

Sage 200 Accounts v2009 is supplied with a new help system. The new help system is complemented by a comprehensive search facility across all of the accounting modules.

We have provided this *Sage 200 v5.1 Sales Order Processing PDF* for your reference only. All of this information and all new features are described in the help system.

Sales Order Processing new features	v2009 help topic
Enable card processing	Order entry
Payments with orders	<ul style="list-style-type: none"> Create sales orders Create a new order (full order entry) Enter the payment with order details Confirm the order Create a trade counter order Amend orders Amend order details Confirm the order Cancel orders Post invoices Create sales returns Post credit notes
Back to back sales orders	<ul style="list-style-type: none"> Processing back to back sales orders Create a back to back sales order Create purchase orders from back to back sales orders
Works orders linking	<ul style="list-style-type: none"> Order entry Add goods and services to the order (standard items)



Sales Order Processing Guide

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1

Welcome

Welcome to the Sage 200 Sales Order Processing module and to the *Sage 200 Sales Order Processing User Guide*.

Sage 200 is a .Net accounting system which offers a complete solution to meet your business needs.

The Sales Order Processing module is one of four modules within the Sage 200 Commercial Suite.

There are also four Financials modules, a Bill of Materials module and an Accounting System Manager module. Each module has its own User Guide. The Price Book module is described within the Sales Order Processing documentation.

In this chapter:

Using this guide

System overview

System integration

Chapter summary

Using this Documentation

The Sage 200 Help system and User Guide provides information on how to use the Sales Order Processing module. You can access the Help System for each module from the Sage 200 menu bar. You can also press the F1 function key on your keyboard to display help topics for the screen you are currently working in.

We hope you will find the documentation comprehensive. If you want to email us with your comments, please email the Sage 200 Documentation Team at SageTechnicalAuthors@sage.com and mark the subject line as 'Sage 200 v5'.

Process-oriented approach

This User Guide describes processes you will go through when setting up your Sales Order Processing module, defining price groups, discount structures, discount percentages, order quantities, and how orders will be processed by the system.

Where the processes comprise of more than one activity, a snapshot of activities is provided in the coloured side panel on the first page of all chapters. Where it does not, a snapshot of the topics included in the chapter is provided.

Conventions

- References to other sections in this User Guide, or to other guides are given in *italics*.
- References to on-screen items are enclosed in single quotation marks. For example, on the 'Contacts' tab click 'Save'.
- Navigation to a window is illustrated by the name(s) you need to choose separated by a symbol >. For example, Choose Enquiries > View Item Balances, means choose the Enquiries option and then the View Item Balances option.
- Where there are prerequisites to performing activities, these are indicated graphically using the ✓ symbol so you can easily identify them.
For detailed information on the operation of Sage 200 see the *Sage 200 Operations* documentation.

Sage 200 Sales Order Processing

This module is designed to help you manage the sales order process, from generating sales orders through to producing sales invoices. By doing so, you can track orders and analyse customer trends. The module also provides the means of managing returns.

Sales Order Processing brings together your customer information and the goods/services you supply. These goods and services are then priced according to the selling prices and discounts set within the Price Book module.

Sage 200 supports the traceability of goods not only within the sales order process but also the purchase order process through the application of batch and serial numbers. The Stock Control module is used to enable batch and serial numbered items and governs the behaviour of these stock items within the system. For more information see your *Sage 200 Stock Control* documentation.

