ACPlus Sales Order System

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ACPlus Sales Orders

The ACPlus Enterprise system includes the ability to enter and process sales orders when making sales to one of your customers, which will link in with the Accounts and Stock modules in the system. Within the sales ordering (or SOPS) module, you'll have the ability to create, despatch and invoice sales orders, process returns and view different reports that display data on the sales orders that exist in the system.

Sales Orders

Creating a Sales Order

Sales orders are created in the Sales Orders screen, which can be opened by clicking ‘Sales’ and going into the top option, ‘Sales Orders’.

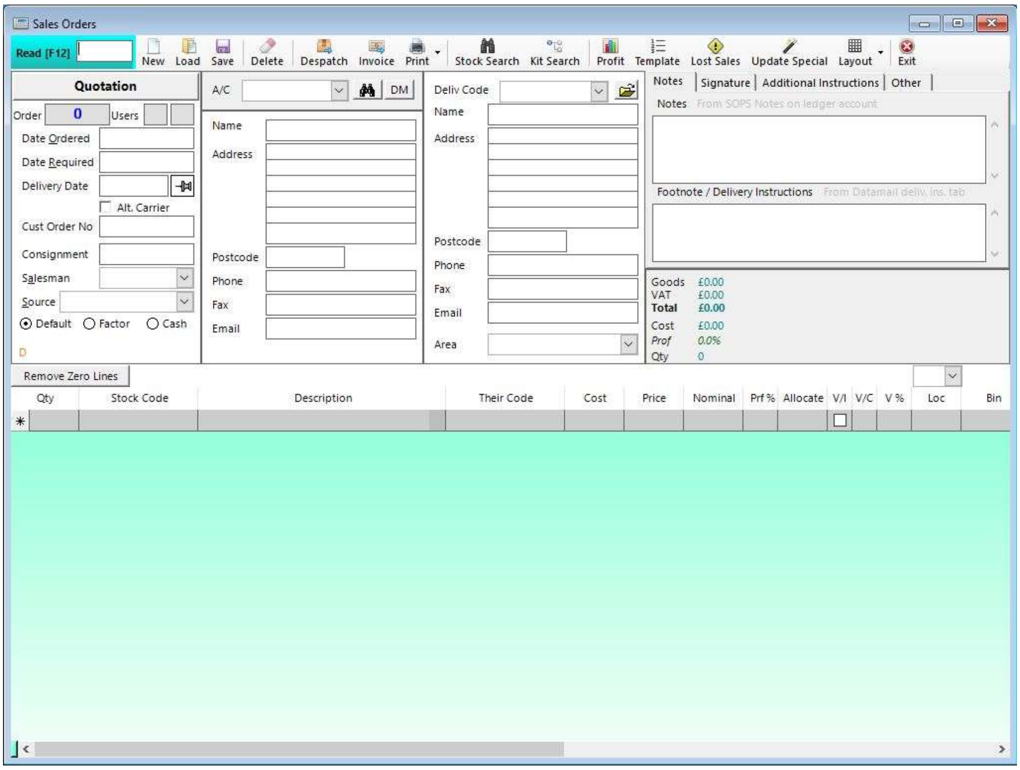

Fig. 1 – The Sales Orders screen.

The first step to create a new sales order is to select the customer that you’re selling to using the ‘Account’ drop-down list. The customer accounts listed in here are the accounts that you’ve set as sales accounts in the Accounts system – refer to the Accounts manual for more information on this. You can also search for the required sales account using the button next to the drop-down list, with the picture of the binoculars.
You can search using multiple search terms, but separate the terms using spaces, as commas will be included as part of the search criteria. i.e. if you wanted to search for a customer whose account code includes ‘AC’ and you know the phone number begins with ‘014’, then the term to enter would be “AC 014” which would return all customers which include ‘AC’ and ‘014’ in at least one of the fields.
To select a customer from the search screen, either double-click on the customer, or single-click on them and then click the grey coloured button at the very end of the row, under the “Select” column.

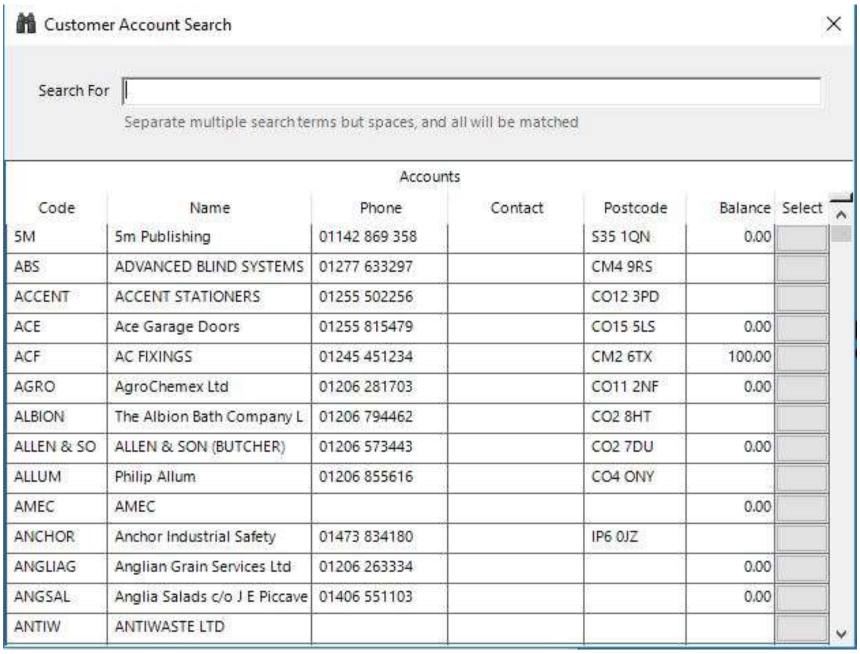

Fig. 2 – Account search.

Once you have selected the customer, this will populate all of the information (name, address and contact information) saved for the account. In the left-hand box of the main Sales Orders screen, there are textboxes to enter the date of the order, the date that the order is required by and the delivery date. The first two will both default to the current date but can be changed as required, whilst the delivery date will need to be entered manually. To prevent this from being changed in the future, click on the button next to the textbox (with an image of a pin on it) to lock the delivery date – although this is an optional field.
'Alt. Carrier' will mark that the order is being delivered by an alternative carrier to the usual one.
The 'Consignment' and 'Cust Order Number' fields are both optional, as are the 'Salesman' and 'Source' fields.
Select either the 'Default', 'Factor or 'Cash' option – this is just used when printing reports, where you can filter which type of order to view, default, factor or cash.

