



# **Sales Order Overview Document**

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for Sage 100 ERP

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# Introduction

This document includes overview information about each task in the Sales Order module that is accessible from the menus. You can print this document to use as an offline reference.

The information in this document is also available in the Help system in the overview Help topics.

For additional information about the software, refer to the Help system, which also includes the following:

- Overview information for windows that cannot be accessed directly from menus
- Procedures that guide you step-by-step through common activities
- Explanations of important concepts
- Field descriptions
- Flowcharts
- FAQs

# Main Menu

## Sales Order Entry

### Navigation

To access Sales Order Entry, select Sales Order Main menu > Sales Order Entry.

To access Sales Order Inquiry, select Sales Order Main menu > Sales Order Inquiry.

Sales Order Inquiry fields can only be viewed.

**NOTE** When this task is accessed from Sage CRM, the system date is automatically used as the accounting date.

Before entering sales orders, if you are currently using a manual sales order system or a different computerized system, you may need to perform certain preliminary data entry procedures to ensure your accounting records are in balance. Customer information, including the customer name, billing address, shipping address, sales tax, terms, and applicable trade discounts, is retrieved automatically from the Customer file to speed the data entry process.

### Overview

Use Sales Order Entry to enter information necessary to create sales orders, blanket master orders, repeating orders, back orders, and price quotes. Back orders are usually entered using Sales Order Entry during the initial conversion process. During normal operations, back orders are generated automatically during Invoice Data Entry if the quantity shipped is less than the quantity ordered.

Price schedules established in the Inventory Management module are accessed to provide automatic pricing of inventory line items. Charges for non-inventory items, such as services and fees, are accessed from Miscellaneous Item Maintenance.

- If the Enable Purchase Order Generation During Sales Order Entry check box is selected in Purchase Order Options, a Generate PO button appears allowing you to generate a purchase order from a sales order. If the Prompt to Generate Purchase Order on New Sales Orders check box is selected, you are prompted to generate a purchase order from a new sales order.
- If the Customer Relationship Management module is set up, you can access this task from Sage CRM to enter sales orders, customer quotes, and prospect quotes. Sales orders and customer quotes can be entered for Sage CRM companies that are related to Accounts Receivable customers. Prospect quotes can be entered for Sage CRM companies that are not related to customers. The prospect quotes for a Sage CRM company are automatically promoted to customer quotes if a relationship is later created between the company and an Accounts Receivable customer.

After the data is entered for a group of orders, you can print sales orders and picking sheets to help process the orders and prepare them for invoicing. During the invoicing process, all information entered in Sales Order Entry is retrieved and displayed automatically. After a sales order is shipped and invoiced completely, you can view the sales order using Sales Order and Quote History Inquiry.

Use Sales Order Recap to view order numbers entered using Sales Order Entry, including price quotes, master orders, repeating orders, RMAs, and Internet orders. Deleted order numbers, as well as processed order numbers are included on this report. History is not retained for master orders or repeating orders; however, master orders and repeating orders can be tracked in the Sales Order Recap. Sage CRM prospect quotes are not tracked in the Sales Order Recap.

You can view the Sales Order Entry window in normal or expanded view. The expanded view allows you to view more entries on the Lines tab. The Change View button is available only if your screen resolution is set to 1024 x 768 or higher.

## Sales Order Printing

### Navigation

Access this task using one of the following methods:

- Select Sales Order Main menu > Sales Order Printing.
- Select Bar Code Reports menu > Sales Order Printing.

This task is available only if the Print Sales Orders check box is selected in Sales Order Options.

Sales orders can be printed only if the Print Order check box is selected in Sales Order Entry for each sales order selected. The check box is cleared after printing is completed.

### Overview

Use Sales Order Printing to print standard sales order, back order, blanket master orders, price quotes, and repeating order confirmations entered in Sales Order Entry. You can sort the forms by order number or warehouse code, and select to print bill option codes. You can select to print partial, full, or no comments entered on the Lines tab. Also, you can select whether to print orders that are on hold.

- If the Enable Lot/Serial Distribution check box is selected in Sales Order Options and the line items contain lot or serial numbers, you can print the lot/serial distribution information. You can also type a message containing up to two lines to print on selected orders. Sales order forms can be modified as necessary. You can print sales orders to multiple locations.
- If you have sales orders with credit card transactions, the order balance will reflect the credit card payment.
- You can enter a selection of order numbers, warehouse codes, and user-defined fields (UDFs) to print. If the Job Cost module is integrated with Sales Order, you can enter a selection of job numbers to print.
- Warehouse codes can be selected for printing only if the Require Multiple Warehouses check box is selected in Inventory Management Options. Job numbers can be selected for printing only if the Integrate with Job Cost check box is selected in Sales Order Options.
- If this task is selected from the Bar Code module, bar codes can be printed on sales orders for information such as the sales order number, item number, quantity ordered, shipped and back ordered, price, amount, and component item number. Bar code printers must be predefined using Bar Code Printer Maintenance.
- If the Customer Relationship Management module is set up, selecting to print price quotes allows you to print both customer quotes and prospect quotes. For prospect quotes, the Sage CRM prospect ID and company name print in place of the customer number and name. You can also print the Sage CRM user, company ID, opportunity, and person information on orders and quotes.
- You can reprint a range of sales orders without reselecting the Print Order check box for individual orders in Sales Order Entry. Selected sales orders can also be removed from the current print file. If an option other than None is selected in the Print Picking Sheets By field in Sales Order Options, you can print picking sheets after the last sales order prints.
- The third address line for bill-to and ship-to addresses is not printed on preprinted forms. To enable printing of the third address line, see Print a Third Address Line on Preprinted Forms.

**NOTE** You can save the settings in this window by creating a new form code. Changes to settings for the STANDARD form code are not saved when you close the window.

## Picking Sheet Printing

### Navigation

Access this task using one of the following methods:

- Select Sales Order Main menu > Picking Sheet Printing.
- Select Bar Code Reports menu > S/O Picking Sheet Printing.

This task is available only if an option other than None is selected in the Print Picking Sheets By field in Sales Order Options. Picking sheets can be printed only if the Print Pick Sheets check box is selected in Sales Order Entry for each sales order. The check box is cleared after printing is complete.

### Overview

Picking Sheet Printing uses information entered in Sales Order Entry to produce picking sheets itemizing the inventory items for each order. Each picking sheet displays the unit of measure and the ordered quantity for each item and provides columns for writing in the actual quantities picked and back ordered when the order is filled. For items using a lot or serial number costing method, space is provided for writing the appropriate identifying number.

You can print picking sheets for standard orders, back orders, master orders, repeating orders, or price quotes. You can also select to print unauthorized and expired credit card orders as well as orders on hold. Additionally, you can include the back ordered quantity in the quantity ordered and print the back ordered lines. If the Enable Lot/Serial Distribution check box is selected in Sales Order Options and the line items contain lot or serial numbers, you can print the lot/serial distribution information. Comments entered on the Lines tab can be printed in one of three formats. You can type a message containing up to two lines to print on picking sheets. Picking sheet forms can be modified as necessary. You can print picking sheets to multiple locations.

You can enter a selection of order numbers, warehouse codes, and user-defined fields to print.

If this task is selected from the Bar Code module, bar codes can be printed for information such as the order number, item code, quantity ordered, price, amount, and component item number. Bar code printers must be predefined using Bar Code Printer Maintenance.

If the Customer Relationship Management module is set up, selecting to print price quotes allows you to print picking sheets for both customer quotes and prospect quotes. For prospect quotes, the Sage CRM prospect ID and company name print in place of the customer number and name. You can also print the Sage CRM user, company ID, opportunity, and person information on picking sheets if the fields are added to the form in the Crystal Reports software.

You can reprint ranges of picking sheets without individually reselecting the Print Pick Sheets check box in Sales Order Entry. Selected picking sheets can also be removed from the current print file. Picking sheets can only be sorted by the sorting method selected in the Print Picking Sheets By field in Sales Order Options. Items with the Drop Ship check box selected in Sales Order Entry are not included on picking sheets.