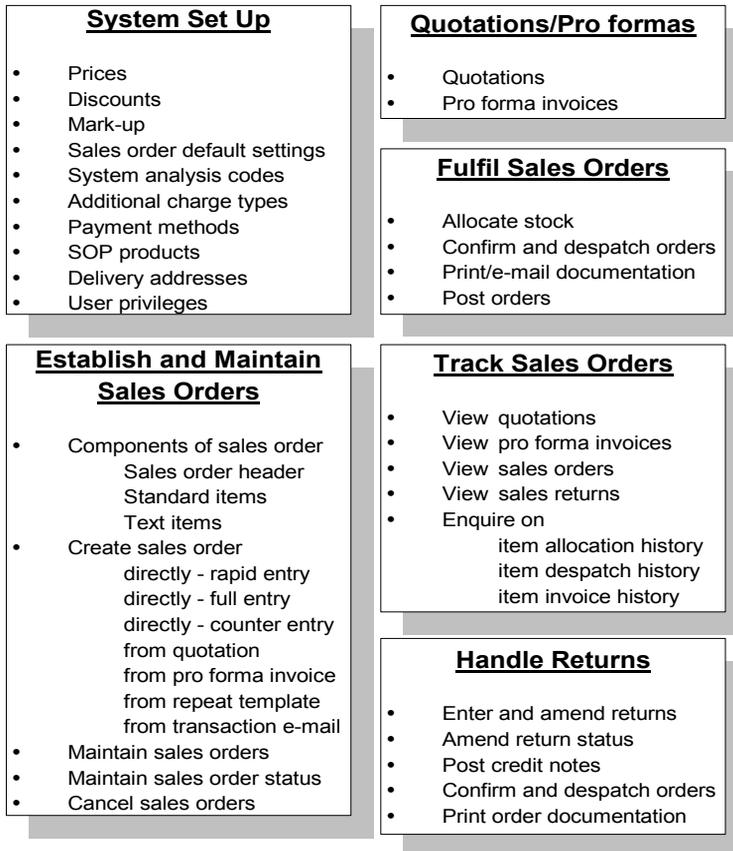
Using the Sales Order Processing and the Price Book modules, you can:

- Manage the pricing of your goods and/or services. This covers selling prices and discounts.
- Record sales orders using several order entry methods, either full, rapid or trade counter. These methods accommodate the different circumstances encountered when dealing with customers. Repeat orders can be efficiently generated using templates that store details of orders regularly placed by customers.
- Generate and maintain the various documents needed to process sales. This covers documents intended for customers such as sales orders, order acknowledgements, despatch notes and invoices and proforma invoices. It also includes a picking list intended for internal use.
- With the support of Transaction e-Mail you can receive orders and send sales invoices to your customers using e-mail.
- Generate and maintain quotations, which if acceptable to a customer can be converted to sales orders.
- Allocate stock. This can be done automatically by the system or you can control the allocation of stock manually.

The Sales Order Processing module can deal with multiple currencies. This function is detailed within this guide, in the procedures where multiple currencies can be used.

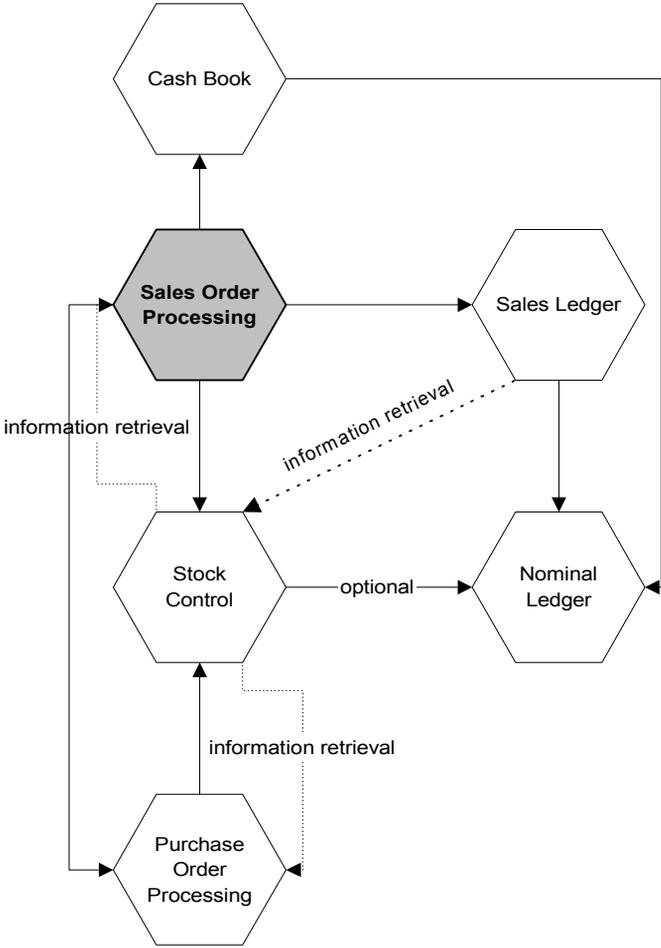
Note: Sales Order Processing may be supplied just with the Financials modules, Purchase Ledger, Sales Ledger, Nominal Ledger and Cash Book. With this combination, orders can only be created using full order entry by applying free text and sales order items. See *Create a new order (full order entry) on page 207*. However such items are not subject to prices and discounts recorded in the Price Book module. See *Goods, services and charges on page 15*.