The order can be saved from this point onwards using the 'Save' button.

Moving on to the third box along, you can select a delivery code for the order. This will populate the fields with the address saved for that code, but all of these fields will be editable. The address can also be entered manually.

Any notes that you wish to save against the order can be entered in the 'Notes' textbox, towards the top-right corner of the screen.

The next thing to do is add lines to the order. This is done using the 'Order Lines' grid at the bottom of the page. The left-most column is the quantity column, in which you can enter the quantity of the item that you need. Then it's the stock code column, which includes a drop-down list with all of the saved stock items in. You can also search for a stock item using the 'Stock Search' button at the top of the page. Once a stock item has been selected it will automatically populate various fields, such as the description, price and nominal code. The description can be edited (this won't affect the saved description for the stock item) and to extend the size of the text box, click on the grey coloured square button to the right of the description cell. The price, nominal code and all other fields can also be changed without affecting the values saved to the stock item.
The "V/I" column is to mark whether or not the price includes VAT or whether it needs to be added on separately (the system will do this for you). The VAT code and the VAT percentage (all automatically populated from the stock item) can all be set as required.
Finish populating any of the information for the stock item as well as entering the rest of the stock items and their information in the grid. Finally, click 'Save' to save the order.

Deleting an Order

To delete an order, load the selected order into the Sales Orders screen, using the ‘Load’ button to search for an order. You can search from a variety of fields, such as account code, stock code and order status. Select the order by either double-clicking on the required order, or single-clicking it then using the ‘Select’ button. If you know the order number, you can enter it directly into the ‘Read’ textbox and press the ‘Enter’ key on your keyboard.
The final step is to click the ‘Delete’ button and confirm the process through the resulting message box. Once an order has been deleted it cannot be recovered.
Orders that have invoices against them cannot be deleted.

Fig. 3 – SOPS search screen.

Editing a Purchase Order

To edit a SOPS order, load the order using one of the methods explained in the above section. Once an order has been loaded in, all of the fields can be edited other than the customer account and you’ll also have the ability to remove lines. To delete a line from the order, select the line using the light-grey coloured row selector to the left of the “Qty” column and press the ‘Del’ or ‘Delete’ key on your keyboard. Once an order has been saved, the changes cannot be undone.

Other Functions and Features

Despatch Button

The 'Despatch' button will mark an order as despatched. This should be done when the order goods have been sent out to the customer, or if order doesn't require goods to be sent out, (e.g. a service was carried out remotely, such as the sending out of a contract) then the order can be set to despatched when the processes have all been carried out and is ready to be invoiced.
Once the 'Despatch' button has been clicked, a new window will be displayed to allow a despatch to be processed. The window will display all of the order lines in the order and auto-populate the quantities left to despatch (e.g. if an order line has a quantity of 6 and 4 have been previously despatched, the line will be populated with a despatch quantity of 2 when going to despatch again).
The only information that you need to enter is the despatch quantity, which goes in the red highlighted cells.
To process the despatch, click 'Process'. Before doing this, check that the print settings at the bottom of the window are as you want them to be (to print nothing, untick both checkboxes).
'Flag Remaining' will populate the despatch quantities remaining for all of the lines, whilst 'Flag None' will remove all despatch quantity values from the lines.

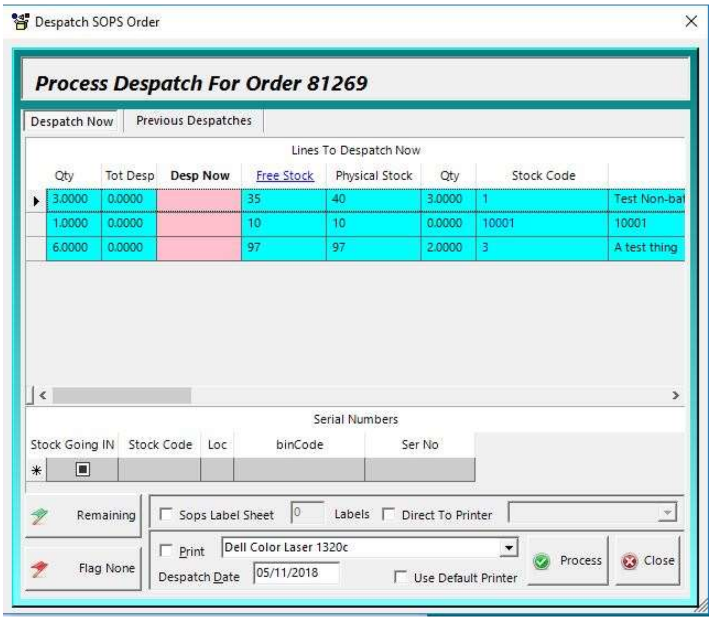

Fig. 4 – Despatching an order.

To view previously processed despatches, go into the 'Previous Despatches' tab.

Invoice Button

The ‘Invoice’ button will allow you to raise an invoice for the order. Just as with despatching orders, this will open a new window from which invoices can be raised.
This will show all of the lines from the order and allow invoices to be raised for different quantities of the order lines. For example, if an order lines has only had 4 of the 6 items delivered, then that line can be invoiced for either 4, 6 or any other quantity you wish. Not all of the lines need to have been delivered in order to be invoiced.
The ‘Flag Remaining’ and ‘Flag None’ buttons operate in the same way as in the despatch window, whilst invoices can also be set as credit invoices. To print an invoice, select the printer and overlay.
Enter any other information required and click ‘Invoice Account’ to create the invoice.
Previous invoices can be viewed in the ‘Previous Invoices’ tab.

