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Order Entry

Down To Earth Order Entry enables you to

- ➲ Record customer orders over the counter, on the phone, or as you ship
- ➲ Record shipped quantities
- ➲ Print, proof, and post invoices for shipped quantities
- ➲ Print confirmations, picking tickets, and shipping labels

The Order Entry application operates in conjunction with Inventory and Accounts Receivable to provide complete information, easily accessed by your entry operators. To assist in more detailed information, each item has an extended description, up to 600 characters, that can be displayed either during order entry or when setting shipped quantities.

Both Inventory and Accounts Receivable provide important information for each order. The Inventory (item master) determines the description printed on the invoice, the sales, cost and inventory general ledger distribution accounts, if the item is serialized or taxable, your cost, and the customer's price. (Or, if processing an order for a non-stocked item, this information is provided at the time of the order.) Along with the Inventory, the Accounts Receivable customer master identifies those customers exceeding their credit limit, the pricing level (one through five) for each customer, and the salesman, territory, terms and tax code default values used in an order.

Within the Inventory and Accounts Receivable applications, there is also an extensive pricing structure that is utilized when entering an order. Each customer is determined to be on a pricing level one through five that correspond to the prices one through five defined in the item master. In addition, you have the option of special pricing with effective and expiration dates, priority pricing based on quantity or dollar, offering an exact price, discount, or markup, and for the options of

1 Customer/item
2 Customer/category
3 Customer
4 Item/location
5 Category/location
6 Class/item
7 Territory/item

Order Entry also offers a wide variety of shipping options for your order. You can ship an order to the ordering customer's address on file, a separate ship-to address defined for that customer, another valid customer, or a one-time address entered at the time of the order.

Quick and easy inquiries add to the effectiveness of this application with the ability to

- ✔ view an order in it's entirety separately from the entry windows
- ✔ find out at what stage of processing a given order is in (confirmed, picked, shipped, invoiced, and posted)
- ✔ partial item master display of pertinent information
- ✔ look up pricing scenarios based on the customer ID, date of purchase, location of item, item to be purchased, and quantity to be purchased.

- ✔ detailed history of a customer’s orders

As the orders are entered, the item’s allocated quantities for items associated with the order, are updated in ’real time.’ Once the shipped quantities are posted, the allocated quantities are adjusted back and the on hand quantities are reduced.

When invoices are posted in Order Entry, the invoice is recorded in Accounts Receivable open file (***aropen.ism***), history file (***arhist.ism***), and values updated in the customer master file (***arcust.ism***). The sales, cost of sales, inventory, and accounts receivable general ledger distribution is written to the Accounts Receivable distribution file (***ardist.ism***) to be interfaced to General Ledger at months end. (If you have not installed Down To Earth’s General Ledger application, you can print the A/R to G/L distribution report for journal entry into separate accounting software.) When you post an order, the quantities in the appropriate Inventory item record are automatically updated as well.

The standard invoice forms supported are either NEBS 9044 or NEBS 9051 (preprinted or blank). The shipping labels printed are one label per row, with the height determined by a setting in the Company Maintenance. Picking tickets are formatted to print on blank 8.5" by 11" paper.

1 Getting Started

To set up Order Entry, select “Order Entry” from the Sales menu column. The Order Entry main menu is displayed. From this menu, perform the following functions in the order specified below:

1. Set up your company for Order Entry to determine how transactions will be recorded. From within the Company Maintenance, you decide if you manually assign the order and invoice numbers or have the system automatically assign them sequentially. You also determine what the next order and invoice numbers are, the invoice form number you will be using, and if you want the invoices or picking tickets to automatically print on a specific printer.

   Cost determinations are also defined. You choose if the system should check to insure the price is not less than the cost, if operators are allowed to change costs, and if you even want the operators to view the cost of an item.

   If you are processing multiple locations on a single order, shipping at the time of counter orders, printing the extended description on invoices or picking tickets, or defining dollar volume discounts, this information must be entered in the “Company” selection of the Maintenance menu column. Refer to the section, “Setting up your company,” for more detailed information of each option.

2. If you have not created a code for each of your sales representatives using the Accounts Receivable application, you can create them using Order Entry. Follow the instructions in the section, “Defining salesman codes.”

3. If you have not created a code for each of your sales territories using the Accounts Receivable application, you can create them using Order Entry. Follow the instructions in the section, “Defining territory codes.”

4. If you have not created codes for the various payment terms your company extends to their customers using the Accounts Receivable application, you can create them via Order Entry. Follow the instructions in the section, “Defining terms codes.”

5. If you have not created codes for the various sales tax calculations using the Accounts Receivable application, you can create them using Order Entry. Follow the instructions in the section, “Defining tax codes.”

6. If you did not define all of your customers using the Accounts Receivable application, define them using Order Entry. Refer to the section, “Defining customers” within the Order Entry manual and for more detail, the section “Establishing customers” within the Accounts Receivable manual.

7. Optional. Define each address to which customer orders could be shipped, other than the address associated with the customer master. Refer to the section, "Defining shipping addresses" for more information.

8. If you have not defined each item or service that you sell to your customers using the Inventory application, define them in now within Order Entry. Refer to the section, "Defining inventory items" within the Order Entry manual and for more detail, the section "Maintaining inventory item records" within the Inventory manual.

9. If you have not created a code for each shipping method your company uses to deliver its products using the Accounts Receivable application, you can create them in Order Entry. Follow the instructions in the section, "Defining shipping method codes." The shipping method codes can be defined in either Order Entry, Purchase Order, or Accounts Receivable applications. Down To Earth uses the same shipping codes for all companies; therefore, you only need to enter the codes once, while logged into any company.

NOTE: Both the customer and item master records must be defined before any orders can be entered. In addition, reference codes, such as Shipping (method), Territory, Salesman, Terms, Tax, and Ship to (for customers) and Location, Catalog, Category, and Unit of Measure codes (for the items) must also be defined.

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10. Enter all open customer orders by following the instructions in the section, "Entering orders." Then print an Orders Entered List, an Open Orders Report, and a Back Orders Report to check your entries for accuracy. To print these reports, follow the instructions outlined in the section, "The Reports Menu Column.'

NOTE: The best time to begin using Down To Earth Order Entry is at the beginning of a new accounting month or period, so plan your installation accordingly.

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2 The Maintenance Menu Column

The Maintenance menu column enables you to define the codes and records needed to process Order Entry transactions. It contains entries that enable you to

- Create codes for your sales territories, representatives, and customer terms
- Create codes for tax rates and shipping methods
- Use these codes to define your customers
- Define or modify information about your inventory items
- Define or modify alternate shipping addresses for your customers
- Set up your company to determine how Order Entry transactions will be processed

All Maintenance menu column selections can also be accessed from the Inventory or Accounts Receivable applications except “Shipping addresses” and (Order Entry) “Company.” Because there are other codes required to define a new customer or item, it is suggested that you define your original customer and item IDs via their respective applications.

Most of the entries in the Maintenance menu column can also be accessed when you are processing Transaction menu column functions. Such access enables you to add new codes or change existing codes as needed, without actually leaving your order. You can use the “Field maintenance” shortcut to access the specific maintenance window or access the menu bar, Maintenance column and select the maintenance option required.

For example, if you’re entering an order and discover that a shipping (via) code has not been defined in Down To Earth, you don’t need to back out of your order and lose your data to define the new shipping method. You can pull down the Maintenance menu column from the menu bar or use the “Field maintenance” shortcut to define the new code, then return to finish entering your order.

2.1 Defining shipping addresses

Shipping addresses tell where your customer orders should be delivered, other than the address defined in the customer master. These addresses are usually for warehouse locations, but they can also be for other office locations to which orders should be shipped.

You will define each shipping address for a given customer to which their orders should be delivered. Also include individual dock numbers for warehouses, if applicable, the contact name and phone, and the tax code for this shipping location.

The addresses are identified by the corresponding customer's ID and five character, user defined, shipping (address) code you assign. This field is alphanumeric allowing you create your own coding method to define multiple addresses for your customers.

The shipping codes are then entered in the **Ship to** field of the Order Header window when entering an order. You either enter the shipping code for the customer on the order or use the "Find" shortcut to display a list of valid codes. Because the customer ID for the order has already been entered in the previous field, the **Ship to** field "Find" shortcut displays only the shipping addresses for that customer.

To define or modify a shipping address for your customers, select "Shipping addresses" from the Maintenance menu column. The Address Maintenance window is displayed.

Address Maintenance window

Customer ID: Enter the ID code assigned to the customer for whom you want to define a shipping address. When you press <Return>, the information stored in the selected customer's record is displayed in the lower portion of the input window and the cursor is positioned on the **Ship-to number** field.

You can search for a customer's ID code by customer search name or by the first several characters of the ID code itself using the "Find" shortcut. To search by ID code, enter the characters by which you want Down To Earth to search and then press the "Find" shortcut. If you need to add an ID code, press the "Field maintenance" shortcut.

Ship-to number: Enter a code up to five characters long for the shipping address you are defining. To list the shipping address codes already defined for this customer, press the "Find" shortcut.

Although you can use numbers, we recommend that you use alpha abbreviations or mnemonics for your customers' shipping address codes. You can assign, for example,

CHGO	Chicago, Illinois
IND	Indianapolis, Indiana

This coding scheme would not be appropriate, however, if your customer's orders should be sent to different addresses within the same city. Under these circumstances, you might use abbreviations for the street names as your shipping address codes.

When you press <Return> to enter the assigned shipping code, that code is automatically redisplayed as it is stored internally. Numeric codes less than five characters long are right-justified and padded with leading zeros. Codes that contain alphabetic characters are stored and used as entered. If you entered **30**, for example, it will be redisplayed as **00030**.

Also, the customer data previously displayed in the lower portion of the input window is removed so that you can enter the correct shipping address. The customer data for each field is again displayed as the default value and for your information when the cursor is positioned on that field. For each field, pressing <Return> enters the default value for that shipping address record.

Name: Enter the customer's name. To enter the displayed name, which is from the customer's record, press <Return>. You can enter up to 25 characters.

Address 1 and 2: Enter the correct street address over the text in **Address 1**. Press <Return> if the default address that is displayed is correct. If a second address line is required (a suite number, for example), enter it over the text in **Address 2**. Just press <Return> to accept the default address that is displayed. If text is displayed in the **Address 2** field and no text should be entered, press the <Backspace> or <Delete> key and then press <Return> to delete the displayed text. You can enter up to 25 characters on each line.

City: Over the displayed text, enter the name of the city to which items should be shipped. To enter the displayed city name, press <Return> without typing any data. Up to 20 characters are allowed.

State: Over the displayed text, enter the two-character postal code for the state (or Canadian province) to which items should be shipped. To enter the displayed postal code, press <Return> without typing any data. If orders should be sent to Missouri, for example, you'd enter **MO**.

Zip code: Enter the zip code for the appropriate shipping address over the displayed data. If this shipping address is within the same zip code area as the address in the customer's record, just press <Return> to enter the displayed code.

You can enter up to nine characters in the **Zip code** field. Do not include a hyphen; if the zip code is longer than five characters, a hyphen will be inserted automatically when the zip code is printed on reports and statements. If the nine-character zip code is 95670-6030, for example, you'd enter **956706030**.

Contact: If a contact for this customer was specified when the customer was defined in Down To Earth, that contact's name is displayed. If this person should also be contacted regarding shipping matters, press <Return>. If a different person should be contacted regarding shipping matters, enter that person's name over the displayed name. You can enter up to 25 characters.

Telephone: If the displayed telephone number should also be used to telephone your contact about shipping matters, just press <Return>. If a different telephone number should be used, enter that number over the displayed data.

Enter up to 14 characters, unformatted. Formatting is done automatically as follows: **(aaa)ppp-nnnn/eeee** where **aaa** is the area code, **ppp** is the prefix, **nnnn** is the number, and **eeee** is the extension.

Tax code: If the displayed tax code should be used for items shipped to this address, just press <Return>. If a different tax calculation should be used, enter its code over the displayed code. When using the shipping address code being defined, this tax code value becomes the default value for the entire order. If Down To Earth is unable to assign a tax code from a shipping address record, the tax code from the customer's record is used instead.

To list the existing tax codes, press the "Find" shortcut. If you need to create a new code, press the "Field maintenance" shortcut. When you press <Return>, the tax code's description is displayed for visual verification.

When you're sure that the data entered in the preceding fields is correct, press <Return>. You can either define another shipping address or press the "Exit window" shortcut to redisplay the Maintenance menu column.

2.2 Defining customers

Customers are companies or individuals who purchase goods or services from your company. Before you can create an order for a customer, that customer must be defined for your company. Once all the required codes are established, you can define new customers via either Accounts Receivable or Order Entry by selecting "Customers" from the Maintenance menu column.

NOTE: Please refer to the section of the Accounts Receivable application manual "Establishing customers," for detailed instructions and field descriptions of the Customer Maintenance input windows.

Defining a customer master record entails assigning the customer an ID code and entering such basic information as the customer's name, address, telephone and fax number, and credit limit. You will also enter codes to specify the applicable

- ✔ Sales representative
- ✔ Territory
- ✔ Payment terms
- ✔ Tax calculation

You are required to use these codes to define your customers. For example, even if you are not using the Territory code, at least one Territory code must be defined (even if the description says "Not applicable") then entered in the customer master.

In addition, you will establish the finance charge code to be used for the customer, any specialized comments to optionally display on an order, and their credit limit. If they should be classified as an open item or balance forward customer, what pricing level they are at (corresponding to the item price levels), and current and year-to-date accumulative totals are also entered.

To define or modify information for a customer, select "Customers" from the Maintenance menu column. The Customer Maintenance window is displayed. (You must be logged into the company for which you're defining the customer.)

When entering orders, you can only enter customer codes who were defined for your company. If a particular company or individual is a customer for more than one company for which Down To Earth is being used, you must define that customer for each company.

2.3 Defining inventory items

For the purpose of Order Entry, "inventory items" are goods or services that you sell to your customers. Before you can enter a customer order for an item, that item must be defined for your company.

NOTE: Please refer to the section, "Maintaining inventory item records," of your Inventory application manual for detailed instructions and specific field descriptions of the Inventory item master maintenance windows.

Defining an inventory item entails assigning an ID code to the item and entering such basic information as the location where the item is stored, the item's unit weight, the units in which the item is bought and sold, if the item is serialized, and reorder information. The assigned item ID code along with the code for the item's location will be used to identify the item within Down To Earth. Therefore, if an item is stored in more than one inventory location, you must define that item for each of those locations. You can enter the item for each location via the "Items" selection of the Maintenance menu column (Inventory or Order Entry application) or via "Copy items from/to locations" in the Miscellaneous menu column of the Inventory application.

Suppose, for example, that you have three different warehouses (inventory locations 100, 200, and 300) and that item 1000 is stocked in each of these warehouses. You must define item 1000 three times: once for location 100, once for location 200, and once for location 300.

You will also need to define the following codes prior to entering an item master record. These codes must be defined either via the respective Maintenance menu selection within the Inventory application or by using the "Field maintenance" within the Item entry windows.

- ✔ Location
- ✔ Unit-of-measure
- ✔ Category

If desired, you can also enter codes to specify

- ✔ The commission rate
- ✔ How the item should be cataloged (or sorted) on lists and reports

The item master also carries information such as the primary vendor ID, their item number, and their cost to you as well as the quantity status, standard, average, and last costs, pricing levels, reorder information and a physical count cycle code.

To define or modify item master information for your company, select "Items" from the Maintenance menu column. (You must be logged into the company for which you are defining the inventory item.) The Item Maintenance window is displayed.

When entering orders, you can only enter ID codes for items that were defined for your company. If an item is sold by more than one company for which Down To Earth is being used, you must define that item for each of those companies. Item ID codes are used in Inventory, Purchase Order, and Bill of Materials and can be defined using those applications, as well.

2.4 Defining territory codes

Territory codes enable you to generate reports and analyze sales data by area or region. You should assign a territory code for each area for which you want to maintain sales data. You'll need these territory codes when you enter customer orders.

To generate reports and analyze sales data by state, for example, you'd assign a territory code to each state in which you sell goods or services. To generate reports and analyze sales data by region (e.g., Northwest, Southeast, Midwest, etc.), you'd assign a territory code to each region in which you sell goods or services.

To define a territory code, select "Territory codes" from the Maintenance menu column. The Territory Code Maintenance window is displayed.

NOTE: Territory codes are also used in Accounts Receivable and can be created using that application as well. Please refer to the section, "Defining territory codes," of your Accounts Receivable application manual for instructions on defining or maintaining territory codes via the Territory Code Maintenance window.

2.5 Defining salesman codes

Salesman codes enable you to specify the sales representative responsible for each order. You should assign a salesman code to every person in your company who generates sales. You'll need these codes when you enter customer orders.

Before you can define salesman codes, you must determine how each sales representative's commissions should be calculated.

To define a salesman code, select "Salesman codes" from the Maintenance menu column. The Salesman Code Maintenance window is displayed.

NOTE: Salesman codes are also used in Accounts Receivable and can be created using that application as well. Please refer to the section, "Defining salesman codes," in your Accounts Receivable application manual for instructions on defining or maintaining salesman codes via the Salesman Code Maintenance window.

2.6 Defining terms codes

Terms codes enable you to specify when payment is due and the percentage of discount (if any) that can be applied for early payment for each order. You should assign a terms code to every combination of payment terms that you grant your customers. You'll need these terms codes when you enter customer orders.

To define a terms code, select "Terms codes" from the Maintenance menu column. The A/R Terms Code Maintenance window is displayed.

NOTE: Terms codes are also used in Accounts Receivable application and can be created with that application as well. Please refer to the section, "Defining terms codes," of your Accounts Receivable application manual for instructions on defining or maintaining terms codes via the A/R Terms Code Maintenance window.

2.7 Defining tax codes

Tax codes enable you to specify the calculations that should be used to compute the tax for each order. You should assign each state, county, city, and municipality combination with different tax calculations a tax code. You'll need these tax codes when you establish customers, enter customer orders, or define shipping addresses.

Counter sales: For over the counter sales use the tax code as defined for the store where the goods are sold from. For example, let's say your store has two different branches: a branch within Chicago's city limits and a branch outside the city limits (within a suburb). Different tax calculations would apply to customer purchases made at these branches because the city of Chicago imposes its own separate tax. Illinois, Cook County, and Chicago taxes should be applied to customer purchases made at the Chicago store, whereas only Illinois and Cook County taxes should be applied to customer purchases made at the store outside the Chicago city limits. Under these circumstances, you'd need to create two separate tax codes: one to be used for customer purchases made at the Chicago store and one for customer purchases made at the suburban store.

Shipped orders: Use the tax code defined for the customer's location (or location being shipped to), when entering the order and shipping direct to the customer. The customer master is defined with their default tax code and the shipping address record carries the default tax code value for the shipping location.

To define a tax code or to modify the information (e.g., tax percentages) for an existing tax code, select “Tax codes” from the Maintenance menu column. The Tax Code Maintenance window is displayed.

NOTE: Tax codes are also used in Accounts Receivable and can be created using that application as well. Please refer to the section, “Defining tax codes,” of the Accounts Receivable application manual for detailed instructions and field definitions re defining or maintaining tax codes via the Tax Code Maintenance window.