The following illustrates the processing areas of the Sales Order Processing module.



System Integration

Sage 200 Sales Order Processing is designed to integrate with other Sage 200 modules in the following way.



Integrate with	Integrate how
Stock Control	Notifies the level of available stock. Accepts allocation requirements needed to satisfy sales orders.
Nominal Ledger	To post cost of sales for your profit and loss figures. This includes the costs of the raw materials and the salaries of the staff turning those raw materials into sellable goods.
Purchase Order Processing	Raises purchase orders to meet shortfalls of stock items on sales orders.
Sales Ledger	Access customer records to match orders to customer base. Use Sales Ledger analysis codes to perform analysis within Sales Order Processing.
Cash Book	Captures monetary values generated when posting invoices for those sales orders with payments.

Benefits of integration

The main benefit of using an integrated system is that you only need to enter information once, in one module, and it is used in the relevant areas.

Sage 200 automatically handles common data, ensuring the appropriate information is directed to the relevant modules. This saves time and reduces the risk of error by removing the need to re-enter information.

Control of sales order processing records

You can control your sales order processing records through the definition and application of settings at three levels within Sage 200: global, module and order.

Global level settings defined using the Accounting System Manager and Nominal Ledger can be applied to all modules throughout Sage 200. Settings at module level, for example the Sales Ledger or the Sales Order Processing module affect sales orders. You can override module level settings at the sales order level.

Documentation Summary

The following section provides a summary of the information in this guide. Appendices hold detailed examples and other technical information.

Determine Your Sales Order Processing Needs

Introduces what is involved in sales ordering, and describes issues you should consider before attempting to set up and use Sales Order Processing.

See *Determine Your Sales Order Processing Needs* on page 11.

Set Up Sales Order Processing

The setup process requires you to select the system settings that customise the Sales Order Processing module to meet your company's needs.

See *Set Up Sales Order Processing* on page 27.

Set Up Sales Order Options

Explains the options that can be employed to support the sales order process. Instructions on how to setup these options is provided. The options are: sales order product items, analysis codes, delivery addresses, additional charge types, payment methods and user permissions.

See *Set Up Sales Order Options* on page 55.

Manage Pricing

Describes how to set up your pricing structure, incorporating selling prices, discounts and surcharges. The development of an accurate and complete pricing structure enables the efficient generation of sales orders and quotations.

See *Manage Pricing* on page 131.

Use Quotations

Many businesses submit quotations in the hope of attracting new business. This process describes how to create and maintain quotations which can be used to generate sales orders.

See *Use Quotations* on page 143.

Use Pro Forma Invoices

Pro forma invoices are used when you want to issue an invoice to the customer before despatch. For example, where you want to send an interim invoice with goods to an overseas customer or where you require a customer to pay before goods are despatched. For example, you would use a pro forma invoice if a new customer ordered a for a large value order. This pro forma invoice can be converted into sales orders if the customer becomes a regular customer.

This process describes how to create and maintain pro forma invoices. These can be used to generate sales orders.

See *Use Pro Forma Invoices on page 175*.

Establish and Maintain Sales Orders

Explains how you will build and maintain accurate order records for your customer accounts. This covers entering new sales orders (in a variety of ways) and confirming the sales orders, amending existing sales orders and cancelling sales orders. It includes how to view and maintain the sales order status and how to manage repeat orders.

See *Establish and Maintain Sales Orders on page 201*.

Process Sales Orders

Describes how to process your sales orders: allocate stock, despatch, confirm and amend despatches, and post invoices.

See *Process Sales Orders on page 257*.

Handle Sales Returns

Sometimes orders are cancelled and you need to record the fact that the customer no longer wants to buy some or all of the goods, or services supplied. This could be the result of damage to goods in transit, incorrect shipment, over-shipment, or provision of the wrong services.