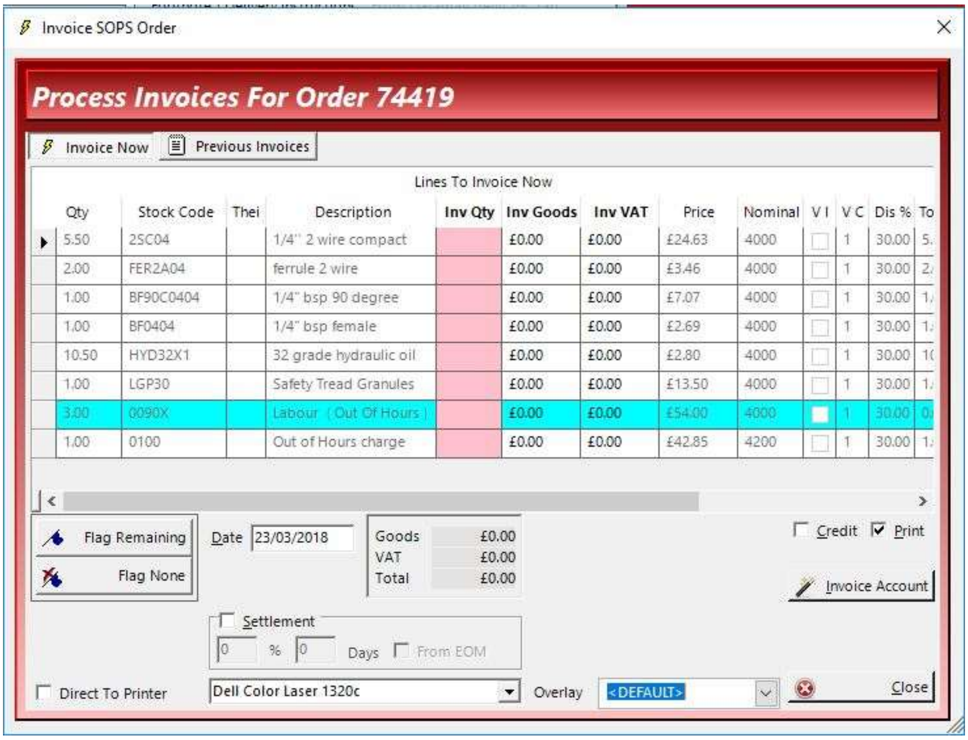

Fig. 5 – Invoicing an order.

DM Button

You will find the ‘DM’ button next to the account search button (with the pictures of the binoculars). Clicking this will load the selected customer’s dashboard, which contains lots of information about that customer, including: their address, turnover figures, notes, top products and more.

Kit Search Button

Kits are created in the Stock module of the system – refer to the stock manual if you're not familiar with this. By using this feature you'll be able to search for the kits you've saved, as well as search for the contents of the kits, so that you can add one to the order.

Profit Button

The 'Profit' button will calculate, for each order line, the cost of the goods, the price that will be received, the profit/loss value and the profit/loss percentage. A total of all of the order lines will be displayed at the top of the window to view the total order profit/loss values.
This information can also be printed out into a report.

Fig. 6 – Costs and Profit.

Template

The 'Template' button works in the same way as it does in the POPS module. You'll be able create order templates or build an order using an existing template.

To create a template you'll need to have an order saved to base the template on. From the Order Templates window (which will appear after clicking 'Templates') you'll have the option at the bottom of the page to 'Create New Template From This Order'. Enter a name for the template in the textbox above it before clicking this button. A template will now have been created.

To create an order from an existing template, select a customer account from the 'Account' drop-down list and click 'Templates'. By default it will find templates saved for the current customer account, but you can also search for templates created under any account by selecting the 'All Templates' option.
From the list underneath this, select the template you wish to use and click 'Build Order From Template' and confirm the action.

To delete an order template, carry out the same process as above but click 'Delete Selected Template' rather than 'Build Order From Template'. Once you have confirmed the deletion this cannot be undone.

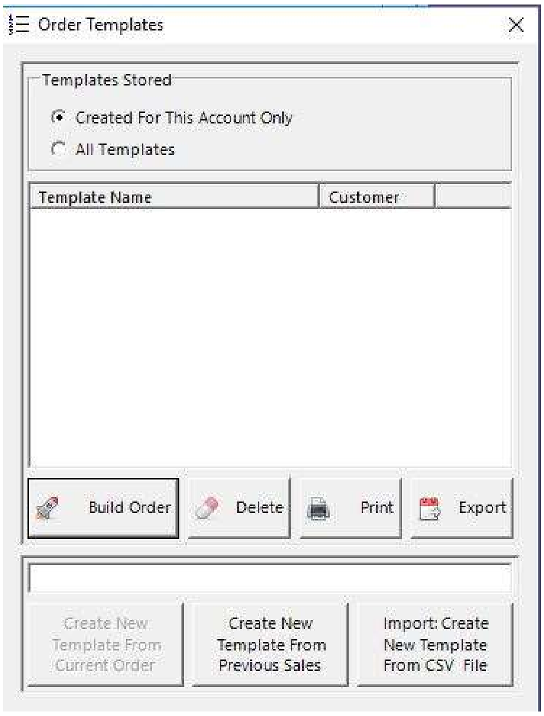

Fig. 7 – Order Templates.

Lost Sales

Lost sales can be recorded using the 'Lost Sales' feature. Load up an order that it was not possible to complete and click 'Lost Sales'. This will open a new window which will allow you to enter an overview of lost sales. In the grid, enter the information of the items that could not be sold – all details are optional, so if you don't know the stock code and can't find it in the stock search, this can be left blank. To save a lost sale entry, click 'OK'. Use the 'Cancel' button to exit the window.

A shortcut to this process is to highlight an order line in the original order screen and then click 'Lost Sales', which will add the selected line to the lost sales grid automatically.

Fig. 8 – Lost Sales.

Update Special Button

The ‘Update Special’ button will update the customer special prices for the selected customer, setting the new prices for the stock items to be the values in the order lines. This is a faster way to change multiple prices at once for the customer, rather than doing it one-by-one before creating the order.
This cannot be undone, however, so only do this if all of the prices need updating and aren’t one-off prices.

Layout

The ‘Layout’ button will allow you to save the current grid layout or reset it to how it was previously. A grid layout includes the column widths and the column order. Column widths can be adjusted by putting the cursor over the right-hand side of a column caption (the white row with captions such as “Qty”, “Stock Code” and “Description”). If the cursor is in the right place then it will change from the default arrow pointer to two black arrows pointing away from one another. Click and drag in the required direction to increase or decrease a column’s width.
The column order can be changed by clicking on the column caption, holding the mouse button down and dragging it to the required location.
Click the ‘Layout’ button and choose ‘Save Layout’ to save the layout of the grid, or instead ‘Reset Layout’ to revert back to the default layout.

NB: Saving a layout will affect the grid layout for the current user account only, rather than for all users.

Signature

The ‘Signature’ tab contains just a single box in which the signature will appear if one has been entered.
Signatures are entered when creating mobile orders.

Additional Instructions

In the ‘Additional Instructions’ tab there’s just a solitary textbox, within which you can enter any additional information and instructions about a SOPS order delivery.

