

User Guide

Sales Order

422

Exact Globe & Exact Globe+

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WELCOME TO EXACT GLOBE NEXT AND EXACT GLOBE+!

This guide provides the information you need to work effectively with Exact Globe Next and Exact Globe+. It is part of the series of user guides for Exact Globe Next and Exact Globe+. The goal of this documentation is to help you to get quickly acquainted with the product and the possibilities it offers. It will help all users, especially those without much experience with our software, to get started with and benefit from the product straightaway.

Exact Globe Next and Exact Globe+ is an integrated software solution; its modules of related business processes function together in an integrated manner. Besides the user guides, there are several information sources, related to the software, available to you. You can access online help documents on Exact Globe Next and Exact Globe+ functionalities while working with the software by just pressing the F1 key. The list of help documents also contains release notes related to the product. They inform you of the improvements and functional additions in the various releases of the product.

You can also access the help documents, release notes and other related documents online through the Exact Customer Portal on www.exactsoftware.com. The Customer Portal is a protected part of the Exact Software internet site, which has been specially developed to provide you with information and to help you get the maximum yield from your software. This portal informs you about our contacts, downloads, FAQs, and the latest product news. We invite you to use the portal as often as you wish!

Thank you for using Exact Globe Next and Exact Globe+ and this user guide!

Note:

This user manual contains information applicable to both Exact Globe and Exact Globe+. However, the screens displayed are Exact Globe screens.

1. INTRODUCTION

In Exact Globe Next and Exact Globe+, it is possible to completely integrate your sales process within your automated administration.

With the **Order** module, not only can you print and enter sales invoices, but the full sales process can be integrated, whereby you can enter customers' orders as sales orders before the items are delivered. The delivery of items can also be recorded in the **Order** module. The quantity of the items delivered will then be reduced. Furthermore, invoices can be automatically generated for sales orders and invoices can be printed.

With the integration of **Sales Analysis, Invoice** offers you the latest management information from your sales order process. The information is clearly presented in Microsoft Excel for you to have a better insight on your actual sales and analysis. In this user guide, it is assumed that the Exact Globe Next and Exact Globe+ license will only contain the **Order, Invoice, and Finance** modules.

This user guide will cover the following chapters:

- Chapter 1: Introduction
- Chapter 2: Setting Up
- Chapter 3: Sales Order Management
- Chapter 4: Management Information
- Chapter 5: Advanced Features
- Chapter 6: Price Management

2. SETTING UP

Before using the **Order** module of Exact Globe Next/Exact Globe+, you must first set it up. You can define these settings, which are related to your business process for creating and processing sales orders, and generating and printing invoices, at System → General → Settings. The system settings that are relevant for sales orders are:

- Company data settings
- Documents settings
- Item data settings
- Numbers settings
- Invoice settings
- Order settings
- Inventory settings

2.1 COMPANY DATA SETTINGS

In company data settings, you can define the information of your company, such as the name of the company, address, and other details. The details defined in this setting will be displayed in documents such as the sales order confirmation, delivery notes, and others.

To set up company data, go to System → General → Settings. Under **Settings** (on the left), click **Company data settings**.

Company	
Company	603
Account	50110 MacBean Coffeeworld
Company name	Copy of MacBean Coffeeworld
Address line 1	Fregatweg 151
Address line 2	
Address line 3	
Postcode	6222 NZ
City	Maastricht
County / Province	LB Limburg
Country code	NL Netherlands

Numbers	
VAT number	
Income tax number	
VAT number fiscal group	
Use VAT number fiscal group in VAT return	<input type="checkbox"/>

Electronic services registration	
Register	<input type="checkbox"/>
Authorise credentials	<input type="checkbox"/>
Authorization Status	<input checked="" type="checkbox"/>
Digital postbox	<input type="text"/>
Electronic banking via digital postbox	<input type="checkbox"/>

Digital certificate	
UBL / flnvoice	<input type="text"/>
eFactura	<input type="text"/>
Certificate password	<input type="text"/>

Company section

Under this section, type your company details, such as **Company name**, **Address line 1/2/3**, **Postcode**, **City**, **State / Province**, **Country code**, **Telephone number**, **Fax number**, **Telex**, **Web address**, and **Contact person**.

Account

Type or select your company account for cash flow transactions. You can create the account at Finance → Accounts receivable → Maintain or Finance → Accounts payable → Maintain.

Numbers section

Account number bank

Type or select your company's bank account number for cash flow transactions.

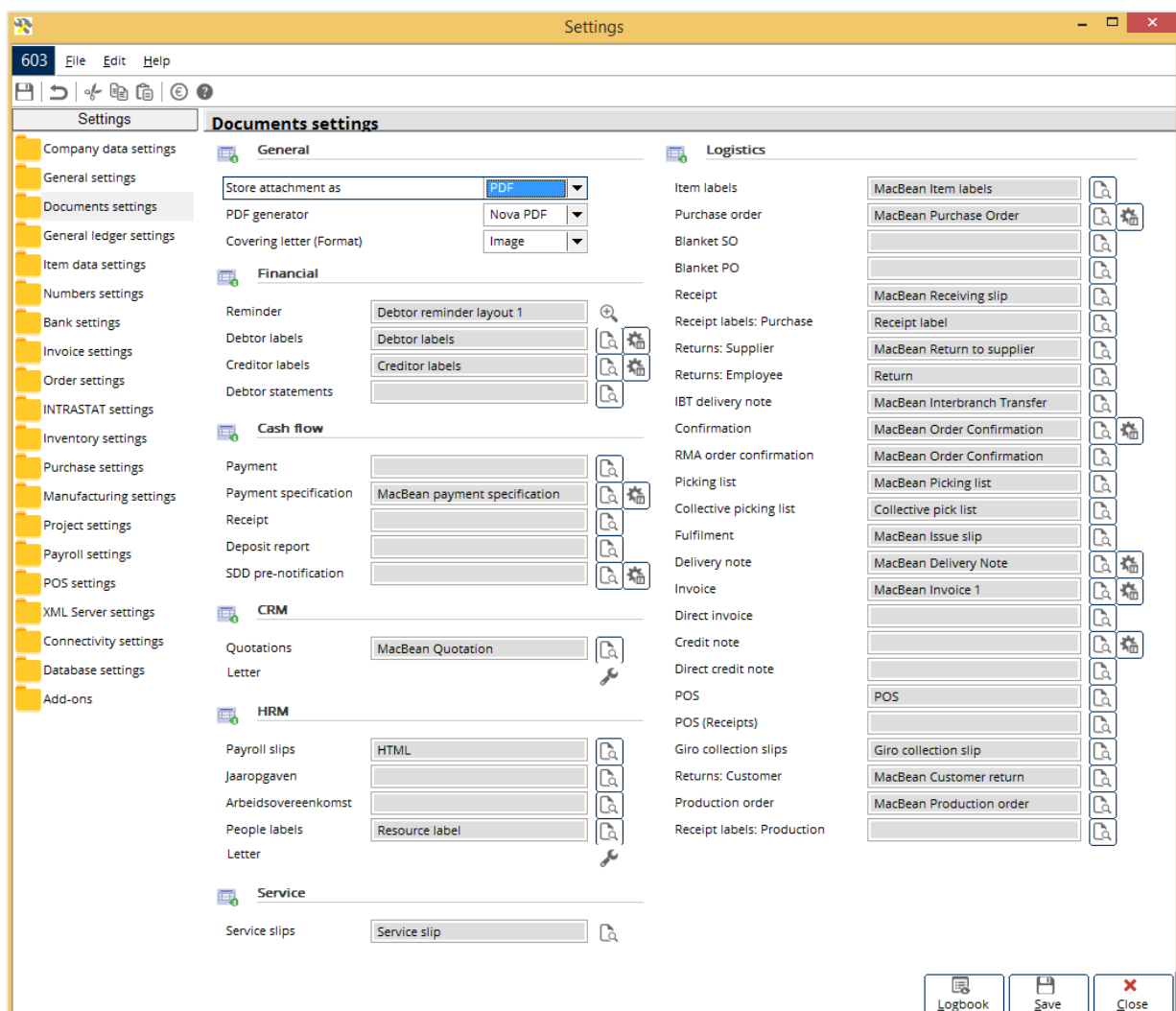
2.2 DOCUMENTS SETTINGS

A sales order uses many types of documentation, such as the sales order confirmation, delivery notes, and other documentation. These documents are usually printed during the various stages of the sales order process, such as confirmation, fulfillment, and others. You can define and modify the layouts and designs of the documents through the settings.


The layouts defined in the document settings will be the default layouts for the sales order process. For example, if you confirm the sales order, the sales order confirmation printed will be based on the layout selected **Confirmation**.

The system has several standard layouts but you can customize or create layouts for documents. You can link each document to a specific layout, which is used every time when the document is printed.

To set up document layouts, go to System → General → Settings. Under **Settings**, click **Documents settings**.



Logistics section

For sales orders, only some of the documents under the **Logistics** section have to be set up. For each document, various layouts are available. You can select the layout for each of the document by clicking  **Select**.


Item labels

Item labels are labels placed on the items so that items can be easily identified during fulfillment, whereby the label will state the item code, description, and other details. This layout is used at Order → Entries → Fulfillment and Order → Items → Labels.

Receipt labels: Purchase

Receipt labels are labels placed on the packages so that packages can be easily identified during shipment. The label will state the shipping method, receipt date (the date the shipping company received the packages), and other details. This layout is used at Order → Entries → Shipping.

Blanket SO

This is the document layout for the blanket sales orders. Click  **Select** to select an existing document layout, and then click **Select**.

Confirmation

The sales order confirmation document can be sent to the customer so that the customer can confirm whether the items in the sales order are correct. This layout is used at Order → Entries → Confirmation. The sales order confirmation layout can also be linked to the debtors.

Picking list

Picking lists are used by warehouse employees to ensure that they pick the right items for delivery from the right warehouse. The picking list can also be used to record the items that have been picked by the warehouse employees, which can be used when fulfilling the items. This layout is used at Order → Entries → Picking list.

Collective picking list

Collective picking lists are used by warehouse employees to ensure that they pick the right items for multiple sales orders. This layout is used at Order → Entries → Picking list.

Fulfillment

This document is used to identify the types of items that have been placed in the boxes for delivery, which can be sent to the customer together with the items. This layout is used at Order → Entries → Fulfillment.

Delivery note

Delivery notes list all the items, and the quantities of the items that will be delivered to the customer so that the customer can check to ensure that all the items listed in this document are delivered. This layout is used at Order → Entries → Fulfillment and Order → Entries → Print / Process. The delivery notes layout can also be linked to the debtors.

Invoice

Invoices list the items ordered, ordered quantities, total amount of the sales order, and other details so that the customer can confirm the correct amount and quantities of the ordered items for payment. This layout is used at Invoice → Entries → Print / Process and Order → Entries → Fulfillment. The invoice layout can also be linked to the debtors.


Returns: Customer

This document lists the items, quantities of the items, and other details of the items that are returned by the customer. This layout is used at Order → Entries → Fulfillment and Order → Entries → RMA orders.

Linking document layouts


Layouts for documents, such as sales order confirmation, delivery notes, and invoices can be linked to the debtor(s), if you want a certain layout to be the default for the debtor(s).

To link documents to debtors:

1. Go to System → General → Settings.
2. Click **Documents settings**.
3. Under the **Logistics** section, click  **Link layouts to debtors**, and the **Layouts** screen will be displayed.
4. Select the debtor(s) and click **Change**.
5. Type or select a layout.
6. Click **OK**.
7. Click **Close** to exit.

Once a document layout is linked to a debtor, this layout will, by default, be used for all documents of this type for this debtor.

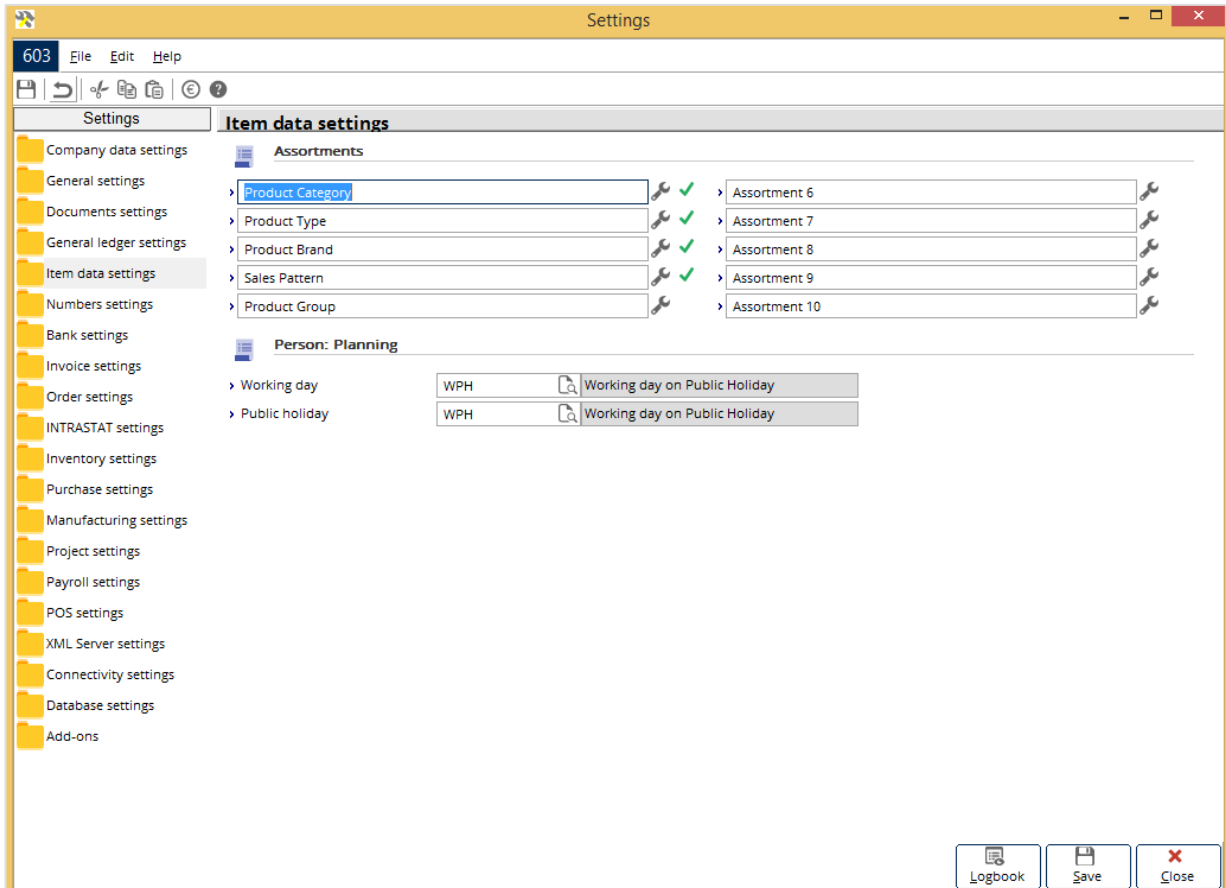
To remove linked documents from debtors:

1. Go to System → General → Settings.
2. Click **Document settings**.
3. Under the **Logistics** section, click  **Link layouts to debtors**, and the **Layouts** screen will be displayed.
4. Select the debtor(s).
5. Click **Unlink**.
6. Click **Close** to exit.

2.3 ITEM DATA SETTINGS


In Exact Globe Next/Exact Globe+, items can be grouped and categorized into different assortments. Different items that share certain properties can be grouped into one assortment. For example, the assortment for items "Keyboard" and "Monitor" can be "Hardware". Assortments are widely used as search criteria for reports.

To create assortments, go to System → General → Settings. Under **Settings**, click **Item data settings**.



Assortments section


Assortment 1-10

Click  **Maintain: Properties** to create, edit, or delete assortments. Each assortment can have several properties. You can rename the assortments and maintain the properties for each assortment. A green check mark will be displayed if the assortment has been created.



Creating and maintaining assortments

Each assortment can consist of many items. Assortments can also be created and maintained at Order → Items → Assortments.

To create assortments:

1. Go to System → General → Settings.
2. Click **Item data settings**.
3. Under the **Assortments** section, click  **Maintain: Properties**. The **Assortments** screen will then be displayed.
4. Click **+ New** to add properties for an assortment by typing the code and description for the assortment at **Code** and **Description** respectively.
5. Click **Save** to save the assortment.
6. Click **Close** to exit.



To edit assortments:

1. Go to System → General → Settings.
2. Click **Item data settings**.
3. Under the **Assortments** section, click  **Maintain: Properties**. The **Assortments** screen will then be displayed.
4. Select the property to be edited.
5. Click  **Edit**.
6. In the **Assortments: Properties** screen, type the new description for the property.
7. Click **Save**.
8. Click **Close** to exit.

Note:

Only the description of the assortment can be edited. The assortment code cannot be edited.

To delete assortments:

1. Go to System → General → Settings.
2. Click **Item data settings**.
3. Under the **Assortments** section, click  **Maintain: Properties**. The **Assortments** screen will then be displayed.
4. Select the property to be deleted.
5. Click  **Delete**. An assortment can be deleted only when all the properties are deleted. Only properties that are not linked to any item can be deleted.
6. Click **Close** to exit.

2.4 NUMBERS SETTINGS

In Exact Globe Next/Exact Globe+, every sales order has a sales order number, and every Return to Merchant Authorization (RMA) order has an RMA order number. Delivery notes also contain delivery note numbers. When creating sales orders or RMA orders, the order numbers can be automatically generated, and the generated numbers will be based on the numbers defined in number settings.

Setting order numbers

The numbering of sales orders, RMA orders, and delivery notes has to be set up. The numbers defined in the number settings will be the starting numbers of the orders, and the numbers will automatically run in sequence each time sales orders or RMA orders are created. The number displayed in number settings will be the number that will be used for the next sales order, RMA order, or delivery note.

To set up order numbers, go to System → General → Settings and click **Numbers settings**.

The screenshot shows the 'Numbers settings' window with a sidebar on the left containing various settings categories. The main area is divided into sections: General, Financial, Accounts, and Logistics. The 'General' section has a checked 'Use external numbering' checkbox. The 'Financial' section contains a table for journal numbering. The 'Accounts' section has 'Range: Start' and 'Range: End' fields. The 'Logistics' section contains various number fields and checkboxes for 'Order number' and 'Delivery note number'.

	First	Free	Last	Qty. free
General/Cash/Bank journal	10000001	10000009	10010001	9993
Purchase journal	20000001	20000001	20010001	10001

Field	Value	Checkbox
Quotation number	40000	<input type="checkbox"/> Order number
Sales order number	20055	
Recurring sales order number	29000	
Delivery note number	10003	<input type="checkbox"/> Delivery note number
Interbranch transfer number	15000	
Invoice number	1	
Purchase order number	50005	
Blanket purchase order number	55000	
Blanket sales order number	25000	
Production order number	PROD 10000	
Kanban order number	KANB 1	
RMA order number	22000	
RTV order number	52000	
Group internal use number	27000	
Allow change entry number		<input checked="" type="checkbox"/>

Logistics section

Sales order number

The number at the **Sales order number** field will be used for the first sales order created. The sales order number at this field will be displayed at the **Sales order number** field in the sales order entry screen under the sales order header. For more information on the sales order entry screen, see 3.1 *Creating and Maintaining Sales Orders*.

Recurring sales order number

The number at **Recurring sales order number** will be used for the first recurring sales order created. The recurring sales order number at this field will be displayed at the **Recurring SO number** field in the recurring sales order entry screen under the recurring sales order header. For more information on the recurring sales order entry screen, see *5.9 Recurring Sales Orders*.

Delivery note number

The number at the **Delivery note number** field will be displayed for the first delivery note printed.

Blanket sales order number

Type a unique number for the blanket sales order. Upon defining a new blanket sales order, a new blanket sales order number will be generated by the system based on the running number specified here. The blanket sales order number serves the purpose of identifying and tracing a blanket sales order.

RMA order number

The number at the **RMA order number** field will be used for the first RMA order created. The number at this field will be displayed at the **RMA order number** field in the RMA order entry screen under the RMA order header. For more information on the RMA order entry screen, see *5.2 Creating and Maintaining Return to Merchant Authorization (RMA) Orders*.

2.5 INVOICE SETTINGS

In Exact Globe Next/Exact Globe+, you can define various invoice settings before generating and printing invoices for created sales orders, such as setting the authorization limit for invoices.

You can choose whether you want invoices to be authorized before invoices can be printed. If authorization is required for generated invoices, the invoices cannot be printed unless the invoices have been authorized. You can also set the authorization limit so that authorization is required only if the total amount of the invoice to be printed is less than and/or greater than the authorization limit specified in the invoice settings.

To set up authorization for invoices, go to System → General → Settings and click **Invoice settings**.

The screenshot shows the 'Invoice settings' window with the following sections and fields:

- Entry**
 - Shipping via: TNT (Verzending via TNT)
 - Default warehouse: 1 (Main Warehouse)
 - Assign invoice numbers: At final print
 - Reference (Credit note): CRED
 - Quantity (Default): 0.000
 - Item code repeat length: 0
- Authorise**
 - Authorise invoices: Under 0.00 EUR greater than or equal to 0.00 EUR
- Print**
 - Revenue account: Item
 - Exchange rate: Input time
 - Revenue: Date: Print time
 - Journalise amounts: Gross
 - Blocked debtor:
 - Invoice code/journal link:
 - Use multiple layouts:
 - Print layout during Email/E-Invoice:
 - Post entries: At final print:
 - Sequential: invoice number and date:
- Direct invoice**
 - Direct invoice debtor: 60086 (Contantdebiteur)
 - Direct invoice code: 30 (Contante verkopen)
 - Invoice code: Direct credit note: 30 (Contante verkopen)
 - Payment condition: 00 (Payment condition 00)
 - Multiple: Direct invoice code:
- OCR-B**
 - Deposit authority: Return
- Penalty invoice**
 - Penalty invoice item: BOETEFACTU (Penalty invoice)
 - Penalty invoice code: 20 (Boetefactuurcode)
 - Penalty payment condition: 30 (Payment within 30 days)

Buttons at the bottom right: Logbook, Save, Close.

Authorise section

Authorise invoices

Select the **Authorise invoices** check box if you want invoices to be authorized before invoices can be printed.

Under

Type the minimum total amount of the invoices to be authorized at the **Under** field. This means invoices with less than this amount must be authorized. You can also define the authorization limit for credit notes at this field by typing a negative amount. For example, if "-100" is defined, credit invoices with a total amount of more than "-EUR 100" will have to be authorized.

greater than or equal to 0

Type the minimum total amount of the invoices to be authorized at the **greater than or equal to 0** field. This means invoices equal to or greater than this amount must be authorized. Otherwise, the invoices will be automatically authorized. Only zero or a value that is greater than zero can be defined at this field.

If the **Under** field is "0" and the **greater than or equal to 0** field is "0", all invoices must be authorized. For more information on invoice settings, see *1.1 Invoice Settings* in **E-Invoice**.

2.6 ORDER SETTINGS

In Exact Globe Next/Exact Globe+, you must define various settings before sales orders can be created and processed. The settings that have to be defined in order settings are settings for sales order entry, authorization, confirmation, fulfillment, and shipping.

To set up order settings, go to System → General → Settings and click **Order settings**.

The screenshot shows the 'Order settings' window with a sidebar on the left containing various settings categories. The main area is divided into several sections:

- Quotation:** Includes 'Discount / Extra charges' (checked) and 'Authorise quotations' (unchecked).
- Entry:** Contains a table for 'Default warehouse' with columns for ID, Name, and a search icon. The table has one row: '1 Main Warehouse'. Below this are dropdown menus for 'Shipping via' (TNT), 'Request type: Service activity' (anna), 'Item selection' (All items), 'Invoice method' (Time & material), 'Calculate prices' (Invoice debtor), 'Selection: Serial/batch numbers' (Manually), 'Profit calculation' (Markup), 'Discount calculation' (Price list discount + Line discount), 'Credit line risk control' (Final invoices), 'Fulfillment date basis' (Working day), 'Stock check: To be received' (Exclusive), and 'Stock check: Backorders (Days)' (0).
- Authorise:** Includes 'Sales order' (unchecked), 'Service order' (unchecked), and 'RMA order' (unchecked). It also has 'Message if exceeded' (unchecked), 'Exceeding permitted' (checked), and 'Blanket order' (unchecked).
- Confirm:** Includes 'Check credit line' (checked) and 'RMA order' (checked).
- Fulfillment:** Includes 'Create cost price entry' (Sales order debtor), 'Check credit line' (checked), 'Use enrichment' (unchecked), 'New line: Add to sales order' (checked), 'Hours' (checked), 'Use multiple layouts' (unchecked), 'Selection: Multiple' (checked), and 'Check stock' (unchecked).
- Shipment:** Includes 'Generate tracking number' (unchecked).
- Selection codes:** (Empty section).

At the bottom right, there are buttons for 'Logbook', 'Save', and 'Close'. A 'Variance' field is set to '0.00 %'.

Entry section

The order settings under the **Entry** section determine the settings in the sales order entry screen when you create a sales order at Order → Entries → Sales orders. For more information on the three sections in the sales order entry screen, see *3.1 Creating and Maintaining Sales Orders*.

Default warehouse

Type or select the warehouse for the sales orders. The warehouse defined at this field is the default warehouse, whereby this warehouse will be automatically defined at the **Warehouse** field under the sales order header (in the sales order entry screen) for every sales order created.

Shipping via

Type or select the shipping method of the sales orders at the **Shipping via** field. The shipping method defined at this field will be the default method, whereby this shipping method will be automatically defined at the **Shipping via** field under the sales order header (in the sales order entry screen) for every sales order created.

It is also possible to link the shipping method to a specific debtor (defined at the **Shipping via** field at the debtor maintenance, under the **Financial** tab in the **Advanced** mode, and under the **Logistics** tab in the **Simple** mode). The shipping method linked to the debtor will be displayed by default at the **Shipping via** field under the sales order header. However, when creating sales orders, the shipping method can be changed. Shipping methods can also be created at System → Logistics → Shipping methods.

Item selection

Select the method of selecting items when you create a sales order. Two options are available:

- **All items** — Select this option to view the list of all the items in the warehouse when you press the F2 key in the **Item** column in the sales order entry screen.
- **Product ranges by debtor** — Select this option to allow only items defined in the price management of the selected debtor to be viewed when you press the F2 key in the **Item** column in the sales order entry screen.

Invoice method

Select the invoice method of the sales orders at the **Invoice method** field. This method determines whether extra items delivered will be added to the sales order and invoice. Two options are available:

- **Fixed** — If you select **Fixed**, extra items delivered will not be added to the original sales order, and the invoice generated for the sales order will not include the extra items delivered.
- **Time & material** — If you select **Time & material**, the extra items delivered will be added to the original sales order, and the invoice generated for the sales order will include the extra items delivered. However, the extra items delivered will be added to the original sales order and invoice only if the items have been defined in the original sales order when the sales order was created (if extra quantity of the items in the sales order was delivered).

The invoice method selected is used in the sales order conditions screen (by clicking **Conditions** in the sales order entry screen) as default.

Calculate prices

Select the required debtor option to calculate the extra discount given to the debtor for the items ordered during sales order entry. The extra discount will be given to the debtor based on the discount defined for the debtor at the debtor maintenance. This extra discount will be automatically reflected in the **Disc. % (Extra)** column in the sales order lines when items are selected. The options available are:

- **Invoice debtor** — Select this option to use the discount defined for the invoiced debtor (the debtor defined at the **Invoice to** field under the sales order header) at the debtor maintenance.
- **Sales order debtor** — Select this option to use the discount defined for the order debtor (the debtor defined at the **Ordered by** field under the sales order header) at the debtor maintenance.
- **Invoice debtor * Sales order debtor** — Select this option to firstly calculate the discount defined for the order debtor. After that, the discount defined for the invoiced debtor will be calculated. For example, a discount of 5% is defined for Sales Order Debtor A, and a discount of 10% is defined for Invoice Debtor B at the debtor maintenance. Item A with the sales price of EUR 20.00 is selected in the sales order lines. The system will firstly calculate the 5% discount given to Sales Order Debtor A, whereby the price of Item A after the discount of 5% is EUR 19.00. The system will then take the 10% discount given to Invoice Debtor B to calculate Item A with the price of EUR 19.00 (EUR 19.00 is the amount calculated after deducting the discount of 5% given to Sales Order Debtor A), whereby the price of Item A after the discount of 10% is EUR 17.10. In the sales order lines, the net price of Item A will be EUR 17.10, and the extra discount percentage in the **Disc. % (Extra)** column will be 14.50% (5% discount for Sales Order Debtor A + 10% discount for Invoice Debtor B).

Selection: Serial/batch numbers

Select the required option to select the serial/batch numbers of the items when creating or fulfilling a sales order. The options are:

- **Manually** — Select this option to manually select the serial/batch numbers.
- **Valid** — Select this option to select only from a list of valid serial/batch numbers linked to the existing stock.
- **All** — Select this option to select from all the available serial/batch numbers in the system.

Profit calculation

Select the type of calculation to determine the profit at the **Profit calculation** field. Two options are available:

- **Markup** — Select this option if you want to calculate the profit of the items in the sales orders using markup percentage based on cost price. The calculation for markup percentage is "(Sales price - Cost price) / Cost price".
- **Margin** — Select this option if you want to calculate the profit of the items in the sales orders using margin percentage based on sales price. The calculation for margin percentage is "(Sales price - Cost price / Sales price)".

The profit calculation is reflected in the **Markup %** column in the sales order lines in the sales order entry screen (if **Margin** is selected, the column in the sales order lines will still be **Markup %**).

Discount calculation

Select the type of calculation that you want for the discount. Two options are available:

- **Line discount after price list discount** — Select this option if you want the discount of the items in the sales orders to be calculated using the price list discount (**Disc. %** column in the sales order lines) first, then calculate the price list discount using the discount of the items in the sales order lines divided by the discounted amount.
- **Price list discount + Line discount** — Select this option if you want to calculate the total discount of the items in the sales orders by adding the price list discount and the extra discount (**Disc. % (Extra)** column) of the items in the sales order lines.

For example, the sales price for Item A is EUR 100, Price List Discount (**Disc. %** column in the sales order lines) is 10%, and Debtor Discount (**Disc.% (Extra)** column in the sales order lines) is 5%. If **Line discount after price list discount** is selected, the columns in the sales order lines will display; **Disc. %** = 10%, **Disc.% (Extra)** = 5%, **Total discount** = 14.5%, and **Net price** = EUR 85.5, whereby **Net price** = $(100 - 10\%) * 5\%$. However, if the **Price list discount + Line discount** is selected, the columns in the sales order lines will display; **Disc. %** = 10%, **Disc.% (Extra)** = 5%, **Total discount** = 15%, and **Net price** = EUR 85, whereby **Net price** = $100 * 15\%$.

Credit line risk control

Select any of the following options at the **Credit line risk control** field to determine when the credit limit of the invoiced debtors (defined at the debtor maintenance) should be checked.

This checking is performed in the sales order entry screen when the **Authorise** step in the sales order process flow is clicked, and at Order → Entries → Authorise. Previous sales orders with outstanding amounts will be compared against the debtor's credit limit, and the credit limit screen will be displayed listing all the outstanding amounts (amounts from authorized invoices, final invoices, or other documents depending which option is selected) that have exceeded the debtor's credit limit if the **Authorise** process step in the sales order process flow is clicked.

If the checking is performed at Order → Entries → Authorise, a message will be displayed if the **Message if exceeded** check box is selected under **Order settings** under the **Authorise** section (at System → General → Settings). The options are:

- **Authorised sales orders** — Select this option to check all the authorized sales orders, invoices to be authorized, authorized invoices, and final invoices with outstanding amounts that have exceeded the credit limit of the invoiced debtor.
- **Invoices to be authorised** — Select this option to check all the invoices to be authorized, authorized invoices, and final invoices with outstanding amounts that have exceeded the credit limit of the invoiced debtor.
- **Authorised invoices** — Select this option to check all the authorized invoices, and final invoices with outstanding amounts that have exceeded the credit limit of the invoiced debtor.
- **Final invoices** — Select this option to check all the final invoices with outstanding amounts that have exceeded the credit limit of the invoiced debtor.

Stock check: To be received

Select the type of ATP (Available to Promise) calculation that you want for the stock check in the order entry. Two options are available:

- **Inclusive** — Select this option to always include the transactions for the stock to be received but not allocated. The ATP calculation for this option is "Free stock + To be received not allocated - To be delivered not allocated". By default, this option is selected.
- **Exclusive** — Select this option to exclude the transactions for the stock to be received but not allocated. The ATP calculation for this option is "Free stock - To be delivered not allocated".

Stock check: Backorders (Days)

Type the end date of the time frame for the stock check calculation. This end date is based on the current date (system date). For example, the current date is "01.01.2007". If "2" is defined, the last date of the time frame will be "02.01.2006". Thus, backorders with fulfillment date that falls on or earlier than this date will be included in the stock check calculation whereby the stock check screen will be displayed during the order entry if the last day of the time frame is later or equal to the fulfillment date of the orders.

Discount / Extra charges

Select the **Discount / Extra charges** check box if you want to define discount or extra charges for the sales order. The **Discount / Extra charges** screen will be automatically displayed after the **Authorise** step in the sales order process flow is clicked, and when you save the sales order.

Change of cost centre

Select the **Change of cost centre** check box to allow editing of the cost center of the person for the items in the sales order lines.

Order performance dates

Select the **Order performance dates** check box if you want to measure the performance of the orders when creating sales orders. The performance dates allow you to determine how much time is needed for the items to be purchased or produced before the items can be delivered to the customers. If this check box is selected, the **Requested date**, **Planned date**, and **Original planned date** columns will be available in the sales order lines. The **Requested date** is the date the selected item is requested by the customer, **Planned date** is the date the selected item is planned to be delivered to the customer, and **Original planned date** is the actual date the selected item is planned to be delivered to the customer.

Generate project

Select the **Generate project** check box to allow a project to be generated automatically whenever you create a sales order.

Allocation: Copy project

Select the **Allocation: Copy project** check box to copy projects when allocating stock. If this check box is selected, there are various scenarios when items are allocated or unallocated:

1. **Allocating:** The project code is created automatically in the sales quotation, sales order, service order, or internal use entry. This project code will be copied from the sales quotation, sales order, service order, or internal use entry to the interbranch transfer or free stock.
Unallocated: The project code from the interbranch transfer or free stock will be removed if it is the same as the project code in the sales quotation, sales order, service order, or internal use entry.
2. **Allocating:** The project code is automatically created in the sales quotation, sales order, service order, or internal use entry. This project code will be copied to the purchase order lines. The project code under the purchase order header will display the last project code displayed in the purchase order line.
Unallocated: The project code in the purchase order will be removed if it is the same as the project code in the sales quotation, sales order, service order, or internal use entry.
3. **Allocating:** Different project codes are created for the sales quotation, sales order, service order, or internal use entry, and purchase order.
Unallocated: Parent and child relationship will be removed, if any.

If the **Allocation: Copy project** check box is not selected, there are various scenarios when items are allocated or unallocated:

1. **Allocating:** The project code is not created for sales quotations, sales orders, service orders, or internal use entries. Parent and child relationship is not created, and the project code is not created for purchase orders, interbranch transfers, or free stock.
Unallocated: The project code in purchase orders, interbranch transfers, or free stock will not be removed.
2. **Allocating:** The project code is not created for sales quotations, sales orders, service orders, and internal use entries. Parent and child relationship is not created for sales quotations, sales orders, service orders, internal use entries, and production orders. However, the project code is created for production orders.
Unallocated: The project codes in production orders are not removed.

Representatives only

Select the **Representatives only** check box to allow only employees with the representative role to be defined under the sales order header when creating sales orders. The representative role can be defined at System → HR & Security → Security roles.

Skip order header

Select the **Skip order header** check box to skip the header section when creating sales orders for faster entry. The details under the sales order header will be automatically defined except the reference number, based on the default settings defined in system settings and debtor maintenance.

Negative margin check

Select the **Negative margin check** check box to check for negative margin (if the net sales price of the item is less than the standard cost price of the item) for the items defined in the sales order lines. A message will be displayed if the item selected contains a negative margin.

Logbook

Select the **Logbook** check box if you want to track changes made to the sales orders. Changes made to the sales orders, such as the type of changes made and who made the changes, will be displayed in the logbook. The logbook can be viewed at Order → Entries → Sales orders by selecting a sales order and clicking **Logbook**.

Always use default debtor price list

Select the **Always use default debtor price list** check box to use the price lists or price agreements selected for the debtor at the debtor maintenance (at Finance → Accounts receivable → Maintain). If this check box is selected, the price lists or price agreements that are linked to the debtors at the debtor maintenance will be used. The sales price will be based on the following priorities (no. 1 indicates the highest priority):

1. Project rate defined in the project that is linked to the orders or invoices.
2. Price agreement defined for the specific item for the specific debtor.
3. Price agreement defined for the item group for the specific debtor.
4. Price list or price list of the item group linked to the specific debtor.
5. Sales price of the item.


If this check box is not selected, the sales price of the item will be based on the following priorities (no. 1 indicates the highest priority):

1. Project rate defined in the project that is linked to the orders or invoices.
2. Price agreement defined for the specific item for the specific debtor.
3. Price agreement defined for the item group for the specific debtor.
4. Price list or price list of the item group linked to the specific debtor.
5. Price list of the item.
6. Price list of the item group.
7. Sales price of the item.

Note:

Although sales prices are automatically assigned to the items based on the priorities stated, you can change the price list or price agreement in the sales order entry screen if you have function right **To change price list in a quotation/ order/ invoice entry.**

Add extra receipt to sales order

Select the **Add extra receipt to sales order** check box to automatically add extra items received to the sales order as free stock if the quantity ordered is less than the items received. In the **Variance** field, type the percentage to determine the difference between the ordered quantity and received quantity to be included in the sales order. If the extra quantity received is less than or equal to the variance percentage, then the extra quantity received will be included in the sales order. Click  **By debtor** to add or remove the extra receipt to sales orders function from the debtors.

Authorise section

The order settings under the **Authorise** section are for sales order authorization (at Order → Entries → Authorise). If authorization is a mandatory process, sales orders cannot proceed to the next process step without being authorized first.

Sales order

Select the **Sales order** check box if you want the sales orders to be authorized.

RMA order

Select the **RMA order** check box if you want the RMA orders to be authorized.

Message if exceeded

Select the **Message if exceeded** check box to display a message if the total amount of the sales order exceeds the credit limit of the invoiced debtor when authorizing sales orders.

Exceeding permitted

Select the **Exceeding permitted** check box to allow sales orders to be authorized even though the total amount of the sales orders has exceeded the credit limit of the invoiced debtor.

Blanket order

Select the **Blanket order** check box to make authorization of blanket sales orders a mandatory process.

Confirm section

The order settings under the **Confirm** section are for sales or RMA order confirmations (at Order → Entries → Confirm).

Check credit line

Select the **Check credit line** check box to check the total amount of the sales order to be confirmed against the credit limit of the invoiced debtor before the order confirmation can be printed. If the total amount of the sales order exceeded the invoiced debtor's credit limit, the order confirmation will not be printed. If this check box is not selected, the order confirmation will be printed even though the total amount of the sales order exceeded the invoiced debtor's credit limit.

RMA order

Select the RMA order check box to make it mandatory to print the RMA order confirmations. However, this can be overridden during an RMA order entry if you clear the RMA order confirmation check box in the conditions screen.

Fulfillment section

The order settings under the **Fulfillment** section are for sales order fulfillment (at Order → Entries → Fulfillment).

Create cost price entry

Select the type of debtor to be used in the item transaction card (at Order → Items → Cards, select the fulfilled item, click **Card**, select the sales order, and click **Our ref.**) after sales orders have been fulfilled, if the sales order debtor and the invoiced debtor are different. The options available for selection are **Sales order debtor**, and **Invoice debtor**.

Check credit line

Select the **Check credit line** check box to check the total amount of the sales order to be fulfilled against the credit limit of the invoiced debtor before the sales order can be fulfilled. If the total amount of the sales order exceeded the invoiced debtor's credit limit, the sales order cannot be fulfilled. If this check box is not selected, the sales order can be fulfilled even though the total amount of the sales order exceeded the invoiced debtor's credit limit.

