Sales Order - Quick Entry

Document #:	3397	Product:	CenterPoint®

The Sales Order module is used to prepare quotes and manage orders received from customers. Once the goods and/or services have been provided to the customer, the fill and invoice process will deduct the items from inventory and prepare an invoice to bill the customer.

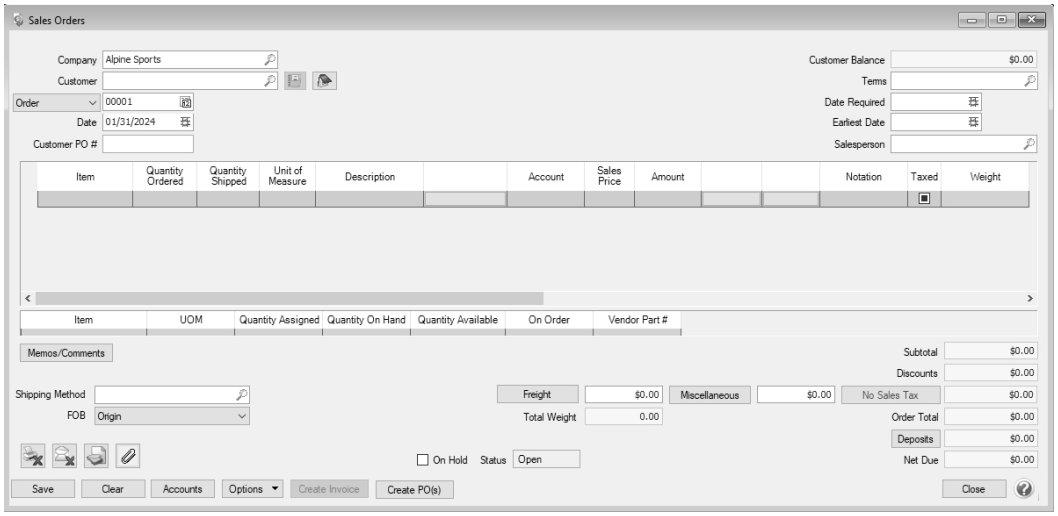
In this topic, we will identify how to enter customer quotes and/or orders quickly on a single-tab consolidated entry screen. Sales orders can also be entered on a multi-tab entry screen by following the Enter a Sales Order or Quote topic.

Prerequisite

You must have the Sales Order module purchased, installed and registered in the module configuration manager (File > Administration > Module Configuration Manager) prior to entering a sales order.

Quickly Enter a Sales Order or Quote

1. To begin entering a sales order, select **Processes** > **Sales** > **Sales Orders - Quick Entry**.



2. Enter the **Customer**. Once the customer is selected, the Shipping Method, Salesperson, Terms, and Sales Tax fields will be populated automatically from the information saved in the customer maintenance screen (Setup > Customers).
3. To view or change the customer's Billing Name/Address, shipping Name/Address, or Sales Tax, click the **Address** icon to display the Customer Billing & Shipping Addresses screen.

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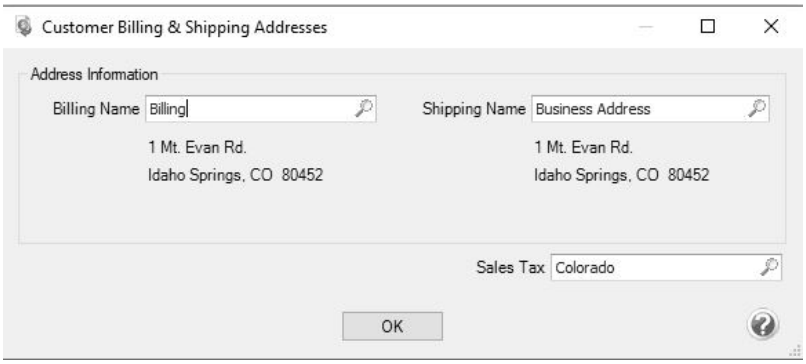
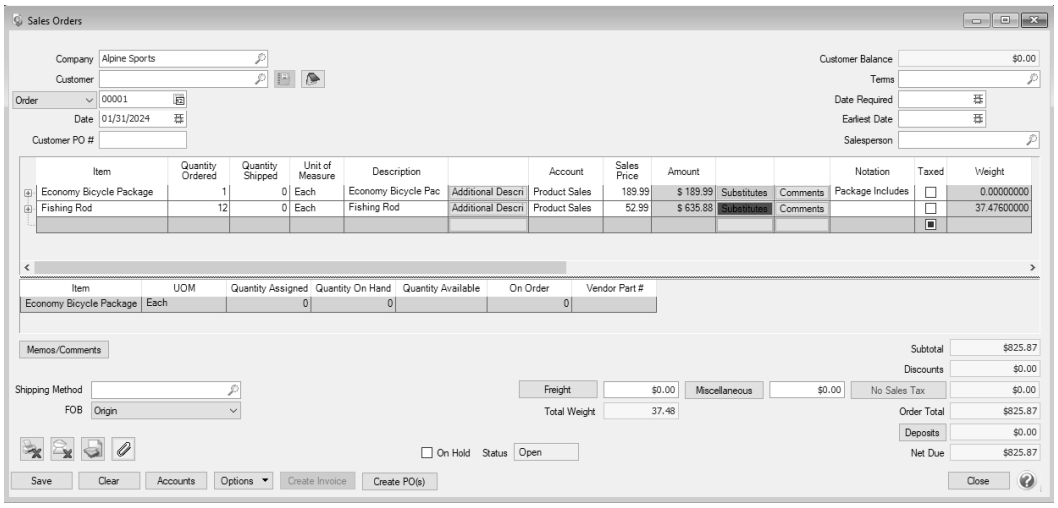