This process describes how to enter and maintain returns information and also how to confirm receipts, print and post credit notes on the Sales Order Processing system.

See *Handle Sales Returns on page 299*.

Monitor Sales Orders and Returns

Describes the various ways you can find and analyse sales information. This includes screen enquiries and the preparation of sales order reports.

See *Monitor Sales Orders and Returns* on page 333.

Periodic Maintenance Activities

This process covers the housekeeping activities needed to maintain your sales order transaction records.

See *Periodic Maintenance Activities* on page 359.

2

Determine Your Sales Order Processing Needs

Introduces what is involved in sales ordering, and describes issues you should consider before attempting to set up and use Sales Order Processing.

In this chapter:

The order life cycle

The sales order

Supporting options:

Analysis codes

Sales order items

Additional charges

Customer delivery addresses

Payment methods

User permissions

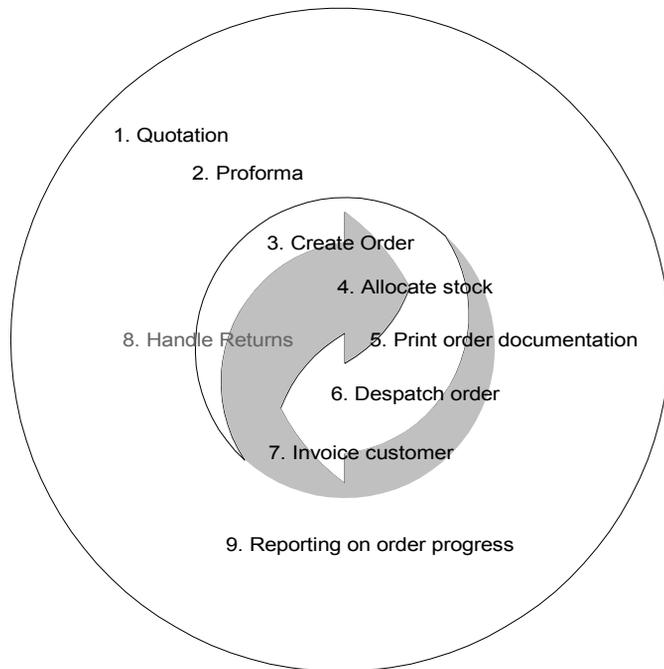
Pricing

Sales Profit

Understand the Life Cycle of an Order

Customer orders are central to your business as a supplier. These are contractual agreements between you, the supplier, and the customer. They define the terms (prices, quantities and times) by which you will deliver products or provide services.

Strong order management allows you to maintain order visibility throughout the life cycle of an order, from demand creation to supply fulfilment. Orders may be set up individually, or as a repeat requirement for a customer so that it is produced automatically in Sage 200 on a regular basis.



1. An order may begin life as a quotation. You can track and maintain quotations and upgrade these to genuine orders. For more information see *Use Quotations on page 143*.

2. Where a customer requires a quotation to look like an invoice or if you require the customer to make payment before goods are despatched use the pro forma invoice. Pro forma invoice customers may become regular customers and you can upgrade the pro forma invoices to orders if this happens. For more information see *Use Pro Forma Invoices on page 175*.
3. Orders may be taken and created online in a number of ways:
 - 'Trade counter', which is simple order entry usually associated with over the counter sales.
 - 'Rapid order entry', where agreed orders (sales recorded on an order pad), are quickly keyed into the system.
 - 'Full order entry', for more complicated orders when you want to include additional details, such as a discount.

Other methods include converting quotations and pro formas to create orders. With the support of Transaction e-Mail you can receive customer orders and convert them to sales orders. For more information see *Establish and Maintain Sales Orders on page 201*.