Use multiple layouts

Select the **Use multiple layouts** check box to print several layouts at the same time during the fulfillment of sales orders. Multiple layouts are available for delivery notes, order confirmations, and service slips. If this check box is selected, the System → Logistics → Layouts menu path will be available.

Selection: Multiple

Select the **Selection: Multiple** check box to fulfill more than one sales order at the same time. If this check box is not selected, only one sales order can be selected for fulfillment while the other sales orders have to be fulfilled separately.

Check stock

Select the **Check stock** check box to check the availability of the items in the warehouse before fulfillment. Sales orders cannot be fulfilled if there is insufficient stock in the warehouse, and delivery note will not be printed. If this check box is not selected, sales orders can be fulfilled, and delivery notes will be printed even though the stock level is negative.

Use enrichment

Select the **Use enrichment** check box if you want the **Enrichment** button at Order → Entries → Picking list to be available. For more information on enrichment, see *5.7 Allocating and Enriching Items*.

New line: Add to sales order

Select this check box to automatically select all the check boxes in the **Add to sales order** column in the **Fulfillment** screen.

Price management section**Price lists/price agreements per item group**

Select this check box to allow the creation of price lists or price agreements for items based on the assortment of the items. This means items with the same assortment or item group can be added in a price list or price agreement without creating many price list lines in the database table. If this check box is not selected, every item that is added to a price list or price agreement will create a price list line in the database table. By default, the check box is not selected.

Note:

This section is available only if you have **E-Price management** in your license.

Sales commissions section

This section is available under **Order settings** or **Invoice settings**, depending on whether you have a combination of modules **SE1124 - E-Commission Invoices**, **SE1200 - E-Order**, and **SE1100 - E-Invoice** or **SE1124 - E-Commission Invoices** and **SE1100 - E-Invoice**, respectively in your license.

Use sales commission

Select this check box to enable the sales commission mode, display all the sales commission related functions, and hide all the commission invoice related functions. Clear this check box to enable the commission invoice mode, display all the commission invoice related functions, and hide all the sales commission related functions.

Commission method

Select **Item percent/amount**, **Margin**, or **Total sales amount** to calculate the sales commission in sales transactions using the corresponding methods.

Process commission method

Select **By invoice** or **By cash receipts** to define whether commissions will be paid to sales employees once the corresponding invoices are processed or only when the invoices are paid by debtors.

Note:

For more information, see *Chapter 5 Sales Commission Management* of the **Invoice** user guide.

2.7 INVENTORY SETTINGS

In Exact Globe Next/Exact Globe+, you can define various settings to manage your inventories. These settings will affect your logistics operations from the inventory valuation method to issues related to warehouse, internal use, and interbranch transfers.

To set up inventory settings, go to System → General → Settings and click **Inventory settings**.

The screenshot shows the 'Inventory settings' window with a sidebar on the left listing various settings categories. The 'Inventory settings' category is selected and highlighted. The main area is divided into sections: 'Entry', 'Authorise', 'Fulfilment', and 'Interbranch transfers'. Each section contains several settings with checkboxes and dropdown menus.

Section	Setting	Value
Entry	Use perpetual inventory	Anglo-Saxon
	Valuation method per item	<input type="checkbox"/>
	Valuation method	Standard cost price
	Stock valuation as from last revaluation	<input type="checkbox"/>
Authorise	Cost price and stock valuation per warehouse	<input type="checkbox"/>
	Stock valuation: Update make item cost price.	<input type="checkbox"/>
Fulfilment	Warehouse locations	<input checked="" type="checkbox"/>
	Costs: Check related purchase order	<input type="checkbox"/>
	Counts: Check free stock	No
Interbranch transfers	Interbranch transfers: Check free stock	No
	Use intermediate warehouse	<input type="checkbox"/>
	Receipt labels	<input type="checkbox"/>

At the bottom right of the window, there are three buttons: 'Logbook', 'Save', and 'Close'.

Entry section

Use perpetual inventory

Select the method to register inventory transactions based on the accounting regulations of your country. There are three methods available:

- **Perpetual inventory**
- **Non-perpetual inventory**
- **Anglo-Saxon**

Valuation method per item

Select the **Valuation method per item** check box to use different valuation methods for different items.

Note:

This check box is disabled if you select **Real time APP** (Real time Average Purchase Price) at **Valuation method**. This is because the valuation method of real time APP is available only at a company level and not on a per item basis. Furthermore, if you select the **Valuation method per item** check box, **Valuation method** will be disabled.

Valuation method

Select the type of valuation method you want to use. By default, the valuation method is set to **Standard cost price**. There are six options available:

- **Standard cost price**
- **Standard cost price (Classic)**
- **Average purchase price**
- **FIFO** (First In First Out)
- **LIFO** (Last In First Out)
- **Real time APP**

Stock valuation as from last revaluation

Select the **Stock valuation as from last revaluation** check box if you want to use the last revaluation transaction as the starting point for stock valuation and revaluation. By enabling this function, transactions before the last revaluation transaction will not be revalued and referred. However, if there is no prior revaluation transaction available, the first transaction will be used as the starting point for stock valuation and revaluation. As a result of selecting this check box, **Transaction date** under the **Criteria** section at Inventory → Warehouse management → Stock valuation will not be available. This is because the transaction date is no longer applicable as the last revaluation transaction will be used.

Note:

This function applies to the **Standard cost price**, **Standard cost price (Classic)**, **Average Purchase Price**, **FIFO**, and **LIFO** valuation methods.

2.8 CREATING AND MAINTAINING ITEMS

Items are used extensively in Exact Globe Next/Exact Globe+. Items can be products or services that a company produces, sells, services, or purchases, and it can also include the assets of a company.

You can create items by defining the details of the items or services, such as the cost and sales prices of the items, and the general ledger accounts linked to the items to be used in financial transactions. You can also indicate if the items are for sale or if they are items produced by the company.

The following topics are relevant to this section:

- Creating, editing, and deleting items
- Copying items
- Updating item details in batches
- Adding, editing, and removing suppliers

Creating items

To create items, go to Order → Items → Maintain and click **New**.

The screenshot shows the '603 Items - Exact' window with the following details:

- Item code:** Mandatory: Code
- Description:** Mandatory: Code
- Type:** Standard
- Status:** Active
- From:** 11/01/2017
- Basics tab:**
 - Sls. unit, Price: 0.000 EUR
 - Classification ESL: [Dropdown]
 - Sales VAT code: 0
 - Cost price: 0.000 EUR / -
 - Markup: %
 - Purchase price: 0.000 EUR / -
 - Default tax code: [Dropdown]
- Assortments:**
 - Product Category: [Dropdown]
 - Product Type: [Dropdown]
 - Product Brand: [Dropdown]
 - Sales Pattern: [Dropdown]
- Attributes:**
 - Text
 - Divisible
 - Text: [Text area]
 - Description NL: [Text area]
- Footer:** Created:11/1/2017 By:Marco Modified:11/1/2017 By:Marco
- Buttons:** Graph, MRP, Card, Production orders, Purchase orders, Sales orders, Save, New, Close

Item code

Type the code of the item. This field allows up to 30 alphanumeric characters to be filled in. This information is mandatory.

Description

Type the description of the item. This field allows up to 50 alphanumeric characters to be filled in. This information is mandatory.

Search code

Type a search code for the item. This code can be used in the search criteria at Order → Items → Maintain to search for the item. By default, the search code is automatically defined after the item code is defined.

Status

You can define the status of the item by selecting one of the following options:

- **Active** — Select this option for items that can be sold, purchased, manufactured, received, and delivered.
- **Blocked** — Select this option for items that can be used only in stock counts, creating of Bill of Materials (BOM), budget scenarios, and creating of sales orders but not in fulfilling the sales orders.

Note:

An item can be used only in sales if you have manually typed the item code even though in the **Blocked** status. A warning will be displayed and you will be asked if you want to continue using the selected item. However, this does not apply to purchase.

- **Discontinued** — Select this option for items that can be used in stock counts, sales, creating of Bill of Materials (BOM), and budget scenarios, but not in purchases.
- **Inactive** — Select this option for items that can be used only in stock counts, but cannot be used in sales, purchasing, creating Bill of Materials, and budget scenarios.
- **Future** — Select this option for items that are not yet active.

By default, the status is **Active**.

From, to

The dates at the **From** and **to** fields specify when the status of the item status is activated. For example, if the status of "Item A" is "Active" whereby the **From** date is "January 1, 2012" and the **To** date is "December 31, 2012", this indicates that "Item A" is in the active status only during the specified period. However, the **To** date does not have to be defined unless the validity period of the inactive, blocked, or discontinued date of the item is known. By default, the **From** date is based on the current date.

Basics tab

This tab contains the general details of the item.

Sls. unit, Price

Type or select the unit of measurement of the item in the **Sls. unit** field. This is the sales unit of the item which will be automatically filled in the **Unit** column when the item is selected in the sales order lines when sales orders are created. The sales unit can be created and edited at Systems → Logistics → Unit.

Type the sales price of the item at the **Price** field. This price will be automatically filled in the **Sales price** column when the item is selected in the sales order lines when sales orders are created.



Sales VAT code

Type or select the sales tax code if sales tax is applicable to the item. This information is mandatory. If the item is not taxable, you can create a tax code with zero percentage. You can create and maintain sales tax codes at System → General → Countries → Tax codes.


Cost price

Type the standard cost price of the item. The cost price is usually lower than the sales price so that the profit margin will be positive.

Picture

You can choose to insert a picture of the item by clicking  **Insert**. Click  **Delete** to delete the existing picture (this icon is enabled only if a picture has been inserted). You can only insert picture with a bmp (Bitmap), jpg/jpeg (Joint Photographic Experts Group), or gif (Graphics interchange format) extension.

Extra description

You can define extra description for the item by clicking  **Extra description**, whereby this description can be linked to the debtor at the debtor maintenance. If the extra description for the item is linked to the debtor, the extra description will be printed on the delivery note, invoice, and other documents if the debtor orders the item.

Assortments section

Assortment

Select the assortment that the item is linked to. The number of assortment fields displayed depends on the number of assortments defined at System → General → Settings, under **Item data settings**.

Attributes section

Text

Select the **Text** check box if you want the text defined under the **Text** section to be displayed in the **Enter text item** screen when creating a sales order in the sales order entry screen. The **Enter text item** screen is displayed after the item is selected in the sales order entry screen when the TAB key is pressed.

Divisible

Select the **Divisible** check box to allow the quantity of this item to be in decimals. However, this check box is enabled only if the item is not a serial item.

Text section

Type the additional text for the item in the field. This description will be displayed in the **Long description** column when the item is selected in the sales order lines when sales orders are created. This text will also be printed in sales order confirmations, delivery notes, and other documents if the **Text** check box is selected.

Description

Type the description of the item in other languages in the respective fields if necessary. A maximum of four different languages can be defined for the item. For example, you can type the description of the item in Dutch at **Description NL**, and French at **Description FR**.

These fields are available only if the description fields at System → General → Settings, click **General settings**, under the **Descriptions in list boxes** section are defined. For example, if **Netherlands** is defined in **Description field 2** and **France** is defined at **Description field 3**, **Description NL**, and **Description FR** will be displayed.

Purchase/ Sales tab

This tab contains the sales and purchase information of the item.

Attributes: Sales section


Sales

Select the **Sales** check box if the item is a sales item. If this check box is selected, a green check mark will be displayed in the **Sales** column for the item at Order → Items → Maintain (in the overview). The green check mark will also be displayed in the **Items** screen (the **Items** screen is displayed when the F2 key is pressed in the **Item** column in the sales order lines at the sales order entry screen) when creating sales orders. The green check mark thus allows you to easily identify the items that can be sold to customers. If this check box is selected, the item can also be added to the price lists and price agreements. For more information on price lists and price agreements, see *3.1 Creating and Maintaining Sales Orders*.


No discount

Select the **No discount** check box if discount is not given for the items when creating sales orders. Also, you will not be able to create price lists for items with the **No discount** attribute. This check box is enabled only if you have selected the **Sales** check box.

Sales prices

Click  **Sales prices** if you want to create more than one sales price for the item. For more information on how to create and edit sales prices, see *5.1 Maintaining Standard Sales Prices* in the **Invoice** user guide.

Repl. items

Click  **Replacement items** to define replacement items for the item if the item is out of stock. Replacement items can be selected in the sales order lines when creating sales orders by pressing the F2 key in the **Item** column in the sales order lines, selecting the item in the **Items** screen, and clicking **Repl. items**.

Attributes: Purchase section


Buy

Select the **Buy** check box if the item is a purchased item. This check box will be automatically selected if you have defined a supplier under the **Suppliers** section under the **Purchase/ Sales** tab. If no supplier is defined, this check box will not be enabled.

Requires approved supplier

Select the **Requires approved supplier** check box to allow the item to be purchased from an approved supplier only. A green checkmark will be displayed in the **Approved supplier** column under the **Suppliers** section if the check box under the **Approved supplier** column is selected.

Purchase prices

Click  **Purchase prices** to create and edit price agreements for purchases per supplier.

Financial tab

This tab contains the financial information of the item.

Financial section

Item group

Type or select the item group of the item. Item groups are used for grouping items so that the items can be easily identified and managed. Item groups can be created at System → Logistics → Item groups. When creating an item group, it is mandatory to define the revenue and stock accounts for a particular item group. Thus, when an item group is selected, the **Revenue** and **Stock** fields will be automatically filled in according to the respective general ledger accounts defined. However, you can select a different general ledger account other than the one indicated.

Revenue

Type or select the general ledger account for the sales revenue of the item. The revenue account will be automatically defined based on the revenue account defined for the item group.

Stock

Type or select the general ledger account where stock will be automatically credited when the item is sold, and automatically debited when the item is purchased. The stock account will be automatically defined based on the stock account defined for the item group.

Cost of goods sold

The cost of goods sold general ledger indicates where the cost of sales will automatically be debited when the item is sold. The cost of goods sold account will be automatically defined based on the cost of goods sold account defined for the item group.

Discount account

Type or select the general ledger account where the amount of discount for the item is recorded. This is mandatory.

Note:

This is enabled only if you have selected **Gross at Journalize amounts** at System → General → Settings, under **Invoice settings** under the **Print** section. If the general ledger accounts are defined for both the item maintenance and the item group (go to System → Logistics → Item groups, select the relevant item group, and then click **Open**), the account defined at the item maintenance will precede the account defined at the item group.

Enter INTRASTAT data section

The following fields are enabled only if the **INTRASTAT registration for sales** check box is selected at System → General → Settings, under **INTRASTAT settings**. Furthermore, **INTRASTAT** is applicable only to European Union countries. Thus, the INTRASTAT settings are available only for those countries, and the fields available under this section may differ from country to country based on the country's legislation.

Statistical nr.

Type or select the statistical number for the item to indicate the category of the item to be shipped.

Net weight

Type the weight of the item based on the unit of measurement used for the item.

Statistical units

Type or select the quantity of the item to be shipped.

Activity tab

This tab displays all the sales and purchases information, and inventory transactions of the item.

Doc. tab

This is the document tab whereby documents can be attached to the item. You can also delete and edit the attached documents.

Analysis tab

This tab displays the sales and purchase statistics for the selected period.

Extra tab

This tab can be used to define extra information for the item, such as person.

Log tab

This tab displays information on all the changes made to the item, such as the person that edited the details of the item, the date and time of the changes made to the item, and the type of changes made.

Editing items

Once items have been created, it is possible to make changes to the items, such as changing the cost or sales price of the items, adding a supplier, and other information. However, the item codes cannot be edited once the items have been saved unless the recode function is used (the recode function can be used only if you are given function rights).

To edit items:

1. Go to Order → Items → Maintain.
2. Select the item to be edited.
3. Click **Open**.
4. In the **Items** screen, make the necessary changes to the item.
5. Click **Save** to save the changes and **Close** to exit.

To edit item codes:

1. Go to Order → Items → Maintain.
2. Select the item to be edited.
3. Click **Recode**. A message "This process may take some time. Continue?" will be displayed.
4. Click **Yes**.
5. Type the new item code at the **New** field.
6. Click **Recode**, and a message "Completed successfully: Recode" will be displayed.
7. Click **OK**.

Deleting items

It is possible to delete items that have been created. However, items that are already used in sales orders, purchase orders, and other transactions cannot be deleted. You can delete items only if you are given function rights.

To delete items:

1. Go to Order → Items → Maintain.
2. Select the item to be deleted.
3. Click **Delete**. A message "Depending on the size of your company, this function may take a long time because all files will be checked. Delete?" will be displayed.
4. Click **Yes**.

Copying items

If you want to create an item which will contain the same details, such as attachment, extra description, main supplier, and/or main warehouse as an existing item, it is possible to copy the attachment, extra description, main supplier, and main warehouse of the existing item to the new item.

The screenshot shows a 'Copy item' dialog box with the following fields and options:

- New: Item code:** CAR01 (highlighted in red)
- Description:** Car
- Search code:** CAR01
- Supp. item code:** CAR01
- Copy section:**
 - Attachments:
 - Extra description:
 - Suppliers: Main All
 - Warehouse: Main All
 - BOM:
- Buttons:** OK (with green checkmark) and Cancel (with red X).

To copy items:

1. Go to Order → Items → Maintain.
2. Select the item to be copied.
3. Click **Copy**.
4. In the **Copy item** screen, type the item code of the new item at the **New: Item code** field. Once the item code is defined, the **Search code** and **Supp. item code** (this field is available only if the **Main supplier** check box under the **Copy** section is selected) fields will be automatically defined.
5. Type the description of the new item at the **Description** field.
6. Click **OK**, and the **Items** screen will be displayed.
7. In the **Items** screen, click **Save**, and then click **Close** to exit.

Updating item details in batches

Item details, such as cost price, status, description, type, assortments, item group, and unit can be updated in batches, whereby the details of more than one item can be updated at the same time. However, this function is used only if you want to update the items with the same details.

To update items in batches:

1. Go to Order → Items → Maintain.
2. Click **Batch updates**.
3. In the **Update items - Maintain** screen, define the type of data to be updated under the **Data selection** section and criteria of the items to be updated under the **Range** section.
4. Under the **Change** section, select the check box of the information that you want to update and type the new information. For example, if you want to update the status of the selected items, select the **Status** check box and select the new status at the **New value** field.
5. Click **Show list**. A report of the items to be updated with the new updated details will be displayed in a Microsoft Excel sheet.
6. In Microsoft Excel, click **Add-Ins** at the top menu.
7. Click **Update** to update the changes. A message "Save changes?" will then be displayed.
8. Click **OK**, and a message "Completed: Update items" will be displayed.
9. Click **OK** again to exit.

Adding suppliers to items

You can link suppliers (from whom you purchased the items) to the created items. If no suppliers are linked to the items, the items will not be available for selection when creating purchase orders. More than one supplier can be defined for the item, and you can specify the main supplier (the default supplier) for the item.

The screenshot shows the '603 Items by supplier - Exact' window. The 'Item code' is BEK0001 and the item name is 'R.P. Take Away Cup 250cc'. The 'Supplier' is set to '1001 Richard Peters'. The 'Approved supplier' checkbox is unchecked. The 'Supp. item code' is BEK0001. The 'Drop ship' checkbox is unchecked. The 'Bar code' field is empty. The 'Warranty period' is 0 Days. The 'Purchase' section includes: 'Purchase unit' (Box) with a multiplier of 1.00000000, 'Currency' (EUR/Euro), 'Price' (0.000 EUR / Box), 'VAT' (0 Default tax code), 'PO size' (1.000 Box), and 'Time of delivery' (0 Days). The 'Sales' section includes: 'Sales unit' (Box) and 'Purchase price' (0.000 EUR / Box). At the bottom right, there are 'Save', 'New', and 'Close' buttons.


To add suppliers to items:

1. Go to Order → Items → Maintain.
2. Select the item to which you want to add a supplier.
3. Click **Open**.
4. In the **Items** screen, click the **Purchase/ Sales** tab.
5. Click **+ Add** under the **Suppliers** section.
6. Type or select the supplier for the item at **Supplier**. This information is mandatory.
7. Select the **Drop ship** check box to identify that this supplier can be a drop ship supplier as well as a supplier that can perform normal delivery.
8. Type or select the unit of measurement of the item supplied by the supplier at **Purchase unit**, if the purchase unit of the item is different from the sales unit defined at **Sls. unit** under the **Basics** tab.
9. Type the purchase price of the item at **Price**. This amount will be displayed at the **Purchase price** field under the **Basics** tab.
10. Type or select the VAT of the purchased item at **VAT**, if tax is applicable.
11. Type the minimum quantity of the item purchased from the supplier each time at **PO size**.
12. Type the number of days the supplier will take to deliver the items ordered at **Time of delivery**.
13. Click **Save** to save the supplier information.
14. Click **Close** to exit.
15. In the **Items** screen, click **Close** to exit.

Editing supplier details

Once suppliers have been added to the items, it is possible to make changes to the details of the suppliers.


To change supplier details:

1. Go to Order → Items → Maintain.
2. Select the item for which you want to edit the details of the supplier.
3. Click **Open**.
4. In the **Items** screen, click the **Purchase/ Sales** tab.
5. Under the **Suppliers** section, select a supplier.
6. Click  **Edit**.
7. Make the necessary changes.
8. Click **Save** to save the changes.
9. Click **Close** to exit.

Removing suppliers from items

It is possible to remove suppliers from the items. This function is used if the supplier linked to the item is no longer supplying the item. However, suppliers can be removed only if there are no incomplete purchase orders (received the items but have not received the invoice for the purchased items) linked to the suppliers. Removing the suppliers from the items will not delete the suppliers from your system.


To remove suppliers from the items:

1. Go to Order → Items → Maintain.
2. Select the item from which you want to remove the supplier.
3. Click **Open**.
4. In the **Items** screen, click the **Purchase/ Sales** tab.
5. Under the **Purchase/ Sales** tab, under the **Suppliers** section, select a supplier to be removed.
6. Click  **Delete**. A message "Supplier. Delete?" will be displayed.
7. Click **Yes** to remove the supplier.
8. Click **Close** to exit.

Selecting a main supplier for an item

If you have added more than one supplier to the item, you can select the main supplier for the item. If you only have one supplier for the item, that supplier will automatically be selected as the main supplier. The first supplier linked to the item will be the item's main supplier. A green check mark will be displayed in the **Main sup.** column.

To select main suppliers for items:

1. Go to Order → Items → Maintain.
2. Select the item for which you want to have the main supplier.
3. Click **Open**.
4. In the **Items** screen, click the **Purchase/ Sales** tab.
5. Under the **Suppliers** section, select the supplier (the supplier that does not have a green check mark in the **Main sup.** column) that you want to be the main supplier.
6. Click  **Select: Main supplier**.
7. Click **Close** to exit.

2.9 CREATING AND MAINTAINING SELECTION CODES

Selection codes can be used to differentiate the sales orders, whereby you can create selection codes for special shipments, web sales, and other types of sales orders. Also, selection codes are used for generating invoices, and processing payments for the generated invoices. You can define selection codes for every sales order under sales order conditions, and the codes can be used as search criteria for generating reports.

The following topics are relevant to this section:

- Creating, editing, and deleting selection codes

Creating selection codes

To create selection codes:

1. Go to System → Logistics → Selection codes.
2. Click **New**. The **Selection codes** screen will then be displayed.
3. Type the code and description for the new selection code.
4. Click **Save** to save the selection code, and then **Close** to exit.

Note:

The description of the selection code can be defined in five different languages. However, the description fields will be available only if the languages are defined at System → General → Settings, click **General settings**, under the **Descriptions in list boxes** section.

Editing selection codes

After the selection codes are created, only the description of the selection codes can be edited. However, you can edit the codes of the selection codes only if the recode function is used.

To edit descriptions of selection codes:

1. Go to System → Logistics → Selection codes.
2. Select the selection code to be edited.
3. Click **Open**.
4. Make the necessary changes.
5. Click **Save**.
6. Click **Close** to exit.

To edit codes of selection codes:

1. Go to System → Logistics → Selection codes.
2. Select the selection code to be edited.
3. Click **Recode**. A message "This process may take some time. Continue?" will be displayed.
4. Click **Yes**, and the **Recode** screen will be displayed.
5. Type a new code at **New**.
6. Click **Recode**. A message "Completed successfully: Recode" will be displayed.
7. Click **OK** to exit.

Deleting selection codes

After the selection codes are created, the created selection codes can be deleted. However, the selection codes can be deleted only if the selection codes have not been used in sales orders.

To delete selection codes:

1. Go to System → Logistics → Selection codes.
2. Select the selection code to be deleted.
3. Click **Delete**. A message "Depending on the size of your company, this function may take a long time because all files will be checked. Delete?" will be displayed.
4. Click **Yes**, and the **Delete master data** screen will be displayed confirming the deletion of the selection code.
5. If you want to print the details displayed in the screen, click **Print**. Otherwise, click **Close** to exit.

2.10 CREATING AND MAINTAINING MULTIPLE LAYOUTS

In many countries, more than one copy of legal document must be printed. In Exact Globe Next/Exact Globe+, you can create multiple layouts for delivery notes and sales order confirmations. Furthermore, you can link the layouts to the debtors so that the linked layouts will be the default layouts when printing delivery notes, and/or sales order confirmations for the debtors.

The following topics are relevant to this section:

- Creating, editing, and deleting multiple layouts
- Linking multiple layouts to debtors

Creating multiple layouts

To create multiple layouts for delivery notes or sales order confirmations:

1. Go to System → Logistics → Layouts → Multiple layouts for delivery notes to create multiple layouts for delivery notes or System → Logistics → Layouts → Multiple layouts for confirmations to create multiple layouts for sales order confirmations.
2. Click **New**. You will then see the **Multiple layouts for delivery notes** screen (if you are creating multiple layouts for delivery notes) or the **Multiple layouts for confirmations** screen (if you are creating multiple layouts for sales order confirmations).
3. Type a code for the layout at **Collective layout** and description for the layout at **Description**.
4. In the **Layout** column, press the F2 key, select a layout, and then click **OK**. The layout is based on the layouts created for delivery notes and sales order confirmations at System → General → Settings, under **Documents settings**.
5. In the **Number of copies** column, type the number of copies that you want to print for the layout.
6. Click **Save** to save the layout, **New** to create another layout, or **Close** to exit.

Note:

You can create multiple layouts only if you have selected the **Use multiple layouts** check box at System → General → Settings, under **Order settings** under the **Fulfillment** section.

7. Click **Close** to return to the main menu.

Editing multiple layouts

To edit multiple layouts for delivery notes or sales order confirmations:

1. Go to System → Logistics → Layouts → Multiple layouts for delivery notes to edit multiple layouts for delivery notes or System → Logistics → Layouts → Multiple layouts for confirmations to edit multiple layouts for sales order confirmations.
2. Select the layout to be edited.
3. Click **Open**. You will then see the **Multiple layouts for delivery notes** screen (if you are editing multiple layouts for delivery notes) or the **Multiple layouts for confirmations** screen (if you are editing multiple layouts for sales order confirmations).
4. Make the necessary changes.
5. Click **Save** to save the changes, and then **Close** to exit.
6. Click **Close** to exit and return to the main menu.

Deleting multiple layouts

To delete multiple layouts for delivery notes or sales order confirmations:

1. Go to System → Logistics → Layouts → Multiple layouts for delivery notes to delete multiple layouts for delivery notes or System → Logistics → Layouts → Multiple layouts for confirmations to delete multiple layouts for sales order confirmations.
2. Select the layout to be deleted.
3. Click **Delete**. A message "Delete?" will be displayed.
4. Click **Yes** to delete the layout or **No** to exit.
5. Click **Close** to exit and return to the main menu.

Linking multiple layouts to debtors

To link multiple layouts to debtors:

1. Go to System → Logistics → Layouts → Multiple layouts for delivery notes to link multiple layouts for delivery notes or System → Logistics → Layouts → Multiple layouts for confirmations to link multiple layouts for sales order confirmations.
2. Click **Link**. You will then see the **Layouts: Multiple layouts for delivery notes** screen (if you have chosen to link multiple layouts for delivery notes) or the **Layouts: Multiple layouts for confirmations** screen (if you have chosen to link multiple layouts for sales order confirmations).
3. Select the debtor(s) to whom you want to link the multiple layouts.
4. Click **Change**.
5. At **Layout**, type or select a multiple layout that you want to link to the selected debtor(s).
6. Click **OK** to save or **Cancel** to exit.
7. Click **Close** to exit and return to the main menu.

To remove the linked layouts from the debtor(s):

1. Go to System → Logistics → Layouts → Multiple layouts for delivery notes to remove the linked delivery note layouts or System → Logistics → Layouts → Multiple layouts for confirmations to remove the linked sales order confirmation layouts.
2. Click **Link**. You will then see the **Layouts: Multiple layouts for delivery notes** screen (if you are removing the multiple layouts for delivery notes linked to the debtors) or the **Layouts: Multiple layouts for confirmations** screen (if you are removing the multiple layouts for sales order confirmations linked to the debtors).
3. Select the debtor(s) from whom you want to remove the linked layouts.
4. Click **Unlink**.
5. Click **Close** to exit and return to the main menu.

2.11 CONVERSION HISTORY SETTINGS

At **Conversion history settings**, you can define the availability of the overview and power view of the converted sales order history. For more information, see *5.14 Converted Sales Order History Report* and *5.15 Converted Sales Order Power View*.

Note:

- The setting is available only after you run the tool to convert the master and sales information from the **Macola Progression®** database to the Exact Globe Next/Exact Globe+ database and if either the **SE1200 - E-Order** or **SE1309 - E-Purchase** module is in the license.
- The setting can be edited only if you have the **Conversion history settings** function right at System → HR & Security → User rights, under Functions → Rights → System.

View sales history conversion, Cut-off date

Select the **View sales history** conversion check box to obtain the overview and power view of the converted sales order history. Once selected, the **Cut-off date** field next to this field is enabled.



Type or select a date at **Cut-off date** to determine that the converted information from the date entered onwards is displayed.

3. SALES ORDER MANAGEMENT

In Exact Globe Next/Exact Globe+, sales orders can be created when orders are received from the customers. Also, sales orders that have not been authorized can be edited or deleted.

Exact Globe Next/Exact Globe+ also provides a comprehensive process flow for sales orders. The process flow begins from the **Ordered** process step, which is the sales order creation. The created sales order will then have to be authorized in the **Authorize** process step (if authorization is mandatory).

After the sales order is authorized, the sales order has to be confirmed in the **Confirm** process step (if confirmation is mandatory). **Fulfillment** of the sales order is then possible in the **Fulfillment** process step. Once the sales order has been fulfilled, you can generate (**Print** process step) and print the invoice (**Invoice** process step). Payment for the sales order can then be made. The sequence of the sales order process is as follows:

Quotation	Ordered	Confirm	Fulfilment	Shipment	Print	Invoice	Payments
							
Skip	19/1/17						
✗	✓	✗	✗	✗	✗	✗	✗

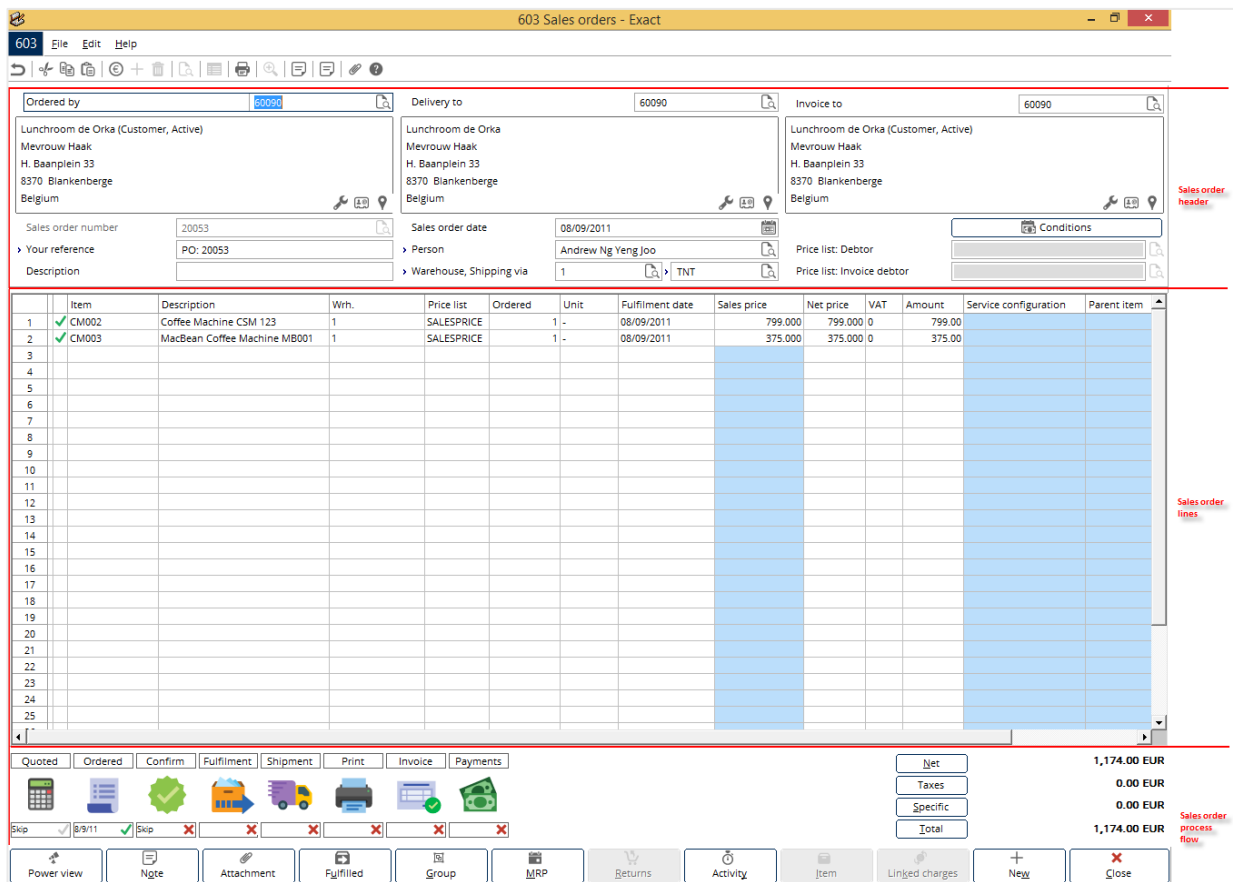
3.1 CREATING AND MAINTAINING SALES ORDERS


The following topics are relevant to this section:

- Creating, editing, and deleting sales orders
- Copying sales orders
- Changing the fulfillment date of the items in the sales orders
- Price management



Creating sales orders

A sales order is created when the customer places an order. The **Sales orders** screen consists of three sections:



- **Sales order header** — This section displays the debtor and sales order information, such as debtor's address, reference number, sales order date, and other information.
- **Sales order lines** — This section displays the information of the items ordered, such as quantity ordered, fulfillment date, warehouse, and other information. For every sales order line, a red cross will be displayed if the fulfillment date of the sales order is later than the sales order date. Otherwise, a green check mark will be displayed if the fulfillment date is equal to the sales order date. Furthermore, the columns in the sales order lines can be added and removed by clicking  **Columns** (at the toolbar).
- **Sales order process flow** — This section displays the process flow of the sales order, and the process step(s) that has been completed for the sales order, such as authorized, confirmed, and other steps. Once a process has been completed, a green check mark and the completion date will be displayed. Otherwise, a red cross will be displayed. If the process step is not required for the sales order, "Skip" will be displayed.

To create sales orders:

1. Go to Order → Entries → Sales orders.
2. Click **New**. You will see the **Sales orders** screen.
3. Select the debtor who placed the sales order at **Ordered by**.
4. Press the TAB key and the **Delivery to** field will be defined based on the main contact person of the ordered by customer defined at the debtor maintenance (go to Finance → Accounts receivable → Maintain and select the relevant debtor), under the **Contact** tab. The debtor at **Invoice to**, who will be receiving the invoice, follows the debtor defined at **Invoice debtor** under the **Logistics** tab or **Financial** tab at the debtor maintenance of the **Ordered by** debtor. However, the invoice debtor can be changed in the sales order only if the **Change invoice debtor** check box under **Invoice settings** in system settings is not selected. For each of the debtors selected, you can view and edit their information by clicking  **Maintain**, and you can edit their addresses by clicking  **Address**.
5. Type the sales order number, or press TAB to fill in the sales order number automatically based on the **Sales order number** defined under **Numbers settings** in system settings. Once you have selected the sales order number, it cannot be changed.



Note:

When you change the sales order number to a unique number that is lower than the number defined at **Sales order number** under the **Logistics** section under **Numbers settings**, a message "Order number entered is unique and lower than the order number in the setting" is displayed.

6. Type the reference number of the sales order at **Your reference**. This is the customer's reference number for the sales order. By default, the reference number will be displayed if the **Sales order number** defined under **Numbers settings** in system settings is defined.
7. Type or select the person who is in charge of the sales order at **Person**. By default, the **Representative** defined for the ordered by customer at the debtor maintenance (under the **Marketing** tab in the **Advanced** mode, and under the **Logistics** tab in the **Simple** mode) is displayed. Otherwise, the person who is currently logged in to Exact Globe Next/Exact Globe+ is displayed. The person or representative defined in this field will be entitled for commission, if any. For more information on commission, see *5.4 Handling Sales Commissions*.
8. Type or select the warehouse for the sales order at **Warehouse**. By default, the warehouse code displayed is based on the **Default warehouse** defined under **Order settings** in system settings.
9. Type or select the method of shipment at **Shipping via**.

Note:

- You can perform shipment using the **E-Shipment** or **E-Shipping Manifest Integration** module. For more information, see *3.10 Creating and Maintaining Shipping Methods* in the **Inventory** user guide.
- If a shipping method has been defined at **Shipping via** under the **Sales order - Invoice** section of the **Financial** tab in the debtor maintenance screen, the shipping method defined for the ordered by debtor will be the default. Otherwise, the shipping method will be displayed based on the shipping method defined at **Shipping via** under the **Entry** section of **Order settings**. For more information, see the **Entry** section of *2.6 Order Settings*.

10. Select the item in the **Item** column by pressing the F2 key or clicking  **Browse** (at the toolbar).
11. In the **Items** screen, select the item(s).
12. Click **Select**. Alternatively, you can type a full or partial item code in the **Item** column to search for the item.
13. Type the quantity of the item ordered by the customer in the **Ordered** column.
14. Type the date the item is requested by the customer in the **Requested date** column. This column is available only if the **Order performance dates** check box under **Order settings** in system settings is selected.
15. Type the date the selected item will be delivered to the customer in the **Fulfillment date** column.
16. Select the tax code in the **VAT** column by pressing F2 or clicking  **Browse** (at the toolbar). Alternatively, you can type the tax code in the **VAT** column.
17. Click **Close** to save the sales order and exit.

Note:

The **Sales price column** can be edited only if the sales price of the selected item is "0.0", unless the user has the **To change the sales price during order entry** function right (go to System → HR & Security → User rights, under **Function/Rights/Sales**).

Tip:

The sales order conditions screen (if the **Conditions** button under the sales order header is clicked) provides extra functions and settings for the sales order whereby you can generate invoices for payment terms, create prepayment, define notes, and other functions. For more information, see *5.1 Payment Conditions in Sales Orders*.

Editing sales orders

After you have created a sales order, you may need to make changes, such as adding or removing items. You may also need to change the fulfillment date or add notes to the order. It is possible to edit existing sales orders as long as the orders have not been completely fulfilled and invoiced. However, after sales orders are fulfilled and invoiced, only some of the columns can be edited.

Once the sales orders are fulfilled and invoiced, the sales orders will have the "Completed" status, and the sales orders will not be displayed at Order → Entries → Sales orders. However, you can re-open the sales orders (remove the completed status) at Order → Reports → Sales orders by adding items to the sales orders.

To edit sales orders:

1. Go to Order → Entries → Sales orders.
2. Select the sales order to be edited.
3. Click **Open**.
4. Make the necessary changes to the sales order.
5. Click **Close** to save and exit.

Note:

The sales order can be edited only if the sales order has not been authorized. If the sales order has been authorized, you will get a warning message "Already authorized. Continue?" where you have the option to **Continue**, **Cancel** the change, or **E-mail** the warning message to the person who authorized the sales order. If you decide to continue, the authorization will be removed and you can then edit the sales order.