2.8 Defining shipping method codes

Shipping codes enable you to specify the method that should be used to ship each order. You should assign a shipping code to every method used to ship orders to your customers with the first record in the shipping codes file assigned to your most common method.

The first shipping method code in the data file becomes the default value displayed when entering an order. Because the shipping method code field is alphanumeric, numeric values are written to the file before alpha values. For example, the code **001** is listed in the file before **ABC**.

If you use both your own company truck and UPS to deliver orders to your customers, for example, you’ll need to create two shipping codes: one for the company truck and one for UPS. (If no other shipping methods are used, a code value of CMP would be the first record, listing before UPS.)

To define a shipping code, select “Shipping codes” from the Maintenance menu column in either the Order Entry, Purchase Order, or Accounts Receivable application. The Shipping Code Maintenance window is displayed.

NOTE: Down To Earth uses the shipping codes for all companies; therefore, you only need to enter the codes once, while logged into any company. You can then utilize these same codes for any company, within Purchase Order, Order Entry, or Accounts Receivable, regardless of the company for which they were originally defined.

Shipping Code Maintenance window

Shipping code: Enter a unique three-character code for the shipping method you are defining. If you are changing the data for an existing shipping code, you can use the “Find” shortcut to display a list of existing codes and their descriptions.

Description: Enter a description of the shipping method you are defining.

Press <Return> to process your data and clear the window so you can enter the next shipping method code. When you're done entering shipping method codes, press the "Exit window" shortcut to return to the Maintenance menu column.

2.9 Setting up your company

The Order Entry application offers many custom settings for each company. Options are defined for your company to

- ✔ Automatically assign numbers to customer orders and invoices and control the next order and invoice number
- ✔ Select the format of the Invoice form
- ✔ Automatically send invoices, picking tickets, and shipping labels to printers set up for those purposes
- ✔ The size in lines of your shipping label
- ✔ Retain transaction detail in the order history file (***oehist.ism***) – required for the Sales Analysis application
- ✔ Allow your operators to change and/or view an item's cost when you enter orders
- ✔ Process multiple locations, include extended description, and print kit components on an order/invoice
- ✔ Automatically calculate dollar volume discounts

Before using Order Entry, you must enter information to determine how your orders and invoices are processed for your company. To define your company options for Order Entry, select "Company" from the Maintenance menu column. The Company Maintenance window is displayed. (You must be logged into the company for which you will be processing Order Entry transactions.)

◈ NOTE: If you'll be creating customer orders for more than one company, Order Entry information must be entered for each company.

Company Maintenance window

Company code: The code of the company you're processing is automatically displayed. If your company has already been set up for Order Entry, its data is displayed in the fields discussed below. To correct any of this information, use the editing commands from the Input menu column.

If your company hasn't been set up for Order Entry, you must enter the information for your company in these fields.

Automatic order numbers: To enable Down To Earth to automatically assign the next sequential order number to each order, choose **Yes** from the displayed selection window. If you want to assign your own order numbers, choose **No**.

Next order number: If you entered **Yes** in the **Automatic order numbers** field, enter the next order number you want Down To Earth to assign. If you entered **No**, press <Return> without typing any data to enter the default value, **0**.

Order numbers must be whole numbers less than or equal to **999,999**.

Automatic invoice nos: To enable Down To Earth to automatically assign the next sequential invoice number to each invoice, choose **Yes** from the displayed selection window. If you want to assign your own invoice numbers, choose **No**.

NOTE: If you are going to use the “Counter orders” function in the Transaction menu column, you must select **Yes** at this prompt. If you choose **No**, any invoice created through the “Counter orders” function will have a number of **000000**.

Next invoice number: If you entered **Yes** in the **Automatic invoice nos** field, enter the next invoice number that you want Down To Earth to assign. If you entered **No**, press <Return> without typing any data to enter the default value, **0**.

Invoice numbers must be whole numbers less than or equal to **999,999**.

Invoice form number: From the displayed selection window, choose the form type you will be using to print invoices. Your choices are

1 Nebs 9044
5 Nebs 9051 (preprinted)
6 Nebs 9051 (blank)

Nebs form 9044 is preprinted; Nebs form 9051 is not preprinted. If you are using a Nebs form 9051 that has your company’s name preprinted on it, select **5** for **Nebs 9051** (preprinted). If Down To Earth should print your company’s name on the blank form when it prints invoices, select **6** for **Nebs 9051** (blank).

You must use Nebs form 9051 (or a form with a similar layout) to print your invoices if you are using three decimal places for inventory item quantities (**3** was entered in the **Unit decimal places** field when your company was set up for Inventory).

Invoice printer: Enter the number of the printer on which you want invoices printed. (Printer numbers are assigned via the “Printer specifications” entry from the Maintenance menu column in the System Manager application.) Valid entries are whole numbers from **00** through **24**. If you enter **00**, you will be prompted for the printer number each time invoices are printed. A value between **01** and **24** will automatically send all invoices to that printer.

Picking ticket printer: Enter the number of the printer on which you want to print picking tickets. (Printer numbers are assigned via the “Printer specifications” entry from the Maintenance menu column in the System Manager application.) Valid entries are whole numbers from **00** through **24**. If you enter **00**, you will be prompted for the printer number each time picking tickets are generated. A value between **1** and **24** will automatically send all picking tickets to that printer.

Shipping label printer: Enter the number of the printer on which you want to print shipping labels. (Printer numbers are assigned via the "Printer specifications" entry from the Maintenance menu column in the System Manager application.) Valid entries are whole numbers from **00** through **24**. If you enter **00**, you will be prompted for the printer number each time shipping labels are created. A value between **1** and **24** will automatically send all shipping labels to that printer.

Shipping label size: Enter the number of lines that your printer can print on the shipping labels. The number of lines that can be printed on your shipping labels depends on the size of your labels and on your printer settings. If your printer is set to print 6 lines per inch and your labels are 1-1/2 inches in height, for example, you'd enter a value of **9**.

Keep history: If transaction detail should be retained in the history file after transactions are posted, select **Yes** (the default). If transaction history should not be retained, select **No**.

We suggest that you do retain transaction history. It can be deleted at any time using the "Purge history" entry from the Miscellaneous menu column.

NOTE: The History report within the Order Entry application or Sales Analysis (application) Reports cannot be printed if transaction history is not retained.

Price vs cost: When you enter an order, Down To Earth compares the sales price entered for the ordered item to the last cost of the item. (An item's last cost is stored in its master record.)

- ✔ If you want Down To Earth to prohibit you from entering a sales price that is less than an item's last cost, select **Not allowed** from the displayed selection window.
- ✔ If you want Down To Earth to allow you to enter a sales price that is less than an item's last cost but to display a warning message, select **W: allowed with warning**.
- ✔ If you want Down To Earth to allow you to enter a sales price that is less than an item's last cost without displaying a warning message, select **Y: allowed**.

Allow cost changes: To enable Down To Earth to display and allow you to change an item's cost when entering an order for that item, choose **Yes** from the displayed selection window. To prohibit an item's cost from being displayed and changed during order entry, select **No** (the default).

Reuse invoice numbers: If the number assigned to the original invoice should be re-used when subsequent invoices are printed for an order, choose **Yes** from the displayed selection window. If each invoice printed for an order should be assigned a new invoice number, enter **No** (the default).

Display unit cost: If an item's unit cost should be displayed when you view an order's status (via the "Order inquiry" function from the Reports menu column), choose **Yes** (the default) from the displayed selection window. Otherwise, choose **No**.

◈ NOTE: To prohibit the cost from displaying during order entry, enter a value of **No** in the **Allow cost changes** field, above. The value entered in the **Display unit cost** field only affects the inquiry menu selection.

Automatic invoice: You can set up Order Entry to automatically generate or display the choice to generate confirmations, picking lists, or invoices after the last information is entered on an order or recorded as shipped. Your options are as follows:

- ✔ Select **N - None** if no invoice, confirmation, or picking lists should automatically generated or the choice listed as an option. The user will have to manually select to generate the required forms as needed via the menu selections.
- ✔ If you select **I - invc cash & chrg**, Down To Earth will automatically generate invoices when shipped orders are recorded.
- ✔ If you select **C - confirm cash & chrg**, Down To Earth will automatically generate confirmations when orders are entered.
- ✔ If you select **B - invoice cash/confirm chrg**, Down To Earth will automatically generate invoices when cash orders are entered, and automatically generate confirmations when orders that have been charged on account are shipped.
- ✔ If you select **P - picking list**, Down To Earth will automatically generate picking lists when orders are entered.
- ✔ Select **S - user select** if you want the user to be prompted for the type of form he wants printed each time an order is entered or shipped. Once the last information is entered on an order or recorded as shipped, an additional window displays prompting you to choose to print: Nothing, Invoice, Confirmation, Picking list.

Multi locs/order: Choose **Yes** if you want to allow items from multiple locations to be included on a single order. Choose **No** if all items on an order must be shipped from a single location.

Counter sales: Choose **Shipped** if, when using the "Counter sales" function in the Transaction menu column, you will be entering and shipping the order all at once. Choose **Order** if you will just be creating the order and shipping at a later time.

Ext descr on invoice: Choose **Yes** if you always want the item extended descriptions printed on the invoices. Choose **No** if you do not want the extended descriptions printed. If you choose **No** here and later find that you do want to print the description, you can use the <F9> function in Order Entry to print descriptions for a particular order. (See the section "Entering orders" in this manual for more information.)

Ext descr on picking: Choose **Yes** if you always want the item extended descriptions printed on the picking ticket. Choose **No** if you do not want the extended descriptions printed. If you choose **No** here and later find that you do want to print the description, you can use the <F9> function in Order Entry to print descriptions for a particular order. (See the section "Entering orders" in this manual for more information.)

Auto ship quantities: Enter **Yes** from the selection window to automatically select all items on an order to be fully shipped when setting the shipped quantities. Press <Return> to enter the default value, **No**, and manually specify the quantity shipped on each line.

If you ship a majority of the line items at the same time, choose **Yes**, then you can manually change the few items that are not shipping. If you usually ship an order's items over time, select **No** to avoid entering items as shipping items when they really weren't shipped.

Print kit components: Select **Yes** to print the kit components on the customer's invoice, not just the kit item ID. Choose **No** if you want only the kit item ID to print on the invoice, not the individual components.

When you're sure the information you entered in the preceding fields is correct, press <Return> to enter that information in your system. The cursor is repositioned on the **Up to** column in the **Vol Disc Table** on the right side of the input window.

Vol Disc Table

Up to: Enter the dollar amounts to which the percentages in the corresponding **Disc pct** fields should be applied. You can enter up to 10 dollar amounts in this column. If you press <Return> without entering a dollar amount in any of these fields, Down To Earth will automatically enter a **0** in that field.

The dollar amounts you enter in the **Up to** fields must be whole dollar amounts no greater than **999,999**.

Disc Pct: Enter the percentage that should be multiplied by the dollar amount of orders that are less than or equal to the value in the corresponding **Up to** field but greater than the value in the previous **Up to** field. You can enter up to 10 percentages in this column. If you press <Return> without entering a dollar amount, Down To Earth will automatically enter a **0** in that field.

The maximum value you can enter in any of the **Disc Pct** fields is **99.99**. It is not necessary to include the decimal point for whole numbers. Down To Earth will automatically insert the decimal point after the last digit you enter.

When you enter an order, Down To Earth compares the dollar amount of that order to the values in the **Up to** column. It then multiplies the dollar amount of the order by the value in the **Disc Pct** column that corresponds to the nearest value in the **Up to** column that is less than or equal to the dollar amount of the order. For example, suppose that you enter an order for $350 and the following values were entered in the **Vol Disc Table**:

Up to	**Disc Pct**
100	0.00
250	2.00
500	2.50
750	3.00

The nearest value in the **Up to** column that is less than or equal to the dollar amount of the order (350) is 500. Therefore, Down To Earth will multiply 350 (the dollar amount of the order) by 2.50 percent (the corresponding percentage in the Disc Pct column) to obtain $8.75 (the dollar volume discount).

When you're finished entering values in the **Vol Disc Table**, press the "Fill defaults" shortcut. When you're sure your data is correct, press <Return> to enter it in your system and display the Maintenance menu column.

3 The Transaction Menu Column

From the Transaction menu column, you can

- Enter orders, credits, holds, and counter orders
- Print confirmations, picking tickets, shipping labels, and invoices
- Post invoices
- Record shipped quantities
- View extended descriptions for the item for which you are entering a transaction

3.1 Entering orders

There are three menu selections available to enter orders, depending on the type of order, “Enter orders,” “Counter orders,” and “Enter shipped orders.” In any of the entry options offered, a controlled item’s allocated quantity is increased at the time of entering the order. The item’s quantity on hand (and allocated quantity) is reduced when the invoice is posted.

Enter orders: The primary method of order entry is via the Transaction menu column selection, “Enter orders.” Select “Enter orders” from the menu to process standard orders, orders that should be held for later processing, recurring orders, and credits for returned items. Use this entry to add new orders, or to change and delete orders that have not been entered as shipped. (Detailed field descriptions are included in this section, “Enter orders.”)

Counter orders: You can also select “Counter orders” which was designed for quick, immediate sales, using a scanning device. After entering minimal header information, the line entry item is scanned, entering the UPC code. The order is immediately considered shipped with the proper Company settings defined, if not, you must still manually set the quantities as shipped via the “Enter shipped orders” menu selection. Selecting “Counter Orders” is an alternative to regular order entry if you don’t need all of the detail information requested in the standard “Enter orders” function. For more detailed information, see the section “Entering counter orders” to follow. (Detailed field descriptions are included in the following section, “Entering counter orders.”)

Enter shipped orders: If an order is being entered and shipped at the same time (like Counter orders) and requires detailed information for the order (like regular order entry), you can enter the order and ship it at the same time by selecting “Enter shipped orders” from the menu column. The fields of entry are exactly the same as when entering an order via “Enter orders” with the addition of setting the shipped quantity for each item ordered. (Detailed field descriptions are included in this section, “Enter orders.”)

Order options: There are many options offered to fit your company’s method of operation. Please be sure you are familiar with the settings defined for your company (“Company” Maintenance menu column selection) in both the Order Entry and Inventory applications regarding:

- ✔ order and invoice assigning of numbers and printers
- ✔ special pricing or price level that may apply to your customer
- ✔ the pricing priority for an item (defined via the Inventory application, Maintenance menu, “Company” selection
- ✔ what does or does not print on the order/invoice

When you are ready to enter an order select the method that best suits your needs. Select either “Enter orders,” “Counter orders,” or “Enter shipped orders” to display the Order Header window.

NOTE: To enter Counter orders, please refer to the next section “Entering counter orders” for detailed information of each field. Counter orders also require the additional entry of a Sales Representative code prior to entering the order. Any differences between the “Enter orders” and the “Enter shipped orders” menu selections are discussed in this section’s individual field descriptions.

Error messages: If an order has been partially shipped or at any time been accessed via the “Enter shipped orders” menu selection, it cannot be edited via the “Enter orders” menu selection. The message “Order can be changed from SET SHIPPED ENTRY only” is displayed and requires any editing to be entered by selecting “Enter shipped orders” from the Transaction menu column.

Select, “Enter orders” or “Enter shipped orders” to display the Order Header window. For more information regarding “Counter orders” please see the section “Entering counter orders” to follow.

Order Header window

Order no: If you selected **Yes** at the **Automatic order numbers** field in the company file, just press <Return> to enter **0** (the default value) in this field. Down To Earth will automatically assign this order the next sequential order number on file.

If you selected **No** at the **Automatic order numbers** field, assign the order a unique number up to six characters long and enter that number in this field.

Enter the previously assigned number to display an existing order for changes or if entering shipped quantities via the “Enter shipped orders” selection.

◈ NOTE: Once you access an order via the “Enter shipped orders” menu selection, you are not allowed to display that order for changes via the “Enter orders” menu selection.

Sold to: There are two types of orders: orders for a specific customer and cash sales to a customer without a master on file.

- ✔ If you are entering an order that will be placed on the customer’s account, enter the customer’s identification code. If you don’t remember the customer’s ID code, you can use the “Find” shortcut to search for it according to his sort name or by a portion of the code itself. (See the section titled “Performing a field search” in the “General Concepts” manual for more information about the “Find” function.) If you need to define a new customer master, press the “Field maintenance” shortcut, now.

  When you press <Return>, the customer’s name and address is displayed. Check the name to make sure you’ve entered the correct ID.

  If the customer’s current outstanding balance exceeds his credit limit, the message “Customer has exceeded his credit limit” is displayed on the screen, but you are allowed to continue entering the order. (The customer’s credit limit was defined when his record was created via the “Customers” function from the Maintenance menu column in either Order Entry or Accounts Receivable.)

- ✔ If you are entering a cash sale, type (the word) **CASH** for the customer ID and press <Return>. The description “Cash sale” displays as the customer name and the cursor advances to the next field.

  Cash sales work differently than customer orders in several ways. The total amount of the order is understood to be collected at the time of the order and the items ordered are also shipped. Although you can enter cash sales via “Enter orders” we suggest you enter them via “Enter shipped orders” as a more efficient method.

  The general ledger distribution does not create a distribution to the accounts receivable account. Instead, the distribution is direct to the cash account as a deposit and to the offsetting sales, cost of sales, inventory, tax and freight accounts the same as a customer order.

Ship to: You can ship an order to the address in the customer’s record, to an alternate shipping address for the customer, or to a different customer.

- ✔ To ship the order to the address in the customer’s record (the address displayed in the **Sold to** field above), press <Return> to copy that address to this field.
- ✔ To ship the order to a separate shipping address on file for the customer, enter a pound sign (#) and the code of the shipping address to which the order should be sent. Do not include any punctuation or blank spaces. If the order should be sent to the address represented by shipping address code 100, for example, enter **#100**

You can list the shipping address codes previously defined for this customer, using the “Find” shortcut. If you need to add another shipping address code, press the “Field maintenance” shortcut.

- ✔ To ship the order to a different customer, enter the customer’s identification code. The address defined for the ship to customer is displayed for verification.
- ✔ To enter a unique ship to address, press the <Tab> key or the down arrow to advance to the next field for a WIN95/98/NT distribution and the down arrow for all other distributions and use the editing features to enter or change the address field values.

When you press <Return>, the address to which the order will be shipped is displayed. Check this address to make sure you’ve entered the correct customer or shipping address code.

NOTE: If all the following fields call for the entry of the default values, you can use the “Fill defaults” shortcut to move the cursor through the last field and pause for a confirmation of the window input. At that time, you also have the option to use any of the other Input features to move to a specific field and change the value.

Customer PO: Optional. Enter the customer’s purchase order number or any other reference for this order. If you want to leave this field blank, press <Return> without typing any data.

Confirmed with: Optional. Enter the name of the person who placed or confirmed this order with you. This field is for reference only.