- If a sales order is in use in Sales Order Entry during the picking sheet selection process, the picking sheet for that order is not printed.
- If a sales order is in use during the picking sheet printing process, the Print Pick Sheets check box in Sales Order Entry is not cleared for that order after printing. When the Display Message for In Use Orders that are Open check box is selected in Sales Order Options, a message appears for the user who printed the picking sheets and displays the orders that were in use. The orders can then be researched, and the Print Pick Sheets check box can be manually cleared as needed.

## Sales Order Overview

If the Print Shipping Labels check box is selected in Sales Order Options, you can select to print shipping labels after the last picking sheet prints.

**NOTE** You can save settings in this window by creating a new form code. Changes to settings for the STANDARD form code are not saved when you close the window.

## Shipping Label Printing

### Navigation

Select Sales Order Main menu > Shipping Label Printing.

This task is available only if the Print Shipping Labels check box is selected in Sales Order Options.

### Overview

Shipping Label Printing uses information entered in Sales Order Entry to produce customer shipping labels that can be printed onto precut labels. You can select to print shipping labels for standard orders, back orders, master orders, repeating orders, and price quotes. The number of shipping labels printed per order is entered in the No. of Ship Labels field in Sales Order Entry. Shipping label forms can be modified as necessary.

You can enter a selection of order numbers, warehouse codes, and defined UDFs to print. You can also reprint selections of shipping labels and clear selected shipping labels from the current print file.

If the Customer Relationship Management module is set up, selecting to print price quotes allows you to print shipping labels for both customer quotes and prospect quotes. For prospect quotes, the Sage CRM prospect ID and company name print in place of the customer number and name. You can also print the Sage CRM user, company ID, opportunity, and person information on shipping labels if the fields are added to the form in the Crystal Reports software.

**NOTE** The third address line for bill-to and ship-to addresses is not printed on preprinted forms. To enable printing of the third address line, see [Print a Third Address Line on Preprinted Forms](#).

**NOTE** You can save settings in this window by creating a new form code. Changes to settings for the STANDARD form code are not saved when you close the window.

## Daily Drop Ship Report

### Navigation

Select Sales Order Main menu > Daily Drop Ship Report.

This task is available only if the Print Daily Drop Ship Report check box is selected in Sales Order Options.

### Overview

Use Daily Drop Ship Report to view an itemized list of all inventory items, miscellaneous items, and special noninventory items to drop ship directly from the vendor to the customer. You can track any sales orders that contain line items by printing this report.

The report is detailed by vendor and item code and includes the item description, vendor number, sales order number, customer number, unit of measure, quantity ordered, unit cost, and extended cost for each item. You can select to print special items on the report, and can enter a selection of item codes, sales order numbers, and vendor numbers to print. Totals are provided by vendor, and a report total of all drop-shipped items is provided at the end of the report.

If the Purchase Order module is set up, the purchase order number and purchase order required date for each item can be included on the report.

After the Daily Drop Ship Report prints, a message appears asking to clear the daily drop ship information. Click Yes to clear daily drop ship information. The Daily Drop Ship file can be cleared at any time, depending on the number of drop shipments you make and the intervals at which you want the information reported.

## Invoice Data Entry

### Navigation

Select Sales Order Main menu > Invoice Data Entry.

### Overview

Use S/O Invoice Data Entry to enter information necessary to bill customers for standard sales order items that are picked and shipped. All original order information recorded during Sales Order Entry can be retrieved by sales order number and displayed for verification before invoicing. After entering data for a group of invoices, you can print and review the invoices and the Sales Journal before completing the update.

If the lot/serial distribution for the line item is entered in Sales Order Entry and Yes is selected when prompted to ship the order complete or you manually change the invoice quantity shipped from zero, then the lot/serial distribution information is copied to the invoice line item.

**NOTE** Shipping batches can be viewed and modified in this window, but they cannot be deleted. Also, invoices cannot be added to shipping batches using S/O Invoice Data Entry.

You can view the S/O Invoice Data Entry window in normal or expanded view. The expanded view allows you to view more entries on the Lines tab. The Change View button is available only if your screen resolution is set to 1024 x 768 or higher.

## Invoice Printing

### Navigation

Access this window using one of the following methods:

- Select Sales Order Main menu > S/O Invoice Printing.
- Select Sales Order Main menu > S/O Invoice Data Entry. In S/O Invoice Data Entry, click the Print button.
- Select Sales Order Shipping menu > S/O Invoice Printing.
- Select Sales Order Shipping menu > Shipping Data Entry. In Shipping Data Entry, create the shipping entry and then click the Print button.

This task is available from the Shipping menu only if the Enable Shipping check box is selected in Sales Order Options.

### Overview

When accessed from the Sales Order Main menu, S/O Invoice Printing uses information entered in Invoice Data Entry to print invoices, credit memos, and debit memos that can be mailed to your customers. Each invoice type can be printed separately. Invoices can also be printed by batch if batch entry is selected in Sales Order Options. Invoice forms can be modified as necessary. You can print invoices to multiple locations and on multiple forms. Selected invoices are printed only if the Print Invoices check box is selected in S/O Invoice Data Entry.

When accessed from the Sales Order Shipping menu, S/O Invoice Printing prints information entered in Shipping Data Entry.

- You can select the invoice type and enter a range of shipping/invoice numbers, warehouse codes, and user-defined fields (UDFs) to print.
- If the Job Cost module is integrated with Sales Order, you can enter a selection of job numbers to print.
- If you have invoices with credit card transactions, the invoice balance will reflect the credit card payment.
- If the Customer Relationship Management module is set up, you can print the Sage CRM user, company, opportunity, and person information on invoices.
- Warehouse codes can be selected only if the Require Multiple Warehouses check box is selected in Inventory Management Options. Invoices can be sorted by invoice number or warehouse code. You can print bill option codes, reprint invoices, and print comments entered on the Lines tab in one of three formats. You can also type a message containing up to two lines to print on selected invoices.
- During the batch print and update phases, other batches can be accessed for data entry and editing; however, only one user at a time can print and update the Sales Journal.
- The third address line for bill-to and ship-to addresses is not printed on preprinted forms. To enable printing of the third address line, see Print a Third Address Line on Preprinted Forms.

**NOTE** If the Use Sage Data Cloud for Invoice Printing check box in Customer Maintenance is selected for a customer, the customer's invoices will not be printed during this process; however, they will still be updated to the general ledger.

You can save settings in this window by creating a new form code. Changes to settings for the STANDARD form code are not saved when you close the window.

## COD Label Printing

### Navigation

Access this window using one of the following methods:

- Select Sales Order Main menu > COD Label Printing.
- Select Sales Order Shipping menu > COD Label Printing.

This task is available only if the Print COD Labels check box is selected in the Sales Order Options window.

When accessed from the Sales Order Shipping menu, this task is available only if the Enable Shipping and Print COD Labels check boxes are selected in the Sales Order Options window.

### Overview

When accessed from the Sales Order Main menu, COD Label Printing uses information entered in Invoice Data Entry to print COD labels. When accessed from the Sales Order Shipping menu, COD Label Printing uses information entered in Shipping Data Entry. You can print COD labels for a selected shipping date and shipping number. COD label forms can be modified as necessary. You can print COD labels to multiple locations.

You can enter a selection of invoice numbers, warehouse codes, and defined UDFs to print. If multiple labels are printed, the invoice total amount is divided equally among the number of labels specified. For example, if two labels are printed for a \$500.00 invoice, each label prints with a \$250.00 COD amount due. This feature accommodates multiple-part shipments and is based on the number entered in the Number of COD Labels field on the Invoice Data Entry Totals tab.

When the last COD label prints you can print the Sales Journal.

**NOTE** The third address line for bill-to and ship-to addresses is not printed on preprinted forms. To enable printing of the third address line, see Print a Third Address Line on Preprinted Forms.