Other

The final tab is the ‘Other’ tab. From here you can open the corresponding POPS order (if one exists) using the ‘Launch’ button, recalculate stock prices based on the current pricing schemes (useful if a pricing scheme has changed or been added since order creation) and two textboxes that can be used for entering custom information that isn’t stored anywhere else. Information on setting these custom fields up is included later on in the user manual.

Back Orders

A back order is an order that has been placed, but can't currently be fully despatched due to insufficient stock levels. Back orders will have a higher priority than regular orders depending on the age of the lines and the expected delivery date. The system will view an order as a back order if an order is yet to be despatched, but has not got any stock allocated to it.

To view different back order lines, you can use the two options to select which type of lines you wish to see. 'All Backorder Lines' will show any lines that yet to be despatched regardless of stock quantities, whereas 'Only Lines With Some To Despatch' will show backorder lines which are in stock and can be despatched.

A list of backorder lines can be printed using the 'Print' button.

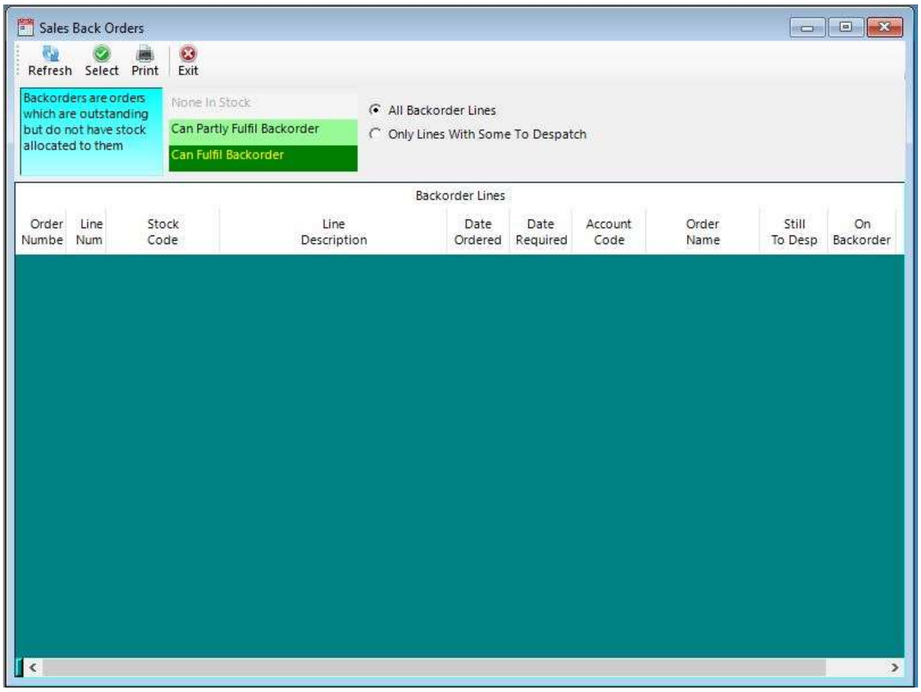

Fig. 9 – Back Orders.

Picking and Packing

The 'Picking and Packing' menu item will display a screen which has a list of created pick notes, which can be filtered between completed and non-completed, along with the items within each pick note. When viewing non-completed pick notes, some of the lines will be coloured yellow with the rest coloured blue; yellow lines represent pick notes that are ready to be despatched, with blue lines being pick notes that are ready for picking.
From within this screen, pick notes can be reprinted, items in a pick note can be manually picked (rather than using the handheld Picco devices), pick notes can be invoiced and despatched and picking can be forcibly completed.

To manually pick items in a pick note, select the pick note from the list (this is only possible with pick notes that are yet to be picked) and click 'Manual Pick'. Then, enter the shelf that the item is being picked from, the barcode of the product and the quantity being picked. Click 'Pick' and enter your user ID into the resulting input box and the system will pick the line which contains a stock code with a matching barcode.

To despatch an order, select the picknote within the list (only possible on orders that are marked as "Ready To Despatch") and click the 'Despatch' button. To invoice an order, select an order marked as "Despatched" and click 'Invoice'.

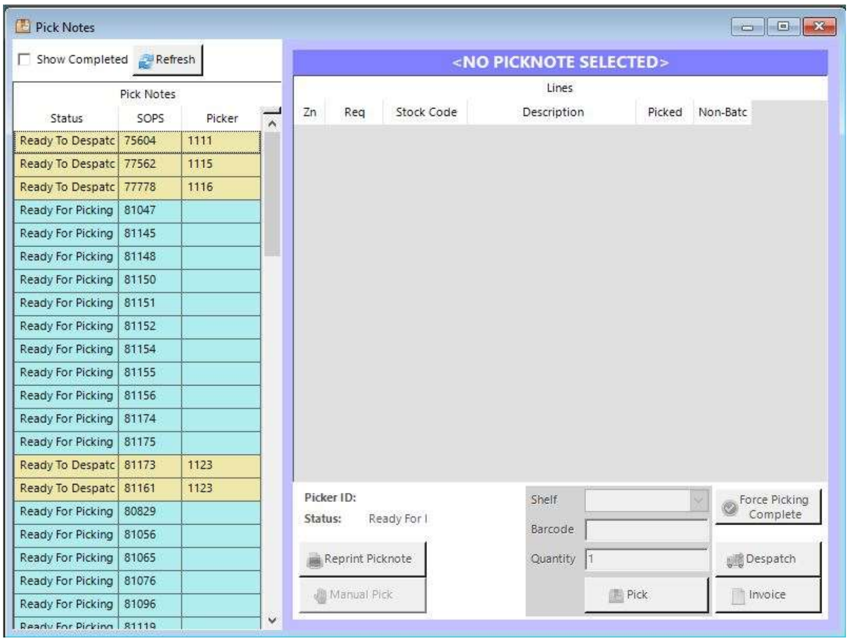

Fig. 10 – Picking list screen.

Returns In

When an item has been returned, it will displayed in the 'Returns In' screen. From here you can enter the return quantity and the process to carry out on the item. An item can either be marked as discarded or returned to the shelf.

Select a line from the list on the left and enter the quantity you wish to process in the 'Return Quantity' textbox. Next, select either 'Discard' to mark the item as not going back to the shelf, or else 'Receive' to mark the item as going back to the shelf, along with choosing the shelf it's going onto using the drop-down list. Finally, click 'Process' to carry out the return.