Order type: From the displayed selection window, choose the type of order you are entering. Your choices are

- ✔ **Order** – when entering a customer order
- ✔ **Credit** – when issuing a credit for merchandise returned back to your inventory. The customer is given a credit on their account and the quantity specified for the item returned is added back into your inventory item’s on-hand quantity.
- ✔ **Hold** – status does not allow you to ship the order or to create an invoice until the flag in this field has been changed to **O** for Order. You might want to select **Hold**, for example, if the customer has exceeded his credit limit. This enables you to go ahead and enter the order but not allow shipment until the customer has paid his outstanding balance down below his credit limit.
- ✔ **Recurring (1 through 9)** – stores the order information so you don’t have to re-enter it each time you want to ship or print the order or post an invoice. You must assign a frequency to each of the nine order types (1 through 9). For example, you might assign recurring order type 1 to all orders that are placed each week and recurring order type 2 to all orders that are placed each month. To print a list of the recurring orders entered, select “Recurring orders” from the Transaction menu column. When you print invoices for

recurring orders, you must specify for which recurring order type (1 through 9) they should be printed.

NOTE: For customer credits that do not involve quantities returned to your inventory, such as damaged goods or a write-off, select "Enter transactions" from the Transaction menu column of your Accounts Receivable application. Entering a transaction type **3-CR memo** or **6-Write-off**, gives the customer a dollar amount credit to their account without affecting the inventory quantities. To insure the proper General Ledger distribution for the credit, use the Accounts Receivable Product category code that corresponds with the Inventory item's Product category code entered originally.

Order date: Enter the date the order was placed or press <Return> to enter the current system date as the default value.

Required by: Enter the date by which the order must be shipped. The default is the current system date. To enter the default, just press <Return>. This field is used when printing confirmations and picking lists, comparing this date to the date entered in the **Required by date** field. A comparison is also done when printing various Order Entry reports.

Expires on: Enter the date by which the customer must receive the order. If the order is not received by this date, the order has expired and should no longer be invoiced or shipped. The default is the current system date. To enter the default, just press <Return>. This field is for information only.

Division: Optional. If the order should be recorded with the code of a particular division, enter that code. If you press <Return> without entering a division code, this field is left blank.

Department: Optional. If the order should be recorded with the code of a particular department, enter that code. If you press <Return> without entering a department code, this field is left blank.

NOTE: If you're using the Down To Earth General Ledger application, the entries to the accounts receivable, cash, freight, tax, and discount accounts will be distributed to the division and/or department code entered here. If you want to specify different divisions or departments for the accounts receivable, cash, freight, tax or discount accounts, press <Return> to leave the **Division** and **Department** fields blank. Enter the different division and department code(s) when you post invoices. (See the section, "Posting Invoices" in this manual for more information.)

Discount %: If a discount should be applied to the entire order, enter the percentage of that discount. Down To Earth will apply this discount percentage to any line item for which you enter **O** for Order in the **Discount** field in the Line Item window. If you press <Return> without entering a percentage, the system enters **.00** and no discount is applied.

Ship labels: Enter the number of shipping labels you want printed for this order, if known or press <Return> to leave this field blank. When you print shipping labels (via the "Print shipping labels" function), you will have the option to change the quantity of labels printed.

Invoice no: Unless you're entering a credit, the **Invoice no** field is skipped if you set the flag in the **Automatic invoice nos** field in the company file to **Yes**. Down To Earth will automatically assign the next sequential invoice number. If you are assigning your own invoice numbers, enter the number that should be printed on the invoice for this order.

A returned item (the **Order type** field above is entered as **C** for **Credit**) requires the apply to invoice number in this field to match the credit and invoice number together. Entering the correct invoice number insures the eventual purge from the customer's account when the balance has dropped to zero. If the invoice is unknown or entered incorrectly, you must change it to the correct invoice within the Accounts Receivable application, the "Change apply-to document" selection of the Transaction menu column before the invoice will purge from the Accounts Receivable aging.

Ship via: Enter the code of the method by which this order should be shipped, or press <Return> to accept the default value, the first record in the Shipping codes file. To list the shipping codes, press the "Find" shortcut. If you need to add a new code to the shipping codes file, press the "Field maintenance" shortcut.

FOB: From the displayed selection window, choose whether the freight is on board the **Origin** or on board the **Destination**. If the shipping charges will be paid by the customer, select **Origin**, the default. If your company will pay the shipping charges, select **Destination**.

Location: Enter the code of the inventory location from which the order will be shipped or press <Return> to enter the default value, the first location code on file. To list the location codes, press the "Find" shortcut.

If **Yes** was selected at the **Multi locs/order** prompt (via the "Company" entry in the Maintenance menu column) to allow shipping from multiple locations, you can override location on each detail line by using the "Prior field" shortcut to back up to the location you want. If **No** was selected at the **Multi locs/order** prompt, every detail line will use this location

Terms: The terms code entered in the customer's master record is displayed. Either press <Return> to enter the displayed code, or type over it to enter a different terms code. You can list the defined terms codes, using the "Find" shortcut, and, if needed, you can create a new terms code by pressing the "Field maintenance" shortcut. The terms code specifies the payment terms on the invoice and carry over to the Accounts Receivable application as the terms of payment. The terms printed on the invoice is for information only. There is no terms or discount calculation for payment due at this point of order entry.

When you press <Return>, the description for the selected code is displayed.

Tax: The tax code from the customer's master record or if applicable, the shipping address code is displayed in this field. Either press <Return> to enter the displayed code or type over to enter a different code. To list the defined tax codes, using the "Find" shortcut, and, if needed, you can create a new tax code by pressing the "Field maintenance" shortcut. The tax code entered in this field specifies the tax rate(s) that are applied to any taxable item entered on the order.

When you press <Return>, the tax code description is displayed.

Salesman: The salesman code entered in the customer's master record is displayed. Either press <Return> to enter that code or enter a different salesman code. You can list the defined salesman codes, using the "Find" shortcut or if you need to create a new salesman code, press the "Field maintenance" shortcut. The salesman code specifies to whom the commission for the sale should be paid and how the commission should be calculated.

When you press <Return>, the description for the code you selected is displayed.

Territory: Press <Return> to enter the territory code displayed from the customer's master record or type a different territory code over it. You can list the defined territory codes, using the "Find" shortcut or you can create a new territory code by pressing the "Field maintenance" shortcut. The territory code specifies the sales territory that should be credited with the order.

When you press <Return>, the description for the territory code you entered is displayed.

Comments: If comments were entered in the **Comments** field when the customer was defined (via the "Customers" entry in the Maintenance menu column in Order Entry or Accounts Receivable), they are displayed. To print these comments on the invoice, confirmation, picking ticket, and orders entered list, just press <Return>. To change the comments, type over them and press <Return>. To delete the comments, just press the <Backspace> or <Spacebar> key.

Freight: This field is bypassed until you record the shipped quantities of items by selecting "Enter shipped quantities" from the Transaction menu column. At that time, enter the amount designated as the freight charge to your customer.

Tax: This field is bypassed until you record the shipped quantities of items by selecting "Enter shipped orders" from the Transaction menu column. Down To Earth automatically calculates the amount of tax charged to the customer based on the specified tax code entered in the order header and taxable item indicator within the line item of the order.

When you've entered all the data that is required in the Order Header window, the message "Make corrections or press <Return> to complete input" is displayed. When you're sure your data is correct, press <Return>. The Line Items window is displayed.

Line Items window

Up to 998 line items can be entered per order. Down To Earth automatically assigns each item the next available line number and positions the cursor on the **Type** field. You can, however, move back to the **Line number** field and change the default line number or view the line items that were already entered. To view the previously entered line items, press the “Find” shortcut. If you don’t want to select one of these items, press the “Abort entry” shortcut to return to the **Line number** field.

Line number: The next available line number is displayed in this field. If you’re entering a new order, **001** is displayed. Press <Return> to enter the displayed value or enter the applicable line number.

NOTE: To display a list of the line items entered on the order thus far, use the “Find” shortcut to display the line number, item ID, item description, quantity ordered and dollar amount of value. The display window lists up to eight lines per window. Use the “Next page” shortcut to view the next page of eight lines.

Type: From the displayed selection window, choose **I - stock item** if you normally stock the line item and an item master record already exists or will be created using the “Field Maintenance” shortcut.

Choose **N - non stock** if you don’t normally stock the line item and the item does not have an item master defined. Choosing **N - non-stock** requires entry of each of the following fields with no default data displaying. These values entered determine the costs and sales information for updating the order history (***oehist.ism***), the customer master (***arcust.ism***), and general ledger distribution (***ardist.ism***) files. Non-stock items are considered one-time only items and because there is no item master record, controlled quantities, pricing levels, special pricing, etc. do not apply.

Location: If **No** was selected at the **Multi locs/order** prompt (via the “Company” entry in the Maintenance menu column), multiple locations per order are not allowed, therefore, this field is a display only field. If your company is allowed multiple locations on an order, enter the location code for this line item. The location specified in the Order Header window is displayed as the default.

Item ID: Enter the ID code of the item being ordered or if a scanner is available and the UPC code has been defined in the item master, scan the item’s UPC number. If you don’t remember the ID code you need to enter, you can use the “Find” shortcut to search for it according to the item’s search name or by a meaningful portion of the code itself. If you need to create a new item record, press the “Field maintenance” shortcut.

You also have the option of entering/scanning a valid UPC code for the item ID, if the **UPC lookup** field value is defined as **Yes** in the Inventory application, “Company” Maintenance menu selection.

Stocked items automatically display the item description, category, taxable flag, unit-of-measure code, and commission code after pressing <Return>. The cursor will be positioned at the **Qty ordered** field. If you want to change any of the prior fields, use the editing features to move to those fields. Non-stocked items require manual entry of each of the following fields.

After an item ID has been entered there are two options available for inquiry/input access, view/enter an extended description and display a list of other items this customer has ordered.

1. Press the “Extended description” shortcut (usually the <F9> key) to view the extended description for the current line item. Once you view the extended description, it is also entered as line item remarks on the invoice and picking ticket.

   You can also use the “Extended description” shortcut to modify the printing of the extended description for this item or if one is not already defined for an item, enter up to 600 characters of description as remarks.

   If you need to only view the extended description and don’t want it to print as a line remark, press <Delete> after viewing the information to blank out the Remarks window. You can then press <Return> to continue entering the order.

   If you are changing an existing order, extended descriptions are automatically displayed when you press <F9>. If you then want to leave the information in the remarks, press <Return>. If you want to delete the information, press <Delete> to blank out the Remarks window.

2. You can use the “Search” shortcut to display a list of other items this customer has ordered. The display includes the order number, line, item ID, description, quantity ordered, price, and unit of measure. If the **Line number** field is set to **0** for an item displayed, the item has been shipped to the customer. The displayed information is retrieved from the Order History file (***oehist.ism***)..

Description: If an item record with the ID code you entered in the **Item ID** field above exists, the item’s description is displayed. Just press <Return> to enter this description. If the item ID entered in the previous field is a non-stocked item, type the description for the item and press <Return>.

Category: Press <Return> to enter the default category code as defined in the item master of a stocked item. If you’re entering an order for a non-stocked item, enter the code assigned to the category to which the item belongs. For example, if code 100 represents the category for household goods and this item is a household good, enter **100**.

The category code associated with each item determines the general ledger account distribution to the sales, cost of goods, and inventory accounts for the sale if the item. If you don’t remember the code for the appropriate item category, press the “Find” shortcut to list the defined category codes.

When you press <Return>, the description for the category code you entered is displayed.

Taxable: For stocked items, the default value displayed is from the item's master record. Press <Return> to enter the value displayed or enter **Y** (for yes) or **N** (for No), if tax should be applied or not for the line item. For non-stocked items, enter **Y** (for yes) if tax should be applied for the line item, or **N** (for No) if tax should not be calculated for this line item. The system automatically calculates the tax for the order based on the **Taxable** field value and the definition of the tax code entered on the order header window in the **Tax** field.

UOM: For a stocked item, the unit-of-measure code from the item master record is displayed. Press <Return> to enter this code or enter a different value. For a non-stocked item, enter the code assigned to the units in which you sell that item. If you don't remember the valid unit-of-measure codes, use the "Find" shortcut to list the defined UOM codes or use the "Field maintenance" shortcut to define a new UOM code.

When you press <Return>, the description for the unit-of-measure code you entered is displayed.

Commission: The **Commission** field has not been fully implemented with this version of Down To Earth. Commission is still calculated using the commission rate in the salesperson's record. Press <Return> to leave this field blank.

Qty ordered: Enter the number of selling units the customer ordered. If you press <Return> without entering a quantity, Down To Earth automatically enters **1**.

If the ordered item is controlled (**Yes** was entered in the **Control** field in the item master record), Down To Earth verifies the number of available units (on hand quantity). If you try to order more units than are available, the "Item Quantities" window is displayed with the number of units on hand, allocated, available, and on order for your information. This information can help you choose what to enter in the next field, **Status**.

Status: From the displayed selection window, choose one of the following status codes. The status of an order is not actually crucial until you are ready to ship the line item and can be changed at that time, if necessary.

- ✔ **Normal** – means there are sufficient quantities of the item to ship the entire quantity ordered as normal, no special considerations are required. Pressing <Return> in the **Status** field enters **Normal** as the default value.
- ✔ **Override** – writes the order as if there were sufficient quantities. If you know the items are truly available to ship but the quantities on the master indicate there is not, select **Override**.
- ✔ **Cancel** – cancels the line item and will not ship any item units.
- ✔ **Balance backorder** –calculates the backordered quantity using the following formula:

  Qty ordered – (Qty on hand – Qty allocated) = Backorder quantity

  Use this code only if your receiving quantities are posted in a timely manner. If you have received some items but have not posted them as received when entering the shipment outgoing, use **Unshipped backorder** status. If you've received all the items but not posted them as received, select **Override**.

- ✔ **All backorder** – sets all ordered quantities for this line item as backordered. This status is used of you need to ship all the units together and you don't have sufficient quantities to ship all at this time.
- ✔ **Unshipped backorder** – calculates the backordered quantity using the following formula:

  Qty ordered – Qty shipped = Qty backordered

  Use this code when you don't want the quantity backordered to be based on the quantity on hand. If you know the item is in stock but it hasn't been posted as received, select this status code. If you've received all the items but not posted them as received, select **Override**. **Unshipped backorder** could also apply even though you have the entire quantity but don't wish to ship it all at this time.
- ✔ **Drop ship** –status applies if the quantities ordered are to be shipped directly to your customer from the supplier. This line (and order) is then marked as a drop ship and will appear on the Drop-shipped orders by customer and by item reports.
- ✔ **Substitute item** – is chosen to use the **Alternate** item field value as a substitute of the item ID entered on the line. As long as the **Alternate** item ID is also defined as an item, the **Alternate** item field value is entered automatically and the description changes for visual verification. If you choose **Substitute item** and there is no valid alternate item defined in the master, the cursor moves to the Item ID field for you to re-enter a valid item ID code.

As an example situation, you have a quantity available of four (Qty on hand – Qty allocated = Qty available). You have an order ready to be shipped ordering seven of the item.

- ✔ If you know there are 10 more items received but the receivings are not posted yet, you should select **Override** and ship all seven ordered.
- ✔ If there were only one more received but not yet posted, you would select **Unshipped backorder** and ship a quantity of five (four available and one you know is there but just isn't included in the quantity.
- ✔ If there are no receivings waiting to be posted, use **Backorder Balance** and ship four.
- ✔ If the customer wants all items at once and does not want a partially filled order, select **All Backorder**.

Qty shipped: This field is bypassed when entering an order via the "Enter orders" Transaction menu column. When you're ready to set the quantities as shipped, select "Enter shipped orders" to allow entry of this field. (You can also enter the original order via the "Enter shipped orders" menu selection.)

Whether you enter the line quantities being shipped or the line quantities NOT being shipped depends on the value in the **Auto ship quantities** field of the (Order Entry) “Company” Maintenance menu selection.

- ✔ Choosing a value of **Yes** in the Company Maintenance, **Auto ship quantities** field defaults all quantities of all non-backorder status line items of an order to fully shipped with the line status value as entered in the order. If any items are not to be fully shipped or their line status should be different than entered originally, you must enter those changes manually. If the line status is Balance Backorder, All Backorder, or Unshipped Backorder, only the quantity not backordered is marked as shipped in it’s entirety. You must change the line status and quantity to ship, once the item becomes available.
- ✔ Choosing a value of **No** in the Company Maintenance, **Auto ship quantities** field requires that you manually display each line item of an order and enter the quantity shipped manually.

Unit price: The default price for which one unit of the ordered item should be sold to this customer is displayed. To enter the default price, just press <Return>. If you want to override the default, just type over it. Non-customer cash sales default to the value of the item ID’s **Price 1** field or special pricing that may apply.

The unit price displayed is dependant on several factors: the customer master **Customer type** field value, any special pricing defined, the **Price type**, **Price priority**, and **Price date** values defined in the Inventory application Company Maintenance, and if you are using unit quantity pricing.

- ✔ Price levels 1 - 5 –can be viewed for the ordered item by using the “Find” shortcut while the cursor is in the **Unit price** field. You can also verify the pricing level defined for the customer by accessing the menu bar, pulling down the Maintenance menu column and selecting “Customers.”

NOTE: Do not change the value of the **Customer type** field while entering an order for the same customer. An error will result. If a change is required, you must exit the order, make the change, and display the order again to reflect the new unit price.

- ✔ Price parameters – The **Price type**, **Price priority**, and **Price date** values are defined in the Inventory application “Company” Maintenance menu selection. The **Price type** selection controls your company’s preference in whether the system should look for the lowest price within specific sources or determine the price based on absolute priorities. The **Price priority** determines the specific sources or absolute priorities. The **Price date** establishes if the order or date shipped is to determine qualified special pricing.
- ✔ Unit quantity pricing – displays the pricing unit price, not the actual selling unit price. For example, if you price an item at $100 per hundred, and order 50, the price that is displayed is **$100**, not $50. The extended amount of the line item (on the invoice) will reflect the $50 actual price.

Discount: From the displayed selection window, choose the type of discount that should be applied to the line item, if any. If no discount should be applied for this line item, select **None**.

If a discount should be applied for only this line item, select **Line item**. To apply the discount percentage that you entered in the **Discount %** field in the Order Header window to the entire order, including this line item, select **Order**. To use the dollar volume discount table from the company file to calculate the discount amount, select **Dollar volume**.

Disc pct: If you selected **Line item** in the **Discount** field above, you must enter the percentage of the discount that should be applied. If you selected any of the other choices, the discount percentage that will be applied is automatically displayed.

Date required: Enter the date by which the customer needs this item. The default value is the **Date required** entered on order header.

Unit cost: If the **Allow cost changes** field in the company file was set to **Yes**, the item cost is automatically displayed in this field. If the **Allow cost changes** field was set to **No**, this field is bypassed. To enter the cost as displayed, press <Return> or enter a different value, then press <Return>.

When you've entered all the data that is required in the Line Items window, press <Return> to complete input. The amount in the Order Total window automatically reflects any new line item amount, and the Remarks window is displayed.

NOTE: If entering the order or setting the shipped quantities via the "Enter shipped orders" menu selection and the item ID is defined as a serial/lot item, the following window is automatically displayed. If entering the order via "Enter orders" or the item ID is not defined as a serial/lot item, the Remarks window is displayed.