**NOTE** You can save settings in this window by creating a new form code. Changes to settings for the STANDARD form code are not saved when you close the window.

## Auto Generate Invoices Selection

### Navigation

Select Sales Order Main menu > Auto Generate Invoices Selection.

If the Batch Processing Enable check box for Invoice Data Entry is selected in Sales Order Options, only one batch of selections can be processed at a time. While performing the selection, other batches can be edited using Invoice Data Entry. Also, you can select a shipping batch, but you cannot clear or add to a shipping batch in this task.

### Overview

Use Auto Generate Invoices Selection to automatically generate invoices for a selected group of standard sales orders, back orders, or repeating orders. You can select sales orders by sales order number, sales order date, customer, salesperson, ship date, or promise date. You can generate invoices for orders on hold, and/or generate invoices only from sales orders with open jobs entered. When generating invoices from repeating orders, you can select expired orders and select sales orders by cycle code.

During the generation process, each invoice created by the Auto Generate Invoices Selection process is recorded in Invoice Data Entry. The invoices can then be edited as necessary. Generating invoices by order promise date may take several minutes.

If the Job Cost module is integrated with Sales Order, you can select to generate only invoices that are associated with open jobs. When allowed job statuses are defined in Job Status Maintenance, the system checks for allowed job statuses only when a job number is first entered in a data entry window. Changing a job status from allowed to not allowed does not affect existing records. The system will not check for allowed job statuses when selecting transactions for Auto Generate Invoices Selection.

**NOTE** The system does not check whether the Inactive Item check box in Item Maintenance is selected for items included on invoices created using this task.

**WARNING** Do not interrupt invoice generation while it is in progress.

## Auto Generate Orders Selection

### Navigation

Select Sales Order Main menu > Auto Generate Orders Selection.

Master or repeating orders must already exist in the system.

### Overview

Use Auto Generate Orders Selection to generate sales orders automatically for a selected group of repeating or master orders. You can select sales orders by sales order number, sales order date, customer number, cycle code, or salesperson number. You can generate orders from expired orders and master and repeating orders on hold.

During the selection update process, the order number and order date are written to the master and/or repeating orders.

If the Job Cost module is integrated with Sales Order, you can select to generate only orders that are associated with open jobs. When allowed job statuses are defined in Job Status Maintenance, the system checks for allowed job statuses only when a job number is first entered in a data entry window. Changing a job status from allowed to not allowed does not affect existing records. The system will not check for allowed job statuses when selecting transactions for Auto Generate Orders Selection.

**NOTE** The system does not check whether the Inactive Item check box in Item Maintenance is selected for items included on orders created using this task.

**WARNING** Do not interrupt order generation while it is in progress.

## Sales Order Batch Authorization

### Navigation

Select Sales Order Main menu > Sales Order Batch Authorization.

### Overview

Use Sales Order Batch Authorization to obtain a listing of all credit card transaction entries that require authorization of payment and all payment balance transactions processed in conjunction with a deposit. Printing this listing starts the credit card batch authorization process for sales orders.

This listing is available only if the Enable Credit Card Processing check box is selected in Company Maintenance.

# Shipping Menu

## Shipping Data Entry

### Navigation

Select Sales Order Shipping menu > Shipping Data Entry.

This task is available only if the Enable Shipping check box is selected in Sales Order Options.

**NOTE** Shipper IDs must be set up in Shipper ID Maintenance before shipping data entry can occur.

### Overview

Use Shipping Data Entry to display items from a sales order; record quantities shipped or back ordered for each item; and display or enter shipping, freight calculation, and package tracking summary and detail information. Options set in Shipper ID Maintenance determine which functions are available to the shipper in the warehouse or which ones can only be viewed in Shipping Data Entry. Lines are displayed in the order selected in the Order to Display Lines field in Shipping Setup Options.

Because Shipping Data Entry uses the same data files as S/O Invoice Data Entry, invoices are automatically created while shipments are being processed at the warehouse. You can modify a shipment that has not been posted, and the invoice will also be modified. Shipping Data Entry displays shipping batches only, not invoice batches. Batches created in Invoice Data Entry cannot be selected in this window.

The Lines tab is available only if Enter Shipping Quantities or Both is selected in the Shipper Function field in Shipper ID Maintenance for the shipper ID. The Shipping tab is available only if Enter Freight/Tracking or Both is selected in the Shipper Function field in Shipper ID Maintenance for the shipper ID.

If the Enable Bill To Customer Reporting check box is selected in Accounts Receivable Options, you can view the bill-to customer number.

If the lot/serial distribution for the line item is entered in Sales Order Entry and Yes is selected when prompted to ship the order complete or you manually change the invoice quantity shipped from zero, then the lot/serial distribution information is copied to the invoice line item.

## Packing List Printing

### Navigation

Access this window using one of the following methods:

- Select Sales Order Shipping menu > Packing List Printing.
- Select Sales Order Shipping menu > Shipping Data Entry. In the Shipping Data Entry window, create the shipping entry and then click the Print button.

This task is available only if the Enable Shipping check box is selected in the Sales Order Options window. Packing lists are produced only for items entered in Shipping Data Entry.

### Overview

Use Packing List Printing to produce packing lists using information entered in Shipping Data Entry. You can also print a master packing list and additional packing lists based on the contents of each box as specified in Shipping Data Entry. Lot and serial numbers only print on the master packing list.

You can print bill options, charge items, and the partial or full comments entered on the Lines tab. Two line messages can be printed for each packing list. You can modify the packing list form as necessary. The packing list can be printed to multiple locations.

You can enter a selection of shipping numbers, warehouse codes, and user-defined fields to print. Packing List Printing always prints components if the kit was exploded on the order, regardless of the selection made in the Print Details check box in the Inventory Management Sales Kit Maintenance window.

**NOTE** You can save settings in this window by creating a new form code. Changes to settings for the STANDARD form code are not saved when you close the window.

## S/O Invoice Printing

### Navigation

Access this window using one of the following methods:

- Select Sales Order Main menu > S/O Invoice Printing.
- Select Sales Order Main menu > S/O Invoice Data Entry. In S/O Invoice Data Entry, click the Print button.
- Select Sales Order Shipping menu > S/O Invoice Printing.
- Select Sales Order Shipping menu > Shipping Data Entry. In Shipping Data Entry, create the shipping entry and then click the Print button.

This task is available from the Shipping menu only if the Enable Shipping check box is selected in Sales Order Options.

### Overview

When accessed from the Sales Order Main menu, S/O Invoice Printing uses information entered in Invoice Data Entry to print invoices, credit memos, and debit memos that can be mailed to your customers. Each invoice type can be printed separately. Invoices can also be printed by batch if batch entry is selected in Sales Order Options. Invoice forms can be modified as necessary. You can print invoices to multiple locations and on multiple forms. Selected invoices are printed only if the Print Invoices check box is selected in S/O Invoice Data Entry.

When accessed from the Sales Order Shipping menu, S/O Invoice Printing prints information entered in Shipping Data Entry.

- You can select the invoice type and enter a range of shipping/invoice numbers, warehouse codes, and user-defined fields (UDFs) to print.
- If the Job Cost module is integrated with Sales Order, you can enter a selection of job numbers to print.
- If you have invoices with credit card transactions, the invoice balance will reflect the credit card payment.
- If the Customer Relationship Management module is set up, you can print the Sage CRM user, company, opportunity, and person information on invoices.
- Warehouse codes can be selected only if the Require Multiple Warehouses check box is selected in Inventory Management Options. Invoices can be sorted by invoice number or warehouse code. You can print bill option codes, reprint invoices, and print comments entered on the Lines tab in one of three formats. You can also type a message containing up to two lines to print on selected invoices.
- During the batch print and update phases, other batches can be accessed for data entry and editing; however, only one user at a time can print and update the Sales Journal.
- The third address line for bill-to and ship-to addresses is not printed on preprinted forms. To enable printing of the third address line, see Print a Third Address Line on Preprinted Forms.

