HANSAWORLD UNIVERSITY

Standard ERP

Logistics Sales

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HANSAWORLD

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INTRODUCTION

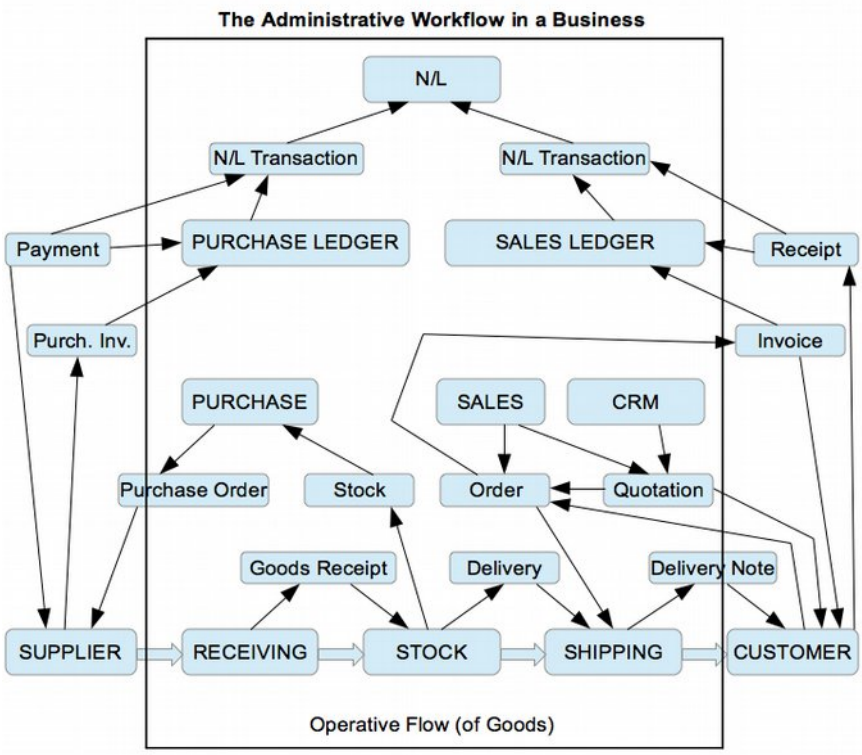
Standard ERP is an integrated Accounting, CRM and ERP tool for working with Purchase Orders, Sales Orders and Stock Control processing. Sales Ledger, Purchase Ledger and Nominal Ledger are maintained to keep track of correspondence with Customers and Suppliers through activities linked to all respective records and through the use of organized mail shots.

The purpose of this training material is to familiarize you with the sales process in Standard ERP - from the stage of having goods in Stock up to the stage of a customer paying their Invoice. As the sales process represents a major part in all organizations, we cannot go into too much detail due to the large number of possible complex setups. We are going to explain a few possible ways of using Standard ERP through practical exercises.

Workflow of Sales

The administration of a company is associated with a certain flow of tasks and work. In a typical trading company items are purchased from a group of Suppliers, goods are received and put into the Stock, sales orders are processed, stock levels are checked, goods are shipped and invoices are issued, and payments are made and received. All transactions are logged and recorded and financial events are recorded in the accounting subsystem.

A modern financial system like Standard ERP is designed to automate as many administrative tasks as possible. If information is entered in one part of the system there will be no need to enter it again elsewhere; information will be recorded for re-use and available throughout the system.



The above illustration shows a simplified description of the interaction of functions and information (messages) in a traditional trading business. The basic physical flow is shown at the bottom, with operative functions handling the goods as they are received, inventoried and shipped. The rectangles above the operative flow are administrative functions that handle the flow of information in the business. The smaller rectangles are messages containing information that is passed around in the business. The black frame is the boundary of the business and although Suppliers and Customers are on the outside, there is a continuous exchange of information with them.

The Sales Orders module

The Sales Orders module is used for entering orders from customers and making shipments to Customers. The module is integrated with the Quotation, Sales Ledger, Stock and Job Costing modules. All records are generated from an originating record thereby ensuring that there is no need to enter all corresponding records manually.

The Stock module

Deliveries to and from the stock are recorded in this module. The Stock module interacts with the Sales and Purchase Orders modules, the Sales Ledger, Job Costing and Production modules, and the Nominal Ledger. The Delivery register is always updated from the Sales Orders module and Goods Receipts, and if activated, it can also be created from the Purchase Orders module.

The Quotations module

Some organizations cannot start their sales processes from a Sales Order as the goods and/or services sold by them are complex and before entering the sales order they need confirmation from the customer that they accept the conditions. Standard ERP enables you to send out Quotations which can later be updated to a closed or accepted state as appropriate. An accepted Quotation would then start the sales process.

The Sales Ledger module

The Sales Ledger module represents the last phase of the selling process and this is where Invoices are recorded and stored and where you can register your Receipts from Customers.

The CRM module

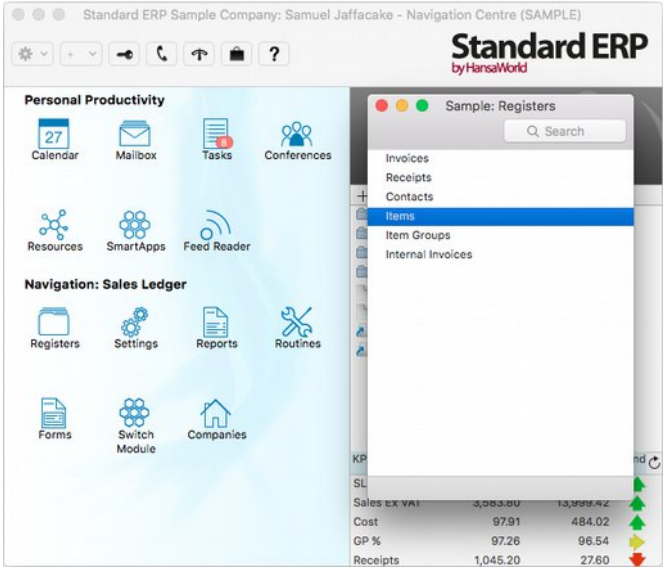
The CRM module is present at every step of the sales process. This is where all contacts (including Customers) are stored and organized. You will find the different settings in the CRM module useful when creating and managing sales related activities, and the various CRM features available will simplify everyday tasks. The CRM module is integrated with almost every other module in Standard ERP.

OVERVIEW OF IMPORTANT REGISTERS

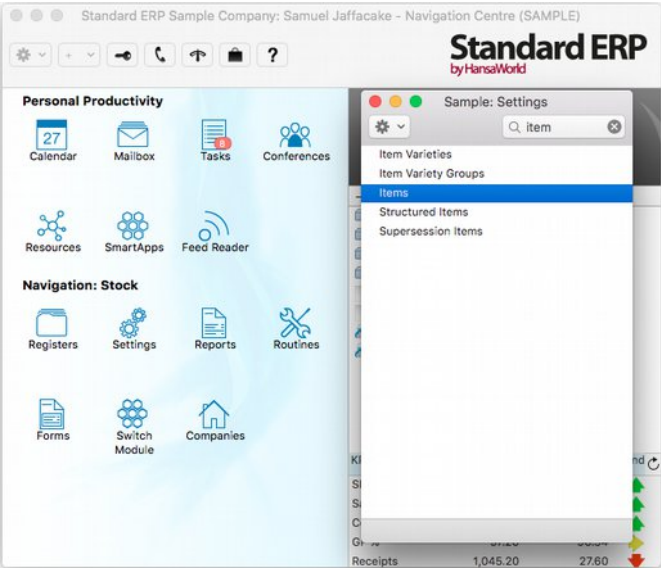
In this chapter we have only included the most relevant information about the basic registers. It is necessary to understand the sales process workflow in order to easily understand and digest the more complex process. For a detailed description of all settings and fields on the records please refer to: www.hansamanuals.com

The Items register

The Items register is available as a register from all the Standard ERP modules related to the sales process, e.g. the Quotations, Sales Orders and Sales Ledger modules:



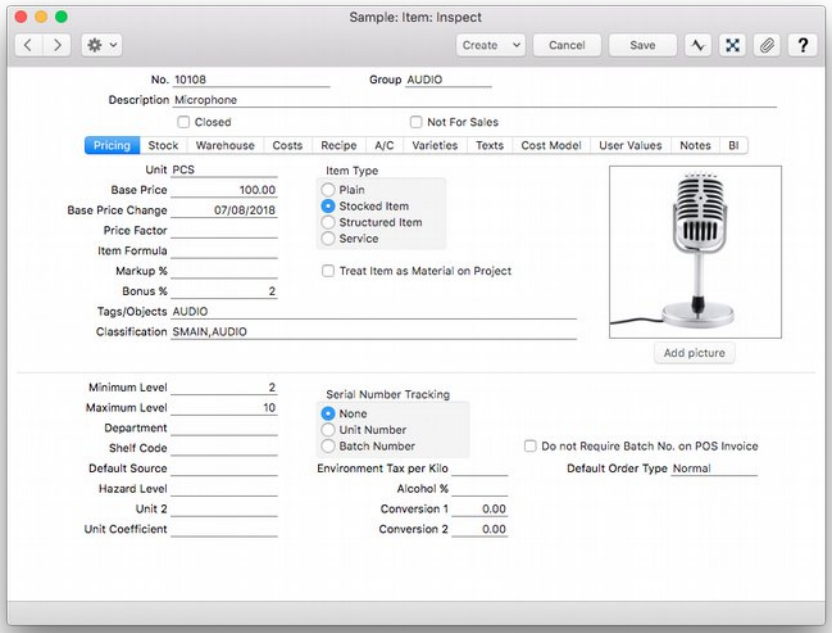
Or as a Setting in the Stock module:



In Standard ERP, an Item represents any article of goods or service a customer is buying from your company. Before selling the item, you need to create a record in the Items register by selecting Create>>New Item or Create>>Duplicate from the Items browse list, or from the Item record itself, by choosing Create>>New Item or Create>>Duplicate Item. You can also create Items in a similar way from the Paste Items window where specifying at least an Item code, description, and base price is needed. When you use the Duplicate Item option check all record tabs carefully to make sure you change all data you would like to keep unique per item e.g. barcode.

There are four item types: Plain, Stocked, Structured and Service. If you want Standard ERP to keep track of the stock quantity choose item type Stocked Item. Service items are technical items for registering services or time. Structured items are packages made of other items that are usually stock but not always solely, e.g. computer (stock) + keyboard (stock), or: a computer (stock) + yearly maintenance (service). Create a 'Structured' item if you want to give a special price for a package. Note that Structured items are never stocked as such, only their components. If none of the above types fit or you do not need such detailed information, select the Plain Item type.

Choose the type wisely as it will be difficult to change it later on.



Depending on the nature of your business, you may use and register items which are not meant to be sold, i.e. selected materials, components or intermediate products. Mark such items with Not For Sales checkbox, in the header of the Item Register, and they will never appear in sales-related Paste Special windows.

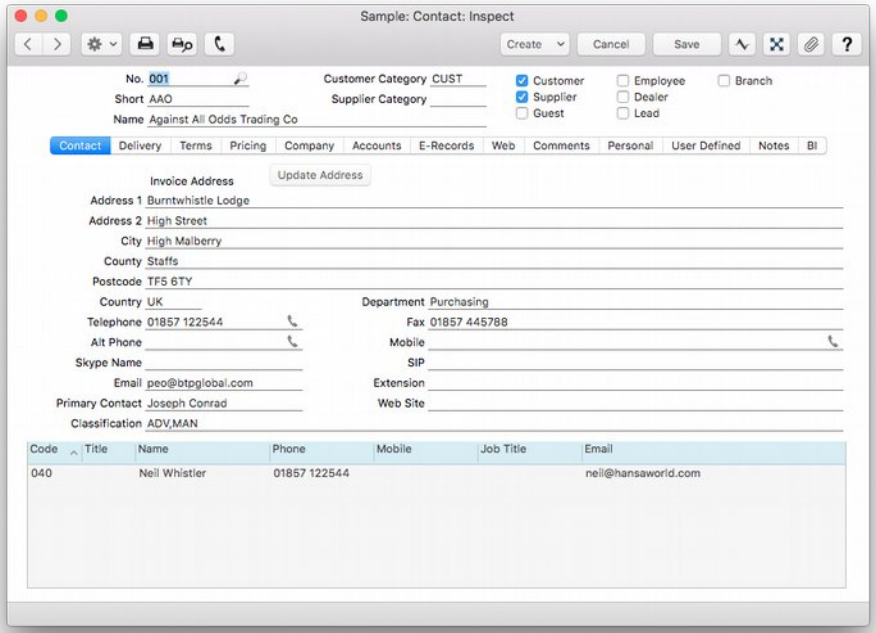
Go to www.hansamanuals.com webpage to find out more about Items.

The Contacts register

Similarly to the Items register, the Contacts register is available from many Standard ERP modules related to the sales process, e.g. the Quotations, Sales Order and Sales Ledger modules.

In Standard ERP terminology, a Contact represents any person or company you have a business interaction with. It can be a Supplier, Customer, Guest or Dealer, or, if none of the checkboxes are marked, then it will be considered a Contact Person belonging to another contact.

All sales records need to have a Contact.

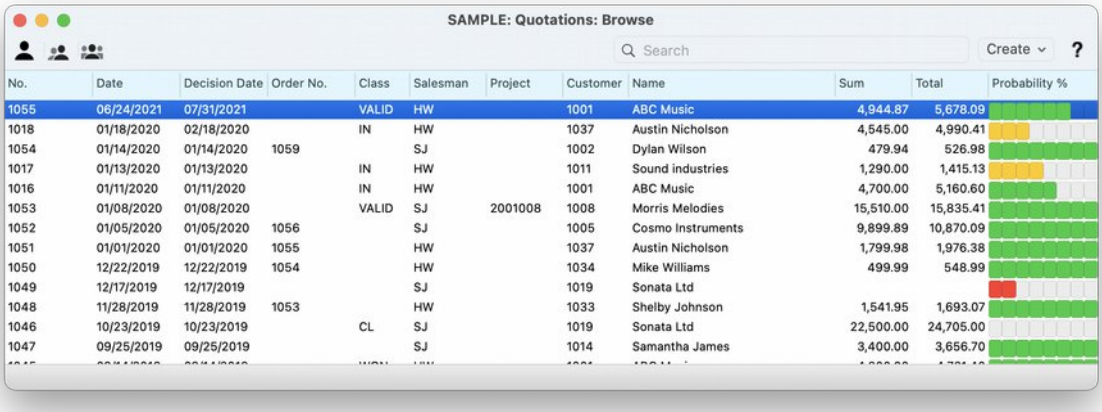


The Quotations register

The Quotations register is available in the Quotations module and is used as a sales-initiating document to be sent out to customer to present the terms and conditions for the sale. The conditions do not have to be accepted by the customer. After the first Quotation is sent, the negotiating process may start, ending up with a new Quotation which will be accepted. Alternatively, if both parties do not come to an agreement the sales process may end here.

Once the Customer returns the accepted Quotation the sales process is continued with the creation of a Sales Order from the Quotation or by directly creating an Invoice (which could be preceded by a Proforma printout) for simpler business practices.

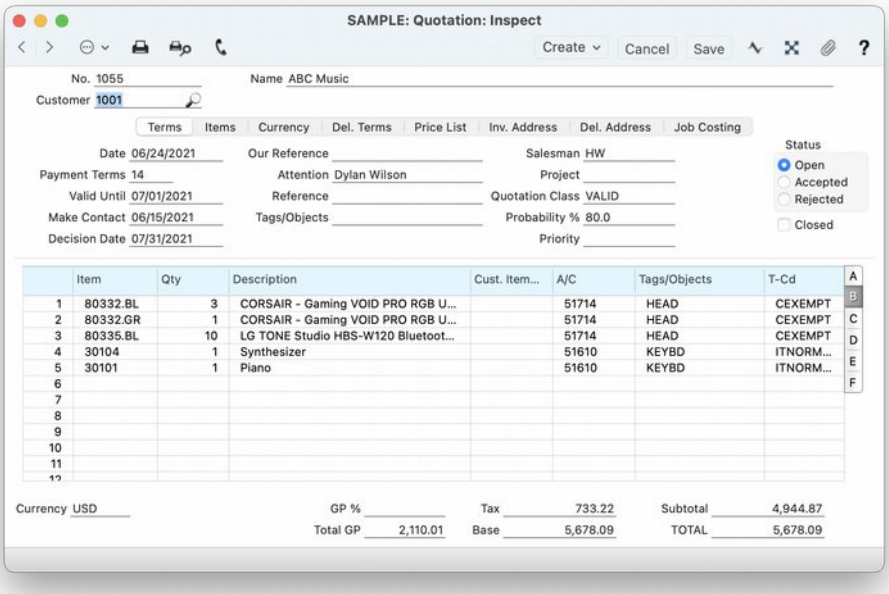
The Quotations browse window shows the information about all entered Quotations:



No.	Date	Decision Date	Order No.	Class	Salesman	Project	Customer	Name	Sum	Total	Probability %
1055	06/24/2021	07/31/2021		VALID	HW		1001	ABC Music	4,944.87	5,678.09	
1018	01/18/2020	02/18/2020		IN	HW		1037	Austin Nicholson	4,545.00	4,990.41	
1054	01/14/2020	01/14/2020	1059		SJ		1002	Dylan Wilson	479.94	526.98	
1017	01/13/2020	01/13/2020		IN	HW		1011	Sound industries	1,290.00	1,415.13	
1016	01/11/2020	01/11/2020		IN	HW		1001	ABC Music	4,700.00	5,160.60	
1053	01/08/2020	01/08/2020		VALID	SJ	2001008	1008	Morris Melodies	15,510.00	15,835.41	
1052	01/05/2020	01/05/2020	1056		SJ		1005	Cosmo Instruments	9,899.89	10,870.09	
1051	01/01/2020	01/01/2020	1055		HW		1037	Austin Nicholson	1,799.98	1,976.38	
1050	12/22/2019	12/22/2019	1054		HW		1034	Mike Williams	499.99	548.99	
1049	12/17/2019	12/17/2019			SJ		1019	Sonata Ltd			
1048	11/28/2019	11/28/2019	1053		HW		1033	Shelby Johnson	1,541.95	1,693.07	
1046	10/23/2019	10/23/2019		CL	SJ		1019	Sonata Ltd	22,500.00	24,705.00	
1047	09/25/2019	09/25/2019			SJ		1014	Samantha James	3,400.00	3,656.70	

At minimum it will show: the Quotation number, the date it was entered, the Salesman, the Customer code and name, and the value and probability. If they have been filled in you can also see the customer decision date, the Sales Order number and the Project number as well.

To create a Quotation go to Create>>New Quotation or Create>>Duplicate in either the browse or record window.



The majority of the data will be taken from the Customer and Item records entered on the Quotation. For example, if you specify Payment Term on the Contact card in the Terms tab this will automatically be copied to the Quotation. Similarly, if you have filled in Unit Price on Item card in the Pricing tab then this is automatically copied to the Items matrix on the Quotation.