Serial/Lot Number window

Serial/Lot no: If you've entered shipped quantities for a serial-numbered item or a kit containing serial/lot numbered components, enter the serial number(s) of the unit(s) you're shipping. If you've entered a lot-numbered item, enter the number of the lot from which the unit is being shipped. You can display a list of available serial or lot numbers by pressing the "Find" shortcut. When you press <Return> to enter your selection, the information for the unit or lot you selected is displayed in the fields discussed below.

NOTE: The following information is automatically displayed only for serial/lot numbered items. If you are shipping a kit with a serial/lot numbered component, this information is only available when displaying the "Find" shortcut window. Instead, the Kit Serial Numbers window includes the component item ID, description, and the quantity status of the serial/lot numbers entered thus far.

Status: If this item is available for shipping, **A** for available will be displayed. If this item has been set shipped, but not yet invoiced, **R** for reserved will be displayed. If this item has already been shipped and invoiced but not posted, **S** for shipped will be displayed.

Type: The type of the item with this serial or lot number is displayed. The types are **New**, **Used**, or **Rebuilt**.

On hand: The number of units for this serial or lot number is displayed in this field.

Price: The price per unit is displayed in this field.

When you've entered all the data that is required in the Serial/Lot Number window, , press <Return>. The Serial/Lot Number window is updated with that serial or lot number, and you are prompted for the next serial or lot number. When you're through entering serial or lot numbers, press the "Exit window" shortcut to display the Remarks window.

Remarks window

If any remarks should be printed on either the invoice, picking ticket or both, follow the procedures outlined below to enter those remarks in this window. If no remarks should be printed, press the "Exit window" shortcut to clear the Order Line window so you can enter the information for the next item. Press the "Exit window" shortcut again when you have completed all line items.

Remarks 1: If you want to print any comments on the invoice or picking ticket for this line item, type the comments you want printed and press <Return>. You can enter up to 60 characters in this field.

Locate 1: From the displayed selection window, choose where you want the comments you entered in the **Remarks 1** field above to be printed. Your choices are **Invoice**, **Pick ticket**, or **Both**. The remarks you entered above will also be included on the confirmation if you select **Invoice** or **Both**.

Remarks 2: If you want to print any other comments on the invoice or picking ticket for this line item, type the comments you want printed and press <Return>. You can enter up to 60 characters in this field.

Locate 2: From the displayed selection window, choose where you want the comments you entered in the **Remarks 2** field above to be printed. Your choices are **Invoice**, **Pick ticket**, or **Both**. The remarks you entered in the **Remarks 2** field above will also be included on the confirmation if you select **Invoice** or **Both** in this field.

Press <Return> to record the item you just entered and clear the Line Items window for entry of the next ordered item. When you are finished entering line items, press the "Exit window" shortcut. If the order displayed was via the "Enter shipped orders" menu selection, the cursor returns to the Order Header window and prompts for the additional **Freight** and **Tax** fields to complete the order.

Your Company Maintenance definition determines what happens or is displayed next. A confirmation, invoice, or picking ticket can automatically be sent to a designated printer, or you might be asked to select the location where you want the form to print. You may also be asked whether you want an invoice, confirmation, picking list, or nothing (no form) printed. When you've entered all the orders you desire, press the "Exit window" shortcut again from the **Order no** field to pull down the Transaction menu column.

Order Header window (return)

Freight: Enter the dollar amount of freight charges for this order. If no freight charges are required for this order, press <Return> to enter the default value, **0.00**. This amount prints on the invoice and is distributed to the General Ledger Freight account as defined in the Accounts Receivable Company Maintenance when the invoice is posted.

Tax: Down To Earth automatically calculates the amount of tax charged to the customer based on the tax code specified in the **Tax** field above and it the line item was indicated as **Taxable**. You can override the displayed amount by entering a new value. This amount prints on the invoice and is distributed to the General Ledger Sales tax account as defined in the Accounts Receivable Company Maintenance when the invoice is posted.

3.2 Entering counter orders

Counter orders entry is approximately the same as entering orders via "Enter orders" or "Enter shipped orders," but with less fields of entry. Counter orders entry was designed for point of sale orders, using a scanning device. After entering minimal header information, the line entry is just a matter of scanning in the UPC number for each item. The order is then immediately considered shipped provided that **Shipped** was selected at the **Counter sales** prompt via the "Company" entry in the Maintenance menu column. The on-hand quantities of the inventory are reduced when posted.

You can also use the "Counter orders" function as an alternative to regular order entry if you don't need all of the detail information requested in the standard "Enter orders" function. You can set the **Counter sales** field in the Company maintenance record to **Order** to create an open order. You still pick the order and use the "Enter shipped orders" function when you are ready to ship. In this case, when you are in the line item entry, you can enter the item's ID of if a scanner is available, scan the item's UPC number.

To enter point of sale orders, select "Counter orders" from the Transactions menu column.

Sales Rep window

Salesrep: Enter the code of the sales representative who will be assigned to all the following orders. The sales representative entered here will be used until you exit the "Counter orders" function. If you want to select the default sales representative that is stored in each customer's record instead of entering a sales representative code, just press <Return> to accept the default value, *****. When you're sure the data you entered is correct, press <Return> to display the Order Header window.

Order Header window

Order no: If you set the **Automatic order numbers** field in the Company maintenance record to **Yes**, just press <Return> to enter the default value, **0**. Down To Earth will automatically assign the next sequential order number to this order once the order header information is complete.

If you set the **Automatic order numbers** field to **No**, enter the order number (up to six characters) in this field.

Sold to: If you are entering an order that will be placed on the customer's account, enter the customer ID here. If you are entering a cash sale, type (the word) **CASH** and press <Return>. (A cash sale records a debit to your cash account and bypasses the Accounts Receivable account for general ledger distribution.)

If you don't remember the customer's ID code, you can use the "Find" shortcut to search for it according to the customer's sort name, or by a portion of the code. If you need to create a new customer ID for this customer, press the "Field maintenance" shortcut.

When you press <Return>, the customer's name and address is displayed for visual verification. If the customer's current outstanding balance exceeds his credit limit, the message "Customer has exceeded his credit limit" is displayed on the screen, but you are allowed to continue entering the order. (The customer's credit limit was defined when his record was created via the "Customers" function from the Maintenance menu column in either Order Entry or Accounts Receivable.)

Ship to: You can ship an order to the address in the customer's record, to an alternate shipping address for the customer, or to a different customer.

- ✔ To ship the order to the address in the customer's record (the address displayed in the **Sold to** field above), press <Return> to copy that address to this field.
- ✔ To ship the order to a separate shipping address on file for the customer, enter a pound sign (#) and the code of the shipping address to which the order should be sent. Do not include any punctuation or blank spaces. If the order should be sent to the address represented by shipping address code 100, for example, enter **#100**

You can list the shipping address codes previously defined for this customer, using the "Find" shortcut. If you need to add another shipping address code, press the "Field maintenance" shortcut.

- ✔ To ship the order to a different customer, enter the customer's identification code. The ship to customer's address is displayed for verification.
- ✔ To enter a unique ship to address, press the <Tab> key or the down arrow to advance to the next field for a WIN95/98/NT distribution and the down arrow for all other distributions and use the editing features to enter or change the address field values.

When you press <Return>, the address to which the order will be shipped is displayed. Check this address to make sure you've entered the correct customer or shipping address code.

NOTE: If all the following fields call for the entry of the default values, you can use the "Fill defaults" shortcut to move the cursor through the last field and pause for a confirmation of the window input. At that time, you also have the option to use any of the other Input features to move to a specific field and change the value.

Customer PO: Optional. Enter the customer's purchase order number or any other reference for this order. To leave this field blank, press <Return>.

Confirmed with: Optional. Enter the name of the person who placed or confirmed this order with you or press <Return> to leave this field blank. This field is for reference only.

Order type: From the displayed selection window, choose the type of order you are entering. Your choices are

- ✔ **Order** – when entering a customer order
- ✔ **Hold** – status does not allow you to ship the order or to create an invoice until the flag in this field has been changed to **O** for Order. Therefore, **Hold** is only allowed if the **Counter sales** field is set to **Order** in the "Company maintenance" function. You might want to select **Hold**, for example, if the customer has exceeded his credit limit. This enables you to go ahead and enter the order but not allow shipment until the customer has paid his outstanding balance down below his credit limit.

Order date: Enter the date this order was placed. Press <Return> to enter the current system date.

Discount %: If a discount should be applied to the entire order, enter the percentage of that discount. If you press <Return> without entering a percentage, the system enters the default value, **.00**, and no discount is applied.

Order total: Display only. As you enter line item information for the order, the total dollar amount of the order is calculated and displayed in this field.

Freight: If you selected **Shipped** at the **Counter sales** prompt (via the “Company” function in the Maintenance menu column), you are prompted for this field after entry of the line items is complete for this order. If you selected **Order** at the **Counter sales** prompt, you will be prompted for this field when you select the “Enter shipped orders” function.

Tax: If you selected **Shipped** at the **Counter sales** prompt (via the “Company” function in the Maintenance menu column), Down To Earth automatically calculates the tax and displays the calculated amount in this field after all line items are completed for the order. If you selected **Order** at the **Counter sales** prompt, the calculated tax amount will be displayed in this field when you select the “Enter shipped orders” function.

Ship via: Enter the code of the method by which this order should be shipped or press <Return> to accept the first record in the Ship via file as the default. To list the shipping codes, press the “Find” shortcut. If you need to add a new code to the shipping codes file, press the “Field maintenance” shortcut..

Location: Enter the code of the inventory location from which the order will be shipped. To list the location codes, press the “Find” shortcut. If the **Multi locs/order** field in the Company maintenance record is defined to allow shipping from multiple locations, you can override this default order location on each line item entry. If **Multi locs/order** field in the Company maintenance record does not allow shipping from multiple locations, items entered use the location specified in this field. Press <Return> to accept the first record in the Location file as the default.

Tax: The tax code from the customer’s master record or if applicable, the shipping address code is displayed in this field. Either press <Return> to enter the displayed code or type over to enter a different code. To list the defined tax codes, using the “Find” shortcut, and, if needed, you can create a new tax code by pressing the “Field maintenance” shortcut. The tax code entered in this field specifies the tax rate(s) that are applied to any taxable item entered on the order. When you press <Return>, the tax code description is displayed.

Salesman: The salesman code specifies to whom the commission for the sale should be paid and how the commission should be calculated. Press <Return> to enter the default value displayed or enter a different salesman code. The default value is either salesman code entered when you first accessed “Counter orders” or if no salesman code was specified, the salesman code is from the customer’s master record.

You can list the defined salesman codes using the “Find” shortcut. If you need to create a new salesman code, press the “Field maintenance” shortcut. When you press <Return>, the description for the code entered is displayed.

When you’ve entered all the data that is required in the Order Header window, press <Return> to complete your input and display the Line Items window.

Line Items window

Up to 998 line items can be entered per order. Down To Earth automatically assigns each item the next available line number and positions the cursor on the **Item ID** field. You can, however, move back to the **Line number** field and change the default line number or view the line items that were already entered. To view the previously entered line items, press the “Find” shortcut. If you don’t want to select one of these items, press the “Abort entry” shortcut to return to the **Line number** field.

Line number: The next available line number is displayed in this field. If you’re entering a new order, **001** is displayed. Press <Return> to enter the displayed value or enter the applicable line number.

NOTE: To display a list of the line items entered on the order thus far, use the “Find” shortcut to display the line number, item ID, item description, quantity ordered and dollar amount of value. The display window lists up to eight lines per window. Use the “Next page” shortcut to view the next page of eight lines.

Item ID: Enter the ID code of the item being ordered or if a scanner is available, scan the item’s UPC number. If you don’t remember the ID code, use the “Find” shortcut to search for it according to the item’s search name or by a portion of the code itself. If you need to create a new item record, press the “Field maintenance” shortcut.

You have the option of entering/scanning the UPC code for the item ID, if the **UPC lookup** field value is defined as **Yes** in the Inventory application, “Company” Maintenance menu selection.

If you enter a UPC number that is not found in the location specified, the message “Add UPC [Y,N]?” is displayed. If the UPC number that you scanned or entered is valid for that location, you can add it to the item record now by entering **Yes**. The Set Item UPC window is displayed. If you enter **No**, you will be prompted to enter a new item ID. Once a valid ID and location code are entered, the item description is displayed.

NOTE: If you enter **Y**, the specified UPC number is only added to an existing item master. You cannot define a new item ID in this manner.

Set Item UPC window

Item ID: Enter the ID code of the item to which you want to add this UPC number. If you don’t remember the ID code you need to enter, you can use the “Find” shortcut to search for it according to the item’s search name or by a portion of the ID code. After pressing <Return>, the item description and location will automatically be displayed. You cannot enter a new item in this field, the item ID entered must have been previously defined.

UPC: Enter or scan in the UPC number for this item. The item master record will be updated with this code.

If all of your entries are correct, press <Return> to return the cursor to the **Item ID** prompt in the Line Items window. You can then rescan the item, and the item information is displayed.

Line Items window (continued)

Entering a valid UPC at the **Item ID** prompt displays the location (if processing multiple locations on an order), item description, quantity, and unit price. The quantity automatically defaults to **1**, assuming you are scanning a single item. The screen is cleared and the cursor returns to the **Item ID** prompt and increments the line number. (Please read on for detailed field descriptions and options available.)

If you want to enter a quantity other than **1**, use the "Prior screen" shortcut to re-display the previous input window. The cursor is positioned at the **Quantity** field in the prior line prompting for entry of quantity other than 1. Enter the quantity ordered and press <Return> to go back to the next detail line number.

After an item ID has been entered there are two options available for inquiry/input access, view/enter an extended description and display a list of other items this customer has ordered.

1. Press the "Extended description" shortcut (usually the <F9> key) to view the extended description for the current line item. Once you view the extended description, it is also entered as line item remarks on the invoice and picking ticket.

   You can also use the "Extended description" shortcut to modify the printing of the extended description for this item or if one is not already defined for an item, enter up to 600 characters of description as remarks.

   If you need to only view the extended description and don't want it to print as a line remark, press <Delete> after viewing the information to blank out the Remarks window. You can then press <Return> to continue entering the order.

   If you are changing an existing order, extended descriptions are automatically displayed when you press <F9>. If you then want to leave the information in the remarks, press <Return>. If you want to delete the information, press <Delete> to blank out the Remarks window.

2. You can use the "Search" shortcut to display a list of other items this customer has ordered. The display includes the order number, line, item ID, description, quantity ordered, price, and unit of measure. If the **Line number** field is set to **0** for an item displayed, the item has been shipped to the customer. The displayed information is retrieved from the Order History file (***oehist.ism***).

Location: If **No** was selected at the **Multi locs/order** prompt (via the "Company" entry in the Maintenance menu column), multiple locations per order are not allowed, therefore, this field is a display only field. If your company is allowed multiple locations on an order, enter the location code for this line item. The location specified in the Order Header window is displayed as the default.

Description: The item's description is displayed.

Qty ordered: Enter the number of selling units the customer ordered. If you press <Return> without entering a quantity, Down To Earth automatically enters **1**. No back order checking is done in the "Counter order" function. If you want to create back orders you must enter the order via the "Enter orders" or "Enter shipped orders" menu selection.

Unit price: The unit price displayed is dependant on several factors: the customer master **Customer type** field value, any special pricing defined, the **Price type**, **Price priority**, and **Price date** values defined in the Inventory application Company Maintenance, and if you are using unit quantity pricing. Non-customer cash sales default to the value of the item ID's **Price 1** field or special pricing that may apply.

- ✔ Price levels 1 - 5 –can be viewed for the ordered item by using the "Find" shortcut while the cursor is in the **Unit price** field. You can also verify the pricing level defined for the customer by accessing the menu bar, pulling down the Maintenance menu column and selecting "Customers."

NOTE: Do not change the value of the **Customer type** field while entering an order for the same customer. An error will result. If a change is required, you must exit the order, make the change, and display the order again to reflect the new unit price.

- ✔ Price parameters – The **Price type**, **Price priority**, and **Price date** values are defined in the Inventory application "Company" Maintenance menu selection. The **Price type** selection controls your company's preference in whether the system should look for the lowest price within specific sources or determine the price based on absolute priorities. The **Price priority** determines the specific sources or absolute priorities. The **Price date** establishes if the order or date shipped is to determine qualified special pricing.
- ✔ Unit quantity pricing – displays the pricing unit price, not the actual selling unit price. For example, if you price an item at $100 per hundred, and order 50, the price that is displayed is **$100**, not $50. The extended amount of the line item (on the invoice) will reflect the $50 actual price.

When you've entered all the data that is required in the Line Items window, press <Return> to record the item you just entered and clear the Line Items window for entry of the next ordered item. When you are finished entering line items, press the "Exit window" shortcut.

Depending on how your company is defined, a confirmation, invoice, or picking ticket will automatically be sent to a designated printer, or you will be asked to select the location where you want the form printed. You may also be asked whether you want an invoice, confirmation, picking list, or nothing (no form) printed.

After you have selected where you want the form printed (if required), the Order Header window is cleared so you can enter the information for the next order. When you've entered all the orders you want, press the "Exit window" shortcut again to pull down the Transaction menu column.

3.3 Printing confirmations

Select “Print confirmations” from the Transaction menu column to print confirmation receipts of previously entered orders. Confirmation receipts are printed on invoice forms and can be sent to your customers so that they can verify that their order is correct as entered. You can print confirmations for one order or for all orders that should be shipped on or before a specified date.

When you select “Print confirmations,” the Select Confirmations window is displayed. Make sure you have the appropriate invoice forms loaded on your printer. The form numbers that should be used were defined via the “Company” Maintenance menu selection.

Select Confirmations window

Order number: To print a single confirmation, enter the number of the order for which you want to print a confirmation. If you want to print confirmations for all orders that should be shipped before a particular date, press the “End window” shortcut (not the “Exit window”) to move the cursor to the **Required by date** field below.

Customer ID: Display only. The Customer ID and name associated with the single order selected is displayed in this field. If you’re creating confirmations for all orders on file, no data is displayed.

Cust ref no: If a customer reference was entered (in the **Customer PO** field of the Order Header window) for the single order selected, that value is displayed in this field. If you’re creating confirmations for all orders on file, no data is displayed.

Required by date: Pressing the “End window” shortcut with the cursor in the **Order number** field, moves the cursor to this field. Enter the last date for which you want confirmations created. The default value is the current system date. If you’re creating only one confirmation, this field is bypassed.

Down To Earth compares the date you enter in this field to the date in the **Required by** field in each order header record to determine which orders confirmations should be created for. Only orders that have had no prior confirmation printed will qualify to be printed via the Required date option. To print confirmations that were previously printed, you must enter each order number to be printed, separately.

Correct: From the displayed selection window, choose **Yes** to verify that you want to create a confirmation(s) for the order(s). Choose **No** if you entered the incorrect order number or incorrect required by date cut-off and need to edit your entry.

When you press <Return>, the Select Confirmations window is cleared so you can specify the next single order you want a confirmation printed. When you’re finished selecting orders you want confirmations printed for, press the “Exit window” shortcut to pull the Print Option column down from the menu bar. From the Print Option column, choose where you want to print confirmations.