**NOTE** You can save settings in this window by creating a new form code. Changes to settings for the STANDARD form code are not saved when you close the window.

## Shipping Entry Label Printing

### Navigation

Select Sales Order Shipping menu > Shipping Entry Label Printing.

This task is available only if the Enable Shipping and the Print Shipping Labels check boxes are selected in the Sales Order Options window.

### Overview

Use Shipping Entry Label Printing to print shipping entry labels using information entered in Shipping Data Entry. The shipping entry label can be modified. You can enter a range of shipping numbers, warehouse codes, and defined UDFs to print.

You can select to reprint previously printed labels as well as new labels. Ranges of labels can be cleared from the selection.

**NOTE** You can save settings in this window by creating a new form code. Changes to settings for the STANDARD form code are not saved when you close the window.

## COD Label Printing

### Navigation

Access this window using one of the following methods:

- Select Sales Order Main menu > COD Label Printing.
- Select Sales Order Shipping menu > COD Label Printing.

This task is available only if the Print COD Labels check box is selected in the Sales Order Options window.

When accessed from the Sales Order Shipping menu, this task is available only if the Enable Shipping and Print COD Labels check boxes are selected in the Sales Order Options window.

### Overview

When accessed from the Sales Order Main menu, COD Label Printing uses information entered in Invoice Data Entry to print COD labels. When accessed from the Sales Order Shipping menu, COD Label Printing uses information entered in Shipping Data Entry. You can print COD labels for a selected shipping date and shipping number. COD label forms can be modified as necessary. You can print COD labels to multiple locations.

You can enter a selection of invoice numbers, warehouse codes, and defined UDFs to print. If multiple labels are printed, the invoice total amount is divided equally among the number of labels specified. For example, if two labels are printed for a \$500.00 invoice, each label prints with a \$250.00 COD amount due. This feature accommodates multiple-part shipments and is based on the number entered in the Number of COD Labels field on the Invoice Data Entry Totals tab.

When the last COD label prints you can print the Sales Journal.

**NOTE** The third address line for bill-to and ship-to addresses is not printed on preprinted forms. To enable printing of the third address line, see Print a Third Address Line on Preprinted Forms.

**NOTE** You can save settings in this window by creating a new form code. Changes to settings for the STANDARD form code are not saved when you close the window.

## Daily Shipment Report

### Navigation

Select Sales Order Shipping menu > Daily Shipment Report.

This task is available only if the Enable Shipping check box is selected in the Sales Order Options window.

### Overview

Use the Daily Shipment Report to provide an audit trail of all shipments entered in Shipping Data Entry. You can select to print tracking numbers on the report.

You can enter a selection of shipping dates and ship via codes to print. After the report prints, you are prompted to clear the daily shipment information.

## Shipping History Inquiry

### Navigation

Select Sales Order Shipping menu > Shipping History Inquiry.

This task is available only if the Enable Shipping check box is selected in Sales Order Options. The Lines tab can be accessed only if Yes is selected in the Retain in Detail field in Accounts Receivable Options.

### Overview

Use Shipping History Inquiry to view shipments entered in Shipping Data Entry and updated during the Sales Journal update. Shipping history information is stored in the Accounts Receivable Invoice History files.

Packing lists can be reprinted for the selected shipping number. Items added in Invoice Data Entry appear in Shipping History Inquiry and will print on the packing list. If an invoice is used as a packing list, it needs to be reprinted in Accounts Receivable Invoice History Inquiry.

## Shipping History Report

### Navigation

Select Sales Order Shipping menu > Shipping History Report.

This task is available only if the Enable Shipping check box is selected in the Sales Order Options window, and Yes or Summary is selected in the Retain in Detail field in the Accounts Receivable Options window.

### Overview

The Shipping History Report allows you to print shipment information entered in Shipping Data Entry and updated during the Sales Journal update. You can sort the report by shipping/invoice number, customer number, bill-to name, sales order number, ship date, ship via code, warehouse code, or shipper ID code. You can print the report in summary or detail format. Line information, lot/serial numbers, tracking information, and partial, full, or no comments entered on the Shipping Data Entry Lines tab can be printed on the report.

You can enter a selection of shipping/invoice numbers, customer numbers, bill-to names, sales order numbers, ship dates, ship via codes, warehouse codes, shipper ID codes, and defined UDFs to print.

**NOTE** The bill-to name prints on the report only if Bill To Name is selected in the Sort Report By field; otherwise, it does not print on the report.

# Inquiries Menu

## Sales Order/Quote History Inquiry

### Navigation

Select Sales Order Inquiries menu > Sales Order and Quote History Inquiry.

This task is available only if the Retain Sales Order/Quote History check box is selected in Sales Order Options.

### Overview

Use Sales Order and Quote History Inquiry to view sales order/quote history information. Deleted orders, quotes, and lines are also saved in history if Yes or Prompt is selected in the Retain Deleted Orders/Quotes in History and/or Retain Deleted Lines in History fields in Sales Order Options. If you are retaining deleted orders/quotes and/or lines using the Prompt option, you can also view the cancellation codes.

The information in Sales Order and Quote History Inquiry can only be viewed.

**NOTE** History is not retained for master orders or repeating orders; however, master orders and repeating orders can be tracked in Sales Order Recap.

## RMA Inquiry

### Navigation

Select Sales Order Inquiries menu > Sales Order and Quote History Inquiry. In the Sales Order and Quote History Inquiry window, in the Order Number field, enter an order that has an associated return merchandise authorization (RMA) number, and then click the Zoom button.

### Overview

Use RMA Inquiry to view all RMAs for the selected sales order.

# Reports Menu

## Open Sales Order Report

### Navigation

Select Sales Order Reports menu > Open Sales Order Report.

### Overview

Use Open Sales Order Report to view open orders by order number and order type. The report can be used to track the status of open orders pending processing and shipment. The report can be sorted by sales order number, customer number, shipping date, bill-to name, salesperson, and bill-to customer number. You can calculate extension amounts for master orders, include component lines, print tax detail, and/or print only unauthorized and expired credit card orders. You can enter a selection of sales order numbers, customer numbers, shipping dates, bill-to names, salespersons, bill-to customer numbers, and defined UDFs to print.

The sales order lot and serial distribution can be printed on the report if the Enable Lot/Serial Distribution check box is selected in Sales Order Options, and the line items have been distributed in Sales Order Entry.

The report can be produced in detailed or summary format. The detailed report includes the order date, order status, ship date, customer purchase order number (if any), and the last invoice number and date. If the promise date is different from the order date, the promise date is printed. Line items are detailed by item code, item description, ship-from warehouse code, price level, unit of measure, unit price and price extension for the quantity on order, and the quantity shipped and/or back ordered. Master and repeating order numbers associated with sales orders are included on the report. You can also select to print partial or full line comments on the detailed report, or no comments at all.

The summary version provides summarized totals by order, with no breakdown by line item. The report includes the order date, order status, ship date, customer purchase order number (if any), salesperson, the last invoice number and date, and the order total.

If the Customer Relationship Management module is set up, selecting to print price quotes allows you to print both customer quotes and prospect quotes. For prospect quotes, the Sage CRM company ID and name print in place of the customer number and name. You can also print the Sage CRM user, company, opportunity, and person information on orders and quotes if the fields are added to the form in the Crystal Reports software.

## Open Orders by Item Report

### Navigation

Select Sales Order Reports menu > Open Orders by Item Report.

### Overview

The Open Orders by Item Report lists open sales orders by item code to facilitate the tracking of outstanding orders for each item. This report can be used in conjunction with Inventory Management reports to determine what products should be ordered and the quantities necessary to meet customer commitments.

The report is sorted automatically by product line and item code. You can include miscellaneous items, special items, and sales kit lines. You can enter a selection of item codes, product lines, and warehouses to print.