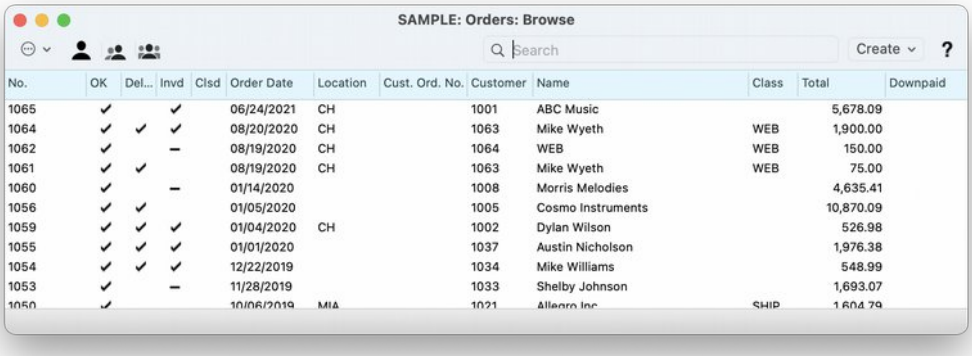
For each Quotation you can define a Probability %. This will give you an indication of the chance of having this Quotation approved by the customer and what the probable value of it is.

It is very easy to go from Quotation to the next step: on the Quotation record go to Create>>Order or Create>>Invoice. All the relevant information such as Customer, Items and others will be copied to the new record. Once you create an Order or an Invoice from the Quotation record, the Quotation itself will be considered as approved and its probability will automatically change to 100% and status will change to Accepted.

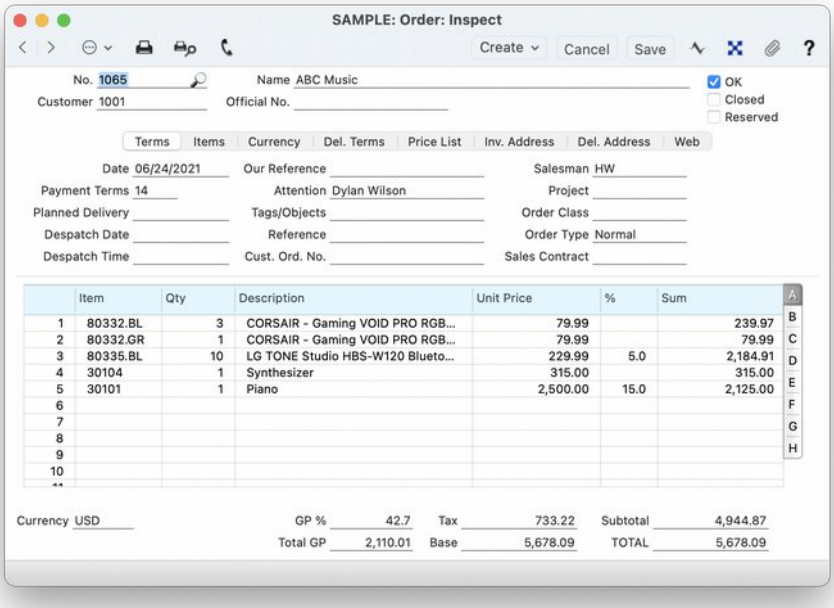
The Sales Orders Register

Sales Orders register is available in Sales Orders module and in Standard ERP it is considered the next step in the sales process. The conditions of the sale presented on the Sales Order are usually confirmed. In real life using both Quotations and Sales Orders is not always necessary – they often represent the same information and one of these two steps could be skipped. However, the Sales Order register is important for a company selling stock type goods as a Sales Order is needed to create the Delivery record.

The Order browse window shows the actions taken regarding the entered Orders along with the Customers' numbers and names. A dash in the invoiced column means that the order has been entered but no further action has been taken yet. The Order may not be invoiced before a Delivery has been made and approved. If a partial Delivery and Invoice have been made from an Order, the invoiced column will gain a tick while the delivered column will be blank which means that invoicing is up to date for the deliveries made so far but that the Order has not been yet completely fulfilled.



You can create Sales Orders from browse or record window like other records in the system or you can create it directly from the Quotation inspect window choosing Create>>Order.



The minimum fields that are required to be filled out are: Customer number, Payment term, Item, Quantity and Unit Price. The majority of the data will be coming through from the Customer and Item records entered on the Sales Order or will be automatically copied from the Quotation.

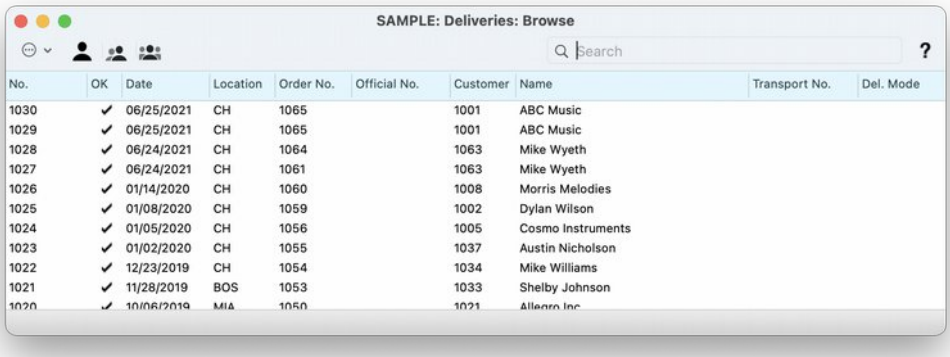
The Deliveries Register

If your company sells stock items it may be required to use the Deliveries for registering sales-related stock depreciation.

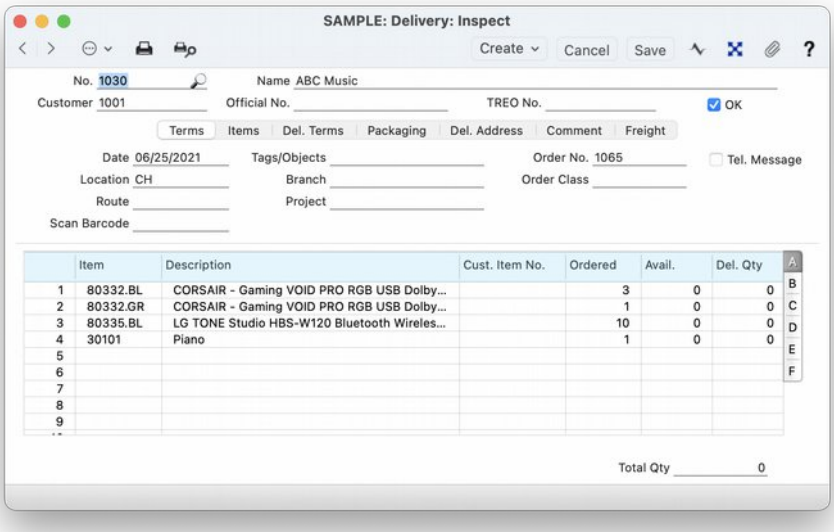
A Delivery can only be created from the Sales Order record and will be saved in the Stock module.

The browse window shows the following information: Delivery number and date as well as Sales Order number, location (if provided), Customer code and name, and OK tick – which means that the Delivery has or has not been approved.

All relevant information will be copied from the Order to Delivery record and can, if necessary, be modified before the delivery is OKed and saved. The delivery record will present the available quantity of the item in Avail. column. If the location is entered, the Avail. column will present the quantity at that location only. Note that the system allows decreasing Avail. quantity on Deliveries in one of two ways: when the Delivery is created or when it is OKed. Please refer to the section on the Stock Settings setting in this manual to learn more about this feature.



Until the Delivery is OKed it is considered by the system as a draft and has no stock nor accounting impact. When you mark the OK checkbox and save the record, the Delivery will create a Nominal Ledger transaction and decrease the stock level. Note that this action cannot be undone and the OK checkbox cannot be un-ticked. Once the goods leave the stock they can therefore only be returned with a Returned Goods record.



The Invoices Register

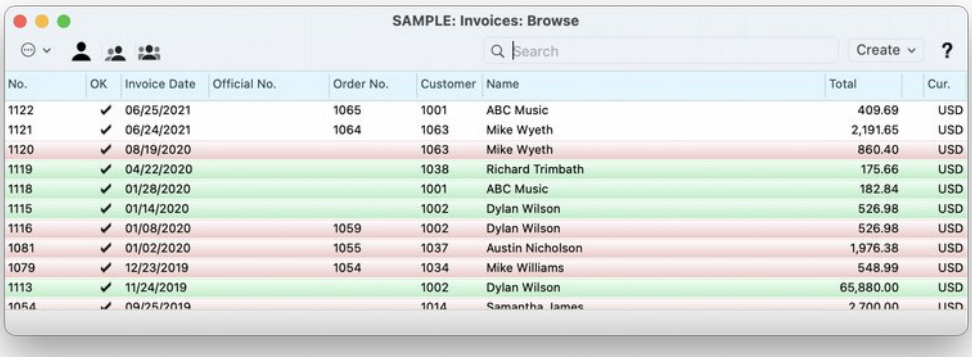
The Invoices register is the most important one as it is a legally required document used to store and provide proof of Invoices. This register is available in the Sales Ledger module.

Invoices can be created by going to Create>>New Invoice or Create>>Duplicate options from browse or record window of the Invoice Register or record, or – if you follow the sales process – from a record entered in a previous step i.e. Quotation, Sales Order or Delivery. Note that an Invoice created from Sales Order or Delivery will only contain those goods that have been delivered, e.g. if you have 5 items on Sales Order but you only delivered 3 due to a lack of goods in your stock the Invoice created will only contain 3 items.

The Invoice browse window presents the following information: Invoice number and date, Customer code and name, Sales Order no. if relevant, total value and currency. It will also contain an OK checkbox, showing if that particular Invoice has or has not been OKed. The Invoice browse window highlights Invoices in different colors to indicate the status of the Invoice at the first sight:

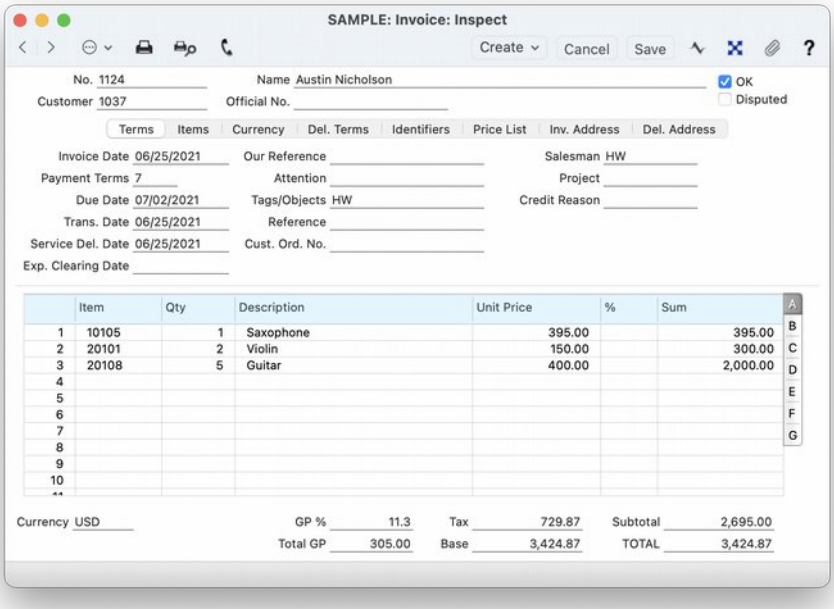
1. Green – the Invoice has been paid and is no longer pending. Invoices with the cash payment type will have this kind of color right after they are marked OK and saved (no need for Receipt) as system considers them paid at the moment of approving.
2. Red – the Invoice has not been paid or has not been fully paid yet and the payment date has passed (Invoice is overdue).

3. White – the Invoice has not been paid yet but is not overdue either.



No.	OK	Invoice Date	Official No.	Order No.	Customer	Name	Total	Cur.
1122	✔	06/25/2021		1065	1001	ABC Music	409.69	USD
1121	✔	06/24/2021		1064	1063	Mike Wyeth	2,191.65	USD
1120	✔	08/19/2020			1063	Mike Wyeth	860.40	USD
1119	✔	04/22/2020			1038	Richard Trimbath	175.66	USD
1118	✔	01/28/2020			1001	ABC Music	182.84	USD
1115	✔	01/14/2020			1002	Dylan Wilson	526.98	USD
1116	✔	01/08/2020		1059	1002	Dylan Wilson	526.98	USD
1081	✔	01/02/2020		1055	1037	Austin Nicholson	1,976.38	USD
1079	✔	12/23/2019		1054	1034	Mike Williams	548.99	USD
1113	✔	11/24/2019			1002	Dylan Wilson	65,880.00	USD
1054	✔	09/25/2019			1014	Samantha James	2,700.00	USD

The Invoice record has a normal layout mainly designed for Business-to-Business purposes with a large number of various fields in order to be suitable for various business types. An Invoice created from another record will have most of the data copied from the record it was created from.



	Item	Qty	Description	Unit Price	%	Sum
1	10105	1	Saxophone	395.00		395.00
2	20101	2	Violin	150.00		300.00
3	20108	5	Guitar	400.00		2,000.00
4						
5						
6						
7						
8						
9						
10						

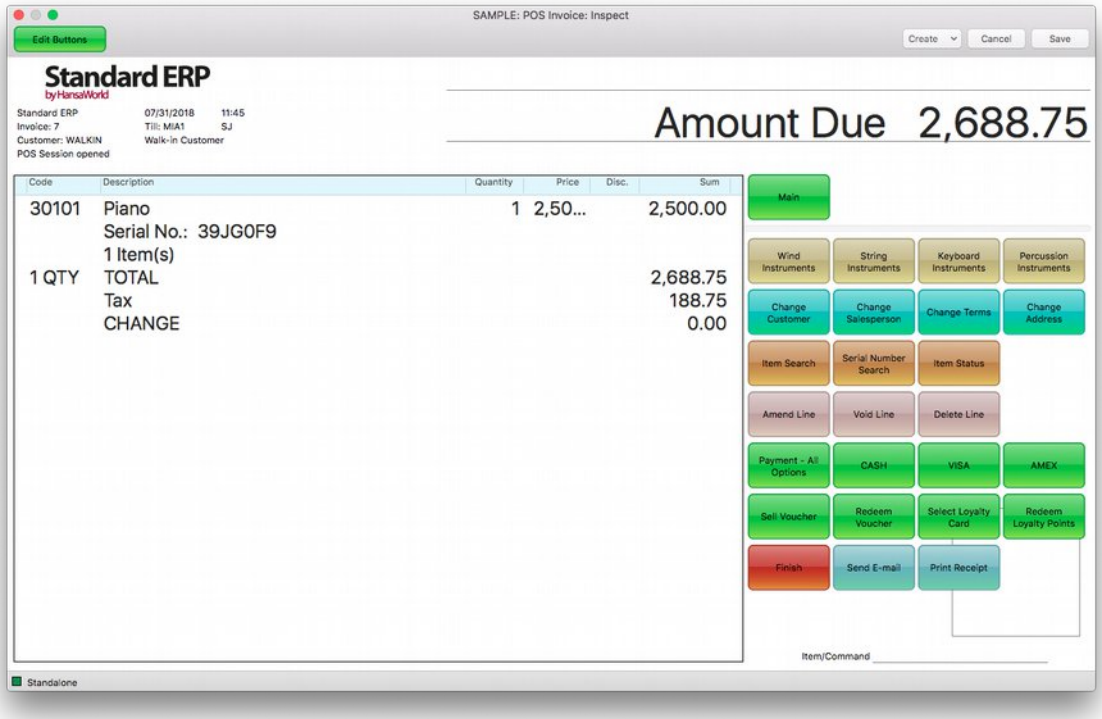
When you OK and save the Invoice it will have have an affect on the accounting as the Nominal Ledger transaction will be created. If you mark the Delivery Terms tab checkbox Update Stock it will also affect the numbers in the Stock. The Invoice will then create a stock depreciation. This option is used in businesses where the stock items are managed but there is no need for a separate Delivery document.

If the Invoice has not been paid by the Customer and it has been disputed you can mark it as 'Disputed' and it will appear on the Sales Ledger report marked with an asterisk (*). Go to relevant section of this manual to find out more about it.

A Credit Note is a specific type of an invoice. It has a Credit Note Payment Term type and is marked with a letter 'C' in the browse window. It is usually created against the original Invoice which will contain all the details, simply open the Invoice go to Create and choose Credit Note. You can change quantities or prices and the Credit Note value will be the value by which the original Invoice has been reduced. Credit Notes are usually created when there is a mistake made in the Invoice that is already OK'ed (and therefore cannot be edited) or when a total or partial correction needs to be done to the original Invoice. In the Invoices browse windows an Invoice where a Credit Note has been issued will be shown in the color green.

If you are a Retailer and/or Business-to-Customer business, there is a simplified window layout of the Invoice record which is designed for when you do not need direct access to overly detailed information. This Invoice layout is called a Touch Screen layout and is easily activated in Standard ERP.

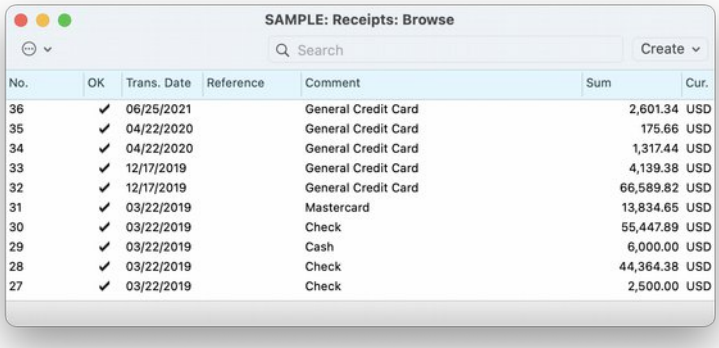
The Touch Screen invoice has a less complex data entry process and the interface is easier to learn. It is also integrated with the payment process.



The Touch Screen interface is connected with Point of Sales module and requires it for setting up. Please refer to the POS training material for more information.

The Receipts Register

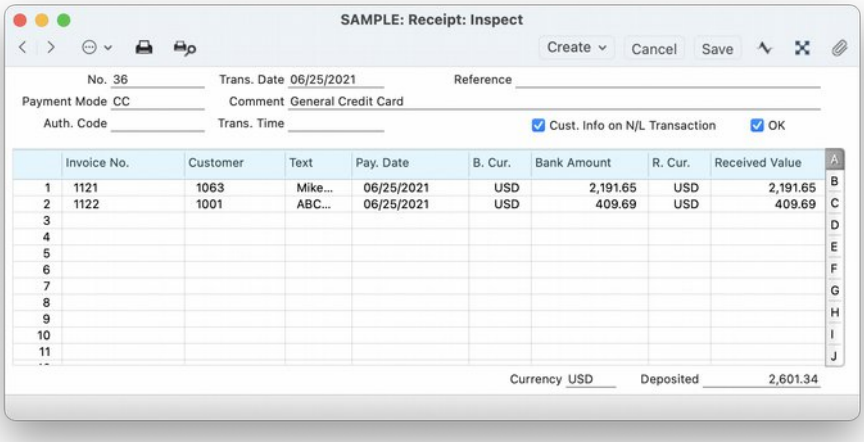
The Receipt register is available in Sales Ledger module and is used for entering incoming payments from Customers with open Invoices to close them or without open Invoices to create a Prepayment. Receipts can be received in any currency which has been set up in the system.



The Receipts browse window presents: Receipt No. and Date, Reference (if applicable), Comment, Value of each Receipt and the Currency. The window also shows the OK checkbox which indicates if the Receipt has been approved or not.

Receipts are very important for closing the sales process. The Nominal Ledger transaction is created when the Receipt is OKed and saved. If the Receipt is created for a specific Invoice its balance will then change.

Create a Receipt by going to Create>>New Receipt or Create>>Duplicate in browse or record window. Fill in the Payment mode and choose the Invoice number from Paste Special list. All appropriate data will be filled in automatically from the Invoice record. Change the Received Value if applicable (for example in case of a parcial payment from Customer). To approve the Receipt, mark it OK and save.