However, if you only want to change the fulfillment date of the sales order without authorizing the sales order again, go to Order → Entries → Sales orders, select the sales order to be changed, and click **Change**.

Deleting sales orders

It is possible to delete a sales order. When you do this, the sales order is deleted and cannot be retrieved from the system. Sales orders that have been fulfilled or invoiced cannot be deleted. Furthermore, you can delete sales orders only if you have the **Delete sales orders** function right at System → HR & Security → User rights, under **Function/Rights/Sales**.

To delete sales orders:

1. Go to Order → Entries → Sales orders.
2. Select the sales order to be deleted.
3. Click **Delete**, and a message "Delete the data selected?" will be displayed.
4. Click **Yes** to delete the selected sales order.
5. Click **Close** in the **Logbook** screen.
6. Click **Close** in the **Delete sales orders** screen to exit.

Copying sales orders

If a customer places a sales order that is similar to a previously placed sales order, it is more convenient to copy an existing sales order than to create another one. When you copy a sales order, information such as the debtor, ordered items, and conditions from the original sales order are used in the copied sales order. However, the sales order dates will be different.

To copy sales orders:

1. Go to Order → Entries → Sales orders.
2. Click **Copy**. The **Sales order history** screen will be displayed.
3. Click **Search**, and a list of completed sales orders will be displayed. If you want all the completed and incomplete sales orders to be displayed, click **Advanced**, select **All** at **Completed**, and then click **Search**.
4. Select the **SO history** option if you want all the created sales orders to be displayed, or select the **Fulfilled** option to display sales orders that are fulfilled.
5. Select the sales order to be copied.
6. Click **Copy**. The **Orders - Copy** screen will be displayed.
7. In the **Orders - Copy** screen, click **Generate**.
8. Click **Close** to exit, and return to the **Sales order history** screen.
9. In the **Sales order history** screen, click **Close** to exit and return to the **Sales orders** screen.
10. In the **Sales orders** screen, click **Search** to display the copied sales order.
11. Select the copied sales order and click **Open** if you want to make changes to it.

Changing the fulfillment dates of items

You can change the fulfillment dates of the items in sales orders. This function is used if the items ordered by the customer cannot be delivered during the fulfillment date specified in the sales order due to insufficient stock and other delays. The fulfillment date can be changed even if the sales order has been authorized and confirmed.

To change fulfillment dates of items:

1. Go to Order → Entries → Sales orders.
2. Select the sales order to be changed.
3. Click **Change**. The **Fulfillment date** screen will be displayed.
4. In the **Fulfillment date** screen, select the item to be changed under the **Sales order lines** section.
5. Type the new fulfillment date of the item at **Fulfillment date** under the **New** section.
6. Click **Save**.
7. Click **Close** to exit.

Price management

In Exact Globe Next/Exact Globe+, price management can be maintained if you have the **E-Price management** license. Price management consists of price lists and price agreements, which can be used when creating sales orders.

Price lists are lists of items with sales prices and/or quantity of items that are valid only for a certain period. Thus, price lists are useful for discounted items that are valid for a certain period whereby after the discounted period, the items will be sold at the normal price. Price lists can also be used for different countries with different currencies.

Price lists can also be used to specify in advance which prices should be used when sales orders are created. However, the sales prices of the items are sometimes based on the number of items ordered, depending on the price list of the item.

The sales prices of the items will automatically be displayed in the sales order based on the price lists of the items. The following sample shows a price list with its conditions:

Pricelist Mega Sales:

- Valid for Europe with currency Euro (EUR).
- Valid from January 1, 2012 to January 31, 2012.
- Contains item "OM2455 Optical Mouse" and item "KB8455 Keyboard".

If a customer from Europe orders item OM2455 and/or item KB8455 during the month of January 2012, the customer will be charged based on the sales price of the item in Pricelist Mega Sales. If the customer orders these items before or after the month of January 2012, then the normal sales price of the items will apply.

However, if price lists are not created for the items, the standard sales prices of the items will be displayed in the sales order. Furthermore, if the items are in more than one price list with the same validity period, the price list can be selected when sales orders are created. For more information on how to create and maintain price lists, see *6.2 Creating and Maintaining Price Lists*.

Price agreements are price lists that apply to individual customers. However, the sales prices of the items are based on the quantity and validity period of the items ordered by the customer, depending on the price agreement.

When the customer places a sales order and the ordered items meet the requirements stated in the price agreement, the sales price of the items ordered will automatically be displayed in the sales order. The following sample shows a price agreement with its conditions:

Price Agreement Special Customer:

- Valid from January 1, 2012 to January 31, 2012.
- Contains item "OM2455 Optical Mouse" and item "KB8455 Keyboard".
- Linked to customer "Solutions Business Inc."

If Solutions Business Inc. places an order for item OM2455 and/or item KB8455 during the month of January, Solutions Business Inc. will be charged based on the sales prices of the item in Price Agreement Special Customer. However, if Solutions Business Inc. orders these items before or after the month of January 2012, then the normal sales prices of these items will apply. Price Agreement Special Customer is only valid for Solutions Business Inc. If other customers order item OM2455 and/or item KB8455 in January 2012, the normal sales prices of the items will apply.

Only one price list can be linked to a customer. For more information on how to create and maintain price agreements, see *6.3 Creating and Maintaining Price Agreements*.

3.2 AUTHORIZING SALES ORDERS

After sales orders are created, the sales orders can be authorized. Authorization of sales orders is an optional process as it depends on the order settings in system settings. However, if authorization of sales orders is required, the sales orders can be further processed only if the sales orders have been authorized. For example, if the sales orders have not been authorized, the sales order confirmations, picking lists, and dispatch lists cannot be printed.

Not all the people are able to authorize sales orders. Authorization of sales orders depends on the sales order limit given to the person with authorization status. If the total amount of the sales orders to be authorized exceeds the authorization limit given to the person, authorization of the sales orders will not be allowed. For example, if the person's authorization limit is EUR 1,000 and the total amount of the sales order to be authorized is EUR 1,500, the person will not be allowed to authorize the sales order. The authorization status and sales order limit for each person can be defined at the people maintenance (at System → HR & Security → People), under the **Rights** tab.

The following topics are relevant to this section:

- Authorizing sales orders
- Rejecting sales orders

Authorizing sales orders

To authorize sales orders or to remove authorization for sales orders:

1. Go to Order → Entries → Authorise.
2. Define the search criteria.
3. Click **Search**. Sales orders that match the defined search criteria are then displayed.
4. Select the sales order for which you want to authorize or remove authorization.
5. Click **Authorise**. A message "Change authorisation status?" will be displayed.
6. Click **Yes** to authorize the sales order, or remove authorization for the sales order. A green checkmark will be displayed in the **Auth.** column to indicate that the sales order is authorized.
7. Click **Close** to exit.

Rejecting sales orders

Once sales orders are created, the sales orders can be rejected only if the orders have not been fulfilled or invoiced. Sales orders that have been rejected will still be available at Order → Entries → Sales orders for edit. However, once the sales orders have been rejected, the **Rejected** process step will be displayed under the sales order process flow section in the sales order entry screen. An email can also be sent to the person who created the sales order to inform the person of the rejection.

To reject sales orders:

1. Go to Order → Entries → Authorise.
2. Define the search criteria.
3. Click **Search**. Sales orders that match the defined criteria are then displayed.
4. Select the sales order to be rejected.
5. Click **Reject**. The **Reject** screen will be displayed.
6. In the **Reject** screen, click **Skip** if you want to reject the sales order but do not want to send an e-mail. Otherwise, type the e-mail address of the person to whom you want to send the e-mail message at **E-mail (To:)**, type the message, and click **Send**.
7. Click **Close** to exit.

3.3 CONFIRMING SALES ORDERS

After sales orders are authorized, sales orders can be confirmed and the sales order confirmations can be printed. The sales order confirmation can be sent to the customers so that they can check whether all the items in the sales order are correct.

Confirmation of sales orders is an optional process as it depends on the settings at the debtor maintenance (the **Confirm sales order** check box under the **Financial** tab for the **Advanced** mode, and the **Confirm SO** field under the **Logistics** tab for the **Simple** mode) when debtor information is defined. It can also be defined for each sales order under sales order conditions.

However, if confirmation of sales orders is required, the sales orders can be further processed only if the sales orders have been confirmed. For example, if the sales orders have not been confirmed, the sales orders cannot be fulfilled, and picking lists cannot be printed. The sales order confirmation can also be e-mailed to the customers and multiple sales orders can be confirmed at the same time.

The following topic is relevant to this section:

- Printing or e-mailing sales order confirmations

Printing or e-mailing sales order confirmations

603 Print : Order confirmations

Print

Trial Final

Output

Printer E-mail Debtor

Printer: Send To OneNote 2013

E-mail:

Subject:

Long description:

Covering letter:

Options

Define layout:

Layout: MB_CONFI

Number of copies: 1

To be printed

Free text lines

Compress

Lines with quantity 0

Unmatched payments

Free text line 1:

Free text line 2:

Free text line 3:

Preview Start Close

To print or e-mail sales order confirmations:

1. Go to Order → Entries → Confirm.
2. Define the search criteria.
3. Click **Search**. Sales orders that match the search criteria are then displayed.
4. Select the sales order(s) to be confirmed.
5. Click **Print**.
6. In the **Print: Order confirmations** screen, select **Final** under the **Print** section.
7. Under the **Output** section, select **Printer** to print the sales order confirmation, or **E-mail** to e-mail the sales order confirmation to the debtor, delivery debtor, or invoice debtor.
8. Select a printer at **Printer**.
9. Under the **Options** section, select the layout or collective layout of the sales order confirmation. This layout is defined under **Documents settings** in system settings. You can select a collective layout for the sales order confirmation only if you have selected the **Use multiple layouts** check box under **Order settings** in system settings and created multiple layouts for sales order confirmations at System → Logistics → Layouts → Multiple layouts for confirmations. For more information on creating multiple layouts for sales order confirmations, see *2.10 Creating and Maintaining Multiple Layouts*.
10. Click **Start** to print, or send the sales order confirmation. If you want to view the sales order confirmation before printing, click **Preview**.

3.4 PRINTING PICKING LISTS AND COLLECTIVE PICKING LISTS

In Exact Globe Next/Exact Globe+, picking lists can be printed, whereby all the items in the sales order to be picked and delivered will be listed in the picking lists. Picking lists are documents used by warehouse employees so that the employees know the items to pick, quantity to pick, and the employees can also order the items that are picked for delivery from each warehouse to ensure maximum efficiency.

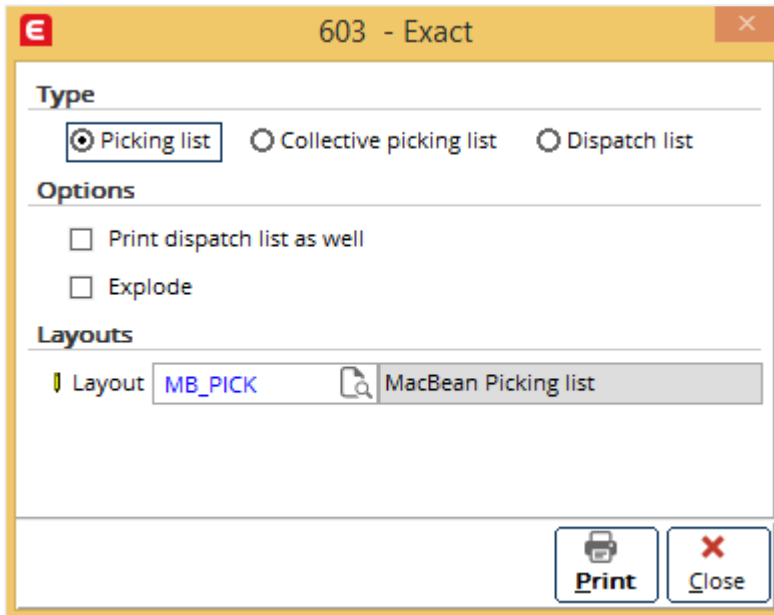
If the items in the sales order contain item parts, the item parts can also be printed on the picking list, provided that you have selected the **Explode-Fulfillment** check box under the **Purchase/ Sales** tab in the maintenance screen of the particular item. However, item parts with the **Phantom** and **Phantom zero lead time** conditions will not be printed on the picking list. Once the picking list has been printed, a green check mark for the sales order will be displayed in the **Printed** column at Order → Entries → Picking list.

The items printed on the picking list are based on the sales orders. However, if you want to make changes to the items on the picking list without making changes or updating the sales orders, you can enrich the items in the sales order. For more information on enrichment, see *Enrichment of items*.

The following topics are relevant to this section:

- Printing picking lists
- Printing collective picking lists
- Allocating items
- Enrichment of items

Printing picking lists



To print picking lists:

1. Go to Order → Entries → Picking list.
2. Define the search criteria.
3. Click **Search**. Sales orders that match the defined criteria are then displayed.
4. Select the sales order(s) to be printed.
5. Click **Print**.
6. Under the **Type** section, select **Picking list**. If you want to include item parts in the picking list, select the **Explode** check box under the **Options** section.
7. Type or select the layout for the picking list at **Layout**.
8. Click **Print**.

Printing collective picking lists

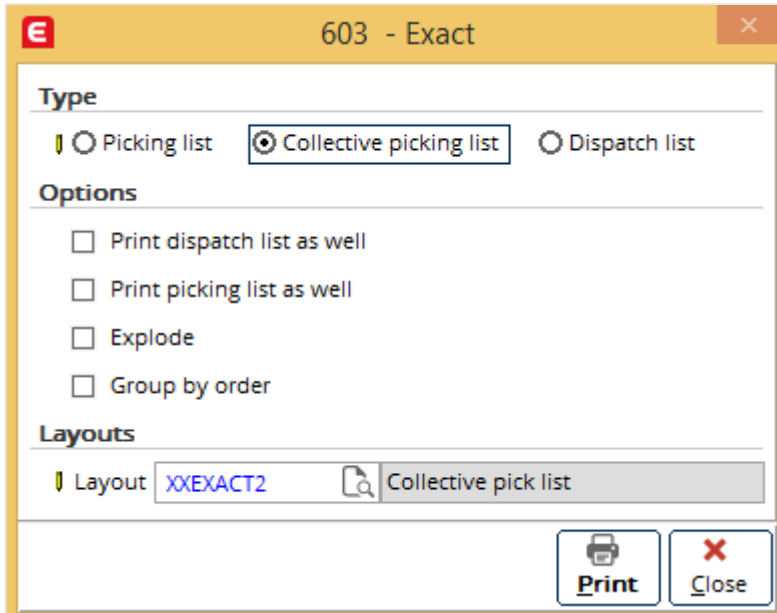
In Exact Globe Next/Exact Globe+, collective picking lists can be printed. Collective picking lists are documents used by warehouse employees to pick items from the warehouse for multiple orders, and items printed on the collective picking lists are grouped by the warehouse of the items picked, the location of the warehouse, and the items ordered.

For example, debtor "Business Solutions Inc." places two sales orders:

- Sales order 10001 contains two "KB8455 Keyboard", and two "OM2455 Optical Mouse".
- Sales order 10002 contains one "KB8455 Keyboard", and two "OM2455 Optical Mouse".

In the collective picking list, three "KB8455 Keyboard", and four "OM2455 Optical Mouse" will be displayed (only two lines will be displayed in the collective picking list, and the quantity of the same items from both the sales orders will be combined).

If the items in the sales orders contain item parts, the item parts can also be printed on the collective picking list, provided that you have selected the **Explode-Fulfillment** check box under **Purchase/Sales** tab in the maintenance screen of the particular item. However, item parts with the **Phantom** and **Phantom zero lead time** conditions will not be printed on the collective picking list. After the collective picking list has been printed, a green check mark will be displayed in the **Print** column.



To print collective picking lists:

1. Go to Order → Entries → Picking list.
2. Define the search criteria.
3. Click **Search**. Sales orders that match the search criteria are then displayed.
4. Hold down the CTRL key, select the sales orders to be printed, and then click **Print**.
5. Under the **Type** section, select **Collective picking list**. If you want to include item parts in the collective picking list, select the **Explode** check box under the **Options** section. Select the **Group by order** check box if you want to include sub lines in the collective picking list. For example, there are two sales orders.
 - Sales Order 10001 contains two "KB8455 Keyboard", and two "OM2455 Optical Mouse".
 - Sales order 10002 contains one "KB8455 Keyboard".
6. In the collective picking list, "KB8455 Keyboard" with quantity "3", and item "OM2455 Optical Mouse" with quantity "2" will be displayed but the item "KB8455 Keyboard" will have two sub lines ("KB8455 Keyboard" with quantity "2", and item "KB8455 Keyboard" with quantity "1"). The item "OM2455 Optical Mouse" will not have any sub lines.
7. Type or select the layout for the collective picking list at **Layout**.
8. Click **Print**.

3.5 PRINTING DISPATCH LISTS

In Exact Globe Next/Exact Globe+, dispatch lists can be printed. Dispatch lists are documents used by dispatch employees, whereby the dispatch lists will list the items, and the quantity of the items to be delivered. Dispatch lists also list the delivery addresses of the customers. More than one sales order can be printed on the dispatch list, and a green check mark for the sales order will be displayed in the **Print** column at Order → Entries → Picking list once the dispatch list has been printed.

The following topic is relevant to this section:

- Printing dispatch lists

Printing dispatch lists

To print dispatch lists:

1. Go to Order → Entries → Picking list.
2. Define the search criteria.
3. Click **Search**. Sales orders that match the search criteria are then displayed.
4. Select the sales order(s) to be printed.
5. Click **Print**.
6. Select **Dispatch list** under the **Type** section.
7. Click **Print**.

3.6 FULFILLING SALES ORDERS

When fulfilling sales orders, packing lists and delivery notes can be printed. Packing lists are used to identify the types of items in the packages that are to be delivered. However, printing of packing lists is optional.

Delivery notes list all the items, and the quantity of the items that will be delivered to the customers, whereby customers can check to ensure that all the items listed in the delivery notes are delivered. When fulfilling sales orders, delivery notes will be generated but printing of the delivery notes is optional. Delivery notes can also be e-mailed to the customers.

Fulfilling of sales orders allows warehouse employees to manage the items in the sales orders that have been delivered, especially if there are partial deliveries for the sales orders. Multiple sales orders can be fulfilled at the same time. However, to be able to fulfill more than one sales order, the **Selection: Multiple** check box in **Order settings** under the **Fulfillment** section has to be selected (at System → General → Settings, click **Order settings**). Once sales orders are fulfilled, the Cost of Goods Sold account (debit) and Stock account (credit) are created.

When fulfilling sales orders, invoices can also be generated and printed. However, invoices can be generated and printed during sales order fulfillment only if you have the **To generate invoices during fulfillment or print/process orders** function right at System → HR & Security → User rights, under **Function/Rights/Sales**. For more information on generating, and printing of invoices, see 3.8 *Generating and Printing Invoices*.

The following topics are relevant to this section:

- Fulfilling sales orders
- Shipping items
- Completing sales orders

Fulfilling sales orders

Sales order 20055 Your reference PO: 20055
 Debtor 25 - Exact USA Representative Annette Meijer
 Created 19/1/2017 Shipping via Verzending via TNT
 Description Entry number 17910001

Exact USA
 Mr. the Snipper
 Mainstreet 1038
 90120 New York
 United States of America

Item	Description	Status	Location	Ordered	Actuals	Unit	Add to sales order	Zero amount
1	OND0020	14 grams filter box	Active		1	1 Pieces	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2							<input type="checkbox"/>	<input type="checkbox"/>
3							<input type="checkbox"/>	<input type="checkbox"/>
4							<input type="checkbox"/>	<input type="checkbox"/>
5							<input type="checkbox"/>	<input type="checkbox"/>
6							<input type="checkbox"/>	<input type="checkbox"/>
7							<input type="checkbox"/>	<input type="checkbox"/>
8							<input type="checkbox"/>	<input type="checkbox"/>
9							<input type="checkbox"/>	<input type="checkbox"/>
10							<input type="checkbox"/>	<input type="checkbox"/>
11							<input type="checkbox"/>	<input type="checkbox"/>
12							<input type="checkbox"/>	<input type="checkbox"/>

Warehouse 1 - Main Warehouse Total quantity 1


Item



Sales order Set to zero Fulfillment List Picking list Fulfillment Cancel

To fulfill sales orders:

1. Go to Order → Entries → Fulfillment.
2. Define the search criteria.
3. Click **Refresh**. Sales orders that match the search criteria will be displayed.
4. Select the sales order to be fulfilled.
5. Click **Fulfillment**.
6. In the **Fulfillment** screen, type or select (by pressing F2) the warehouse location of the item in the **Location** column.
7. Type the quantity of the item that will be delivered in the **Actuals** column. You can deliver a partial quantity of the item ordered by typing the quantity that you will deliver first. However, you can deliver a partial quantity of the item only if the **Partial delivery allowed** check box for the sales order in the sales order conditions screen (click **Conditions** in the sales order entry screen) is selected. If the sales order is partially fulfilled, new sales order lines will be created in the existing sales order for the fulfilled items (the sales order will list all the fulfilled and unfulfilled items).
8. In the **Add to sales order** column, select the check boxes if you want to add the extra fulfillment line of the item to the original sales order and invoice, and to have it printed on the delivery note if the actual delivery of the items is different from the items in the sales order. By default, the check boxes are selected if the **New line: Add to sales order** check box under **Order settings** in System → General → Settings is selected.
9. In the **Zero amount** column, select the check boxes if you want to add the extra fulfillment line of the item to the invoice with zero amount.

Note:

The **Add to sales order** and **Zero amount** columns are available only if you have the **To change default values for new line during fulfillment** function right, the **Invoice method** is **Time & material** (under the **Sales order data** section in the sales order conditions screen), and the **Add to sales order** and **Zero amount** check boxes are selected in the **Format columns** screen (by clicking  **Columns** at the tool bar).

10. Type or select (by pressing the F2 key or clicking  **Browse** at the toolbar) the serial/batch number of the item in the **Serial/batch** column. If the serial/batch number has been defined for the item in the sales order, the serial/batch number will be automatically displayed in this column.
11. Type or select (by pressing the F2 key or clicking  **Browse** at the toolbar) the person in charge of the item in the **Person** column.
12. Click **Fulfillment**, and the **Print: Sales orders** screen will be displayed.
13. Select **Final** under the **Print** section.
14. Select **None** under the **Output** section if you do not want the delivery note to be printed. Otherwise, select **Printer** if you want the delivery note to be printed. Select **E-mail** to send the delivery note by e-mail to the debtor, delivery debtor, or invoice debtor.
15. Under the **Entry data** section, select the **Generate invoices** check box if you want an invoice to be generated, and select the **Print invoices** check box if you want an invoice to be printed (account receivable and revenue entries will be created if an invoice is generated and printed). Select the **Lines** check box to include only the items that are being fulfilled in the invoice (for partial deliveries). For more information on generating and printing of invoices, see *3.8 Generating and Printing Invoices*.
16. Select the **Packing list** check box if you want to print the packing list for the sales order.
17. Click **Start** to process the fulfillment of the sales order, and/or print or send the delivery note. If you want to view the delivery note before printing or sending, click **Preview**. The **Print invoices** screen will be displayed if you have selected the **Print invoices** check box under the **Entry data** section.
18. In the **Print invoices** screen, select the **Final** option at **Process**.
19. At **Output**, select the **Printer** option if you want to print the invoice, or the **E-mail** option to send the invoice to the invoiced debtor by e-mail.
20. Click **Process** to process and print the invoice.

Note:

If you deliver a partial quantity of the items and the sales order has more than one payment term (for example, payment of 20% within 7 days and 80% within 30 days), the invoice generated for the sales order will contain the total amount of the sales order. If there is partial delivery and you want to generate an invoice only for the delivered items, there should be only one payment term of 100%. For more information, see *5.1 Payment Conditions in Sales Orders*.

To fulfill multiple sales orders:

1. Go to Order → Entries → Fulfillment.
2. Define the search criteria.
3. Click **Refresh**. Sales orders that match the search criteria will be displayed.
4. Hold down the CTRL key, select the sales orders to be fulfilled, and then click **Process**. You can select more than one sales order only if the **Selection: Multiple** check box in **Order settings** at System → General → Settings is selected.
5. In the **Print: Sales orders** screen, click **Final** under the **Print** section.
6. Select **None** under the **Output** section if you do not want the delivery notes to be printed. Otherwise, select **Printer** if you want the delivery notes to be printed. Select **E-mail** to send the delivery notes by e-mail to the debtors, delivery debtors, or invoice debtors.
7. Under the **Entry data** section, select the **Generate invoices** check box if you want the invoices to be generated, and select the **Print invoices** check box if you want the invoices to be printed. Select the **Lines** check box to include only the items that are being fulfilled in the invoice. For more information on generating and printing of invoices, see *3.8 Generating and Printing Invoices*.
8. Select the **Packing list** check box if you want to print packing lists for the sales orders. A packing list is a document that lists all the items and the quantity of the items that have to be packed for delivery.
9. Click **Start** to process the fulfillment of the sales orders, and/or print or send the delivery notes. If you want to view the delivery notes before printing or sending, click **Preview**. The **Print invoices** screen will be displayed if you have selected the **Print invoices** check box under the **Entry data** section.
10. In the **Print invoices** screen, select the **Final** option at **Process**.
11. At **Output**, select the **Printer** option if you want to print the invoices, or select the **E-mail** option to send the invoices to the invoiced debtors by e-mail.
12. Click **Process** to process and print the invoices.

Shipping items

If you have the **E-Shipment** license, you can create and process a shipment with a tracking number for your deliveries after the sales orders have been fulfilled. You can then e-mail or send the tracking number to your customers. With tracking numbers, customers are able to keep track of the sales orders with the transport companies, such as the status of the sales orders, expected arrival date and time, quantity, and other information.

The shipping method is defined when sales orders are created. However, you can change the shipping method after fulfilling the sales orders, but before shipment takes place. Receipt labels will be printed after the shipment has been processed. The receipt label states the date the package was received by the transport company, tracking number, and other details which can be placed on the package.

Item code	Description	Status	Packages	Sales unit	Tracking number	Project
1	TNT	Shipment via TNT	Active	-		
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						

Item code Shipment via TNT Warehouse 1 - Main Warehouse Net weight 0.00

Sales order Process Cancel

To create shipments:

1. Go to Order → Entries → Shipping.
2. Define the search criteria.
3. Click **Refresh**. Sales orders that match the search criteria will be displayed.
4. Select the sales order to be shipped.
5. Click **Shipping**.
6. In the **Shipment** screen, type the number of packages to be delivered in the **Packages** column.
7. Type the tracking number of the shipment in the **Tracking number** column.
8. Click **Process**. The **Tracking number** column is enabled only if the **Generate tracking number** check box is selected at System → General → Settings, under **Order settings** under the **Shipment** section.
9. In the **Receipt labels** screen, click **Start** to print the receipt label. Click **Cancel** if you only want to process the shipment without printing the receipt label.

To change shipment methods:

1. Go to Order → Entries → Shipping.
2. Define the search criteria.
3. Click **Refresh**. Sales orders that match the search criteria will be displayed.
4. Select the sales order to be shipped.
5. Click **Change**.
6. In the **Shipping via** screen, type or select the shipping method.
7. Click **Save** to save the changes.

Completing sales orders

In Exact Globe Next/Exact Globe+, sales orders can be completed although the items in the sales orders have not been fulfilled, or have only been partially fulfilled. Completion of sales orders is used if the customers decide to cancel the sales orders before the items in the sales orders are fulfilled, or some of the items in the sales orders have been delivered.

Once the sales orders are completed, all the process steps in the sales orders, such as fulfillment, invoicing, and others are considered completed, and the completed sales orders will not be displayed in Order → Entries → Sales orders. Instead, the completed sales orders will be displayed in the sales order history report.

Sales orders can also be completed during any of the process steps. After the sales orders are completed, several modifications will be automatically made to the completed sales orders, such as:

- The **Quantity** column of the items in the sales orders will be set to "0" if the items have not been fulfilled.
- A new line "Automatically: Completed" will be displayed in the sales orders.
- The word "Completed" will be displayed on the sales order header.
- If the items are partially fulfilled, an extra line will be created in the sales orders whereby the **Total discount** column will be changed to "100" so that the net price of the partially fulfilled items in the sales order lines will be "0".

To complete sales orders:

1. Go to Order → Statistics → Audit trail.
2. Under the **Type** section, select **Normal**.
3. Define the search criteria under the **General** and **Show all** sections.
4. Click **Display**.
5. In the **Audit trail** screen, select the sales order to be completed.
6. Click **Complete**. The message "Completed" will be displayed.
7. Click **Ok**.
8. Click **Close** to exit.

3.7 PRINTING AND PROCESSING SALES ORDERS

After sales orders have been authorized and/or confirmed, sales orders can be printed and processed. This function is useful if you want to generate and print invoices for sales orders before fulfilling the sales orders. When processing sales orders, invoices can also be generated and printed. For more information on generating and printing invoices, see *3.8 Generating and Printing Invoices*.

Delivery notes can also be printed or e-mailed to the customer. Delivery notes list all the items, and the quantity of the items that will be delivered to the customers, whereby customers can check to ensure that all the items listed in the delivery notes are delivered. Printing of the delivery notes is optional.

The following topic is relevant to this section:

- Printing and processing sales orders

Printing and processing sales orders

E
603 Print : Sales orders
×

Info

Info

Sales order	20055	Reference	PO: 20055
Debtor	25 - Exact USA	Sales order date	19/01/2017
Selection code		Fulfilment date	19/01/2017

Output

Skip
 Printer
 E-mail
 Debtor ▼

Printer Send To OneNote 2013 ▼

E-mail

Subject

Long description

Covering letter 🔍

Invoice data

Generate invoices

Lines
 All
 Delivered
 Fulfilment date 📅 to 📅 All

Selection code 🔍
 Zero invoice
 Print invoices
 Credit note < 0

Options

Print date 20/01/2017 📅

Define layout

Layout MB_DELIV 🔍

Number of copies 1

Free text line 1

Free text line 2

Free text line 3

To be printed

Free text lines

Back order lines

Fully completed lines

Compress

Lines with quantity 0

Unmatched payments

🔍 Preview
▶ Start
✖ Close

To print and process sales orders:

1. Go to Order → Entries → Print / Process.
2. Define the search criteria.
3. Click **Search**. Sales orders that match the search criteria will be displayed.
4. Select the sales order(s) to be printed and processed.
5. Click **Print**.
6. In the **Print: Sales orders** screen, select **Printer** under the **Output** section to print the delivery note. Otherwise, select **Skip** if you do not want to print the delivery note. Select **E-mail** if you want to send the delivery note by e-mail to the debtor, delivery debtor, or invoice debtor. The e-mail address of the debtor (defined at the debtor maintenance) will automatically be displayed at **E-mail (To:)**.
7. Under the **Invoice data** section, select the **Generate invoices** check box if you want the invoices to be generated, and select the **Print invoices** check box if you want the invoices to be printed.
8. At **Lines**, select **All** to generate the invoices for all the sales order lines that are in the sales order or service order lines that are in the service order. Otherwise, select the **Delivered** option to generate the invoices only for items in the sales order that have been fulfilled. When you select this option, you can also generate and print the invoices for sales or service items delivered within a specific period by defining the **Fulfillment date**. The **Fulfillment date** also derives its value automatically from the fulfillment date predefined in the **Print / Process** screen. Both methods can be used interchangeably to print invoices for order lines with specific fulfillment dates.
9. By default, the **Delivered** option is selected when the **Fulfillment date** field in the **Print / Process** screen is filled. However, generating and printing of invoices is optional, and can be done later at Invoice → Entries → Print / Process. For more information on generating and printing of invoices, see 3.8 *Generating and Printing Invoices*.

Note:

The **Generate invoices** check box is enabled only if you have the **To change the generate invoices setting during fulfillment** and **To generate invoices during fulfillment or print/process order** function rights and the **Administrator** role.

10. Under the **Options** section, select the layout or collective layout of the delivery note. This layout is defined under **Documents settings** in system settings. You can select a collective layout for the delivery note only if you have selected the **Use multiple layouts** check box under **Order settings** in system settings, and created multiple layouts for delivery notes at System → Logistics → Layouts → Multiple layouts for delivery notes. For more information on creating multiple layouts for delivery notes, see 2.10 *Creating and Maintaining Multiple Layouts*.
11. Click **Start** to print or e-mail the delivery note, and process the sales order. The **Print invoices** screen will then be displayed if you have selected the **Print invoices** check box under the **Invoice data** section.
12. In the **Print invoices** screen, select the **Final** option at **Process**.
13. At **Output**, select the **Printer** option if you want to print the invoice, or the **E-mail** option to send the invoice to the invoiced debtor by e-mail.
14. Click **Process** to process and print the invoice.

3.8 GENERATING AND PRINTING INVOICES

You can generate and print invoices when processing sales orders. However, invoices can be printed only if you have the authorization right to print and process invoices. Otherwise, the invoices will only be generated.

The following topics are relevant to this section:

- Generating invoices
- Authorizing invoices
- Printing and processing invoices

Generating invoices

Under **Sales order**, you can generate invoices during two different sales order process steps:

- When fulfilling sales orders at Order → Entries → Fulfillment. For more information on how to generate invoices when fulfilling sales orders, see *3.6 Fulfilling Sales Orders*.
- When printing and processing sales orders at Order → Entries → Print / Process. For more information on how to generate invoices when printing and processing sales orders, see *3.7 Printing and Processing Sales Orders*.

However, the printing and processing of invoices in sales orders is possible only if invoices are generated for the sales orders. If invoices are only generated but not printed when fulfilling or processing sales orders, the invoices can be printed under **E-Invoice**. Once invoices are generated, the accounts receivable account (debit) and revenue account (credit) are created.

The screenshot displays the '603 Sales invoices - Exact' application window. The main form is titled 'Sales invoice' and contains the following details:

- Invoice code:** 50
- Ordered by:** 60101
- Delivery to:** 60101
- Invoice to:** 60101
- Customer:** Chinees restaurant 'De groene draak' (Customer, De heer Ling, De lange meerweg 8, 5260 Vught, Netherlands)
- Transaction date:** 25/07/2011
- Person:** SMS Administrator
- Warehouse, Shipping via:** 1 TNT
- Price list:** Debtor, Invoice debtor

The table below the form lists the invoice items:

Item	Description	Long description	Customer's item code	Product Category	Product Type	Product Brand	Sales Pattern	Wth.	Price
1	SMS TEKST	Contract: 60101:0002						1	SALE
2	SMS TEKST	- Agreement: Factuur						1	SALE
3	SMS TEKST	Koffie machine 002						1	SALE
4	SMS TEKST	--- Coffee Machine CM2011						1	SALE
5	SMS TEKST	--- Coffee Machine CM2011						1	SALE
6	SMS TEKST	--- Coffee Machine CM2011						1	SALE
7	00	Payment condition 00						1	

At the bottom of the window, the status bar shows the following summary values:

- Net:** 35.10 EUR
- Taxes:** 0.00 EUR
- Specific:** 0.00 EUR
- Total:** 35.10 EUR

To view and edit generated invoices:

1. Go to Invoice → Entries → Invoices.
2. Define the search criteria.
3. Click **Search**.
4. Select the **Sales invoice** check box under the **Type** section so that only invoices that match the search criteria will be displayed.
5. Select the invoice that you want to edit.
6. Click **Open**. The **Sales invoices** screen will be displayed.
7. Make the necessary changes to the invoice.
8. Click **Close** to save and exit.

Authorizing invoices

After invoices are generated, the invoices can be authorized. Authorization of invoices is an optional process as it depends on company policy and the invoice settings in system settings. However, if authorization of invoices is required, the invoices can be printed only if the invoices have been authorized.

Authorization of invoices also depends on the invoice limit given to the people with authorization rights. If the total amount of the invoices to be authorized exceeds the authorization limit given to the person, authorization of the invoices will not be allowed. For example, if the person's authorization limit is EUR 1,000 and the total amount of the invoice to be authorized is EUR 1,500, the person will not be permitted to authorize the invoice.

To authorize invoices or to remove authorization for invoices:

1. Go to Invoices → Entries → Authorise.
2. Define the search criteria.
3. Click **Search**.
4. Select the **Sales invoice** check box under the **Type** section so that only invoices that match the search criteria will be displayed.
5. Select the invoice(s) for which you want to authorize or remove authorization.
6. Click **Auth**. A message "Change authorisation status?" will be displayed.
7. Click **Yes** to authorize the invoice, or to remove authorization for the invoice. The Invoice → Entries → Authorise screen will then be displayed.
8. Click **Close** to exit. A green check mark will be displayed under the **Auth** column to indicate that the invoice is authorized.

Printing and processing invoices

Under **E-Invoice**, invoices can be printed and processed after the invoices have been generated and/or authorized. The invoices must be processed so that sales entries will be made for the invoices into the journal specified in the system.

It is also possible to send the invoices by e-mail to the invoiced debtors. Several invoices can also be processed and printed at the same time depending on the search criteria defined.

After the invoices have been processed and printed, the progress section will display the results of the invoices whereby "Processed" will be displayed if the invoices have been processed successfully. Otherwise, "Not processed" will be displayed, and you are able to view the reason the invoices were not processed successfully.

To process and print invoices:

1. Go to Invoice → Entries → Print / Process.
2. In the **Print invoices** screen under the **Process** section, select the **Final** option at **Process**. If you want to print the invoice(s) without processing the invoice(s), select the **Trial** option.
3. At **Output**, select the **Based on account** option if you want to send the invoices to debtors based on the account setting at account maintenance, the **Printer** option if you want to print the invoices, or the **E-mail** option to send the invoices to the invoiced debtors by e-mail.
4. At **Selection method** under the **Selection** section, select the **Sales order** option to print invoices generated from sales orders.
5. Under the **Selection** section, define the relevant criteria.
6. Click **Number of invoices** to check the count of invoices matching the search criteria that will be printed.
7. To display the specific invoices from the outcome of the selection, select the **Selectively** check box and click **Search**. Invoices that match the search criteria will be displayed.
8. Select the invoice(s) that you want to print.
9. Click **Process**. If you want to view the invoices before processing or printing, click **Preview**.
10. Click **Close** to exit.

4. MANAGEMENT INFORMATION

In Exact Globe Next/Exact Globe+, various reports for **Order** are available for senior management. The reports give a good indication of how well the business is doing by presenting financial and non-financial information on items and debtors in an easy-to-read format. Furthermore, search criteria are available for all the reports whereby you can search and filter the reports according to the type of information that you want to view. In some reports, sales orders can be further processed and completed.

4.1 SALES ORDER REPORT

The sales order report provides an overview of all the sales orders that have been created in the sales order entry screen at Order → Entries → Sales orders.

The sales orders that are displayed in the report are based on the search criteria defined for the report, such as the sales order date, fulfillment date, ordered by debtor, delivery to debtor, and/or invoiced to debtor. It is not necessary to define all the criteria to generate a report as you have the flexibility to define the criteria relevant to your needs.

The report also allows grouping of sales orders, whereby you can choose how you want sales orders to be grouped. For example, if you want to view all the ordered items in the report, select the **Item** option at **Group by**. For each item, the report will display the total number of sales orders created for the item, total quantity ordered from all the sales orders, total quantity fulfilled from all the sales orders, total quantity invoiced from all the sales orders and other details.

Furthermore, you can select to display sales orders with authorized, not authorized, open, and/or completed statuses. For example, if you select the **Completed** check box at **Status**, only sales orders that have been fulfilled and invoiced will be displayed.