This report can be printed in summary or detailed format. The detailed version includes the item code; product line number; sales order number; order type; order date; promise date; customer number and name; the item unit of measure; the ship-from warehouse code; the extended order amount; and the quantities ordered, shipped, and back ordered. Quantity and sales totals are provided by item and by product line. The summary version summarizes totals by item and by product line, with no sales order detail.

Back-ordered quantities on standard sales order types are printed only if the Include Backordered Lines on Back Order Reports check box is selected in Sales Order Options.

The sales order lot and serial distribution can be printed on the report if the Enable Lot/Serial Distribution check box is selected in Sales Order Options, and the line items have been distributed in Sales Order Entry.

If the Customer Relationship Management module is set up, selecting to print price quotes allows you to print both customer quotes and prospect quotes. For prospect quotes, the Sage CRM company ID and name print in place of the customer number and name. You can also print the Sage CRM user, company, opportunity, and person information on orders and quotes if the fields are added to the form in the Crystal Reports software.

## Open Orders by Promise Date Report

### Navigation

Select Sales Order Reports menu > Open Orders by Promise Date Report.

### Overview

The Open Orders by Promise Date Report lists open orders by promise date. This report can be printed to track the promise dates of items on open orders that are pending processing and shipment. You can enter a selection of item codes, product lines, promise dates, and warehouse codes to print.

Back-ordered quantities on standard sales order types are printed only if the Include Backordered Lines on Back Order Reports check box is selected in Sales Order Options.

The sales order lot and serial distribution can be printed on the report if the Enable Lot/Serial Distribution check box is selected in Sales Order Options, and the line items have been distributed in Sales Order Entry.

If the Customer Relationship Management module is set up, selecting to print price quotes allows you to print both customer quotes and prospect quotes. For prospect quotes, the Sage CRM company ID and name print in place of the customer number and name. You can also print the Sage CRM user, company, opportunity, and person information on orders and quotes if the fields are added to the form in the Crystal Reports software.

## Open Orders by Job Report

### Navigation

Select Sales Order Reports menu > Open Orders by Job Report.

**NOTE** This report is available only if the Job Cost module is installed and integrated with Sales Order.

**NOTE** This report is not available for Sage 100 Premium ERP.

### Overview

Use the Open Orders by Job Report to view a list of open sales orders by job number. This report can be printed to track the job numbers of items on open orders that have not been shipped.

The sales order lot and serial distribution can be printed on the report if the Enable Lot/Serial Distribution check box is selected in Sales Order Options, and the line items have been distributed in Sales Order Entry.

This report can be printed in summary or detailed format. The detailed report prints all header and line information, including cost codes and cost types. You can select to print partial or full line comments on the detail report, or no comments at all. The summary report prints only the header information for an order.

The report is sorted automatically by job number. You can enter a selection of item codes, job numbers, customer numbers, product lines, and warehouse codes to print.

If the Customer Relationship Management module is set up, selecting to print price quotes allows you to print both customer quotes and prospect quotes. For prospect quotes, the Sage CRM company ID and name print in place of the customer number and name. You can also print the Sage CRM user, company, opportunity, and person information on orders and quotes if the fields are added to the form in the Crystal Reports software.

## Back Order Report

### Navigation

Select Sales Order Reports menu > Back Order Report.

### Overview

Use Back Order Report to view all back orders by item, customer, or bill-to name. Information for each back order includes the order number and date, ship date, customer number, and customer name.

You can sort the report by product line/item code, customer number, bill-to name, or bill-to customer number. When sorted by product line and item code, the report details backordered items by item code and order number. Quantity and dollar amount totals are provided by item and by product line for quantities ordered, shipped, and back ordered.

Back-ordered quantities on standard sales order types are printed only if the Include Backordered Lines on Back Order Reports check box is selected in Sales Order Options.

When sorted by customer number, the report lists the order number and date, the ship date, the item code, and the salesperson for each back ordered item, along with the inventory unit of measure, the ship-from warehouse, and the quantities ordered, shipped, and back ordered. The final column shows the back order dollar amount. Totals are provided by customer number and by division (if applicable).

When sorted by bill-to name, the report provides the same information as the report sorted by customer number, but totals are provided for each bill-to name listed.

**NOTE** The bill-to name prints on the report only if Bill To Name is selected in the Sort Report By field.

**NOTE** The bill-to customer sort option and selection are available only if the Enable Bill To Customer Reporting check box is selected in Accounts Receivable Options. The bill-to customer number prints on the report only if Bill To Customer Number is selected in the Sort Report By field.

You can enter a selection of sales order numbers, product lines, item codes, customer numbers, bill-to names, shipping dates, salespersons, warehouse codes, bill-to customer numbers, and user-defined fields (UDFs) to print. After comparing this report to the Inventory Management Back Order Fill Report, you can select the back order you want to fill from the Back Order Report and then invoice the items shipped.

## Sales Recap by Product Line

### Navigation

Select Sales Order Reports menu > Sales Recap by Product Line.

### Overview

The Sales Recap by Product Line report recaps sales by product line for the selected fiscal/calendar year and period/month, with an option to print warehouse sales detail for each product line. The information provided helps you analyze which products are selling well and which are most active.

If the Inventory Management module is not installed or if Fiscal Periods is selected in the Base Inventory Periods On field in the Inventory Management Options window, you can select the fiscal year and accounting period to print the recap for, and the report prints by posting date. If Calendar Months is selected in the Base Inventory Periods On field, you can select the calendar year and month to print the recap for, and the report prints by invoice date. For more information, see Update FAQs.

**NOTE** Whether the report is printed by posting date or invoice date may affect the grouping of data in the report whenever the invoice date for an invoice occurs in a different period or month than the posting date. For more information, see Update FAQs.

You can enter a selection of product lines and warehouse codes to print. For each warehouse code listed, the period- or month-to-date and year-to-date sales are shown by product line, along with the total quantity shipped, the cost of goods dollar amount, and the percentage of profit. Totals are provided by product line, with a report total of quantities shipped, sales, cost of goods sold, and percentage of profit for all product lines at all warehouses.

This task is available only if the Inventory Management module is integrated with Sales Order.

Data is available for printing until you purge it using the Purge Sales Order Recap utility.

## Sales Recap by Warehouse by Product Line

### Navigation

Select Sales Order Reports menu > Sales Recap by Warehouse by Product Line.

### Overview

The Sales Recap by Warehouse by Product Line report recaps sales by warehouse for the selected fiscal/calendar year and period/month. If the Inventory Management module is not installed or if Fiscal Periods is selected in the Base Inventory Periods On field in the Inventory Management Options window, you can select the fiscal year and accounting period to print the recap for, and the report prints by posting date. If Calendar Months is selected in the Base Inventory Periods On field, you can select the calendar year and month to print the recap for, and the report prints by invoice date. For more information, see Update FAQs.

**NOTE** Whether the report is printed by posting date or invoice date may affect the grouping of data in the report whenever the invoice date for an invoice occurs in a different period or month than the posting date. For more information, see Update FAQs.

You can enter a selection of warehouse codes and product lines to print. Period-to-date/month-to-date and year-to-date sales are shown by warehouse for each product line selected, along with the total quantity shipped, the cost of goods dollar amount, and the percentage of profit. Totals are provided by warehouse, with a report total of quantities shipped, sales, cost of goods sold, and percentage of profit for all product lines at all warehouses.

Like the Sales Recap by Product Line, this report helps you analyze which products are selling well and, specifically, which warehouses have the highest sales volume.

This report is available only if the Inventory Management module is integrated with Sales Order, and the Require Multiple Warehouses check box is selected in the Inventory Management Options window.

Data is available for printing until you purge it using the Purge Sales Order Recap utility.

## Sales Recap by Warehouse

### Navigation

Select Sales Order Reports menu > Sales Recap by Warehouse.

