
DSE095 Order/Credit Entry

Overview

The Order/Credit entry screen is used by stores to process all Point of Sale sales orders and returns allocating each transaction with an individual process number.

Explanation

Each store is allocated a store warehouse number, price code, balancing account and a cash sale account number which will display based on the user log in ID.

TMSDS/CM-CLS includes a column to denote for each debtor class which price code is applicable – 1, 2 or 3. This enables customers of different debtor classifications to use the right price code. The debtor class points to the price code specified in **TMSDS/POS-DFT**.

Order/Credit entry can be accessed by multiple users simultaneously, each having their own unique login and password to differentiate from other users.

An order status of L for Locked is used when maintaining an order. Order status codes are established in **TMSDS/TR-STX**.

This screen will allow users to perform most functions required during the day to day operations, including:

Processing Sales

Processing Voucher sales

Inquiries on product availability

Processing returns and orders

Processing account sales

Releasing Quotations

System functionality includes:

The quantity will default to 1 when the ISBN is scanned.

The price is retrieved from the master price using the default price code/warehouse. If no price is found then allow the option to enter the price and refresh the price on the screen. The price is only updated on the header file if the price code is overridden.

If there are non cash sales a message displays when the account is overdue.

If the account is a debtor's account and **TMSDS/POS-CASH** has been flagged accordingly, cash entry will be called.

Special orders can be processed with a minimum deposit requirement.

At the end of entering an order/credit the screen performs a pending check and displays any pending reasons on a new screen. This requires an authorisation code before proceeding with the order, except for debtors pending reason codes **AC** (Credit Limit Exceeded), **AO** (Overdue balance exceeds minimum %) and **AX** (Customer Account

stopped or suspended) which go to the normal Pending File for authorisation. Bursary accounts pend for Credit limits over the student credit limit allowed.

TMSDS/DSO040 determines whether to add Order or Invoice amounts to the total when running a Pending Check.

The "Original" price, "Override" price and the system calculated "GP" gross profit percentage are displayed on the pending screen when a price override is performed. Authorised users are able to view this information and approve whether the product/s can be sold above or below the "GP" margin. Pending reasons must be defined for this functionality to be available and for the GP% to be calculated.

When generating a refund the Payment with Order Entry program determines the method of refunding money to customers. Users define whether to provide cash as a refund or the system to generate a voucher as a refund. If the flag is defined to issue a voucher as a refund, the system calls another screen to capture the customer information prior to issuing the voucher. The return is processed without entering payment details. This functionality also extends to the debtor payment screen.

When processing an order if there is not enough stock a warning message displays and allows the user to either backorder the stock or do a stock adjustment based on authority defined in **TMSDS/POS-AUTH**.

If there is a backordered line a pop up screen displays allowing stock to be written off.

When a backorder is released the system calculates the order amount including previously supplied and backordered items.

When a customer orders a title that is not available, a backorder can be created and a deposit left. The deposit amount is determined by the entry in **TMSDS/CM-PAYT**.

Order processing screen defaults can be established in **TMSDS/POS-DFT**.

Default values for fields in POS sales can be entered in **TMSDS/POS-DFT**.

A Shop No which will be the default warehouse used for sales and returns is nominated in **TMSDS/POS-DFT**. The shop number is then allocated to a user ID in **TMSDS/POS-USRD** so that when that user processes a sale the transaction is recorded against that default warehouse. If a user is not defined on **TMSDS/POS-USRD** entry is not allowed and a new batch is not created.

Quotations can be released (or pro-forma or forward orders) at Point of Sale. Function F9=Import on the Point of Sale front screen displays a search facility where quotations may be located and selected for invoicing.

Point of Sale invoices print automatically. The immediate pick/doc flag must be flagged as Yes in **TMSDS/POS-IDSC**.

Newly assigned orders are allocated a document number.

If an Order Form order is not picked up at Point of Sale then the order is cancelled.

TMSDS/OS-PLCY and **TMSDS/OS-PLCYO** splits the sales rep column into two i.e. sales Rep and Agent.

This process is subject to User Access Restrictions. Refer to **User Access/Restrictions** documentation for more information on this feature.

If all billing numbers linked to the account are closed, the system will bypass the selection of billing number. Instead the customer number will be used as the billing number.

Examples

This section illustrates examples concerning:

[Example 1: Process a Sales Order](#)

[Example 2: Process a Return](#)

[Example 3: Process a Return Voucher](#)

[Example 4: Backorder Items](#)

[Example 5: Cancel a Backorder](#)

[Example 6: Adjust Stock when Processing an Order](#)

[Example 7: Suspend a Sales Order](#)

[Example 8: Process a Suspended Sales Order](#)

[Example 9: Process a Quotation to Invoice](#)

[Example 10: Process an Order Form](#)

[Example 11: Append Text for a Line Item](#)

[Example 12: Stock Inquiry for a Line Item](#)

[Example 13: Price and Availability Inquiry for a Line Item](#)

[Example 14: Restriction Type Maintenance](#)

[Example 15: Import Promotional Packages](#)

[Example 16: Purchase Second Hand Title](#)

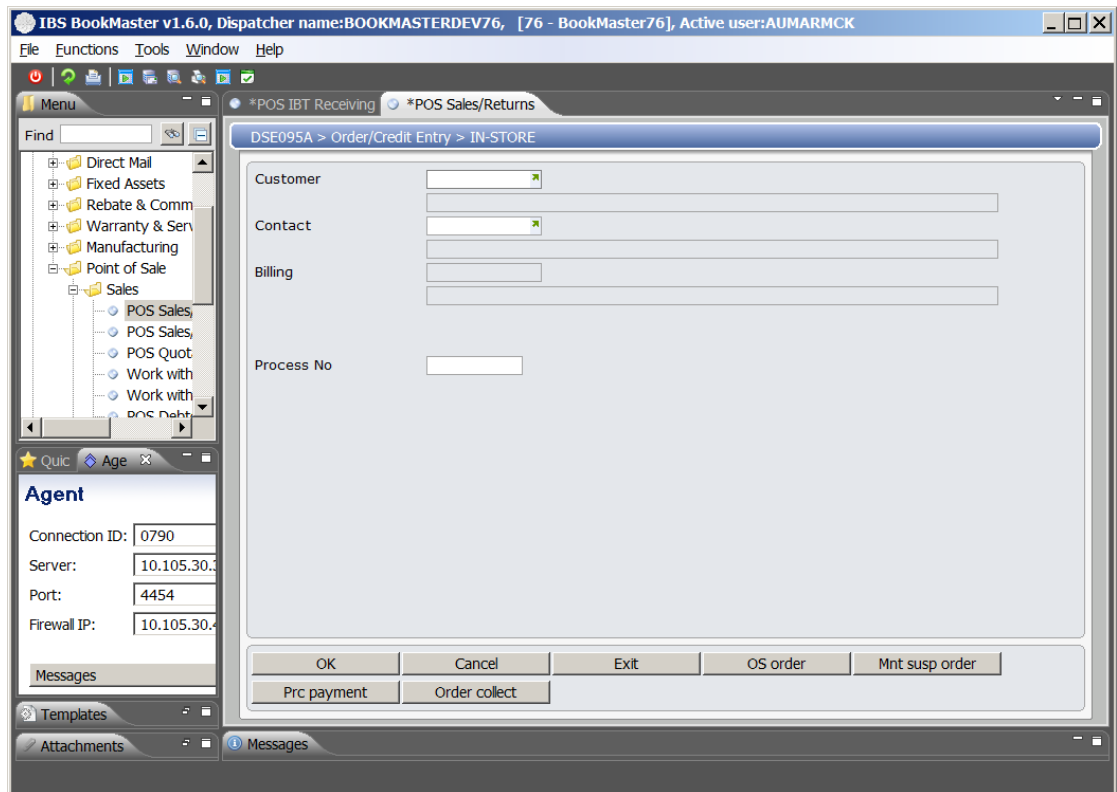
[Example 17: Sell Second Hand Title](#)

Example 1: Process a Sales Order

Separate POS order entry menus are available for phone orders and in-store orders. In-store orders get a till slip printed on order completion.