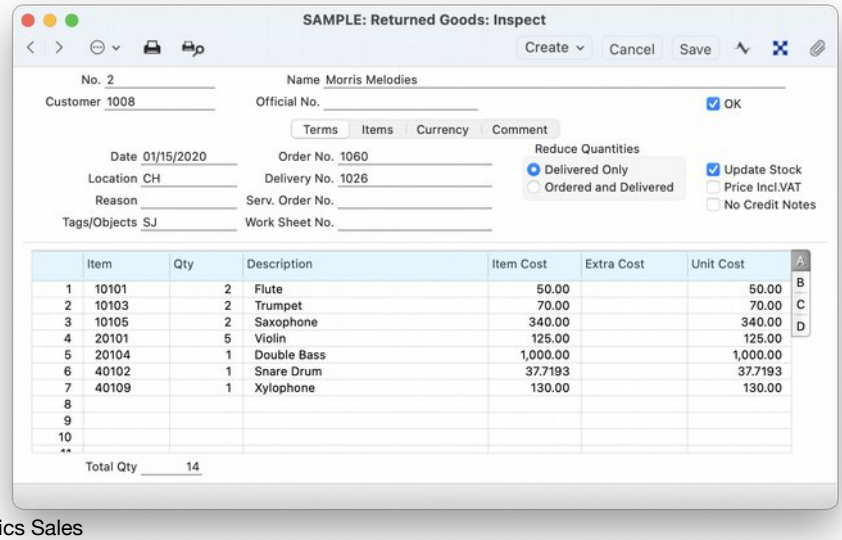


As mentioned earlier, the Receipt register can be used for entering a Prepayment from the Customer. A Prepayment could take place early in the process e.g. against the Quotation or Sales Order record. Please refer to the relevant section of this manual to learn more.

The Returned Goods Register

In most cases the sales process is completed once the goods have been delivered and the Invoice paid. However, a Customer can always change their mind and decide to return the purchased goods. If this happens it is necessary to return goods back to the stock and the only way this can be done is with Returned Goods record.

The Returned Goods record is available in the Stock module and can only be created from the originating Sales Order or Delivery record, with the Create>>Returned Goods option. All the information will be copied from the originating record and the items and quantities will be according to the ones delivered, e.g. if a Sales Order designated 10 items but only 8 were delivered, the Returned Goods record will only contain the 8 delivered items. If necessary, the items and quantities can be changed on the Returned Goods record manually, e.g. the Customer purchased 10 items, 8 were delivered, and only 1 is being returned due to poor quality. The Returned Goods record can then manually be modified so that it only contains 1 item.



Since the goods were returned, the Sales Order is outstanding again. Depending on what has been agreed with the Customer one of the following steps should be taken:

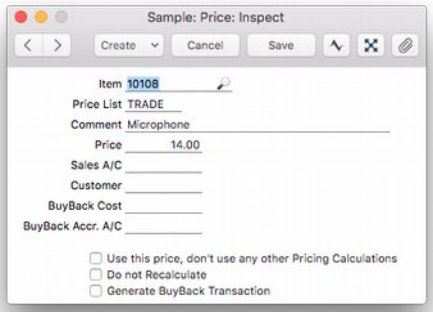
1. If the item is still to be delivered it is necessary to create a new Delivery for 1 item.
2. If the item is not to be redelivered it is necessary to close the Sales Order so that it is no longer outstanding.

Note that the Returned Goods record contains an option Reduce Quantities. In the second scenario above, you can select Ordered and Delivered to have the Order quantity reduced and the Order does not have to be closed anymore. There is a general setting managing this function within the Stock module called Returned Goods Settings where you can define which of these buttons will always be marked by default.

The Prices Register

Item records have a Base Price field for storing the price for that particular Item. But if your business has more needs in this area and one price is not good enough for all Customers or if it changes a lot it may not be convenient to perform these changes manually on Invoices, Sales Orders and Quotations.

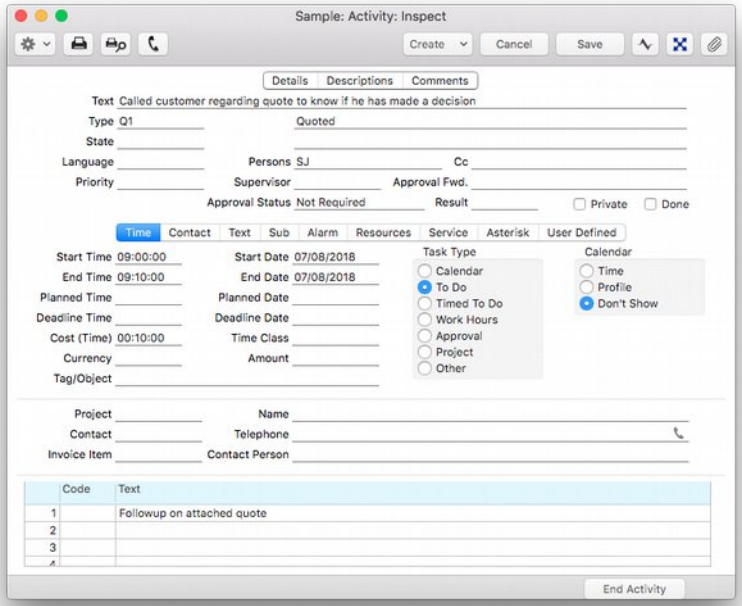
It is possible to create Price Lists along with Prices and setting up the system in such a way that the Prices will be selected automatically. This feature is available in Price Lists module. Please refer to Pricing training material for more detail about this process.



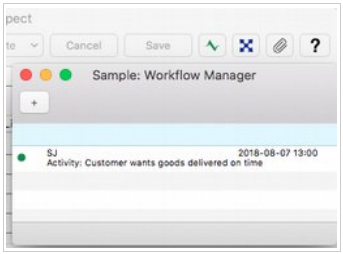
The Activities Register

The Activities register is available in different parts of the System such as the Calendar, the Task Manager, System module, etc and is used for entering all the business events, appointments and different types of tasks. Activities can be used in many different areas of the system and play an important role in the sales process, as they can be used to record multiple tasks from before the sale is even quoted through the whole process until the invoice is approved. Different settings and setups of Activities are placed in CRM module.

Activities are very useful in Workflow Overview feature and they can help to monitor many pre-sale and sales-related tasks. Please refer to a Workflow Overview section of this manual for more details.



In Standard ERP you can create an Activity simply with the key combination Cmd+Shift+C and this activity will be attached to a record where it has been initiated. You can also use the Create>>Workflow Activity function in the Create Menu of the record you are working on.

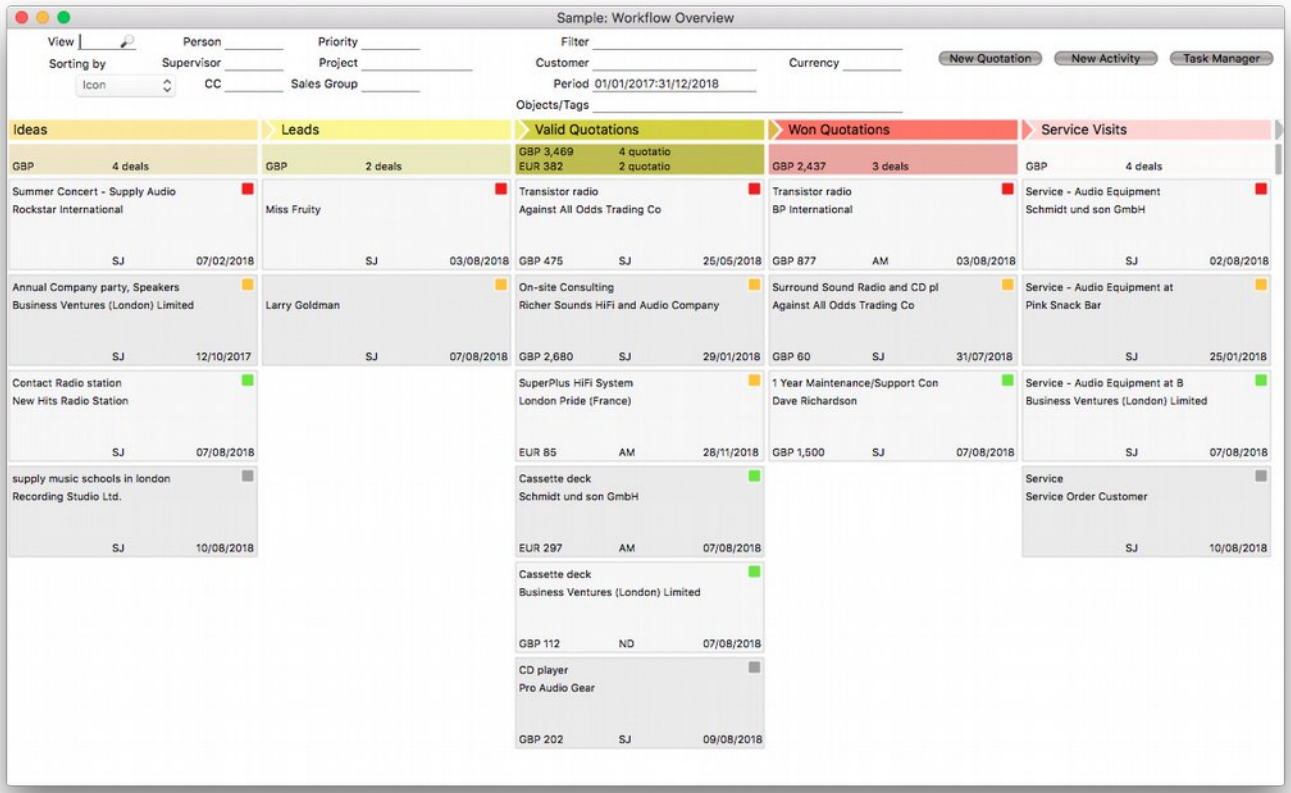


WORKFLOW OVERVIEW

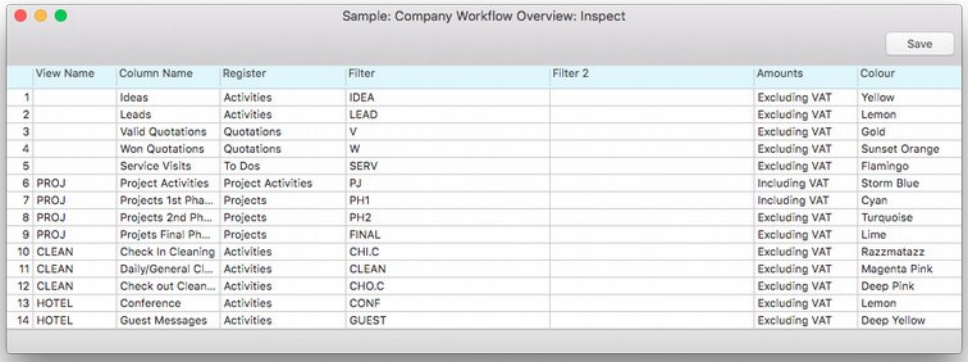
In previous chapters we have described different modules and registers connected and used in sales process. In this chapter we will focus on the sales process itself and the Workflow Overview window which is a simple way to manage it. Workflow Overview is a great tool which makes it possible to monitor your sales through their whole life cycle.

You can open the Workflow Overview by selecting this Navigation Centre icon:

The Workflow Overview window will open where you will see different stages of sales process. You can also open the Workflow Overview window by using the keyboard shortcut: CMD Shift F. Below is an example of the first stages of the sales process:



The Workflow Overview window is easily adjusted in the settings of the CRM module after you have defined what you see on the screen in the Company Workflow Overview setting:



Sample: Company Workflow Overview: Inspect

Save

	View Name	Column Name	Register	Filter	Filter 2	Amounts	Colour
1		Ideas	Activities	IDEA		Excluding VAT	Yellow
2		Leads	Activities	LEAD		Excluding VAT	Lemon
3		Valid Quotations	Quotations	V		Excluding VAT	Gold
4		Won Quotations	Quotations	W		Excluding VAT	Sunset Orange
5		Service Visits	To Dos	SERV		Excluding VAT	Flamingo
6	PROJ	Project Activities	Project Activities	PJ		Including VAT	Storm Blue
7	PROJ	Projects 1st Pha...	Projects	PH1		Including VAT	Cyan
8	PROJ	Projects 2nd Ph...	Projects	PH2		Excluding VAT	Turquoise
9	PROJ	Projets Final Ph...	Projects	FINAL		Excluding VAT	Lime
10	CLEAN	Check In Cleaning	Activities	CHI.C		Excluding VAT	Razzmatazz
11	CLEAN	Daily/General Cl...	Activities	CLEAN		Excluding VAT	Magenta Pink
12	CLEAN	Check out Clean...	Activities	CHO.C		Excluding VAT	Deep Pink
13	HOTEL	Conference	Activities	CONF		Excluding VAT	Lemon
14	HOTEL	Guest Messages	Activities	GUEST		Excluding VAT	Deep Yellow

The Company Workflow Overview is a setting which applies to everyone in the company and each user will be able to see the result of it.

View Name: By assigning different View Names to different columns you can change the information that will be shown in the Workflow Overview. E.g., a View with the Name 'SALES' might display Quotations and Activities with the Activity Type for Customer Meetings while a View named 'FINANCE' might display Activities with the Activity Types for Debt Collection and Expense Approvals, a view with the name 'PROJ' might display project activities connected to projects in the company. As shown in the example above, it is possible to leave the View Name blank. If you set up the Workflow Overview this way, make sure all blank view rows go first on the top of the setting, like shown in the image above. At the top of the Workflow Manager window, there is a View field that you can use to change the View at any time. Leave it blank for the blank View.

Column Name: Here you can specify the name of a certain column, it will be visible on the header of that column in the Workflow overview Window.

Register: Here you choose the register whose information should be shown in the column; Activities, Project Activities. To Dos, Kitchen Orders, Opportunities, Projects, Quotations, Sales Orders or Email. It's also possible to select Kitchen Orders (for the Restaurant module) but we will not focus on that in this manual. E.g. if the Column Name is 'Quotations', you would choose the Quotations register. The records in the various columns will be coming from the selected registers.

Filter, Filter 2: Here you choose more precisely which records will be shown in the column. Use Paste Special to see which filters are available; these are the types and classes and must first be defined according to the need. For Activities you can set up and filter by different Activity Types, for Sales Orders by Order Classes, and for Quotations by Quotation Classes. For example, if the Column Name is 'Quotations', you might choose to display Quotations whose class is Valid ('V' in the example), Won ('W'), or put on Ice ('ICE'). Only records with specified type/class will appear in the columns.

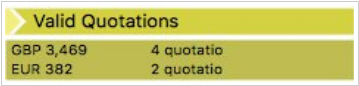
Amounts: Choose whether the amounts shown in the column should include or exclude Sales VAT.

Color: Choose which color you want to be visible for each column, and registers associated to it, using Paste Special.

The Workflow Overview allows you to monitor your sales based on how you have configured the above settings. It is advisable to set up the view in the way of sequential steps so that you can easily see different sales in different stages. To ensure this, put the rows in the right order in the settings and the sequence will be the same.

The Overview can be filtered based on Person, View, Period, or Customer. You can also convert all amounts to a certain Currency or only show information for a certain Sales Group. You can also filter the information in each column by Icon, Value, Caption, Date or Customer.

At the head of each column you will see the number of Activities/Quotations/Orders in that column and the total value of the entries.



You will notice the Workflow Overview deals have different icons, which inform about their status from the first sight:

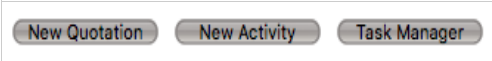
- indicates that there has been an activity attached to this deal, in its workflow manager, and it has a date in the past (overdue)

- indicates that there has been an activity attached to this deal, in its workflow manager, and it has a date today (due today)

- indicates that there has been an activity attached to this deal, in its workflow manager, and it has a date in the future (not due)

- indicates that there is no follow up activity attached to this deal, in the workflow manager

You will see in the Workflow Overview window header three buttons: New Quotation, New Activity and Task Manager:



Selecting these will create a New Quotation, a new Activity, or will open your Task Manager for the overview with the default class/type will be as of the first column of the kind, e.g. in our example the first Activity is of the type 'IDEA', which means the new Activity created with the button will have the type 'IDEA' by default. The first Quotation class in sequence is 'VALID' which means the Quotation created with this button will have the class 'VALID' entered. Of course the type/class can be changed. If you press the Task Manager button, then your Task Manager window will appear, where you can easily manage or create your list of tasks.

If you have more than one column of the same type of record, the Workflow Overview supports Drag-and-Drop between the columns. For example, if you have a Quotation in a 'Valid Quotation' column that has now been won, you can simply drag it to the 'Won Quotations' column. The Quotation Class will then be updated accordingly.

An Activity will disappear from the Workflow Overview when it is marked as Done, a Quotation will disappear when its Status is changed to Accepted or Rejected and Orders will disappear when marked as Closed. The records will also disappear if their type/class is changed to one not specified in the Workflow Overview setting.

The Company Workflow Overview setting just described will control what is shown in the Workflow Overview for everyone in the company. If you need the Workflow Overview to display different information for a particular user, enter a record for that user in the User Workflow Overview setting. Then to see this setup in the Workflow Overview window it is enough to put user's initials in the header.

The Workflow Overview is a perfect tool to organize sales and other types of sequenced activities for different departments in the company, it can be used for all the different processes – whatever you need it for.

Remember that you can create an Activity from every record in the system by using the Create>>Workflow Activity button or simply by pressing the keyboard combination Cmd+Shift+C.

SALES IN DIFFERENT BUSINESSES

There are many possible combinations to use the sales related registers. We will be demonstrating a very complex workflow often used in larger businesses and a very simple workflow used in smaller businesses. Any combination of the two is possible. It will show how, starting from the very basic, you can reach a complex workflow simply by adding steps.

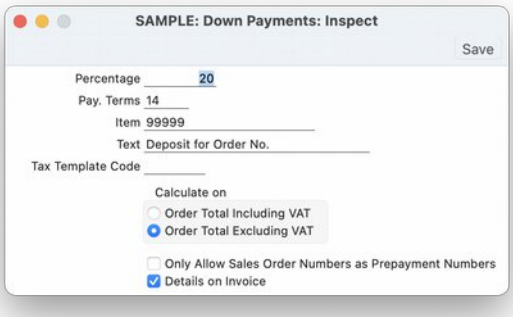
Setup needed for the simple business operations

Sales Orders Settings

Down Payments

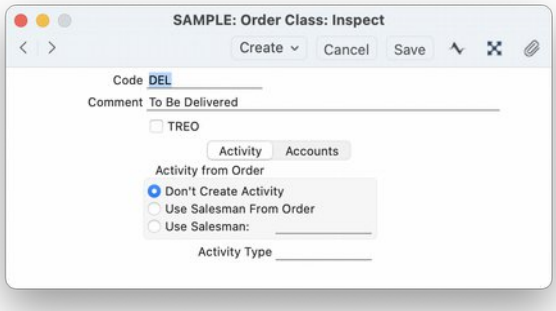
A down payment is an invoice for part of or the whole amount which is sent to the customer ahead of the delivery for the goods or service agreed upon.

Use this setting to indicate the percentage of the order amount and the text to be included on down payment invoices and the sales account to be credited. Such invoices can be created using the Create>>Down Payment Invoice function of the (Sales) Order record or the Create>>Down Payment function of the Receipt record.