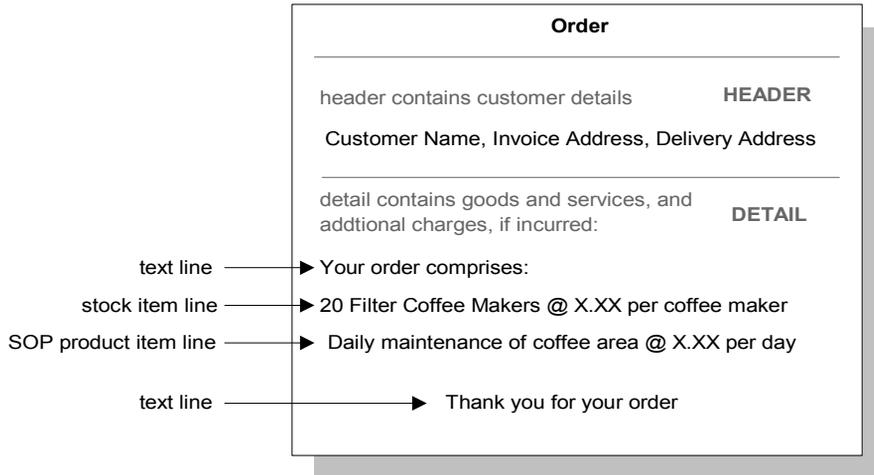
4. Stock can be allocated during the order lifecycle. This 'reserves' the stock held on your system, so that you can keep track of the stock levels. Once order despatch takes place (in step 6), these 'reserved' stock items are removed from the system. For more information see *Set Up Sales Order Processing on page 27*.
5. Printing order documentation, such as picking lists, order acknowledgements and invoices, is part of the order lifecycle. Whether you choose to allow printing of these is dependent upon the settings in your system. For more information see *Set Up Sales Order Processing on page 27*. With the support of Transaction e-Mail you can generate electronic invoices and send them to your customers via e-mail.
6. Order despatch may take place immediately as in over the counter sales, or it may need to wait on stock allocation. For more information see *Process Sales Orders on page 257*.
7. Invoices are generated to send to your customers and the invoice values are then available for posting to other modules within Sage 200 such as customers records in the Sales Ledger. If payments have been received at the point of sale, as in over the counter sales, then the payment values are posted at the same time. For more information see *Process Sales Orders on page 257*.
8. Sometimes orders are returned, and dealing with returns is another stage in the order life cycle. For more information see *Handle Sales Returns on page 299*.

9. Keeping a record of your sales order processing system is important at all stages of the order life cycle. For more information see *Monitor Sales Orders and Returns on page 333*.

Depending on how you set up your system you might not have to complete all of the stages. For example, a quotation might never progress to a sales order. You might not need to print picking lists. You might not want order acknowledgement documentation. You might receive payment with the order (most often the case in trade counter sales).

The Sales Order

Sales orders are created using customer details and the goods and services you supply held on your Sage 200 system.



Customer details

Customer details are managed in the 'Header' section of the sales order. These details cover, the customer's name, invoice and delivery address. You can change the details in the invoice header using Sage Report Designer. For more information see your *Sage Report Designer User's Guide*.

During order entry the system calls on and displays the invoice address stored for the customer. This address is specified in the customer's record held in the Sales Ledger. Often the customer's invoice and delivery address are the same. When they are not, and the goods are to be delivered to a different address, additional delivery addresses for the customer can be included on the order. For more information see *Maintain Customer Delivery Addresses on page 70*.

Goods, services and charges

The 'Detail' section of the sales order comprises lines. These lines itemise the goods and services offered, including any additional charges incurred and are categorised by order line type. The order line types cover:

Standard item	<p>Standard items include several product types which are managed in the Stock Control module. These cover stock, miscellaneous and labour/service. Each product type has specific characteristics that determine how they are managed in the system. For more information about product types see your <i>Sage 200 Stock Control</i> documentation.</p> <p>Standard items also include sales order items which are managed in the Sales Order Processing system. Sales order items can be used for both physical and intangible stock items where a low level of control and analysis is required. These items are not included in the stock valuation reports and are not subject to quantity checks. They can be despatched and discounted if required. They cannot be ordered using the Purchase Order Processing system. Records for these items are created and maintained in Sales Order Processing and as such are controlled by your sales personnel.</p> <p>A standard item is selected using a code and the item's information such as price and discount is displayed. The quantity required is entered and, depending on your system settings it may be possible to amend some of the information that is displayed for the item.</p>
Free text item	<p>There are no stored item records for free text items and as such they provide the least control. Never-the-less, a free text item can be processed in the same way as other 'standard items'. Free text items can be used for anything that requires value information assigned that is not covered by a standard item. These can also be used to add descriptive text to an order.</p>
Additional charges	<p>Charges are often added to an order to cover costs such as delivery or warranty. These costs are managed as additional charges. Each additional charge has its own record detailing its tax rate, value and nominal account for revenue postings. During order entry the appropriate charge is applied to the order by selecting the charge from the list of established charges.</p>
Comment lines	<p>These provide a means of adding information to an order. The comment is generally printed on the order documentation. However you can prevent the information from appearing on your printed orders, if you want to keep the information private.</p>