1. Select menu option **POS Sales>Returns** for in-store orders or **POS Sales>Returns (Phone)** for phone orders from Other Modules>Point of Sale> Sales menu.

DSE095A Order/Credit Entry panel is displayed.



Functions

OS order

Displays outstanding orders.

Mnt susp order

Allows you to select orders that are suspended for maintenance.

Prc payment

Allows you to select POS orders awaiting payment and process as a single payment.

Order collect

Backorder supply process is specifically for in-store pick up of POS orders that have been released from backorder and are ready for picking. It is invoked by *Order Collect* functionality on the In-store Order Entry. Based on the search criteria the system will display POS orders released from backorders that are yet to be picked or yet to be dispatch confirmed.

Selected orders can then be confirmed for pickup "*collected*" where the invoice will be printed to pick the order. This process will not produce a till slip as the backorders would have been prepaid.

The picked order will be dispatch confirmed in the EOD process.

Relevant Fields

Customer

In the case of retail, a global customer is used to enter orders against. This customer can be set up to default for order entry.

In Sale of Vouchers to Debtors this is the debtor account number purchasing vouchers.

Contact

Select a contact for the order. Entry of contact is optional on the first screen as it can also be captured at the end of the process prior to payment entry.

Process no

An optional entry of the tracking number of the transfer.

2. Key in required fields and click **OK**.

For phone orders an additional panel is displayed as below, allowing the operator to confirm or override the default warehouse, source of order and/or the carrier. The warehouse and carrier are initially defaulted from the customer and source of order from control file **TMSDS/POS-DFT**.

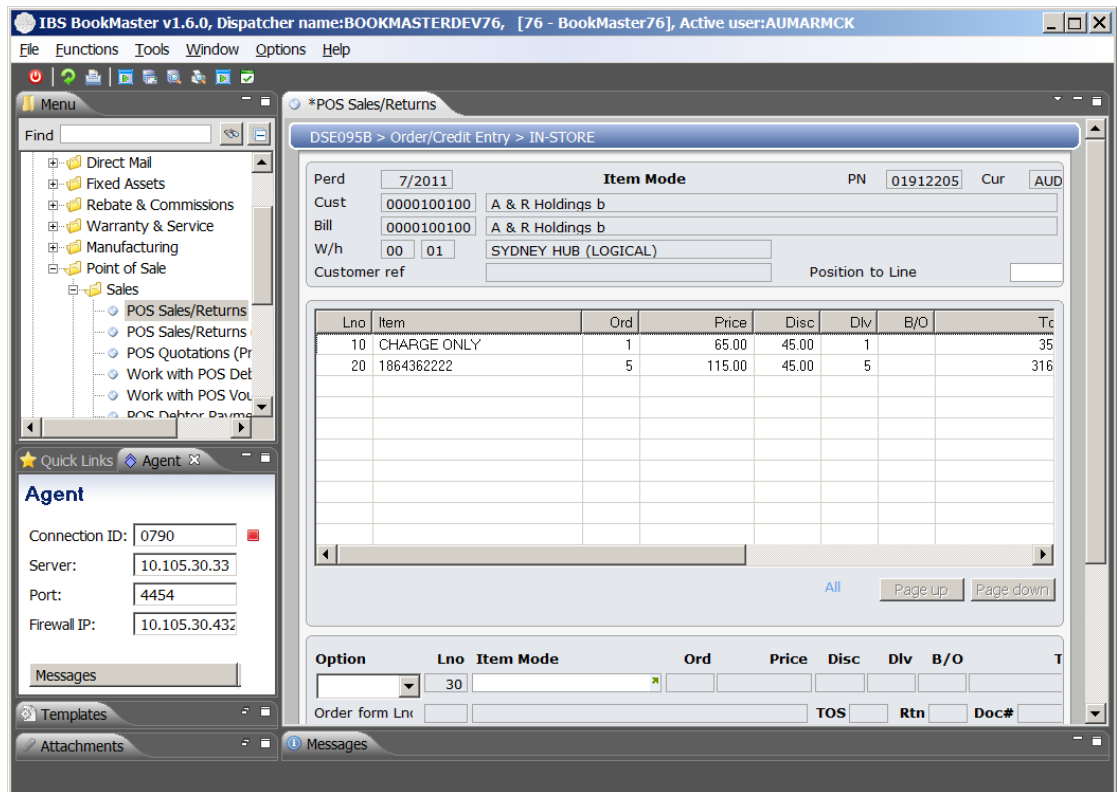
The screenshot displays the IBS BookMaster v1.6.0 software interface. The main window is titled '*POS Sales/Returns (Phone)'. The left sidebar shows a menu with categories like Direct Mail, Fixed Assets, Rebate & Commissions, Warranty & Service, Manufacturing, Point of Sale, and Sales. The 'Sales' category is expanded, showing 'POS Sales/Returns' and 'POS Sales/Returns' selected. Below the menu is a 'Quick Links' section for an 'Agent' with fields for Connection ID (0790), Server (10.105.30.33), Port (4454), and Firewall IP (10.105.30.432). The main panel is titled 'DSE095A > Order/Credit Entry > PHONE' and contains the following fields:

Customer	0000100100
Contact	A & R Holdings b
Billing	0000100100
Warehouse	00 01 SYDNEY HUB (LOGICAL)
Source of order	PH PHONE
Carrier	JR JETSROAD

At the bottom of the panel are three buttons: OK, Cancel, and Exit.

3. Key in required fields and click **OK**.

DSE095A Order/Credit Entry panel is displayed. The order details are captured before confirming the name/address details, delivery method, charges and the contact details.



Options

[Append text](#)

Access DSE006 Line item text maintenance to maintain the text against each line item.

[Stock inq](#)

Access DSI020 Item Stock Inquiry to inquire on item stock details for the line item to ensure there is stock available..

[P&A inquiry](#)

Access DSI310 Price and Availability Inquiry to inquire on P&A details.

[Restriction inq](#)

Access DSM448B Restriction Type Maintenance to inquire on restrictions.

Functions

[Promotion](#)

Access DSW300 Promotion Package Selection. Promotion allows you to import promotional packages. This option calls the Promotion selection screen. This screen can be left blank or a search facility can be used to find a promotion. When the list of promotions displays select the Import option for the promotion to be uploaded. This brings across all the ISBNs listed in the promotion. This option can be used for prescribed lists. Prescribed lists can be set up per course code with restricted quantities of each ISBN. One or more prescribed lists or promotion packages can be accessed at once with the list of ISBNs displaying on the screen. ISBNs not required can be removed. Additional ISBNs can be added except if invoicing a Bursary account. Prices and discounts can be changed. If a prescribed list is sold to a bursary student there is a restriction to purchase a quantity of 1 of each ISBN on the list (set up via Title Applicability) but no quantity restrictions on any other ISBN

that may be bought.

Inv tot	Inv total switches between the invoice total and order totals
Suspend	Suspend allows you to suspend an order.
Item mode	Toggles between item mode and order form mode to allow entry for both Order form and non Order form items.
Order form	Allows selection of an Order form and items off the Order form.
Delete	Delete allows the order to be deleted.