SO	Invoice debtor	Attachment	Note	Your ref.	SO date	Ordered	Fulfilled	Invoice created	Ordered (EUR)	Invoice created (EUR)	Gross weight	Net weight	Shipment	Overdue	Description	Debtor name
20000	60093			1000	22/3/2011	1	0	0	0.00	0.00	0.00	0.00	TNT	2131	1000	Cafe H
20001	60090			PO: 20001	13/4/2011	9	0	0	3,332.22	3,332.22	0.00	0.00	TNT	2109	Coffee products	Lunch
20002	60092			PO: 20002	13/4/2011	1	0	0	10.00	0.00	0.00	0.00	TNT	2109		Pizzeri
20004	31852	✓		PO: 20004	13/4/2011	16	0	0	430.57	0.00	0.00	0.00	TNT	2109		Ikke a
20007	60105			E-Commerce	110/5/2011	1	0	0	66.65	0.00	0.00	0.00	TNT	2082		Brasse
20008	60105			E-Commerce	110/5/2011	1	0	0	66.65	0.00	0.00	0.00	TNT	2082		Brasse
20009	60105			E-Commerce	110/5/2011	1	0	0	66.65	0.00	0.00	0.00	TNT	2082		Brasse
20010	60119			Bestel.: 20010	14/6/2011	1	0	0	799.00	0.00	0.00	0.00	TNT	2047		iApple
20011	60119			Bestel.: 20011	15/6/2011	1	0	0	799.00	0.00	0.00	0.00	TNT	2046	Koffiemachines	iApple
20012	60089			Bestel.: 20012	21/6/2011	2	0	0	386.50	0.00	0.00	0.00	TNT	2040		Restau
20014	60092			Bestel.: 20014	30/6/2011	6	0	0	1,298.00	0.00	0.00	0.00	TNT	2031		Pizzeri
20015	60092			Bestel.: 20015	30/6/2011	9	0	0	1,947.00	0.00	0.00	0.00	TNT	2031		Pizzeri
20016	60089			Bestel.: 20016	1/7/2011	1	0	0	0.00	0.00	0.00	0.00	TNT	2030		Restau
20017	60090			PO: 20017	20/7/2011	6	0	0	1,240.00	0.00	0.00	0.00	TNT	2011		Lunchi
20018	60090			PO: 20018	20/7/2011	2	0	0	1,598.00	0.00	0.00	0.00	TNT	2011		Lunchi
20019	60089			PO: 20019	20/7/2011	1	0	0	799.00	0.00	0.00	0.00	TNT	2011		Restau
20033	60091			PO: 20033	25/7/2011	2	0	0	1,174.00	0.00	0.00	0.00	TNT	2006		Kaffee
20035	60090			PO: 20035	12/8/2011	2	0	0	844.00	0.00	0.00	0.00	TNT	1988		Lunchi
20036	60091			PO: 20036	12/8/2011	3	0	0	1,289.00	0.00	0.00	0.00	TNT	1988		Kaffee
20039	905771			PO: 20039	16/8/2011	1	0	0	799.00	0.00	0.00	0.00	TNT	1984		DELAN
20040	60092			PO: 20040	19/8/2011	1	0	0	375.00	0.00	0.00	0.00	TNT	1981		Pizzeri
20041	60090			PO: 20041	27/8/2011	1	0	0	375.00	0.00	0.00	0.00	TNT	1973		Lunchi
20050	60090			PO: 20050	5/9/2011	1	0	0	375.00	0.00	0.00	0.00	TNT	1964		Lunchi
20051	60090			PO: 20051	6/9/2011	1	0	0	375.00	0.00	0.00	0.00	TNT	1963		Lunchi
20052	60090			PO: 20052	6/9/2011	1	0	0	375.00	0.00	0.00	0.00	TNT	1963		Lunchi
20053	60090			PO: 20053	8/9/2011	2	0	0	1,174.00	0.00	0.00	0.00	TNT	1961		Lunchi
20055	25	✓		PO: 20055	19/1/2017	1	0	0	11.50	0.00	0.00	0.00	TNT	1		Exact L

Summary: Ordered 20,006 EUR; Fulfilled 0 EUR; Invoice created 3,332 EUR

To view the sales order report:

1. Go to Order → Reports → Sales orders.
2. Define the search criteria.
3. Click **Display**. The sales order report will then be displayed.

The example of the sales orders report shown previously is based on the sales order layout. Thus, it is grouped according to the sales order number. Information such as the total quantity of items that have been fulfilled, number of invoices generated, and other details are displayed for each sales order. Furthermore, the total amount ordered, total amount fulfilled, and total amount invoice created are also displayed.

For example, in the **Ordered** column, "5" is displayed. This means five units of items were ordered. The **Fulfilled** column displays the quantity of items in the sales order that has been fulfilled (if "1" is displayed in the column, this shows that out of five units ordered, only one unit has been fulfilled), and the **Invoice created** column displays the quantity of items invoiced (if "5" is displayed in the column, this shows that all units ordered have been invoiced).

A green check mark will be displayed in the **Authorisation** column if the sales order is authorized. You can view the sales order entry screen of the selected sales order by clicking **Zoom**. The invoice created for the sales order can also be viewed by clicking **Invoice**.

The sales order report also contains the sales order process flow which displays the process of the sales order, and the process steps that have been completed for the sales order, such as authorized, confirmed, and other process steps (the processes of the sales orders will be displayed in the sales order process flow only if from the left, the first column in the report is the **SO** column). If the process for the sales order has been completed, a green check mark and the completion date will be displayed. Otherwise, a red cross will be displayed. If the process is not required for the sales order, "Skip" will be displayed.

With the sales order process flow, you can follow up on any outstanding sales orders that have to be processed by clicking the relevant process steps. For example, to authorize sales order 20001, select the sales order, and then click **Authorise** in the process flow.

Processing the sales orders through the process flow is similar to processing the sales orders at the respective menu paths. For example, authorization of sales orders in the process flow is similar to authorizing sales orders at Order → Entries → Authorise.

4.2 SALES ORDER HISTORY REPORT

The sales order history report provides an overview of all completed and incomplete sales orders, and the delivery notes that have been printed for the sales orders that have been fulfilled. Thus, all sales orders created in the sales order entry screen at Order → Entries → Sales orders, and all sales orders that have been fulfilled at Order → Entries → Fulfillment will be displayed in the report.

The sales orders that are displayed in the overview are based on the search criteria defined in the sales order history report screen, such as the sales order date, ordered by debtor, invoiced to debtor, and other information.

The screenshot shows the 'Sales order history' report interface. At the top, there are navigation buttons (Home, Back, Forward) and a breadcrumb trail: 'Order > Reports > Sales order history >'. On the right, there are 'Refresh', 'Filter', and 'Columns' buttons. Below the breadcrumb, there are search and filter options: a search icon, a 'Clear' button, and a 'Number of rows' field set to '99'. The main area contains various filters: Warehouse (dropdown), Sales order (text), SO date (calendar), Ordered by (text), Delivery to (text), Invoice to (text), Classification (text), and a 'Completed' dropdown set to 'Yes'. There are also checkboxes for 'All' and 'Fulfilled'. On the right side, there are status filters: 'Status, Type' (Active, Customer), 'Credit line' (N/A), 'Outstanding' (0.00 EUR), and 'Sales orders' (0.00 EUR). Below the filters is a table with the following data:

Sales order	Name	Your reference	Sales order date	Currency	Net amount	Attachment	Notes	Fulfillment date	Description	Completed	Representative
20006	Cafe Hout	PO: 20006	14/4/2011	EUR	119.85	✓		14/4/2011		✓	1024
20003	Ikke a la Munss	PO: 20003	13/4/2011	EUR	223.44	✓		13/4/2011		✓	1024

At the bottom of the interface, there are several action buttons: 'Note', 'Attachment', 'Logbook', 'Invoice', 'Copy', 'Open', and 'Close'.

To view the sales order history report:

1. Go to Order → Reports → Sales order history.
2. Define the search criteria.
3. Click **Search**. Sales orders or delivery notes that match the search criteria will be displayed.

For every sales order selected, the status, type, credit line (derived from the debtor maintenance), total outstanding amount, and total amount of sales orders of the debtor will be displayed. A green check mark will be displayed beside the status and type if the debtor is not inactive or blocked, and the total outstanding amount of the sales orders does not exceed the debtor's credit limit. Otherwise, a red cross will be displayed.

If the sales order has an outstanding amount, a red cross will be displayed at **Outstanding**. The outstanding amount displayed (the default currency depends on the currency settings defined at System → General → Settings, under **General settings**) is the total amount of all the sales orders that the customer still owes. This amount will decrease once payment is made for the sales orders. The red cross displayed also depends on the customer's credit limit, and if the total outstanding amount has exceeded the limit.

However, if the credit limit is not defined for the customer whereby the limit is "0", a green check mark will be displayed even though the customer has an outstanding amount. The sales order amount displayed is the total amount of all the completed and incomplete sales orders of the debtor.

In this report, you can choose to display sales orders (by selecting the **SO history** option in the search criteria) or delivery notes (by selecting the **Fulfilled** option in the search criteria) in the overview.

If the **SO history** option is selected, information pertaining to the sales orders, such as the fulfillment date, net amount, sales order date, and other information of the sales orders will be displayed. However, the sales orders that are displayed are also based on the status of the sales orders, such as complete and/or incomplete.

For example, if "No" is selected at **Completed** in the search criteria, only incomplete sales orders (sales orders which do not have the red word "Completed" under the sales order header in the sales order entry screen) are displayed. A green check mark will be displayed in the **Auth.** column if the sales order is authorized and in the **Completed** column if the sales order is completed. For more information on how to complete sales orders, see *3.6 Fulfilling Sales Orders*. You can view the sales order entry screen of the sales orders by selecting the sales order and clicking **Open**.

If you have selected the **Fulfilled** option in the search criteria, all the delivery notes that were printed will be displayed. However, only delivery notes of all the completed sales orders will be displayed. You can print delivery notes by selecting the required delivery notes and clicking **Print**. You can also easily retrieve and view the detailed information of the delivery notes by selecting the required delivery notes and clicking **Open**.

Furthermore, the completion dates and reference numbers of some of the sales order processes, such as sales orders, deliveries, and invoices are displayed. For example, the invoice date and invoice reference number will be displayed if an invoice was generated for the selected sales order. A green check mark will also be displayed beside the sales order if the sales order was created, invoiced if an invoice was generated for the sales order, and paid if payment was made for the sales order. Otherwise, a red cross will be displayed.

With the green check mark, you can click the green check mark beside **Sales order** to view the sales order entry screen of the selected sales order, and you can click the green check mark beside **Invoiced** to view the invoice generated for the sales order. In the sales order history report, invoices generated for the sales orders can also be viewed by selecting the sales order and clicking **Invoice**. The details in the existing sales order can be copied to a new sales order by selecting the sales order to be copied and clicking **Copy**. For more information on how to copy sales orders, see *3.1 Creating and Maintaining Sales Orders*.

4.3 FULFILLMENT REPORT

The fulfillment report provides an overview of all the sales orders that have been fulfilled (delivered) at Order → Entries → Fulfillment.

The sales orders that are displayed in the report are based on the search criteria defined for the report, such as the date the sales orders were fulfilled, sales order number, ordered by debtor, and other information.

The report also allows grouping of sales orders by selecting the relevant option at **Group by**. For example, if you want to view all the fulfilled items in the report, select the **Item** option at **Group by**. For each item, the report displays the total quantity ordered from all the sales orders (**Budgeted** column), total quantity ordered from all the sales orders that have been fulfilled (**Actual** column), total amount ordered from all the sales orders (**Budgeted (EUR)** column), and total amount ordered from all the sales orders that have been fulfilled (**Actual (EUR)** column).

Order	Budgeted	Actual	Budgeted (MYR)	Actual (MYR)
20000000	15	15	23,100	23,100
20000003	0	0	0	0
20000004	0	0	0	0
20000005	0	0	0	0
20000006	3	3	0	240
20000008	0	0	0	0
20000009	0	0	0	0
20000010	1	1	320	320
20000011	2	2	3,080	3,080
20000013	0	0	0	0
20000015	0	0	0	0
20000017	5	5	400	400
20000018	2	1	410	380
20000024	0	0	0	0
20000025	1	1	1,540	1,540
20000026	0	0	0	0
20000028	0	0	0	0
20000034	0	0	0	0
20000038	3	3	1,600	1,600
20000039	1	1	380	380
20000040	2	2	990	990
20000041	1	1	750	750
20000042	1	1	1,750	0
20000044	0	0	0	0
20000045	0	0	0	0
20000046	0	0	0	0
20000047	0	0	0	0
20000048	0	0	0	0
20000049	0	0	0	0
20000050	0	0	0	0
20000051	0	0	0	0
20000052	0	0	0	0
20000055	5	5	840	840
20000056	5	5	840	840
20000057	1	1	320	320
20000058	1	1	280	280
20000059	3	1	90	30
20000061	7	7	1,780	1,780

Budgeted	114 Items
Actual	111 Items
Budgeted	81,630 MYR
Actual	74,780 MYR

To view the fulfillment report:

1. Go to Order → Reports → Fulfillment.
2. Define the search criteria.
3. Click **Display**.

In the report, information such as the budgeted and actual quantities of the items (budgeted quantity is the ordered quantity of the item, and actual quantity is the fulfilled quantity of the item ordered), and the budgeted and actual amounts of the sales order (budgeted amount is the total amount of the sales order, and actual amount is the total amount of the fulfilled items) are displayed for each sales order. The fulfillment date and delivery note number for the fulfilled sales orders are also displayed.

The information is useful if you want to view the sales order history of the debtors, or reprint the delivery notes for the sales orders for future reference (at Order → Reports → Sales order history).

The fulfillment report also contains the sales order process flow which displays the steps in the sales order process, such as authorized, confirmed, and other steps (the processes of the sales orders will be displayed in the sales order process flow only if from the left, the first column in the report is the **Order** column). Thus, the process flow will be different for every sales order, depending on the sales order selected, and which process has been completed.

If the process for the sales order has been completed, a green check mark and the completion date will be displayed. Otherwise, a red cross will be displayed. If the process is not required for the sales order, "Skip" will be displayed.

With the sales order process flow, you can follow up on any outstanding sales orders that have to be processed by clicking on the sales order process steps. For example, to authorize the generated invoice of sales order 20000039, select the sales order in the report, and then click **Authorise** in the process flow.

Processing the sales orders through the process flow is similar to processing the sales orders at the respective menu paths. For example, authorization of invoices in the process flow is similar to authorizing invoices at Invoice → Entries → Authorise. If you want to view the sales order entry screen for sales order 20000039, select the sales order in the report, and click **Sales order**. You can also view the debtor's address information by clicking **Address**.

4.4 SHIPMENT REPORT

The shipment report provides an overview of the sales orders that have been shipped to the customers, and processed at Order → Entries → Shipping. With this report, you can easily track the shipments of the sales orders.

The shipment details that are displayed in the report are based on the search criteria defined for the report, such as the sales order date, fulfillment date, shipping method, and other criteria. Once the shipments for the sales orders are processed at Order → Entries → Shipping, the shipping details can be displayed in the shipment report. For more information on how to process shipments, see 3.6 *Fulfilling Sales Orders*.

However, the sales orders that are displayed in the report also depend on the settings for the shipping method (defined at System → Logistics → Shipping methods). If the **Print on order** check box is not selected for the shipping method at System → Logistics → Shipping methods, sales orders that contain the shipping method will not be displayed in the shipment report. You can also print the shipment details displayed in the report by clicking **Print**.

The screenshot shows a software window titled "603 Shipment - Exact". The main content area displays a report with the following details:

Shipment					
User	gohj175745	Company	603 Copy of MacBean Coffeeworld	Report	00000000661
Default currency	EUR				
Warehouse	All	Sales order	All		
Sales order date	All	Your ref.	All		
Shipping via	All	Supplier	All		
Fulfillment date	All				

Below the header, the report is filtered for "1, Main Warehouse". The data is summarized in the following table:

1, Main Warehouse					
TNT, Verzending via TNT					
SO no.	Debtor	Fulf.date	Tracking number	Quantity	Amount
20003	31852, llike a la Muntsss, NL	13/4/2011		1	0.00
Total				1	0.00

At the bottom of the report area, it says "Exact Holding N.V.", "1 of 1", and "23/1/2017". The window footer contains buttons for "Printer settings", "Export", "Print", and "Close".

To view the shipment report:

1. Go to Order → Reports → Shipment.
2. Define the search criteria.
3. Click **Start**.

This report displays the shipped items of the selected warehouse, delivery details, such as the addresses of the debtors that will receive the items, fulfillment dates of the sales orders, tracking numbers of the shipments, total number of shipments for the sales orders, and total amount of delivery charges for the sales orders.

With tracking numbers and shipment methods displayed in the report, you can easily enquire with the shipping company if the customers did not receive the shipped items on the stipulated dates, or if the shipping company has delayed shipments to the delivery debtors.

Furthermore, the **Amount** column in the report allows you to determine the extra delivery charges that the debtor has to pay, for example, if the debtor's warehouse is too far to be covered by your delivery cost. The extra delivery charges are defined in the sales order entry screen by clicking **Specific** (beside the sales order process flow).

However, depending on the order settings defined at System → General → Settings (if the **Discount/Extra** charges check box under the **Entry** section is selected), the extra delivery charges screen will be automatically displayed once the **Confirm** or **Fulfillment** process step in the sales order process flow is clicked.

4.5 SALES STATISTICS REPORT

In Exact Globe Next/Exact Globe+, various sales statistics reports are available, such as period statistics, debtor statistics, and other reports. The sales statistics reports display the revenue earned from the sales orders, and these reports are generated in Microsoft Excel.

The following topics are relevant to this section:

- Period, debtor, item, resource, and item group statistics
- ABC analysis

Period, debtor, item, resource, and item group statistics

In Exact Globe Next/Exact Globe+, period, debtor, item, resource, and item group statistics reports are available in the forms of graphs and reports.

The statistics displayed in the reports are based on the search criteria defined, such as the debtors of the processed invoices, date range of the processed invoices that were created within that period, and other criteria.

Furthermore, you can choose to display sales order statistics based on the option selected. For example, if the **Revenue** option at **Show** is selected, the revenue of all the processed invoices will be displayed in the report.

Apart from viewing the current year's statistics, you can also do a comparison with the statistics of the previous year, and the planning statistics by selecting an option at **Comparison**. You can also choose to view the highest statistics by items, debtors, and other criteria by specifying the value at **Top** under the **Options** section.

Item	Description	2011/2	2011/3	2011/4	2011/5	2011/6	2011/7	2011/8	2011/9	2011/10	2011/11	2011/12	Total
BON0006	R.P. Cafe Creme beans			223.44									223.44
COO0006	Cappuccino Cool terrace card					119.85							119.85
KOF0004	R.P. Cappuccino coffee					1,341.72							1,341.72
KOF0005	Celsius Max Havelaar freeze-dried coffee					1,816.56							1,816.56
KOF0006	R.P. Classic Coffee					173.94							173.94
SMS TEKST						105.05							105.05
Unknown : Item													
Total		0.00	0.00	223.44	0.00	0.00	3,557.12	0.00	0.00	0.00	0.00	0.00	3,780.56

To view the statistics report for periods:

1. Go to Order → Statistics → Statistics → Period.
2. Define the search criteria.
3. Click **Start**.

This report provides an overview of the quantity of items invoiced and revenue earned from sales orders based on period. You can choose the information that you want to be displayed in the report by making your selection at **Statistics** under the **Layout** section. For example, if **Debtor** is selected at **Layout**, the revenue earned from debtors based on period will be displayed.

To view the statistics report for debtors:

1. Go to Order → Statistics → Statistics → Debtor.
2. Define the search criteria.
3. Click **Start**.

This report provides an overview of the quantity of items invoiced, and revenue earned from debtors.

To view the statistics report for items:

1. Go to Order → Statistics → Statistics → Item.
2. Define the search criteria.
3. Click **Start**.

This report provides an overview of the quantity of items invoiced, and revenue earned from invoiced items.

To view the statistics report for people:

1. Go to Order → Statistics → Statistics → Person.
2. Define the search criteria.
3. Click **Start**.

This report provides an overview of the quantity of items invoiced, and revenue earned from people.

To view the statistics report for item groups:

1. Go to Order → Statistics → Statistics → Item group.
2. Define the search criteria.
3. Click **Start**.

This report provides an overview of the quantity of items invoiced, and revenue earned from item groups. For all the statistics reports, graphs and reports are provided. You can view the graph in the reports by clicking the **Graph** tab (located at the bottom of the screen), or report by clicking the **Data** tab. The report in the **Data** tab displays information, such as revenue, revenue percentage, costs, and other details.

For example, for debtor 004, the revenue of "10,638.00" is the total amount of invoices processed for the debtor, revenue percentage of "13.03" is the revenue of "10,683.00" divided by the total revenue of "81,629.00", cost of "3,540.00" (cost price of the item ordered * total quantity of the item ordered), cost percentage of "33.48" is the cost of "3,540.00" divided by the total cost of "10,572.00", margin of "7,098.00" is the total margin of all the items ordered by the debtor that have been invoiced, and margin percentage of "66.72" ((revenue of "10,638.00" / margin of "7,098.00") * 100).

However, the information displayed in the report is based on processed invoices. Processed invoices are invoices that are generated and printed during sales order fulfillment at Order → Entries → Fulfillment, when printing and processing sales orders at Order → Entries → Print / Process, or when printing and processing invoices at Invoice → Entries → Print / Process.

For more information on statistics report, see *4.3 Revenue Statistics* in the **Invoice** user guide.

ABC analysis

ABC analysis classifies items, debtors, and other information according to their importance. Exact Globe Next/Exact Globe+ provides the ABC analysis in terms of reports and graphs so that a better insight can be gained from the distribution of sales, whereby you can pay more attention to important items, or items that generate the most revenue.

The analysis is based on the Pareto principle whereby 20% of the invested input is responsible for 80% of the results. In Exact Globe Next/Exact Globe+, the ABC analysis allows you to view the 20% of the items that are generating the 80% of the revenue. The report will show items that generated the highest revenue, or depending on the selection in the search criteria, debtors that are your best customers.

The information displayed in the report is based on the search criteria defined, such as the date range of the processed invoices that were created within that period, and other search criteria.

Take note that the fields under the **ABC analysis** section have to be defined, and the total percentage defined at the three fields has to equal 100% (**A** field + **B** field + **C** field = 100%). The **A** field refers to the group of debtors or items that have the highest revenue, or the debtors or items with the highest sales while the **B** field and **C** field are debtors or items that make up the rest of the total revenue or quantities sold.

Company 932 MacBean NL								
ABC analysis								
Show	Items	A	20%					
Date	All	B	80%					
Item	All	C	0%					
Item group	All							
Warehouse	All							
Sort by	Revenue							
Currency	EUR							
Item	Description	ABC	Revenue	% Cumulative	Quantity	% Cumulative		
REI0003	KMR reinigingstabletten 200 st.	B	67.330	0.014	99.858	2.000	0.303	57.943
THE0002	Celsius Max Havelaar Eng. Blend 1 pers. 10x100x2gr.	B	51.360	0.011	99.869	1.000	0.151	58.094
MEL0002	Creamersticks 1000 x 2,5 gr.	B	50.980	0.011	99.880	2.000	0.303	58.396
MCBDEMOPAKKET	Demonstratie set	B	49.000	0.010	99.891	2.000	0.303	58.699
SUI0001	R.P. Sticks 1000 st.	B	47.660	0.010	99.901	3.000	0.454	59.153
KM	Kilometers	B	45.190	0.010	99.910	245.000	37.065	96.218
THE0001	R.P. Eng. Breakfast 1 pers. 10x100x2gr.	B	43.100	0.009	99.920	1.000	0.151	96.369
MEL0001	R.P. Melkcups 200 x 7,5 gr.	B	37.050	0.008	99.928	3.000	0.454	96.823
SUI0004	R.P. Zoetstofsticks	B	33.450	0.007	99.935	3.000	0.454	97.277
THE0009	R.P. Theekist 12 vaks incl. inhoud	B	32.530	0.007	99.942	1.000	0.151	97.428
SER0015	R.P. Waterglaasjes 24 st.	B	28.500	0.006	99.948	1.000	0.151	97.579
KOE0008	R.P. Fudge 120 st.	B	27.800	0.006	99.954	2.000	0.303	97.882
SER0003	Bart kop cappuccino 12 st.	B	27.500	0.006	99.960	1.000	0.151	98.033
KOE0001	R.P. Café Royale 120 st.	B	25.900	0.006	99.965	3.000	0.454	98.487
SER0005	Bart schotel cacaomok 12 st.	B	25.870	0.006	99.971	1.000	0.151	98.638
SER0007	Bart schotel koffie/cappuccino 12 st.	B	23.950	0.005	99.976	1.000	0.151	98.790
KOE0003	R.P. Stroopwafeltje 120 st.	B	23.800	0.005	99.981	2.000	0.303	99.092
SER0001	Bart kop espresso 12 st.	B	23.500	0.005	99.986	1.000	0.151	99.244
SUI0003	Automatensuiker	B	19.950	0.004	99.990	1.000	0.151	99.395
SUI0002	R.P. Klontjes (2 st.)	B	16.700	0.004	99.994	1.000	0.151	99.546
DIV0002	Filters 85/245	B	13.700	0.003	99.997	1.000	0.151	99.697
KOE0002	R.P. Grand Café 120 st.	B	13.600	0.003	99.999	1.000	0.151	99.849
SER0012	R.P. Theeglas Kenia	B	2.450	0.001	100.000	1.000	0.151	100.000
Total		49	468,363.720	100.000		661.000	100.000	

To view the ABC analysis report:

1. Go to Order → Statistics → Statistics → ABC analysis.
2. Define the search criteria.
3. Click **Start**.

This report provides a graph and a report. You can view the graph by clicking the **Graph** tab (located at the bottom of the screen), or report by clicking the **Data** tab. The report in the **Data** tab displays information, such as revenue, revenue percentage, cumulative revenue, and other details.

For example, for debtor 004, the revenue of "8,946.00" is the total amount of invoices processed for the debtor while the revenue percentage of "10.226" is the revenue of "8,946.00" divided by the total revenue of "8,7481.00".

The cumulative revenue of "87.435" is the sum of the first three revenue percentages (66.570 + 10.639 + 10.226), and the quantity of "14.000" is the total number of items ordered by the debtor that have been invoiced. The quantity percentage of "13.725" is the quantity of "14.000" divided by the total quantity of "102.000", and the cumulative quantity of "81.373" is the sum of the first three quantity percentages (54.902 + 12.745 + 13.725). However, the information displayed in the report is based on processed invoices. Processed invoices are invoices that are generated and printed during sales order fulfillment at Order → Entries → Fulfillment, when printing and processing sales orders at Order → Entries → Print / Process, or when printing and processing invoices at Invoice → Entries → Print / Process.

4.6 AUDIT TRAIL REPORT

The audit trail report provides an overview of all the sales orders that were created, and the transactions of the sales orders displayed in the report can be checked, whereby you can check whether the sales orders have been fulfilled, how much have been invoiced, and other details. The sales orders that are displayed in the report are based on the search criteria defined, whereby sales orders can be displayed in two different ways, such as normal and reversed.

Order	Description	Account	Name	Type	Status	Ordered EUR	Fulfilment	Invoiced EUR	Ordered (VAT: Including) EUR	Invoiced (VAT: Inclu
20001	Coffee produ	60090	Lunchroom de Orka	Customer	Active	3,332	■	3,332	3,332	
20002		60092	Pizzeria Vesuvius	Customer	Active	10	■	0	10	
20003		31852	Ikke a la Munt	Employee	Inactive	223	✓	223	223	
20004		31852	Ikke a la Munt	Employee	Inactive	431	■	0	431	
20006		60093	Cafe Hout	Customer	Active	120	✓	120	120	
20007		60105	Brasserie Pigalle	Customer	Active	67	■	0	67	
20008		60105	Brasserie Pigalle	Customer	Active	67	■	0	67	
20009		60105	Brasserie Pigalle	Customer	Active	67	■	0	67	
20010		60119	Apple Head Office	Customer	Active	799	■	0	799	
20011	Koffiemachir	60119	Apple Head Office	Customer	Active	799	■	0	799	
20012		60089	Restaurant Enkhuizen	Customer	Active	387	■	0	387	
20014		60092	Pizzeria Vesuvius	Customer	Active	1,298	■	0	1,298	
20015		60092	Pizzeria Vesuvius	Customer	Active	1,947	■	0	1,947	
20017		60090	Lunchroom de Orka	Customer	Active	1,240	■	0	1,240	
20018		60090	Lunchroom de Orka	Customer	Active	1,598	■	0	1,598	
20019		60089	Restaurant Enkhuizen	Customer	Active	799	■	0	799	
20033		60091	Kaffee und Kuchen	Customer	Active	1,174	■	0	1,174	
20035		60090	Lunchroom de Orka	Customer	Active	844	■	0	844	

Rows: 27 Ordered: 20,349 Invoiced: 3,676 Transaction amount: Paid: 0

Buttons: Refresh, Export, Complete, Contracts, Royalties, Debtor, Debtor card, Our ref., Payment, Order, Invoice, Fulfilment, Close

To display the audit trail report:

1. Go to Order → Statistics → Audit trail.
2. Define the search criteria.
3. Click **Display**.

The normal option (if **Normal** under the **Type** section is selected) displays the sales order processes from the time the sales orders are created until payments are made for the sales orders. Thus, for each sales order, the ordered amount (**Ordered** column) is displayed first, followed by the invoice amount (**Invoiced** column), and the payment amount (**Paid** column).

A green check mark will be displayed in the **Fulfillment** column if the sales order has been fulfilled, and the **Completed** column if the sales order has been completed (if the sales order is completed, "Completed" in red will be displayed under the sales order header in the sales order entry screen).

With the normal option, you can choose to display sales orders based on the dates of the sales orders. In this option, you can also select to display sales orders that are incomplete (sales orders that are not fully fulfilled or invoiced), not paid, and/or an extra column to display the amount of the sales orders that were posted in the financial entry.

The reversed option (if **Reversed** under the **Type** section is selected) displays the end of the sales order process flow first, such as the payment amount followed by the start of the sales order process flow, such as the ordered amount. Thus, for each sales order, the payment amount (**Paid** column) is displayed first, followed by the invoice amount (**Invoiced** column), and the order amount (**Ordered** column).

With the reverse option, you can choose to display sales orders based on the payment dates of the sales orders. In this option, you can also select to display sales orders with order amounts that are different from the invoice amounts, to add amount in commission invoices to invoice amounts, and/or to add amount in credit notes to invoice amounts.

In the audit trail report, you can complete a sales order if the sales order has been fully fulfilled, and payment for the sales order has been made. For more information on completing sales orders, see 3.6 *Fulfilling Sales Orders*. Details of royalty assigned to the sales order, such as the creditor's name, item code, item description, quantity, and amount can also be viewed by clicking **Royalties**.

4.7 POWER VIEW REPORT

The power view report provides an overview of all the items ordered by a specific customer, and it provides the aging analysis for the specific customer. The aging analysis is a method used to evaluate customers as you can sort the customers according to the amount the customers still owe for the sales orders and the number of days the amount has been overdue. This report is used if you want to view the aging analysis, quantity of items sold, margin earned from the sold items, and other details for a specific customer.

The information displayed in the report is based on the search criteria defined for the report. You can choose to display information only for the selected item, whereby the total quantity ordered, total quantity fulfilled, and other information pertaining to the selected item will be displayed. You can also choose to display the list of items ordered by the selected customer.

Furthermore, you can select to display sales orders based on the status of the sales orders. For example, if you select the **Authorized** check box at **Status**, only sales orders created for the customer that have been authorized will be displayed.

If **By item at Show** is selected, the customer that you want to view (**Debtor** field), year the sales orders were created for the selected customer (**Year** field), month of the defined year that you want to view (**Show last** field), and item (**Item** field) have to be defined. The year selected at **Year** is very important as information of the customer displayed in the report is based on the year selected. For example, if year **2012** is selected at **Year**, the aging analysis of the customer, columns in the report, and other details in the report will only display information for the sales orders that were created in 2012 for the customer.

If **By customer** is selected, the customer that you want to view (**Debtor** field), and the year the sales orders were created for the selected customer (**Year** field) have to be defined. In the report for this option, you can also view the details of the individual items listed in the report by selecting the item in the report that you want to view, and clicking the **Zoom** button. Thus, details of the selected item, such as the total quantity fulfilled, margin, and other information will be displayed.

The screenshot shows the 'Power view' report interface. At the top, there are input fields for Customer (31852), Customer name (Ikke a la Munt), Contact (--), Credit line (0.00), and Balance (0.00). Below this is an 'Ageing:Customer' section with a table for aging analysis:

Ageing:Customer	Value
<=30	0.00
>30 & <=60	0.00
>60 & <=90	0.00
>90	223.44

Other fields include Available stock (0.00), Free stock (0.00), Sales price (70.00), and Show:Last (12 Months). Below this is a data table for 'ASS - Assembly' from Jan 2011 to Dec 2011:

ASS - Assembly	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011
Quantity ordered	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qty.:Fulfilled	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Quantity returned	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total amount ordered	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Average price	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total cost price	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total:Margin	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Margin %	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

At the bottom of the interface are buttons for Refresh, Back, Excel, and Close.

To view the power view report:

1. Go to Order → Reports → Power view.
2. Define the search criteria.
3. Click **Display**.

You can also view the power view report at Order → Entries → Sales orders by selecting a sales order (debtor which you want to view), and then clicking **Open**. In the sales order entry screen, click **Power view**.

For each item, information such as the total quantity ordered, total quantity fulfilled, total quantity returned, total quantity not fulfilled, and other information will be displayed in the report.

The report also provides specific information about the specific customer, such as the customer's aging analysis, credit limit, total outstanding amount of all the sales orders that have exceeded the credit limit of the customer (**Balance** field), and other information. The **Balance** field will display "0.00" if the selected customer does not have a credit limit.

All the sales orders that were created in the sales order entry screen at Order → Entries → Sales orders will be displayed in the report. However, Return to Merchant Authorization (RMA) orders transactions will not be displayed in the power view report. Only sales order transactions will be displayed.

4.8 SALES ORDER INTAKE REPORT

The sales order intake report provides an overview of sales orders created in the form of graphs and data. Thus, the graph provides a good insight of the value (total amount of the sales orders), and volume (total number of sales orders created) of the sales orders that were created during the week, month, or quarter. The sales orders displayed in the report are based on the search criteria defined, whereby you can search to display all the sales orders that were placed by the selected debtor, sales orders that were created by the selected employee, and other search criteria.

Furthermore, you can select to display sales orders with not authorized, authorized, and/or completed statuses. For example, if the **Completed** check box is selected at **Status**, only the details of the sales orders that have been fulfilled, and invoiced will be displayed.

However, the details of the sales orders are also displayed based on the period the sales orders were created, whereby you can select to display sales orders that were created during the week, month, or quarter.

You can also select the last number of weeks, months, or quarter you want the sales orders to be displayed. For example, if the **Week** option at **Period** is selected, and "3" is selected at **Last**, all the sales orders that were created during the last three weeks will be displayed.



To view the sales order intake report:

1. Go to Order → Statistics → Sales order intake.
2. Define the search criteria.
3. Click **Start**.

In the report, you can view the graph of the sales orders by clicking the **Graph** tab (located at the bottom of the screen). The data can be viewed according to the date the sales orders were created, number of sales orders created, and the total amount of sales orders created on that date.

You can also view the details of the sales orders by clicking the **Data** tab (located at the bottom of the screen) in the report. All the sales orders that were created in the sales order entry screen at Order → Entries → Sales orders will be displayed in the report.

5. ADVANCED FEATURES

Exact Globe Next/Exact Globe+ has advanced features to handle additional functions for sales orders that extend beyond the normal process, such as creating prepayments for sales orders, creating item returns, reserving ordered items, blanket sales orders, electronic data interchange sales orders, standard allowance charges, defining charges and discounts for sales orders, and other functions. These features help companies manage their business better by providing a better insight into all sales orders at any point in time.

5.1 PAYMENT CONDITIONS IN SALES ORDERS

In Exact Globe Next/Exact Globe+, extra functions and settings are available for every sales order. You are able to define payment conditions, create invoices for payment terms, create prepayments, define notes, and other functions.

The following topics are relevant to this section:

- Generating invoices for payment terms
- Settings for invoices in partial deliveries
- Creating prepayments for sales orders
- Generating and printing invoices, and processing payments for prepayments
- Using external numbering

Generating invoices for payment terms

In every sales order, invoices can be generated for payment terms. This function is used if you want customers to settle part of the amount for the sales order. For example, there are two payment terms, 30% to be paid within 7 days and 70% to be paid within 30 days. You can generate an invoice for the first payment term of 30% for EUR 613.54. However, invoices can be generated for the payment terms only if the sales order has been authorized, unless authorization is not required for the sales order based on the order settings in system settings.

By default, the payment terms for the sales order is derived from the **Payment condition** field under the **Finance** tab defined for the invoice debtor at the debtor maintenance (go to Finance → Accounts receivable → Maintain and select the relevant debtor). Payment terms can be created at System → General → Countries → Payment conditions. For more information on how to create payment terms, see 2.6 *Payment Conditions* in the **Finance** user guide.

The screenshot shows the 'Sales orders' window with the following data:

Payment data

- Currency: EUR, 1.000000
- Payment condition: 00, Payment condition 00
- Buttons: Credit line, Prepayment, Match

	Payment date	Due date	Our ref.	%	Amount	Amount paid	Paid
1		08/10/2011		100.00	1174.00	0.00	X

Buttons: Create invoice, Invoice schedules, Invoice partial deliveries

Sales order data

- Description 1, 2, 3, Extra description
- Sales order confirmation:
- Partial delivery allowed:
- Apply: Linked charges:
- Invoice method: Time & material
- Sales employees

Analytical group

- Cost centre: 001CC001, Default cost center
- Gross weight: 0.00, Free fields
- Invoice code
- Net weight: 0.00
- Selection code
- Route
- Project code
- Packages: 0

Note (Customer)

Buttons: Project, Transfer, Allocate, Produce, Purchase, Close

To generate invoice for payment terms:

1. Go to Order → Entries → Sales orders.
2. Select the sales order for which you want to generate an invoice.
3. Click **Open**.
4. In the **Sales orders** screen, click **Conditions** under the sales order header to display the sales order conditions screen.
5. Under the **Payment data** section, select a payment term for which you want to create an invoice.
6. Click **Create invoice**. The **Create invoice** screen will be displayed. The **Create invoice** button is enabled only if the sales order has been authorized, and invoices have not been created for the payment terms.
7. In the **Create invoice** screen, type or select the invoice code of the invoice to be generated in the **Invoice code** box. The invoice code can be created at System → Logistics → Invoice codes. For more information on how to create invoice codes, see *2.4 Creating and Maintaining Invoice Codes* in the **Invoice** user guide.
8. Type or select the person who is in charge of the sales order at **Person**.
9. Click **OK** and the invoice for the selected payment term will be generated. To view the generated invoice, go to Invoice → Entries → Invoices. If you want to print and process the invoice, go to Invoice → Entries → Print / Process. For more information on how to print and process invoices, see *3.8 Generating and Printing Invoices*.

Settings for invoices in partial deliveries

In Exact Globe Next/Exact Globe+, if there is more than one payment term and partial quantity of the items is delivered, the invoice generated for the sales order will contain the total amount of the sales order.

If you want the invoice to contain only the amount and quantity of the items that have been delivered, the payment term of the sales order has to be 100%. Thus, for every sales order before the items are fulfilled, the settings have to be completed if you want to deliver partial quantity of the items in the sales order and if you want the invoice to include only the quantity and amount of the items that have been delivered. You can also undo these settings and the previous payment term will be displayed. The settings can be made before or after sales orders are authorized.

Sales orders

Payment data

> Currency: EUR 1.000000 Credit line

Payment condition: 01 14D - 25%, 30D - 75% Match Prepayment

	Payment date	Due date	Our ref.	%	Amount	Amount paid	Paid
1		06/02/2017		25.02	7.97	0.00	X
2		22/02/2017		74.98	23.89	0.00	X

Create invoice Invoice schedules Invoice partial deliveries

Sales order data

Description 1:

Description 2:

Description 3:

Extra description:

Sales order confirmation:

Partial delivery allowed:

Apply: Linked charges:

Invoice method: Time & material Sales employees

Analytical group

> Cost centre: ALG MAN General management

Invoice code:

Selection code:

Project code:

Gross weight: 0.00 Free fields

Net weight: 0.00

Route:

Packages: 0

Note (Customer)

Project Transfer Allocate Produce Purchase X Close

To generate invoices for partial deliveries:

1. Go to Order → Entries → Sales orders.
2. Select the sales order for which you want to generate an invoice.
3. Click **Open**.
4. In the **Sales orders** screen, click **Conditions** under the sales order header to display the sales order conditions screen.
5. Under the **Payment data** section, select a payment term.
6. Click **Invoice partial deliveries**. The payment term will be changed to 100%. Once **Invoice partial deliveries** is clicked, the **Invoice partial deliveries** button will be changed to **Undo partial deliveries**. If you want to undo the settings, click **Undo partial deliveries** and the previous payment term will be displayed.
7. Click **Close** to exit.