4. To view or add internal notes for a customer, click the **Additional Notes** icon .

> Note: To add a time stamp to a note added or edited on the Additional Notes screen, click **Stamp**. If you are adding/editing a stamp in a database without security, the stamp will display "Edited on (current date and time)". If you are adding/editing a stamp in a database with security, the stamp will display "Edited by (username) on (current date and time)".

5. Select the appropriate Type for this transaction. **Quotes** have no affect on inventory or customer balances and terms and credit limits will be ignored when Quotes are saved. They are used to simply provide pricing information to the customer. The **Order** option should be used if the customer has confirmed that they would like to purchase the goods/services.
6. In the **Order or Quote Number** box, the next available sequence number will display. Click the Sequence icon or press F4 to display the sequences associated with the Sales Order Entry screen. You can use a different sequence for orders vs. quotes.
7. The **Date** will display the current system date.
8. If desired, enter a **Customer PO #** or some other information that indicates the source of the sales order.
9. In the **Terms** box, verify or enter the terms that should be used when the order is invoiced. Terms are used to calculate Due Dates, Discount Due Dates and Early Payment Discounts.
10. Enter the customer-specified delivery date in the **Date Required** field. This is the latest date the customer must receive the product by. You can use this date in Fill Orders to help select the orders to fill. The default is the current system date.
11. Enter the soonest this order can be delivered in the **Earliest Date** field. Use it to delay filling an order. It is also used in Fill Orders when selecting orders to fill.
12. In the **Salesperson** box, verify or enter the salesperson responsible fore this order or quote.
13. There are many fields that can be displayed in the data entry grid. These can be selected by right-clicking anywhere in the grid and selecting **Add/Remove Columns**. In this topic, we will identify the most commonly used fields.



14. Select the first **Item** ordered by the customer by either typing in a portion of the item abbreviation or the item description or click on the lookup button to display a list of items. Once the Item is selected the system will automatically display the

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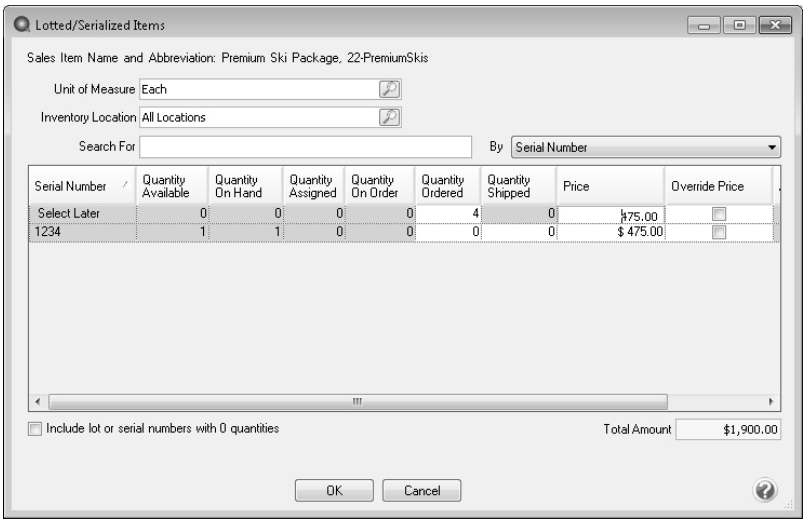
Description, Account , **Unit of Measure**, and **Sales Price**. This information will pull from the information that has been setup on the item and can also be modified, if needed.