Relevant Fields

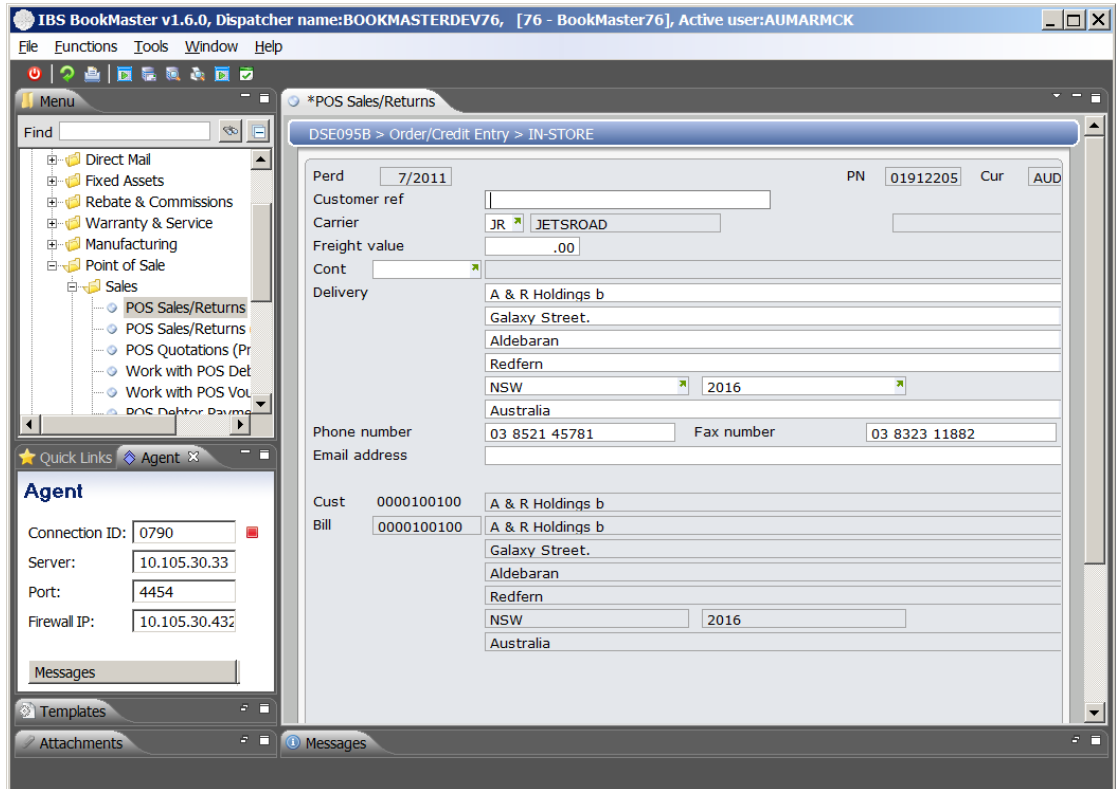
ISBN	Enter or scan the ISBN being purchased by the customer. TMSDS/OM-VI determines whether to check for an alternate item or barcode if the given ISBN does not exist on the Title Masterfile. In IBT Receipt Entry the Item defaults and cannot be overridden.
Title	Enter or scan the ISBN being purchased by the customer. TMSDS/OM-VI determines whether to check for an alternate item or barcode if the given ISBN does not exist on the Title Masterfile. In IBT Receipt Entry the Item defaults and cannot be overridden.
Ord	In Order/Credit Entry the ordered quantity defaults to 1 and can be overridden. If entering a return the quantity must be a negative quantity. In Payment Entry the quantity ordered displays. The supply total may differ if there was insufficient stock.
Price	The price defaults from the master price using the default price/warehouse. If no price is found enter the price manually. TMSDS/PEND-PRZ determines the level of price error. The order will check for the following: 0=no check, 1=no price defined, 2=zero prices. Note: Negative prices are not allowed.
Disc	If there is a discount allowed for this title/customer, enter the discount amount.
Dlv	This defaults to the deliverable quantity.
B/O	If a title is unavailable and is sent to backorder the quantity of titles backordered displays in this field.
Rt	If entering a return a reason for the return is mandatory. Press Override first to allow entry in this field.
Doc#	If entering a return the original invoice number must be entered. Press Override first to allow entry in this field.
Total	This displays the total amount ordered or returned.

Order Form items can be entered by entering the Order Form ID on the detail panel. It allows fast entry of Order Form items using the Order Form line number range or by nominating individual line numbers from the Order Form. An Order Form prompt/select facility is also available in case the operator does not know the Order Form line numbers. Order Form selection can be changed to select items from a different Order Form. Non Order Form items can also be entered on the same order.

Any order lines with insufficient stock will display panel for backorder/stock adjustment confirmation,

Two carrier fields are available; one for the initial supply and one for the backordered items. The carrier codes will default but can be overridden.

4. Key in required fields and click **OK**.



Functions

Coupon

This function accesses the DSE008A Coupon Entry panel to enter a coupon code.

Relevant Fields

Customer reference

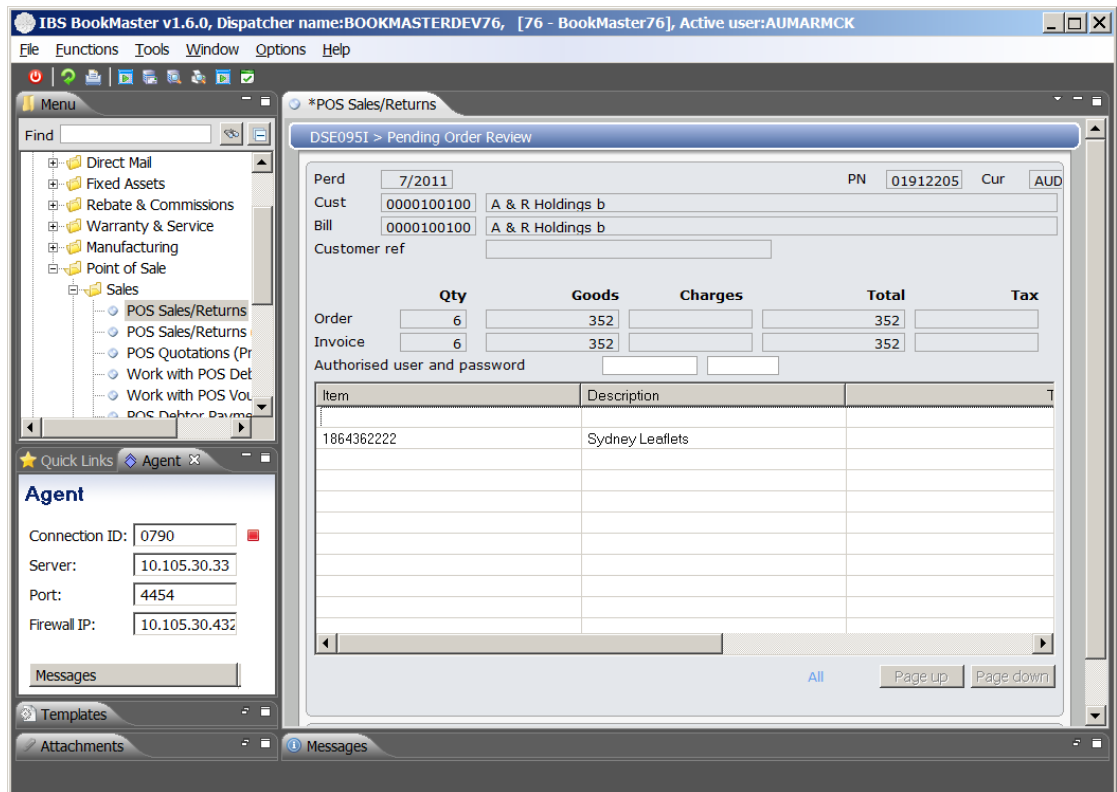
A reference is given to the order/stock transfer/voucher so it is easy to track.