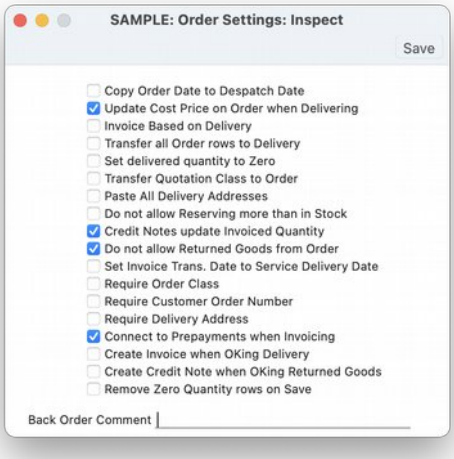
Order Classes

The Order Classes provides a means of analyzing Orders for reporting or prioritizing processes. When creating an Order it can be assigned an Order Class. This will then be visible in the Order browse window and will be printed in the Outstanding Orders report. Order Classes are needed if you want Sales Orders to be shown in the Workflow Overview.



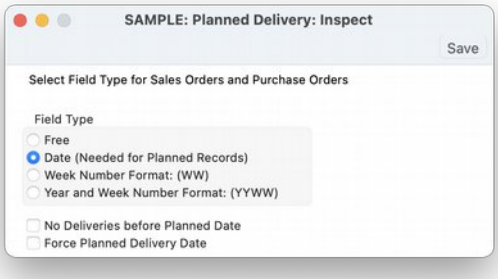
Order Settings

This setting contains some miscellaneous options that control different aspects of the Sales Order record. For example, when using serial numbers only on the delivery record check the Invoice Based on Delivery box in order to automatically copy the serial number to the Invoice.



Planned Delivery

This setting allows you to define the format of the planned delivery field on the Sales and Purchase Order records. Depending on the option you choose here, Standard ERP will interpret what is entered to this field as free text, a date, a week number or a year-week combination. This code is used in the selection for different reports and determines the sorting order.



When issuing deliveries from orders, the delivery date can either be the current date or to the planned delivery date of the order. This default can be set up on the Delivery card of the customer record in the option Delivery Date Based On. The option Planned Delivery Date relies on the Field Type in this setting being Date. The Create Planned Records maintenance function is used to create purchase orders and production or production orders from sales orders based on the *Just-In-Time* principle. This function will not operate if the field type in this setting is not set to 'Date'.

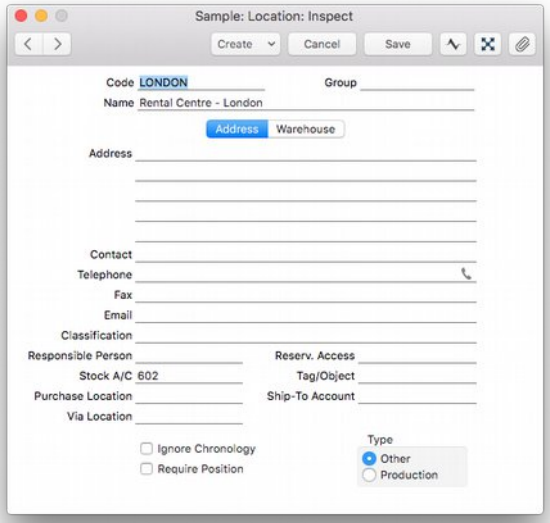
If the box No Deliveries before Planned Date is checked you will not be able to create deliveries from sales orders before the planned delivery date.

Stock Settings

Locations

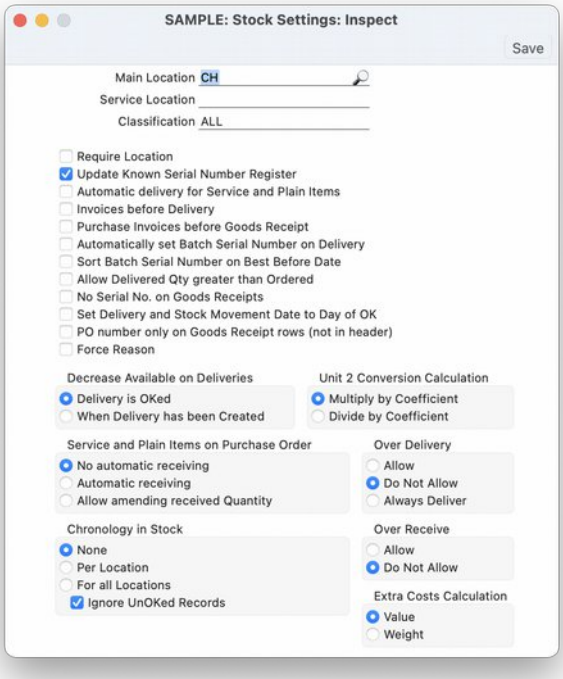
Standard ERP allows stock to be kept at several different Locations. Stock balances for items are maintained both per Location and total.

Stock A/C: The stock account specified in this field will be debited whenever stock is received into the location and credited when stock is delivered providing that it has been determined that Nominal Ledger transactions are to be created when goods receipts and deliveries are approved in the sub systems setting in the Nominal Ledger.



Stock Settings

This setting contains some miscellaneous options controlling the behavior of various aspects within the Stock module.



Main Location: If a Location is specified here it will be used as default whenever a location is required and is left blank. For example, the main location will be the default for items on a goods receipt record without a set location.

If the Require Location checkbox is not checked and the main location is changed, you must create a back-up file and import it into a new database before entering any further stock transactions. This will move all stock from the old main location to the new one since this is the default for all stock transactions with a blank location will then be treated as referring to the new main location. If, in reality, the stock in the old main location is still there you should manually move it back to that location using stock movements.

Require Location: If this option is set a location must be entered for all stock related transactions such as Deliveries, Goods Receipts and Invoices. When no location is specified the location entered in the main location field above will be used as default.

Automatic delivery for Service and Plain Items: When generating invoices from sales orders only those items on approved deliveries will be included. This means that a delivery must be issued from a Sales Order before an invoice can be produced. This may not be appropriate if the Sales Order does not include any stock or structured items that have no effect on stock level. If you would like to be able to generate an invoice without previously issuing a Delivery from the Sales Order, this box must be checked.

Automatic receiving of Service and Plain Items: When creating Purchase Invoices from Purchase Orders only the items on approved Goods Receipts will be included. This means that a Goods Receipt must be received against a Purchase Order before a Purchase Invoice can be created. If you would like to be able to create Purchase Invoices without first entering Goods Receipts from such Purchase Orders, this box must be checked. If this function has been applied, the order quantity for plain and service items cannot be reduced once the purchase order has been saved.

Invoices before delivery: When generating invoices from Sales Orders, only those Items on approved deliveries will be included. If you would like to generate Invoices from Orders before issuing deliveries this box must be checked.

Allow Delivered Qty greater than Ordered: When creating Deliveries from Orders you are usually prevented from delivering a quantity that is greater than that ordered. Use this option if you would like to be able to do this.

Decrease Available on Deliveries: Use this option to determine exactly when delivered items are to be removed from stock. The available quantity of an item in a particular location can quickly be viewed using the Item Status Window and Item Status' Report functions on the operations menu.

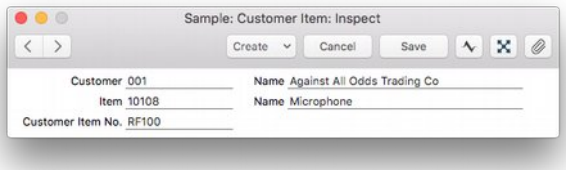
Over Delivery: This options controls Standard ERPs behavior when creating Deliveries from Orders when there is no sufficient stock to fully satisfy those Orders.

Setup needed for the complex business operations

Sales Orders Settings

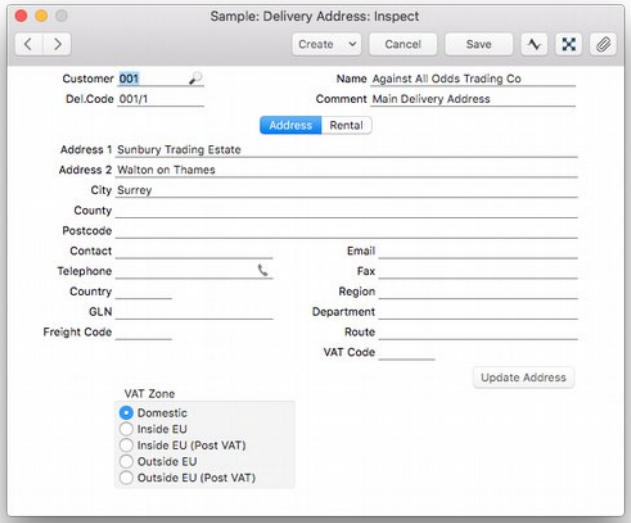
Customer Items

Some of your customers might require that when you send quotations, order acknowledgements, delivery notes, invoices, etc., you should use their item codes. With this setting you can define each customers item codes and add the field to the document forms to print the customers item codes together or instead of your own item codes.



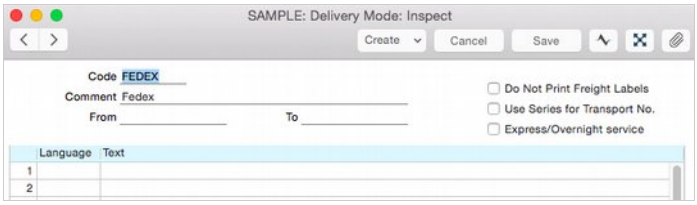
Delivery Addresses

This setting allows you to record Delivery Addresses for Customers that have several branches. You can choose the appropriate Delivery Address set up here in Quotations, Orders, Invoices and Deliveries.



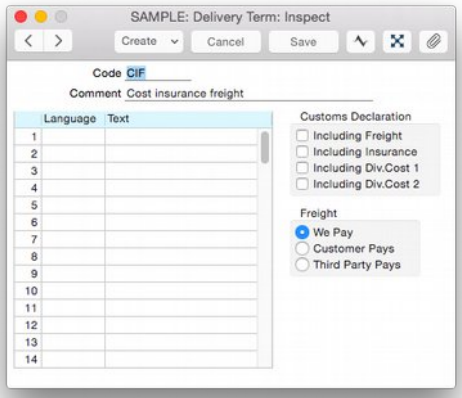
Delivery Modes

The Delivery Modes setting is used to define the various delivery methods that are used such as FEDEX, post and ship. These can be accessed using the 'Paste Special' feature within the Sales Order, Invoice and the Delivery registers.



Delivery Terms

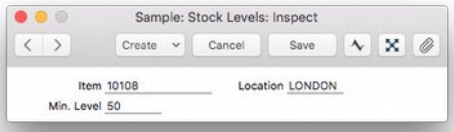
Usually this setting is used for entering the Incoterms, i.e. the different shipping terms, such as FOB (Free On Board), CIF (Cost, Insurance, Freight), EXW (Ex Works) and others. Most of the time these will be used for international Customers and are specified on the Delivery Card of each Customer record. This default can be overridden for individual orders using the field on the Delivery Terms card of the order record.



Stock Settings

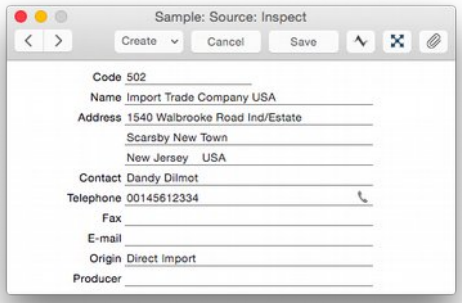
Minimum Stock Levels

You can use the Min. Level field on the stock card of each item record to specify the minimum quantity of the item that can be held in stock. If you need to specify a minimum stock level for each Location, use this setting.



Sources

This setting can be used to store the names and addresses of the original producers of the items that you handle, such as manufacturers, producers and importers. These can be recorded on the Stock card in Default Sources field of each item from where they are transferred to orders (flip F) and deliveries (flip D).



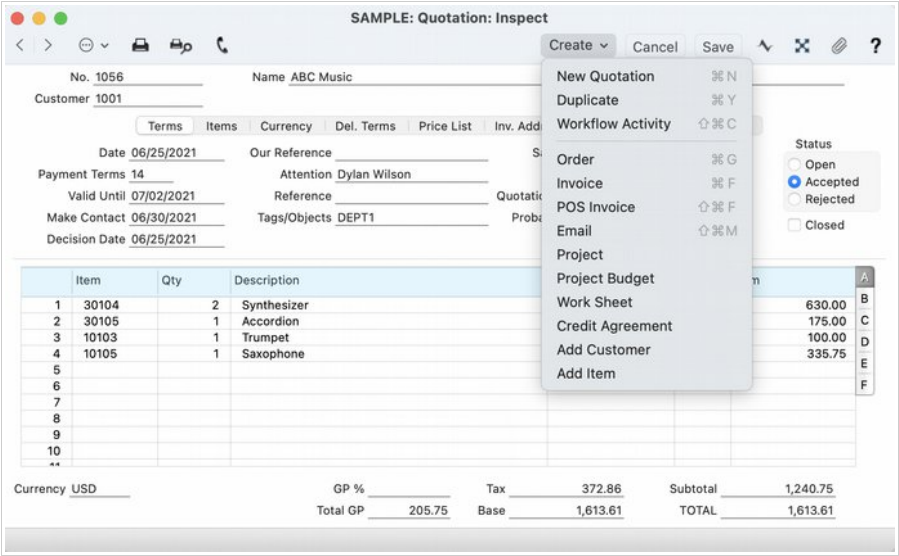
EXAMPLE WORKFLOWS IN DIFFERENT BUSINESS

In order to understand the two business processes we will use the setup described in previous chapter in order to demonstrate a long and a short business scenario with the use of an example.

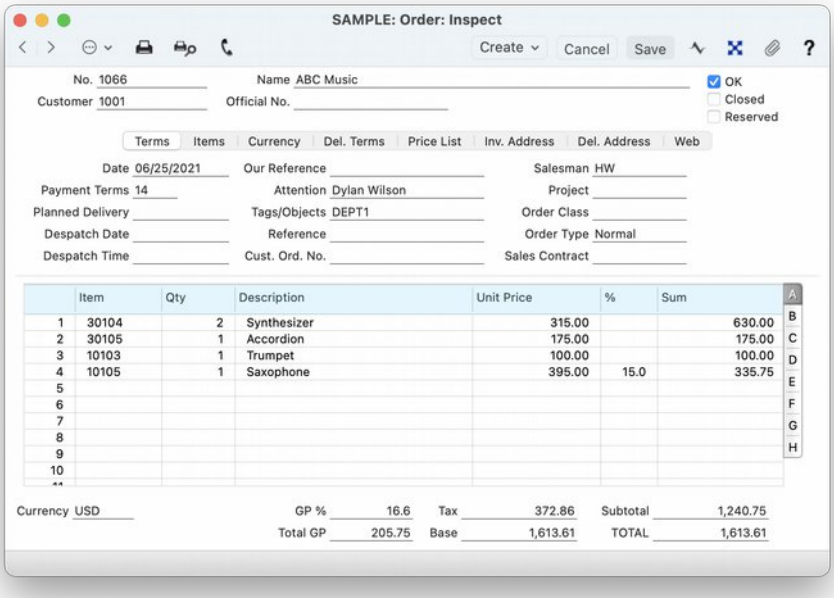
Example workflow for a complex business operations

In this scenario, the user will start the sales process by creating one or more Quotation(s) to the Customer, entering the Item by its code, scanning barcodes, or using Paste Special and selecting one or more items and dragging to the matrix.

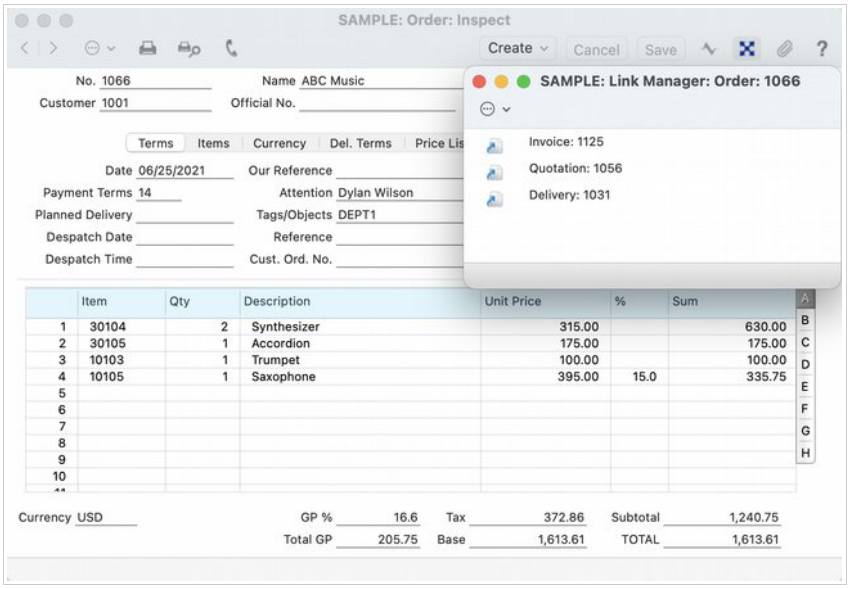
Then, via the Create menu, they will email the order to the Customer for them to sign it off.



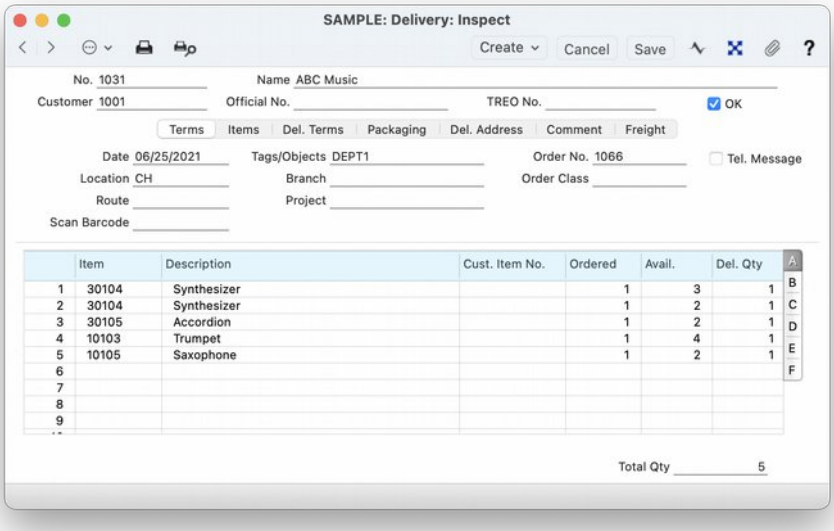
When the customer has returned the signed Quotation, the Quotation can then be marked as accepted and then converted into a Sales Order. When Create > Order is selected the Quotation is automatically marked as Accepted. When the Order is generated all information is automatically copied from the Quotation to the Order.



