
DSM010 Delivery Address Maintenance

Overview

This is the address where the goods ordered by this customer are delivered. Each customer can have up to 999 different delivery addresses. Apart from the primary delivery address, each subsequent delivery address is identified by a three digit number and one of these addresses can be nominated as the preferred delivery number. These codes are used for all future references to the delivery addresses.

Explanation

Validations occur in the same manner as with the default address fields including the comma delimiter requirements for direct mail.

If a delivery number is the preferred deferred number the record cannot be deleted.

The postal address, as entered in the main screen defaults as the main delivery address when creating a new account but can be overridden in the delivery address maintenance screen. If the postal address is the same as the delivery address (that is not a PO Box number) no changes are needed. If there is no delivery address on this field and a delivery address is not entered when a sales order is created, the system uses the customer masterfile address as the delivery address not the billing account address.

Delivery address lines 1 to 4 are text lines where street and building details are entered. Line 5 is split into two fields, the first for the suburb and the second for the postcode. There is a validation option on both the suburb and postcode fields activated by setting up **TMSCRM/AV-CNTRY**.

Sales analysis is performed on customer accounts, not delivery addresses within a customer account. During sales order entry the operator can override the main delivery address by selecting a delivery address code.

Delivery address overrides during sales order entry can cause the order to pend for review by an authorized user. Refer to the **Pending** documentation for more details on pending matters.

Examples

This section illustrates examples concerning:

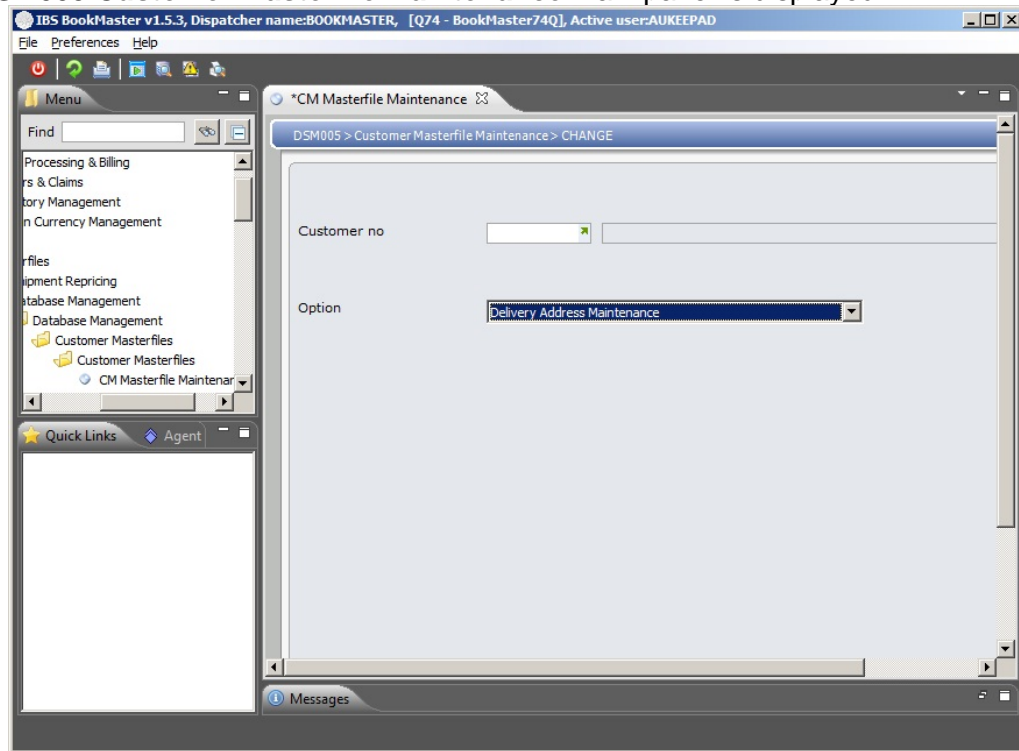
[Example 1: Customer Delivery Address Maintenance](#)

Example 1: Customer Delivery Address Maintenance

This example describes how to maintain Customer Delivery Maintenance.

1. Select option **CM Masterfile Maintenance** from Base Modules>Distribution>Masterfiles>Database Management>Database Management>Customer Masterfiles> Customer Masterfiles menu.

DSM005 Customer Masterfile Maintenance main panel is displayed.



2. Key in the Customer no and select **Delivery Address Maintenance** and click **OK**.

DSM010 Customer Delivery Maintenance main panel is displayed.

Relevant Fields

Customer no.

Each customer is assigned an alphanumeric code. This is the code by which the customer is always referred to and how access is gained to the customer's records. It is the Name of the Customer.

Pst

It is the Postal Address of the Customer.

Adr

P/F

It is the contact number or fax number of the Customer.

Dx

An optional entry field for the Document Exchange Number (DX number). An optional entry field for the Document Exchange Location (DX location), used in conjunction with the DX number.

Sts

This is the status of a customer account which determines whether an account is open or closed for transactions.

A = Active

Orders can be entered and maintained for customers with an active status and are processed normally.

C = Closed

Orders cannot be entered or **maintained** for customers with a closed status. The next time a purge of the Customer Masterfile is run, all customers with a closed status are deleted from the system if the balance of the account is zero and the transaction history has been purged.

S = Stopped or Suspended

Orders can still be entered and **maintained** for customers with a stopped status however they are always pending before

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processing.

Customer Delivery Addresses are allocated numbers. If the Delivery address is same as the Postal address then any changes in the Postal address will be reflected in the Delivery address.

Srch Key

Entry of an alpha search keyword is optional. Enter the keyword you want to search for and the system positions the cursor on the matching word when found. For example if you want to search for a particular suburb.

3. Key in the required changes and click **OK**

The Customer Masterfile is updated and the delivery address of the customer is changed.

Cross Reference

- DSM005 Customer Masterfile Maintenance.