### Overview

The Sales Recap by Warehouse report summarizes sales totaled by warehouse for the selected fiscal/calendar year and period/month. If the Inventory Management module is not installed or if Fiscal Periods is selected in the Base Inventory Periods On field in the Inventory Management Options window, you can select the fiscal year and accounting period to print the recap for, and the report prints by posting date. If Calendar Months is selected in the Base Inventory Periods On field, you can select the calendar year and month to print the recap for, and the report prints by invoice date. For more information, see Update FAQs.

**NOTE** Whether the report is printed by posting date or invoice date may affect the grouping of data in the report whenever the invoice date for an invoice occurs in a different period or month than the posting date. For more information, see Update FAQs.

You can enter a selection of warehouse codes to print. Information for each warehouse includes the period- or month-to-date and year-to-date sales dollar, cost of goods sold, and percentage of profit. The Report Total line shows the totals for all warehouses.

This report is available only if the Inventory Management module is integrated with Sales Order, and the Require Multiple Warehouses check box is selected in the Inventory Management Options window.

Data is available for printing until you purge it using the Purge Sales Order Recap utility.

## Sales Recap by Division

### Navigation

Select Sales Order Reports menu > Sales Recap by Division.

### Overview

The Sales Recap by Division report recaps sales by customer division number for the selected fiscal/calendar year and period/month. If the Inventory Management module is not installed or if Fiscal Periods is selected in the Base Inventory Periods On field in the Inventory Management Options window, you can select the fiscal year and accounting period to print the recap for, and the report prints by posting date. If Calendar Months is selected in the Base Inventory Periods On field, you can select the calendar year and month to print the recap for, and the report prints by invoice date. For more information, see Update FAQs.

**NOTE** Whether the report is printed by posting date or invoice date may affect the grouping of data in the report whenever the invoice date for an invoice occurs in a different period or month than the posting date. For more information, see Update FAQs.

You can enter a selection of division numbers to print. For each division listed, the report prints the period-to-date/month-to-date and year-to-date sales dollars, cost of goods sold, and percentage of profit. The report total reflects the totals for all divisions.

The information provided by this report can be used to evaluate the sales volume and profit percentage for each customer division.

This report is available only if the Accounts Receivable Divisions check box is selected in the Accounts Receivable Options window.

Data is available for printing until you purge it using the Purge Sales Order Recap utility.

## Customer Sales History

### Navigation

Select Sales Order Reports menu > Customer Sales History.

### Overview

The Customer Sales History report provides sales history information for selected customers for the selected year and prior years. For each customer, you can print the quantity sold, dollars sold, gross profit amount, gross profit percentage, cost of goods sold, and quantity returned. You can display fiscal year sales history by posting date, or calendar year sales history by invoice date.

**NOTE** Whether the report is printed by posting date or invoice date may affect the grouping of data in the report if the invoice date for an invoice occurs in a different period or month than the posting date. For more information, see Update FAQs.

The report can be sorted by customer number, customer type, customer name, or the customer's primary salesperson. You can enter a selection of customer numbers, customer types, customer names, customer's primary salesperson, and defined UDFs to print. Use this report in conjunction with the Customer Sales History by Product Line and Customer Sales History by Item to provide comparisons of pertinent sales history information.

Totals are printed after the last period/month for all periods/months, each division, and the entire report.

The number of years of sales history available for this report is dependent on the number of years entered in the Years to Retain Sales History field in Sales Order Options.

Data is available for printing until you purge it using the Purge Sales History utility.

## Customer Sales History by Product Line

### Navigation

Select Sales Order Reports menu > Customer Sales History by Product Line.

### Overview

The Customer Sales History by Product Line report provides customer sales history information by product line for the selected year and prior years. This report allows you to track each customer's sales activity for each product line purchased by the customer. For each customer, you can print the quantity sold, dollars sold, gross profit amount, gross profit percentage, cost of goods sold, and quantity returned. You can display fiscal year sales history by posting date, or calendar year sales history by invoice date.

**NOTE** Whether the report is printed by posting date or invoice date may affect the grouping of data in the report if the invoice date for an invoice occurs in a different period or month than the posting date. For more information, see Update FAQs.

The report can be sorted by customer number, customer type, customer name, or customer's primary salesperson. You can enter a selection of customer numbers, customer types, customer names, customer's primary salesperson, product lines, and defined UDFs to print. Use this report in conjunction with the Customer Sales History and Customer Sales History by Item to provide comparisons of pertinent sales history information.

Totals are printed after the last period/month for all periods/months, each customer, each division, and the entire report.

The number of years of sales history available for this report is dependent on the number of years entered in the Years to Retain Sales History field in Sales Order Options.

Data is available for printing until you purge it using the Purge Sales History utility.

## Customer Sales History by Item

### Navigation

Select Sales Order Reports menu > Customer Sales History by Item.

### Overview

The Customer Sales History by Item report provides customer sales history information by item for the selected year and prior years. This report allows you to track customer sales activity for all item types, charge items, miscellaneous items, special items, and inventory items. For each customer, you can print the quantity sold, dollars sold, gross profit amount, gross profit percentage, cost of goods sold, and quantity returned. You can display fiscal year sales history by posting date, or calendar year sales history by invoice date.

**NOTE** Whether the report is printed by posting date or invoice date may affect the grouping of data in the report if the invoice date for an invoice occurs in a different period or month than the posting date. For more information, see Update FAQs.

The report can be sorted by customer number, customer type, customer name, or the customer's primary salesperson. You can enter a selection of customer numbers, customer types, customer names, salespersons, item codes, and defined UDFs to print. Use this report in conjunction with the Customer Sales History and Customer Sales History by Product Line to provide comparisons of pertinent sales history information.

Totals are printed after the last period/month for all periods/months, each customer, each division, and the entire report.

The number of years of sales history available for this report is dependent on the number of years entered in the Years to Retain Sales History field in Sales Order Options.

Data is available for printing until you purge it using the Purge Sales History utility.

## Sales Order Recap

### Navigation

Select Sales Order Reports menu > Sales Order Recap.

### Overview

Use Sales Order Recap to view a listing of order numbers entered using Sales Order Entry. The recap information can be retained indefinitely, automatically purged at period end, or purged during Period End Processing. Deleted order numbers, as well as processed order numbers are included on this report.

The report can be sorted by sales order number, customer number, bill-to name, or bill-to customer number. You can enter a range of sales order numbers, order dates, customer numbers, bill-to names, bill-to customer numbers, and defined UDFs to print.

If the Customer Relationship Management module is set up, you can print the Sage CRM user, company, opportunity, and person information on orders and quotes if the fields are added to the form in the Crystal Reports software.

If the Sales Order Recap is sorted by customer number, it includes all items on the sales order, including all miscellaneous charge codes.

This report uses the information in the Sales Order Recap file for reporting. The back ordered amount is written to the Sales Order Recap file for orders that are partially invoiced. When the Sales Order Recap is printed, the last back ordered amount is reported as the order total. Only orders that are invoiced in full show the original order amount. This report is designed to report the open order amount (back ordered amount).

Price quotes, master orders, repeating orders, RMAs, and Internet order numbers are retained in the Sales Order Recap file as well. Selecting the All Types check box in the Sales Order Types to Print section or the individual check boxes in this section includes these additional types in the report. History is not retained for master orders or repeating orders; however, master orders and repeating orders can be tracked in Sales Order Recap. Sage CRM prospect quotes are not tracked in the Sales Order Recap.

You can retain the Sales Order Recap information indefinitely by clearing the Purge S/O Recap at Period End check box in Sales Order Options. You can also manually purge the recap information up to a specified date by selecting the Purge Sales Order Recap task from the Sales Order Utilities menu.

## Lot and Serial Number History Report

### Navigation

Select Sales Order Reports menu > Lot and Serial Number History Report.

This report is available only if the Inventory Management module is integrated with Sales Order, and Lot Items, Serial Items, or Both Lot & Serial Items is selected in the Retain Lot/Serial Item Sales History field in Sales Order Options.