Note:

If you want to deliver partial quantity of the items in the sales order, the **Partial delivery allowed** check box in the sales order conditions screen must be selected. This setting is only for invoices for partial deliveries (invoices will not be generated). Invoices can be generated at Order → Entries → Fulfillment after fulfilling the sales orders (for more information, see 3.6 *Fulfilling Sales Orders*), or at Order → Entries → Print / Process (for more information see 3.7 *Printing and Processing Sales Orders*).

Creating prepayments for sales orders

After sales orders are created, it is possible to create prepayments for the sales orders. This function is used when customers make a partial payment for the sales order before the items are delivered. Prepayments can be made before or after sales orders are authorized.

To create prepayments:

1. Go to Order → Entries → Sales orders.
2. Select the sales order for which you want to create a prepayment.
3. Click **Open**.
4. In the **Sales orders** screen, click **Conditions** under the sales order header to display the sales order conditions screen.
5. Click **Prepayment**. If the sales order is already authorized, a message "Already authorised" will be displayed.
6. Click **Continue**.
7. In the **Prepayment** screen, type the prepayment in amount or percentage at **Prepayment** or **Percentage**. You only need to specify the prepayment amount or its percentage as the other value will be automatically calculated based on what is defined.
8. Type or select the date the prepayment is made for the sales order at **Payment date**. By default, the current date is displayed.
9. Click **Save** to save the prepayment, and exit. The sales order conditions screen will be displayed. The word "Prepayment" will be displayed indicating prepayment has been defined for this sales order, and a new payment term for the prepayment is created (the new payment term is displayed at the payment term box under the **Payment data** section).

Generating and printing invoices, and processing payments for prepayments

After the prepayment is created, invoices can be generated and printed, and payment made for the prepayment can be processed. If payment is not made for the prepayment, the sales order cannot be fulfilled.

To generate and print invoices, and process payments for prepayments:

1. Go to Order → Entries → Sales orders.
2. Select the sales order with the prepayment for which you want to generate an invoice.
3. Click **Open**.
4. In the **Sales orders** screen, click **Conditions** under the sales order header to display the sales order conditions screen.
5. Under the **Payment data** section, in the payment term box, select the payment term for the prepayment for which you want to generate an invoice.
6. Click **Create invoice**. The **Create invoice** button is enabled only if the sales order is authorized, unless authorization for the sales order is not required.
7. In the **Create invoice** screen, select the invoice code of the prepayment. The invoice code is automatically defined based on the settings defined for sales invoices at System → Logistics → Invoice codes.
8. Select the person that is in charge of the sales order at **Person**. The person is automatically defined based on the person defined at **Person** under the sales order header in the sales order entry screen.
9. Click **OK** to generate the invoice and return to the sales order conditions screen.
10. In the sales order conditions screen, select the prepayment term for which you want to print an invoice in the payment term box (under the **Payment data** section).
11. Click **Match**. If the prepayment term is not selected, the **Match** button will not be enabled.
12. In the **Print invoices** screen, select the **Final** option at **Process**.
13. Click **Process**.
14. Click **Close** to exit, and the **Matching** screen will be displayed.
15. Select the generated invoice under the **Invoices** section.
16. Click **Match/Process**.
17. In the **Process** screen, select **Other** and select the general ledger for the prepayment. Click **Process**, and the **Matching** screen will be displayed.
18. Click **Close** to exit, and the sales order conditions screen will be displayed. In the sales order conditions screen, a green check mark will be displayed in the **Paid** column (in the payment term box) for the prepayment payment term.

5.2 CREATING AND MAINTAINING RETURN TO MERCHANT AUTHORIZATION (RMA) ORDERS

In Exact Globe Next/Exact Globe+, you can create and maintain Return to Merchant Authorization (RMA) orders if you have the **E-RMA/RTV** module. RMA orders are created when customers return the items that they have purchased. This can be due to several reasons, such as the items were defective, did not meet the required or ordered specifications, the wrong quantity was sent, and other reasons. Thus, RMA orders provide the tracking of items that were returned and the reasons the items were returned.

There are various methods of returning items. In RMA orders, there are four different methods:

- Credit to account – A refund is given for the returned items and the customer returns the items.
- Credit to account but the items are not returned – A refund is given to the customer for the purchased items but the customer does not return the items. This is usually practiced if the shipping cost is high and it will exceed the cost of the items to be returned.
- Items are returned and replacements are given for the returned items by creating a sales order linked to the RMA order.
- Items are returned and credit notes are generated for the returned items. Different items are then shipped to the customer whereby sales orders for the new items will be created and linked to the RMA order, and an invoice is generated for the new items.

The following topics are relevant to this section:

- Creating, editing, and deleting RMA orders
- Authorizing RMA orders
- Processing item returns
- Generating and printing credit notes for RMA orders

Creating RMA orders

The RMA orders screen consists of three sections:

The screenshot displays the '603 RMA orders - Exact' window. It is divided into three main sections:




- RMA order header:** This section contains fields for 'Requested by', 'Delivery (From)', and 'Invoice to', all pointing to 'Lunchroom de Orka (Customer, Active)'. It also includes 'RMA order number' (22000), 'RMA order date' (23/01/2017), 'Your reference' (22000), 'Person' (Marco), 'Warehouse' (1), and 'Follow up date' (23/01/2017).
- RMA order lines:** This is a table with columns: Item, Description, Wh., Return, Received, Unit, Receipt date, To be received, Credit note, Order num, Project, and Reason. The first row shows: Item 1, Description 'Bart cup coffee 15cl.', Wh. 1, Return 1, Received 0, Unit 'Box', Receipt date '23/01/2017', To be received checked, Credit note checked, Order num, Project, and Reason 'DOA'.
- RMA order process flow:** This section shows a progress bar with icons for 'RMA', 'Confirm', 'Return', 'Print', 'Credit note', and 'Order'. The 'RMA' icon is checked, while the others are marked with a red X. To the right are buttons for 'Net' (-81.84 EUR), 'Taxes' (0.00 EUR), 'Specific' (0.00 EUR), and 'Total' (-81.84 EUR).

- **RMA order header** — This section displays the debtor and RMA order information, such as the debtor's address, reference number, RMA order date, and other information.
- **RMA order lines** — This section displays the information of the items to be returned, such as the quantity returned, receipt date, reason, and other information. The columns in the RMA order lines can be added and removed by clicking **Columns** (at the toolbar).
- **RMA order process flow** — This section displays the process flow of the RMA order, and the process steps(s) that has been completed for the RMA order, such as authorized, returned, and other steps. Once a process has been completed, a green check mark and the completion date will be displayed. Otherwise, a red cross will be displayed.

The following topics are relevant to this section:

- Creating, editing, and deleting RMA orders
- Authorizing RMA orders
- Processing item returns
- Generating and printing credit notes for RMA orders

To create RMA orders:

1. Go to Order → Entries → RMA orders.
2. Click **New**. You will see the **RMA orders** screen.
3. Type or select the debtor who requested for the RMA order at **Requested by**. Press the TAB key and the **Delivery (from)** field will be defined with the debtor selected at **Requested by**. The debtor at **Invoice to**, who will be receiving the invoice follows the debtor defined at **Invoice debtor** under the **Logistics** tab or **Financial** tab at the debtor maintenance of the **Requested by** debtor. For each of the debtor selected, you can view and edit their information by clicking  **Maintain**, and you can edit their addresses by clicking  **Address**.
4. Type the RMA order number or press TAB to fill in the RMA order number automatically based on the **RMA order number** defined at System → General → Settings. Once you have selected the RMA order number, you are not allowed to change the RMA order number.
5. Type the reference number of the RMA order at **Your reference**. This is the customer's reference number for the RMA order.
6. Type or select the person that is in charge of the RMA order at **Person**.
7. Type or select the warehouse for the RMA order at **Warehouse**.
8. Type or select the item in the **Item** column (by pressing F2 or clicking  **Browse** at the toolbar). In the **Items** screen, select the item(s) and click **Select**. Alternatively, you can type a full or partial item code in the **Item** column to search for the item.
9. Type the quantity of the item to be returned by the customer in the **Return** column.
10. Type the planned date the item will be returned by the customer in the **Receipt date** column.
11. Select the check box in the **To be received** column if the customer is returning the item to the warehouse, and/or select the check box in the **Credit note** column to generate a credit note for the item. Based on the four different methods of returning items, you can do any of the following:
 - Credit to account and items are returned — Select the **To be received** check box and **Credit note** check box.
 - Credit to account but items are not returned — Select the **Credit note** check box only.
 - Items are returned and the returned items are replaced by creating sales orders — Select the **To be received** check box and **Credit note** check box.
 - Items are returned and the returned items are replaced by different items (new invoice to be generated) — Select the **To be received** check box and **Credit note** check box.
12. Type or select the customer's reason for returning the item in the **Reason** column. This information is mandatory. The reasons can be created at System → Logistics → Reason codes.
13. Click **Close** to save the RMA order and exit.

Note:

The net amount of the returned items will always be negative because there is a return.

Editing RMA orders

After you have created an RMA order, you may need to make changes, such as adding or removing items. You may also need to change the receipt date or add notes to the RMA order. It is possible to edit an existing RMA order as long as the RMA order has not been completely processed, whereby the items in the RMA order have not been returned, and/or credit notes have not been generated and printed.

To edit RMA orders:

1. Go to Order → Entries → RMA orders.
2. Select the RMA order to be edited.
3. Click **Open**.
4. Make the necessary changes to the RMA order.
5. Click **Close** to save and exit.

Note:

The RMA order can be edited only if the RMA order has not been authorized. If the RMA order has been authorized, you will get a warning message "Already authorized." You have the option to **Continue**, **Cancel** the change, or **E-mail** the warning message to the person who authorized the RMA order. If you decide to continue, the authorization will be removed and you can then edit the RMA order.

Deleting RMA orders

It is possible to delete an RMA order. When you do this, the RMA order is deleted and cannot be retrieved from the system. RMA orders that have been completed (items are returned, and/or credit notes are generated) cannot be deleted.

To delete RMA orders:

1. Go to Order → Entries → RMA order.
2. Select the RMA order to be deleted.
3. Click **Delete**, and a message "Delete the data selected?" will be displayed.
4. Click **Yes** to delete the selected RMA order, and the **Delete** screen will be displayed to notify you that the order has been deleted.
5. In the **Delete** screen, click **Close** to exit.

Authorizing RMA orders

After RMA orders are created, the RMA orders can be authorized. Authorization of RMA orders is an optional process as it depends on the order settings in system settings. However, if authorization is required, the RMA orders can be further processed only if the RMA orders have been authorized. For example, if the RMA orders have not been authorized, items returned cannot be processed, credit notes cannot be generated and printed, and others.

Authorization of RMA orders also depends on the RMA order limit given to the people with the authorization status (defined at **RMA orders** at System → HR & Security → Person, under the **Rights** tab).

If the total amount of the RMA orders to be authorized exceeds the authorization limit given to the person, authorization of the RMA orders will not be allowed. For example, if the person's authorization limit is -EUR 1,000 and the total amount of the RMA order to be authorized is -EUR 1,500, the person will not be permitted to authorize the RMA order.

To authorize RMA orders or to remove authorization for RMA orders:

1. Go to Order → Entries → Authorise.
2. Define the search criteria (the **RMA order** option in the search criteria has to be selected).
3. Click **Search**. RMA orders that match the search criteria are then displayed. RMA orders can also be authorized in the **RMA order** entry screen by clicking the **Authorise** process step in the RMA process flow.
4. Select the RMA order for which you want to authorize or remove authorization and click **Authorise**. A message "Change authorisation status?" will be displayed.
5. Click **Yes** to authorize the RMA order, or remove authorization for the RMA order. A green check mark will be displayed in the **Auth.** column to indicate that the RMA order is authorized.
6. Click **Close** to save and exit.


Processing item returns

After RMA orders are authorized, items returned by the customers can be processed. Returned items must be processed to monitor the movement of stock in the warehouse. For example, customer "Agathae Business Solutions" returns two items, RAM:K512DS and RAM:K128DS, one unit each. Once these two items are processed, the stock level of RAM:K512DS and RAM:K128DS will increase by one each in the warehouse. The stock account (debit) and cost of goods sold account (credit) are then created.

However, the returned items can be processed only if the check box in the **To be received** column for the returned items in the RMA order lines is selected. Otherwise, a message "No data to be processed" will be displayed if the **Return** process step in the RMA order process flow is clicked.

Once the items returned by the customers are processed, the stock of the returned items in the warehouse will increase, and the customer return slip will be printed listing all the items that were returned.

To process item returns:

1. Go to Purchase → Entries → Receipts.
2. Define the search criteria (the **RMA order** option in the search criteria has to be selected).
3. Click **Refresh**. RMA orders that match the search criteria are then displayed.
4. Select the RMA order that you want to process.
5. Click **Returns**. The **Returns** screen will be displayed.
6. Type or select (by pressing F2 or clicking  **Browse** at the toolbar) the warehouse location where the item will be stored in the **Location** column, type the quantity of the item returned in the **Actual** column, and then type or select the serial or batch number of the returned item in the **Serial/batch numbers** column (depends whether serial or batch numbers are required for the items).
7. Click **Process**, and the **Print** screen will be displayed.
8. Click **Start** to print the customer return slip. If the check box in the **Credit note** column in the RMA order lines (in the **RMA order** entry screen) for the returned item is also selected, the **Returns** screen (for generating and printing credit notes) will be displayed.
9. In the **Returns** screen, select the **Generate invoices** check box if you want a credit note to be generated for the returned item, and select the **Print invoices** check box if you want the credit note to be printed.
10. Click **OK**.

Tip:

Returned items can also be processed in the RMA order entry screen by clicking the **Return** process step in the RMA order process flow.

Generating and printing credit notes

After RMA orders have been authorized, credit notes can be generated and printed for the RMA orders. However, credit notes can be generated for the items only if the check box in the **Credit note** column in the RMA order lines is selected. Otherwise, a message "Reason no invoice created: Zero order" will be displayed if the **Print** process step in the RMA order process flow is clicked.

After credit notes are generated, the credit notes can be processed and printed. The credit notes must be processed so that a refund for the credit notes will be recorded into the journal specified in the system.

It is also possible to send the credit notes by e-mail to the invoiced debtors. Several credit notes can also be processed and printed at the same time depending on the search criteria defined.

After the credit notes have been processed and printed, the progress section will display the results of the credit notes whereby "Processed" will be displayed if the credit notes have been processed successfully. Otherwise, "Not processed" will be displayed, and you are able to view the reason the credit notes were not processed successfully. Once credit notes are generated, the revenue account (debit) and accounts receivable account (credit) are created.

Info			
RMA order	22001	Reference	22001
Debtor	60092 - Pizzeria Vesuvius	RMA order date	23/01/2017
Selection code		Receipt date	23/01/2017

Invoice data			
Lines	<input checked="" type="radio"/> All	<input type="radio"/> Received	
Selection code	<input type="text"/>	Zero invoice	<input type="checkbox"/>
		Print invoices	<input checked="" type="checkbox"/>

To generate credit notes:

1. Go to Order → Entries → Print / Process.
2. Define the search criteria (the **RMA order** option in the search criteria has to be selected).
3. Click **Search**. RMA orders that match the search criteria are then displayed.
4. Select the RMA order for which you want to generate a credit note.
5. Click **Print**.
6. In the **Print: RMA orders** screen under the **Invoice data** section, select the **All** option if you want all the items in the RMA order (all the items in the RMA order with the **Credit note** check box selected in the **RMA order** entry screen) to be in the credit note, regardless whether the items have been returned by the customer. Otherwise, select the **Received** option if you only want items that were returned by the customer to be in the credit note. Select the **Print invoices** check box if you want to print the credit note.
7. Click **Start** to generate the credit note. If the **Print invoices** check box in the **Print: RMA orders** screen is selected, the **Print invoices** screen will be displayed.

Tip:

Credit notes can also be generated and printed in the RMA order entry screen by clicking the **Print** process step in the RMA order process flow.

To print credit notes:

1. Go to Invoice → Entries → Print / Process.
2. The **Print invoices** screen will be displayed.
3. In the **Print invoices** screen under the **Process** section, select the **Final** option at **Process**.
4. At **Output**, select the **Printer** option if you want to print the credit notes, or select the **E-mail** option to send the credit notes to the invoiced debtors by e-mail.
5. At **Selection method** under the **Selection** section, select the **Invoice** option. At **Invoice type**, select **Credit note**. Under the **Selection** section, you can also define other search criteria.
6. Click **Number of invoices** to check the count of credit notes matching the search criteria that will be printed.
7. To display the specific credit notes from the outcome of the selection, select the **Selectively** check box and click **Search**. Credit notes that match the search criteria will be displayed.
8. Select the credit note(s) that you want to print.
9. Click **Process**. If you want to view the credit notes before processing or printing, click **Preview**.
10. Click **Close** to exit.

5.3 CREATING ITEM RETURNS

There are times when customers return the items that they have ordered due to various reasons, such as the items are defective or do not meet the specifications, the wrong quantity was delivered, and others. These returned items may or may not require replacement items. It is important to make the necessary entries for these items to monitor the movement of stock in the warehouse.

The following topics are relevant to this section:

- Creating and processing planned returns
- Creating and processing unplanned returns

Creating and processing planned returns

Planned returns are created if customers plan to return the items that they have purchased. This can be due to defective items, the wrong item was sent, and other reasons. Planned returns can be created if the customers let you know in advance that they are returning the items.

After planned returns are created, the planned returns can be authorized. Authorization of planned returns is an optional process as it depends on the order settings for sales orders in system settings. However, if authorization of sales orders is required, the planned returns can be further processed only if the planned returns have been authorized. For example, if the planned returns have not been authorized, items returned cannot be processed, and credit notes cannot be generated and printed.

After planned returns are authorized, planned returns can be confirmed whereby confirmation of the items to be returned can be printed. The confirmation can be sent to the customers so that they can check whether all the items that are to be returned are correct. Confirmation of planned returns is an optional process as it depends on the settings (**Confirm sales order** check box under the **Financial** tab for the **Advanced** mode, and the **Confirm SO** field under the **Logistics** tab for the **Simple** mode) at the debtor maintenance when debtor information is defined.

Confirmation of planned returns can also be defined for each planned return under the sales order conditions. However, if confirmation of planned returns is required, the planned returns can be further processed only if the planned returns have been confirmed. For example, if the planned returns have not been confirmed, the planned returns cannot be fulfilled, and credit notes cannot be generated and printed. The confirmation can also be e-mailed to the customers and multiple confirmations can be confirmed at the same time.

After planned returns are authorized and confirmed, items returned by the customers can be processed whereby credit notes can be generated and printed, and customer return slips will be printed for the returned items. Once the items returned by the customers are processed, the stock of the returned items in the warehouse will increase, and the customer return slips will be printed listing all the items that were returned.

Planned returns are created in the sales order entry screen, similar to creating sales orders. Since planned returns are created in the sales order entry screen, replacement of items, if needed, can also be recorded together with the planned returns. For example, customer Business Solutions Inc. wants to return item OM2455 Optical Mouse because the customer wants to change the item to OM2456 Optical Mouse Mini, but this item costs more than the one to be returned.

In the sales order entry screen, "OM2455 Optical Mouse" and "OM2456 Optical Mouse Mini" can be recorded in the same order whereby "OM2455 Optical Mouse" will have a negative quantity and "OM2456 Optical Mouse Mini" will have a positive quantity. The planned returns created can also be edited and deleted (similar process as editing and deleting sales orders). For more information on how to edit and delete sales orders, see *3.1 Creating and Maintaining Sales Orders*.

The **Sales orders** screen consists of three sections:

The screenshot shows the 'Sales orders' screen with the following data:

Sales order header:

- Ordered by: 60090
- Delivery to: 60090
- Invoice to: 60090
- Customer: LUNCHROOM DE ORKA (Customer, Active)
- Address: Mevrouw Haak, H. Baanplein 33, 8370 Blankenberge, Belgium
- Sales order number: 20053
- Sales order date: 08/09/2011
- Your reference: PO: 20053
- Person: Andrew Ng Yeng Joo
- Warehouse, Shipping via: 1, TNT
- Price list: Debtor
- Price list: Invoice debtor

Sales order lines:




Item	Description	Wrh.	Price list	Ordered	Unit	Fulfillment date	Sales price	Net price	VAT	Amount	Service configuration	Parent item
1	CM002 Coffee Machine CSM 123	1	SALESPRICE	1	-	08/09/2011	799.000	799.000	0	799.00		
2	CM003 MacBean Coffee Machine MB001	1	SALESPRICE	1	-	08/09/2011	375.000	375.000	0	375.00		

Sales order process flow:

- Net: 1,174.00 EUR
- Taxes: 0.00 EUR
- Specific: 0.00 EUR
- Total: 1,174.00 EUR

- **Sales order header** — This section displays the debtor and planned return information, such as the debtor's address, reference number, and other information.
- **Sales order lines** — This section displays the information of the items to be returned, such as the quantity to be returned, return date, warehouse, and other information. The columns in the sales order lines can be added and removed by clicking **Columns** (at the toolbar).
- **Sales order process flow** — This section displays the process flow of the planned return, and the process step(s) that has been completed for the planned return, such as authorized, confirmed, and other steps. Once a process has been completed, a green check mark and the completion date of the process step will be displayed. Otherwise, a red cross will be displayed. If the process step is not required for the planned return, "Skip" will be displayed.

To create planned returns:

1. Go to Order → Entries → Sales orders.
2. Click **New**. You will see the **Sales orders** screen.
3. Select the debtor who requested for the item return at **Ordered by**.
4. Press TAB and the **Delivery to** field will be defined based on the main contact person of the ordered by customer defined at the debtor maintenance under the **Contact** tab. The debtor at **Invoice to**, who will be receiving the credit note, follows the debtor defined at **Invoice debtor** under the **Logistics** tab or **Financial** tab at the debtor maintenance of the **Ordered by** debtor. For each of the debtors selected, you can view and edit their information by clicking  **Maintain**, and you can edit their addresses by clicking  **Address**.
5. Type the sales order number at **Sales order number**, or press TAB to fill in the sales order number automatically based on the **Sales order number** defined under **Numbers settings** in system settings (there are no separate numbers for planned returns. Thus, planned returns use sales order numbers). Once you have selected the sales order number, you are not allowed to change the sales order number.
6. Type the reference number for the planned return at **Your reference**. This is the customer's reference number for the planned return.
7. Type or select the person that is in charge of the planned return at **Person**.
8. Type or select the warehouse for the planned return at **Warehouse**.
9. Select the item to be returned in the **Item** column (by pressing F2 or clicking  **Browse** at the toolbar). In the **Items** screen, select the item(s) and click **Select**. Alternatively, you can type a full or partial item code in the **Item** column to search for the item. If a different item is to be sent to the order debtor as a replacement item, the item can also be recorded in the same sales order.
10. Type the quantity (it must be a negative value, for example, "-2") of the item to be returned by the customer in the **Ordered** column. If a different item is to be sent to the order debtor, type the quantity (it must be a positive value, for example, "2") of the new item.
11. Type the planned date the item will be returned by the customer in the **Fulfillment date** column.
12. Click **Close** to save the planned return and exit.

To authorize or remove authorization for planned returns:

1. Go to Order → Entries → Authorise.
2. Define the search criteria.
3. Click **Search**. Planned returns that match the search criteria are then displayed.
4. Select the planned return for which you want to authorize or remove authorization.
5. Click **Authorise**. A message "Change authorisation status?" will be displayed.
6. Click **Yes** to authorize the planned return, or remove authorization for the planned return. A green check mark will be displayed in the **Auth.** column to indicate that the planned return is authorized.
7. Click **Close** to exit.

To confirm planned returns:

1. Go to Order → Entries → Confirm.
2. Define the search criteria.
3. Click **Search**. Planned returns that match the search criteria are then displayed.
4. Select the planned return(s) to be confirmed.
5. Click **Print**.
6. In **Print: Order confirmations** screen, select **Final** under the **Print** section.
7. Under the **Output** section, select **Printer** to print the confirmation for the returned item(s), or select **E-mail** to e-mail the confirmation to the debtor, delivery debtor, or invoice debtor.
8. Under the **Options** section, select the layout of the confirmation. This layout is defined under **Documents settings** in system settings.
9. Click **Start** to print, or send the confirmation. If you want to view the confirmation before printing, click **Preview**.

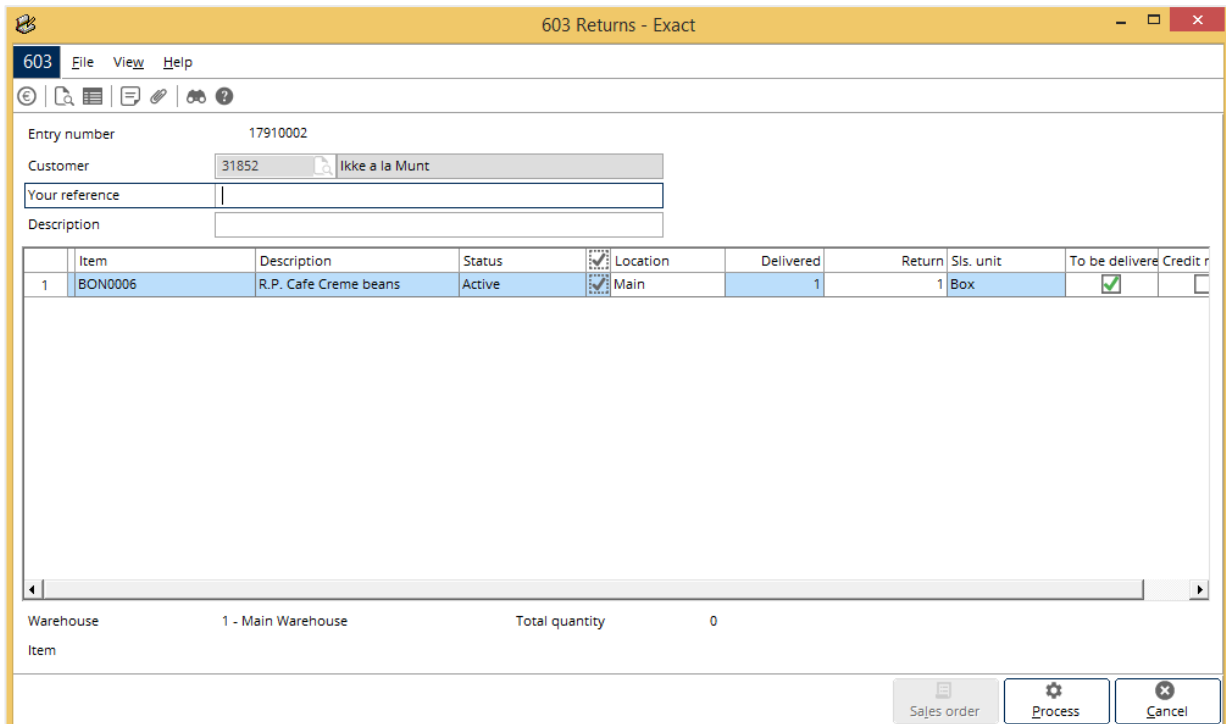
To process, generate, and print credit notes for planned returns:

1. Go to Order → Entries → Fulfillment.
2. Define the search criteria.
3. Click **Refresh**. Planned returns that match the search criteria will be displayed.
4. Select the planned return to be fulfilled.
5. Click **Fulfillment**. A message "Process: Return lines" will be displayed.
6. Click **Yes** to continue. Multiple planned returns can also be fulfilled at once. For more information on multiple fulfillment, see *3.6 Fulfilling Sales Orders*.
7. In the **Fulfillment** screen, type or select (by pressing F2) the warehouse location where the item will be stored in the **Location** column.
8. Type the quantity (the quantity has to be negative, for example, "-2") of the item returned by the customer in the **Actual** column. You can process a partial quantity of the item returned by typing the quantity of the items that were returned. However, you can process partial return only if the **Partial delivery allowed** check box for the planned return in the sales order conditions screen (click **Conditions** in the sales order entry screen) is selected.
9. Type or select the serial/batch number of the item in the **Serial/batch** column (depends whether serial/batch numbers are required for the items).
10. Click **Fulfillment**, and the **Print: Sales orders** screen will be displayed.
11. Select **Final** under the **Print** section.
12. Select **None** under the **Output** section.
13. Under the **Entry data** section, select the **Generate invoices** check box if you want the invoice to be generated (if there are replacement items in the created planned return whereby payment has to be made for the replacement items).
14. Select the **Print invoices** check box if you want the invoice for the new items in the planned return to be printed. For more details on generating and printing invoices, see *3.8 Generating and Printing Invoices*.
15. Click **Start** to process the fulfillment of the planned return, and/or print or send the delivery note. If you want to view the delivery note before printing or sending, click **Preview**. The **Print invoices** screen will be displayed if you have selected the **Print invoices** check box under the **Entry data** section, and if there are replacement items in the created planned return whereby payment has to be made for the replacement items.
16. In the **Print invoices** screen, select the **Final** option at **Process**. Select the **Printer** option at **Output** if you want to print the invoice, or the **E-mail** option to send the invoice to the invoiced debtor by e-mail.
17. Click **Process** to process and print the invoice. The **Returns** screen will then be displayed (this screen will be displayed instead of the **Print invoices** screen if there are no invoices generated for the created planned return).
18. In the **Returns** screen, select the **Generate invoices** check box if you want to generate a credit note for the planned return.
19. Select the invoice code for the credit note at **Invoice code**. The invoice code can be created at System → Logistics → Invoice codes.
20. Select the **Print invoices** check box if you want to print the credit note.
21. At **Layout**, select the layout for the customer receiving slip. The layout can be defined under **Documents settings** in system settings.
22. Click **OK**. The **Print invoices** screen will be displayed if the **Print invoices** check box is selected.
23. In the **Print invoices** screen, select the **Final** option at **Process**.
24. Select the **Printer** option at **Output** if you want to print the credit note, or the **E-mail** option to send the credit note to the invoiced debtor by e-mail.
25. Click **Process** to process and print the credit note.

Creating and processing unplanned returns

Unplanned returns are created if customers return items without giving prior notice that they are returning the items, or the items have been returned by the customers.

When creating unplanned returns, you can choose to generate and print credit notes, or give the customer a replacement for the returned items. The items selected in the unplanned returns will also be displayed in the existing sales order(s) of the items. This function can also be used for planned returns after the planned returns are created at Order → Entries → Sales orders (this function can be used instead of the fulfillment function at Order → Entries → Fulfillment).



To create unplanned returns:

1. Go to Order → Entries → Fulfillment.
2. Click **New returns** (if you have **E-Warehouse management** license, the **New returns** button will be enabled only if you have selected a warehouse). The **Returns** screen will be displayed.
3. At **Customer**, type or select the invoiced debtor who returned the item(s).
4. Press TAB to display the **Fulfillment** screen.
5. Select the **Outstanding** option at **Returns** if you want to display sales orders with negative quantities (planned returns created in the sales order entry screen which have not been fulfilled and invoiced). Otherwise, select the **Fulfillment** option to display items that have been fulfilled.
6. Define the search criteria under the **Selection** section.
7. Click **Search**. Sales orders that match the search criteria will be displayed.
8. Select the sales order (if the **Outstanding** option at **Returns** is selected) or item (if the **Fulfillment** option at **Returns** is selected) returned by the customer.
9. Click **OK**. Once **OK** is clicked, the **Returns** screen will be displayed, and the **Customer** field cannot be edited anymore.
10. In the **Returns** screen, type or select (by pressing F2) the warehouse location where the item will be stored in the **Location** column.
11. In the **Return** column, type the quantity of the item returned by the customer.
12. Select the **To be delivered** check box if the customer wants a replacement or repair for the returned item. Otherwise, select the **Credit note** check box to generate and print a credit note for the returned item.
13. Click **Process**, and the **Print** screen will be displayed if the **To be delivered** check box is selected.
14. In the **Print** screen, select the layout for the customer return slip (this layout is defined under **Documents settings** in system settings).
15. Click **Start**. The items to be delivered will then have to be fulfilled at Order → Entries → Fulfillment. For more information on how to fulfill unplanned returns, see 3.6 *Fulfilling Sales Orders*. However, if the **Credit note** check box is selected, the **Returns** screen will be displayed.
16. In the **Returns** screen, select the **Generate invoices** check box if you want to generate a credit note for the planned return.
17. Select the invoice code for the credit note at **Invoice code**. The invoice code can be created at System → Logistics → Invoice codes.
18. Select the **Print invoices** check box if you want to print the credit note.
19. At **Layout**, select the layout for the customer receiving slip. The layout can be defined under **Documents settings** in system settings.
20. Click **OK**. The **Print invoices** screen will be displayed if the **Print invoices** check box is selected.
21. Select the **Final** option at **Process**.
22. Select the **Printer** option at **Output** if you want to print the credit note, or select the **E-mail** option to send the credit note to the invoiced debtor by e-mail.
23. Click **Process** to process and print the credit note.

5.4 HANDLING SALES COMMISSIONS

A commission is a fee given to employees for services rendered, and monetary incentives given to sales representatives for sales orders exceeding a certain amount. In Exact Globe Next/Exact Globe+, commissions can be assigned to employees, distributors, or customers.

The following topics are relevant to this section:

- Creating and maintaining commissions
- Assigning commissions
- Generating commission invoices
- Printing and processing commission invoices

Creating and maintaining commissions

In Exact Globe Next/Exact Globe+, a commission has to be created before it can be assigned to employees, distributors, or customers. It is also possible to create commissions only for certain assortments, whereby the commissions will be given only if the sales order contains items linked to the assortments, as a way to promote the items.

Once the commission has been created, it is possible to make changes to the commission, such as changing the commission amount, and other information. However, the commission code cannot be edited once the commission has been saved unless the recode function is used.

It is also possible to delete a commission that has been created but a commission that has already been assigned cannot be deleted.

If you want to create a commission which will contain the same details, such as the status, description, and other details as an existing commission, it is possible to copy the details of an existing commission to the new commission. This is an efficient way of managing a commission as you need not fill in the details whenever a new commission is created.

Commission details, such as the status, description, and other details can be updated in batches, whereby the details of more than one commission can be updated at the same time. However, this function is used only if you want to update the commission with the same details.

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Item code: COMMISSION Status: Active

Description: Commission

Search code: COMMISSION From: 24/01/2017 to:

Basics Financial Activity Inventory Manufacturing Doc. Analysis Extra Log

Sls. unit, Price: - 0.000 EUR

Sales VAT code: 0 Default tax code

Cost price: 0.000 EUR / -

Markup: %

Assortments

Product Category: [Dropdown]

Product Type: [Dropdown]

Product Brand: [Dropdown]

Sales Pattern: [Dropdown]

Attributes

Text Payment condition

Sales Environmental tax

Print (Order)

Text

Description NL: [Text Field]

Created:24/1/2017 By:Marco Modified:24/1/2017 By:Marco

Graph Card Save New Close

To create commissions:

1. Go to Order → Items → Rules.
2. Click **New**. The **Phantom** screen will be displayed.
3. Type the code of the commission at **Item code** (up to 30 alphanumeric characters). This information is mandatory.
4. At **Description**, type the description of the commission (up to 50 alphanumeric characters). This information is mandatory.
5. At **Search code**, type a search code for the commission (up to 13 alphanumeric characters). This code can be used at Order → Items → Rules to search for the commission. By default, the search code follows the item code.
6. Type or select the status of the commission at **Status**. By default, **Active** is selected.
7. Type the dates at **From** and **to** to specify when the status of the commission is activated. However, the **to** date does not have to be defined unless the validity period or the inactive date of the commission is known. By default, the **From** date is based on the current date.
8. Under the **Basics** tab, type the amount of the commission at **Price** if you want the commission to have a fixed amount. Otherwise, type the percentage at **Percentage 1** under the **Extra** tab under the **Percentages** section, if the commission is based on the percentage of the total amount of sales orders.
9. Under the **Financial** tab, type or select the item group of the commission at **Item group**. Item groups influence financial transactions and item groups can be created at System → Logistics → Item groups. Once the item group is defined, the general ledger accounts for **Revenue**, **Stock**, and **Cost of goods sold** will be automatically filled in based on the general ledger accounts defined for the item group.
10. Click **Save**.
11. Click **Close** to exit.

To edit commissions:

1. Go to Order → Items → Rules.
2. Select the commission to be edited.
3. Click **Open**.
4. In the **Phantom** screen, make the necessary changes to the commission.
5. Click **Save** to save the changes.
6. Click **Close** to exit.

To edit commission codes:

1. Go to Order → Items → Rules.
2. Select the commission to be edited.
3. Click **Recode**. A message "This process may take some time. Continue?" will be displayed.
4. Click **Yes**.
5. Type the new commission code at **New**.
6. Click **Recode**, and a message "Completed successfully: Recode" will be displayed.
7. Click **OK**.

To delete commissions:

1. Go to Order → Items → Rules.
2. Select the commission to be deleted.
3. Click **Delete**. A message "Depending on the size of your company, this function may take a long time because all files will be checked. Delete?" will be displayed.
4. Click **Yes**.

To copy commissions:

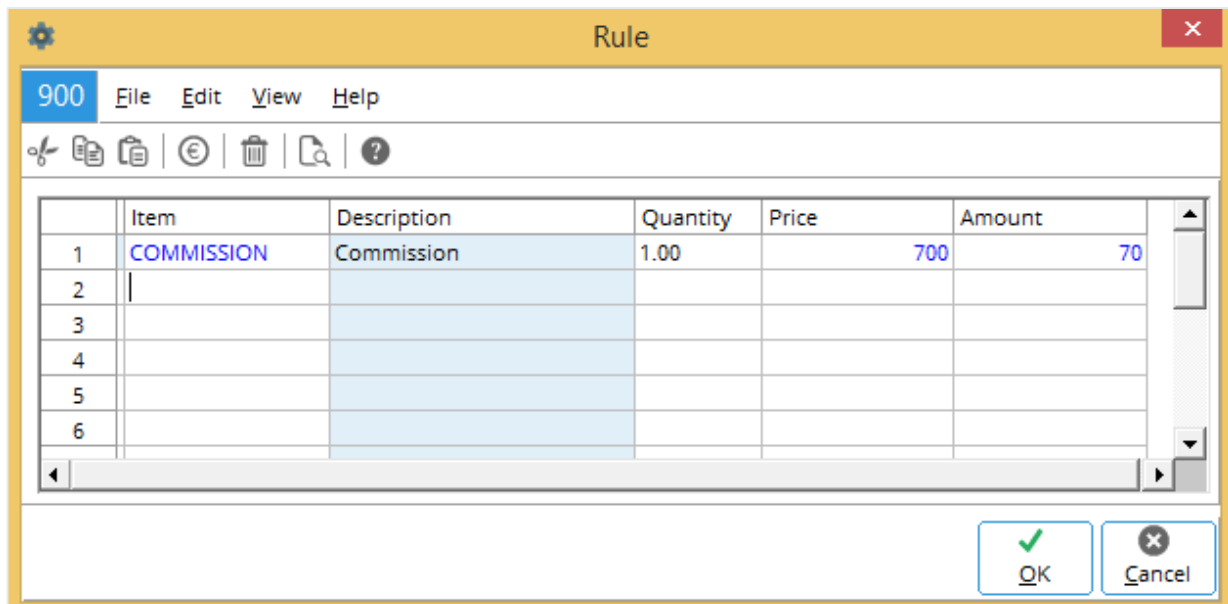
1. Go to Order → Items → Rules.
2. Select the commission to be copied.
3. Click **Copy**.
4. In the **Phantom - Copy** screen, type the commission code of the new commission at **New: Item code**. Once the commission code is defined, the **Search code** will be automatically defined with the same code.
5. Type the description of the new commission at **Description**.
6. Click **OK**. The **Phantom** screen displaying the newly created commission will be displayed.
7. Click **Save**.
8. Click **Close** to exit.

Assigning commissions


Once the commission is created at Order → Item → Rules, the commission can be assigned to the sales orders. However, commissions can be assigned only to completed sales orders (sales orders that have been fulfilled and invoiced). If you want to assign commissions to sales orders when creating sales orders and/or before the sales orders are completed, you can do so in the sales order entry screen by clicking **Specific**.