Address

The address for the customer displays and maybe overridden.

5. Key in required fields and click **OK** to confirm.

If the order has conditions that cause it to pend the panel below displays. Authorisation is not needed for Pending codes **AC**, **AO** or **AX**.



Functions

Detail

Access Pending Order Review to view details of pending reasons.

Relevant Fields

Authorised user

The user's ID authorizing the stock adjustment.

Password

The user's password who is adjusting the stock.

6. Enter user and password and click **OK**.

Once the order has been confirmed **DSE131 Payment Entry** panel is displayed. Prior to the call for payment processing the status of the transaction is changed to 'S' for suspended. On returning from DSE131, after successful payment processing, the status should change to 'A'.

Please refer DSE131 for the further details.

7. After payment entry click OK to confirm the order.

The order is now complete. For in-store orders an invoice and the till slip can be printed automatically. Output type 'TIL' must be maintained in Document Print Control for till slips. The order is picked from the invoice.

Example 2: Processing a Return

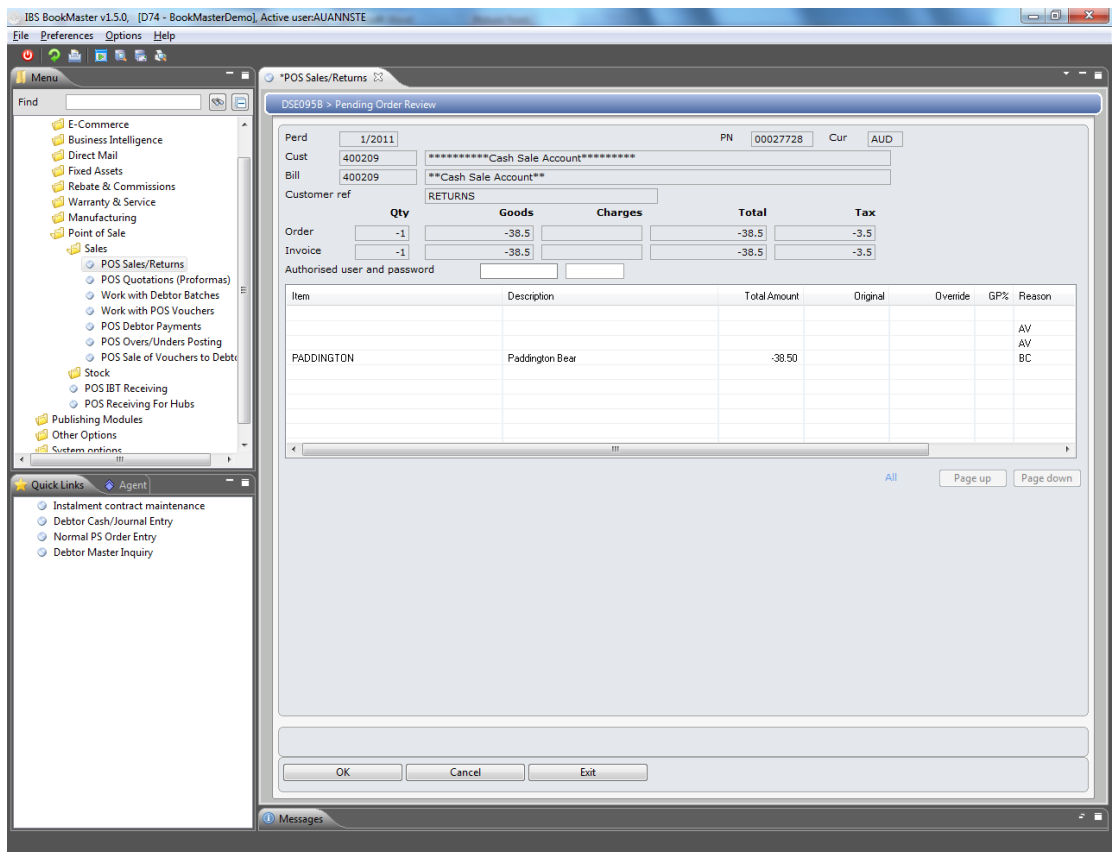
This example describes how to process a return.

1. Repeat steps 1, 2 and 3 as in [Example 1: Process a Sales Order](#)
2. Enter the title being returned and the order quantity, which is now the returned quantity, as a negative figure and click **OK**.

This will default the reason code, you also override the return reason code and allocate this return to a particular invoice by selecting **Override** enter the invoice number or prompt to find the invoice against the return.

3. Click **OK**.

DSE095B Pending Order Review Panel is displayed.



4. Enter the authorised user and password if required and the **DSE131 Payment Entry** screen displays.
5. Enter the pay amount as a negative value for the return and select Cash as the payment method. The authorised user and password must be entered again to authorize the return. Click **Confirm** and the refund is complete.

Example 3: Process a Return Voucher

This example describes how to process a return voucher.

1. Repeat steps 1 and 2 as in [Example 2: Processing a Return](#)
2. Enter the invoice number against the return click **Override**.
3. Enter the authorised user and password and click **OK**
4. When issuing a voucher as a return payment details do not need to be entered. Click **Confirm**.

ARE060A Voucher Entry panel is displayed.

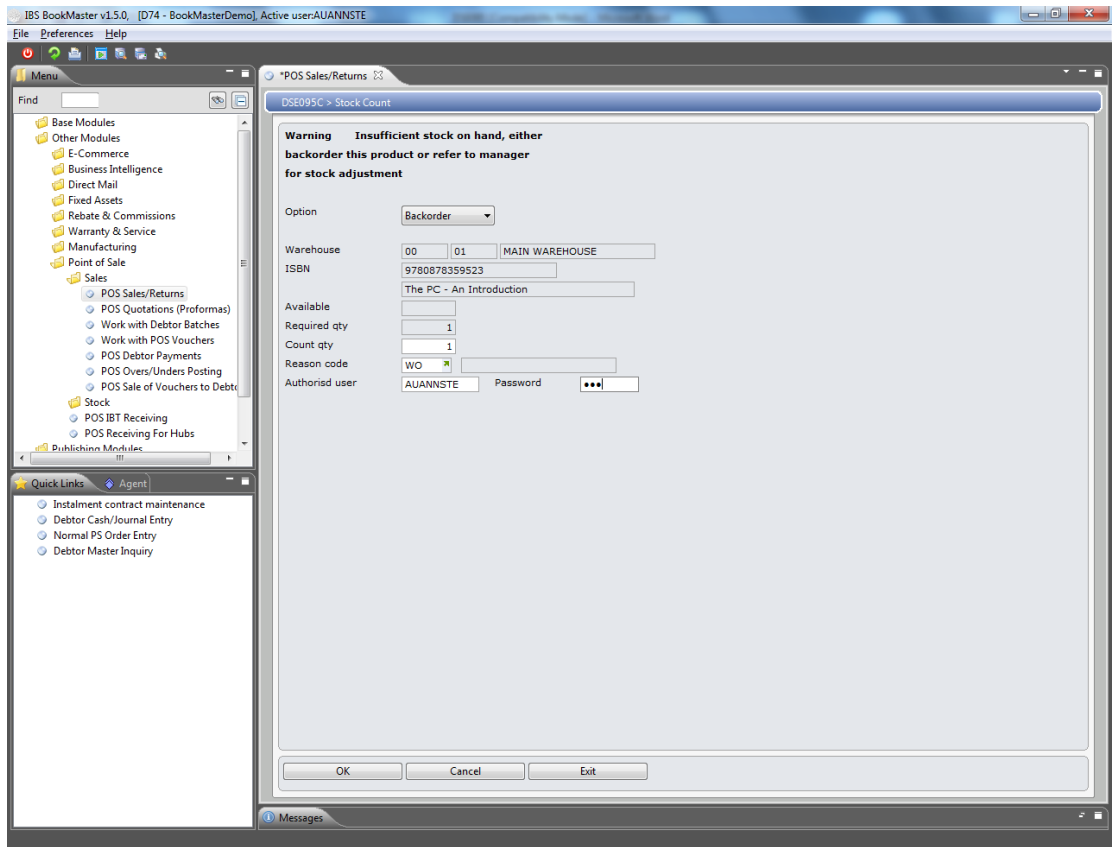
Refer ARE060A for the further details.