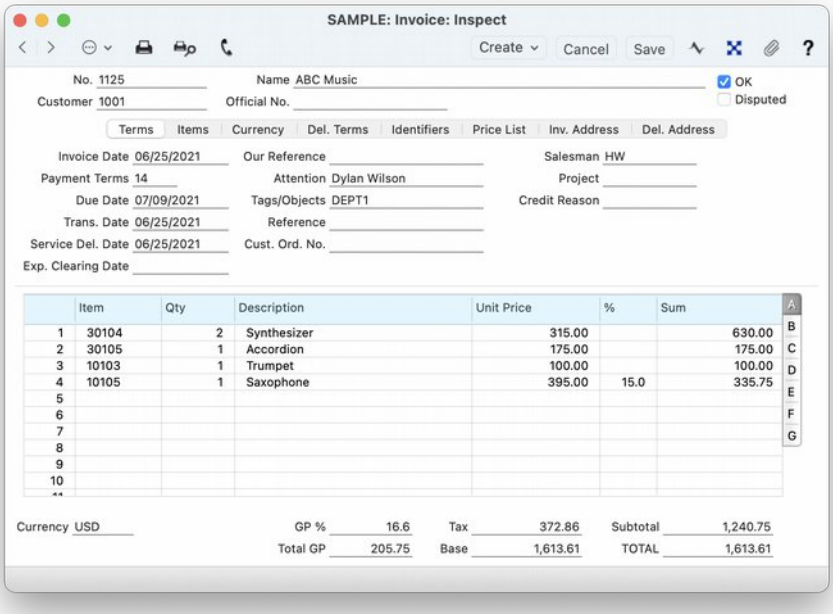
Note that after using any options for creating records automatically, the original and generated records are attached to each other and accessed by selecting the Link Manager Icon where you will always find the two relevant records attached and easily reachable.



When the goods are delivered to the Customer we will run from the Order's Create>>Delivery function. This will deliver all items. If there are not enough goods in stock the delivery will only include what is available in the stock and later on, when there is enough stock, the user will need to create another Delivery record. As always with any transaction requiring Nominal Ledger entry, the record needs to be OKed in order to actually remove stock and post the Nominal Ledger entries.

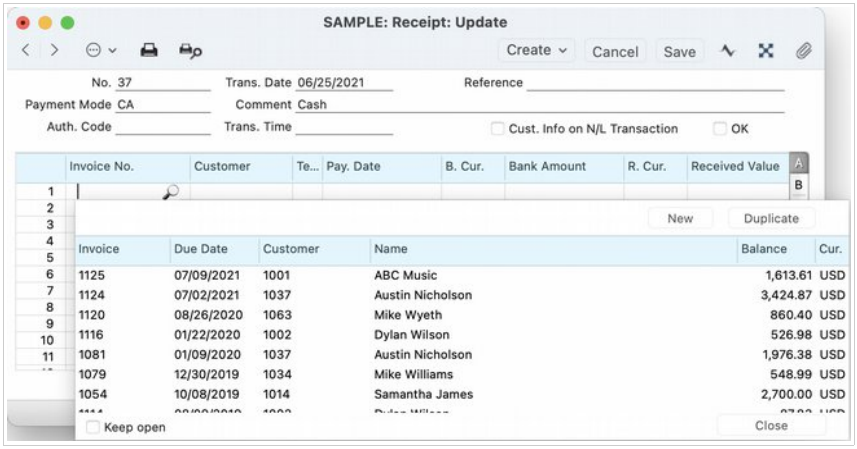


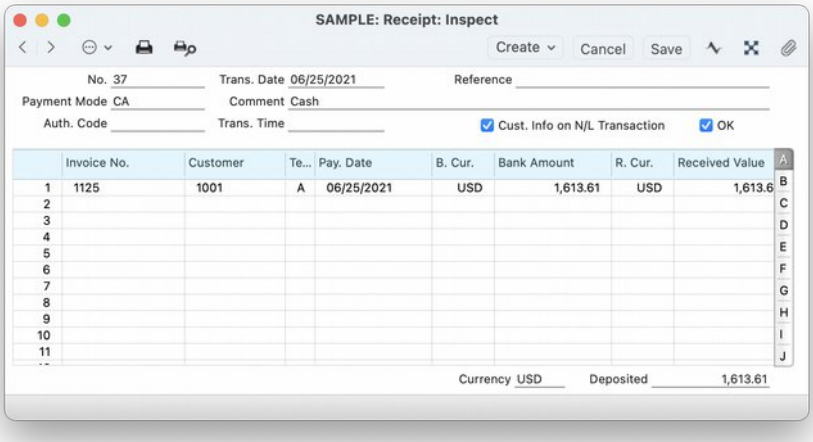
After the Delivery, the Invoice can be issued from Create Menu of the Order or Delivery. This will contain all data from previous records, and needs to be OK'ed to generate Nominal Ledger Transactions as well.



In case the payment term is not specified as 'cash', the Invoice will be 'open' or 'outstanding' in the system. In order to clear off this invoice from the Open Invoices state, a Receipt needs to be created and allocated against it and then marked as OK'ed.

In the Receipt register you can Paste Special in the first matrix column to get a list of all outstanding Invoices on the system.



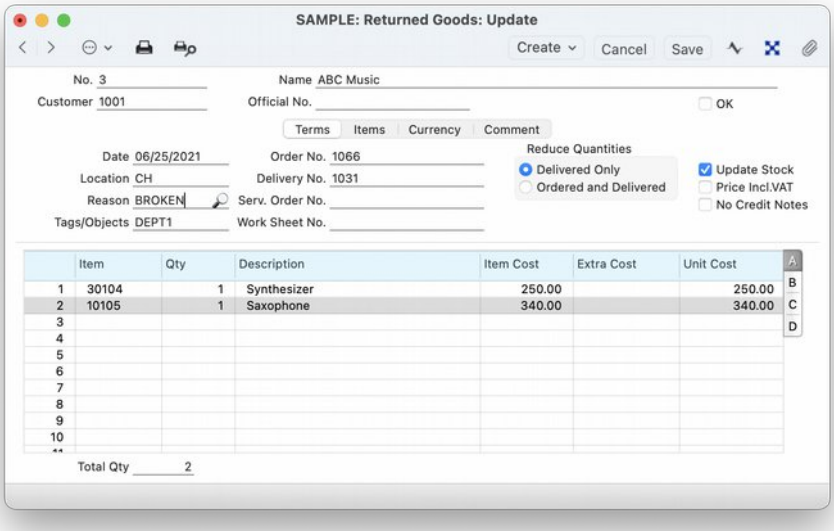


If the Invoice No. is left blank, a Prepayment from the specified Customer will be created. A Prepayment number may be required on flip D of the receipt if the system has been set up to do so. Note that Prepayments can only be entered for those Customers who have an On Account checkbox checked on their record in the Term tab.

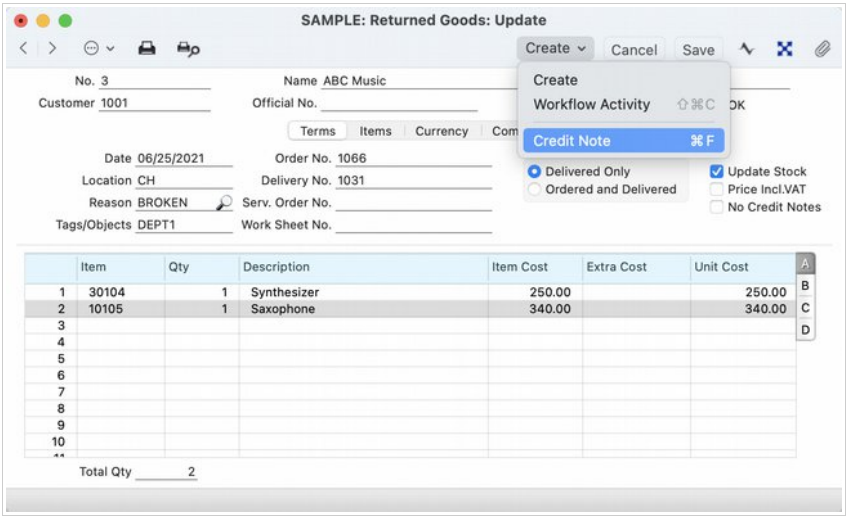
If the Prepayment is made after the Sales Order is created in the system, but before the delivery, you may specify the Order number on the same flip. In this case you may use the same number for prepayment number.

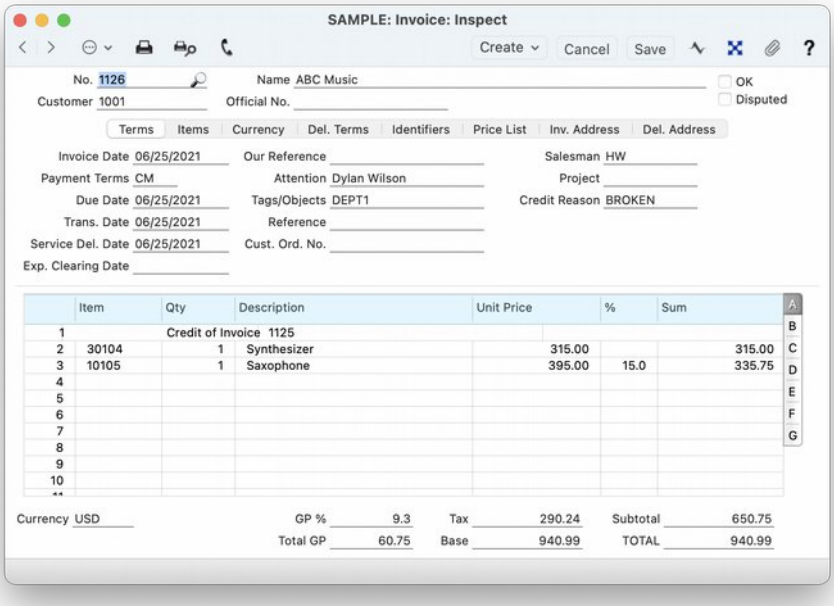
There may be various reasons why a customer decides to return the items. However, this is a fairly easy operation within Standard ERP. If the Customer returns all or some of the items, use the Create>>Returned Goods function on the Delivery record or the Sales Order record. It will default to full return so you will need to manually remove the non-returned goods and decrease quantities for rows in case of partial return.

If the reason for Returned Goods is important you can set up the system so the Reason field will be mandatory. Refer to Stock manual for more details.



Then using the Create menu function from Returned Goods record, you may create a Credit Note for the returned item(s) to refund the Customer.

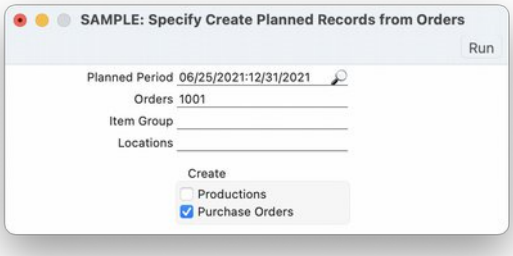




If desired, it is possible to change the location where the returned goods are inventoried. This way a company may differ between items for sales and those returned. A record in the Returned Goods register is always connected with a Sales Order along with the Delivery. The register cannot be used if the Sales Orders module is not activated. A Returned Goods record may not be entered manually as it demands a link to either a Delivery or a Sales Order.

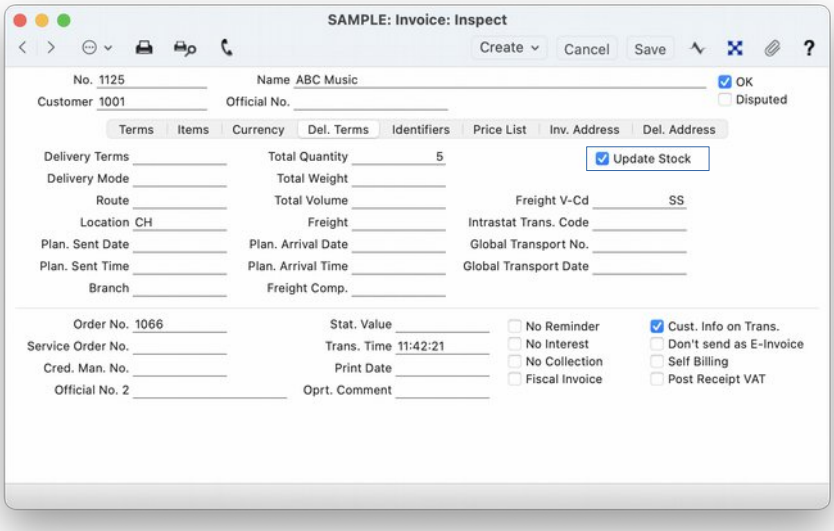
Note that if the goods are returned the Sales Order becomes outstanding unless you have the Reduce Quantities >> Ordered and Delivered selected.

As a note, and as mentioned earlier in this material, you can complete the full cycle beginning from customers orders to ordering from your suppliers in a fast way in Standard ERP. You can create Purchase Orders (and Productions) from Sales Orders by choosing the maintenance routine 'Create Planned Records from Orders', in the Sales Orders module.



Example workflow for a simpler business operations

The most simplified workflow that can be used for selling goods to a Customer is by creating an Invoice with the Invoice Updates Stock checkbox ticked.



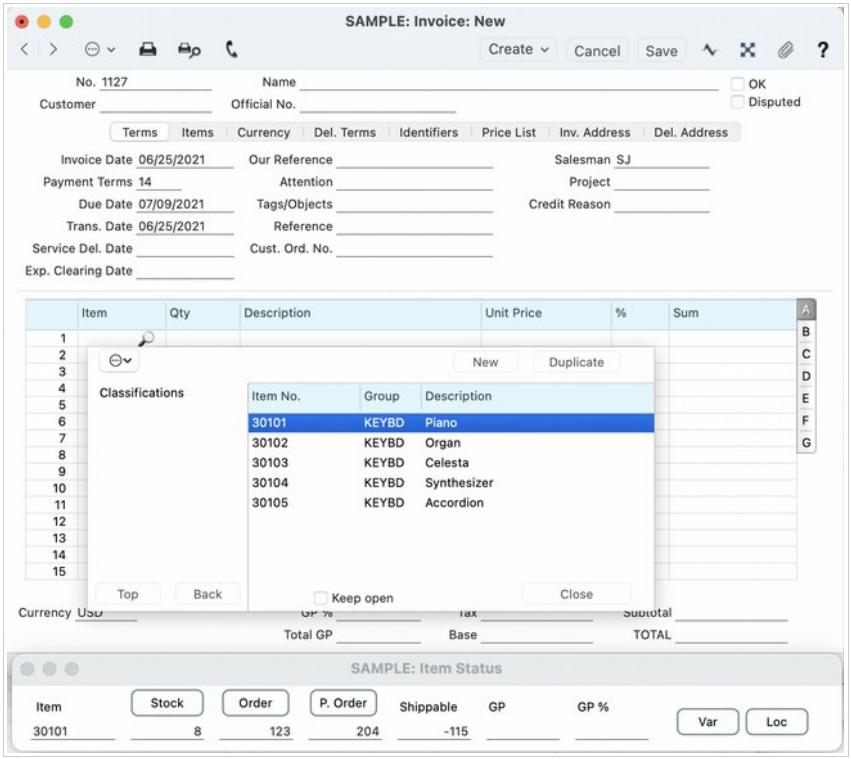
It will result in the same Nominal Ledger rows as the long workflow above and will also update the stock.

In case the Customer wants to return the item a Credit Note may be generated Create menu which can also update the stock.

Between the two workflows options mentioned above there are many different combinations, for example:

- Skipping the quotations and start from Sales Order
- Skipping Order and Delivery. Starting from the Quotation, printing a Proforma Invoice if necessary, creating an Invoice that is updating the stock from the Quotation directly. In this case the Update Stock checkbox needs to be ticked manually. It is not possible to create more than one invoice from this Quotation and you should have it in mind when creating partial delivery.

Also as a note, when you are creating the invoice and inserting items on the matrix using Paste Special, Cmd Enter, it will be visible on the Item Paste Special List the available quantities in stock for each item as you can see in the image bellow, helping you understand in a fast way if you have enough quantities for each item in stock. This is also visible on sales related records such as Quotations, Sales Orders, Deliveries, etc. There are other ways also to find out what is available in the system, which is explained during this material.



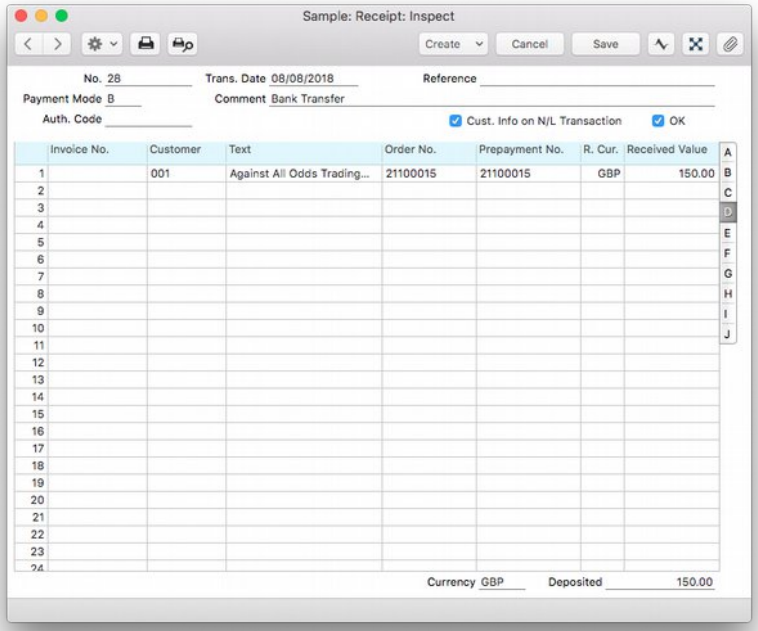
Down Payments in Standard ERP

In this chapter we will go through the different options of accepting advance payments from Customers.

Prepayment Receipt

A Prepayment by the Customer is entered as a Receipt along with leaving the Invoice Number blank. A Prepayment Number should be specified on flip D instead. This can be any number. Often the Prepayment Number is allocated by the Customer or preferably, the number of the Sales Order to which the deposit has been received.

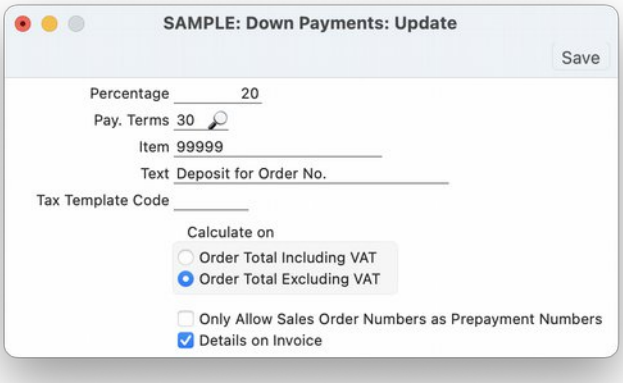
Using Paste Special in this field will open a list of Sales Orders from which the correct one can be chosen. If you want to ensure that only Sales Order numbers can be used, switch on the 'Only Allow Sales Order Numbers as Prepayment Numbers' option in the Down Payments Setting in the Sales Orders module. If a Sales Order Number is used the Customer Number on flip A will be changed to the value obtained from the Sales Order and the Received Value will be changed to the Order value. Change this value to the value of the deposit if it should be different.