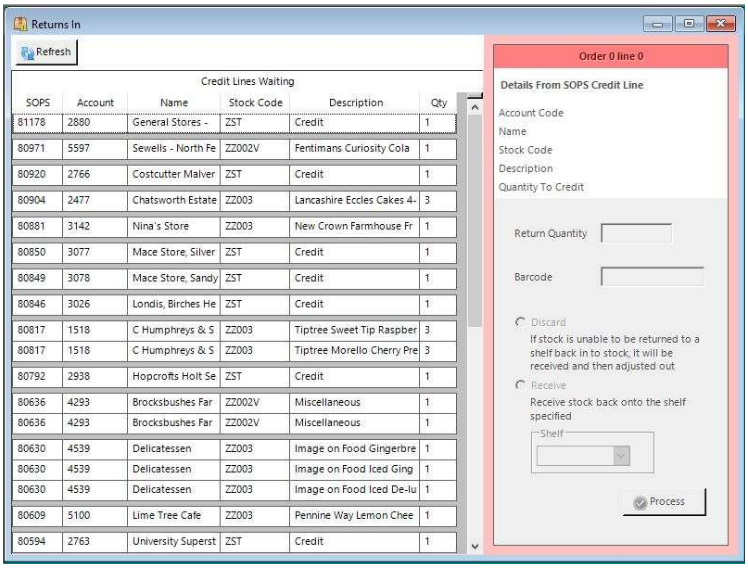

Fig. 11 – Stock returns.

Order Sources

Order sources are the method that orders are placed via or the referral method that lead to a new customer finding your company.

To add a new order source, open the 'Order Sources' screen and enter the source into the grey-coloured row in the list. Click 'Save' to commit the changes. To edit an existing source, select the source you want to edit and make the necessary changes before clicking 'Save'. To delete an order source, select the source using the light grey-coloured row selector to the left of the order source and press the 'Del' or 'Delete' key on your keyboard. Click 'Save'. Changes cannot be undone once they are saved.

An order source can be assigned to an order in the Sales Orders screen.

Fig. 12 – Order Sources.

Lost Sale Reasons

Lost sales reasons can be created in the 'Lost Sales' screen. This screen works in the same way as the Order Sources screen, in that it will display any existing reasons in a list, whilst new reasons can be added using the grey coloured row at the bottom of the list.

To edit a reason, click the selected reason and make any changes you need to.

To delete a reason, select it using the light-grey coloured row selector to the left of the reason and press the 'Del' or 'Delete' key on your keyboard.

Click 'OK' to save the changes, after which they can't be undone.

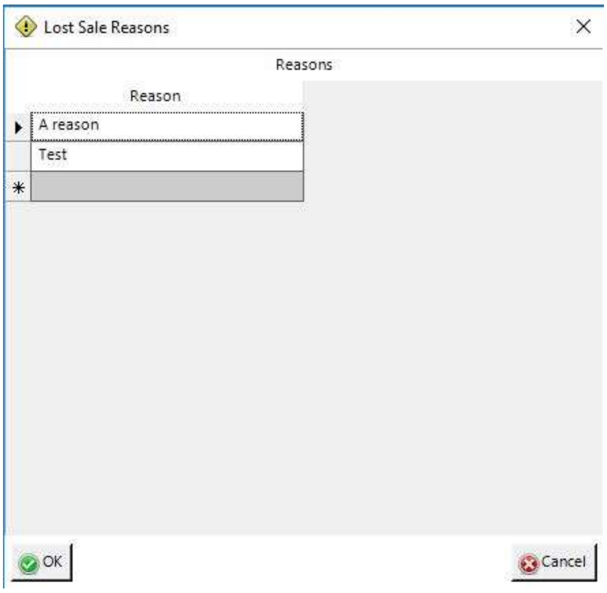

Fig. 13 – Lost Sale Reasons.

Sales Reports

The SOPS system offers an extensive range of reports which will allow you to see a clear breakdown and overview of various datasets; each report can be filtered to provide specific data on a more concise report.

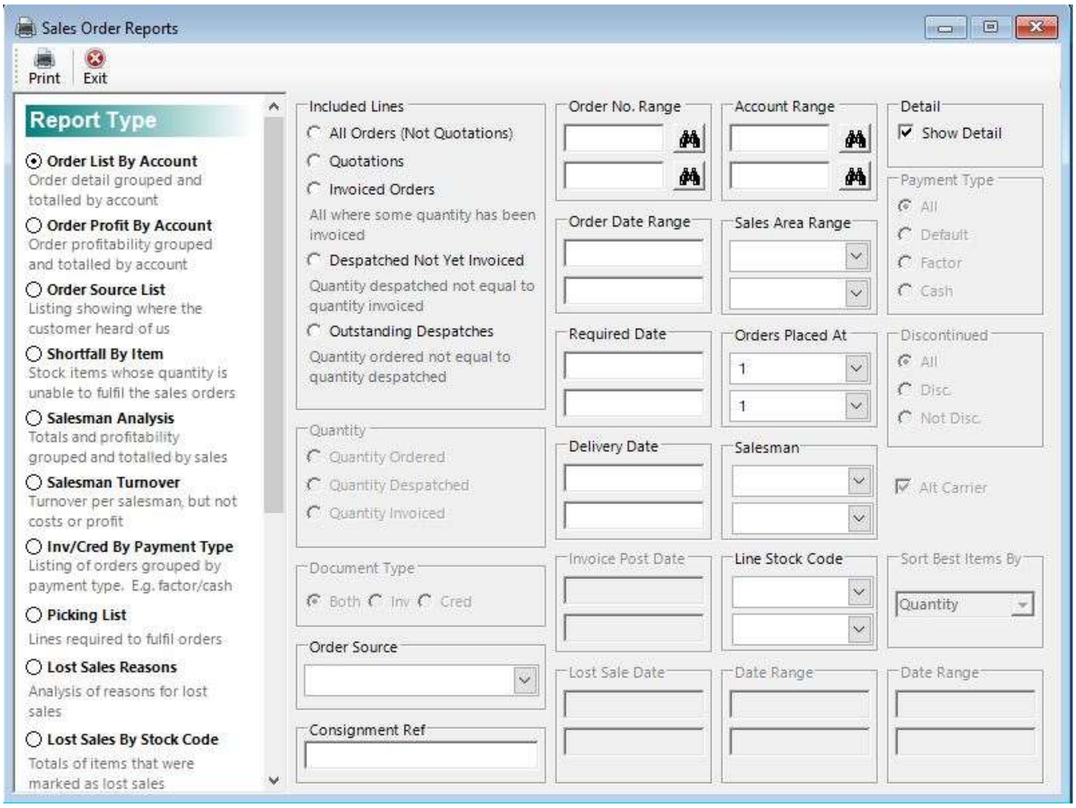

Fig. 14 – Sales Reports.