Example 4: Backorder Items

This example describes how to backorder items. Titles are backordered if there is insufficient stock. Titles can also be backordered if there is some stock in the computer but not sufficient to fill the order. In this case the customer can request the whole order line goes to backorder. For example a Customer orders 100 of the book Sydney Harbor. The computer is showing 2 in stock but the customer wants to wait till all 100 are in stock.

1. Repeat steps 1 and 2 as in [Example 1: Process a Sales Order](#)
2. Enter the item to be backordered and click **OK**.

DSE095C Stock Count Panel is displayed.



Relevant Fields

Option

Adjust Stock or Backorder to indicate whether to adjust the stock in the warehouse or place a backorder. In this example select Backorder.

Count qty

The quantity counted for stock to be adjusted.

Reason code

The reason code for the stock adjustment.

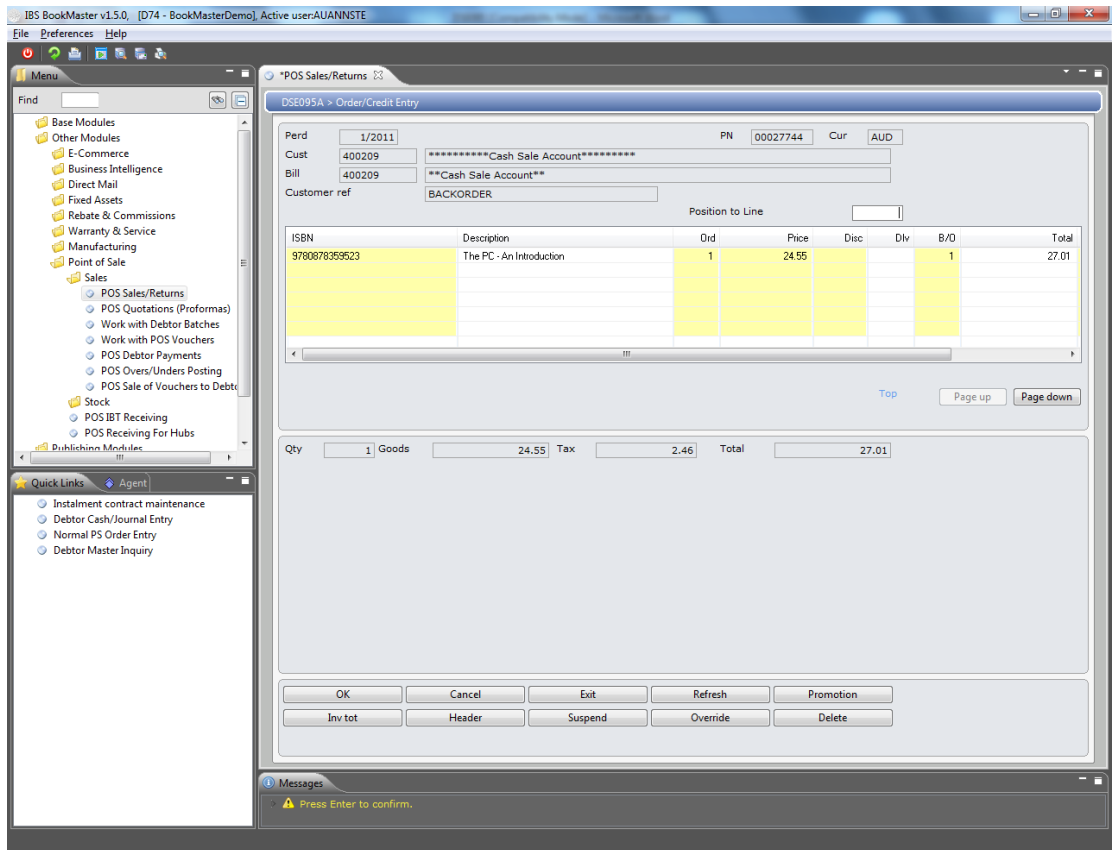
Authorised user

The user's ID authorizing the stock adjustment.

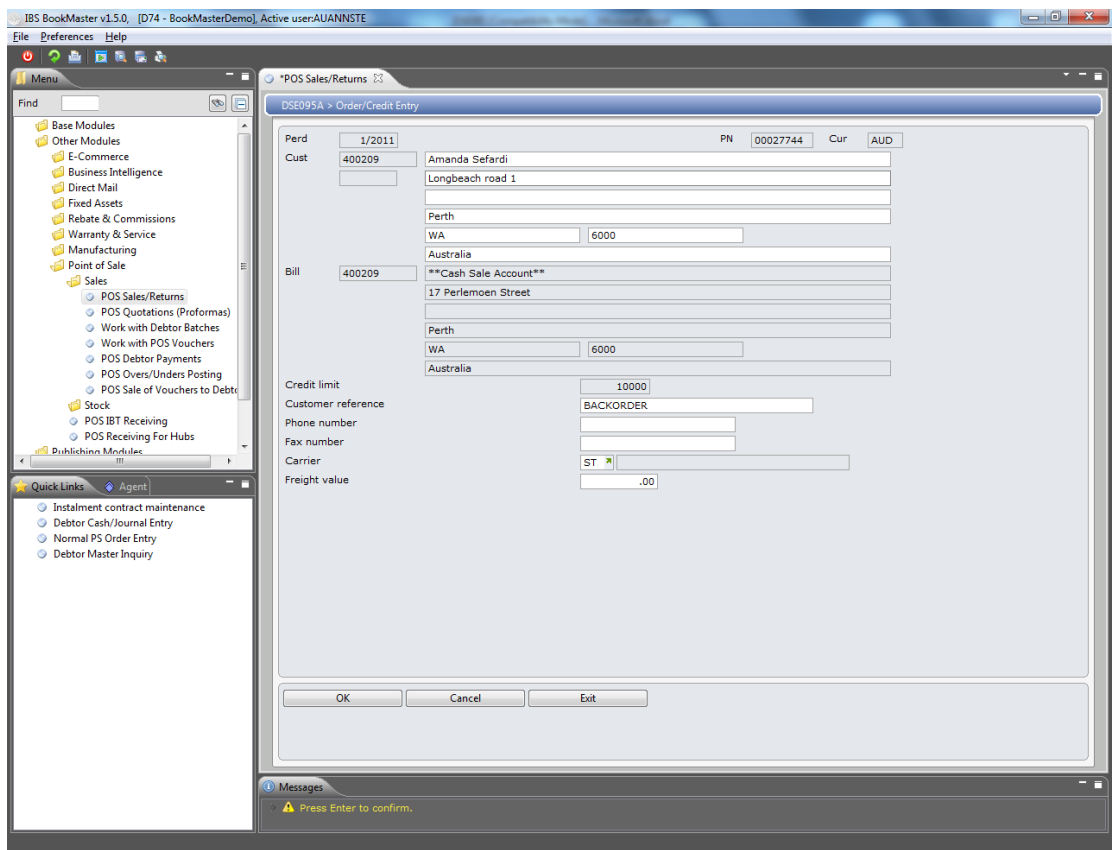
Password

The user's password who is adjusting the stock.