Down Payment Invoice

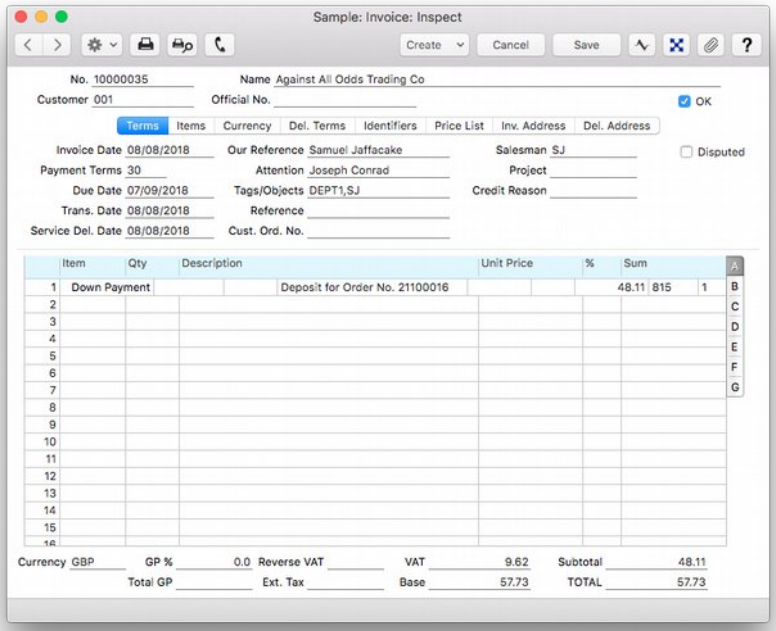
You should raise a Down Payment Invoice when you receive a deposit against an Order or if the Customer asks for one. You can compose a Standard Text that will be printed on such Invoices. You can specify that their value will be a certain percentage of the Order value. To take advantage of these features it would have to be set up in the Down Payments Setting.

This functionality can behave in one of two ways depending on how you are using the Details On Invoice option in the Down Payments setting.

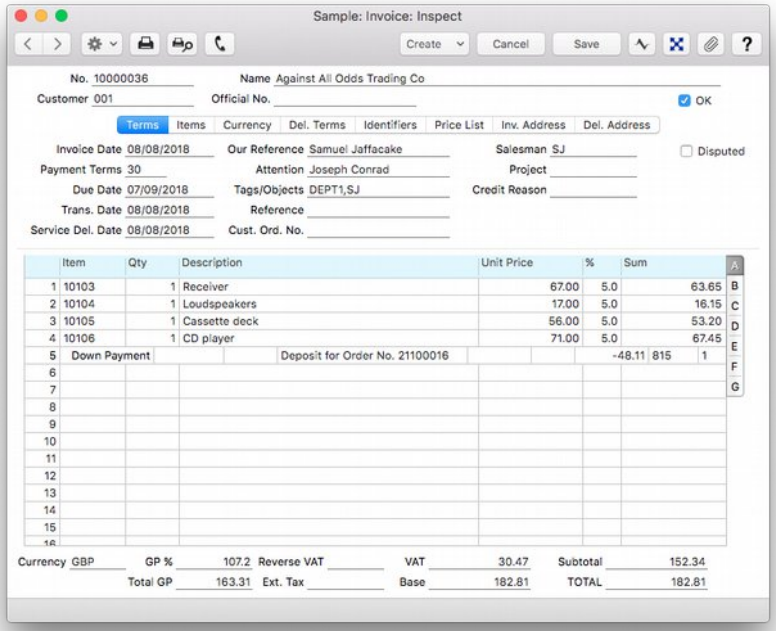


Only Allow Sales Order Numbers as Prepayment Numbers: If you tick this option or If option 'Details on Invoice' is off, a Down Payment Invoice will be created immediately when you select the function. It will contain a reference to the Order to which it belongs and the Down Payment amount.

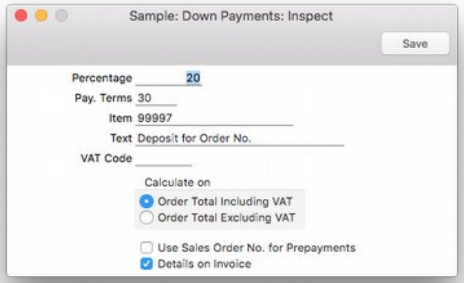
This is how the invoice will look like when you go to 'create' Menu of the Sales Order record and choose 'Downpayment Invoice' option, when 'Use Sales Order N. for Prepayments' is ticked, as explained above.



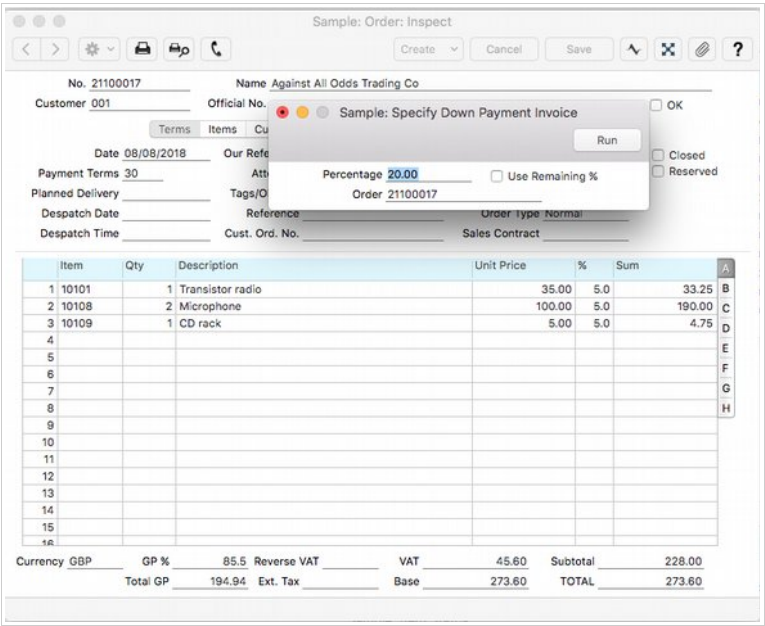
When you raise the final Invoice from the Order it will contain a reference to the Down Payment which will be shown as a deduction from the total. The effect will be that the aggregated total of the Down Payment Invoice and the final Invoice will equal the Order total. If necessary you can delete the Down Payment row on the final Invoice and invoice the full amount.



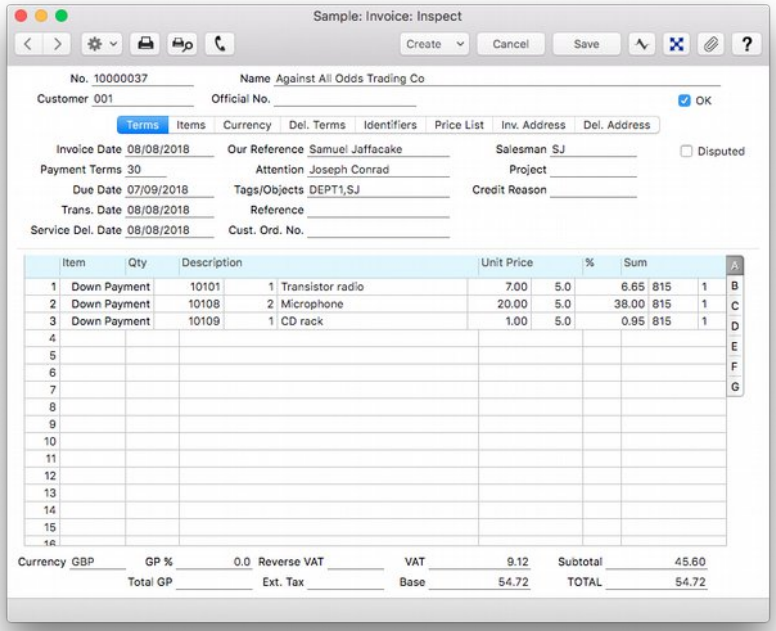
Details On Invoice on: If you are using the Details on Invoice option in the Down Payments Setting:



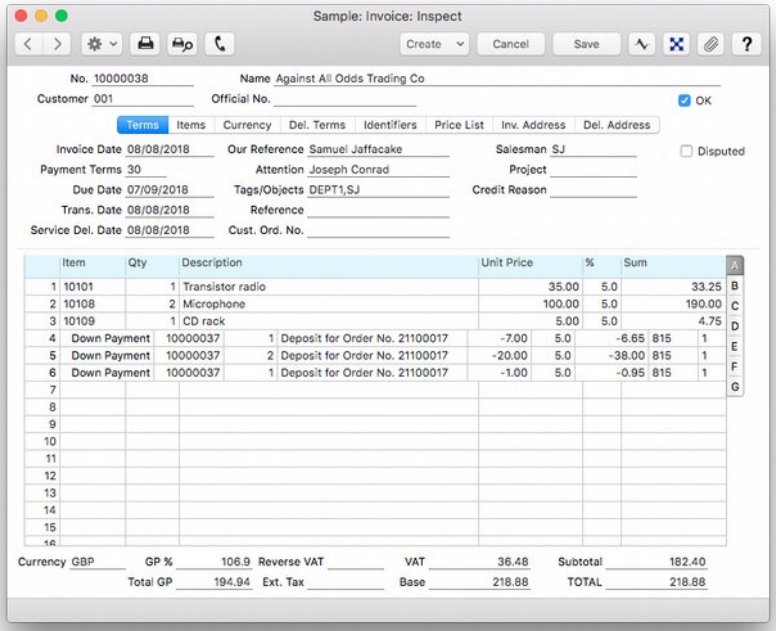
then when you go to the 'Create' menu of the Sales Order record and choose option 'Downpayment Invoice' you will see the following window:



Enter the percentage of the Order total to be used as the value for the Down Payment Invoice (the default is the standard percentage from the Customer Category or from the Down Payments setting, and you cannot enter a figure greater than 100%). When you select [Run] a Down Payment Invoice will be created along with item details.



When you raise the final Invoice from the Order it will contain a reference to the Down Payment which will be shown as a deduction from the total. The effect will be the aggregate total amount of the Down Payment Invoice and the final Invoice will equate to the Order total. If necessary you can delete the Down Payment rows on the final Invoice and invoice the full amount.



REPORTING

In this chapter we will show some of the various reports available in Standard ERP.

Sales Ledger Reporting

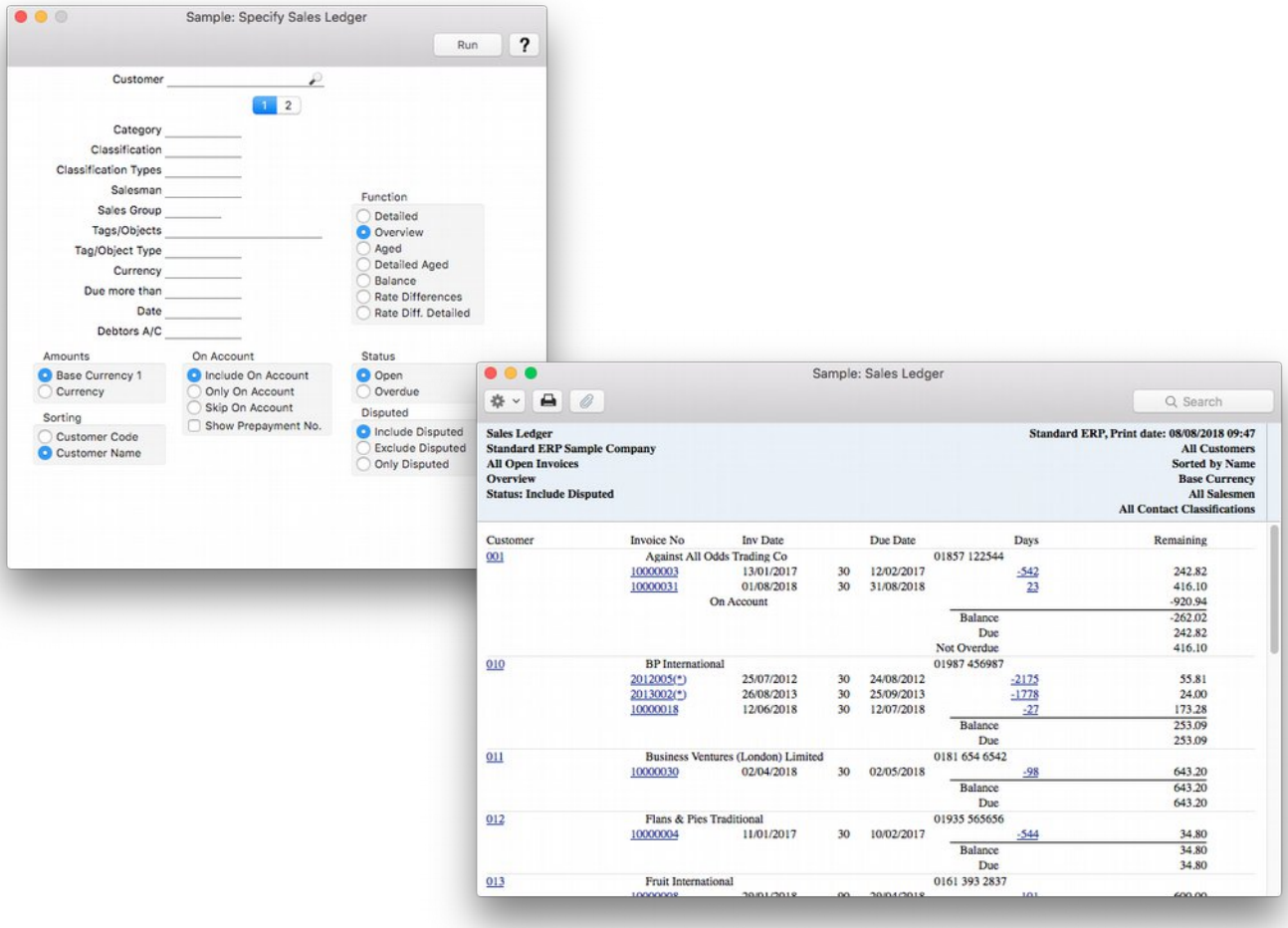
Sales Ledger

The Sales Ledger report is a summary of the position on each Customers account. Together with the Open Invoice Customer Statement and Periodic Customer Statement reports it is a very useful tool for debt-collecting purposes.

In its basic form it shows the Customer Name and Telephone Number and the amount outstanding, the Reminder Level, the Due Date and the age or number of days overdue for each invoice. However, it can be reformatted in many different ways, and you can specify any selection you want.

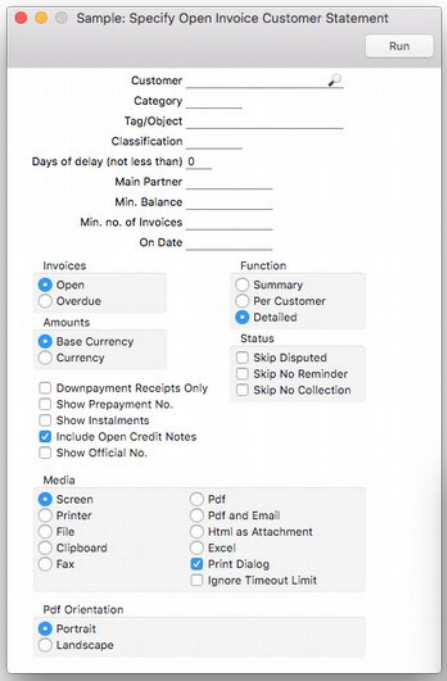
When printed to screen, the History and Overview options of this report have Standard ERPs Drill-Down feature. Select any Invoice or Receipt Number to open the individual Invoice or Receipt record immediately. Select the age of an Invoice to activate the Transfer to Bad Debtors Maintenance function for the Invoice in question.

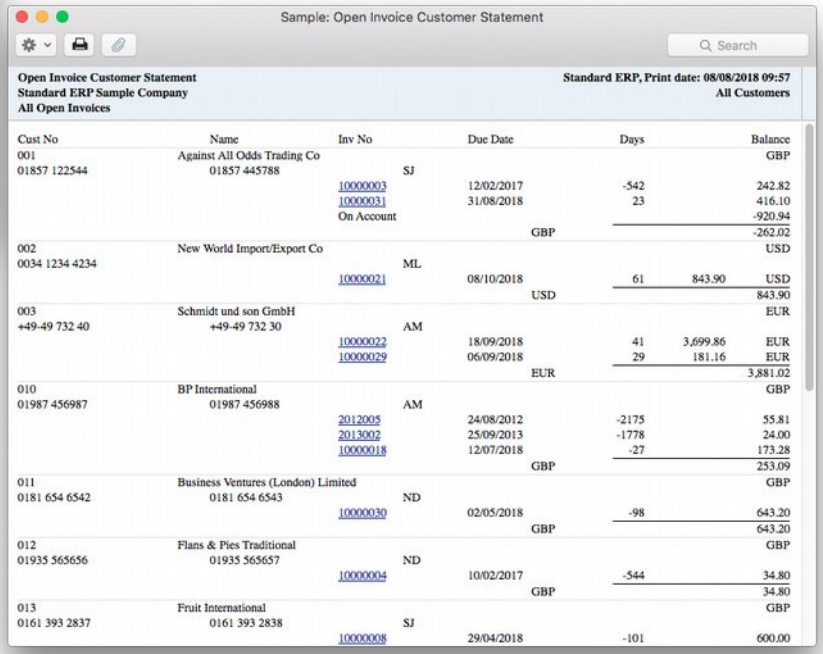
When the invoice is marked with an asterisk sign (*) it means it's disputed. This way you can easily manage the disputed invoices from here as well.



Open Invoice Customer Statement

This report summarizes the outstanding Invoices of each Customer and can therefore be used for debt-collecting purposes. For each Invoice: the Invoice Number, the Due Date, the Reminder Level, the outstanding amount in base or foreign currency and the number of days by which it is overdue is shown. Note that in all the Standard ERP reports the number of overdue days is shown as a negative figure.

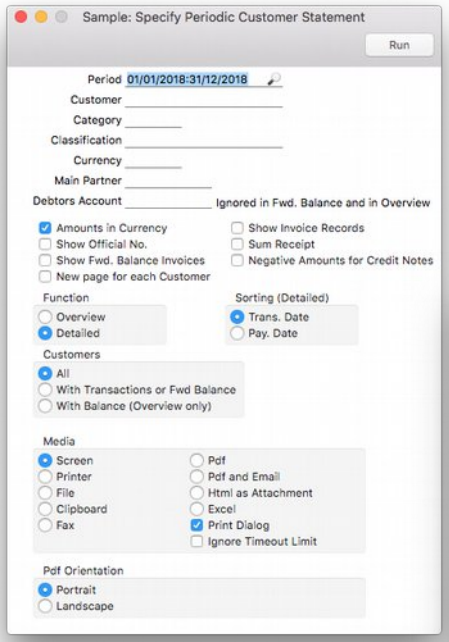


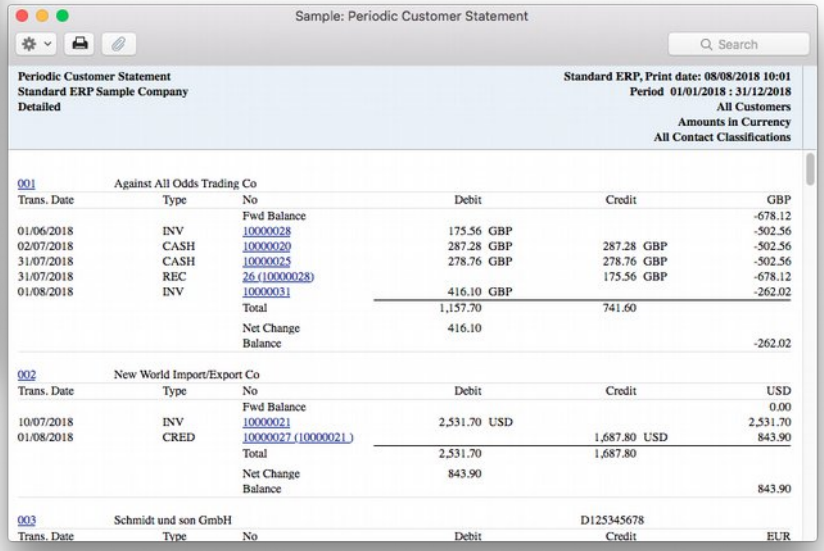


Periodic Customer Statement

This report is similar to the Open Invoices Customer Statement but while that report only shows open (unpaid) Invoices this also shows paid Invoices and Receipts. It can therefore be used to produce a full Sales Ledger transaction history for a specified period.