3.4 Printing picking lists

Select “Print picking lists” from the Transaction menu column to print picking lists (or tickets) to pull merchandise from your storage facility to fill an order. Picking lists are printed in bin and aisle sequence so that you can use them to pull the ordered items efficiently. You can print picking lists for one order or for all orders that should be shipped on or before a specified date.

The picking list is printed on 8.5" x 11" paper with all headings included. The order number, location, customer sold/ship to, ship via, required date, and customer reference (PO) are all included on the top of the page. The individual lines are then listed (in bin/aisle order) and include item ID and description, quantity ordered, UOM code, and an area to manually write in the quantity shipped and backordered. (If you have chosen the option to allow multiple locations on a single order, the bin/aisle codes listed are within the different location codes.)

When you select “Print picking lists,” the Select Picking List window is displayed.

Select Picking List window

Order number: Enter the number of the order for which you want to print a picking ticket. If you want to print picking tickets for all orders that should be shipped before a specified date, press the “End window” (not the “Exit window”) shortcut to move the cursor to the **Required by date** field below.

Customer ID: Display only. The Customer ID and name associated with the single order selected is displayed in this field. If you’re creating a picking list for all orders on file, no data is displayed.

Cust ref no: If a customer reference was entered (in the **Customer PO** field of the Order Header window) for the single order selected, that value is displayed in this field. If you’re creating a picking list for all orders on file, no data is displayed.

Required by date: Pressing the “End window” shortcut with the cursor in the **Order number** field, moves the cursor to this field. Enter the last date for which you want a picking list created. The default value is the current system date. If you’re creating a picking list with only one order, this field is bypassed.

Down To Earth compares the date you enter in this field to the date in the **Required by** field in each order header record to determine which orders should be included on the picking list. Only orders that have had no prior picking ticket printed will qualify to be printed via the Required date option. To print picking tickets that were previously printed, you must enter each order number to be printed, separately.

Correct: From the displayed selection window, choose **Yes** to verify that you want to create a picking ticket for the selected order(s). Choose **No** if you entered the incorrect order number or incorrect required by date cut-off and need to edit the field values.

When you press <Return>, the Select Picking List window is cleared so you can specify the next order you want a picking ticket printed for. When you're finished specifying the orders you want for picking lists, press the "Exit window" shortcut. If a picking ticket printer was not defined via the "Company" selection of the Maintenance menu column, the Print Option column is pulled down from the menu bar. From the Print Option column, choose where you want to print the picking lists.

3.5 Printing shipping labels

Select "Print shipping labels" from the Transaction menu column to print shipping labels for your orders. You can print shipping labels for one order or for all orders for which you've created picking lists and choose the number of labels to be printed.

Before you begin printing your shipping labels, make sure you have the appropriate label forms loaded on your printer. The height of your shipping labels and the printer on which they are printed was defined via the "Company" Maintenance menu selection.

NOTE: Although the height of the label forms was defined in the company file, you must use label forms that are 3-1/2 inches wide and that contain only one label across. We recommend that you use NEBS brand self-adhesive labels.

When you select "Print shipping labels," the Shipping Labels window is displayed.

Shipping Labels window

Option: Choose **One order** from the displayed selection window if you want to specify the order(s) for which shipping labels should be printed. Choose **All picked** to print shipping labels for each order for which a picking ticket was created the quantity of labels for each order is determined by the number of labels entered in the **Ship labels** field of the Order Header when the order was originally entered.

Order no: If you selected **All picked** in the **Option** field, you are not prompted for this field. If you selected **One order**, enter the number of the order for which you want to create a shipping label.

Number of labels: If you selected **All** in the **Option** field, this field is bypassed. Selecting **One order** as the option displays the value entered in the **Ship labels** field of the original order. To accept this value, press <Return>. If you want to print a different number of shipping labels for this order, type the number of labels you want printed over the displayed data and press <Return

When you press <Return>, the Shipping labels window is cleared so you can enter the information for the next order for which you want shipping labels created. If you're finished specifying the labels you want printed, press the "Exit window" shortcut to send the labels to the printer. If a shipping labels printer was not set up in the company file, the Print Option column is pulled down from the menu bar. From this column, choose where you want the shipping labels to be printed.

3.6 Recording items as shipped

Select “Enter shipped orders” from the Transaction menu column to record the quantities that have been shipped for orders that were entered using the “Enter orders” or “Counter orders” function. (For Counter orders, the Company Maintenance **Counter sales** field is defined as **Orders** to require shipped quantities entry.) To save time and keystrokes, you can also use this function to enter new orders and record the shipped quantities within the same menu selection.

When you select “Enter shipped orders,” the Order Header window is displayed. To set quantities of an existing order as shipped, enter the order number associated with the line items you are shipping and verify the order displayed is correct. After confirming the order, press <Return> to display the first line.

While the cursor is in the **Order no** field, press <Return> if you are entering a new order and you have previously defined your Company to automatically assign order numbers. If you have chosen to manually assign order numbers, enter the new order number and press <Return>.

NOTE: You cannot enter shipped quantities for orders for which the **Order type** field was entered as **Hold**. You must first change the **Order type** field to **Order**.

Error messages: If one of the following messages is displayed on the screen, press <Return> to try another order number or exit the menu selection to investigate the situation:

- ✔ “Order header is not on file” - no order with the number you entered exists in the order header file (***oehedr.ism***).
- ✔ “Order is closed, no changes allowed” - the order has been shipped in its entirety and the invoice has been posted
- ✔ “Order is on hold” - the order’s status has been set to **Hold**, it must be changed to **Order** before shipped quantities can be entered.

Other messages: The message **Confirm [Y,N]?** is displayed if an order has had an invoice printed but has not been posted and the order number is entered again via “Enter shipped orders” menu selection. If you truly want to change the shipped quantities and print the invoice again, enter **Yes** to the confirm prompt. The changes made are the quantities posted, therefore if you don’t print another invoice with the new information, the previous invoice and the new posted information will not match.

NOTE: For detailed descriptions of each field contained in the Order Header, Line Items, Serial/Lot number, and Remarks windows, refer to the preceding section, “Entering orders.”

3.7 Unselecting item quantities as shipped

Order quantities selected as shipped in error can be reversed as long as they have not been printed on an invoice. Select “Unselect orders” from the Transaction menu column to display the Unselect Order window. The cursor is placed in the Order no field ready for entry of the order whose item quantities were set as shipped in error.

NOTE: When you enter an order number in Enter shipped orders, the flag in the header is automatically set as “Y” for shipped. If you manually zero out the shipped quantities, the order will still create an invoice for a zero amount because of this flag. Using this Unselect function is the only way to prevent an invoice from being printed, as it not only zeros out the shipped quantities, but sets the shipped flag in the header back to “N”.

After the order displayed is confirmed, the message “Order is unselected” displays. The individual line items are not displayed although the entire order’s line item Qty shipped field values are reset to zero. Press <Return> to acknowledge their message and return to the **Order no** field for unselecting the next order. When you have unselected all necessary orders, use the “Exit window” to return to the Transaction menu column.

3.8 Printing Recurring orders list

Select “Recurring orders” from the Transaction menu column to display the Recurring Order window and select a single type (**Recurring 1 - 9**) or all (*****) recurring orders to print. The orders list by order number and print in the same format (form number) as other orders entered via “Enter orders,” “Counter orders,” and “Enter shipped orders.”

Invoices for recurring orders cannot be re-created until the invoices that were previously posted for those orders are purged. Each time a recurring invoice is created, a flag is updated in the order header file (***oehedr.ism***) indicating such. To purge the invoice, clear this flag, and allow an invoice to be generated again, you must use the “Purge posted invoices” function from the Miscellaneous menu column.

3.9 Printing invoices

To print invoices for orders that have been shipped, select “Print invoices” from the Transaction menu column. You should print invoices only after you’re certain that your entries are correct and that your printer is loaded with the correct invoice forms (the invoice forms that were specified in the **Invoice form number** field in the Company maintenance record.)

There are several options allowing invoices to be printed at various stages of order processing and on specific printers. If an invoice has been printed for an order since the last time you posted invoices, that invoice is not printed again if you select "Print invoices" from the Transaction menu column and choose to print **All**.

The options available to print invoices during order processing are:

- ✔ Automatically print an invoice as soon as the quantities have been set to shipped if the **Automatic invoice** field value in the Company Maintenance is defined as **I - invc cash & chrg**, or **B - invoice cash/confirm chrg**. A value of **S - user select** gives the operator a choice of what to print upon exiting an order. See the chapter, "Setting up your company" in the Maintenance menu column section of this manual for more detailed information regarding these options.
- ✔ Specify a printer dedicated to the proper invoice form if you have the printer number (01 - 24) assigned in the Invoice printer field of the Company Maintenance record. A value between **01** and **24** will automatically send all invoices to that printer. A value of **00** pulls down the Print option menu to choose where the invoice is to be printed.

Via the "Print invoices" menu option, your options are to:

- ✔ Print an invoice for one order, for a particular recurring order type, or for all orders within a sequence of order numbers via this menu selection.
- ✔ Print invoices for all orders for a particular division or department that are within a particular sequence of order numbers.

When you select "Print invoices," the Invoices window is displayed.

Invoices window

Invoice date: Enter the date you want printed on the invoice(s) you're creating. If you press <Return> without entering a date, the current system date is automatically entered.

Option: Press <Return> to enter the default value **One order**, or choose to print **All** orders or **Recurring** orders.

- ✔ Choose **One order** to create an invoice for only one order at a time. The cursor moves to the **Order no** field.
- ✔ Choose **All** to print invoices for a selected sequence of order numbers. Your cursor moves to the **Beginning order no** field. If an invoice has been printed for an order since the last time you posted invoices, that invoice is not printed again if you choose to print **All**. To reprint an invoice, you must choose **One** in this field and enter the order number in the next field.
- ✔ Choose **Recurring** to print a single type or all types of recurring order invoices. The cursor moves to the **Order type** field.

Order no: Choosing **All** or **Recurring** in the **Option** field above bypasses this field. If you selected **One** order in the **Option** field above, enter the number of the order for which you want to create an invoice. The customer ID and name displays for visual verification. Press <Return> to complete input and mark this order to have an invoice printed.

The cursor returns to the Invoice date field for continued input. If no more orders require invoices, use the “Exit window” shortcut to process the orders chosen and send the invoices to the printer. If an invoice printer was not set up in the company file, the Print option window is pulled down. Choose where you want the invoice(s) to print.

If the order number you entered does not exist, the message “Order number is not on file” is displayed. Press <Return> twice to move the cursor back to the **Invoice date** field so you can enter another order number.

Customer ID: Display only. If you’re creating an invoice for only one order, the ID code and description of the customer who placed that order is displayed in this field. If you’re creating invoices for all orders or for all recurring orders on file, no data is displayed in this field.

P.O. No: Display only. If you’re creating an invoice for only one order and a purchase order number was entered when that order was placed (in the order header **Customer PO** field), that number is displayed. If you’re creating invoices for all orders or for all recurring orders on file, no data is displayed in this field.

Order type: If you selected **Recurring** in the **Option** field above, you’re prompted for this field. Selecting **One order** or **All** in the **Option** field bypasses this field. Choose the type of recurring orders for which invoices should be created. Select a single type (**Recurring 1 - 9**) or all (*****) recurring orders to print.

NOTE: Invoices for recurring orders cannot be re-created until the invoices that were previously posted for those orders are purged. Each time a recurring invoice is created, a flag is updated in the order header file (***oehedr.ism***) indicating such. To purge the invoice, clear this flag, and allow an invoice to be generated again, you must use the “Purge posted invoices” function from the Miscellaneous menu column.

Beginning order no: If you selected **All** in the **Option** field above, you’re prompted for this field. Enter the number of the first order for which an invoice should be printed. If you press <Return> without entering an order number, **1** is entered in this field and an invoice is created for the first order on file.

Ending order no: If you selected **All** in the **Option** field above, you’re prompted for this field. Enter the number of the last order in the sequence of orders for which invoices should be created. If you press <Return> without entering an order number, **999999** is entered and invoices are created for orders through the last order on file.

Division: If you selected **All** in the **Option** field above, you’re prompted for the code of the division for which you want invoices printed. If you want to create invoices for all divisions, just press <Return> to enter the default value, ********.

Department: If you entered **A** for **All** in the **Option** field above, you’re prompted for the code of the department for which you want invoices printed. If you want to create invoices for all departments, just press <Return> to enter the default value, ****.

When you've entered all the data that is required, make corrections or press <Return> to complete input. The cursor returns back to the **Invoice date** field so you can specify the next group of orders for which invoices should be created.

When you're finished, press the "Exit window" shortcut to send the invoices to the printer. If an invoice printer was not set up in the company file, the Print Option column is pulled down from the menu bar. From the Print Option column, choose where you want to print your invoices.

3.10 Print invoice proof list

To print a verification list of the invoices printed, select "Print proof list" from the Transaction menu column. All invoice printed since the last time you posted invoices are included on one report, sorted by customer.

You have the choice of printing this report with complete detail or a summarized version with one line per customer.

- ✔ The detailed report includes the Customer ID and name, the invoice and corresponding order number, each line item included on the invoice, applicable sales tax and freight, and the invoice total. The line item detail includes the item ID and description, quantity shipped, price, unit-of-measure, discount (if applicable), and the extended price.
- ✔ The summarized version of the report includes the customer ID and name, invoice and order number, total sale amount, discount (if applicable), freight, sales tax, and invoice total.

It is suggested that this report be printed prior to posting invoices to confirm the invoices printed since the last post are to be posted at this time. When you select "Print proof list" the Invoice Proof List/Register window is displayed to confirm the process being selected. Choose **Yes** to continue printing the invoice proof list or **No** to return to the Transaction menu column.

Once confirmed, the Invoice Register window displays to select the type of report required, **Detail** or **Summary**. The register format is the same format as is printed in the Invoice Register, part of posting invoices. Press <Return> to complete input and pull down the Print Option column. Select where you want the proof list to be printed.

3.11 Posting invoices

Select "Post invoices" from the Transaction menu column to post the invoices that were created, reduce the on-hand quantities, and reset the allocated quantities of the inventory items shipped.

During posting, a transaction posting register is also generated. This register lists the invoices that were recorded to the current period's activity. You have the choice of printing this report with complete detail or a summarized version with one line per customer.

- ✔ The detailed report includes the Customer ID and name, the invoice and corresponding order number, each line item included on the invoice, applicable sales tax and freight, and the invoice total. The line item detail includes the item ID and description, quantity shipped, price, unit-of-measure, discount (if applicable), and the extended price.
- ✔ The summarized version of the report includes the customer ID and name, invoice and order number, total sale amount, discount (if applicable), freight, sales tax, and invoice total.

General Ledger distribution: When you select "Post invoices," the Order Invoice Posting window is displayed. In the fields of this window, the general ledger default accounts to which cash, accounts receivable, sales tax, freight charges, and discounts will be distributed are specified. If any of the accounts to which this group of invoices should be posted are different than the displayed accounts, you must overwrite the incorrect values with the correct account numbers.

NOTE: To change the default value for future invoice posting, you must edit the values defined in the "Company" selection of the Accounts Receivable application. Any changes are also reflected in the Accounts Receivable application transaction, cash receipts, or recurring transaction posting routines.

The general ledger account numbers for sales, cost, and inventory are taken from the definition of the Category code entered for each line item of an order. Category codes associated with each line item are assigned to that item when the item ID is defined. Refer to the sections, "Defining category codes" and "Maintaining inventory item records," of the Inventory application for detailed input information.

The general ledger distribution entries are posted to the Accounts Receivable distribution file and interfaced to General Ledger at a later date. To get a complete listing of the distribution prior to interface, select "A/R to G/L distribution" from the (Accounts Receivable) Reports menu column.

An example of the distribution created for the sale of an item with a cost of $110.00, a sale price of $164.95, freight as 10.50, and sales tax at $13.03 is as follows:

Debit	Credit
110.00 (Cost of Sales)	110.00 (Inventory)
188.48 (Accounts Receivable)	164.95 (Sales)
	10.50 (Freight)
	13.03 (Sales tax)

Order Invoice Posting window

Cash account: The account number to which cash will be distributed when Order Entry CASH sales transactions are posted is displayed. Non-CASH orders do not utilize the cash account for distribution. (This account number was entered in the **Cash account** field via the "Company" maintenance function in Accounts Receivable.) If cash for this group of transactions should be distributed to a different account, use the editing features of the Input menu column to move the cursor to this field and change the displayed account number.

Division: Optional. If the transactions you're posting are for a particular division, enter that division's code. The division code you enter will be recorded on the cash account specified in the preceding field for all invoices being posted.

Department: Optional. If the transactions you're posting are for a particular department, enter that department's code. The department code you enter will be recorded on the cash account specified in the preceding field for all invoices being posted.

NOTE: If a division or a department was specified in the Order Header, that division or department will be used when distributing amounts to your cash account, overriding any division or department information entered here.

A/R account: The account number to which accounts receivables will be distributed when Order Entry transactions are posted is displayed. (This is the account number entered in the **A/R account** field via the "Company" maintenance function in Accounts Receivable.) If accounts receivables for this group of transactions should be distributed to a different account, use the editing features of the Input menu column to move the cursor to this field and change the displayed account number.

Division: Optional. If the transactions you're posting are for a particular division, enter that division's code. The division code you enter will be recorded on the accounts receivable account that you specified in the preceding field for all invoices being posted.

Department: Optional. If the transactions you're posting are for a particular department, enter that department's code. The department code you enter will be recorded on the accounts receivable account you specified in the preceding field for all invoices being posted.

NOTE: If a division or a department was specified in the Order Header, that division or department will be used when distributing amounts to your accounts receivable account, overriding any division or department information entered here.

Sales tax account: The account number to which sales tax will be distributed when Order Entry transactions are posted is displayed. (This is the account number entered in the **Sales tax account** field via the "Company" maintenance function in Accounts Receivable.) If sales tax should be distributed to a different general ledger account, use the editing features of the Input menu column to move the cursor to this field and type the correct account number over the existing data.

Division: Optional. If the transactions you're posting are for a particular division, enter that division's code. The division code you enter will be recorded on the sales tax account that you specified in the preceding field for all invoices being posted.

Department: Optional. If the transactions you're posting are for a particular department, enter that department's code. The department code you enter will be recorded on the sales tax account you specified in the preceding field for all invoices being posted.

NOTE: If a division or a department was specified in the Order Header, that division or department will be used when distributing amounts to your sales tax account, overriding any division or department information entered here.

Freight account: The account number to which freight charges will be distributed is displayed. (This is the account number entered in the **Freight account** field via the "Company" maintenance function in Accounts Receivable.) If freight charges should be distributed to a different general ledger account, type the number of that desired account over the existing data.

Division: Optional. If the transactions you're posting are for a particular division, enter that division's code. The division code you enter will be recorded on the freight account that you specified in the preceding field for all invoices being posted.

Department: Optional. If the transactions you're posting are for a particular department, enter that department's code. The department code you enter will be recorded on the freight account you specified in the preceding field for all invoices being posted.

NOTE: If a division or a department was specified in the Order Header, that division or department will be used when distributing amounts to your freight account, overriding any division or department information entered here.