### Overview

Use Lot and Serial Number History Report to view a history of lot and/or serial items sold and invoiced, detailed by lot and/or serial number. If a lot or serial number valuation method is used for inventory items, you can print this report quarterly, annually, or as necessary to satisfy auditing requirements.

This report can show sales history for only lot items, only serial items, or items of both types, depending on the selection in the Retain Lot/Serial Sales History field in Sales Order Options. The report can be sorted by item code, customer number, bill-to name, bill-to customer number, or lot/serial number. You can enter a selection of item codes, customer numbers, bill-to names, invoice numbers, invoice dates, lot numbers, serial numbers, bill-to customer numbers, and user-defined fields (UDFs) to print on the report.

**NOTE** The bill-to name prints on the report only if Bill To Name is selected in the Sort Report By field.

**NOTE** The bill-to customer sort option and selection are available only if the Enable Bill To Customer Reporting check box is selected in Accounts Receivable Options. The bill-to customer number prints on the report only if Bill To Customer Number is selected in the Sort Report By field.

Information detailed on the report includes the item code and description, lot or serial number, customer number and name, invoice number and date, unit of measure, and quantity sold. When the report is sorted by lot/serial number, the customer name is not printed.

You can purge lot/serial number detail history using the Purge Lot/Serial Number History on the Utilities menu.

## Sales Order and Quote History Report

### Navigation

Select Sales Order Reports menu > Sales Order and Quote History Report.

This report is available only if the Retain Sales Order/Quote History check box is selected in Sales Order Options.

### Overview

Use Sales Order and Quote History Report to view a listing of sales order/quote history information by order type. This report can be sorted by sales order number, customer number, bill-to name, salesperson, order cancellation code, or bill-to customer number. Partial or full line comments can be printed on the report.

You can enter a selection of sales order numbers, customer numbers, bill-to names, order dates, last invoice dates, salespersons, order cancellation codes, bill-to customer numbers, and user-defined fields (UDFs) to print.

Deleted orders and quotes can be printed only if the Retain Deleted Orders/Quotes check box is selected in Sales Order Options. Deleted lines for orders and quotes can be printed only if the Retain Deleted Lines for Orders/Quotes check box is also selected in Sales Order Options.

If the Purchase Order module is set up, the purchase order number and purchase order required date for each item can be included on the report.

**NOTE** The bill-to customer sort option and selection are available only if the Enable Bill To Customer Reporting check box is selected in Accounts Receivable Options.

## Period End Menu

### Period End Processing

#### Navigation

Select Sales Order Period End menu > Period End Processing.

#### Overview

Use Period End Processing to automatically perform either period-end or year-end processing based on the period entered in the Current Period field in the Sales Order Options window.

Period End Processing allows you to close the current period and cycle the accounting period forward to the next period. Period-end processing is usually performed at the end of each accounting period. Year-end processing takes place automatically when period-end processing is performed for the last period of the fiscal year.

**NOTE** Fields in the Sales Order Options window are used to determine the current accounting period and number of years to retain sales history after year-end processing.

The following occurs during period-end or year-end:

- The Sales Order Recap is purged based on options selected in Sales Order Options during period-end and year-end.
- Expired master and repeating orders are automatically purged as of the period-ending date during period-end and year-end.
- Sales history is purged based on the number of years to retain sales history in Sales Order Options only during year-end processing.

If you have not already printed period-end reports, you can do so during period-end processing. You can also select and print period-end reports without accessing Period End Processing by using Period End Report Selection.

**WARNING** Backing up your data is an important part of your daily and monthly procedures. Back up all Sales Order data before proceeding.

# Setup Menu

## Sales Order Options

### Navigation

Select Sales Order Setup menu > Sales Order Options.

The General Ledger and Accounts Receivable modules must be set up before the Sales Order module can be set up.

For new companies, you can only access Sales Order Options after completing the Sales Order Setup Wizard.

Only one user at a time can access Sales Order Options. The second user accessing Sales Order Options will open an inquiry window where fields can only be viewed.

### Overview

Sales Order Options presents a series of options allowing you to maintain features most appropriate for your business. Some of these options are defined during new company setup using the Sales Order Setup Wizard, but can be maintained in this window. The options defined in the Sales Order module can have a significant effect on the integration of other modules.

## Shipping Rate Maintenance

### Navigation

Select Sales Order Setup menu > Shipping Rate Maintenance.

This task is available only if Yes or Actual is selected in the Use Shipping Code to Calculate Freight field in Sales Order Options.

### Overview

Use Shipping Rate Maintenance to establish shipping codes for automatically calculating freight charges in Sales Order Entry and S/O Invoice Data Entry. A freight charge table is created for each shipping code, with shipping rates determined by ship weight and, optionally, by ship zone.

If the eBusiness Manager module is installed, you can also specify ship codes for use on your eBusiness Manager Web pages.

You can use ZIP Codes as ship zones. The ship zone is automatically set to the customer's ship-to ZIP Code, and freight charges are calculated based on the ship weight, amount, or product line entered on the Charges tab. The shipping code method used should be based on the number of individual shipment locations, the number of individual freight carriers, and the degree of simplicity you want in shipping rate calculation.

When you enter the last field on the Main tab, the Charges tab automatically appears.

## Customer Last Purchase Maintenance

### Navigation

Select Sales Order Setup menu > Customer Last Purchase Maintenance.

This task is available only if Yes or Invoice is selected in the Retain Customers' Last Purchase History field in the Sales Order Options window.

### Overview

Use Customer Last Purchase Maintenance to display and maintain item purchase history information for customers. This task will assist you in determining specific items and prices that a customer has requested in the past. This information is updated automatically when transactions are entered or merged, and can be accessed by using the Search feature in Sales Order Entry.

If the Inventory Management module is integrated with Sales Order, customer last purchase history information is tracked for standard inventory items as well as miscellaneous items entered for Sales Order. If Inventory Management is not integrated, information is tracked only for miscellaneous items.

Because the customer's last purchase history information is immediately updated by all entries made in Sales Order Entry and S/O Invoice Data Entry, the information displayed represents the last entry for the customer and item and does not necessarily represent the last time that the item was purchased.

## Cancel and Reason Code Maintenance

### Navigation

Select Sales Order Setup menu > Cancel and Reason Code Maintenance.

This task is available only if Prompt is selected in the Retain Deleted Orders/Quotes field in the Sales Order Options window.

### Overview

Use Cancel and Reason Code Maintenance to track the reasons why sales orders, quotes, and sales order and/or line items are deleted, and why sales orders are on hold.

## Shipping Setup Options

### Navigation

Select Sales Order Setup menu > Shipping Setup Options.

This task is available only if the Enable Shipping check box is selected in Sales Order Options.

### Overview

Use Shipping Setup Options to maintain shipping options used in Shipper ID Maintenance, Shipping Data Entry, and all Shipping menu tasks. This allows you to set options for auto-incrementing quantity, printing options, shipping defaults, and shipping data entry settings. Some of these fields are defined during new company setup using the Sales Order Setup Wizard, but then can be maintained in this window.

Click Print Bar Codes to print the Shipping Options Bar Code Listing.

Selections made in the fields in the Shipper ID Defaults section default to corresponding fields in Shipper ID Maintenance for setting up new shipper IDs. These settings can be changed for the shipper ID.

## Shipper ID Maintenance

### Navigation

Select Sales Order Setup menu > Shipper ID Maintenance.

This task is available only if the Enable Shipping check box is selected in Sales Order Options.

### Overview

Use Shipper ID Maintenance to set up warehouse personnel with shipper IDs and determine their shipper functions. You can tailor the functions that shippers in the warehouse perform and determine which options are available to shippers for data entry or for viewing only in Shipping Data Entry.

Shipper IDs are not set up in the Sales Order Setup Wizard. The settings in this window default from Shipping Setup Options. You must set up shipper IDs before using Shipping Data Entry. Modifications to ship via, ship-to address location code, warehouse, unit of measure, backordered quantities, and freight/weight information in Shipping Data Entry can only be made if the corresponding settings allowing for modification of this information are selected in Shipper ID Maintenance.