Each of the reports has a description to explain what exactly the report will be showing. The reports can also have different filters and search criteria applied to them to limit the data displayed in the reports. You'll be able to view a variety of data, ranging from a list of orders for each account, turnover for each salesman, lost sales information and much more. All of the reports can be printed out as well as exported or emailed.

To print a report, use the printer icon in the report viewer screen to handle the printing of the report. To export it, use the icon with the red arrow going into the envelope (two to the right of the printer icon) to select the file type to export to, or to email the report as a PDF file, click the 'Email As A PDF' button at the far end of the report viewer.

Targets

The Targets screen will provide a clear view of your weekly and monthly progress with meeting financial targets. For both the week and month it will have a progress bar of your current progress with a marker for breaking even and a marker for your target for the time frame. It will also list the inbound sales and invoiced sales for the current day so that you can further track predicted cash flow for the immediate future.

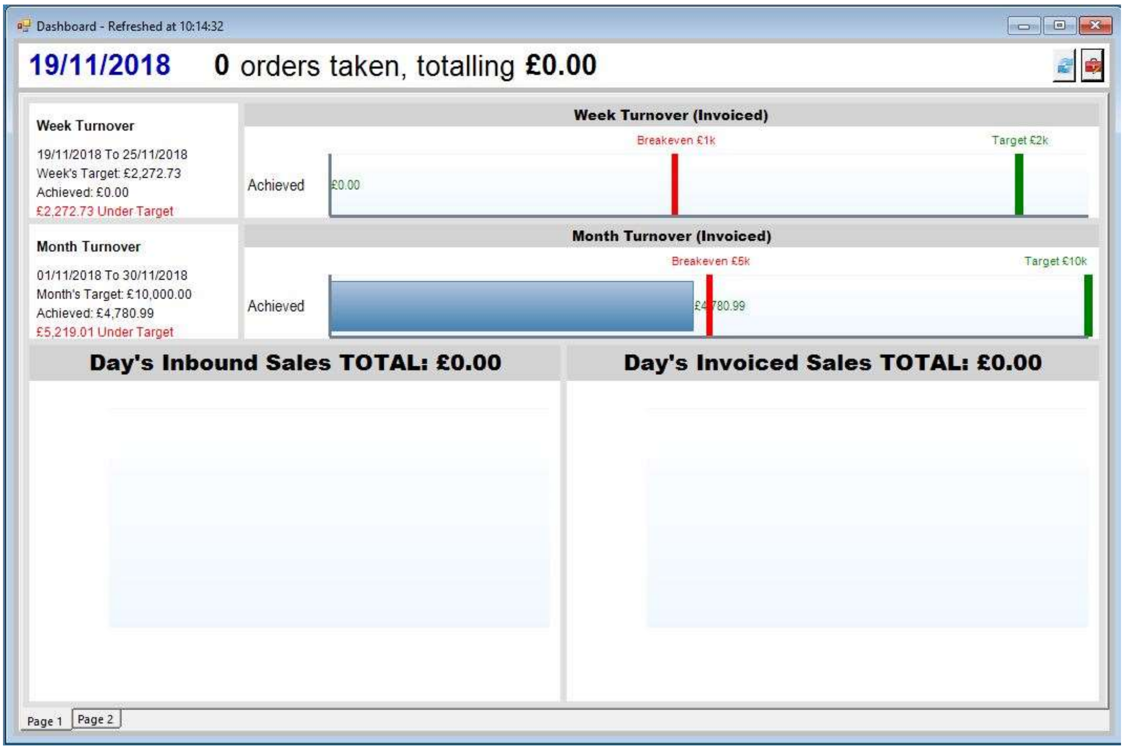

Fig. 15 – Targets dashboard.

Targets can be setup by clicking the button in the top-right hand corner of this screen, which has a picture of a toolbox on it. A new window will be displayed, from which you can set a monthly target and breakeven point, number of working days per week and more; the weekly targets will then be calculated based on the number of working days per week, number of days within the month and the monthly target.

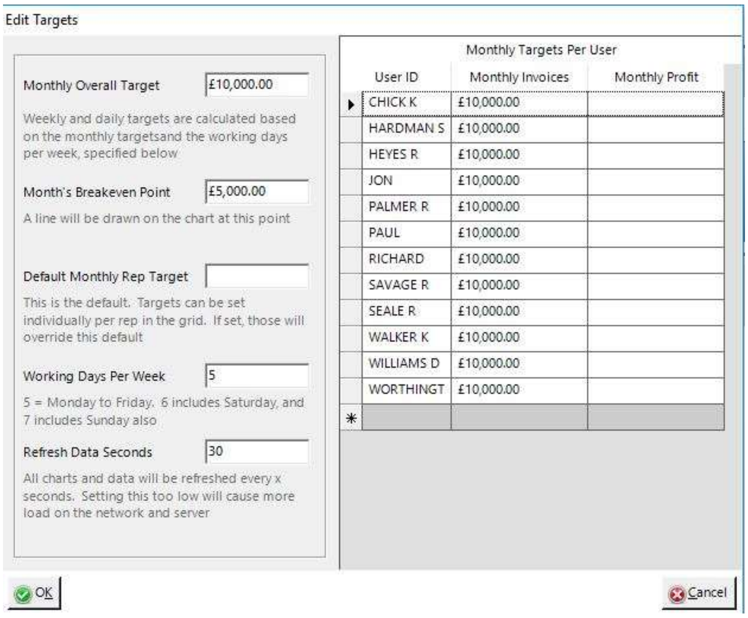

Fig. 16 – Target setup.

In the bottom-left hand corner of the main targets dashboard, there are two tabs. One of these is captioned "Page 1", the other "Page 2". Page 1 will show the main dashboard screen, whilst page 2 will show charts of monthly figures, in terms of invoices, inbound sales and target/achieved profit.

Fig. 17 – Monthly sales grids.

Delivery Run

The Delivery Run screen will allow you to export a view of orders with a delivery date within the specified date range. There are settings that can be applied too, such as the heading names and address format, with a consignment reference also an optional extra filter.
Once you've set up the search criteria that you need, click 'View' to see the matching orders, filtering by area by double-clicking one of the available areas in the "Areas" grid.

To export a collection of orders, click 'Export', which will output the orders to a .CSV file, using the columns and column names selected. To only select some of the available columns, hold down the 'Ctrl' key on your keyboard and click all of the columns you want to export.