Note: If you have the Show Information Grid on (Options button > Show Information Grid), you will see that when entering items on sales orders, the Quantity Assigned, On Hand, Available and On Order reflect changes currently in process for the current transaction and others within the system that have not yet been saved.

15. Select the **Quantity Ordered**. If you have already shipped or given the goods/services to the customer you can enter that quantity in **Quantity Shipped**. If you are entering a quote, the Quantity Shipped is not available.
16. If the item entered is a lotted or serialized item, the **Lotted/Serialized Items** screen will be displayed. If you know at this time which lot/serial numbers will be delivered to the customer, they can be specified by entering a **Quantity Ordered** of 1 in the corresponding row(s). Otherwise, specify the total **Quantity Ordered** and correct **Price** for this item, in the **Select Later** row. When the Select Later option is used, you will be required to specify the actual lot or serial numbers sold when the order is filled.



17. When all serial/lot information is complete, click **OK** to return to the Sales Order screen.

Note: If you want to attach a document to this transaction, see the Attach Documents to Transactions topic for detailed information. Attached files (for example, pictures of a product, specifications of a product, warranty information, etc.) can be emailed with sales orders. If the Attachments column is added to the Sales Orders (Edit/Fill/Invoice). List tab, the number of attached documents for a saved sales order will display.

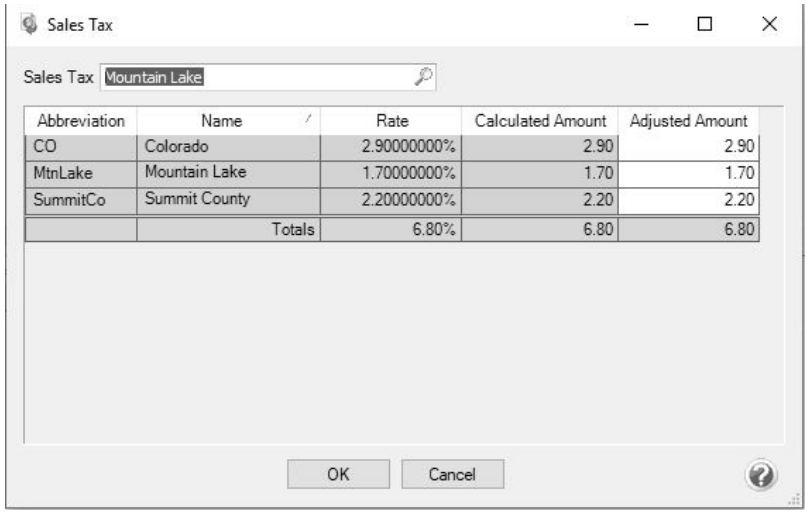
18. The **Taxed** check box allows you to indicate if a sales item is taxable or non-taxable on each line of the invoice. If an exemption id is required for this customer, it can be entered in Setup > Customers > Accounting in the Exemption Id box.
19. Continue entering additional lines on the invoice for each item that is sold to this customer.
    - If you click the **Detail** button in the data entry grid, you can enter additional details about the transaction, for example for some of the fields you chose not to display on the data entry grid such as associated account, notation, and
    - The **Substitutes** button will be highlighted in red if there is not enough quantity available from the item/location combination and the item has a substitute. Click the button to display the Substitutes Locations/Items screen. The Inventory Locations tab allows you to view the quantity on hand, assigned, available at the locations available in the system. The Substitutes tab lists any substitute items, inventory locations, quantity on hand, assigned, available, on order, and unit of measure.
    - If you click the **Additional Description** button on the data entry grid, the Sales Item Additional Description screen displays that allows you to type in a 3200 character additional description for each line item in the data entry grid.
    - If you click the **Comments** button on the data entry gird, a Line Comments screen displays that allows you to type in a 3200 character notes for each line in the data entry grid.

- If you click the **Price Level** button in the data entry grid, the Price Levels screen displays the price levels for the pricing method for the item being entered and allows you to select a different price level for the item.
- A **Notation** can also be entered if you'd like to specify a description of what was purchased. If the sales item has an additional description, it will display in the Notation column. The Notation field is optional.

20. Click the **Memo/Comments** button to add or view **Memo 1** or **Memo 2** (which print on the sales order/quote), **Comments** (or a 3200 character comment for the invoice), or up to eight custom fields you can define in File > Preferences > General > Custom Transaction Fields .
21. If known or if the customer has identified how the order should be shipped, specify the appropriate **Shipping Method**.
22. If applicable, choose whether the shipping charges are paid by your company (**Destination**) or your customer (**Origin**) in the **FOB** field.