3. Select Backorder option and enter the authorised user and password and click **OK**
4. Click **OK** and the order is flagged as a backorder as shown below.



5. If an ISBN goes to backorder the following screen displays forcing the user to enter the delivery address, reference, phone/fax number, carrier and freight value.



Relevant Fields

Ship to	The ship to details. If the backorder is to be shipped to the store for pick up by the customer at the store then press <ENTER> and the store ship to details display but if the backorder is to be sent directly to the customer enter the customer's address details.
Phone number	A contact phone number for the customer ordering the backorder.
Fax number	A contact fax number for the customer ordering the backorder.
Carrier	The carrier delivering the backorder. This field defaults to Australia Post and can be overridden.
Freight value	The freight value being charged to deliver the backorder.

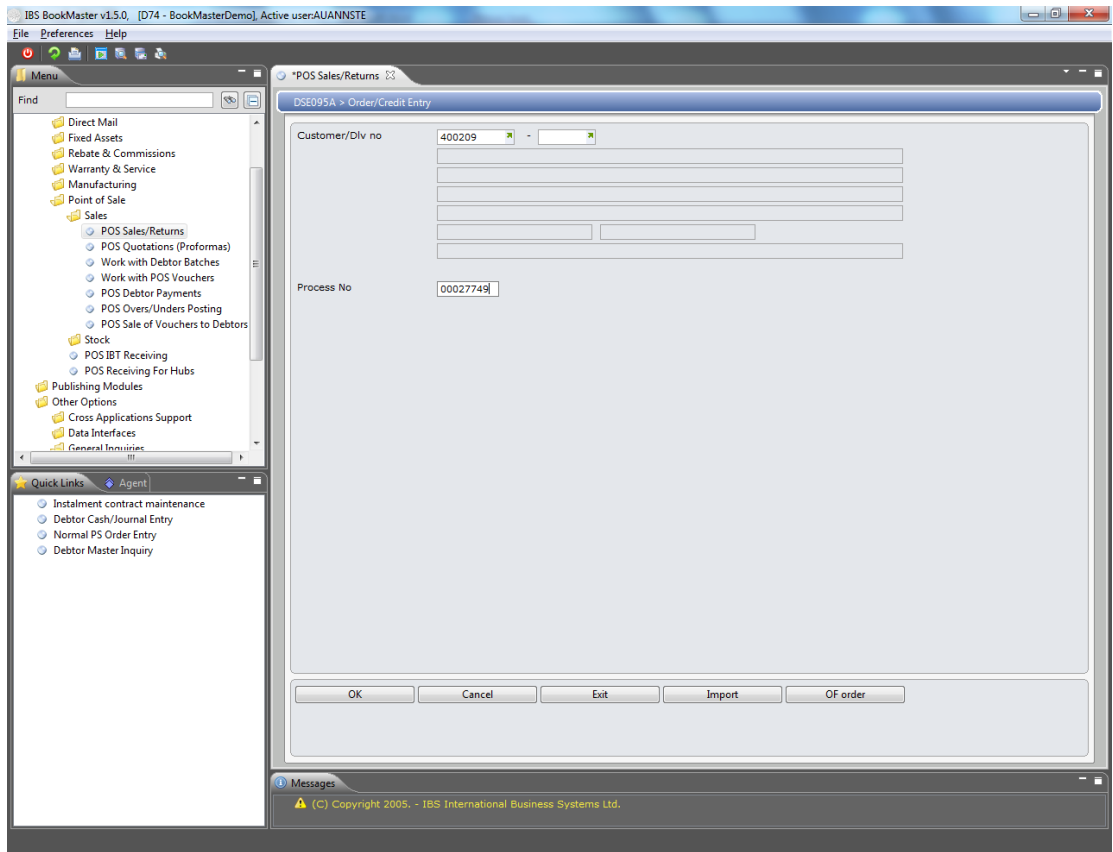
6. Key in required fields and click **OK**.
7. The backorder total displays including the freight charge. Enter the payment details to pay for the deposit for the backorder and click **Confirm**. The order is now complete and an invoice is automatically produced.

Note: Backorders can be set up to accept a minimum deposit amount as a percentage of the total value or to accept the full amount from the customer when placing the backorder.

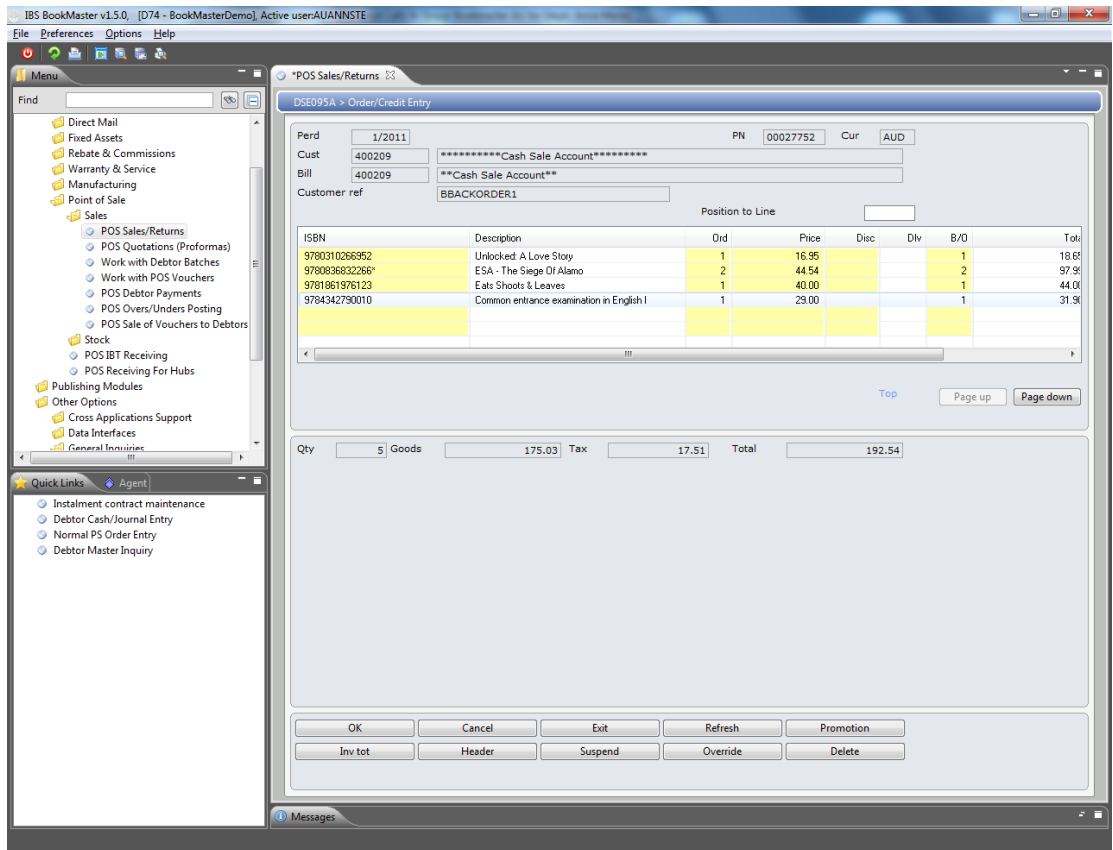
Example 5: Cancel a Backorder

This example describes how to cancel backorder items.