## Purchase Control Maintenance

### Navigation

Select Sales Order Setup menu > Purchase Control Maintenance.

This task is available only if the Enable Purchase Control of Items check box is selected in Sales Order Options.

### Overview

Use Purchase Control Maintenance to restrict the purchase of items in Sales Order Entry and Invoice Data Entry. Purchase control checking is also performed when selecting items in the Alternate Item Selection window accessed from Shipping Data Entry, and when replacing an item with a different item in RMA Entry and in RMA Receipts Entry (when processing a one-step RMA).

**NOTE** Use Sales Order Options to define whether the items are restricted based on the customer number or the customer's ship-to state, and whether the items selected in this task are restricted or allowed. If you allow only those items selected in this task, you must create records for each customer or ship-to state before you will be able to select items for those customers or ship-to states in the affected data entry tasks.

You can select individual items or entire product lines, and you can copy from existing purchase control entries. Users can select restricted items only if the appropriate security is set up.

Purchase control checking is performed only for inventory items. For kits, purchase control checking is performed only for the parent items, not the components; however, if you explode a kit for a sales order, and then insert an additional kit item, checking is performed for the inserted item.

If an item code is added on the fly in a data entry task, purchase control checking is performed for the item's product line. If the product line is allowed, the item is allowed; otherwise, the item is not allowed. If an alias item code is entered or added on the fly, purchase control checking is performed for the corresponding inventory item.

**NOTE** If a restricted item entered in this task is associated with an alternate item, you must enter that alternate item if you want it to also be restricted. If you select restricted items by product line, and an alternate item is of a different product line, then that product line must also be entered if you want the alternate item to be restricted.

You can print the Purchase Control Listing from this task.

## Line Item Commission Maintenance

### Navigation

Select Sales Order Setup menu > Line Item Commission Maintenance.

**NOTE** This task is available only if the Sales Order module is integrated with Inventory Management, the Salesperson Commission Reporting check box is selected in Accounts Receivable Options, and the Calculate Commission by Inventory Item is selected in Inventory Management Options.

### Overview

Use Line Item Commission Maintenance to set up salesperson commission rates or amounts for specified combinations of salespersons, customers, items, and effective dates. The commission percentage rates defined in this task will override percentage rates set up in Salesperson Maintenance and Item Maintenance, but any base commission amount entered in Item Maintenance will still be included in the commission total. If a commission amount is entered in this task, it will override both the amounts calculated using percentage rates entered in Salesperson Maintenance and Item Maintenance and any base commission amount entered in Item Maintenance.

For each combination, you can select one salesperson, customer, and item or you can include all salespersons, all customers, and all items. You can also set up multiple records with the same salesperson-customer-item combination but with different effective dates. The program will compare the effective date to the invoice date to determine which record to use.

A record created for one specific salesperson, customer, or item will take precedence over a record created for all salespersons, customers, or items.

If split commissions are set up, the commission amount will be divided accordingly after the line commission is calculated.

**NOTE** If you are using divisions, the salesperson and customer specified for a record must be in the same division. If a customer is renumbered or merged resulting in a changed division, their record will be deleted from this task.

# Utilities Menu

## Purge Expired Orders/Quotes

### Navigation

Select Sales Order Utilities menu > Purge Expired Orders/Quotes.

### Overview

Use Purge Expired Orders/Quotes to remove expired master orders, expired repeating orders, and expired price quotes (including the associated credit card information) with expiration dates on or before the date entered.

After the purge is complete, the System Activity Log is updated with the date, time, company code, user logon, purge description, and purge date.

If a Sage CRM sales order or quote is purged, a note is written back to the related company in Sage CRM.

## Purge Obsolete Sales Orders

### Navigation

Select Sales Order Utilities menu > Purge Obsolete Sales Orders.

This task is available only if S/O Invoice Data Entry and Shipping Data Entry are not in progress.

### Overview

Use Purge Obsolete Sales Orders to remove all obsolete standard sales orders or back orders, including the associated credit card information, whose order dates are on or before the date entered. You can also enter a selection of sales order numbers to remove.

Be sure to back up your data before performing this purge. Do not purge sales orders with order dates within the current year.

After the purge is complete, the System Activity Log is updated with the date, time, company code, user logon, purge description, and purge date.

If a Sage CRM sales order is purged, a note is written back to the related company in Sage CRM.

## Purge Order/Quote History

### Navigation

Select Sales Order Utilities menu > Purge Order/Quote History.

**NOTE** This task is available only if the Retain Sales Orders/Quote History check box is selected in Sales Order Options.

### Overview

Use Purge Order/Quote History to remove sales order and quote history records, including the associated credit card information, whose order dates are on or before the date entered.

After the purge is complete, the System Activity Log is updated with the date, time, company code, user logon, purge description, and purge date.

**NOTE** This utility will not purge order/quote history for sales orders/quotes that still reside in Sales Order Entry.

## Purge Lot/Serial History

### Navigation

Select Sales Order Utilities menu > Purge Lot/Serial History.

This task is available only if an option other than None is selected in the Retain Lot/Serial Item Sales History field in the Sales Order Options window.

### Overview

Use Purge Lot/Serial History to remove lot/serial history records dated on or before the date entered.

After the purge is complete, the System Activity Log is updated with the date, time, company code, user logon, purge description, and purge date.

## Purge Sales History

### Navigation

Select Sales Order Utilities menu > Purge Sales History.

This task is available only if the number of years to retain sales history selected in the Years to Retain Sales History field in the Sales Order Options window is greater than 2. You must retain at least the last two years of history prior to the current year. Only history that is more than two years prior to the current year can be purged.

The options available in this window vary based on whether the Inventory Management module is set up, and whether Fiscal Periods or Calendar Months is selected in the Base Inventory Periods On field in the Inventory Management Options window.

### Overview

Use Purge Sales History to remove sales history records based on fiscal year or calendar year. Records dated on or before the year-end date selected are permanently removed from the system.

The sales history file stores sales history by posting date and invoice date, and can retain up to 99 years of records, based on your selection in the Years to Retain Sales History field in Sales Order Options.

After the purge is complete, the System Activity Log is updated with the date, time, company code, user logon, purge description, and purge date.



## Purge Sales Order Recap

### Navigation

Select Sales Order Utilities menu > Purge Sales Order Recap.

### Overview

Use Purge Sales Order Recap to remove orders from the Sales Order Recap file with order dates on or before the date entered.

After the purge is complete, the System Activity Log is updated with the date, time, company code, user logon, purge description, and purge date.

You can also purge the Sales Order Recap automatically at period end by selecting the Purge Sales Order Recap at Period End check box in the Sales Order Options window.

## Create Sales Order/Quote History

### Navigation

Access this window using one of the following methods:

- Select Sales Order Utilities menu > Create Sales Order/Quote History.
- Select Sales Order Setup menu > Sales Order Options. On the History tab, if the Retain Sales Orders/Quote History check box was cleared, select the check box. When the prompt appears to run the Create Sales Order/Quote History, click Yes. This prompt appears only if data exists in the data entry files but not in the sales order history files.

This task is available only if the Retain Sales Order/Quote History check box is selected in the Sales Order Options window.

Before running this utility, be sure to back up your data.

### Overview

Use Create Sales Order/Quote History to facilitate the migration from Sage 100 ERP to Sage 500 ERP by creating sales order history files if sales order history has not previously been retained. The sales order history files are populated with all standard orders, back orders, and price quotes contained in the current sales order data entry files. Master orders, repeating orders, deleted orders/quotes, and deleted order/quote lines are not moved into the sales order/quote history files. Master orders and repeating orders can be tracked in Sales Order Recap.

When the sales order/quote history files are created, the System Activity Log is updated with the date, time, company code, user logon, and utility description.