Options to Support the Order Life Cycle

There are many settings you can switch on or off to change the way the system works. The settings that govern documentation numbering and printing, order entry and processing are described in the setup process, see *Set Up Sales Order Processing on page 27*. In addition to the system settings, the following options can be used to support the order process where required.

Analysis codes

Analysis codes are routinely applied to sales orders. They are small pieces of text that provide additional detail to a sales order to indicate information such as, the sales person, the dealer or the region.

You can use analysis codes to mark orders obtained by sales staff (for calculating commission), or to group orders to be despatched by a particular method (in a specific van or using a specific delivery route).

During order entry, up to six analysis codes can be applied to a sales order. You must know the codes that you want to apply. The correct application of these codes during order entry maximises the speed, consistency and usability of sales management reports.

The codes can come from:

- The customer account in the Sales Ledger.

Up to three analysis codes may be assigned to a customer account, therefore you may use up to three analysis codes from a customer account as part of the six analysis codes during sales order entry. The analysis codes in the Sales Ledger are set up and managed in Accounting System Manager.

- The analysis codes set up in the Sales Order Processing module.

Any number of analysis codes can be set up in the Sales Order Processing module for use during sales order entry, therefore you may use as many as six of these codes during sales order entry (depending on the number of analysis codes you use from the customer account in the Sales Ledger). For more information on setting up analysis codes in the Sales Order Processing module see *Maintain System Analysis Settings on page 57*.

Note: The Accounting System Manager does not manage analysis codes which are set up in the Sales Order Processing module.

Sales order items

Sales order items are a simple type of stock item record. They are created and maintained in the Sales Order Processing module. There is no concept of stock quantity or stock level control associated with these items and it is not possible to allocate these items.

Sales order items are unique to Sales Order Processing. They are not recognised in Stock Control or Purchase Order Processing.

To establish and maintain sales order items see *Maintain Sales Order Items on page 61*.

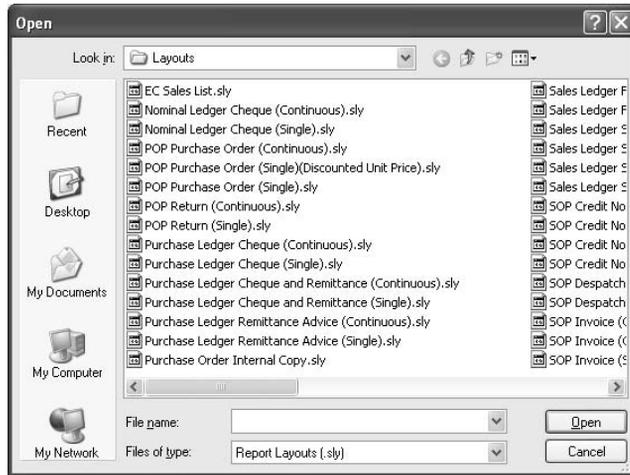
Maintain Invoice Layouts

Use the 'Maintain Invoice Layouts' window to create a list of invoice layouts you can select from when applying layouts to customer accounts or overriding invoice layouts when you email or print them. The window only allows you to add SOP invoice layouts to the list. You can also use this window to remove layouts.

To add a layout

- From SOP Maintenance > Maintain Invoice Layouts.
- Click 'Add'.

The 'Open' window appears, open at the Sage > Layouts folder. If this is not the folder your layouts are stored in, for example, you have customised them and stored them elsewhere - please browse to the appropriate location.



- Select the layout you require and click 'Open'. The invoice layout appears on the 'Maintain Invoice Layouts' list.

Note: If you add a layout to the Maintain Layouts window, that is not present on the File > Choose Layouts list, they system will add it.

For more information about adding the layout to a customer account, please refer to your *Sales Ledger* documentation. For information about overriding layouts when printing, please see *Print/e-mail sales invoices on page 287*.

