
DSR670 Lost Orders Report

Overview

The Lost Orders Report shows a reason code for titles being lost, together with summarized statistics by each Reason Code. In addition, the report shows Stock Availability information against each title as at the time of the lost sale.

Reasons for lost orders being created include:

- Lines on backorder that did not meet the cut off date

- Customer does not accept substitutes

- Customer backorder acceptance set to No

- Customer does not accept partial delivery by line

- Customer does not accept partial delivery by order

If a Title has been substituted by another and the customer does accept substitutes, the original Title ordered does not show on the Lost Order report.

Purpose

This panel allows you to:

- Print lost orders report

Explanation

The output on this report is determined by the following files and control files.

DSWHM00P – Warehouse File

DSWHD00P - Warehouse daily unsupplied lines

WHTRF00P – Warehouse Movement file

DSTRA00P – Distribution Header file

DSTRB00P – Distribution Detail file

XACTD00P – Detail Control File

1. Control file TMSDS/NS-REAS Non-Supply Reason Definition is linked with TMSDS/IM-IBOR Back Order reason Code, the Title Master File, Distribution Transaction file, the warehouse file and the warehouse movement file.

2. **For the stock Status** – Using the Title Code, Process Number, line number and sub line number determines if non-supply of stock status code (IBOR) exists in the control file TMSDS/REAS.

Where insufficient stock (short pick) determine if non-supply, this checks the logical warehouse with the physical warehouse, then using the warehouse movement transaction with the Warehouse Code, pick key and the ISBN checks if the selected

quantity is not equal to the requested quantity using the '1' in column 'PICK' in the control file.

3. Non- supply due to no stock on Hand availability

The warehouse daily unsupplied file is used to capture stock figures at end of day for all orders that are lost or backordered. It will hold, by control number, the item, quantity on hand, reserved quantities (eg. for putaway or held), and outstanding quantities (eg. on-order and on-board).

Calculate the stock on hand available and if it is less than zero checks for a '1' in the column 'SOH' in the control file.

4. Small orders – determine if non-supply of small orders. If there is a minimum value lost date stamp code MVL (from control file TMSDS/TR-DATE) type and if this exists check for a code '1' in column SMO in the control file.

5. If the reason is still not determined by any of the above conditions then the non supply is due to a location problem.(Example, discrepancy, stocktake, location is held.). Checks for a '1' in the 'LOC' column in the control file.

6.Substitute – Determines if non-supply due to a substitute item. If the Substitute Item allow flag is equal to 'N' on the sales order then check for a '1' in the 'SUB' column in the control file.

7. Back Order Acceptance – Determines if non-supply is due to the customers back order acceptance flag equalling to 'N' on the sales order then check for a '1' in the BOA column in the control file.

8.Partial Delivery – Determines if non-supply is due to the customer not allowing partial delivery by line on the sales order. If flag is equal to 'N' checks for a '1' in the 'PDL' flag in the control file.

Follow up

Printouts

This is printout program.

Selection of the following is required:

- The report is selected for either a range of document dates (From/To document date) or monthly (by period) for MTD, with a choice of sequence either by:
ISBN, Customer or Reason/ISBN
- Order Type Selection (Lost orders or All orders)
- A particular item classification can also be selected by specifying the IC type and code in this screen.
- The report can print at Summary Level or in Detail. If the 'summary' box is selected, then the report includes details about both the release date and the stock status else

only the release date details are displayed. Else it will only be a release date that will be included in the report. Each Report Format prints a summary breakdown by Reason Code.

Further optional selection range is available by

- Company
- Branch
- Warehouse
- Lost reason
- Customer type
- Code

The screenshot displays the IBS BookMaster v1.5.3 application window. The title bar indicates the dispatcher name as BOOKMASTERDEV74 and the active user as AUKEPAD. The interface includes a menu bar (File, Preferences, Help) and a toolbar. On the left, a 'Menu' pane lists various report categories like Customer Inquiries, Document Inquiries, and Sales Analysis. Below this is a 'Quick Links' section. The main area is titled 'Lost Orders Analysis Report' and contains several input fields and dropdown menus. The 'From/To Document date' field is set to '1/2011'. The 'Order type selection' is set to 'Lost orders', 'Sequence by' is 'ISBN', and 'Summary' is 'No'. A '<Selection Range>' section allows for filtering by Company, Branch, Warehouse, Lost reason, Customer type, and code. At the bottom, there are 'OK', 'Cancel', and 'Exit' buttons. A status bar at the very bottom shows the copyright notice: (C) Copyright 2005. - IBS International Business Systems Ltd.

Click **OK**.

Lost order report gets generated.

This report displays following information

- Item
- Description
- Customer
- Process number
- Customer reference
- Release date
- Stock status
- Lost reason
- Order quantity
- Lost quantity
- Backorder quantity
- Unit price
- Discount%
- Amount
- Stock On Hand quantity
- Stock On Hand amount
- On order quantity
- On board quantity
- ETA date
- This report also includes the summary information for lines, units and values.

Reason		*--Without Backorders--*			*---With Backorders---		
Code	Title	Lines	Units	Value	Lines	Units	Value
NAL	NOT IN AN ACTIVE LOCATION	11	29	.00	0	0	.00
NAP	NOT ABLE TO BE PICKED	10	48	56.36	0	0	.00
*** End of Report ***							