When printed to screen, the Periodic Customer Statement has Standard ERPs Drill-Down feature. Select any Invoice or Receipt Number to open an individual Invoice or Receipt record.

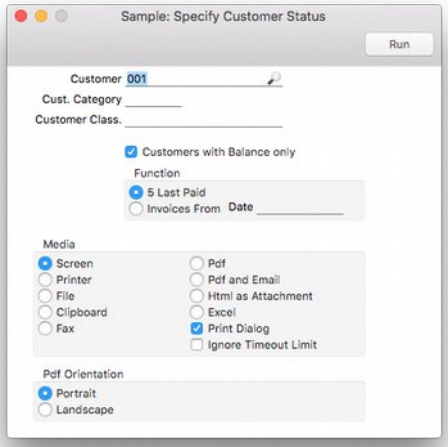




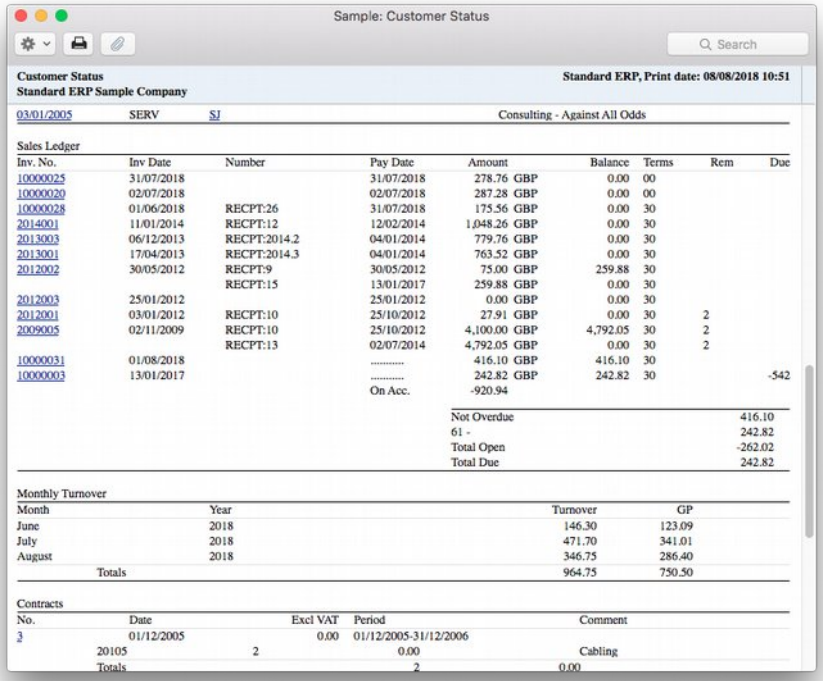
Customer Status

This report gives a lot of details regarding selected customer. It can be found on the Reports list in the Sales Ledger module.

When you run it from there, you will see some Sales Ledger reporting information as well as Classifications and contact details.



Customer Status report can also be generated from different records operations menu, such as: Contact record, Invoice record, Quotation record. And when generated from these places, the report can contain many more details than those already mentioned e.g. Organization, Activities and others:



Sample: Customer Status

Customer Status
Standard ERP Sample Company

Standard ERP, Print date: 08/08/2018 10:51

03/01/2005 SERV SJ Consulting - Against All Odds

Sales Ledger

Inv. No.	Inv Date	Number	Pay Date	Amount		Balance	Terms	Rem	Due
10000025	31/07/2018		31/07/2018	278.76	GBP	0.00	00		
10000020	02/07/2018		02/07/2018	287.28	GBP	0.00	00		
10000028	01/06/2018	RECPT:26	31/07/2018	175.56	GBP	0.00	30		
2014001	11/01/2014	RECPT:12	12/02/2014	1,048.26	GBP	0.00	30		
2013003	06/12/2013	RECPT:2014.2	04/01/2014	779.76	GBP	0.00	30		
2013001	17/04/2013	RECPT:2014.3	04/01/2014	763.52	GBP	0.00	30		
2012002	30/05/2012	RECPT:9	30/05/2012	75.00	GBP	259.88	30		
		RECPT:15	13/01/2017	259.88	GBP	0.00	30		
2012003	25/01/2012		25/01/2012	0.00	GBP	0.00	30		
2012001	03/01/2012	RECPT:10	25/10/2012	27.91	GBP	0.00	30	2	
2009005	02/11/2009	RECPT:10	25/10/2012	4,100.00	GBP	4,792.05	30	2	
		RECPT:13	02/07/2014	4,792.05	GBP	0.00	30	2	
10000031	01/08/2018		.....	416.10	GBP	416.10	30		
10000003	13/01/2017		.....	242.82	GBP	242.82	30		-542
			On Acc.	-920.94					

Not Overdue	416.10
61 -	242.82
Total Open	-262.02
Total Due	242.82

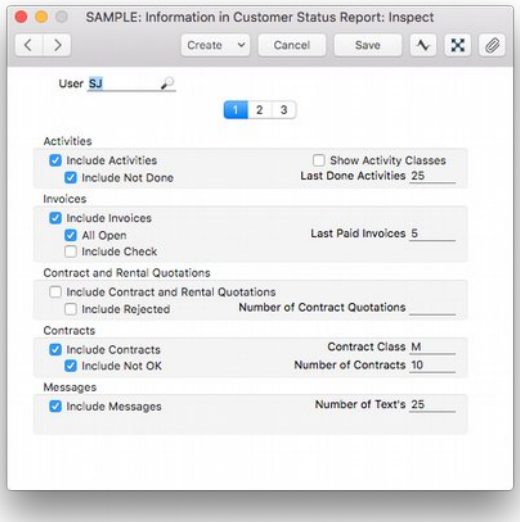
Monthly Turnover

Month	Year	Turnover	GP
June	2018	146.30	123.09
July	2018	471.70	341.01
August	2018	346.75	286.40
Totals		964.75	750.50

Contracts

No.	Date	Excl VAT	Period	Comment
3	01/12/2005	0.00	01/12/2005-31/12/2006	
20105	2	0.00		Cabling
Totals		2	0.00	

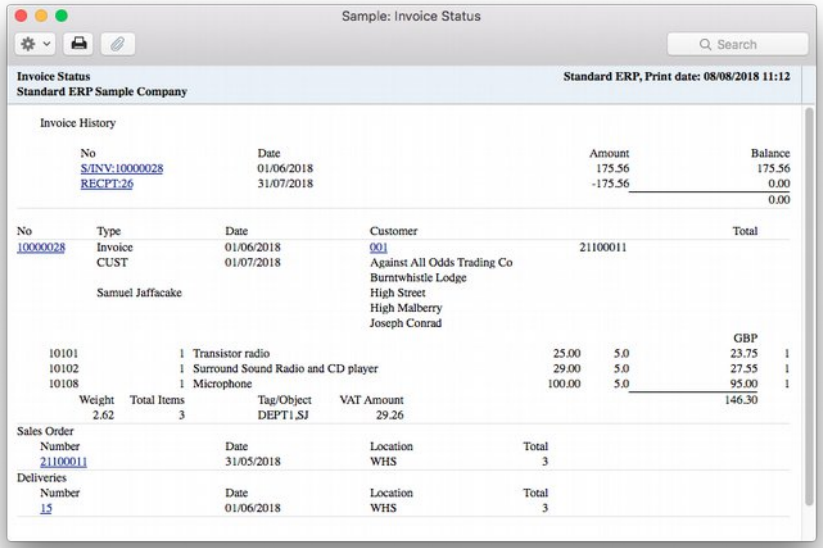
What should be presented on that report can be defined per user in CRM module's setting called Info in Customer Status Report:



This way the Customer Status report becomes a very powerful tool in managing sales to selected customers.

Invoice Status

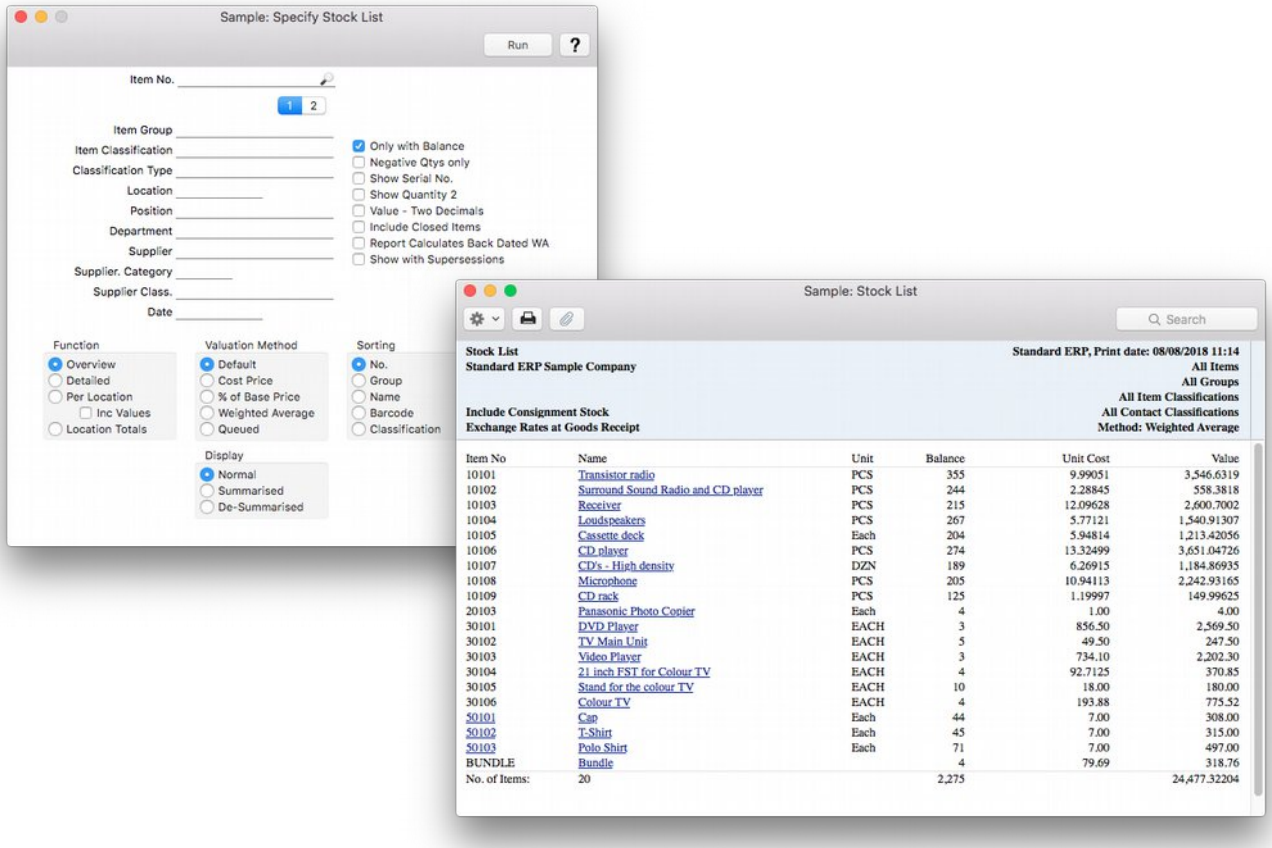
This report gives a lot of details regarding the selected invoice. It can be generated from the Invoice browse window or record window in Operations menu and will consider this Invoice only. The report is very useful when you want to see if the Invoice has been paid (its balance will then be 0.00) and delivered, and will contain Customer data and all linked records.



What is Available?

Stock List

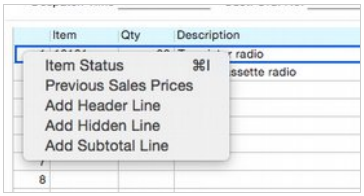
There are some reports that show the available stock within the various locations. First and foremost is the Stock List in the Stock module. This report shows the stock situation, balances etc for all or selected items, stock locations and so on. Various stock valuation models are available for calculating stock values. Be careful when comparing the results of this report with the balance on the stock account in the Nominal Ledger as the latter may be based on a different stock valuation to that selected in this section.



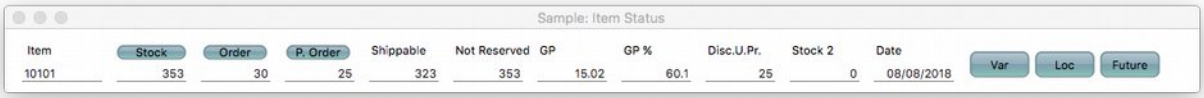
Note the various filters and search options. This report is more than adequate when searching available stock by several parameters.

Item Status

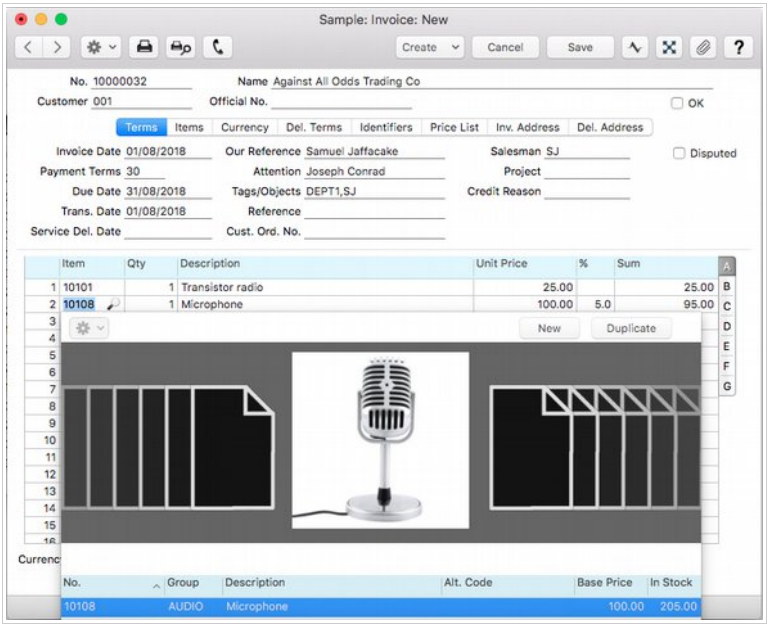
The Item Status bar can only be opened from a record containing item rows Quotations, Orders, Invoices, Deliveries and so on. Access it through the row number on a matrix row.

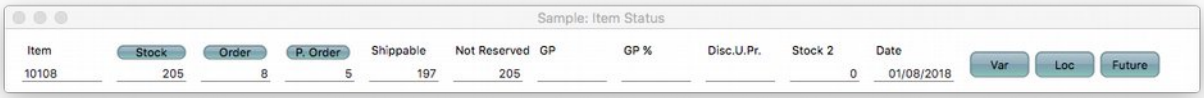


The bar will show information regarding the item on the selected row.



As you move the cursor to different rows, the data in the Item Status bar is immediately updated. If you then Paste Special in the item number field of an invoice or sales order row and highlight an item in the Paste Special window, the item status bar is updated to show values for the item highlighted.

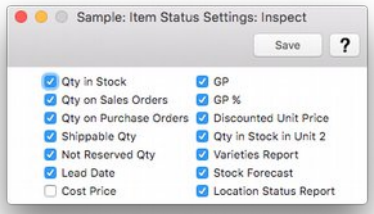




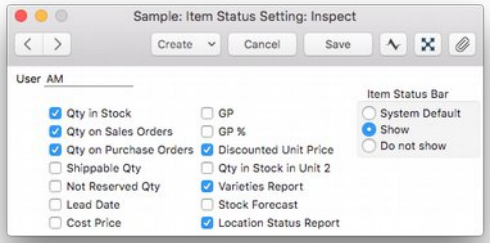
The Stock, Stock 2 and Order figures can be updated (i.e. reduced by the quantity delivered) when deliveries are created or when they are approved in the same way as the Item Status report. The Shippable figure is reduced by the quantity ordered as soon as a new sales order is saved, so it assumes that stock is immediately allocated to that sales order. The Purchase Order figure includes both approved and unapproved Purchase Orders. Goods Receipts will update the stock, stock 2, shippable and Purchase Order values when approved. The Stock 2 value is the quantity in stock expressed using a second unit of measurement: it will only be shown for Items that have a unit 2 and a unit coefficient specified on their 'Stock' cards.

You can choose to have the Item Status bar opened automatically whenever a record window whose row menu features the 'Item Status' function is opened. To do this, use the system-wide 'Show Item Status' option in the Item Settings Setting in the Sales Ledger.

The data shown on Item Status can be defined in Sales Ledger module setting Item Status Settings as a system default:

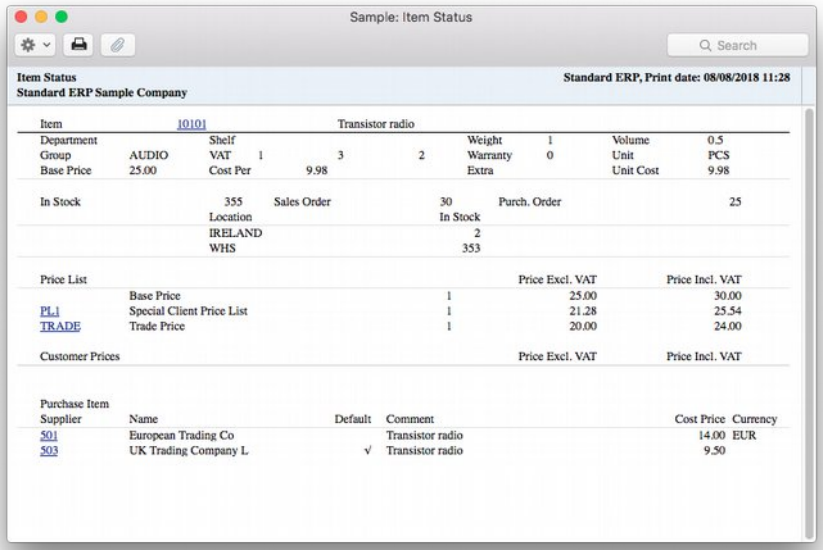


If needs of users are different regarding this report, go to User Settings module>>Registers>>Item Status Settings where you can define what information everyone should have presented and if the Item Status bar should automatically open on screen or not:



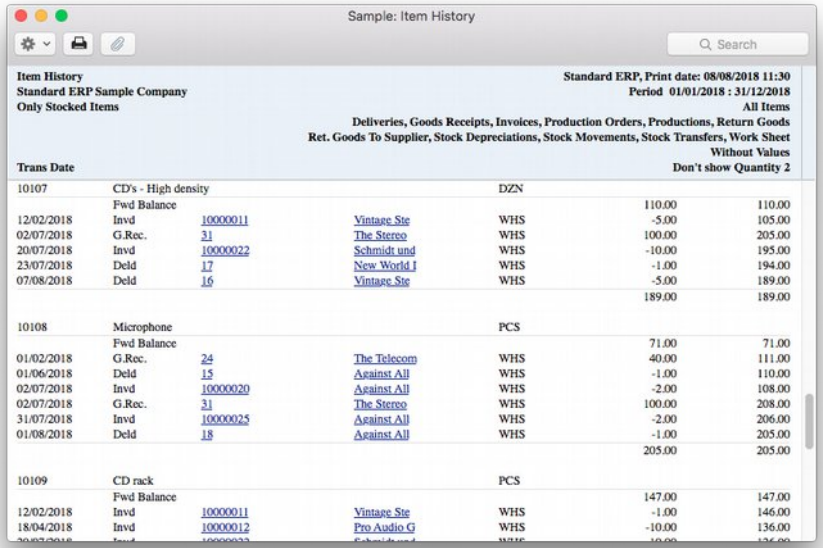
Item Status Report

The Item Status Report function provides a quick report showing stock and order positions and prices in different price lists. The report is available from the operations menu of the Item Paste Special list and Items register browse and record window.