Once the commission has been assigned in the sales order entry screen, you do not have to apply the commission to the sales order at Order → To be processed → Commission invoice → Apply rules. Commissions can also be assigned to several sales orders simultaneously.

Once sales orders are created, all the created sales orders can be assigned with commissions. However, there might be instances whereby you do not want to assign commissions. This can be due to the reason that the total amount of the sales order does not meet the minimum required amount to qualify for a sales commission, commission is not given for the items in the sales order, and other reasons. Thus, you can specify the sales orders to which you do not want to assign commissions. The sales orders will then be removed from the commission list.



To assign commissions:

1. Go to Order → To be processed → Commission invoice → Apply rules.
2. Define the search criteria.
3. Click **Refresh**. Sales orders that match the search criteria are then displayed.
4. Select the sales order to which you want to assign a commission.
5. Click **Manual entry**. The **Rule** screen will be displayed.
6. Type or select (by pressing F2 or clicking  **Browse** at the toolbar) the commission in the **Item** column.
7. Press TAB. The **Quantity**, **Price**, and **Amount** columns will be automatically defined. By default, "1.00" is filled in the **Quantity** column. For example, if the quantity is "2.00", the total commission to be invoiced will be "206" (Amount "103" * Quantity "2.00"). The **Price** column displays the total amount of the sales order selected while the **Amount** column displays the commission amount defined at Order → Items → Rules (based on the amount defined at **Price** under the **Basics** tab, or percentage amount defined at **Percentage 1** under the **Extra** tab). If both the **Price** and **Percentage 1** boxes are defined at Order → Items → Rules, the percentage amount will be displayed in the **Amount** column. However, you can change the commission amount by typing the new amount in the **Amount** column.
8. Click **OK**.

To assign or not assign commissions to several sales orders:

1. Go to Order → To be processed → Commission invoice → Apply rules.
2. Define the search criteria.
3. Click **Refresh**. Sales orders that match the search criteria are then displayed.
4. Select the sales orders to which you want to assign or do not want to assign commissions by pressing CTRL and selecting the sales orders.
5. Click **Apply rules** to assign commissions or click **No commission** if you do not want to assign commissions. The **Apply rules** screen will be displayed.
6. In the **Apply rules** screen, select the commission that you want to assign or do not want to assign to the selected sales orders.
7. Click **Start**. The **Result** screen will be displayed.
8. In the **Result** screen, click **OK**.

Generating commission invoices

After a commission has been assigned to the sales orders, a commission invoice can be generated.

To generate commission invoices:

1. Go to Order → To be processed → Commission invoice → Generate.
2. At **Create For**, select the recipient of the commission invoice. Six options are available:
 - **Person** — Select this option if the commission invoice is generated for the person or representative of the sales order.
 - **Sales order debtor** — Select this option if the commission invoice is generated for the debtor who placed the sales order.
 - **Invoice debtor** — Select this option if the commission invoice is generated for the debtor who received the invoice for the sales order.
 - **Reseller - Sales order debtor** — Select this option if the commission invoice is generated for the reseller of the debtor who placed the sales order based on the **Reseller** defined at the debtor maintenance (at Finance → Accounts receivable → Maintain and select the relevant debtor), under the **Marketing** tab in the **Advanced** mode.
 - **Parent - Sales order debtor** — Select this option if the commission invoice is generated for the parent company of the debtor who placed the sales order based on the **Parent account** defined at the debtor maintenance (at Finance → Accounts receivable → Maintain and select the relevant debtor), under the **Marketing** tab in the **Advanced** mode.
 - **Rule based** — Select this option to generate royalties for the sales order.
3. Define other search criteria.
4. Click **Search**. Sales orders that match the search criteria are then displayed.
5. Select the sales order(s) for which you want to generate a commission invoice.
6. Click **Generate**. The **Generate invoices** screen will be displayed.
7. Type the date of the invoice at **Invoice date**. By default, the current date is displayed.
8. At **Invoice code**, type or select the invoice code for the commission invoice. This code can be created at System → Logistics → Invoice codes.
9. Type the description of the commission invoice at **Your reference** (this description will be displayed on the invoice).
10. Click **Start**. You can then view the generated commission invoice at Invoice → Entries → Invoices.

Printing and processing commission invoices

After commission invoices have been generated, commission invoices can be printed and processed. However, commission invoices can be printed only if the commission invoices have been authorized at Invoice → Entries → Authorise, unless authorization is not required, and that depends on the settings under **Invoice settings** in system settings.

To print and process commission invoices:

1. Go to Invoice → Entries → Print / Process.
2. In the **Print invoices** screen under the **Process** section, select the **Final** option at **Process** to print a final copy of the commission invoice.
3. At **Output**, select the **Printer** option if you want to print the commission invoice, or select the **E-mail** option to send the commission invoice to the recipient of the commission invoice by e-mail.
4. At **Selection method** under the **Selection** section, select the **Invoice** option.
5. At **Invoice type**, select **Commission invoice**.
6. Click **Number of invoices** to check the count of commission invoices matching the search criteria that will be printed. If you want to display the individual commission invoices, select the **Selectively** check box and click **Search**. Commission invoices that match the search criteria will be displayed.
7. Select the commission invoice(s) that you want to print.
8. Click **Process**. If you want to view the commission invoices before processing or printing, click **Preview**.
9. Click **Close** to exit.

5.5 BACK-TO-BACK ORDERING

Back-to-back orders can be created if you have the **E-Back to Back Order** module when creating sales orders. These orders are created when there is not enough stock in the warehouse for the ordered items. Back-to-back orders are usually created for order controlled items.

The following topic is relevant to this section:

- Creating back-to-back orders

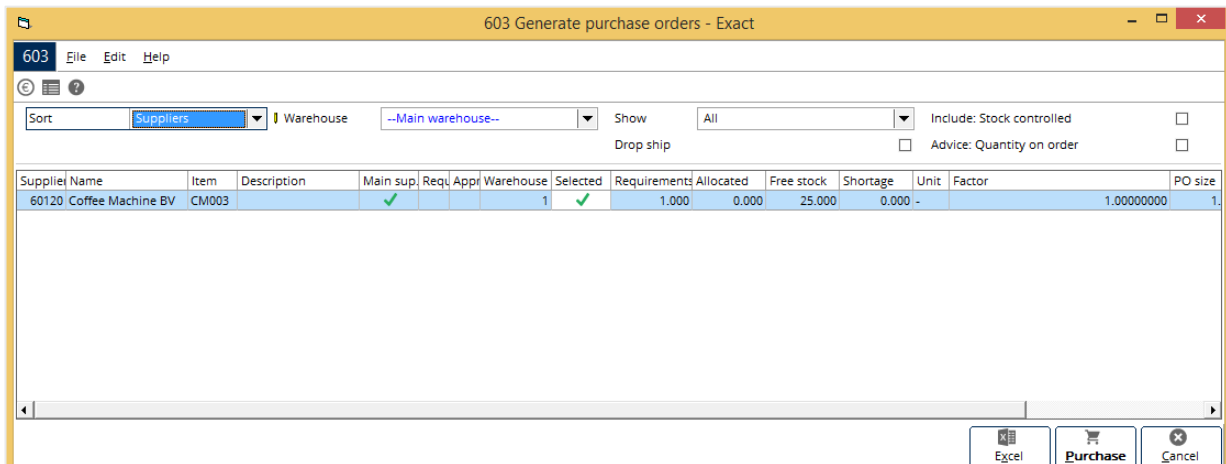
Creating back-to-back orders

With this function, all the order controlled items listed in the sales order will be displayed. Order controlled items are items which are not purchased in advance and hence not in stock. These items are purchased from the suppliers only when customers place orders for the items.

You can also select to list all stock controlled items. Stock controlled items are items that are available and stored in the warehouse to meet customers' demands. The quantity of the items available in the warehouse, shortage quantity of the items, and other details will also be displayed. With the various details, you can select the items and the quantity of the items that you want to purchase so that the items ordered by the customers are available in the warehouse, and can be delivered before the fulfillment date.

A green check mark will be displayed if a back-to-back order is to be created for the item, and the purchase quantity of the item will be displayed automatically if the item in the sales order is out of stock. Once a back-to-back order is created for the item, the purchase quantity of the item will be automatically allocated (reserved).

However, back-to-back orders can be created only if the sales orders are authorized, unless authorization for sales orders is not required.



To create back-to-back orders:

1. Go to Order → Entries → Sales orders.
2. Select the relevant sales order.
3. Click **Open**.
4. In the **Sales orders** screen, click **Conditions** under the sales order header. The sales order conditions screen will then be displayed. For more information on sales orders, see *3.1 Creating and Maintaining Sales Orders*.
5. In the sales order conditions screen, click **Purchase**. The **Generate purchase orders** screen will be displayed.
6. Select the warehouse where the items are stored at **Warehouse**.
7. Select how you want the items to be displayed in the overview at **Show**. For example, if you want all the items in the sales orders that are out of stock to be displayed, select **Advice > 0** at **Show**.
8. Select the **Include: Stock controlled** check box if you want to display items that are stock controlled (the item is a stock controlled item if the **Stock controlled** check box at Order → Items → Maintain under the **Inventory** tab is selected, otherwise, the item is an order controlled item).
9. To create a back-to-back order for the items, double-click the **Selected** column. A green check mark will then be displayed. To remove the green check mark, double-click again. By default, the green check mark will be displayed but a back-to-back order has not been created.
10. Type the quantity of the items that you want to purchase in the **Advice** column. By default, the quantity will be automatically defined depending on the shortage of the items.
11. Click **Purchase**, and the **Purchase order** screen will be displayed.
12. In the **Purchase order** screen, click **Close** to save the purchase order and exit. For more information on purchase orders, see *3.1.1 Creating Purchase Orders* in the **Purchase** user guide.

Note:

Stock allocation between different warehouses will be blocked. You can proceed with generating the orders without performing stock allocation or stop generating the orders.

5.6 BACK ORDER HANDLING

Back orders are sales orders that have a future fulfillment date or have not been fulfilled. This can be due to many reasons, such as shortage of stock, and other reasons. The back order handling function displays the items which have not been fulfilled, and allows you to change the fulfillment date, allocate free stock, and/or split the orders.

The following topic is relevant to this section:

- Changing fulfillment dates for overdue sales orders

Changing fulfillment dates for overdue sales orders

In Exact Globe Next/Exact Globe+, there are two types of back order handling, such as by Material Requirements Planning (MRP) and Available to Promise (ATP). MRP allows you to view the due and overdue sales orders that are yet to be fulfilled, whereby delivery is expected at the current and past dates. ATP allows users to check available to promise stocks for multiple sales orders so that the users can reserve the stock before the stock is allocated or used to fulfill other orders.

Sales orders that are yet to be fulfilled (future fulfillment dates) can also be managed. For example, if you are not able to fulfill the sales orders on time, then you can change the fulfillment dates of the sales orders.

You can view the status of sales orders based on the availability of stock easily as the sales orders are color coded. Depending on the search criteria defined, the sales orders that are overdue will be displayed in the overview whereby the cells will be highlighted in orange.

With back order handling, you are able to change the delivery dates for multiple sales orders placed by the selected debtor at the same time, and the cells of the selected sales orders will be highlighted in blue. Furthermore, unfulfilled and partially fulfilled sales orders can be viewed and free stock can be allocated to the unfulfilled items. Once the items in the sales orders are allocated, the cells will be highlighted in green, and you are able to view the details of the stock allocation.

If there are back-to-back orders, the delivery dates of the sales orders can be changed when back orders are received so that the items can be delivered to the respective customers on the new dates. The delivery date of the sales order can still be changed to the delivery date of the purchase order to be received.

The following screen displays the due and overdue sales orders that are yet to be fulfilled. You will see this screen if you have selected the **MRP** option in the search criteria.

Order	Unit	Time of delivery	<	24/1 (Tu)	25/1 (We)	26/1 (Th)	27/1 (Fr)	28/1 (Sa)	29/1 (Su)	30/1 (Mo)	31/1 (Tu)	1/2 (We)	2/2 (Th)	3/2 (Fr)	4/2 (Sa)	5/2 (Su)	6/2 (Mo)
20000, Cafe Hout			1														
BON0001, R.P. Supremo bean	Box		1														
Fulfilled			0														
Allocated: Order			0														
Allocated: Stock/Reserved			0														
20001, Lunchroom de Orka			9														
KOF0004, R.P. Cappuccino col	Box		3														
Fulfilled			0														
Allocated: Order			0														
Allocated: Stock/Reserved			0														
KOF0005, Celsus Max Havelaa	Box		4														
Fulfilled			0														
Allocated: Order			0														
Allocated: Stock/Reserved			0														
KOF0006, R.P. Classic Coffee	Box		2														
Fulfilled			0														
Allocated: Order			0														

The following screen displays the available to promise stock for sales orders. You can see the following screen if you have selected the **ATP** option in the search criteria.

To change the fulfillment dates for overdue sales orders:

1. Go to Order → To be processed → Back order handling.
2. Define the search criteria.
3. Click **Display**.
4. In the **Back order handling** screen select the sales order(s) for which you want to change the fulfillment date by selecting the cell(s) with values that are not highlighted. The cells selected will be highlighted in blue. For example, if the sales order 20000148 and 20000159 contain cells that are highlighted in blue, the fulfillment date for these two sales orders will be changed.
5. Click **Change**, and the **Change** screen will be displayed.
6. In the **Change** screen, type the new fulfillment date of the sales order(s) at **Fulfillment date**. By default, the current date is displayed. The new fulfillment date will be updated in the **Fulfillment** column in the sales order lines for the selected sales order(s).
7. Select the **Reset: Confirm** check box if you want to change the confirmation status of the sales order(s). For example, if the sales order selected has been confirmed, this check box will change the sales order status to "not confirmed".
8. At **Person**, type or select the person who is making changes to the fulfillment date for the selected sales order(s). The person will be updated in the **Person** column in the sales order lines for the selected sales order(s).
9. At **Partial delivery allowed**, select **N/A** if partial delivery is not applicable to the sales order(s) selected. Otherwise, select **Yes** to allow partial delivery for the selected sales order(s), or select **No** if you want all the items in the selected sales order(s) to be delivered on the same date.
10. Click **Save** to save the changes and exit.

5.7 ALLOCATING AND ENRICHING ITEMS

It is important to ensure that sales orders are fulfilled on time as failure to do so will affect customers' confidence in a business organization. Hence, it is important to ensure that there is enough stock at any point of time to fulfill sales orders, especially when certain items in the warehouse can be out of stock very quickly due to a holiday season or the items' popularity.

Exact Globe Next/Exact Globe+ provides the functions to allocate and enrich items to better manage the fulfillment of sales orders. Allocating items is the process of reserving the items in sales orders for fulfillment at a later date (items will be reserved regardless of the warehouse locations and serial/batch numbers of the items). Enriching items is the process of reserving the items in the sales orders for fulfillment at a later date, whereby warehouse managers can instruct the warehouse employees where to pick the items and what items to pick (the warehouse manager has to define the warehouse locations, and serial/batch numbers of the items to be reserved).

The following are the topics relevant to this section:

- Allocating items
- Enriching items

Allocating items

Allocating items is possible only if there is enough stock in the warehouse for the selected items. Items can be allocated regardless of the serial numbers of the items, and the warehouse locations of the items. Thus, the serial number and warehouse location of the item to be allocated cannot be defined. Once the item has been allocated, the quantity of the allocated item available in the warehouse will be deducted depending on the ordered quantity of the item.

For example, there are 23 units of RAM:K512DS in the warehouse (displayed in the **Ordered/Available** column), and two units of RAM:K512DS are ordered by the debtor. Once RAM:K512DS is allocated, the **Ordered/Available** column will display "21.000". A green check mark will be displayed in the **Allocated** column once the items have been allocated.

It is also possible to remove the allocation for the allocated items. The quantity of the item available in the warehouse will increase (depending on the ordered quantity of the item) once allocation for the item is removed. A green check mark will also be displayed in the **Auth.** column if the sales order is authorized.

To allocate items:

1. Go to Order → Entries → Sales orders.
2. Select the sales order to be allocated.
3. Click **Open**.
4. In the **Sales orders** screen, click **Conditions** under the sales order header.
5. Click **Allocate**.
6. In the **Allocate** screen under the **Requirements** section, select the item that you want to allocate.
7. Click **Allocate**. This button is enabled only if the selected item has not been allocated. If there is not enough stock in the warehouse, a message "Can't process. Must be: Free stock > 0" will be displayed.
8. Click **OK**.
9. Click **Close** to save and exit.

To remove allocation of items:

1. Go to Order → Entries → Sales orders.
2. Select the sales order for which you want to remove the allocation.
3. Click **Open**.
4. In the **Sales orders** screen, click **Conditions** under the sales order header.
5. Click **Allocate**.
6. In the **Allocate** screen, under the **Requirements** section, select the item for which you want to remove the allocation.
7. Click **Unallocate**. This button is enabled only if the selected item has been allocated.
8. Click **Close** to save and exit.

Enriching items

When enriching items, serial/batch numbers and warehouse locations of the items have to be defined. Thus, specific items can be reserved for fulfillment from the warehouse that you want the items to be delivered from. Changes made to the items, such as the warehouse location, actual quantity, and serial/batch number will be reflected in the picking list and fulfillment, but the sales order will not be changed. It is also possible to remove the enrichment for the items that have been enriched.

Normally, the items printed on the picking list are based on the sales order lines but if the items in the sales order are enriched, the items printed on the picking list will be based on the enrichment. For example, sales order SO20000111 contains:

- 2 units of item KB8455 Keyboard, and
- 3 units of item OM2455 Optical Mouse.

If the items in "SO20000111" are not enriched, the picking list will display the following, which is based on the sales order lines:

- 2 units of item KB8455 Keyboard, and
- 3 units of item OM2455 Optical Mouse.

However, if the warehouse manager enriches the items in "SO20000111" by defining the following, the picking list will display the items based on the items defined in the enrichment screen:

- 1 unit of item KB8455 Keyboard with serial number KB8455-001 (first line in the enrichment screen),
- 1 unit of item KB8455 Keyboard with serial number KB8455-002 (second line in the enrichment screen), and
- 3 units of item OM2455 Optical Mouse (third line in the enrichment screen).

Thus, by enriching the items in the sales order, it will be easier and more efficient for the warehouse employees to pick the items as the picking list will be more informative, showing the full details of each item. Furthermore, the details of the enriched items will be automatically displayed when fulfilling the items.

Note:

The **Enrichment** button is available only if the **Use enrichment** check box in the system settings under **Order settings** is selected. For more information on order settings, see *2.6 Order Settings*.

603 Enrichment - Exact

603 File Edit View Help

Sales order 20000 - 1000 Your reference 1000
 Debtor 60093 - Cafe Hout Representative Ikke a la Munt
 Created 22/3/2011 Shipping via Verzending via TNT
 Description 1000

	Item	Description	Location	Ordered	Act
1	BON0001	R.P. Supremo beans	Main	1	
2					
3					
4					
5					
6					
7					

Warehouse 1 - Main Warehouse Total quantity

Item R.P. Supremo beans

Sales order Reset Save Cancel

To enrich items:

1. Go to Order → Entries → Picking list.
2. Define the search criteria.
3. Click **Search**. All the sales orders that match the search criteria will be displayed.
4. Select the sales order to be enriched.
5. Click **Enrichment**.
6. In the **Enrichment** screen, select the warehouse location of the item in the **Location** column.
7. Type the actual quantity of the item to be delivered in the **Actuals** column.
8. In the **Serial/batch** column, select the serial/batch number of the item. However, the **Serial/batch** column will not be enabled if the item does not require serial/batch number.
9. Click **Save** to save the changes, and exit.

To remove enrichment for items:

1. Go to Order → Entries → Picking list.
2. Define the search criteria.
3. Click **Search**. All the sales orders that match the search criteria will be displayed.
4. Select the sales order for which you want to remove the enrichment.
5. Click **Enrichment**.
6. In the **Enrichment** screen, type "0" in the **Actuals** column for the items for which you want to remove the enrichment. If you want to remove enrichment for all the items, click **Reset**.
7. Click **Save** to save the changes, and exit.

5.8 USING EXTERNAL NUMBERING

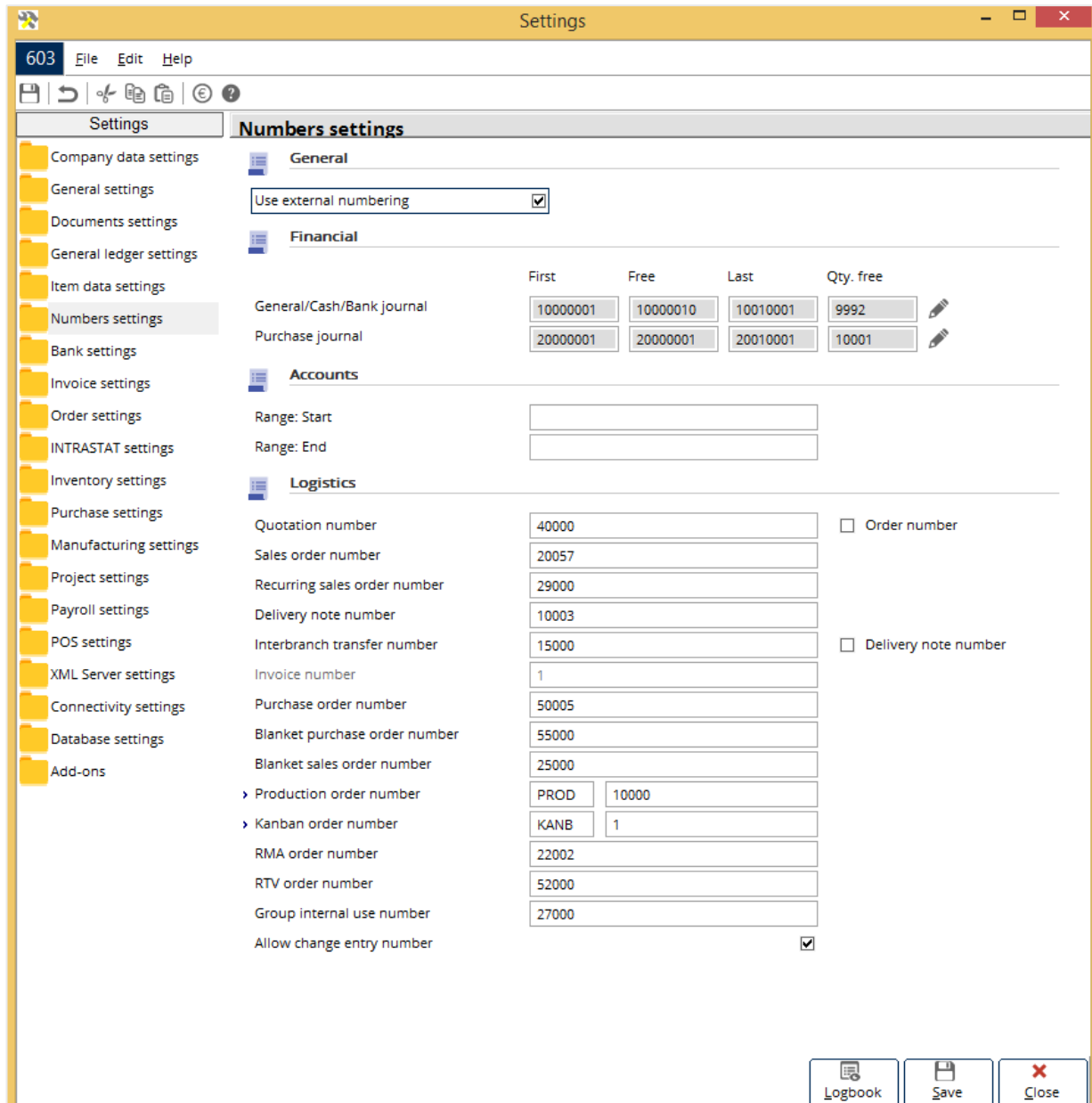
External numbering is a functionality offered by Exact Globe Next/Exact Globe+ to provide you the flexibility to use the external numbers in your business documents apart from the standard numbering system based on the entry numbers, our reference numbers, and your reference numbers.

In addition, the external numbering functionality caters to users in some countries where the legislations require businesses to use a numbering system, whereby documents generated from different business transaction types are to use different sets of numbers. In certain countries, these numbers must meet specific format requirements, such as to include prefixes and masks. For these reasons, you can now choose to enable the external numbering functionality in your system to cater to the additional needs of your business.

In line with the external numbering functionality, you can define the numbering rules and the number ranges for the external numbers. The system will then assign external numbers for the specific business transactions based on the defined numbering rules and number ranges. Meanwhile, the external numbers will be printed on the final printed documents if you have added the external number field in the document layout.

Setting up external numbering functionality

Before you can use the external numbering functionality, you need to enable this functionality in Exact Globe Next/Exact Globe+. After you have enabled the functionality, you will then be able to see two new menu paths which include System → Logistics → External numbering → Numbering rules and System → Logistics → External numbering → External numbers.



To set up the external number functionality:

1. Go to System → General → Settings.
2. Click **Numbers settings** under the **Settings** section.
3. Under the **General** section, select the **Use external numbering** check box.
4. Click **Save**, and a message "Changes will only take effect after restarting the software" will be displayed.
5. Click **OK**, and then click **Close** to return to the main menu.
6. Click **Close** at the main menu to exit the software and then restart the software. You will see two new menu paths, which are System → Logistics → External numbering → Numbering rules and System → Logistics → External numbering → External numbers.

Creating numbering rules


After you have enabled the external numbering setting, you can create the numbering rules which will determine the external numbers to be generated. By creating the numbering rules, you can define the transaction types, optional conditions, and number ranges to be used to generate the external numbers. The system will refer to these criteria when assigning the external numbers to your business documents.

The screenshot shows the '603 External numbering - Exact' window. At the top, the title bar reads '603 External numbering - Exact'. Below the title bar is a menu bar with '603', 'File', 'Edit', and 'Help'. A toolbar with various icons is located below the menu bar. The main content area is divided into several sections:

- Numbering rule code:** A text box containing 'EXTNUMBER' and an 'Inactive' checkbox.
- Description:** A text box containing 'External number'.
- Basics / Number ranges:** Two tabs, with 'Basics' currently selected.
- Transactions:** A section with two columns: 'Available' and 'Selected'.
 - Available:** A list box containing: Production fulfilment, Production receipt, Purchase receipt, Purchase return, RMA receipt, RTV return, Sales credit note, Sales fulfilment, Sales invoice, and Stock count.
 - Selected:** A list box containing: Sales return.
 - Between the two lists are two arrow buttons: '>>' and '<<'.
- Optional conditions:** A section with three radio buttons: 'None' (selected), 'one', and 'two'. Below are two dropdown menus labeled 'Optional condition 1' and 'Optional condition 2'.

At the bottom right of the window, there are three buttons: 'Save', 'New', and 'Close'.

To create numbering rules:

1. Go to System → Logistics → External numbering → Numbering rules.
2. Click **New**.
3. Type a code for the new numbering rule at **Numbering rule code**. This is mandatory.
4. At **Description**, type a description for the new numbering rule. This is mandatory. Click  to type the description in foreign languages which have been defined under the **Descriptions in list boxes** section in **General settings** at System → General → Settings.
5. Under the **Basics** tab under the **Transactions** section, the **Available** box lists all the available transaction types which you can select for use in the numbering rule. Select the transaction type(s).
6. Click **>>** to move the selected transaction type(s) to the **Selected** box. By doing this, you are selecting the transaction type(s) to be used in the numbering rule. If you want to move any of the transaction type(s) from the **Selected** box to the **Available** box, select the transaction type(s) in the **Selected** box, and then click **<<**. By doing this, you can delete the transaction type(s) selected earlier to be used in the numbering rule.
7. Under the **Optional conditions** section at **Number of optional conditions**, you can select **None**, **one**, or **two** to define the number of optional conditions you want to use in the numbering rule. Use optional conditions to further define the conditions of every numbering rule. These optional conditions are important while generating the external numbers within a number range and at the same time, these conditions help to speed up data retrieval in reports.
8. Based on the **Number of optional conditions** you have defined, you can select the optional conditions to be used at **Optional condition 1** and **Optional condition 2**. If you have selected **None** at **Number of optional conditions**, the **Optional condition 1** and **Optional condition 2** fields will be disabled. If you have selected **one**, you can select **Cost center**, **Person**, or **Warehouse** at **Optional condition 1** while the **Optional condition 2** field will be disabled. If you have selected **two** at **Number of optional conditions**, you can select two optional conditions to be used with the available options of **Cost center**, **Person**, and **Warehouse**. However, the optional conditions selected at **Optional condition 1** and **Optional condition 2** must be different. For an existing number rule which is linked to number ranges, the **Optional conditions** section will be disabled for editing.
9. Click **Save** to save the numbering rule. By default, a newly-created numbering rule will be activated. As such, when you are creating a numbering rule, the **Inactive** check box will be disabled. The check box will only be enabled after you have clicked **Save** to save the new numbering rule.
10. Under the **Number ranges** tab, click **+ New** to create number ranges for the numbering rule.
11. You will see the **Number range** screen. **Optional condition 1** and **Optional condition 2** will be disabled if you have selected **None** at **Number of optional conditions** under the **Optional conditions** screen. If you have defined to use two optional conditions and selected the optional conditions under the **Optional conditions** section, the labels of the **Optional condition 1** and **Optional condition 2** fields will be named according to the optional conditions you have selected. For example, if you have selected to use **Person** as the optional condition 1 and **Warehouse** as the optional condition 2 under the **Optional conditions** section, the **Optional condition 1** field will be displayed as **Person**, while the **Optional condition 2** field will be displayed as **Warehouse** in the **Number range** screen.
12. Next, click **X Select** to select the optional condition values to be used to generate the external numbers if you are using the optional conditions. For example, if you have selected to use **Cost center** as the optional condition 1, click **Select** to select the cost center(s) to use the number ranges for transactions involving the selected cost center(s). You will see the **Optional condition** screen displaying all the active cost centers in the system. Select the cost center(s) and click **Select** to select the cost center(s) that the number ranges will be created for. Alternatively, double-click a cost center to select the cost center. A green check mark will be displayed in the **Select** column to indicate that the cost center(s) has been selected. Click **Deselect all** to clear all the selected cost centers. To clear the selection of a specific cost center, double-click the selected cost center or click **Select** again. Click **Close** to exit. By doing this, you can create different number ranges for transactions involving different cost centers or one number range for use by multiple cost centers.

13. At **Mask**, type the mask for the number range. This information is mandatory. You can type up to 30 characters in this field. The mask is case-sensitive and it can contain a separator as well as any symbol, except "#" and ";" (which is the ENTER key) when you define a prefix for the mask. A <space> is allowed between the mask; however it cannot be placed before or after the mask as all spaces will be trimmed by the system when the numbers are being generated. In addition, the mask must represent the running number format which is indicated by the "#" symbol. For example, to create a mask with prefix "ABC" and the running number to contain three digits, you can type "SALEINVOICE-###" at **Mask**. You should type at least one "#" at **Mask** to represent the running number format in the number range.
14. Type the start and end numbers for the number range at **Number range > To**. This information is mandatory. The maximum number of digits allowed will depend on the mask you have defined. For example, if you have typed "SALEINVOICE-###" at **Mask**, the maximum number of digits that you can type as the start and end numbers in the number range will be three as indicated by the three "#" symbols in the mask. The start and end numbers must not be equal to "0" and the start number must be a smaller number than the end number in the number range. For example, you type "1" at **Number range** and "999" at **To**. The resulting number range will start from "SALEINVOICE-001" to "SALEINVOICE-999" as shown at **Preview**.
15. At **Valid > To**, type or select the validity date range for the number range. This determines the life cycle of the number range. By default, the start date of the validity period will show the current date when you create a number range. The start date is mandatory. However, you can leave the **To** field blank. You may want to do this to use the number range for as long as you desire, and only define an end date when your business requires so. Once an external number from the number range has been used, you cannot change the start date of the number range. In addition, the validity period of the number range cannot overlap with the validity period of other existing number ranges in the numbering rule. For example, you have an existing number range with the validity period from 01-01-2012 to 31-12-2012. If you create a number range now with a validity period from 01-06-2012 to an undefined end date, you will see this message "This range is overlapping with one of the existing number range's criteria: Life cycle" once you click **Save** to save the new number range. Click **OK** to close the message, and then change the start date so that it will not overlap with the existing number range.
16. Click **Save** to save the number range.

Note:

When you create a number range, by default, the **Inactive** check box is disabled. This means the status of a new number range is automatically set to **Active**. The check box will be enabled only when you edit an existing active number range. Select the check box to deactivate the number range. Once you have selected the check box, the message "Set to inactive?" will be displayed. Click **Yes** to deactivate the number range, and then type the reason for deactivating the number range at **Note**. Click **Save** to save the note. Once you have deactivated a number range, you are not allowed to reactivate the number range. The system will delete all the unused external numbers in the number range and update the end number of the number range to equal to the last assigned number. If the number range has not been used, the deactivation process will reset the start and end numbers of the number range to "0".

External numbering in logistics

When you are using the external numbering functionality in the system, you can view the external numbers used in various transactions. The following list displays the menu paths where external numbers are used:

- Order → Entries → Fulfillment — The external numbers will be printed on the delivery notes.
- Order → Entries → Sales orders (**Fulfillment** process flow) — The external numbers will be printed on the delivery notes.
- Order → Entries → Fulfillment (**New returns** button) — The external numbers will be printed on the sales return slips.
- Order → Entries → RMA orders (**Return** process flow) — The external numbers will be printed on the customer return slips.
- Order → Reports → Sales order history — The external numbers are displayed in the **External number** column if the **Fulfilled** option is selected.

5.9 RECURRING SALES ORDERS

In many cases, customers always order the same items, especially when there is insufficient stock in the warehouse. Thus, whenever customers place orders, new sales orders will have to be created. This is time consuming since you will have to reenter the customer's information, sales order conditions, and other details. To eliminate this problem, recurring sales orders can be created. This is similar to a sales order template whereby if a customer places the same order as before, the sales order created in the recurring sales order function can be generated. After the sales order is generated, the details of the recurring sales order will still be the same and the generated sales order will be displayed in the **Sales orders** screen. For more information on the **Sales orders** screen, see *3.1 Creating and Maintaining Sales Orders*.

The following topics are relevant to this section:

- Creating and maintaining recurring sales orders
- Generating recurring sales orders
- Recurring sales orders reports

Creating and maintaining recurring sales orders

The following topics are relevant to this section:

- Creating, editing, and deleting recurring sales orders
- Batch updates of recurring sales orders

Creating recurring sales orders





Recurring sales orders are created when customers place repetitive orders. The **Recurring sales orders** screen consist of three sections:

The screenshot displays the '603 Recurring sales orders - Exact' window. The interface is divided into three main sections:

- Recurring sales order header:** This section contains fields for 'Ordered by', 'Delivery to', and 'Invoice to', all pointing to 'Lunchroom de Orka (Customer, Active)'. It also includes 'Recurring SO number' (29000), 'Recurring SO date' (25/01/2017), 'Person' (Marco), 'Warehouse, Shipping via' (TNT), and 'Conditions'.
- Recurring sales order lines:** This section is a table with columns: Item, Description, Wrh., Price list, Ordered, Unit, Sales price, Net price, VAT, and Amount. The first row shows 'COO0001 Cappuccino Cool sachets' with a quantity of 1, sales price of 43.430, and net price of 43.430.
- Recurring sales order process flow:** This section shows 'Created' and 'Process' buttons, a date '25/1/17' with a green checkmark, and a summary table with 'Net' (43.43 EUR), 'Taxes' (0.00 EUR), 'Specific' (0.00 EUR), and 'Total' (43.43 EUR).

- **Recurring sales order header** — This section displays the debtor and recurring sales order information, such as the debtor's address, recurring sales order number, recurring sales order date, and other information.
- **Recurring sales order lines** — This section displays the information of the items ordered, such as the quantity ordered, sales price, and other information. The columns in the recurring sales order lines can be added or removed by clicking **Columns** (at the toolbar).
- **Recurring sales order process flow** — This section displays the process flow of the recurring sales order. Once a process has been completed, a green check mark and the completion date will be displayed. Otherwise, a red cross will be displayed.

To create recurring sales orders:

1. Go to Order → Entries → Recurring sales orders → Maintain.
2. Click **New**. You will see the **Recurring sales orders** screen.
3. Type or select the debtor who placed the recurring sales order at **Ordered by**. Press the TAB key, and the **Delivery to** field will be defined based on the main contact person of the ordered by customer defined at the debtor maintenance (go to Finance → Accounts receivable → Maintain or CRM → Accounts → Maintain accounts, select the relevant debtor, and then click **Open**), under the **Contact** tab. The debtor at **Invoice to**, who will be receiving the invoice, follows the debtor defined at **Invoice debtor** under the **Logistics** tab or **Financial** tab at the debtor maintenance of the **Ordered by** debtor. However, the invoice debtor can be changed in the recurring sales order only if the **Change invoice debtor** check box under **Invoice settings** in system settings is not selected. For each of the debtors selected, you can view and edit their information by clicking  **Maintain**, and you can edit their addresses by clicking  **Address**.
4. Type the recurring sales order number, or press the TAB key to fill in the recurring sales order number automatically based on the sales order number at **Recurring sales order number** defined under **Numbers settings** in system settings. For more information on number settings, see 2.4 *Numbers Settings*. Once you have selected the recurring sales order number, it cannot be changed.
5. Type or select the person that is in charge of the recurring sales order at **Person**. By default, the **Representative** defined for the ordered by customer at the debtor maintenance (under the **Marketing** tab for the **Advanced** mode, or **Logistics** tab for the **Simple** mode) is displayed. Otherwise, the person who is currently logged on to Exact Globe Next/Exact Globe+ is displayed.
6. Type or select the warehouse for the recurring sales order at **Warehouse**. By default, the warehouse code displayed is based on the warehouse code defined at **Default warehouse** under **Order settings** in system settings. For more information on order settings, see 2.6 *Order Settings*.
7. Type or select the method of shipment at **Shipping via**. If a shipping method has been defined for the ordered by customer at the debtor maintenance, the shipping method defined for the ordered by customer will be the default. Otherwise, the shipping method will be displayed based on the shipment method defined at **Shipping via** under **Order settings** in system settings.
8. Select the item in the **Item** column by pressing the F2 key, or clicking  **Browse** (at the toolbar). In the **Items** screen, select the item(s), and click **Select**. Alternatively, you can type a full or partial item code in the **Item** column to search for the item.
9. Type the quantity of the item ordered by the customer in the **Ordered** column.
10. Select the tax code in the **VAT** column by pressing the F2 key, or clicking  **Browse** (at the toolbar). Alternatively, you can type the tax code in the **VAT** column.
11. Click **Close** to save the recurring sales order and exit.

Tip:

The recurring sales order conditions screen (available by clicking the **Conditions** button under the recurring sales order header) provides extra functions and settings for the recurring sales order whereby you can view the payment terms, define notes, and other functions.

Editing recurring sales orders

After you have created a recurring sales order, you may need to make changes, such as adding or removing items. You may also need to add notes to the order. It is possible to edit existing recurring sales orders.

To edit recurring sales orders:

1. Go to Order → Entries → Recurring sales orders → Maintain.
2. Select the recurring sales order to be edited.
3. Click **Open**.
4. Make the necessary changes to the recurring sales order.
5. Click **Close** to save and exit.

Deleting recurring sales orders

It is possible to delete a recurring sales order. When you do this, the recurring sales order is deleted and cannot be retrieved from the system. However, you can delete recurring sales orders only if you have the function right **Delete recurring sales orders** at System → HR & Security → User rights, under Functions → Rights → Sales.

To delete recurring sales orders:

1. Go to Order → Entries → Recurring sales orders → Maintain.
2. Select the recurring sales order to be deleted.
3. Click **Delete** and a message "Delete the data selected?" will be displayed.
4. Click **Yes** to delete the selected recurring sales order.
5. Click **Close** in the **Recurring sales orders** screen to exit.

Batch updates of recurring sales orders

Exact Globe Next/Exact Globe+ provides batch updates for recurring sales orders, whereby instead of making changes to the recurring sales orders one by one, you can change several recurring sales orders at the same time.