Discount account: The account number to which discounts will be distributed is displayed. (This is the account number entered in the **Discount account** field via the "Company" maintenance function in Accounts Receivable.) If discounts should be distributed to a different account, move the cursor to this field and type the number of that account over the existing data.

Division: Optional. If the transactions you're posting are for a particular division, enter that division's code. The division code you enter will be recorded on the discount account that you specified in the preceding field for all invoices being posted.

Department: Optional. If the transactions you're posting are for a particular department, enter that department's code. The department code you enter will be recorded on the discount account you specified in the preceding field for all invoices being posted.

NOTE: If a division or a department was specified in the Order Header, that division or department will be used when distributing amounts to your discount account, overriding any division or department information entered here.

When you're sure the data you entered is correct, press <Return>. If no unposted invoices are on file, the message "There are no orders requiring invoices" is displayed. Press <Return>, and follow the instructions on the information line to display the Transaction menu column.

If invoices exist that require posting, the Invoice Register window is displayed. At the **Report type** prompt, choose whether you want the invoice register to print in **Detail** or **Summary** form. (See the overview at the beginning of this section for details and differences between detail and summary reports.

The Print Option menu column is then pulled down from the menu bar. From the Print Option column, select where you want the posting register to be sent. When posting is complete, the Transaction menu column is redisplayed.

3.12 Viewing extended descriptions

When you're processing data in the Line items window in the "Enter orders," "Counter orders," or "Enter shipped orders" functions, you can view the extended description for the item you're processing. The extended description, if any, was created when the item was defined in Inventory, Order Entry, Purchase Order , or Bill of Materials.

To view this description, either select the "Extended descriptions" shortcut, or highlight the menu bar and select "Extended descriptions" from the Transaction menu column. The extended description is displayed on the screen. When you're finished viewing the description, either press <Return> to use the description as the Remarks data for the order, or press <Delete> to remove the description from your screen and return to the field in which you were entering data.

4 The Inquiry Menu Column

From the Inquiry menu column you can

- ➲ View the detail header and line information for an order, including if the order has been picked, quantities marked to ship, an invoice printed, and/or if the invoice has been posted
- ➲ View a single line summary of the order status: dates ordered and shipped, and if the order has been confirmed, picked, set to be shipped, invoiced, or posted
- ➲ View the status of an item including costs, prices, and quantities. Also, view what customer orders are allocating quantities and what purchase orders include the item on order
- ➲ Inquire on pricing information based on the customer ID, date, location, Item, and quantity ordered from the special pricing file
- ➲ Display order history for a customer and single order or the next sequential order on file

4.1 Viewing current orders

To view the detailed information for an order on the screen, select “Order inquiry” from the Inquiry menu column. The Order Inquiry window is displayed and the cursor is placed in the **Order no** field.

The information displayed is taken from the order header (***oehedr.ism***) and line (***oeline.ism***) files. Data is only available from these files if the order has not been purged via the selection “Purge posted invoices” in the Miscellaneous menu column. If you require information for an order and it has been purged, please refer to the section “Viewing order history” in this manual.

Order Inquiry window

Order no: You can select the order(s) you want to view by order number or by customer ID code.

- ✔ To view by order number, either enter the number of the order you want to view or press <Return> without typing any data to view the first or next order on file. If you haven’t viewed any order information on the screen yet, and you press <Return> without entering any data, the first order number on file is automatically entered in this field. The information for the order number you selected at this prompt is displayed in the fields discussed below.

✔ To view orders for a particular customer, press the "Next field" shortcut to move the cursor to the **Sold to** prompt discussed below.

Sold to: If you're selecting orders by order number, the ID code, name, and address of the customer for whom the order was entered is displayed in this field.

If you pressed the "Next field" shortcut at the **Order no** prompt above, you must enter the ID code of the customer whose order(s) you want to view. When you press <Return>, the first order for the selected customer is displayed. If needed, you can use the "Find" shortcut to search for the ID code of the desired customer.

The following order header field values are displayed:

Cust PO: If a purchase order number was recorded when the order was entered (in the **Customer PO** field of the order header), that number is displayed in this field. Otherwise, this field is blank.

Ship to: The address to which the order should be shipped and the code for that address.

Date: The date of the order.

Required: The date by which the customer needs to receive the items ordered.

Expires: The date the order must be filled in order for it to be effective.

Invoiced: The date this order was last invoiced.

Ship via: The code and description for the shipping method.

Location: The code and description of the inventory location associated with the items (to be) shipped.

Salesman: This field displays the code and name of the salesperson who placed the order.

Invc no: This field displays the last invoice number that was printed for this order.

Order type: This field displays the code of the transaction type. The transaction types and their codes are

O for **Order**
C for **Credit**
H for **Hold**
1 through **9** for recurring orders

Discount %: If a discount was applied to the order, the percentage applied is displayed in this field.

C: If a confirmation has been printed for the order, **Y** for yes is displayed. If a confirmation has not been printed, this field is blank.

P: If a picking ticket has been generated for the order, **Y** for yes is displayed. If a picking ticket has not been generated, this field is blank.

S: If the order has been shipped, **Y** for yes is displayed. If the order has not yet been shipped, this field is blank. (When an order is partially shipped, invoice printed, and posted, this value is reset to blank.)

I: If an invoice has been generated for the order, **Y** for yes is displayed. If an invoice has not yet been generated, this field is blank. (When an order is invoiced for a partial ship and posted, this value is reset to blank.)

P: If the entire order has been shipped, invoiced, and posted, **Y** for yes is displayed. If all items ordered have not been shipped, invoiced, and posted, this field is blank.

When you're finished viewing the data displayed in the Order Inquiry window, press <Return> to display the Line Items window.

Line Items window

Line number: Enter the number of the line item for which you want to view information. If needed, press the "Find" shortcut to select a line number for this order. When you press <Return>, the information for the specified line item is displayed in the fields discussed below.

Type: **I** is displayed if the line item is from your inventory stock. **N** is displayed if you do not stock this line item in your inventory.

Location: The location from which this line item will be shipped is displayed.

Item ID: The line item's identification code is displayed in this field.

Description: The item description is displayed in this field.

Category: This field displays the code and description of the category to which the line item belongs.

Taxable: **Y** for yes is displayed if the item is taxable. **N** for no is displayed if the item is not taxable.

UOM: The code and description for the involved unit type is displayed in this field.

Commission: If a commission code was entered for the line item, it is displayed. Remember, however, that commission is calculated using the commission rate in the salesperson's record, not the code in this field.

Qty ordered: The number of units ordered is displayed in this field.

Status: The code for the status of the ordered item is displayed in this field. The status codes are

N for **Normal**
O for **Override**
C for **Cancel**
B for **Balance backorder**
A for **All backorder**
U for **Unshipped backorder**
D for **Drop ship**
S for **Substitute item**

Qty shipped: The number of units posted as shipped is displayed in this field.

Date: The date the last unit was shipped is displayed here.

Unit price: This field displays the price per item unit.

Discount: The code for the discount that was applied is displayed. The discount codes are

N for **None**
L for **Line item**
O for **Order**
D for **Dollar volume**

Disc pct: If a discount was applied, that percentage of the discount is displayed in this field.

Date required: The date by which the item must be received for the order to be effective is displayed in this field.

Unit cost: If **Yes** was selected at the **Display unit cost** field via the "Company" function from the Maintenance menu column, this field displays the cost for each unit of the item.

If you want to view another line item, choose the line you want to view. When you're done viewing line items for this order, press the "Exit window" shortcut to clear the Order Inquiry window so you can enter the number of the next order you want to view. When you're finished viewing orders, press the "Exit window" shortcut again to return to the Inquiry menu column.

4.2 Viewing order status

To view the status of all orders on record, select "Order status inquiry" from the Inquiry menu column. The Order Status Inquiry window is displayed.

The Order status gives you a displayed list of what processing stage the open orders are, sorted by the order number. A single line display includes the order number, customer name, order date, ship date (if applicable), and **Y**(es) indicators if the order has had

- ✔ a confirmation printed
- ✔ a picking ticket generated
- ✔ quantities set as shipped
- ✔ invoice printed
- ✔ invoice information posted to the data files

Order Status Inquiry window

Beginning order no: Enter the number of the order with which you want to begin. To view the status for all orders on file, press <Return> to enter **0** (the default value) and start with the first order on file.

You can page through the orders forward and backward using the “Next page” and “Prev page” shortcuts.

When you’re finished viewing the status of your orders, press <Return> to move the cursor back to the Order Status Inquiry window. Then press the “Exit window” shortcut to pull down the Inquiry menu column.

4.3 Viewing item status

To view an item’s status on the screen, select “Item status inquiry” from the Inquiry menu column. Enter the item ID to display the first location’s master category code and description, buy and sell unit-of-measure, average and last cost, pricing levels 1-5, and quantities. You can change the item default location code to display the same information from another location and also choose to view more detail.

At the **Option** prompt, choose to view a single detail line of all open purchase orders (from the Down To Earth Purchase Order application) or all open customer orders created for the selected item (through Order Entry). You can also choose to view the detail for each lot or serial-numbered unit of an item.

- ✔ The detail purchase order window displays the order number, line number, location code, buyer code, vendor ID, order date, date required, and ordered and received quantities to date.
- ✔ The detail customer order window displays the order number, line number, location code, salesman code, customer ID, ordered date, required date, and ordered, shipped, and back-ordered quantities to date.
- ✔ The detail serial/lot number window displays the serial/lot number, status (**A** for **Available** or **S** for **Sold**), Type (**N** for **New**, **U** for **Used**, or **R** for **Rebuilt**), date received in, quantity on hand, quantity available, and price from the serial/lot file (***insnlt.ism***).

When you select “Item status inquiry,” the Item Inquiry window is displayed.

Item Inquiry window

Item ID: Enter the ID code assigned to the item whose status you want to view. If you don’t remember the ID code, you can use the “Find” shortcut to search for it according to the item’s search name or by a portion of the code itself. Or you can enter the UPC number for the item, and Down To Earth will search for the item by that number if the **UPC lookup** field in the Inventory “Company” function is set to **Yes**.

After you enter the item’s ID code or UPC number, its description and basic master statistics is displayed for the default location.

Location: The code and description of the default location in which the item is stored are automatically displayed. If the item you selected is stored in more than one location, the location with the lowest code is displayed. Either press <Return> to view the status for the displayed item and location or enter the code for a different location. When you press <Return>, the cursor moves to the **Option** field.

Option: From the displayed selection window, choose whether you want to view the transactions (orders) created through Down To Earth's Purchase Order application, the transactions (orders) created through Order Entry, or the serial/lot information from the item's master record.

- ✔ If you selected **Purchase order** and open orders exist for the specified item record, the detail for each open order is displayed.
- ✔ If you selected **Order entry** and open orders exist for the specified item record, the detail for each order is displayed.
- ✔ If you selected **Serial/lot numbers** and lots or serial-numbered units exist for the item whose status you are viewing, the detail for each lot or serial-numbered unit is displayed

4.4 Viewing pricing

To view the price that Down To Earth will automatically charge a particular customer for an item, select "Pricing inquiry" from the Inquiry menu column. The Item Price Inquiry window is displayed.

The pricing of an item is dependant on several factors: the customer master **Customer type** field value, any special pricing defined, and the **Price type**, **Price priority**, and **Price date** values.

- ✔ Price levels 1 - 5 are defined for each item master. For example, retail price could be defined at level 1, distributor price level 2, wholesale level 3, and employee price level 4. Then each customer is assigned a **Customer type** code corresponding to the level of pricing.
- ✔ Special pricing is defined in the Inventory application based on various combinations. You can define special pricing by Customer and item, Customer and item category, Customer (regardless of item or item category), Item and inventory location (regardless of customer), Item category and inventory location (regardless of customer), Class and item, and Territory and item. See the section "Maintaining the special pricing file" in the Inventory application manual for more details.
- ✔ Along with special pricing, you must define the type and priority to be used. The **Price type**, **Price priority**, and **Price date** values are defined in the Inventory application "Company" Maintenance menu selection. The **Price type** selection controls your company's preference in whether the system should look for the lowest price within specific sources or determine the price based on absolute priorities. The **Price priority** determines the specific sources or absolute priorities. The **Price date** establishes if the order or date shipped is to determine qualified special pricing.

This inquiry is commonly used for specific customer inquiries or 'what if?' situations. The customer ID, order date, location code, item ID, and quantity are entered to calculate any special pricing that could apply. You can change any of the entry fields to get the best special price combination for the customer's prior to entering the actual order.

For example, you could find out that if a customer ordered by a certain date, a special pricing for an item would apply but if he waited until later. Because special pricing schemas contain effective and expiration dates, the date of the order or shipment has impact on the price available, as well. You could also check quantity pricing to see if the price per unit would decrease if more product was ordered at the same time.

Item Price Inquiry window

Customer: Enter the ID code assigned to the customer for whom you want to view a sales price. (Customer ID codes are defined via the "Customer" entry in the Maintenance menu columns in Accounts Receivable and Order Entry.)

If you don't remember the ID code you want to enter, you can search for it by the customer's sort name or by a portion of the ID code itself using the "Find" shortcut.

When you press <Return> to enter your selection, the customer's name is displayed. Check the name to make sure you've entered the correct ID.

Date: Enter the date for which you want to view the sales price. Down To Earth will compare the date you enter here to the dates in the **Effective date** and **Expiration date** fields in the special pricing records in the Inventory application to determine whether a special price applies. If you press <Return> without entering a date, Down To Earth automatically enters the current system date.

Location: Enter the code assigned to the inventory location from which the item will be shipped. You can list the existing codes using the "Find" shortcut. When you press <Return>, the description for the location code you entered is displayed.

Item ID: Enter the code assigned to the inventory item for which you want to view the sales price. The item whose ID code you enter must exist in the location you specified in the **Location** field above. If you don't remember the correct ID code, you can search for it according to the item's search name or by a portion of the ID code itself using the "Find" shortcut.

When you press <Return>, the description for the item you selected is displayed for visual verification.

Quantity: Enter the number of units for which you want to view the sales price. If you want to view the unit prices for all quantity breaks in the special pricing record in Inventory, press <Return> to enter **0.000** (the default value).

When you press <Return>, the price per unit and the total price for the quantity you entered are displayed. If different sales prices apply depending on the quantity ordered and you entered **0.000** in the **Quantity** field above, the sales prices for all quantities are displayed instead of the Unit price and Total price.

When you've viewed all the prices you desire, press the "Exit window" shortcut to return to the Inquiry menu column.

4.5 Viewing history

To view the information for an order that has already been posted to the history file, select “History inquiry” from the Inquiry menu column. The Order History Inquiry window is displayed.

This inquiry is commonly used when the invoice has been posted and purged from the header and line files (***oehedr.ism*** and ***oeline.ism***) via “Purge posted invoices” Miscellaneous menu selection.

In addition to the detail of the line item sold, the (sold to) customer name and address, the ship to name and address, order date, and salesman code and name are displayed.

Order History Inquiry window

Sold to: Enter the customer ID for which you want to look at orders. A matching order for the customer ID entered will be displayed. To see successive orders for the customer, continue pressing <Return> at the **Order no** prompt without entering an order number.

Order no: Enter the number of the order you want to view on the screen. To view the information for the first or next order on file, press <Return>. If you haven’t viewed any order information on the screen yet, and you press <Return> without entering any data, the first order number on file is automatically entered in this field.

Ship to: This field displays the address to which the order should be shipped and the code for that address.

Date: This field displays the date the order was entered.

Salesman: The code and name of the salesperson who placed the order is displayed in this field.

When you’re finished viewing the data displayed in the Order History Inquiry window, press <Return> to display the History Lines window.

History Lines window

Line number: Press the “Find” shortcut to display the lines for this order. Then select the line item you want to view. When you press <Return>, the information for the specified line item is displayed in the fields discussed below.

Type: **I** is displayed if the line item is from your inventory stock. **N** is displayed if you do not stock this line item in your inventory.

Location: The location from which this item was shipped is displayed in this field.

Item ID: The line item’s identification code is displayed in this field.

Description: The item description is displayed in this field.

Category: This field displays the code and description of the category to which the line item belongs.

Taxable: **Y** for Yes is displayed if the item is taxable. **N** for No is displayed if the item is not taxable.

UOM: The code and description for the involved unit type is displayed in this field.

Commission: If a commission code was entered for the line item, it is displayed. Remember, however, that commission is calculated using the commission rate in the salesperson's record, not the code in this field.

Qty ordered: The number of units ordered is displayed in this field.

Qty shipped: The number of units shipped is displayed in this field.

Date: The date the last unit was shipped is displayed in this field.

Unit price: This field displays the price per item unit.

Discount: The code for the discount that was applied is displayed. The discount codes are:

N for **None**
L for **Line item**
O for **Order**
D for **Dollar volume**

Disc pct: If a discount was applied, that percentage of the discount is displayed in this field.

Unit cost: If **Yes** was selected at the **Display unit cost** field in the "Company" function from the Maintenance menu column, this field displays the cost for each unit of the item.

When you're done viewing line items for this order, press the "Exit window" shortcut to clear the Order History Inquiry window so you can enter the number of the next order you want to view. When you're finished viewing orders, press the "Exit window" shortcut again to return to the Inquiry menu column.

5 The Reports Menu Column

From the Reports menu column you can

- Generate list of the orders entered by date and/or order number
- Generate Open Orders, Back Orders, and Drop-shipped Orders Reports by customer or item
- Print shipping addresses by customer
- Generate a detailed order History Report
- Print the reports in the print queue and created by Down To Earth Report Writer

5.1 Printing a list of entered orders

After entering orders, you can select “Orders entered” from the Reports menu column to print a list of orders for your reference. This list includes the detail for each order that was entered within a specified range of dates and order number. Because this information is from the order header and line files ***oehedr.ism*** and ***oeline.ism***), if an order has been purged via the “Purge posted orders” Miscellaneous menu column, it is not included on this report.

When you select “Orders entered,” the Orders Entered Report window is displayed.

Orders Entered Report window

Starting date: Enter the first date for which you want orders included on the list. If you press <Return> without entering a date, Down To Earth will automatically enter the current system date in this field.

Ending date: Enter the last date for which you want orders included on the list. If you press <Return> without entering a date, Down To Earth will automatically enter the current system date in this field.

Starting order: Enter the first order number you want included on this report. To begin with the first order on file for the specified date range, press <Return> to enter the default value, **0**.

Ending order: Enter the last order number you want included on this report. To begin with the last order on file for the specified date range, press <Return> to enter the default value, **999999**.

Press <Return> again to pull down the Print Option menu column from the menu bar. From this column, choose where you want the list of orders to be printed.

5.2 Printing an Open Orders Report by customer

You can generate an Open Orders Report for a selected sequence of customers. Open orders are orders that have not yet been purged from the current period's activity. (Orders can be purged from the current period's activity after their invoices have been posted using the "Purge posted invoices" function from the Miscellaneous menu column.) You can narrow the scope of this report even further to include only those orders that were generated by a selected sequence of salespeople.

To generate an Open Orders Report by customer, select "Open orders by customer" from the Reports menu column. The Open Orders by Customer window is displayed.