    - **Origin** - Customer is responsible for the shipping charges because the goods are released at the point of origin ("ship from" location).
    - **Destination** - Vendor (your company) is responsible for the shipping charges because the goods aren't released until they arrive at the customer's location.

23. If applicable, enter **Freight** and **Miscellaneous** charges at the bottom of the screen. The Freight and Miscellaneous dollars can be added when the order is filled also. To specify management details to be posted for the freight or miscellaneous charges, for example profit center, location, project, etc. or a notation specific to these charges, click the **Freight** or **Miscellaneous** buttons and enter the information on the Details screen.
24. If you entered a weight for your inventory items in Setup > Inventory > Items, the **Total Weight** will display the sum of each line item's weight multiplied by the Quantity Ordered (converted to Stocking Units). You can add an optional **Weight** column to the data entry grid to display the weight of each item multiplied by the Quantity Ordered (converted to Stocking Units) by right-clicking and selecting Add/Remove columns.
25. The **Sales Tax** will be calculated automatically based on the Sales Tax selected in Setup > Customers. To change or adjust the Sales Tax, click the button labeled with the assigned sales tax (next to the amount).



If the calculated sales tax amount is changed and saved, sales tax will not be recalculated. If changes are made to the Sales Grid, other than entering a quantity shipped less than the quantity ordered, sales tax is recalculated.

26. If the customer is setup to receive Trade Discounts, the amount calculated will be displayed in the **Discounts** box.
27. The **Order Total** box displays the calculated amount from the Subtotal + Freight + Misc + Sales Tax - Discounts boxes.
28. By default the deposit amounts will automatically be applied to the current order unless you change the deposit application by clicking the Deposits button and change the deposit application. If the applied deposit is less than or equal to the balance due on the current sales order, the entire amount is applied. If the applied deposit is greater than the balance due on the current sales order, only the balance due will be applied. The Balance Due is calculated as the Invoice Total - Amount Received Applied - Sum of Customer Deposit Applied - Discount Amount. Click **OK**.

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Note: If you prefer that the system not automatically apply deposits , click on the Options button at the bottom of the screen, select Apply Customer Deposits and then select Manually Apply Customer Deposits to invoices.

- If you are **manually applying customer deposits**, the amount in the **Deposits** box will always display as 0.00 even if you have deposits available for application. To display all outstanding deposits and manually apply the deposit, click **Deposits**. The Apply Customer Deposits screen displays all available deposits that have previously been received with a deposit date that is less than or equal to the current invoice date and not yet applied to a sales invoice. To apply the deposit to the invoice, select the check box next to the Date and then click **OK**. If the applied deposit is less than or equal to the balance due on the current invoice, the entire amount is applied. If the applied deposit is greater than the balance due on the current invoice, only the balance due will be applied. The Balance Due is calculated as the Invoice Total - Amount Received Applied - Sum of Customer Deposits Applied - Discount Amount.

29. Click the **Print** button. (An image of a printer displays on the button. A green check mark means the order will be printed and a red X means the order will not be printed.) The selections set in File > Preferences > Sales Orders > Printing will display and can be changed. Select whether the order should be printed when it is created. To set your default for the Print button, right-click on the button and select Set As Default. To override the Print button default, click the Print button and change the settings on the Print Settings screen.
30. Select the **On Hold** check box if the sales order or quote is not yet final. For example, if a customer isn't sure how many they want. A sales order cannot be filled until this check box is cleared (changed back to an open status). Selecting this check box indicates additional processing is needed. The inventory quantity is "committed." The sales order cannot be invoiced or filled during the auto-fill process.
31. CenterPoint determines the **Status** based on your input. The status is updated when orders are saved or processed (filled or invoices created).
32. Verify the order information for accuracy and click **Save** to complete the transaction. Saved Quick Entry sales orders will display in Sales Orders Edit/Fill/Invoice like standard sales orders and can be edited on the Processes > Sales > Sales Order screen.

Note: If the customer is on credit hold and the order has a Quantity Shipped when the Save button is clicked, a message will display preventing the order from being saved.

Note: If two or more users are editing a sales order at the same time, the changes will be recorded for the first user to click Save. Subsequent saves of the sales order will not be allowed and the following message displays: "This Sales Order has been edited by another user. Your changes will not be saved. In order to edit this sales order, you will need to click the Close button."