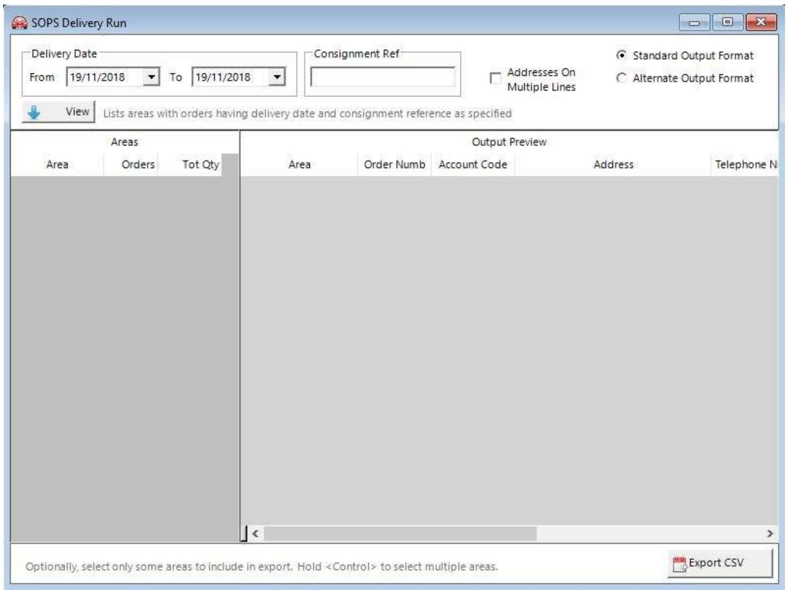

Fig. 18 – Delivery Run.

Order Price Recalculator

If you need to re-calculate the prices of orders, use the Order Price Recalculator feature. This will re-calculate the prices of any un-invoiced orders that match the criteria that you've entered. We have supplied the ability to enter multiple order criteria to ensure the field of orders that get updated is as narrow as possible for the best results.

Once all of the information has been entered (some of the possible options are date range and order location), click 'Process' to make the changes – these changes cannot be undone and will override the prices agreed with the customers of the affected orders, so only use this if absolutely necessary.

This will apply new pricing schemes, such as customer special pricing, promotional pricing etc. to orders to produce the value that they'd come to if the order was being placed on the current day.

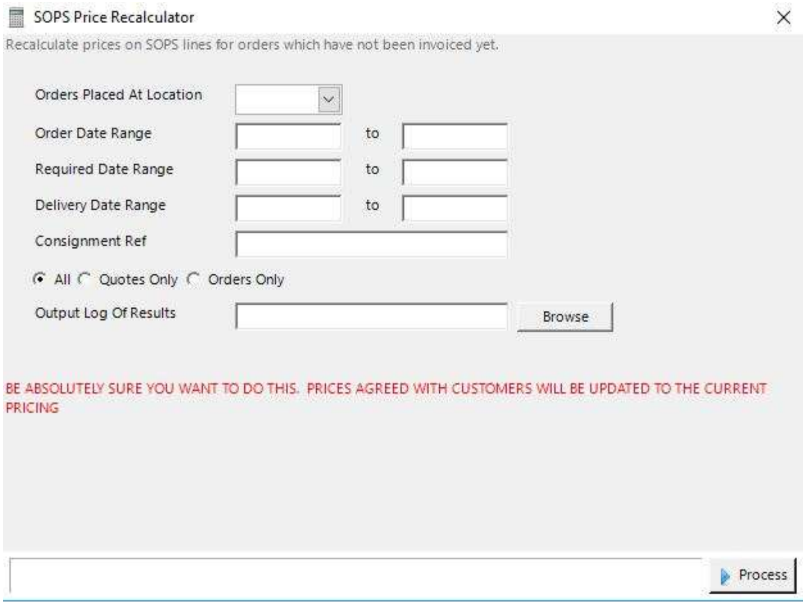

Fig. 19 – Order Price Recalculator.

Sales Order Settings

To change the settings for the SOPS module, go into ‘File’ > ‘Settings’ > ‘Sales Order Settings’. There are a multitude of settings across various different tabs that can make the module operate exactly as you require.

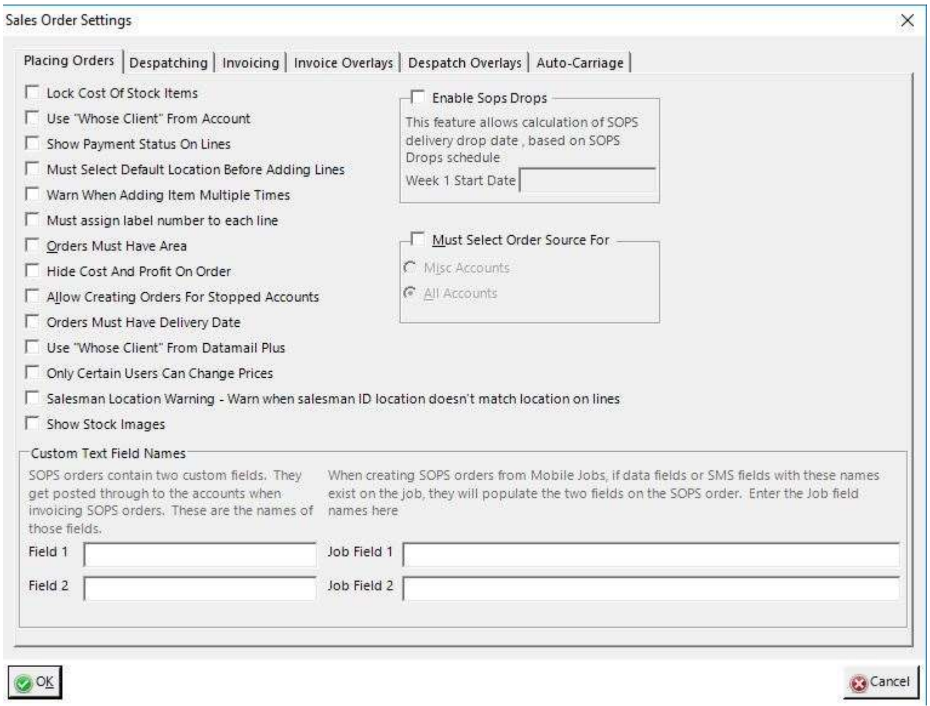

Fig. 20 – Sales Order Settings.