Open Orders by Customer window

Starting customer: To include the open orders for a sequence of customers, enter the ID code of the first customer in that sequence. (Customer ID codes were defined using the "Customer" function from the Maintenance menu column in either Accounts Receivable or Order Entry.) To begin the report with orders for the customer that has the lowest ID code on file, press <Return> to enter the default value, *****. If you don't remember the ID code you need to enter, you can search for it by the customer's sort name or by a meaningful portion of the code itself using the "Find" shortcut.

Ending customer: Enter the ID code of the last customer in the sequence of customers you want included. To end the report with orders for the customer that has the highest ID code on file, press <Return> to enter the default value, *****. If you don't remember the ID code you need to enter, you can search for it by the customer's sort name or by a meaningful portion of the code itself using the "Find" shortcut.

To include the open orders for all customers, enter the default value, *****, in both this field and the **Starting customer** field.

Starting salesman: To include the open orders for a sequence of salespeople, enter the code of the first salesperson in that sequence. (Salesman codes were defined using the "Salesman codes" function from the Maintenance menu column in either Accounts Receivable or Order Entry.) To begin the report with open orders for the salesperson that has the lowest code on file, press <Return> to enter the default value, *****. You can list all existing salesman codes using the "Find" shortcut.

Ending salesman: To include the open orders for a sequence of salespeople, enter the code of the last salesperson in that sequence. To begin the report with open orders for the salesperson that has the highest code on file, press <Return> to enter the default value, *****. You can list all existing salesman codes using the "Find" shortcut.

To include open orders for all salespeople, enter the default value, *****, in both this field and the **Starting salesman** field.

Starting ship date: Enter the first shipping date for which you want open orders included in the report. The date you enter in this field is compared to the date in the **Required by** field in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date, the system enters **1/01/0001** and the report will begin with the earliest open order on file.

Ending ship date: Enter the last shipping date for which you want open orders included in the report. The date you enter in this field is compared to the date in the **Required by** fields in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date in this field, the system enters the current system date and the report will include open orders through the current system date.

When you're sure the data you entered in the fields discussed above is correct, press <Return>. The Print Option column is pulled down from the menu bar. From this column, choose where you want to print the Open Orders Report.

5.3 Printing an Open Orders Report by item

You can generate an Open Orders Report that lists the open orders that were created for a selected sequence of inventory items. Open orders are orders that have not yet been purged from the current period's activity. (Orders can be purged from the current period's activity, after their invoices have been posted, by using the "Purge posted invoices" function from the Miscellaneous menu column.)

To generate an Open Orders Report by item, select "Open orders by item" from the Reports menu column. The Open Orders by Item window is displayed.

Open Orders by Item window

Starting item: To include the open orders for a sequence of inventory items, enter the ID code of the first item in that sequence. (Item ID codes were defined using the "Items" function from the Maintenance menu column in either Inventory or Order Entry.) To begin the report with the open orders for the item that has the lowest ID code on file, press <Return> to enter the default value, *****.

If you don't remember the ID code you need to enter, you can search for it according to the item's search name or by a meaningful portion of the code itself using the "Find" shortcut.

Ending item: Enter the ID code of the last item in the sequence of items you want included. To end the report with open orders for the inventory item that has the highest ID code on file, press <Return> to enter the default value, *****. If you don't remember the ID code you need to enter, you can search for it by the item's search name or by a meaningful portion of the code itself using the "Find" shortcut.

To include the open orders for all items, enter the default value, *****, in both this field and the **Starting item** field.

Starting ship date: Enter the first shipping date for which you want open orders included in the report. The date you enter in this field is compared to the date in the **Required by** fields in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date in this field, the system enters **1/01/0001** and the report will begin with the earliest open order on file.

Ending ship date: Enter the last shipping date for which you want open orders included in the report. The date you enter in this field is compared to the date in the **Required by** fields in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date in this field, the system enters the current system date and the report will include open orders through the current system date.

When you're sure the data you entered in the fields discussed above is correct, press <Return>. The Print Option column is pulled down from the menu bar. From this column, choose where you want to print the Open Orders Report.

5.4 Printing a Back Orders Report by customer

You can generate a Back Orders Report that lists the items that were back-ordered for each customer. Because this information is from the order header and line files ***oehedr.ism*** and ***oeline.ism***), if an order has been purged via the "Purge posted orders" Miscellaneous menu column, it is not included on this report. To generate this report, select "Back orders by customer" from the Reports menu column.

If no back orders are on file, a message "There are no orders on file" is displayed. Follow the instructions on the information line to pull down the Reports menu column without printing the report.

If back orders are on file, the Back orders by customer window is displayed.

Back Orders by Customer window

Starting customer: To include the back orders for a sequence of customers, enter the ID code of the first customer in that sequence. (Customer ID codes were defined using the "Customer" function from the Maintenance menu column in either Accounts Receivable or Order Entry.) To begin the report with orders for the customer that has the lowest ID code on file, press <Return> to enter the default value, *****. If you don't remember the ID code you need to enter, you can search for it by the customer's sort name or by a meaningful portion of the code itself using the "Find" shortcut.

Ending customer: Enter the ID code of the last customer in the sequence of customers you want included. To end the report with orders for the customer that has the highest ID code on file, press <Return> to enter the default value, *****. If you don't remember the ID code you need to enter, you can search for it by the customer's sort name or by a meaningful portion of the code itself using the "Find" shortcut.

To include the back orders for all customers, enter the default value, *****, in both this field and the **Starting customer** field.

Starting salesman: To include the back orders for a sequence of salespeople, enter the code of the first salesperson in that sequence. (Salesman codes were defined using the "Salesman codes" function from the Maintenance menu column in either Accounts Receivable or Order Entry.) To begin the report with orders for the salesperson that has the lowest code on file, press <Return> to enter the default value, *****. You can list all existing salesman codes using the "Find" shortcut.

Ending salesman: To include the back orders for a sequence of salespeople, enter the code of the last salesperson in that sequence. To begin the report with orders for the salesperson that has the highest code on file, press <Return> to enter the default value, *****. You can list all existing salesman codes using the "Find" shortcut.

To include back orders for all salespeople, enter the default value, *****, in both this field and the **Starting salesman** field.

Starting ship date: Enter the first shipping date for which you want back orders included in the report. The date you enter in this field is compared to the date in the **Required by** field in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date, the system enters **1/01/0001** and the report will begin with the earliest open order on file.

Ending ship date: Enter the last shipping date for which you want back orders included in the report. The date you enter in this field is compared to the date in the **Required by** fields in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date in this field, the system enters the current system date.

When you're sure the data you entered in the fields discussed above is correct, press <Return>. The Print Option column is pulled down from the menu bar. From this column, choose where you want to print the Back Orders Report.

5.5 Printing a Back Orders Report by item

You can generate a Back Orders Report that lists all back-ordered items in order according to item ID code. Because this information is from the order header and line files ***oehedr.ism*** and ***oeline.ism***), if an order has been purged via the "Purge posted orders" Miscellaneous menu column, it is not included on this report. To generate this report, select "Back orders by item" from the Reports menu column.

If no back orders are on file, a message "There are no orders on file" is displayed. Follow the instructions on the information line to pull down the Reports menu column without printing the report.

If back orders are on file, the Back orders by Item window is displayed.

Back Orders by Item window

Starting item: To include the back orders for a sequence of inventory items, enter the ID code of the first item in that sequence. (Item ID codes were defined using the "Items" function from the Maintenance menu column in either Inventory or Order Entry.) To begin the report with the back orders for the item that has the lowest ID code on file, press <Return> to enter the default value, *.

If you don't remember the ID code you need to enter, you can search for it according to the item's search name or by a meaningful portion of the code itself using the "Find" shortcut.

Ending item: Enter the ID code of the last item in the sequence of items you want included. To end the report with back orders for the inventory item that has the highest ID code on file, press <Return> to enter the default value, *****. If you don't remember the ID code you need to enter, you can search for it by the item's search name or by a meaningful portion of the code itself using the "Find" shortcut.

To include the back orders for all items, enter the default value, *, in both this field and the **Starting item** field.

Starting ship date: Enter the first shipping date for which you want back orders included in the report. The date you enter in this field is compared to the date in the **Required by** fields in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date in this field, the system enters **1/01/0001** and the report will begin with the earliest back order on file.

Ending ship date: Enter the last shipping date for which you want back orders included in the report. The date you enter in this field is compared to the date in the **Required by** fields in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date in this field, the system enters the current system date.

When you're sure the data you entered in the fields discussed above is correct, press <Return>. The Print Option column is pulled down from the menu bar. From this column, choose where you want to print the Back Orders Report.

5.6 Printing a Drop-shipped Orders Report by customer

You can create a Drop-shipped Orders Report that lists drop-shipped orders (orders with a line status of **D-Drop shipped**) for a selected sequence of customers and shipping dates. The orders are listed in order according to customer ID code. To create this report, select "Drop-ship orders by customer" from the Reports menu column. The Drop Ship Orders by Customer window is displayed.

Drop Ship Orders by Customer window

Starting customer: To include the orders that were drop-shipped for a sequence of customers, enter the ID code of the first customer in that sequence. (Customer ID codes were defined using the “Customers” function from the Maintenance menu column in either Accounts Receivable or Order Entry.) To begin the report with drop-shipped orders for the customer that has the lowest ID code on file, press <Return> to enter the default value, *****.

If you don’t remember the ID code you need to enter, you can search for it by the customer’s sort name or by a meaningful portion of the code itself using the “Find” shortcut.

Ending customer: Enter the ID code of the last customer in the sequence. To end the report with drop-shipped orders for the customer that has the highest ID code on file, press <Return> to enter the default value, *****. If you don’t remember the ID code you need to enter, you can search for it by the customer’s sort name or by a meaningful portion of the code itself using the “Find” shortcut.

To include the drop-shipped orders for all customers, enter the default value, *****, in both this field and the **Starting customer** field.

Starting ship date: Enter the first shipping date for which you want drop-shipped orders included in the report. The date you enter is compared to the date in the **Required by** fields in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date in this field, the system enters **1/01/0001** and the report will begin with the earliest drop-shipped order on file.

Ending ship date: Enter the last shipping date for which you want drop-shipped orders included in the report. The date you enter is compared to the date in the **Required by** fields in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date in this field, the system enters the current system date and the report will include drop-shipped orders through that date.

When you’re sure the data you entered in the fields discussed above is correct, press <Return>. If drop-shipped orders are on file, the Print Option column is pulled down from the menu bar. From this column, choose where you want to print the Drop-shipped Orders Report.

If no drop-shipped orders are on file, the message, “There are no open orders on file,” is displayed. Follow the instructions on the information line to return to the Reports menu column without printing the report.

5.7 Printing a Drop-shipped Orders Report by item

You can create a Drop-shipped Orders Report that lists the drop-shipped orders (orders with a line status of **D-Drop shipped**) for a selected sequence of items and shipping dates. The orders are listed in order according to item ID code. To create this report, select "Drop-ship orders by item" from the Reports menu column. The Drop Ship Orders by Item window is displayed.

Drop Ship Orders by Item window

Starting item: To include the orders that were drop-shipped for a sequence of inventory items, enter the ID code of the first item in that sequence. (Item ID codes were defined using the "Items" function from the Maintenance menu column in either Inventory or Order Entry.) To begin the report with drop-shipped orders for the item that has the lowest ID code on file, press <Return> to enter the default value, *****.

If you don't remember the ID code you need to enter, you can search for it according to the item's search name or by a meaningful portion of the code itself using the "Find" shortcut.

Ending item: Enter the ID code of the last item in the sequence of items you want included. To end the report with drop-shipped orders for the inventory item that has the highest ID code on file, press <Return> to enter the default value, *****. If you don't remember the ID code you need to enter, you can search for it by the item's search name or by a meaningful portion of the code itself using the "Find" shortcut.

To include the drop-shipped orders for all items, enter the default value, *****, in both this field and the **Starting item** field.

Starting ship date: Enter the first shipping date for which you want drop-shipped orders included in the report. The date you enter is compared to the date in the **Required by** fields in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date in this field, the system enters **1/01/0001** and the report will begin with the earliest drop-shipped order on file.

Ending ship date: Enter the last shipping date for which you want drop-shipped orders included in the report. The date you enter is compared to the date in the **Required by** fields in the transaction records to determine whether the transaction should be included in the report. If you press <Return> without entering a date in this field, the system enters the current system date and the report will include drop-shipped orders through that date.

When you're sure the data you entered in the fields discussed above is correct, press <Return>. If no open drop-shipped orders are on file for the sequence of items and requested shipping dates you selected, the message, "There are no open orders on file," is displayed. Follow the instructions on the information line to return to the Reports menu column without printing the report.

If drop-shipped orders are on file, the Print Option column is pulled down from the menu bar. From this column, choose where you want to print the Open Orders Report.

5.8 Printing a shipping address list

After creating your shipping address records for your customers, you can select "Shipping addresses" from the Reports menu column to print a list of those records for your reference. This list includes the detail that was entered when your shipping address records were created and can be printed for the address records for all customers or for the address records for a selected sequence of customers.

When you select "Shipping addresses," the Customer Shipping List window is displayed.

Customer Shipping List window

Starting customer: To list the shipping addresses for a sequence of customers, enter the ID code of the first customer in that sequence. (Customer ID codes were defined using the "Customers" function from the Maintenance menu column in either Accounts Receivable or Order Entry.) To begin the list with the customer that has the lowest ID code on file or to include all customers, press <Return> to enter the default value, *****.

If you don't remember the ID code you need to enter, you can search for it by the customer's sort name or by a meaningful portion of the code itself using the "Find" shortcut.

Ending customer: To list the shipping addresses for a sequence of customers, enter the ID code of the last customer in that sequence. To end the list with the customer that has the highest ID code on file, press <Return> to enter the default value, *****.

To list the shipping addresses for all customers, enter the default value, *****, in both this field and the **Starting customer** field. If you don't remember the ID code you need to enter, you can search for it by the customer's sort name or by a meaningful portion of the code itself using the "Find" shortcut.

Report sequence: To print the list in numeric order by customer ID code, select **Numeric** from the displayed selection window. To print the list in alphabetic order by customer sort name, select **Alphabetic**.

When you're sure the data you entered in the fields described above is correct, press <Return>. The Print Option column is pulled down from the menu bar. From this column, choose where you want the Shipping Address List to be printed.

5.9 Printing a History Report

To print a list of the transactions that have not yet been purged from the history file (***oehist.ism***), select "History" from the Reports menu column. (History is purged via the "Purge history" selection of the Miscellaneous menu column.) You can select a sequence of customers and items for which you want transactions to be listed. You can also specify whether you want the report to be organized by customer, item, or by invoice.

The history report details each order and includes the customer ID and name, item ID and description, order number, type (**O** for **Order** or **C** for **Credit memo**), order date, last ship date, location, sell unit of measure, quantity ordered and shipped, total cost, total price, and margin percent. For the selection to sort by invoice, the invoice number and date are also included.

When you select "History," the Order History Report window is displayed.

Order History Report window

Starting customer: Enter the first customer ID code to include in this report. To begin the report with history for the customer that has the lowest ID code on file, press <Return> to enter the default value, *****.

If you don't remember the ID code you need to enter, you can search for it by the customer's sort name or by a meaningful portion of the code itself using the "Find" shortcut.

Ending customer: Enter the ID code of the last customer in the sequence of customers you want included. To end the report with history for the customer that has the highest ID code on file, press <Return> to enter the default value, *****. If you don't remember the ID code you need to enter, you can search for it by the customer's sort name or by a meaningful portion of the code itself using the "Find" shortcut.

To list the history for all customers, enter the default value, *****, in both this field and the **Starting customer** field.

Starting item: To include the history for a sequence of inventory items, enter the ID code of the first item in that sequence. (Item ID codes were defined using the "Items" function from the Maintenance menu column in either Inventory or Order Entry.) To begin the report with the history for the item that has the lowest ID code on file, press <Return> to enter the default value, *****.

If you don't remember the ID code you need to enter, you can search for it according to the item's search name or by a meaningful portion of the code itself using the "Find" shortcut.

Ending item: To include the history for a sequence of inventory items, enter the ID code of the last item in that sequence. To end the report with the history for the inventory item that has the highest ID code on file, press <Return> to enter the default value, *****. If you don't remember the ID code you need to enter, you can search for it by the item's search name or by a meaningful portion of the code itself using the "Find" shortcut.

To include the history for all items, enter the default value, *****, in both this field and the **Starting item** field.

Starting date: Enter the first date for which you want history included in the report. To include the earliest history of file, press <Return> to enter the default value, **1/01/0001**.

Ending date: Enter the last date for which you want history included in the report. To include the most recent history on file, just press <Return> to enter the current system date.

Report sequence: To list the history according to customer ID code, select **Customer** from the displayed selection window. To list the history according to the ID codes of the inventory items, select **Item**. To list the history in invoice number order, select **Invoice**.

When you're sure the data you entered in the preceding fields is correct, press <Return>. The Print Option column is pulled down from the menu bar. From this column, choose where you want the History Report to be printed.

5.10 Printing reports created through Report Writer

To print custom-made reports that were created using the Down To Earth Report Writer application, select "Other reports" from the Reports menu column.

Note that this function is only supported in the UNIX and VMS environments. To print Report Writer reports on DOS, select "Run" from the Report Writer Reports menu column.

Report Name window

Application code: Down To Earth automatically displays the two-character code of the application you're processing. Because you're currently processing transactions from within Order Entry, **OE** is displayed.

Report name: The name of the reports created through Report Writer are displayed in a selection window. Choose the report you want to print.

After you've made your selection, press <Return> to pull down the Print Option menu column. From the Print Option column, select where you want the report to be sent.

5.11 Printing queued reports

To display a list of the reports in the print queue, select "Queued reports" from the Reports menu. You will see a list of report names, filenames, dates and times queued, company codes, and the unique IDs of the users who generated the reports. You can print one or more copies of a report, delete a report from the print queue, or rename a report. We suggest that you use this menu entry to view the queued reports before you clear the print queue (via the "Clear print queue" entry in the Files menu column in System Manager). The reports you can access will depend on your user security set up in System Manager.

Print Queued Report window

File: From the displayed selection window, choose the report you want to print, delete, or rename.

Copies: Enter the number of copies you want to print. If you want to print just one copy, press <Return>.

Delete: If you want to delete the report from the print queue, press <Return> to select the default value, **Yes**. If you want to leave the report in the queue, select **No**.

Rename: To rename the report, select **Yes**. To leave the report as it is, select **No**. If you rename the report, it is deleted from the print queue, but you can access it using other software products (for example, Lotus 1-2-3 or WordPerfect).

To: If you selected **Yes** at the **Rename** prompt, enter the new report name. The report name can be up to six characters long. The system automatically assigns the extension **.prt** to the name you enter and places the report in the directory referenced by the RPT logical.

Select printer: From the displayed selection window, choose the printer to which the report sent. When you press <Return>, the report is sent to the printer.

6 The Miscellaneous Menu Column

From the Miscellaneous menu column you can

- Purge posted invoices from header and line files (***oehedr.ism*** and ***oeline.ism)***
- Purge order history records
- Recalculate Kit item costs from kit component items

6.1 Purging posted invoices

You should purge posted invoices from the header and line files (***oehedr.ism*** and ***oeline.ism)*** at regular intervals to clear out information no longer considered current. You can choose to purge a single order or to purge all posted and invoiced orders on file. This eliminates including filled and posted orders in such reports as Orders entered, Open orders reports, Back order reports, and Drop ship reports.