1. Repeat steps 1 as in [Example 1: Process a Sales Order](#)
DSE095A Order/Credit Entry panel is displayed.



2. Check the customer reference and click **OK**. Enter again.
DSE095A Order/Credit Entry panel is displayed.



3. Delete the order line by blanking out each field and click **OK**.
4. Repeat steps 6, 7 and 8 as in [Example 4: Backorder Items](#)

ARE060A Voucher Entry panel is displayed.

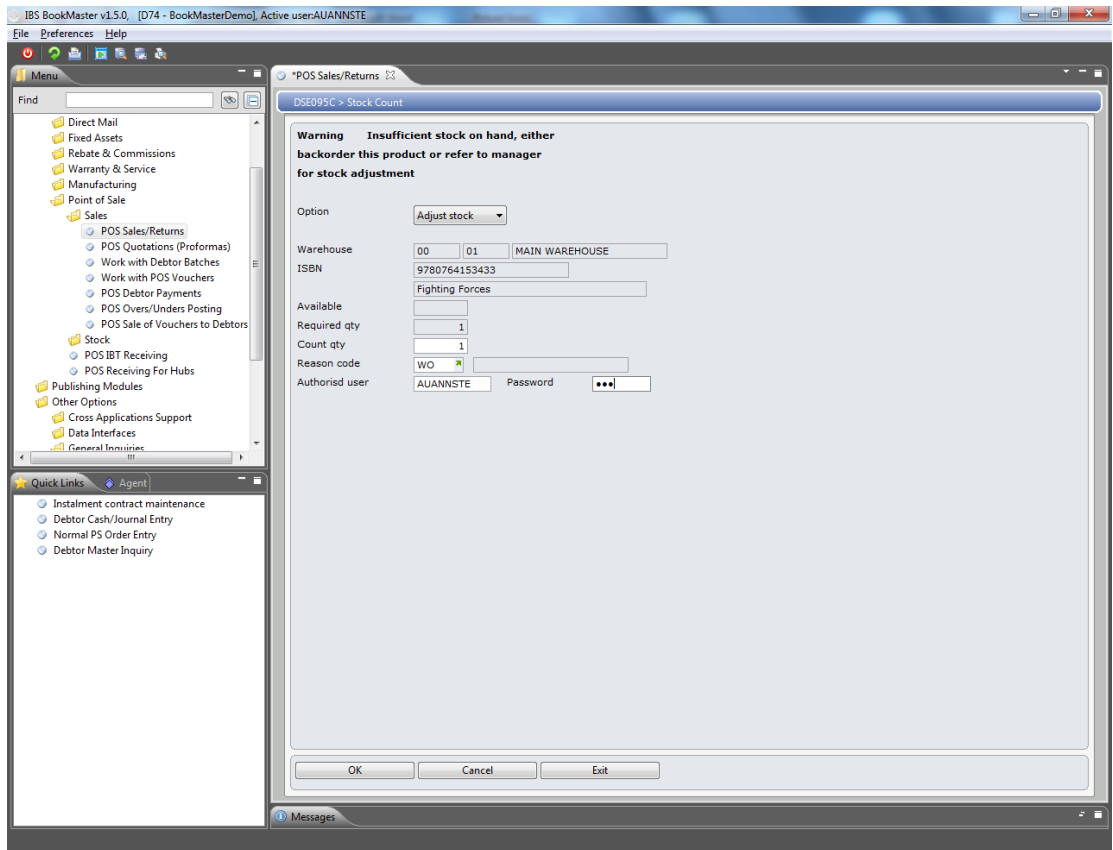
Refer ARE060A for the further details.

Example 6: Adjust Stock when Processing an Order

This example describes how to Adjust Stock when Processing an Order. Access must be assigned to users to be able to perform a stock adjustment. This form of stock adjustment should only be used if the customer is standing at the counter with the goods in their hand and the system is showing the discrepancy for this stock.

1. Repeat steps 1 and 2 as in [Example 1: Process a Sales Order](#)
2. Enter item and click **OK**.

DSE095C Stock Count Panel is displayed.



3. Select adjustment option and click **OK**.
4. Enter the payment details to pay for the order and click **Confirm** to confirm the order. The order is now complete and an invoice is automatically produced.

Example 7: Suspend a Sales Order

This example describes how to suspend a sales order.

1. Repeat steps 1 and 2 as in [Example 1: Process a Sales Order](#)
2. Enter item and quantity and click **Suspend**.

Order is suspended and can be later processed.

Example 8: Process a Suspended Sales Order

This example describes how to process a suspended sales order.

1. Repeat steps 1 as in [Example 1: Process a Sales Order](#)
2. Enter process number for the suspended order and click **OK**.
3. Repeat steps 4, 5 and 6 as in [Example 1: Process a Sales Order](#)

Suspended order is processed.

Example 9: Process a Quotation to Invoice

This example describes how to process a quotation to invoice.

1. Repeat steps 1 as in [Example 1: Process a Sales Order](#)
2. Click **Import**.

DSI911 Outstanding Order Search panel is displayed

3. Select the Quote to be invoiced and repeat same procedure of [Example 1: Process a Sales Order](#)

Example 10: Process an Order Form

This example describes how to process an order form.

1. Repeat steps 1 as in [Example 1: Process a Sales Order](#)
2. Click **OF Order**.

DSE658A Order Form Order Import panel is displayed

Refer DSE658A for the further details.

Example 11: Append Text for a Line Item

This example describes how to append text for a line item.

1. Repeat steps 1, 2 and 3 as in [Example 1: Process a Sales Order](#)
2. Select a record and click **Append text**.

DSE006 Line Item Text Maintenance panel is displayed

Refer DSE006 for the further details.

Example 12: Stock Inquiry for a Line Item

This example describes how to inquire on a line item.

1. Repeat steps 1, 2 and 3 as in [Example 1: Process a Sales Order](#)
2. Select a record and click **Stock inq**.

DSI020 Item Stock Inquiry panel is displayed

Refer DSI020 for the further details.

Example 13: Price and Availability Inquiry for a Line Item

This example describes how to inquire on price and availability inquiry.

1. Repeat steps 1, 2 and 3 as in [Example 1: Process a Sales Order](#)
2. Select a record and click **P&A Inquiry**.

DSI310 Price and Availability Inquiry panel is displayed

Refer DSI310 for the further details.

Example 14: Restriction Type Maintenance

This example describes how to maintain restriction type.

1. Repeat steps **1**, **2** and **3** as in [Example 1: Process a Sales Order](#)
2. Select a record and click **Restriction inq.**

DSM448B Restriction Type Maintenance panel is displayed

Refer DSM448B for the further details.

Example 15: Import promotional Packages

This example describes how to import promotional packages.

1. Repeat steps **1**, **2** and **3** as in [Example 1: Process a Sales Order](#)
2. Click **Promotion.**

DSW300 Promotion Package Selection panel is displayed

Refer DSW300 for the further details.