Item History Report

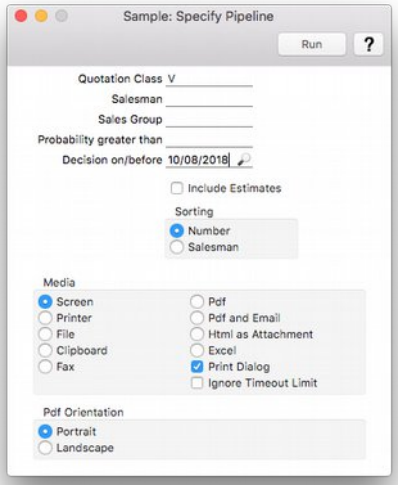
The Item History function provides a quick report listing all incoming and outgoing stock movements for a specific item. The report is available from the operations menu on the Item record and browse window or from the reports in the Stock module. All transactions are described and the report contains the Drill Down function allowing quick access the various records which constitute the report. This report is especially interesting when troubleshooting the Item when something has gone wrong in the logistics process.



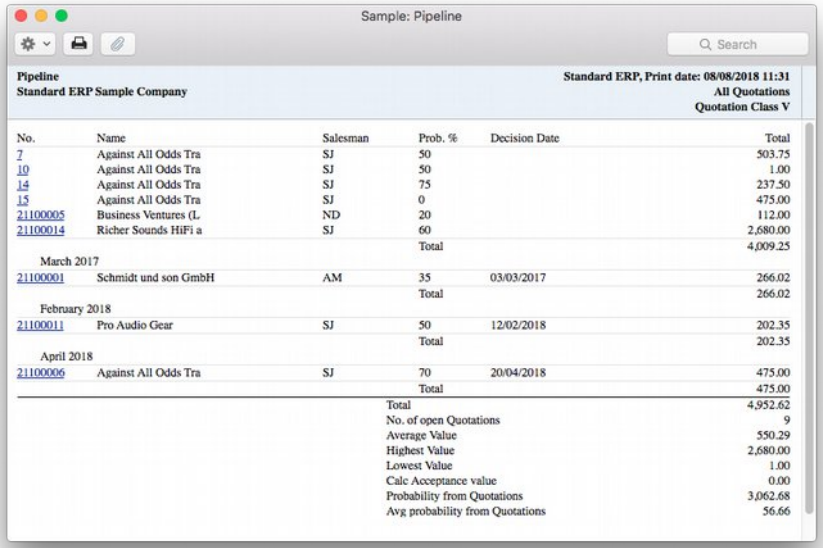
Other Important Reports

Quotations Module: Pipeline

This report can be used to predict future sales based on the current stock of open Quotations (i.e. those with an Open status, that are not Closed and from which no Order has been created) their Decision Dates, and the probabilities that they will be converted to Orders.



The report is a list of open Quotations sorted by Decision Date, showing the Quotation Number, the Customer Name, the Salesman, the Probability, the Decision Date, and the total value excluding Sales Tax. Total values of Quotations in each calendar month in the Decision Date range are provided. Below this list, there is a summary section showing the number of open Quotations, the average, highest and lowest Quotation values, and the expected sales values. These are calculated by multiplying the Quotation value by the Probability.



Sample: Pipeline

Pipeline
Standard ERP Sample Company

Standard ERP, Print date: 08/08/2018 11:31
All Quotations
Quotation Class V

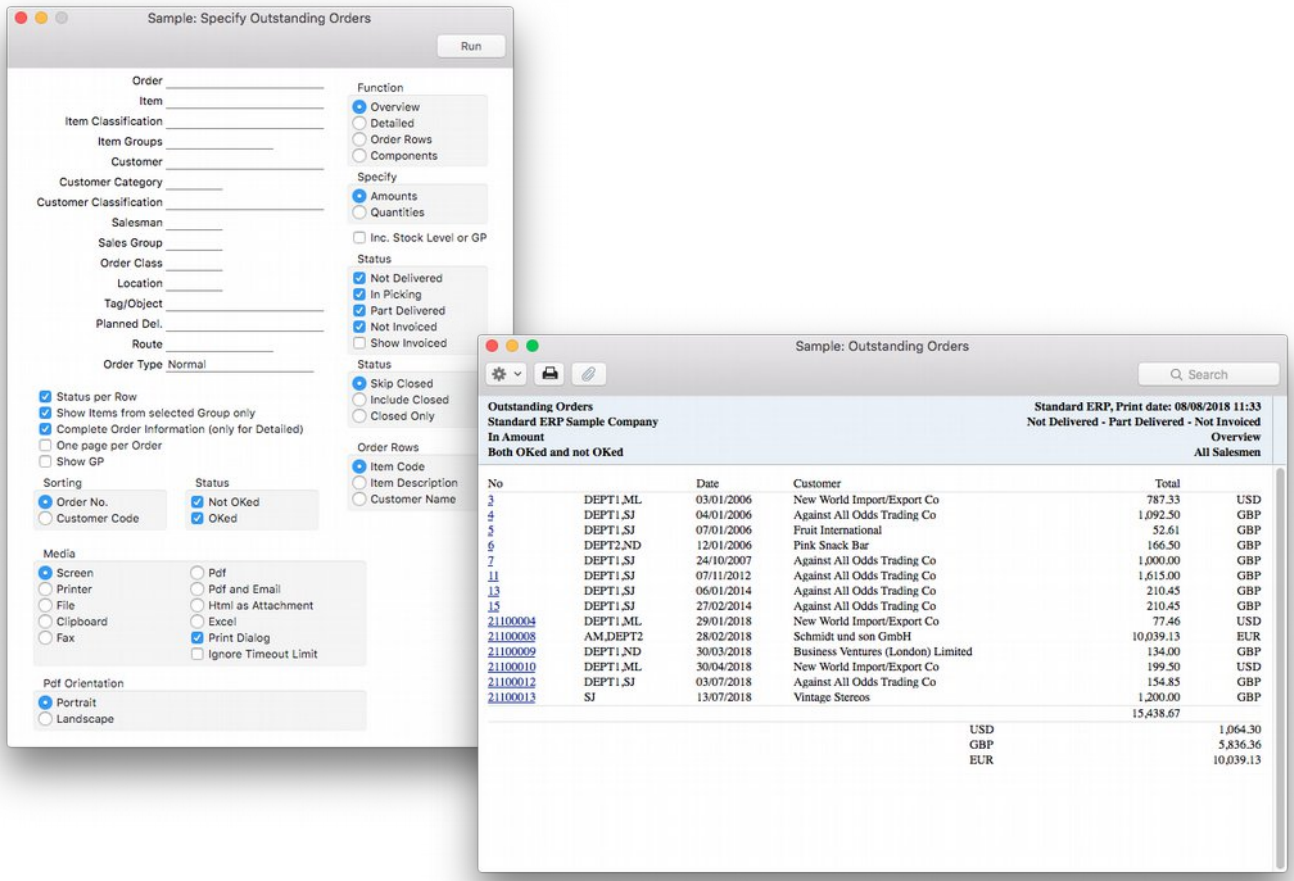
No.	Name	Salesman	Prob. %	Decision Date	Total
7	Against All Odds Tra	SJ	50		503.75
10	Against All Odds Tra	SJ	50		1.00
14	Against All Odds Tra	SJ	75		237.50
15	Against All Odds Tra	SJ	0		475.00
21100005	Business Ventures (L	ND	20		112.00
21100014	Richer Sounds HiFi a	SJ	60		2,680.00
			Total		4,009.25
March 2017					
21100001	Schmidt und son GmbH	AM	35	03/03/2017	266.02
			Total		266.02
February 2018					
21100011	Pro Audio Gear	SJ	50	12/02/2018	202.35
			Total		202.35
April 2018					
21100006	Against All Odds Tra	SJ	70	20/04/2018	475.00
			Total		475.00

Total	4,952.62
No. of open Quotations	9
Average Value	550.29
Highest Value	2,680.00
Lowest Value	1.00
Calc Acceptance value	0.00
Probability from Quotations	3,062.68
Avg probability from Quotations	56.66

Sales Order Module: Outstanding Orders

This report gives you information about unfulfilled Orders, showing Order Number, Object, Date, Customer and Order Value yet to be Invoiced. As it also shows Planned Delivery Dates (in detailed function), you can use it to aid with cash flow planning. In order for this report to be meaningful, make sure you mark all orders that are not to be fully delivered and invoiced as closed.

When printed to screen, the Outstanding Orders report has the Standard ERP Drill-down feature. Select any Order Number to open the individual Sales Order record.



Sample: Specify Outstanding Orders

Run

Order
Item
Item Classification
Item Groups
Customer
Customer Category
Customer Classification
Salesman
Sales Group
Order Class
Location
Tag/Object
Planned Del.
Route
Order Type Normal

Status per Row
Show Items from selected Group only
Complete Order Information (only for Detailed)
One page per Order
Show GP

Sorting
Order No.
Customer Code

Status
Not OKed
OKed

Media
Screen
Printer
File
Clipboard
Fax
Pdf
Pdf and Email
Html as Attachment
Excel
Print Dialog
Ignore Timeout Limit

Pdf Orientation
Portrait
Landscape

Function
Overview
Detailed
Order Rows
Components

Specify
Amounts
Quantities

Inc. Stock Level or GP

Status
Not Delivered
In Picking
Part Delivered
Not Invoiced
Show Invoiced

Status
Skip Closed
Include Closed
Closed Only

Order Rows
Item Code
Item Description
Customer Name

Sample: Outstanding Orders

Outstanding Orders
Standard ERP Sample Company
In Amount
Both OKed and not OKed

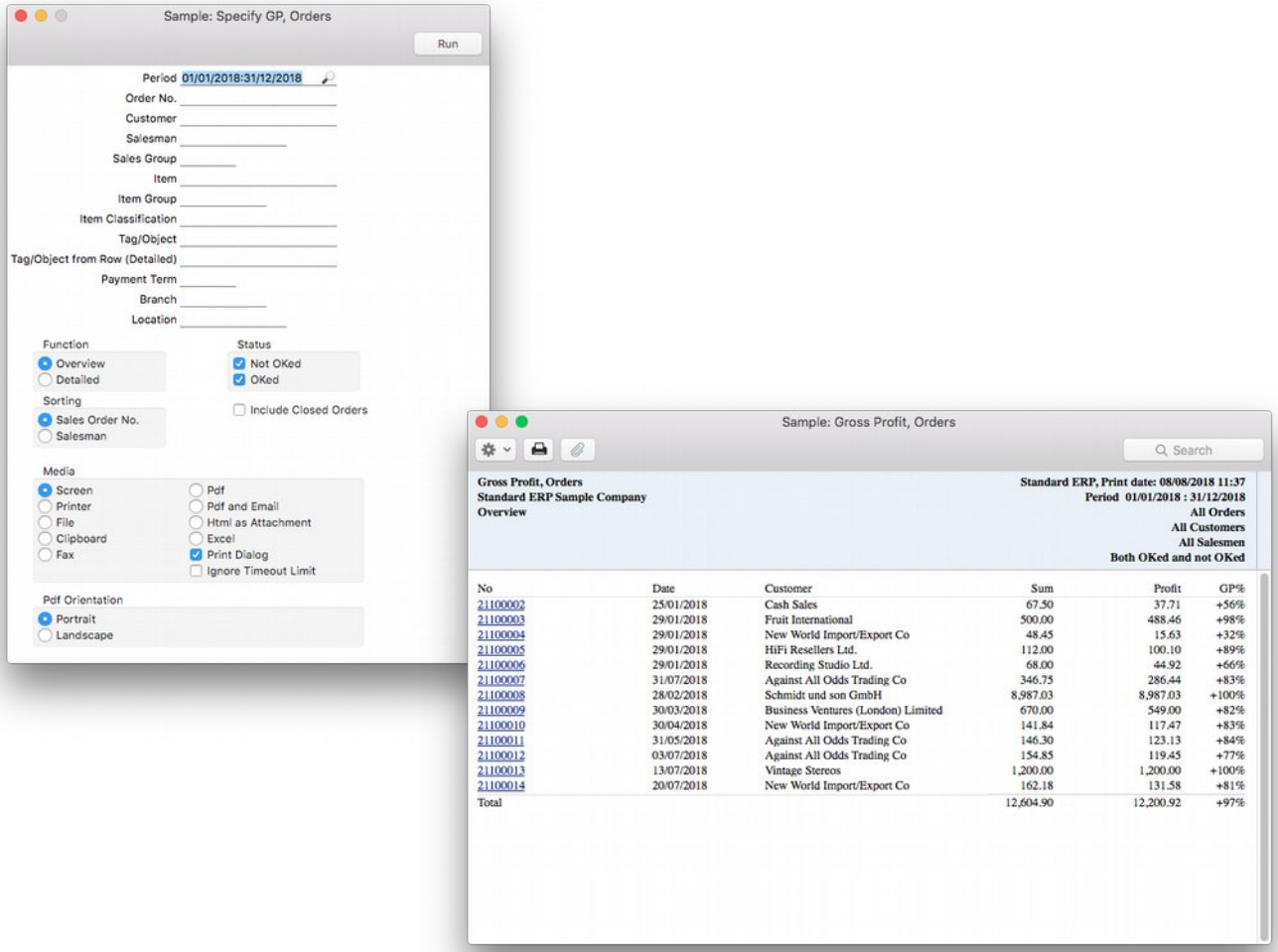
Standard ERP, Print date: 08/08/2018 11:33
Not Delivered - Part Delivered - Not Invoiced
Overview
All Salesmen

No		Date	Customer	Total	
3	DEPT1,ML	03/01/2006	New World Import/Export Co	787.33	USD
4	DEPT1,SJ	04/01/2006	Against All Odds Trading Co	1,092.50	GBP
5	DEPT1,SJ	07/01/2006	Fruit International	52.61	GBP
6	DEPT2,ND	12/01/2006	Pink Snack Bar	166.50	GBP
7	DEPT1,SJ	24/10/2007	Against All Odds Trading Co	1,000.00	GBP
11	DEPT1,SJ	07/11/2012	Against All Odds Trading Co	1,615.00	GBP
13	DEPT1,SJ	06/01/2014	Against All Odds Trading Co	210.45	GBP
15	DEPT1,SJ	27/02/2014	Against All Odds Trading Co	210.45	GBP
21100004	DEPT1,ML	29/01/2018	New World Import/Export Co	77.46	USD
21100008	AM,DEPT2	28/02/2018	Schmidt und son GmbH	10,039.13	EUR
21100009	DEPT1,ND	30/03/2018	Business Ventures (London) Limited	134.00	GBP
21100010	DEPT1,ML	30/04/2018	New World Import/Export Co	199.50	USD
21100012	DEPT1,SJ	03/07/2018	Against All Odds Trading Co	154.85	GBP
21100013	SJ	13/07/2018	Vintage Stereos	1,200.00	GBP
				15,438.67	

USD	1,064.30
GBP	5,836.36
EUR	10,039.13

GP reports: GP, Orders in Sales Orders module and GP, Invoices in Sales Ledger module

These 2 reports provide analysis about the gross profit on Orders and Invoices in a similar format. As an example we present the GP, Orders report:



SUMMARY

The overall process of selling in Standard ERP is easy to follow. From a Quotation, a Sales Order is generated from the Operations menu on the Quotation record. A Delivery is then created from the Sales Order record. When the items on the Sales Order are not in Stock, the Maintenance functions Create Planned Records or Create Purchase Orders are applied in order to create Purchase Orders based on the Sales Order. Purchase Items for each item must be registered in the Sales Order module with a default Supplier to allow the Maintenance function to work properly. The planned delivery field on either the Quotation or the Sales Order must also be set with a date. The next step is to Invoice when the Delivery is done either in its entirety or partially by selecting the Operations menu function Create>>Invoice from the Sales Order to generate the Invoice.

EXERCISES

Theory Questions

1. Briefly explain the supply chain of goods from the Supplier to the Customer and the steps involved in chronological order.
2. Which is the easiest way to find a Delivery from a Sales Order? Which other ways do you know?
3. How many ways are there to Invoice Sales Orders? Briefly describe these.
4. How would you credit Returned Goods from a customer if you have made two Invoices from the original Sales Order?

Practical Exercises

Preparation: Download the latest US version of Standard ERP and import the US Sample Database. Set your own name in module System>>Settings>>Company Info>>Company Name.

Sales Order

5. Create a new Sales Order and add to it a few (more than two) units of an item newly created by yourself. Open the Item Status bar and see how much of the item you have in stock.
6. Deliver half of the ordered items.
7. Create an invoice for the delivered items. Look at the indicators in the Orders: Browse window for Invoiced and Delivered orders. How do they look? Explain why.
8. Continue now with your Sales Order. As a check, run the Order Status Report to make sure you are on track.
9. Invoice all invoiceable orders.
10. The customer returns 2 of your newly created items. He does not want these new items anymore. Do the necessary adjustments for this. He also wants a credit note.
11. Create a new Sales Order. Create a down payment for 40% of the total sum. Deliver the Sales Order and create the final invoice for the Sales Order. Take a screen-shot of the final Invoice.
12. Go to the Stock module and run the Item History report for your newly created item in detailed mode with the function Show Amounts. Hand it in to your lecturer together with your answers and a copy of your Database Text Backup file.

HANSAWORLD

APENDIX

Terminology between different versions of English language

The language used in this material is British English. There can be slight differences between other versions of the English language which can lead to confusions. This table should help to clear this up. (Sorted alphabetically)

British	USA	Canada	Australia + New Zealand	Singapore
Cheque	Check	Cheque	Cheque	Cheque
Colour/coloured	Color/colored	Colour/coloured	Colour/coloured	Colour/coloured
Credit Note(CN)	Credit Memo (CN)	Credit Memo (CM)	Credit Note (CN)	Credit Note
Dialogue	Dialog			
Instalment	Installment			
Jewellery	Jewelry	Jewellery	Jewellery	Jewellery
Licence (noun)	License	Licence	Licence	Licence
Mileage Claim	Miles	Way Lists	Mileage Claim	Mileage Claim
Miles	Miles	KM	KM	KM
Mobile	Cell	Mobile	Mobile	Mobile
Nominal Ledger (NL)	General Ledger (GL)	General Ledger (GL)	General Ledger (GL)	General Ledger (GL)
Post Code	ZIP Code	Post Code	Post Code	Post Code
Purchase Ledger	Payable (PL = AP)	Payable (PL = AP)	Purchase Ledger	Purchase Ledger
Sales Ledger	Receivable (SL=AR)	Receivable (SL=AR)	Sales Ledger	Sales Ledger
Salesman	Salesperson	Salesperson	Salesman	Salesperson
Stock	Inventory	Inventory	Stock	Inventory
Stocktake	Inventory Count	Inventory Count	Stocktake	Inventory Count
Stock Depreciation	Inventory Adjustment	Inventory Adjustment	Stock Depreciation	Inventory Adjustment
Supplier	Vendor	Vendor	Supplier	Vendor
VAT	Sales Tax or Tax	Tax (ideally GST/PST)	GST	GST/SST/HST