With this batch update function, you can only update the item description, sales price, address, and/or payment condition of the recurring sales orders. You can also choose to print the report of the recurring sales orders that have been updated, whereby the report will display the old and newly updated details.

The screenshot shows a window titled "603 Update recurring sales orders - Exact". It contains the following fields and controls:

- Range section:** Three rows for "Debtor", "Recurring sales order", and "Item". Each row has a search icon, a "to" field, and an "All" checkbox.
- Update section:** Five checkboxes: "Item description" (checked), "Sales prices", "Addresses", "Payment condition", and "Sales employees".
- Options section:** A "Report" label and three radio buttons: "Trial report" (selected), "Final report", and "No report".
- Buttons:** "Start" and "Close" buttons at the bottom right.

To update recurring sales orders in batches:

1. Go to Order → Entries → Recurring sales orders → Maintain.
2. Click **Batch updates**.
3. Under the **Range** section, type or select the debtor, recurring sales order, and item or the range of debtors, recurring sales orders, and items at **Debtor**, **Recurring sales order**, and **Item** to search for the recurring sales orders to be updated. Otherwise, select the **All** check box to update all the recurring sales orders.
4. Under the **Update** section, select the **Item description**, **Sales prices**, **Addresses**, and/or **Payment condition** check boxes to determine the type of information to be updated, such as item description, sales prices, addresses, and/or payment condition. You can select more than one check box to update more than one type of information.
5. Under the **Options** section, select the type of report to be printed. You can choose to print a trial or final report. You can also choose not to print any reports.

Generating recurring sales orders

After recurring sales orders are created, the recurring sales orders can be processed whereby sales orders are created. The sales orders will then be available in the **Sales orders** screen. For more information on the **Sales orders** screen, see *3.1 Creating and Maintaining Sales Orders*.

To generate recurring sales orders:

1. Go to Order → Entries → Recurring sales orders → Process.
2. Select a recurring sales order.
3. Click **Generate**.
4. In the **Recurring sales orders - Generate** screen, type a reference number for the sales order at **Your reference**. This is mandatory.
5. Click **Generate** to generate the sales order.
6. Click **Close** to exit.

Recurring sales orders reports

The recurring sales order report provides an overview of all the recurring sales orders that have been created in the **Recurring sales orders** screen at Order → Entries → Recurring sales orders → Maintain.

The recurring sales orders that are displayed in the report are based on the search criteria defined for the report, such as the recurring sales order date, ordered by debtor, and/or invoice to debtor. It is not necessary to define all the criteria to generate a report as you have the flexibility to define the criteria relevant to your needs.

Recurring SO	Debtor	Debtor name	Description	Recurring SO date	Invoice debtor	Invoice debtor name	Ordered	Not
29000	60090	LUNCHROOM DE ORKA		25/1/2017	60090	LUNCHROOM DE ORKA	1	

Created Process

Ordered 43 EUR

Zoom Note Export Close

To view the recurring sales order report:

1. Go to Order → Entries → Recurring sales orders → Overview.
2. Define the search criteria.
3. Click **Display**. The recurring sales order report will then be displayed.

In the report, information such as the ordered by debtor, invoice to debtor, number of items ordered, and other details are displayed for each recurring sales order. You can view the **Recurring sales orders** screen of the selected recurring sales order by clicking **Zoom**.

The recurring sales order report also contains the recurring sales order process flow which displays the process of the recurring sales order and the process steps that have been completed for the recurring sales order. If the process for the recurring sales order has been completed, a green check mark and the completion date will be displayed. Otherwise, a red cross will be displayed.

With the recurring sales order process flow, you can follow up on any outstanding recurring sales orders that have to be processed by clicking on the process step. For example, to generate a recurring sales order, select the recurring sales order, and then click **Process** in the process flow.

Processing the recurring sales orders through the process flow is similar to processing the recurring sales orders at Order → Entries → Recurring sales orders → Process.

5.10 DROP SHIP WAREHOUSE

Drop ship is a method used by retailers to fulfill orders to customers for items not kept in stock. This method entails the retailer forwarding the order and shipment details of the customer to the manufacturer or vendor, who will then dispatch the goods to the customer directly. This will help the retailer to minimize on inventory carrying cost, reduce risk on goods that are not saleable, do away with packing and shipping operations, and increase the range of merchandise they offer.

The following topics are relevant to this section:

- Defining drop ship warehouses
- Defining drop ship suppliers
- Specifying drop ship items in sales orders
- Generating purchase orders for drop ship orders
- Fulfilling sales orders for drop shipments

Defining drop ship warehouses

To define a drop ship warehouse, you need to create a warehouse entry. Go to Order → Entries → Sales orders, and then click **New**. In the **Sales orders** screen, click **Warehouse**. Alternatively, you can create a drop ship warehouse at Inventory → Warehouse management → Warehouses. For more information on creating warehouses, see *3.1 Defining Warehouses* in **Inventory**.

To define drop ship warehouses:

1. In the **Maintain warehouses** screen, select the **Drop ship** check box. You can only set a warehouse for drop ship purpose when creating a warehouse entry. Once this entry is saved, the drop ship check box is disabled.
2. Click **Save** to save the changes.
3. Click **Close** to exit.

Defining drop ship suppliers

To define a drop ship supplier, you need to select the item to which you want to add a supplier. For more information, see *Adding suppliers to items at 2.8 Creating and Maintaining Items*.

The screenshot shows the '603 Items by supplier - Exact' window. The top menu bar includes 'File', 'Edit', and 'Help'. Below the menu is a toolbar with various icons. The main form is divided into several sections:

- Item code:** BEK0001
- Supplier:** 1007 Olaf Smulders
- Approved supplier:**
- Supp. item code:** BEK0001
- Drop ship:**
- Bar code:** (empty)
- Warranty period:** 0 Days

The form is split into two columns: **Purchase** and **Sales**.

- Purchase section:**
 - Purchase unit:** Box = 1.00000000
 - Currency:** EUR Euro
 - Price:** 5.000 EUR / Box
 - VAT:** 0 Default tax code
 - PO size:** 1.000 Box
 - Time of delivery:** 0 Days
 - Country of origin:** (empty)
- Sales section:**
 - Sales unit:** Box
 - Purchase price:** 5.000 EUR / Box

At the bottom right, there are three buttons: **Save**, **New**, and **Close**.

To define drop ship suppliers:

1. In the **Items by supplier** screen, select the **Drop ship** check box to identify that this supplier can be a drop ship supplier as well as a supplier that can perform normal delivery.
2. Click **Save** to save the changes.
3. Click **Close** to exit.

Specifying drop ship items in sales orders


Before specifying the drop ship items in the sales order entry, you need to create a sales order. For more information, see [3.1 Creating and Maintaining Sales Orders](#).

Item	Description	Drop ship	Wh.	Price list	Ordered	Unit	Fulfilment date	Sales price	Net price	VAT	Amount	Service configuration
1	Cappuccino Cool mobiles	<input checked="" type="checkbox"/>	1	SALESPRICE	1	Box	25/01/2017	15,930	15,930	0	15,93	
2		<input type="checkbox"/>										
3		<input type="checkbox"/>										
4		<input type="checkbox"/>										
5		<input type="checkbox"/>										
6		<input type="checkbox"/>										
7		<input type="checkbox"/>										
8		<input type="checkbox"/>										
9		<input type="checkbox"/>										
10		<input type="checkbox"/>										
11		<input type="checkbox"/>										
12		<input type="checkbox"/>										
13		<input type="checkbox"/>										
14		<input type="checkbox"/>										
15		<input type="checkbox"/>										
16		<input type="checkbox"/>										
17		<input type="checkbox"/>										
18		<input type="checkbox"/>										
19		<input type="checkbox"/>										
20		<input type="checkbox"/>										
21		<input type="checkbox"/>										
22		<input type="checkbox"/>										
23		<input type="checkbox"/>										
24		<input type="checkbox"/>										
25		<input type="checkbox"/>										

To specify drop ship items in sales orders:

1. In the **Sales orders** screen, select the **Drop ship** check box at the respective sales order line(s) to indicate that the item is a drop ship item. The **Allocated** check box will be selected if manual stock allocation is performed, or a purchase order or production order is generated from the sales order.

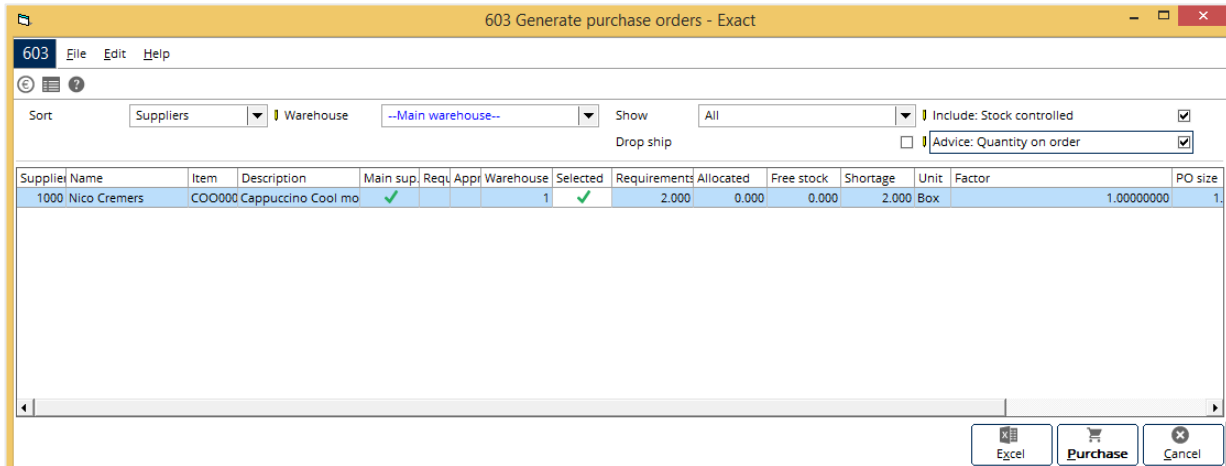
Note:

By default, the **Drop ship** and **Allocated** columns are not available. To display the columns, click  **Column**, and then select the **Drop ship** and **Allocated** check boxes in the **Define column** screen.

2. Click **Close** to save the sales order and exit.

Generating purchase orders for drop ship order lines

In order to generate a purchase order for a drop ship order, select the authorized sales order and click **Conditions**. For more information, see *To create back-to-back orders at 5.5 Back-to-back Ordering*. For more information on purchase orders, see *3.1.1 Creating Purchase Orders in Purchase*.



To generate purchase orders for drop ship orders:

1. In the **Generate purchase orders** screen, select the **Drop ship** check box to view payment conditions related to the drop ship warehouse. All drop ship order lines displayed will be grouped by the main supplier, purchase price (the lowest price first), and followed by the lead time (shortest lead time first).
2. Click **Cancel** to return to the **Sales orders** screen.

Fulfilling sales orders for drop shipments

The method for fulfilling a sales order for drop shipment is the same as a normal fulfillment process for any sales order. For more information, see *3.6 Fulfilling Sales Orders*.

The only difference with fulfilling sales order for drop shipment is that you can automatically receive a purchase order line when the corresponding drop ship order line is fulfilled.

5.11 BLANKET SALES ORDER PROCESSES

Blanket sales orders are commonly used when you have a contract to supply goods in large quantities with discounted pricing to the customer. These discounted prices are stipulated upfront for the period of the contract. In some circumstances, the customer can order more than planned in a specific period but they may not be allowed to exceed the quantity planned in the contract period. This situation may also influence the pricing which was agreed during the initial stages of the contract. The overall functionalities of the blanket sales order are introduced to improve traceability and ease of use. The functionalities include the linkage between sales order lines and blanket sales order lines, delicate numbering, and faster generation of sales orders from the releases of blanket sales orders, and more.

The following topics are relevant to this section:

- Creating, maintaining, and deleting blanket sales orders
- Authorizing blanket sales orders
- Printing and processing blanket sales orders


Creating blanket sales orders

The **Blanket orders** screen consists of three sections:


	Item	Description	Contract quan	Unit	Start date	End date	Released	To release	Fulfilled	Amount
1	✓ SER0003	Bart.cup.cappuccino 18cl	1.000	Box	25/01/2017	31/12/2299	0.000	1.000	0.000	81.84
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										
17										
18										
19										

- **Blanket order header** — This section displays the debtor who placed the blanket order, currency used in the transaction, start and end dates of the blanket order, and other details.
- **Blanket order lines** — This section displays the information of the items ordered, such as the item code, contract quality, and other information.
- **Blanket order process flow** — This section displays the process flow of the blanket sales order and the process step(s) that has been completed for the blanket sales order, such as ordered, authorize, confirm, and completed. Once a process step has been completed, a green check mark and the completion date will be displayed. Otherwise, a red cross will be displayed. If the process step is not required, "Skip" will be displayed.

To create blanket sales orders:

1. Go to Order → Entries → Blanket orders → Enter.
2. Click **New**. You will see the **Blanket orders** screen.
3. At **Ordered by**, type or select the debtor who placed the blanket sales order.
4. Press the TAB key and the **Invoice to** box will be defined with the debtor selected at **Invoice debtor** under the **Logistics** tab or **Financial** tab at the debtor maintenance of the **Ordered by** debtor. The debtor defined at **Invoice to** is the person who will be receiving the invoice.
5. Type or select the currency and blanket order number at **Currency** and **Blanket order number** respectively, or press TAB to fill in the blanket order number automatically based on the **Blanket sales order number** defined at System → General → Settings. Once you have selected the blanket sales order number, you are not allowed to change it.
6. In the **Contract quantity** column, type the contract quantity of the item ordered by the debtor.
7. Type or select the start and end dates for the blanket sales order. For all new blanket sales order entries, the system will not allow any overlapping of start or end dates with the same item code. The dates entered in the **Start date** and **End date** columns should fall within the dates specified under the blanket sales order header. If an invalid date range is entered, you will see the messages, "Start date must be before end date" or "End date before start date".
8. Type or select the item in the **Item** column (by pressing the F2 key or clicking  **Browse** at the toolbar). In the **Items** screen, select the item(s) and click **Select**. Alternatively, you can type a full or partial item code in the **Item** column to search for the item.
9. Click **Close** to save the blanket sales order and exit.

Note:

You may not see all the columns mentioned here. To add or remove the columns in the blanket sales order lines, click  **Columns** at the toolbar.

Editing blanket sales orders

After you have created the blanket sales order, you may need to make changes, such as adding or removing items. It is possible to edit an existing blanket order as long as the blanket order has not been completely processed whereby the items in the blanket sales order have not been returned, and/or credit notes have not been generated and printed.

To edit blanket sales orders:

1. Go to Order → Entries → Blanket orders → Enter.
2. Select the blanket sales order that you want to edit.
3. Click **Open**.
4. Make the necessary changes to the blanket sales order.
5. Click **Close** to save and exit.

Note:

The blanket sales order can be edited only if the blanket order has not been authorized. If the blanket sales order has been authorized, you will get a warning message "Already authorised". You have the option to **Continue**, **Cancel** the change, or **E-mail** the warning message to the person who authorized the blanket sales order. If you decide to continue, the authorization will be removed and you can then edit the blanket sales order.

Deleting blanket sales orders

It is possible to delete the blanket sales order. When you do this, the blanket sales order is deleted and cannot be retrieved from the system. Blanket sales orders that have been completed (items are returned and/or credit notes are generated) cannot be deleted.

To delete blanket sales orders:

1. Go to Order → Entries → Blanket orders → Enter.
2. Select the blanket sales order that you want to delete.
3. Click **Delete**, and a message "Delete the data selected?" will be displayed.
4. Click **Yes** to delete the selected blanket sales order, and the **Delete** screen will be displayed to notify you that the order has been deleted.
5. In the **Delete** screen, click **Close** to exit.

Authorizing blanket sales orders

Authorization can be done to ensure the validity of the blanket sales orders. Usually, the authorization of blanket sales orders is done by the person that has the authorization roles and rights.

The authorization step is optional but you can set the authorization of blanket sales orders as a mandatory step at System → General → Settings under **Order settings** by selecting the **Blanket order** check box under the **Authorise** section.

Apart from authorization, this function also allows you to remove the authorization of blanket sales orders that have already been authorized.

Authorization can also be done in the blanket sales order entry screen by clicking **Authorise** in the process flow section.

To authorize blanket sales orders or to remove authorization for blanket sales orders:

1. Go to Order → Entries → Blanket orders → Authorise.
2. Define the search criteria.
3. Click **Search**. Blanket sales orders that match the search criteria will be displayed.
4. Select the blanket sales order for which you want to authorize or remove authorization.
5. Click **Authorise**. A message "Change authorisation status?" will be displayed.
6. Click **Yes** to authorize or remove authorization for the blanket sales order. A green check mark will be displayed under the **Authorise** column to indicate that the blanket sales order has been authorized.
7. Click **Close** to save and exit.

Printing and processing blanket sales orders

Upon verifying and authorizing the blanket sales orders, you can then print and process the blanket sales orders whereby the blanket sales order confirmations can be printed out to be sent to the relevant customers.

To print and process blanket sales orders:

1. Go to Order → Entries → Blanket orders → Confirm.
2. Define the search criteria.
3. Click **Search**. Blanket sales orders that match the search criteria will be displayed.
4. Select the blanket sales order that you want to print and process.
5. Click **Print**. The **Print: Blanket orders** screen will be displayed.
6. Under the **Print** section, select **Final** to print a final copy of the blanket sales order. Printing a final copy of the order indicates that the blanket sales order has been processed.
7. Under the **Output** section, select **Printer** or **E-mail** to print a copy of the blanket sales order that will be posted, faxed, or e-mailed.
8. Under the **Options** section, type or select the document layout to be used in printing the blanket sales order.
9. Select the **Free text lines** check box to enable the **Free text line 1**, **Free text line 2**, and **Free text line 3** fields. These free text lines are used for entering additional description to the blanket sales order confirmation.
10. Select the **Compress** check box if you wish to compress the blanket sales order lines. By compressing the order lines, items with the same code are compressed into one order line.
11. At **Free text line 1/2/3**, type the additional description for the blanket sales order.
12. Click **Print** to print a final copy of the blanket sales order. If you have selected **E-mail**, the blanket sales order will be e-mailed to the recipient.
13. Click **Close** to exit.

5.12 ELECTRONIC DATA INTERCHANGE AND STANDARD ALLOWANCE CHARGES FOR SALES ORDERS

Electronic Data Interchange (EDI) is the electronic means of exchanging routine business transactions with companies around the world by using standardized formats. EDI benefits an organization by streamlining the traditional paper process into an efficient and less time-consuming electronic process. Through EDI, you can conduct business electronically with your trading partners in the most effective way. The EDI functionality has been introduced to allow you to include EDI information, such as unique sequence numbers that will link EDI sales order entries to purchase orders, cancellation dates for cancelled or non-shipped items, and others.

Suppliers who are required to utilize Electronic Data Interchange (EDI) by their trading partners need to accept the Standard Allowance and Charges (SAC) on inbound electronic documents, and must be able to separately track and apply it correctly in the invoices for the shipped product.

The EDI and SAC functionalities are available only if **SE1200 - E-Sales Order** and **SE1231 - EDI integration with third party** are in the license.

The following topics are relevant to this section:

- Defining customer item cross reference for EDI orders
- Defining standard allowance charges
- Defining EDI and SAC in sales orders
- Generating sales orders for EDI and SAC
- Fulfilling sales orders for EDI and SAC
- Sales order returns and credit notes for EDI and SAC

Defining customer item cross reference for EDI orders

Customer item cross reference allows order entries to be performed as specified by the trading partners or customers. This facility can be used when receiving orders electronically via EDI integration.

In Exact Globe Next/Exact Globe+, the customer item cross reference is used to cross-reference the trading partner's item information against the item information maintained in the system. All information in the **Customer item cross reference** screen can be exported into Microsoft Excel.

Before you generate EDI orders, you need to create the customer item cross reference entry.

To create customer item cross reference entries:

1. Go to System → Logistics → Customer item cross reference.
2. Click **New**. At **Warehouse**, **Item code**, and **Customer**, type or select the warehouse, item code by the customer, and customer ID respectively.
3. At **Item qualifier** and **Customer item code**, type the fixed value or code for the EDI item and the relevant customer's item code respectively.
4. Next, type the quantity of items packed in one case at **Case pack**.
5. At **EDI UOM**, type or select the unit of measurement used in the purchase order by the customer.
6. At **ACCT UOM**, type or select the unit of measurement used in Exact Globe Next/Exact Globe+.
7. Type the conversion factor used at **Factor**. This must be greater than or equal to 1.
8. At **Inbound operator** and **Outbound operator**, select * or / to calculate the conversion factor when processing inbound or outbound documents respectively.
9. Click **Save** to save the customer item cross reference.
10. Click **Close** to exit.

Defining standard allowance charges

Before you generate EDI orders with the SAC codes, you need to create the standard allowance charge entry.

To create standard allowance charge entries:

1. Go to System → Logistics → Standard allowance charge.
2. Click **New**.
3. Type the code for the SAC discounts or charges at **SAC code**.
4. At **Description**, type the name of the SAC discounts or charges.
5. Under the **Options** section at **Type**, select the **Discount** option if the SAC code is for discount, or **Charge** option if the SAC code is for charge. You can also define whether the SAC code is to be applied to the order level or line level, and if the item group is to be linked to the general ledger accounts.
6. Under the **Calculation** section at **Method**, choose **Percentage**, **Fixed amount**, or **Amount per unit** to calculate the SAC discounts or charges.

Note:

The **Amount per unit** is available only for SAC discounts or charges at the line level.

7. Click **Save** to save the standard allowance charge.
8. Click **Close** to exit.

Note:

Under the **Tax** section, to maintain multiple taxes for SAC charges, the **Use tax module** check box must be selected under the **VAT** section under **General ledger settings** in system settings. Once enabled, the **Classification (Tax)** field and the **Tax schedule** button will be available under the **Tax** section of the **Standard allowance charge** screen.

Defining EDI and SAC in sales orders

To define EDI and SAC in sales orders, you need to create a sales order. For more information on creating sales orders, see *3.1 Creating and Maintaining Sales Orders*.

To generate sales orders for EDI and SAC:

1. Go to Order → Entries → Sales orders.
2. Click **New**. You will see the **Sales orders** screen.
3. Define the relevant information under the sales order header.
4. Click **Conditions** to display the sales order conditions screen.
5. Select the **EDI order** check box.
6. Click the **EDI information** button to enter information, such as the cancellation date of an order, earliest shipment date, requested shipment date, bill of landing number, and others.
7. Click **Close** to save the changes and to return to the **Sales orders** screen. You will now see additional columns, which are **EDI line sequence number**, **Customer PO line number**, **Cancel date**, **Early ship date**, **Requested ship date**, **SAC amount**, and **Details**. SAC discounts or charges can be applied to a sales order and sales order line level. For EDI invoices, the same columns will be available and these cannot be edited.
8. To apply the SAC discounts or charge to the sales order line, click the **Zoom** icon in the **Details** column. SAC discounts or charges can be applied to a sales order and sales order line level.
9. Click **Close** to exit.

The fulfilling of sales orders for EDI and SAC is as follows:

- All EDI information from the original EDI sales order lines will be updated to the split order lines due to partial fulfillment or allocation.
- All EDI information from the original EDI sales order lines will be updated to the split order lines due to extra fulfillment.
- When the extra line fulfillment is manually added in the **Fulfillment** screen, this extra line fulfillment will be updated to the original sales order (depending on the order setting and invoice method of the sales order). The EDI information will not be updated for this extra line fulfillment. If the sales invoice is generated during the fulfillment, the original sales order will automatically display a completed status. As such, the EDI information cannot be edited.
- All EDI information from the original EDI sales order lines will be updated to the split order lines when you receive more than planned for allocated orders.
- If the EDI sales order is fulfilled after the cancellation date defined at the order line or if there are multiple EDI sales orders to fulfill, a warning message, "Cancel date of the sales order has reached. Do you want to Continue?" is displayed. Click **Yes** to proceed to fulfill the EDI sales order or **No** to skip the fulfillment for the EDI sales order. At the end of the fulfillment process, sales orders that have skipped the fulfillment process will be displayed in the **Sales orders - Error report** screen.
- For EDI orders with SAC where the extra fulfillment lines are split from the original sales order, the SAC discounts or charges from the original sales order line will be applied. The grouped phantom lines will be recalculated and updated.
- When the extra line fulfillment is manually added in the **Fulfillment** screen, depending on the sales order setting and the invoice method, the SAC discounts or charges are manually maintained. If the sales invoice is generated during the fulfillment, the original sales order will automatically display a completed status. As such, the SAC discounts or charges cannot be edited.
- For additional receipts that are added to the sales order when you receive more than the planned allocated purchase orders or production orders, the same SAC discounts or charges from the original sales order lines are applied. The grouped phantom lines will be recalculated and updated.

Processing sales order returns and credit notes for EDI and SAC

RMA orders are created when customers return the items that they have purchased. This can be due to several reasons, such as the items were defective, did not meet the required or ordered specifications, the wrong quantity was sent, and other reasons. Thus, RMA orders provide the tracking of items that were returned and the reasons the items were returned. After RMA orders have been authorized, credit notes can be generated and printed for the RMA orders. For EDI and SAC sales orders, the sales order return process and generation for credit notes differ.

The process of sales order returns and credit notes for EDI and SAC is as follows:

- For a planned sales order return (sales order with a negative quantity), the system will take it as a new entry line and you can edit the EDI information.
- The return and positive lines will have the same EDI information as the original sales order lines.
- For sales order returns and credit notes, you cannot perform partial fulfillment or allocation. Only partial return is allowed.
- For credit notes that are created from EDI invoices, all related EDI information will be copied from the original invoices. The **EDI** check box and **EDI information** button are available only if the credit note is generated from an EDI invoice.
- The system will take the EDI order with SAC planned return lines (using the RMA order or sales order with negative quantity), as a new entry line and SAC discounts or charges must be selected.
- The return and positive lines will have the same SAC discounts or charges as the original sales order lines.
- For a credit note that is generated from the invoice, the SAC discounts or charges will be from the invoice.

5.13 MANAGING CHARGES AND DISCOUNTS

Apart from the sales price amounts for items purchased by customers, an order entry may include the relevant charges or discounts as well. These charges or discounts may incur due to local legal obligations, additional delivery costs, or deductions from the sales amount upon fulfilling the criteria defined by the sellers.

You can create charges or discounts to be applied in the order entries if you have **E-Charges & Discounts** in your license. When created, these charges or discounts will be applied automatically in the order entries if all the defined conditions are met. The incurred charges amounts are displayed individually, separated from the sales price amounts when printed in the relevant sales document, such as quotations or order confirmations. Hence, this helps to reduce the risk of creating incorrect order entries due to over charges or discounts as well as provide insights to the total sales amounts for sellers and buyers.

The following topics are relevant to this section:

- Creating and maintaining charges or discounts
- Applying charges or discounts to sales orders
- Handling charges or discounts in logistics

Creating and maintaining charges or discounts

You need to create a charge or discount before applying it in the order entries. When creating a charge or discount, you need to specify the general information, such as the charge or discount code, description, or item group, conditions upon which it will be applied, and the method used to calculate the charge or discount amount. Once the charge or discount has been created, it is possible to modify the charge or discount by changing the description, conditions, and other relevant information. However, you cannot edit the charge or discount code once the code has been saved, unless the **Recode** function is used.

The screenshot shows the '414 Charges/Discounts' application window. The window title is '414 Charges/Discounts'. The menu bar includes 'File', 'Edit', and 'Help'. The toolbar contains various icons for file operations and navigation. The main form is divided into two sections: 'Charges/Discounts' and 'Conditions'.

Charges/Discounts Section:


- Charge/Discount code: [Text field]
- Description: [Text field]
- Currency: EUR [Dropdown menu]
- Item group: [Text field]
- Active:

Conditions Section:

- Sales date: [Date field] to [Date field] All
- Net amount: All [Dropdown menu]
- Shipping via: [Select button]
- Debtor type: Delivery debtor Invoice debtor
- Debtor: [Select button]
- Classification: [Select button]
- Country: [Select button]

At the bottom right, there are three buttons: 'Save', 'New', and 'Close'. The status bar at the bottom shows '414 414', 'jc (admin)', and '0 | 10 January 2017'.

To create charges or discounts:

1. Go to System → Logistics → Charges/Discounts.
2. Click **New**. You will see the **Charges/Discounts** screen.
3. Type a code for the charge or discount at **Charge/Discount code**. This is mandatory.
4. At **Description**, type a description for the charge or discount. This is mandatory. Click  if you want to type the description in other foreign language(s). The languages available are defined under the **Descriptions in list boxes** section in **General settings** at System → General → Settings.
5. At **Currency**, type or select a currency for the charge or discount. This is mandatory.
6. At **Item group**, type or select an item group for the charge or discount. This is mandatory.
7. Select the **Active** check box to activate the charge or discount.
8. Under the **Conditions** tab, type or select the relevant values at **Sales date**, **Net amount**, **Shipping via**, **Debtor type**, **Debtor**, **Classification**, and/or **Country**. The defined values are used as the criteria to evaluate whether a charge or discount will be applied to the order entries. If all the fields are left undefined, the charge or discount will be applied to every order entry created. Otherwise, the charge or discount will only be applied to the order entry that meets the conditions defined.
9. Under the **Charges/Discounts** tab at **Type**, select either **Discount** or **Charge** to create either a discount or a charge, respectively. This is mandatory. By default, **Charge** is selected.
10. At **Apply to**, select either **Header** or **Line** to define whether the charge is to be applied to the order level or line level. By default, a discount is always applied to the order level.
11. If you are creating a charge at line level, select either **Item** or **Item group** at **Line condition** to define whether the line charge will be applied based on items or item groups. You can then specify the relevant items or item groups under the **Calculation** section.
12. At **Sales VAT code**, type or select the appropriate fixed VAT code to be used for the charge or discount.
13. Next, select the appropriate method used to calculate the charge or discount at **Method**, and then define the corresponding values required.
14. Click **Save** to save the charge or discount.
15. Click **Close** to exit.

Note:

If you want to maintain multiple taxes for charges, the **Use tax module** check box must be selected under the **VAT** section under **General ledger settings**. Once enabled, the **Classification (Tax)** field and **Multiple taxes** button will be available under the **Charges/Discounts** tab in the **Charges/Discounts** screen.

To edit charges or discounts:

1. Go to System → Logistics → Charges/Discounts.
2. Select the relevant charge or discount.
3. Click **Open**.
4. Make the necessary changes to the charge or discount.
5. Click **Save** to save the changes made.
6. Click **Close** to exit.

To edit charge or discount codes:

1. Go to System → Logistics → Charges/Discounts.
2. Select the relevant charge or discount.
3. Click **Recode**.
4. A message "This process may take some time. Continue?" will be displayed. Click **Yes** to proceed.
5. Type the new charge or discount code at **New**.
6. Click **Recode**, and a message "Completed successfully: Recode" will be displayed.
7. Click **OK** to exit.

To delete charges or discounts:

1. Go to System → Logistics → Charges/Discounts.
2. Select the relevant charge or discount.
3. Click **Delete**.
4. A message "Depending on the size of your company, this function may take a long time because all files will be checked. Delete?" will be displayed.
5. Click **Yes** to delete the selected charge or discount.
6. Click **Close** to exit.


Note:

You are not allowed to delete a charge or discount which is being used in other transactions within the system.

Applying charges or discounts to sales orders


Before applying the defined charges or discounts to a sales order entry, you need to create a sales order. For more information, see *3.1 Creating and Maintaining Sales Orders*. Charges can be applied to the order level or line level of a sales order entry. However, discounts can be applied only to the order level. The system will refer to the criteria defined at System → Logistics → Charges/Discounts when executing the evaluations for the line charges and header charges or discounts. Apart from applying the charges or discounts automatically to the sales order entry, you can trigger the manual evaluation for the charges or discounts to be applied at the order level.

To apply charges at line level:


1. Go to Order → Entries → Sales orders.
2. Click **New**. You will see the **Sales orders** screen.
3. In the **Sales orders** screen, define the relevant information at **Ordered by**, **Sales order number**, **Sales order date**, and others under the sales order header.
4. Press F2 to select the relevant item in the sales order lines.
5. Click  **Columns** to display the **Define columns** screen.
6. In the **Define columns** screen, select the **Line charges** and **Charge details** check boxes to add the respective **Line charges** and **Charges** columns to the sales order lines section.
7. Click **OK** to return to the **Sales orders** screen.
8. Next, define the relevant information required in the sales order line, such as the quantity ordered, fulfillment date, sales price, and VAT code.
9. Tab across to the next sales order line to display the applicable charge amount automatically under the **Line charges** column of the respective sales order line. You cannot edit the charge amount.

Note:

Before applying the relevant charges at line level, the system will execute an evaluation automatically on the respective sales order line based on the criteria defined at System → Logistics → Charges/Discounts.

10. Click  in the **Charges** column to display the **Line charges** screen and view the details of the applied line charge. You cannot edit the details of the line charge in the **Line charges** screen.
11. Click **Close** to return to the **Sales orders** screen.
12. Alternatively, you can click the **Specific** button in the **Sales orders** screen to view the grouped line charges per charge code and VAT code in the **Discount / Extra charges** screen. The information displayed for line charges cannot be edited.
13. Click **OK** to return to the **Sales orders** screen.
14. Click **Close** to save the sales order and exit.

To apply charges or discounts at order level:

1. Go to Order → Entries → Sales orders.
2. Click **New**. You will see the **Sales orders** screen.
3. In the **Sales orders** screen, define the relevant information at **Ordered by**, **Sales order number**, **Sales order date**, and others under the sales order header.
4. Press F2 to select the relevant item at the sales order lines.
5. Click  **Columns** to display the **Define columns** screen.
6. Under the **Setting: Dialog** section in the **Define columns** screen, select **Always** or **Ask user** at **Header charge / discount evaluation** if you want to evaluate the charges or discounts to be applied at the order level upon closing or saving the sales order entry. Otherwise, select **Never** to execute the evaluation manually after closing or saving the sales order entry.
7. Click **OK** to save the changes and return to the **Sales orders** screen.
8. In the **Sales orders** screen, define the relevant information required in the sales order line, such as the quantity ordered, fulfillment date, sales price, and VAT code.
9. Click **Close** to save the sales order and exit. The evaluation for header charges or discounts is executed at this point of time, as described in the following:
 - If **Always** is selected at **Header charge / discount evaluation**, the evaluation is executed automatically based on the criteria defined at System → Logistics → Charges/Discounts. The relevant header charges or discounts will be applied to the sales entry if all the criteria are fulfilled.
 - If **Ask user** is selected at **Header charge / discount evaluation**, a message "Header charge / discount evaluation" is displayed upon closing the sales order entry. Click **Yes** to proceed with the evaluation and the relevant header charges or discounts will be applied to the sales entry if all the criteria are fulfilled.

To view charges or discounts applied at order level:

1. Go to Order → Entries → Sales orders.
2. Select an existing sales order.
3. Click **Open**. You will see the **Sales orders** screen.
4. In the **Sales orders** screen, click the **Specific** button to display the **Discount / Extra charges** screen.
5. All the applicable charges or discounts of the sales order entry are listed in the **Discount / Extra charges** screen. You can edit the VAT code, sales price, and percentage of the charges or discounts applied at the order level.

Note:

The charges applied at the line level are also displayed in the **Discount / Extra charges** screen. However, you cannot edit the details of the charges applied at line level.

6. Click **OK** to save the changes (if any) and return to the **Sales orders** screen.
7. Click **Close** to save the sales order and exit.

To manually apply charges or discounts at order level:

1. Go to Order → Entries → Sales orders.
2. Select an existing sales order.
3. Click **Open**. You will see the **Sales orders** screen.
4. In the **Sales orders** screen, click the **Specific** button to display the **Discount / Extra charges** screen.
5. Click the **Charges/Discounts** button available in the **Discount / Extra charges** screen. This will trigger the manual evaluation of the charges or discounts to be applied at the order level.

Note:

When the sales order entry created meets the criteria defined at System → Logistics → Charges/Discounts, phantom lines for the charges or discounts that are applicable to the sales order entry will be created in the **Discount / Extra charges** screen. You can manually apply the charges or discounts to a sales order entry at the order level, especially when **Never** is selected at **Header charge / discount evaluation**.

6. Click **OK** to save the changes and return to the **Sales orders** screen.
7. Click **Close** to save the sales order and exit.

Handling charges or discounts in logistics

There are various sub-processes in the entire logistics process flow where charges or discounts are involved. For example, charges or discounts may be recalculated due to certain reasons when fulfilling sales order lines, generating sales invoices, or processing sales order returns. Hence, proper handling for the charges or discounts is required, as described in the following:

- When order entry lines are split due to partial fulfillment or stock allocation, the applicable line charges will be recalculated based on the split quantity.
- When additional entry lines are added to the sales order due to over receipt (items received are more than the planned quantity), the new entry lines will be evaluated and line charges will be applied if all the criteria defined at System → Logistics → Charges/Discounts are met. The grouped phantom lines will be recalculated and updated in the **Discount / Extra charges** screen.
- When a sales invoice is generated from the sales order, all the charges or discounts that are applicable to the sales order will be inherited by the sales invoice. However, editing or removing the header charges or discounts as well as adding new invoice entry lines, which leads to the evaluation of new line charges, are allowed for the generated sales invoice.
- When there is a planned sales order return, the common evaluation logic for charges or discounts at both order and line levels are applied to the RMA order or sales order with a negative quantity.
- When there is an unplanned sales order return (with items to be delivered), the system will generate a positive order entry line for the quantity to be delivered in order to offset the return entry line that has a negative value. The generated positive order entry line is considered as a new entry line and thus, triggers the evaluation for line charges and header charges or discounts.
- When a credit note is generated from the invoice due to a sales order return, all related line charges will be copied from the original invoice lines, with the exception that the charges will be removed if there is a change to the currency code.
- When completing an order, the relevant line charges will be updated according to the changes made to the order entry lines. The following matrix describes the impact on the line charges based on various situations related to fulfillment and invoicing:

Order Lines		
Fulfilled	Invoiced	Impact on Line Charges
Yes	Yes	No changes to the line charges.
Yes	No	Line charges are recalculated, only when there is a change to the net price at the order entry line.
No	Yes	Evaluation for line charges is not applicable to the new compensation order entry line created with the amount of "0.00".
No	No	The system will reset the quantity at the order entry line to "0.00", and thus, all related line charges will be removed.

5.14 CONVERTED SALES ORDER HISTORY REPORT

After enabling the **View sales history conversion** setting under **Conversion history settings**, you can obtain the overview of converted and existing sales order history, as shown in the following:

To generate the converted sales order history report:

1. Go to Order → Reports → Conversion history → Sales order history.
2. Under the **Display** section, select **Globe Data** or **Conversion Data** to display the overview of existing or converted sales order history, respectively. Select **All** to display both the existing and converted sales order histories.
3. Define the general information linked to the required orders under the **General** section.
4. Define the specific information on the items linked to the required orders under the **Item** section.
5. Click **Search** to display the existing or converted sales order history based on the due date defined in the **Conversion history settings** screen, followed by the defined criteria.

The generated report displays information similar to the sales order history report. You can view the converted sales orders and the invoices linked to the converted sales orders but the information cannot be edited. For more information, see *4.2 Sales Order History Report*. If you display both the existing and converted sales order histories, the converted orders will be indicated accordingly in the **Conversion** column.

Note:

You can also access this functionality by clicking the **Conversion history** button in the advanced mode of the debtor maintenance screen and the sales order entry screen. The button is available only when you enable the **View sales history conversion** setting under **Conversion history settings**.

5.15 CONVERTED SALES ORDER POWER VIEW

After enabling the **View sales history conversion** setting under **Conversion history settings**, you can obtain the power view of converted and existing sales order histories. With the power view, you can obtain all information related to a customer at a glance, based on the sales order history.

To generate the converted sales order power views:

1. Go to Order → Reports → Conversion history → Power view.
2. Under the **Display** section, select **Globe Data** or **Conversion Data** to display the power view of existing or converted sales order history, respectively. Select **All** to display both the existing and converted sales order histories.
3. Define the general information linked to the required orders under the **General** section.
4. Define the statuses of the required orders and the specific information on the items linked to the required orders under the **Status** and **Item** sections, respectively.
5. Click **Display** to display the existing or converted sales order history based on the due date defined under **Conversion history settings**, followed by the defined criteria.