Example 16: Purchase Second Hand Title

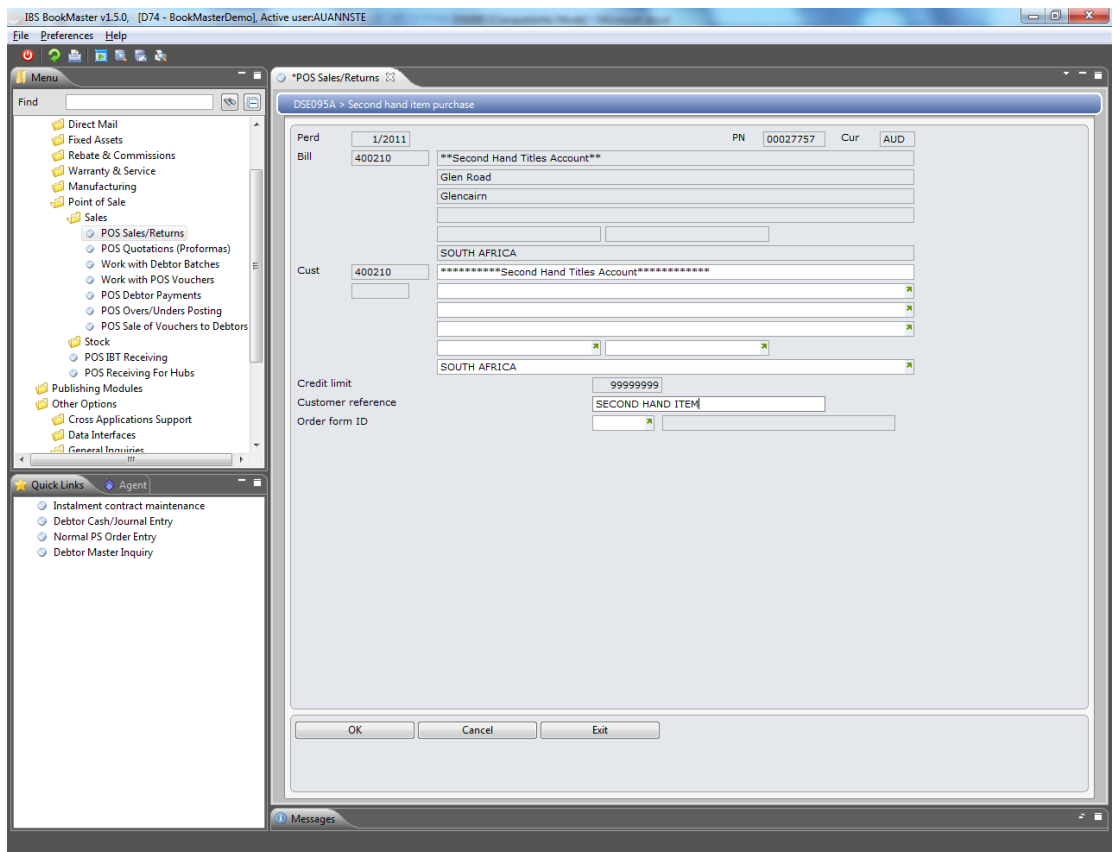
This example describes how to purchase second hand books.

1. Repeat steps **1** as in [Example 1: Process a Sales Order](#)
2. Key in the customer code for second hand purchase as defined in control file TMSDS/POS-SH and click **OK.**

DSE095A Second Hand Item Purchase header panel is displayed.

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

DSE095A Second Hand Item Purchase detail panel is displayed.



4. Enter the ISBN of the original ISBN. The system will prompt for a negative quantity. Key in the purchase quantity and click **OK**.

Note The system will automatically generate an ISBN based on the original ISBN and add an '*' at the end of an ISBN when the transaction is complete. TOS will default to the code set-up in control file TMSDS/POS-SH. POS will automatically calculate the value of the 'refund' to the customer based on the control file rules.

DSE095B Pending Order Review panel is displayed.

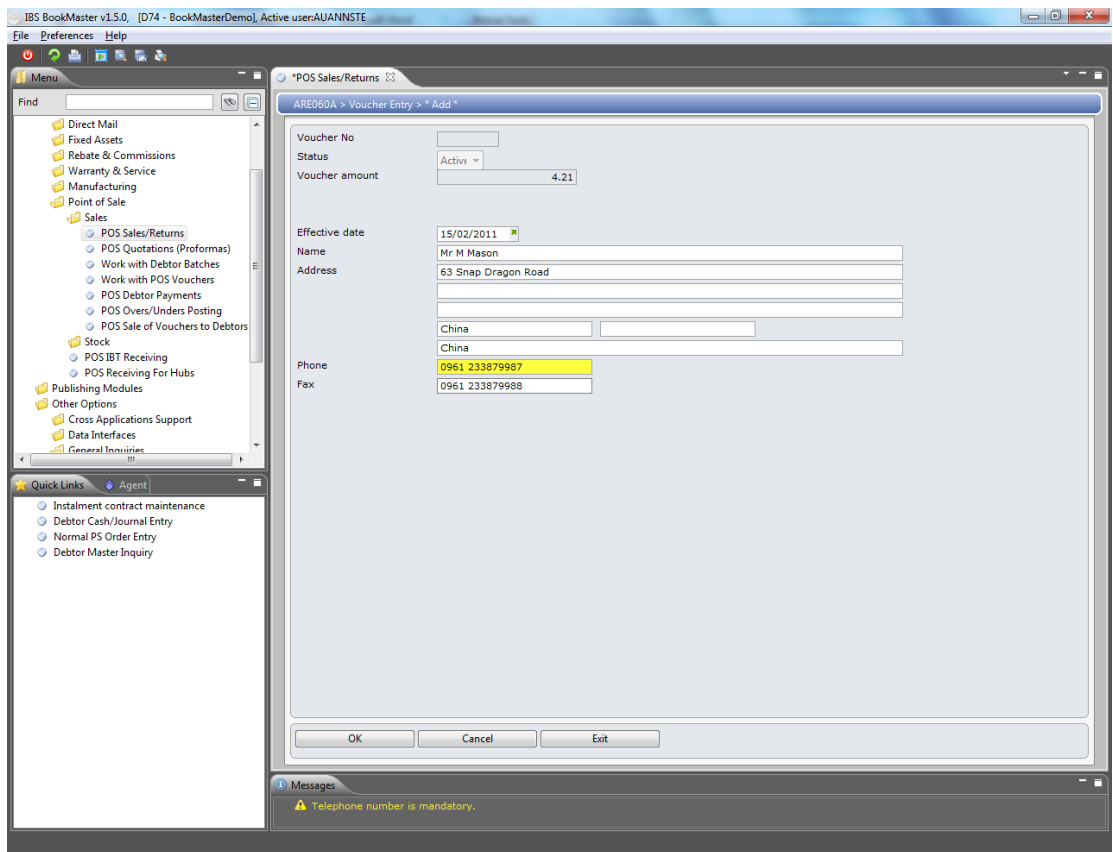
5. Enter the authorised user and password for pending check and click **OK**.

DSE131 Payment Entry panel for the refund is displayed.

6. Press F10 to refund via a voucher. There is no need to enter the tender amount.

Note If you wish to pay via cheque or cash then enter the tender amount and the method of refund. The tender amount should be negative for refund

ARE060 Voucher Entry panel displayed.



7. Capture the details for the voucher and click **OK**.

Note The system will generate the refund voucher, update the inventory and inventory costs. It will automatically print a new barcode sticker to be placed on the second hand title. The outgoing cash will update the daily POS balance.

Example 17: Sell Second Hand Title

This example describes how to sell second hand book.

1. Repeat steps **1**, **2** and **3** as in [Example 1: Process a Sales Order](#)
2. Enter the second hand title that is being sold.
3. Press F10 to confirm the transaction.

Note New and second hand titles can be processed in a single transaction. The second hand title will appear with an “*” at the end on the ISBN. Bookmaster will use the buy and sell percentages for the second hand titles and work out the selling price.