The first tab is the settings for when a user places and saves an order. The checkboxes on the left-hand side will control how this works, in terms of what information is and isn’t visible on the screen and order lines, required fields and where certain fields are populated from. The two groups of settings to the right of these checkboxes will turn on/off the SOPS drops feature (off by default) and make order sources a required field for different account types respectively.
At the bottom of this page is the area to set custom fields – these were mentioned previously on page 11. If your company uses a bespoke field in your sales orders that the system doesn’t currently cater for, then the custom fields can be used to add these on. “Field 1” and “Field 2” will be displayed in the ‘Other’ tab on the Sales Orders screen, whilst the two custom job fields will be used in the mobile SOPS system.

The next tab along is for the order despatch settings to be configured. These settings include the ability to hide the despatch button on the Sales Orders screen, set whether to print despatch notes automatically and what action to take when attempting to despatch more of an item than is currently in stock. Additionally, you’ll be able to mark a weight % to automatically add to an order for packaging etc.

The third tab along is the tab for the invoice settings. A few examples of these settings are to automatically close the invoice screen after processing the invoice (or alternatively not to), which value to use by default as the invoice quantity (order or despatch) and turn on/off whether the system offers to attach an invoice as an email attachment.
You can also set whether or not you allow cheque payments (along with the default nominal code for cheque payments) and which date the system uses as the default invoice date – system date, order date or last despatch date.

The “Invoice Overlays” tab is just to set the available report files that will be presented as options for the invoice report. If there are multiple invoice layouts that you use, add each report file name as an individual record and you’ll be able to select which of the layouts you want to use for the invoice being printed.

The penultimate tab (captioned "Despatch Overlays") is the same as the "Invoice Overlays" tab, but for printing despatch notes.

The final tab is for setting an auto-carriage charge. When this feature is enabled you'll need to enter the maximum order value to apply the carriage charge to as well as the carriage charge stock codes.

Unlock SOPS Order

In the 'File' menu there is an item for 'Maintenance', which will bring up an extended menu. From here, go into 'Unlock SOPS Order' and you'll be shown a box into which you can enter an order number. Once you've clicked "OK", either an error will appear meaning that the entered order number doesn't exist, or the order will be unlocked. By unlocked, this means that it can be written to.
When a user opens up an order, the system will lock it so that nobody else that opens the order can modify it until the user who originally opened it has closed it again. This prevents orders from being updated by multiple people at the same time and the order ending up being completely wrong.

This feature should only ever be used if you're completely sure that the user it was locked by no longer has the order open. Unlocking orders that are yet to be closed by the original user could cause orders to be incorrectly processed and have muddled-up figures!

SOPS Permissions

To apply permissions to user accounts, go into 'File' > 'Settings' > 'User IDs'. This will display a list of all of the user IDs that exist in the system. Select one and click 'Permissions' to load the permissions screen and modify the permissions for the user account.

Administrator accounts have access to all of the features, so permissions do not need to be set up.

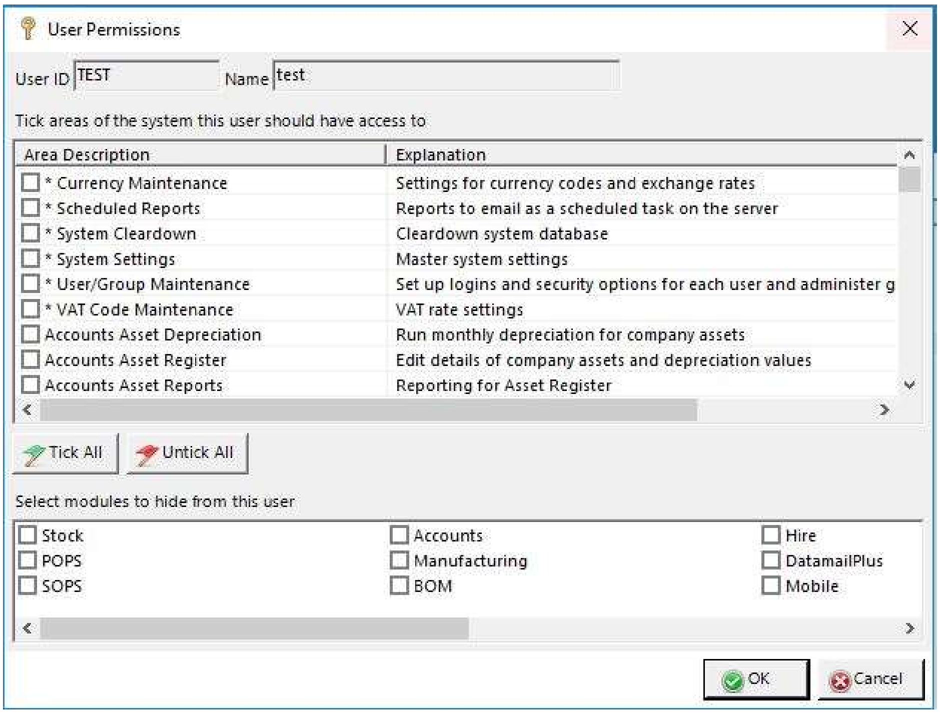

Fig. 21 – User Permissions.

To hide different modules from the user, tick the modules in the bottom grid to keep hidden. If you don't want a user to have access to the SOPS module, tick the 'SOPS' box and then click 'OK' to save this.
To give a user permission and access to all of the features, click 'Tick All', or alternatively 'Untick All' to remove all of their permissions.
To set individual permissions, tick all of the features that you want the user account to be able to access in the top grid. Each item has an explanation of what it will allow them to do.

For the SOPS module, the following options are listed below.

Sales Backorders	Ability to view and modify backorders.
Sales Delivery Run	Ability to export a list of delivery orders due for delivery on a specified date.
Sales Order Drops	Access to the sales order delivery drop screen.
Sales Order Lost Sales Reasons	Ability to modify the list of lost sale reasons.
Sales Order Profitability	Access to the profitability screen
Sales Order Salesman	Ability to change the ID of the salesman on a placed order.
Sales Order Sources	Ability to set up the list of order sources that can be chosen from when placing a sales order.
Sales Order Update Special Prices	Ability to update stock special prices based on the values used in a sales order.
Sales Order View Profit	Enables the button to view cost & profit for the selected order.
Sales Orders	Enables access to the sales order screen.
Sales Orders Price Change	Allows the user to change stock prices in the sales screen (one-off price change, doesn't affect the saved stock price).
Sales Orders Picking and Packing	Allows the user to record stock items leaving the warehouse.
Sales Reports	Allows the user to access and print sales-based reports.
Sales Returns In	Gives the user the ability to deal with returns, goods-in transactions and disposals.
Sales Settings	Ability to change the sales order settings.