You are also required to purge posted invoices prior to printing and posting recurring order invoices. You cannot create invoices for recurring orders if orders with the same number already exist in the header and line files.

NOTE: Only purge invoices after they have been posted. Use caution with this function! Purged invoices cannot be retrieved through Down To Earth.

To purge the invoice for one order or to purge all posted invoices on file, select “Purge posted invoices” from the Miscellaneous menu column. The Purge Posted Orders window is displayed.

Purge Posted Orders window

Purge through date: Enter the date to be purged through. the date entered here is compared to the ship date of the order and all qualifying orders with a ship date on or before the date entered are purged. To purge invoices through the current system date, just press <Return>.

Option: You can purge the invoice for only one order or the invoices for all posted orders on file. From the displayed selection window, specify whether you want to purge **One order** or **All** posted orders.

Order ID: If you selected **One order** in the **Option** field above, you are prompted for this field, otherwise, this field is bypassed. Enter the number of the order you want to purge. If an order with the number you entered does not exist, the message "Order number is not on file" is displayed. Press <Return> twice to move the cursor back to the **Option** field so you can try another order number.

Customer ID: Display only. If you're purging only one order, the ID code and description of the customer who placed that order is displayed in this field.

P.O. No: Display only. If you're purging only one order and a purchase order number was entered when that order was created, it is displayed in this field. Otherwise, this field is blank.

Status: If you are purging only one order, the status of that order is displayed in this field. Either "Order has NOT been posted" or "Order posted" is displayed as the status.

Confirm: Type **YES** and press <Return> to verify that you want to purge the selected invoice(s). If you press <Return> without typing **YES**, Down To Earth will automatically enter **NO** in this field and the invoice(s) will not be purged.

Press <Return> to purge the order(s) or use the "Abort" shortcut to abort the process. The Miscellaneous menu is redisplayed.

6.2 Purging history

Select "Purge history" from the Miscellaneous menu column to purge the history file (***oehist.ism***) of all transactions through the specified date. You should only purge the order history file if you do not need the transaction history to extract data for the Sales Analysis application. Even if you are not processing historical data for Sales Analysis, you should only purge after you've printed the History Report for a hard copy reference in the future.

Use caution! Unless you choose to save the deleted records, purged records cannot be retrieved through Down To Earth.

Purge Order History window

Purge through date: Enter the date through which you want to purge the history file. To purge orders through the current system date from the file, just press <Return>.

Save deleted records: Choose **No** if you do not want to save purged records. If you choose **Yes**, the purged records will be saved as a sequential file called **WRK:oehist.pur**. If you choose to save the purged records, it is suggested that you copy off the newly created **oehist.pur** file into a separate directory in preparation for a future purge. For most operating systems, the next time you purge and save the deleted records, the new file will override the previous file of the same name.

Confirm: Type **YES** and press <Return> to verify that you want to purge the history file. If you press <Return> without typing **YES**, Down To Earth will automatically enter **NO** in this field and the history file will not be purged.

Press <Return> to either purge the history file or use the "Abort" shortcut to abort the process. The Miscellaneous menu is redisplayed.

6.3 Recalculating Kit item costs

Any defined Kit item's last and average costs can be recalculated by selecting "Recalculated kit costs" from the Miscellaneous menu column. From the input window you choose the starting and ending kit item and the starting and ending location code to process.

The kit item ID master record last and average cost is updated with the individual costs of each defined component, multiplied by the quantity of that component item in the kit. It is common to recalculate kit costs when component items costs increase to ensure the kit being sold has an accurate cost. (The costs are carried in the item master record (***initem.ism***) of the kit item and kit component items. The component quantities are carried in the kit master record (***inkits.ism***) of the Inventory application.)

Recalculate Kit Costs window

Starting item: Enter the ID code of the first (kit) item that you want to update cost for. (Item ID codes were defined using the "Items" function from the Maintenance menu column in either Inventory or Order Entry and identified as **Kit** in the **Serial/lot** field.) To include the item that has the lowest ID code on file, press <Return> to enter the default value, *****. If you don't remember the ID code you need to enter, you can search for it according to the item's search name or by a meaningful portion of the code itself using the "Find" shortcut.

Ending item: Enter the ID code of the last (kit) item that you want to update costs for. To include the highest ID code on file identified as a kit, press <Return> to enter the default value, *****. If you don't remember the ID code you need to enter, you can search for it by the item's search name or by a meaningful portion of the code itself using the "Find" shortcut.

To include all kit items, enter the default value, *****, in both this field and the **Starting item** field.

Starting location: To recalculate kits costs for a sequence of inventory locations, enter the first location code in that sequence. If you want to begin with the lowest location code on file, press <Return> to enter the default value, *****. You can list all existing location codes using the "Find" shortcut.

Ending location: Enter the last location code in the sequence of inventory locations. If you want the sequence to end with the highest location code on file, press

<Return> to enter the default value, *****. You can list all existing location codes using the "Find" shortcut.

If you want to update costs for all locations on file, enter the default value, *****, in both this field and the **Starting location** field.

Appendix A: Troubleshooting / Common Down To Earth & DBL errors

➲ Recurring invoices do not print

Invoices for recurring orders cannot be re-created until the invoices that were previously posted for those orders are purged. Each time a recurring invoice is created, a flag is updated in the order header file (***oehedr.ism***) indicating such. To purge the invoice, clear this flag, and allow an invoice to be generated again, you must use the "Purge posted invoices" function from the Miscellaneous menu column. You can purge a single order or all orders. Please see special notations in the section "Purging paid invoices" section of this manual.

➲ Can't access an order that has not been shipped

If an order has been partially shipped or at any time been accessed via the "Enter shipped orders" menu selection, it cannot be edited via the "Enter orders" menu selection. The message "Order can be changed from SET SHIPPED ENTRY only" is displayed and requires any editing to be entered by selecting "Enter shipped orders" from the Transaction menu column.

➲ Price of an item on an order is not listed as any price level or special price.

If an item displays a price that is not defined as price 1-5 or for any special pricing, it may be that the customer entered on the order does not have a price level defined.

If there is no price level defined, the price is calculated using the **Desired margin** value. The formula used is Last cost / (100 - margin %). For example, if the Last cost value is $125.00 and the margin is defined as 45%, the formula used is 125.00 / .55 = 227.27. If there is no **Desired margin** value defined for the item, the order price becomes the value in the Price 1 field.

To verify the price level for the customer, select "Customers" from either the Order Entry or Accounts Receivable Maintenance menu column and make sure there is a value **01 - 05** in the **Customer type** field.

➲ Error 18: File not found

The file specified was being accessed by a program but was not found in the location assigned to the logical specified. Either the file is truly not there and must be created or the Device assignment is incorrect. An incorrect device assignment indicates the file has been created but the program was looking in the wrong place.

➲ Duplicate key, record not added

Each isam data file is assigned a field or group of fields designated as the primary 'key' to the record. When the files are created, it is specified whether or not the file is to allow records that have the exact same data for the record key. Most files do not allow duplicate keys and therefore if you try to add a record where the record key is an exact duplicate of a record that already exists, this message displays and requires you to "Press <Return> to continue." If this message appears, it indicates that the record being written was not added, and the record that existed remains the same.

If you have more than one record that is a duplicate, it may appear that this message is continues to display, even after you press <Return>. Repeat pressing the <Return> for each duplicate until the input window or menu column is redisplayed.

Appendix B: Record Layouts

Filename:		**oehist.rec**
Record Description:	Order Entry history file record map	
Record Length:	179	
Primary key:	1.32	oeh_comp, oeh_cust, oeh_item
Alternate 1:	9.42	oeh_item, oeh_order, oeh_shipdate, oeh_linetype
Alternate 2:	1.2	oeh_comp
	147.3	oeh_slmncode
	52.8	oeh_orddate
Alternate 3:	168.6	oeh_invcno
	33.9	oeh_order, oeh_line
Alternate 4:	1.8	oeh_comp, oeh_cust
	33.9	oeh_order, oeh_line (descending)

```
record  oehist
oeh_key             ,a32                        ; Primary key
    oeh_comp        ,a2     @oeh_key            ; Company code
    oeh_cust        ,a6     @oeh_key+2          ; Customer ID
    oeh_item        ,a24    @oeh_key+8          ; Item ID
   oeh_order        ,d6                         ; Order number
   oeh_line         ,d3                         ; Line number
   oeh_shipdate     ,d8                         ; Shipped date  (YMD)
    oeh_shipyr      ,d4     @oeh_shipdate
    oeh_shipmo      ,d2     @oeh_shipdate+4
   oeh_linetype     ,a1                         ; Line type
                                                ;   I - stock item
                                                ;   N - non stock item
                                                ;   P - lot number
                                                ;   Q - serial numbers
   oeh_ordtype      ,a1                         ; Order type
                                                ;   O - order
                                                ;   C - credit
   oeh_orddate      ,d8                         ; Order date  (YMD)
   oeh_shipid       ,a6                         ; Shipped to customer number
   oeh_locncode     ,a3                         ; Location
   oeh_catgcode     ,a3                         ; Category code
   oeh_desc         ,a30                        ; Description
   oeh_ordqty       ,d9                         ; Qty ordered  (6.3)
   oeh_shipqty      ,d9                         ; Qty shipped  (6.3)
   oeh_uomcode      ,a3                         ; Unit of measure
   oeh_ucost        ,d9                         ; Unit cost  (6.3)
```

```
    oeh_uprice          ,d9                          ; Unit price  (6.3)
    oeh_pricetype       ,a1                          ; Price type
                                                     ;   S - standard (computed)
                                                     ;   O - override (entered)
    oeh_sasum           ,d5                          ; Summarized sales history flags
    oeh_slmncode        ,a3                          ; Salesman
    oeh_commcode        ,a3                          ; Commission code
    oeh_taxstatus       ,a1                          ; Taxable status
                                                     ;   Y - yes
                                                     ;   N - no
    oeh_discpct         ,d4                          ; Discount percent  (2.2)
    oeh_discstatus      ,a1                          ; Discount status
                                                     ;   N - none
                                                     ;   D - dollar volume
                                                     ;   L - line discount percent
                                                     ;   O - order discount percent
    oeh_slst            ,a1                          ; Serial/lot numbered item
                                                     ;   S - serial numbered
                                                     ;   L - lot numbered
                                                     ;   K - kit
                                                     ;   N - none
    oeh_invcdate        ,d8                          ; Date invoiced  (YMD)
      oeh_invcyr        ,d4       @oeh_invcdate
      oeh_invcmo        ,d2       @oeh_invcdate+4
    oeh_invcno          ,d6                          ; Invoice number
    oeh_pfactor         ,d6                          ; Price factor  (6.0)

record  ,X
                        ,a50
    oeh_snlt            ,6a20                        ; Serial/lot numbers
```

Filename: **oehedr.rec**

Record Description: Order Entry header file record map

Record Length: 380

Primary key: 1.8 oem_comp, oem_order
Alternate 1: 9.6 oem_cust
Alternate 2: 15.6 oem_shipid

```
record  oehedr
     oem_key          ,a8                       ; Primary key
       oem_comp       ,a2       @oem_key        ; Company code
       oem_order      ,d6       @oem_key+2      ; Order number
     oem_cust         ,a6                       ; Sold to customer number
     oem_shipid       ,a6                       ; Ship to customer number
     oem_shipname     ,a25                      ; Ship to name
     oem_shipaddr1    ,a25                      ; Ship to address 1
     oem_shipaddr2    ,a25                      ; Ship to address 2
     oem_shipcity     ,a20                      ; Ship to city
     oem_shipstate    ,a2                       ; Ship to state
     oem_shipzip      ,a9                       ; Ship to zip code
     oem_custref      ,a20                      ; Customer reference
     oem_confirm      ,a20                      ; Confirmed with
     oem_type         ,a1                       ; Order type
                                                ;   O - order
                                                ;   C - credit
                                                ;   H - held order
                                                ;   1-9 - recurring orders
                                                ;   X - cancelled
                                                ;   F - field order
     oem_orddate      ,d8                       ; Order date  (YMD)
     oem_reqdate      ,d8                       ; Requested ship date  (YMD)
     oem_expdate      ,d8                       ; Order expiration date  (YMD)
     oem_flag1        ,a1                       ; Flags - confirmed
     oem_flag2        ,a1                       ; Flags - picked
     oem_flag3        ,a1                       ; Flags - quantities set
     oem_flag4        ,a1                       ; Flags - invoiced
     oem_flag5        ,a1                       ; Flags - posted
     oem_div          ,a4                       ; Division
     oem_dept         ,a4                       ; Department
     oem_locncode     ,a3                       ; Location
     oem_termcode     ,a3                       ; Terms code
     oem_taxcode      ,a3                       ; Tax code
     oem_slmncode     ,a3                       ; Salesman
     oem_terrcode     ,a3                       ; Territory
     oem_viacode      ,a3                       ; Ship via
     oem_fobc         ,a1                       ; FOB
                                                ;   O - origin
                                                ;   D - destination
```

```
oem_discpct     ,d4     ; Order discount pct  (2.2)
oem_labels      ,d2     ; Shipping labels required  (2.0)
oem_invcamt     ,d9     ; Invoice total  (7.2)
oem_ordcost     ,d9     ; Order cost  (6.3)
oem_discamt     ,d7     ; Discount allowed  (5.2)
oem_salestax    ,d7     ; Sales tax  (5.2)
oem_freight     ,d7     ; Freight  (5.2)
oem_shipdate    ,d8     ; Shipped date  (YMD)
oem_invcdate    ,d8     ; Invoice date  (YMD)
oem_invcno      ,d6     ; Invoice number
oem_comment1    ,a40    ; Comment line 1
oem_comment2    ,a40    ; Comment line 2
oem_ordamt      ,d9     ; Order total amount  (7.2)
                ,a1     ; unused
```

Filename: **oektsn.rec**

Record Description: Kit serial number record map

Record Length: 68

Primary key: 1.38 oek_comp, oek_order, oek_line, oek_item, oek_seqn

```
record  oektsn

    oek_key         ,a38                    ; Primary key

      oek_comp      ,a2     @oek_key        ; Company code

      oek_order     ,d6     @oek_key+2      ; Order #

      oek_line      ,d3     @oek_key+8      ; Line #

      oek_item      ,a24    @oek_key+11     ; Item #
      oek_seqn      ,d3     @oek_key+35     ; Sequence #
    oek_serial      ,a20                    ; Serial #
    oek_qty         ,d9                     ; Quantity
    oek_slst        ,a1                     ; S-serial or L-lot
```

Filename:	**oeline.rec**	
Record Description:	Order Entry line file record map	
Record Length:	166	
Primary key:	1.14	oel_comp, oel_order, oel_lineno, oel_linetype, oel_lineseqn
Alternate 1:	15.24	oel_item
Alternate 2:	1.8	oel_comp, oel_order
	15.24	oel_item
	9.6	oel_lineno, oel_linetype, oel_lineseq

```
record  oeline
    oel_key          ,a14                    ; Primary key
      oel_comp       ,a2     @oel_key        ; Company code
      oel_order      ,d6     @oel_key+2      ; Order number
      oel_lineno     ,d3     @oel_key+8      ; Line number
      oel_linetype   ,a1     @oel_key+11     ; Line type
                                             ;   I - stock item
                                             ;   N - nonstock item
                                             ;   P - lot number
                                             ;   Q - serial numbers
                                             ;   R - remarks
      oel_lineseqn   ,d2     @oel_key+12     ; Line sequence number
    oel_item         ,a24                    ; Item ID
    oel_locncode     ,a3                     ; Location
    oel_descr        ,a30                    ; Description
    oel_catgcode     ,a3                     ; Category code
    oel_uomcode      ,a3                     ; Unit of measure
    oel_commcode     ,a3                     ; Commission code
    oel_ucost        ,d9                     ; Unit cost  (6.3)
    oel_uprice       ,d9                     ; Unit price  (6.3)
    oel_pricetype    ,a1                     ; Price type
                                             ;   S - standard (computed)
                                             ;   O - override (entered)
                                             ;   P - promotion (computed)
    oel_ordqty       ,d9                     ; Qty ordered  (6.3)
    oel_pckqty       ,d9                     ; Qty to be picked  (6.3)
    oel_shpqty       ,d9                     ; Qty shipped  (6.3)
    oel_boqty        ,d9                     ; Qty on back order  (6.3)
    oel_discpct      ,d4                     ; Discount percent  (2.2)
    oel_discstatus   ,a1                     ; Discount status
                                             ;   N - none
                                             ;   D - dollar volume
                                             ;   L - line discount percent
                                             ;   O - order discount percent
    oel_taxstatus    ,a1                     ; Taxable status
                                             ;   Y - yes
                                             ;   N - no
    oel_qtystatus    ,a1                     ; Quantity status
```

```
                                                ;   N - normal
                                                ;   O - override
                                                ;   C - calcelled
                                                ;   B - backorder balance
                                                ;   A - backorder all
                                                ;   D - drop ship
                                                ;   S - substitute item
   oel_linestatus       ,a1                     ; Line status
                                                ;   B - active
                                                ;   C - completed
                                                ;   D - deleted
   oel_reqdate          ,d8                     ; Required date  (YMD)
   oel_shpdate          ,d8                     ; Last shipped date  (YMD)
   oel_slst             ,a1                     ; Serial/lot numbered item
                                                ;   S - serial numbered
                                                ;   L - lot numbered
                                                ;   K - kit
                                                ;   N - none
   oel_pfactor          ,d6                     ; Price factor  (6.0)

record  ,X                                      ; (160)
                        ,a38
   oel_rem1prt          ,a1                     ; Where to print remarks line 1
                                                ;   I - invoice
                                                ;   P - picking ticket
                                                ;   B - both
   oel_remark1          ,a60                    ; Remarks line 1
   oel_rem2prt          ,a1                     ; Where to print remarks line 2
                                                ;   I - invoice
                                                ;   P - picking ticket
                                                ;   B - both
   oel_remark2          ,a60                    ; Remarks line 2

record  ,X                                      ; (158)
                        ,a38
   oel_extdescr         ,2a60                   ; Extended descriptions

record  ,X                                      ; (158)
                        ,a38
   oel_snlt             ,6a20                   ; Serial/lot numbers
```

Filename: **oeshto.rec**

Record Description: Order Entry customer ship to record map

Record Length: 161

Primary key: 1.13 oes_comp, oes_cust, oes_shipid

```
record  oeshto
    oes_key         ,a13                    ; Primary key
      oes_comp      ,a2     @oes_key        ; Company code
      oes_cust      ,a6     @oes_key+2      ; Customer ID
      oes_shipid    ,a5     @oes_key+8      ; Ship to ID
    oes_name        ,a25                    ; Name
    oes_addr1       ,a25                    ; Address line 1
    oes_addr2       ,a25                    ; Address line 2
    oes_city        ,a20                    ; City
    oes_state       ,a2                     ; State
    oes_zip         ,a9                     ; Zip code
    oes_contact     ,a25                    ; Contact
    oes_phone       ,a14                    ; Telephone
    oes_taxcode     ,a3                     ; Tax code
```

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