The generated power view displays information similar to the sales order power view. For more information, see *4.7 Power View Report*.

6. PRICE MANAGEMENT

The sales prices of your items may not be the same for every customer and are subject to a number of conditions, such as quantity discounts, changes in the exchange rate, special agreements, and temporary discounts. In Exact Globe Next/Exact Globe+, the three types of prices used are standard sales price, price list, and price agreement.

A standard sales price is the default price of an item, while a price list is an agreement between the company and a target group of customers or an individual customer of the sales prices of items. A price agreement is similar to a price list except that it is linked to one specific customer or supplier.

Price management is available only if you have **E-Price Management** in your license. With **E-Price Management**, you can manage your price lists per target group and price agreements for an item. **E-Price Management** enables you to record quantity discounts easily and create price lists for multiple currencies and countries. You can also create a price list for a specific customer as well as maintain your items through price lists.

6.1 MAINTAINING STANDARD SALES PRICES

The standard sales price of an item is the price specified at the item maintenance of the item at Order → Items → Maintain. The standard sales price is always in the default currency of the administration. The standard sales price of an item can be maintained for a specified period by linking it to a date range, during which this price is valid. Thus, it is possible to create sales prices in advance for the items where promotional prices apply for a certain period. The standard sales price and the period in which it is valid forms the default price list used as the basis for all other price lists.

The following topics are relevant to this section:

- Maintaining and deleting standard sales prices

Maintaining standard sales prices

You can maintain standard sales prices of items at Order → Price management → Sales prices. When you change the standard sales price of an item, the price lists that contain the original standard sales price are automatically updated. However, all other price lists that do not contain the original standard sales price will have to be manually updated.

The screenshot shows a software window titled "603 Sales prices - Exact". It has a menu bar with "File", "Edit", and "Help". Below the menu bar is a toolbar with icons for adding, saving, deleting, and help. The main area contains several input fields:

Item code	BEK0001	R.P. Take Away Cup 250cc	
Sales price	66.650	Unit	Box
Valid	28-01-2011	To	
Cost price	0.000	Markup	0.000 %

At the bottom right, there are three buttons: "Save", "New", and "Close".

To maintain standard sales prices:

1. Go to Order → Price management → Sales prices to display all items in your administration. To view only selected items, click **Filter**, define the search criteria, and then click **Search**.
2. Select an item.
3. Click **Open**. The **Sales price** field will be displayed.
4. Type the new sales price. By default, the standard sales price of the item is automatically filled in with the sales price defined for the item at the item maintenance. Any change to the amount will be automatically updated to the item maintenance of the particular item.
5. At **Valid** and **To**, type or select the start date and end date to specify the validity period of the standard selling price of the item. At **Sales prices** under the **Purchase/ Sales** tab of the item maintenance, you can view the defined sales price by typing or selecting the date (must be between the range specified at **Valid** and **To**) at **Reference date**.
6. Click **Save**.
7. Click **Close** to exit.

When an item with a new sales price and validity period has been saved, a new line with the same item code will be created at Order → Price management → Sales prices.

Deleting standard sales prices

You can delete standard sales prices of items at Order → Price management → Sales prices. You can delete the standard sales price of an item only if all of these conditions are fulfilled:

- The item has no transaction linked to it.
- The sales price for the item is defined.
- An end date for the item is defined.

To delete standard sales prices:

1. Go to Order → Price management → Sales prices to display all the items in your administration. To view only selected items, click **Filter** to define the relevant search criteria, and then click **Search**.
2. Select the item.
3. Click **Delete**.
4. Click **Close** to exit.

6.2 CREATING AND MAINTAINING PRICE LISTS

A price list can be created for a target group, which can be determined by the classification of your debtors. A price list can be valid for all countries or one country. However, a price list can be linked only to one target group at a time and valid for one currency.

The following topics are relevant to this section:

- Creating, editing, copying, and deleting price lists

Maintain sales price lists
— □ ×

Price list

Price list: Country:

Description: Currency:

Classification:

Status:

Type:

Filter 50 Rows

Price lists Sales prices Reference date

Price list	Item	Description	Status	Unit	Valid	To	Sales price	Cost price	Discount type	Quantity (1)	Discount (1)	New
✓	MCB0001	MacBean Regular	Active	kg	31-Oct-10	30-Nov-10	10.7500	5.4560	New price	1.000	11.63	▲
✓	MCB0001	MacBean Regular	Active	kg	03-Jan-11	31-Dec-11	10.9113	5.4560	Percentage	1.000	10.00	
✓	MCB0002	MacBean Mild	Active	kg	31-Oct-10	30-Nov-10	10.7500	5.4560	New price	1.000	11.63	
✓	MCB0002	MacBean Mild	Active	kg	03-Jan-11	31-Dec-11	10.9113	5.4560	Percentage	1.000	10.00	
✓	MCB0003	MacBean Dark	Active	kg	31-Oct-10	30-Nov-10	10.7500	5.4560	New price	1.000	11.63	
✓	MCB0003	MacBean Dark	Active	kg	03-Jan-11	31-Dec-11	10.9113	5.4560	Percentage	1.000	10.00	
✓	MCB0004	MacBean Extra Dark	Active	kg	31-Oct-10	30-Nov-10	10.7500	5.4560	New price	1.000	11.63	
✓	MCB0004	MacBean Extra Dark	Active	kg	03-Jan-11	31-Dec-11	10.9113	5.4560	Percentage	1.000	10.00	

Status: Active Type: Standard

Item group: 10 - Interne producten Stock item: No


Round off
Assortments
Price agreements
Item
Delete
Add
Edit
Save
Close

Creating price lists

To create price lists:

1. Go to Order → Price management → Price lists.
2. Click **New**.
3. In the **Maintain sales price lists** screen, type the name of the price list at **Price list** and the description of the price list at **Description**. This information is mandatory.
4. Type or select a country at **Country** to indicate the country for which the price list is valid. If you want to create a price list that is valid for all countries, leave this field blank.
5. At **Currency**, type or select the currency to be used for the price list. This information is mandatory.
6. Type or select the classification of the debtor at **Classification**. This means that the price list you are creating will be available only for customers with that classification defined. If you want the price list to apply to all the customers, leave this field blank.
7. Select the **Sales prices** check box to view all the items that are eligible for discounts. Only items that have an active status will be listed. Items with the "No discount" attribute (the **No discount** check box under the **Purchase/ Sales** tab at the item maintenance is selected), will not be listed.
8. Select the item to be included in the price list.
9. Click **Add**. The **Price lists** screen will be displayed.
10. Type a new amount at **Sales price** if you want to change the default selling price of the item. By default, the sales price of the item displayed is based on the **Sls. price** defined under the **Basics** tab at the item maintenance of the particular item.
11. Type or select the start and end dates to specify the validity period of the price list. By default, the start date is the system-generated date while the end date is one year after the system-generated date.
12. At **Discount type**, select **New price**, **Amount**, **Percentage**, or **Markup** to specify how you want to fill in the discount for the item. The **Discount %**, **Discount amount**, **New price**, and **Cost price** fields will be enabled depending on the selection. For example, if you select **New price**, the **New price** field is enabled for you to type the new price of the item.
13. At **Quantity**, type the quantity of the item that the debtors must order to be eligible for the discount. You can also fill in the subsequent quantity of the item if you want to give a higher discount rate for the additional quantity purchased. The **Quantity** fields are available only if **New price**, **Amount**, or **Percentage** is selected at **Discount type**.
14. Click **Save** to save the discounted price of the item to the price list.
15. Click **Close** to return to the **Maintain sales price lists** screen. Each item that has been added to the price list will have a green check mark displayed in the **Price list** column.
16. To add more items to the price list, repeat step 7 to step 12. To view only items that have been included in the price list, clear the **Sales prices** check box. Otherwise, click **Save**, and then **Close** to exit.

Tip:

You can also create a price list at the item maintenance of any item by clicking  **Sales prices** under the **Purchase/ Sales** tab, and then clicking **Price list**. In the **Price lists** screen, click **New**. Then, repeat step 2 to step 13.

604 Price lists - Exact

604 File Edit Help

Price list

Item MCB0001 - MacBean Regular

Sales price 10.7500 / kg

Unit kg = 1 kg

Valid 31-10-2010 To 30-11-2010

Discount type New price

Quantity		Discount %	Discount amount	New price	Cost price	Markup
1	kg	11.63	1.2500	9.5000	5.4560	74.1202 %
0	kg	0.00	0.0000	0.0000	5.4560	0.0000 %
0	kg	0.00	0.0000	0.0000	5.4560	0.0000 %
0	kg	0.00	0.0000	0.0000	5.4560	0.0000 %
0	kg	0.00	0.0000	0.0000	5.4560	0.0000 %
0	kg	0.00	0.0000	0.0000	5.4560	0.0000 %
0	kg	0.00	0.0000	0.0000	5.4560	0.0000 %
0	kg	0.00	0.0000	0.0000	5.4560	0.0000 %
0	kg	0.00	0.0000	0.0000	5.4560	0.0000 %
0	kg	0.00	0.0000	0.0000	5.4560	0.0000 %
0	kg	0.00	0.0000	0.0000	5.4560	0.0000 %

Round off Simple Save Close


Editing price lists

Once price lists have been created, it is possible to make changes to the price lists, such as adding or removing items to the price lists, or changing the discount percentages or discounted prices already included in the price lists. Information at the **Price list**, **Country**, and **Currency** fields cannot be edited.

To edit price lists:

1. Go to Order → Price management → Price lists.
2. Select the price list to be edited.
3. Click **Open**.
4. In the **Maintain sales price lists** screen, you can make the necessary changes to the price list. To make changes to the information of an item in the price list, select an item, and then click **Edit**. In the **Price lists** screen, make the necessary changes, and then click **Save** to save the changes.
5. Click **Close** to return to the **Maintain sales price lists** screen.
6. Click **Save**.
7. Click **Close** to exit.

Tip:

You can also edit the price list at the item maintenance of any item. Click  **Sales prices** under the **Purchase/ Sales** tab, and then click **Price list**. In the **Price lists** screen, select the price list to be edited, and then click **Open**. Then, repeat step 2 to step 4.

Copying price lists

If you want to create a price list that will contain the same details as an existing price list, it is possible to copy the details of the existing price list, such as the items and the discounted prices to the new price list.

Price list	PRICELIST
Description	Price list
Country	
Currency	EUR
Type	
Status	
Classification	
Valid	01-03-2017
To	31-12-2299

OK Cancel

To copy price lists:

1. Go to Order → Price management → Price lists.
2. Select the price list to be copied.
3. Click **Copy**.
4. In the **Copy price lists** screen, define the name of the price list at **Price list**. This information is mandatory.
5. Define the description of the price list at **Description**. You can also use the default description, which follows the description of the price list that you want to copy.
6. At **Valid** and **To**, type or select the dates to specify when the price list is valid.
7. Click **OK** to save the price list.


Deleting price lists

It is possible to delete price lists that have been created. When you do this, the price lists will be deleted and cannot be retrieved from the system. Price lists that are linked to unprocessed invoices or credit notes cannot be deleted.

To delete price lists:

1. Go to Order → Price management → Price lists.
2. Select the price list to be deleted.
3. Click **Delete**. A message "Delete the data selected?" will be displayed.
4. Click **Yes** to confirm the deletion of the price list. A message will be displayed to indicate that the price list selected has been deleted. If the price list is linked to an invoice or credit note that has not been processed, a message will be displayed to indicate that the price list cannot be deleted.
5. Click **OK**.
6. Click **Close** to exit.

Tip:

You can also delete the price list at the item maintenance of any item. Click  **Sales prices** under the **Purchase/ Sales** tab, and then click **Price list**. In the **Price lists** screen, select the price list to be deleted, and then click **Delete**. A message "Delete the data selected?" will be displayed. Then, repeat step 2 to step 3.

6.3 CREATING AND MAINTAINING PRICE AGREEMENTS

A price agreement can be created for a specific customer. The duration where a price agreement is valid is usually longer than a price list. A price agreement also takes precedence over a price list. For example, if you have created a price agreement and a price list for the same customer, the sales prices of items stated in the price agreement will be taken into account.

The following topics are relevant to this section:

- Creating, editing, and deleting price agreements

Creating price agreements

Before you create a price agreement, at least one available price list must exist. This price list acts as a header for the price agreement that is to be created. For more information, see *Creating price lists at 6.2 Creating and Maintaining Price Lists*. The price list will allow you to sell items to a specific group of customers at discounted prices. If you want to give additional discount to the discounted item for a particular debtor from the target group, a price agreement can be created for that purpose.

Maintain sales price lists

Debtor: 60086 Contantdebiteur Default price list:

Price list	Default	Description	Currency	Country	Type	Status	Classification
DFSP	<input checked="" type="checkbox"/>	ffrwerf	EUR	NL	Custo		

Filter: Price agreements Price lists Sales prices

Price agreement	Price list	Item	Description	Status	Unit	Valid	To	Sales price	Cost price	Discount type	Qua
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ASS	Assembly	Active	hour	01-Jan-11		70.000	40.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ATV	ATV	Active	hour	02-Feb-11		45.530.000	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BEK0001	R.P. Take Away Cup 2!	Active	Box	28-Jan-11		66.650	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BEK0002	R.P. Take Away Cup-Li	Active	Box	28-Jan-11		31.710	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BEK0003	Vending-Cup 150cc (B	Active	Box	28-Jan-11		103.820	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BEK0004	Vending-Cup 180 cc (E	Active	Box	28-Jan-11		103.820	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BOETEFACUUR	Penalty invoice	Active	-	15-Nov-10		0.000	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BON0001	R.P. Supremo beans	Active	Box	28-Jan-11		191.880	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BON0002	R.P. Espresso Dolce	Active	Box	28-Jan-11		220.320	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BON0003	R.P. Espresso Mezzo	Active	Box	28-Jan-11		220.320	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BON0004	Celsus Max Havelaar/f	Active	Box	28-Jan-11		163.200	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BON0005	R.P. Espresso beans 1!	Active	Box	28-Jan-11		231.240	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	BON0006	R.P. Cafe Creme bean!	Active	Box	28-Jan-11		228.000	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	CAC0001	R.P. Sachets/fantasy	Active	Box	28-Jan-11		44.730	0.000		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	CAC0002	R.P. Chor mix	Active	Box	28-Jan-11		71.900	0.000		

Buttons: Refresh, Round off, Edit, Delete, Close

To create price agreements:

1. Go to Order → Price management → Price agreements.
2. Clear the **Price agreement** check box.
3. Click **Search** to display all the debtors that have or do not have a price agreement linked. By default, this check box is selected to display only debtors with a price agreement linked. Debtors that have a blocked status will not be displayed whether this check box is selected or not. You can also define the search criteria of the debtors that you want to view, and then click **Search** to display only the debtors that match the search criteria.
4. Select the debtor for whom you want to create a price agreement.
5. Click **Open**.
6. In the **Maintain sales price lists** screen, clear the **Price agreement** check box (in the upper pane) to display all available price lists. In the upper pane, double-click the price list to link the price list to the particular debtor. A green check mark will be displayed for the selected price list in the **Default** column to indicate that the price list is linked to the debtor. Items that are included in the price list linked will be displayed in the lower pane.
7. To add items to the price agreement, select the **Sales prices** check box to display all the items that are eligible for discount. If you want to view only particular items, click **Filter** to define the criteria, and then click **Search** to display those items.
8. Select the item to be included to the price agreement.
9. Click **Edit**.
10. In the **Price lists** screen, type a new amount at **Sales price** if you want to change the default selling price of the item.
11. Type or select the start and end dates to specify the validity period of the price agreement.
12. At **Discount type**, select **New price**, **Amount**, **Percentage**, or **Markup** to specify how you want to define the discount for the item. The **Discount %**, **Discount amount**, **New price**, and **Cost price** fields will be enabled depending on the selection. For example, if you select **New price**, the **New price** field is enabled for you to type the new price of the item.
13. At **Quantity**, type the quantity of the item that the debtors must order to be eligible for the discount. You can also define the subsequent quantity of the item if you want to give a higher discount rate for the additional quantity purchased. The **Quantity** fields are available only if **New price**, **Amount**, or **Percentage** is selected at **Discount type**.
14. Click **Save** to save the discounted price of the item to the price agreement.
15. Click **Close** to return to the **Maintain sales price lists** screen. Each item that has been added to the price agreement will be displayed in a new line (in the lower pane) but will have a green check mark displayed in the **Price agreement** column.
16. To add more items to the price agreement, repeat step 6 to step 11. To view only items that have been included in the price agreement, clear the **Price lists** and **Sales prices** check boxes in the lower pane. Otherwise, click **Close** to save the price agreement and exit.


Editing price agreements

Once price agreements have been created, it is possible to make changes to the price agreements, such as adding or removing items to or from the price agreements, or changing the discount percentages or discounted prices of items already included in the price agreements.

To edit price agreements:

1. Go to Order → Price management → Price agreements.
2. Select the price agreement to be edited.
3. Click **Open**.
4. In the **Maintain sales price lists** screen, clear the **Price lists** check box in the lower pane to view only items included in the price agreement.
5. Select an item in the lower pane.
6. Click **Edit**. In the **Price agreement** screen, make the necessary changes to the information of the item.
7. Click **Save**.
8. Click **Close**.
9. In the **Maintain sales price lists** screen, click **Close** to exit.

Tip:

You can also edit the price agreement at the item maintenance of any item by clicking  **Sales prices** under the **Purchase/ Sales** tab, and then clicking **Price agreements**. In the **Price agreement** screen, select the price agreement to be edited, and then click **Open**. Then, repeat step 2 to step 3.


Deleting price agreements

It is possible to delete price agreements that have been created. When you do this, the price agreements will be deleted and cannot be retrieved from the system. Price agreements that are linked to unprocessed invoices or credit notes cannot be deleted.

To delete price agreements:

1. Go to Order → Price management → Price agreements.
2. Select the price agreement to be deleted.
3. Click **Open**.
4. In the lower pane, clear the **Price lists** check box to view only items included in the price agreement.
5. Select all the displayed items in the lower pane.
6. Click **Delete**.
7. Click **Close** to exit. You can confirm the deletion of the price agreement by clearing the **Price agreement** check box at Order → Price management → Price agreements, and then clicking **Search**. The green check mark displayed in the **Price agreement** column for the particular debtor will be removed.

Tip:

You can also delete the price agreement at the item maintenance of any item by clicking  **Sales prices** under the **Purchase/ Sales** tab, and then clicking **Price agreements**. In the **Price agreement** screen, select the price agreement to be deleted, and then click **Open**. Then, repeat step 2 to step 3.

6.4 OVERVIEW OF PRICE LISTS

Exact Globe Next/Exact Globe+ allows you to view all the details of the price lists in a report format. This overview also enables you to view the customers and their associated price lists. Price lists that have a future validity period will not be shown in the overview.

With the available search criteria under the **Range** section, you can define the price list that you want to view, or view only specific items in the price list. Under the **Show** section, you can type or select the customer to display the price list or price agreement of the selected customer.

You can also type a quantity to display the items in the specified price list that match the entered quantity or more to be entitled to a discount. For example, if you type "10" at **Quantity**, the overview will display the items whereby 10 units or more need to be purchased by the customer to be entitled to a discount.

Copy of MacBean Coffeeworld						
Price list Prijslijst: Verkoop (Standaard)						
Country	-					
Valid from	All					
Valid to	All					
Item	Description	Currency	Unit	Sales price	Quantity 1	New price 1
ASS	Assembly	EUR	hour	70.000	1.000	70.000
ATV	ATV	EUR	hour	45,530.000	1.000	45,530.000
BEK0001	R.P. Take Away Cup 250cc	EUR	Box	66.650		
BEK0002	R.P. Take Away Cup-Lid	EUR	Box	31.710		
BEK0003	Vending-Cup 150cc (B2AL)	EUR	Box	103.820		
BEK0004	Vending-Cup 180 cc (B3AL)	EUR	Box	103.820		
BOETEFACUUR	Penalty invoice	EUR	-	0.000		
BON0001	R.P. Supremo beans	EUR	Box	191.880		
BON0002	R.P. Espresso Dolce	EUR	Box	220.320		
BON0003	R.P. Espresso Mezzo	EUR	Box	220.320		
BON0004	Celsus Max Havelaar/EKO Dark Roast	EUR	Box	163.200		
BON0005	R.P. Espresso beans 1863	EUR	Box	231.240		
BON0006	R.P. Cafe Creme beans	EUR	Box	228.000		
CAC0001	R.P. Sachets/fantasy	EUR	Box	44.730		
CAC0002	R.P. Choc mix	EUR	Box	71.900		
CAC0003	Celsus Max Havelaar cacao	EUR	Box	83.900		
CM001		EUR	-	1,799.000		
CM002	Coffee Machine CSM 123	EUR	-	799.000		
CM003		EUR	-	375.000		
CM004		EUR	-	599.000		
CM005	Coffe Machine BX33	EUR	-	750.000		
CM009	Coffee Machine Basic	EUR	-	245.000		
COO0001	Cappuccino Cool sachets	EUR	Box	43.430		
COO0002	Cappuccino Cool glass	EUR	Box	40.420		
COO0003	Capp. Cool promotion package & glasses	EUR	Box	42.490		
COO0004	Cappuccino Cool mobiles	EUR	Box	15.930		
COO0005	Cappuccino Cook Table card	EUR	Box	7.990		
COO0006	Cappuccino Cool terrace card	EUR	Box	7.990		
COO0007	Cappuccino Cool per kg.	EUR	Box	97.030		
COO0008	Pavement sign CC	EUR	Box	198.000		
CP001		EUR	-	95.000		
CP002		EUR	-	175.000		
CP003		EUR	-	250.000		
CP004		EUR	-	15.000		
CP005		EUR	-	299.000		
CP006		EUR	-	0.000		

To generate an overview of price lists:

1. Go to Order → Price management → Excel price lists.
2. Define the search criteria of the items that you want to include in the overview.
3. Click **Start**. The **Price lists** screen will be displayed and the items that match the search criteria will be displayed. From the **Price lists** screen, you can also generate a print copy of the overview by selecting **Print**.

The standard sales price of an item is displayed in the **Sales price** column, while the value in the **Quantity** column indicates how many units of the item must be purchased to be eligible for the discount price shown in the **Price** column. The **Valid** and **To** columns indicate when the discounted price for the item is valid, and the **Disc%** column shows the discount rate for the item.

Creating price lists or price agreements per item group

Before you create a price list or price agreement per item group, you have to create a price list, whether with or without items linked to it. This price list acts as a header for the price list or price agreement per item group that is to be created. For more information, see *Creating price lists* at 6.2 *Creating and Maintaining Price Lists*.

To create price lists or price agreements per item group:

1. Go to Order → Price management → Per item group → Maintain.
2. Click **New**.
3. In the **Price lists** screen under the **Price lists** section, type or select the price list or price agreement at **Price list**. This information is mandatory.
4. Type or select the item group at **Item group** to link the selected price list or price agreement to the item group. This information is mandatory.
5. At **Debtor**, type or select the debtor to create the price agreement per item group for the selected debtor. If a debtor is selected first before selecting a price list or price agreement at **Price list**, only price lists created with the same country and classification as the debtor will be listed.
6. Type or select the start and end dates at **Valid** and **To** to specify the validity period of the price list or price agreement. By default, the start date is the system-generated date while the end date is one year after the system-generated date.
7. Under the **Price list info** section at **Discount type**, select the discount type for the price list or price agreement per item group. There are three types available:
 - **Amount** — Select **Amount** to fill in a discount amount for the items in the selected item group.
 - **Percentage** — Select **Percentage** to fill in a discount percentage for the items in the selected item group.
 - **Markup** — Select **Markup** to fill in a markup percentage for the items in the selected item group.
8. At **Quantity**, type the quantity of the item that the debtors must order to be eligible for the discount. This information is mandatory. You can also fill in the subsequent quantity of the item if you want to give a higher discount rate for the additional quantity purchased. The **Quantity** fields are available only if **Percentage** or **Amount** is selected at **Discount type**.
9. Click **Save** to save the price list or price agreement per item group.

Editing price lists or price agreements per item group

Once price lists or price agreements per item group have been created, you can make changes to the price lists or price agreements per item group, such as changing the discount types and discount percentages. Information at the **Price list**, **Item group**, and **Debtor** fields cannot be edited.

To edit price lists or price agreements per item group:

1. Go to Order → Price management → Per item group → Maintain.
2. Define the search criteria.
3. Click **Search**. Next, select the price list or price agreement per item group to be edited.
4. Click **Open**.
5. In the **Price lists** screen, make the necessary changes to the price list or price agreement per item group.
6. Click **Save** to save the changes.
7. Click **Close** to exit.

Deleting price lists or price agreements per item group

You can also delete the price lists or price agreements per item group that have been created. When you do this, the price lists or price agreements per item group will be deleted and cannot be retrieved from the system. However, the main price list will still be available at Order → Price management → Price lists.

To delete price lists or price agreements per item group:

1. Go to Order → Price management → Per item group → Maintain.
2. Define the search criteria.
3. Click **Search**.
4. Next, select the price list or price agreement per item group to be deleted.
5. Click **Delete**. A message "Delete: Price agreements per item group?" will be displayed.
6. Click **Yes** to confirm the deletion of the price list or price agreement per item group.
7. Click **OK**.
8. Click **Close** to exit.

6.6 CONFIGURING PRICE LISTS AND PRICE AGREEMENTS PER ITEM GROUP

E 603 Price lists / Price agreements
✕

Price list

Active from Calendar icon

Active to Calendar icon

Discount type Dropdown arrow

Quantity	Discount
<input style="width: 100%; border: none;" type="text" value="0.00"/>	<input style="width: 100%; border: none;" type="text" value="0.00"/>
<input style="width: 100%; border: none;" type="text" value="0.00"/>	<input style="width: 100%; border: none;" type="text" value="0.00"/>
<input style="width: 100%; border: none;" type="text" value="0.00"/>	<input style="width: 100%; border: none;" type="text" value="0.00"/>
<input style="width: 100%; border: none;" type="text" value="0.00"/>	<input style="width: 100%; border: none;" type="text" value="0.00"/>
<input style="width: 100%; border: none;" type="text" value="0.00"/>	<input style="width: 100%; border: none;" type="text" value="0.00"/>
<input style="width: 100%; border: none;" type="text" value="0.00"/>	<input style="width: 100%; border: none;" type="text" value="0.00"/>
<input style="width: 100%; border: none;" type="text" value="0.00"/>	<input style="width: 100%; border: none;" type="text" value="0.00"/>
<input style="width: 100%; border: none;" type="text" value="0.00"/>	<input style="width: 100%; border: none;" type="text" value="0.00"/>
<input style="width: 100%; border: none;" type="text" value="0.00"/>	<input style="width: 100%; border: none;" type="text" value="0.00"/>
<input style="width: 100%; border: none;" type="text" value="0.00"/>	<input style="width: 100%; border: none;" type="text" value="0.00"/>

✓ **OK**

✕ **Close**

Price lists and price agreements can be created based on item groups. This can reduce the number of items in the price lists or price agreements, which will also increase efficiency when maintaining the price lists or price agreements. The price list configuration function allows you to add, update, or delete prices and discounts of the items in the item groups for one or several price lists or price agreements.

This function is available only if you have selected the **Price lists/price agreements per item group** check box under the **Price management** section under **Order settings** at System → General → Settings. For more information, see *2.6 Order Settings*.

The following topics are relevant to this section:

- Adding, editing, and deleting price lists or price agreements per item group using configuration tool

Adding price lists or price agreements per item group using configuration tool

Once the price lists or price agreements per item group have been created, you can add items to the price lists or price agreements that are in the item group. Furthermore, the validity period and discounts of the items in the item group can also be added to the price lists or price agreements.

To add price lists or price agreements per item group using configuration tool:

1. Go to Order → Price management → Per item group → Configuration.
2. Define the search criteria.
3. Click **Add**.
4. Next, type or select the price list or price agreement at **Price list** to add the items in the item group to the price list or price agreement.
5. Type or select the validity period of the price list or price agreement at **Active from** and **Active to**.
6. Select the type of discount for the items at **Discount type**.
7. Type the quantity at **Quantity** and discount at **Discount**. This is based on the number of items purchased to be entitled to the discount.
8. Click **OK** to save the changes or **Close** to exit.

Updating price lists or price agreements per item group using configuration tool

Once the price lists or price agreements per item group have been created, you can make changes to the price lists or price agreements per item group, such as changing the discount types, discount percentages, and other details. Information at the **Price list** field cannot be edited.

To update price lists or price agreements per item group using configuration tool:

1. Go to Order → Price management → Per item group → Configuration.
2. Define the search criteria.
3. Click **Update**.
4. Make the necessary changes. If you want to change the validity period of the price list or price agreement, select the **Date** check box. However, this check box is enabled only if you have defined the **Active from** and **Active to** dates at Order → Price management → Per item group → Configuration. Select the **Discount** check box to change the discount type.
5. Click **OK** to save the changes or **Close** to exit.

Deleting price lists or price agreements per item group using configuration tool

You can also delete the price lists or price agreements per item group that have been created. When you do this, the price lists or price agreements per item group will be deleted and cannot be retrieved from the system. However, the main price list will still be available at Order → Price management → Price lists.

To delete price lists or price agreements per item group using configuration tool:

1. Go to Order → Price management → Per item group → Configuration.
2. Define the search criteria.
3. Click **Delete**.
4. In the **Price lists / Price agreements** screen, click **Continue** to delete all the price lists or price agreements of the item groups displayed. A message "Delete the data selected?" will be displayed.
5. Click **Yes** to continue with the deletion or **No** to exit.

6.7 PRICE LISTS AND PRICE AGREEMENTS PER ITEM GROUP REPORT

The report of all price lists and price agreements created based on item groups can be generated at Order → Price management → Per item group → Report. The report displays details of the price lists and price agreements per item group created for a particular debtor. These details include the description of the item group, validity period of the price lists and price agreements, type of discount, and amount of discount.

The availability of the search criteria under the **Type** section allows you to generate a report that includes all price lists per item group created, all price agreements per item group created, or both. You can also view the report of a single price list or price agreement per item group by selecting the price list at **Price list**. It is also possible to view only the price lists or price agreements per item group with the selected item groups at **Item group**.

At **Group by**, you have the option of generating the report that is grouped by price list or grouped by item group.

Price lists/price agreements per item group						
User	Gohj175745	Company	603 Copy of MacBean Coffeeworld		Report	00000001321
Reference date	All					
DFSf. ffrwerf (EUR)						
Item group	Description	Valid	To	Discount type	Quantity	Value
10	Coffee	02-Mar-17	31-Dec-99	Percentage	10.000	5.00

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To generate the price lists and price agreements per item group report:

1. Go to Order → Price management → Per item group → Report.
2. Define the search criteria of the price lists and price agreements per item group that you want to view in the report.
3. Click **Start**. The **Price lists/price agreements per item group** report will be displayed and the price lists and price agreements per item group, and the information that match the search criteria will be displayed. From the **Price lists/price agreements per item group** screen, you can also generate a print copy of the overview by clicking **Print**.

From the previous screen, the "Price lists/price agreements per item group" report is displayed. The item group code and its description are displayed in the **Item group** and **Description** columns respectively. The validity date of the price lists or price agreements per item group will be displayed in the **Valid** and **To** columns. You can also view the discount type for the item group in the **Discount type** column. The quantity of the item that the debtors must order to be eligible for the discount as well as the discount value are displayed in the **Quantity** and **Value** columns respectively.

6.8 DELETING PRICE LISTS OR PRICE AGREEMENTS USING CLEANUP TOOL

The price management cleanup tool allows you to delete price lists, price agreements, and sales prices that are not in use. Multiple price lists, price agreements, and sales prices can be deleted at once. Furthermore, it is also possible to delete historical sales and purchase price lists or price agreements, which have expired.

The following topics are relevant to this section:

- Deleting price lists, price agreements, or sales prices using the cleanup tool
- Deleting historical price lists or price agreements

Deleting price lists and price agreements using the cleanup tool

You can delete existing price list or price agreement lines. These lines refer to price list or price agreement records which you have created with your debtors and creditors in Exact Globe Next/Exact Globe+. With this application, you can clean up the records by deleting the price list or price agreement lines which are not in use.

System > Checks > Price management > Price list / price agreement lines >

Refresh Filter Columns

Search Clear Previous Next 50 Number of rows

Show Sales Purchase

Price list

Debtor

Date to All

Item to All

Item group to All

Price lists Price agreements

Price list	Item code	Description	Debtor	Item group	Unit	Valid	To	Discount type	Cost price	Sales price	Quantity (l)
RES	BEK0001	R.P. Take Away beker 250cc			10 Doos	13-Oct-10	31-Dec-10	Percentage	39.5000	66.650	1.0
RES	BEK0002	bek0002			10 Doos	13-Oct-10	31-Dec-10	Percentage	19.5000	31.700	1.0
RES	BEK0003				10 Doos	13-Oct-10	31-Dec-10	Percentage	58.2000	103.820	1.0
RES	BEK0004				10 Doos	13-Oct-10	31-Dec-10	Percentage	61.2000	103.820	1.0
RES	BON0001	R.P. Supremo beans			10 kg	13-Oct-10	31-Dec-10	Percentage	9.0830	19.880	1.0
RES	BON0002	R.P. Espresso Dolce			10 kg	13-Oct-10	31-Dec-10	Percentage	10.3330	22.320	1.0
RES	09-2013	R.P. Espresso Mezzo			10 kg	13-Oct-10	31-Dec-10	Percentage	10.2500	22.320	1.0
RES	BON0004	Celsus Max Havelaar/EKO Dark Roast			10 kg	13-Oct-10	31-Dec-10	Percentage	11.0000	20.200	1.0
RES	BON0005	R.P. Espresso beans 1863			10 kg	13-Oct-10	31-Dec-10	Percentage	10.1670	23.240	1.0
RES	BON0006	R.P. Cafe Creme beans			10 kg	13-Oct-10	31-Dec-10	Percentage	10.8330	22.000	1.0
RES	CAC0001				10 Doos	13-Oct-10	31-Dec-10	Percentage	23.5000	44.730	1.0
RES	CAC0002				10 Doos	13-Oct-10	31-Dec-10	Percentage	43.7000	71.900	1.0
RES	CAC0003				10 Doos	13-Oct-10	31-Dec-10	Percentage	53.2000	83.900	1.0
RES	DIV0001				10 Doos	13-Oct-10	31-Dec-10	Percentage	6.7000	12.500	1.0
RES	DIV0002				10 Doos	13-Oct-10	31-Dec-10	Percentage	0.0000	15.000	1.0
RES	DIV0003				10 Doos	13-Oct-10	31-Dec-10	Percentage	0.0000	56.000	1.0
RES	DIV0004				10 Doos	13-Oct-10	31-Dec-10	Percentage	12.5000	21.000	1.0
RES	DIV0005				10 Doos	13-Oct-10	31-Dec-10	Percentage	13.2000	23.000	1.0
RES	DIV0006				10 Doos	13-Oct-10	31-Dec-10	Percentage	22.5000	36.000	1.0
RES	FRB0001	R.P. Goud melange			10 kg	13-Oct-10	31-Dec-10	Percentage	6.7000	12.100	1.0
RES	FRB0002	R.P. Rood melange			10 kg	13-Oct-10	31-Dec-10	Percentage	6.7000	12.100	1.0
RES	FRB0003	Celsus Max Havelaar fresh brew			10 kg	13-Oct-10	31-Dec-10	Percentage	9.8000	14.200	1.0
RES	KOE0001				10 Doos	13-Oct-10	31-Dec-10	Percentage	4.9000	8.750	1.0
RES	KOE0002	R.P. Grand Caf(?=choco.)			10 Doos	13-Oct-10	31-Dec-10	Percentage	7.7000	13.600	1.0
RES	KOE0003				10 Doos	13-Oct-10	31-Dec-10	Percentage	7.1000	11.900	1.0
RES	KOE0004				10 Doos	13-Oct-10	31-Dec-10	Percentage	4.3000	7.750	1.0
RES	KOE0005				10 Doos	13-Oct-10	31-Dec-10	Percentage	9.2000	14.300	1.0
RES	KOE0006				10 Doos	13-Oct-10	31-Dec-10	Percentage	7.9000	11.900	1.0
RES	KOE0007				10 Doos	13-Oct-10	31-Dec-10	Percentage	7.9000	11.900	1.0
RES	KOE0008				10 Doos	13-Oct-10	31-Dec-10	Percentage	8.5000	13.900	1.0
RES	KOE0009				10 Doos	13-Oct-10	31-Dec-10	Percentage	6.6000	9.750	1.0

Per group Delete Select all Open Close

To delete price lists and price agreements using the cleanup tool:

1. Go to System → Checks → Price management → Price list / price agreement lines.
2. Define the search criteria.
3. Click **Search**.
4. Next, select the price lists and price agreements that you want to delete. Alternatively, you can also click **Select all** to select all the price lists and price agreements that are displayed. More than one price list and price agreement can be selected.

Note:

To remove the selection of the selected price lists or price agreements, click the price lists or price agreements again.

5. Click **Delete**. A message "Delete: Price list / price agreement lines. Continue anyway?" will be displayed. Click **Yes** to delete the selected price lists and price agreements, or **No** to exit.
6. Click **Close** to exit.

Deleting sales price lists using the cleanup tool

When you have created multiple sales price lists in the system, it is possible to delete the sales price lists that you do not want to use.

System > Checks > Price management > Sales price lists >

Refresh Filter Columns

Search Clear > 50 Number of rows

Price list
Description
Currency code
Country
Classification
Status
Type

Price list	Description	Currency code	Country	Classification	Status	Type
ACTIE		EUR			Active	Customer
BEDR		EUR	BED		Active	Customer
GBP	GBP	GBP	GB			Customer
RES		EUR		RES	Active	Customer

Delete Open Close

To delete sales price lists using the cleanup tool:

1. Go to System → Checks → Price management → Sales price lists.
2. Define the search criteria.
3. Click **Search**.
4. Next, select the sales price lists that you want to delete. More than one sales price list can be selected.

Note:

To remove the selection of the selected sales price lists, click the sales price lists again.

5. Click **Delete**. A message "Delete: Price list. Continue anyway?" will be displayed. Click **Yes** to delete the selected sales price lists, or **No** to exit.
6. Click **Close** to exit.

Deleting historical price lists or price agreements

It is possible to delete the historical sales and purchase price list or price agreement lines at the same time by defining the search criteria including the historical date and the value ranges. The historical price list or price agreement lines refer to price list or price agreement records which have expired.

The screenshot shows a dialog box titled "604 Historical - Exact" with a close button (X) in the top right corner. The dialog has a menu bar with "604", "File", "Edit", and "Help". Below the menu bar are two icons: a Euro symbol (€) and a question mark (?). The main area contains three search criteria:

- Valid to:** A text field containing "02-09-2016" and a calendar icon to its right.
- Range:** A dropdown menu currently set to "Month".
- Value:** A text field containing the number "1".

At the bottom of the dialog, there are three buttons: "Preview" (with a magnifying glass icon), "Delete" (with a trash can icon), and "Close" (with a red X icon).

To delete historical price lists or price agreements:

1. Go to System → Checks → Price management → Historical lines.
2. Type or select the end valid date of the price list or price agreement lines at **Valid to** to delete the lines up to the defined end valid date. This information is mandatory.

Note:

The date must be at least six months before the current date. For example, if the current date is 06-08-2012, by default, the **Valid to** field will display **06-02-2012**. You can type any date before or equal to 06-08-2012, but cannot type a date after 06-08-2012.

3. At **Range**, select the required range option to determine the date range to delete the historical price list or price agreement lines within the defined date range. There are three options available which are **Year**, **Month**, and **Day**.
4. At **Value**, type the value based on the **Range** option you have selected to determine the date range to delete the historical price list or price agreement lines within the defined dates.
5. Click **Delete** to delete all the price list or price agreement lines within the defined historical date range. A message "Do you want to delete all historical price list/price agreement lines based on the date range selected?" will be displayed.
6. Click **Yes** to delete the price list or price agreement lines based on the defined date range, or **No** to exit.
7. Click **Close** to exit.

APPENDIX 1: PRODUCT UPDATE CHANGES

Product Update	Chapter
404	All chapters
407	1.2
410	2.7
411	All chapters