Del Terms' card.

Source	**Paste Special**	Sources setting, Stock module

Enter a Source here to list Order rows with that Source shown on flip F of the Order screen.

Order Class	**Paste Special**	Order Classes setting, Sales Orders module

Enter an Order Class code to list Orders of a single Class in the report.

Print Use the Order per page option if you would like each Order to have a separate page. This applies when the report is printed to a printer only.

Sorting The report can be sorted by Order Number or Customer Number.

Include Closed Orders

Check this box if closed Orders are to be shown in the report.

Format for email   You can use this option when printing the report to a text file.

Usually a report printed to a text file will be the same as one printed to the screen or a printer. The column headings (separated by tabs) are printed first, followed by the report data. When the file is opened in a spreadsheet program, the column headings appear on the first row and the data on the following rows, one row per record. This is a simplified example—

Order No.	Order Date	Cust No.
5001	1/12/2007	001
5002	1/12/2007	002
5003	2/12/2007	001

If you use this option, the report will not use this columnar format. Instead, each piece of data appears on its own line with its identifier—

Order No:	5001
Order Date	1/12/2007
Cust No.	001
Order No.	5002
Order Date	1/12/2007
Cust No.	002
Order No.	5003
Order Date	2/12/2007
Cust No.	001

This makes the file easier to understand if it is included in an email or word processor document.

To print a report to a text file, select 'File' using the Media options below this check box.

HansaWorld Enterprise

Sales Orders

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