Maintain Credit Note Layouts

Use the 'Maintain Credit Note Layouts' window to create a list of credit note layouts you can select from when applying layouts to customer accounts or overriding invoice layouts when you email or print them. The window only allows you to add SOP invoice layouts to the list. You can also use this window to remove layouts.

To add a layout

- From SOP Maintenance > Maintain Credit Note Layouts.
- Click 'Add'.

The 'Open' window appears, open at the Sage > Layouts folder. If this is not the folder your layouts are stored in, for example, you have customised them and stored them elsewhere - please browse to the appropriate location.

- Select the layout you require and click 'Open'. The invoice layout appears on the 'Maintain Credit Note Layouts' list.

Note: If you add a layout to the Maintain Layouts window, that is not present on the File > Choose Layouts list, the system will add it.

Additional charges

Orders can incur additional charges, such as carriage and insurance. To speed up the process of creating orders and to ensure consistency of use when applying such charges, a list of additional charges can be maintained.

To establish and maintain additional charges see *Maintain Charge Types on page 66*.

Customer delivery addresses

A customer's invoice address can also be used as the delivery address. To deliver goods to a customer at an alternative address you can store and maintain delivery addresses.

There is no limit to the number of delivery addresses you can store for a customer. You can create a new delivery address for the customer during order entry and you can override the customer's default delivery address during order entry.

To establish and maintain customer delivery addresses see *Maintain Customer Delivery Addresses on page 70*.

Payment methods

If you intend to accept and record payment during order processing you must establish payment methods. Payments can be recorded with an order during trade and full order entry.

Payment methods capture the type of payment made at the point of sale. A range of payment types can be set up such as cash, delta or visa, thereby providing a consistent means of applying payment types to orders.

During order entry the payment method is selected and the payment value is recorded. You can then view the information and use it to reconcile the value to sales devices and cash registers. For more information see *View payment method values on page 349*.

Note: Payment methods work in base currency only, you cannot enter a foreign currency payment during order entry.

User permissions

User permissions provide a means to ensure the specialised areas of your sales order processing system are only available to specific users.

This covers the ability to override prices and discounts during order entry, the ability to override the default fulfilment method and the facility to override the confirmation method. It also includes the ability to override a credit hold for a customer that has exceeded their credit limit. For more information see *Manage User Permissions on page 79*.

You need to decide which parts of the sales order processing system you want to protect from general access and use. Before you do this you need to know which of your users will be performing specific tasks and then set up the permissions accordingly.

Pricing

You can set up your customer and item prices to reflect the relationships you have with your customers to support bulk buying, top customers, or fast payment. Before you do this you need to know, for example, what sort of incentives you want to offer and what you can offer for an item, for groups of items, or for a particular customer or groups of customers. You may want to vary prices between customers, give dispensation to regular customers who are quick to pay or offer discounts for bulk purchases.

Depending on whether you are using Sage 200 to generate a price for a customer, or whether you agree a price with a customer and then enter the agreed price along with the order, you can set up and maintain mechanisms to give you full flexibility and control. There are two parts to this: prices, and either discounts or surcharges. These are only brought together when the order is placed. They are maintained separately.

Each stock item has a standard price but it can have a number of additional prices for use by different groups of customers. To facilitate this, price bands are established. To receive a custom price for an item, customers must be linked to the appropriate price band. Any customer not linked in this way to a price band will be billed the standard price for each item.

You can discount goods and services according to customers, quantities sold and order value. This is achieved using single item discounts, product group discounts, and order value discounts. To facilitate discounting, discount bands are set up. Customers, product groups or items are applied to these discount bands. To receive discount on a single item, customers must be defined in the customer discount group for the item. They follow the rules used for discounts. Order value discounts are applied once the total value of an order is known and this will include any single item or product group discounts awarded on the way. Surcharges are the opposite of discounts and apply to product groups and items.

You have a number of choices when you set up prices. You must consider the following types of question before you begin setting up your prices and discount structures:

- Do you have one price or various prices for various items?
- Do you offer discounts on individual items to selected customers, or discounts on individual items based on the number of items purchased?
- Do you offer discounts on all items in a product group?
- Do you offer discounts based on the overall order price?

For more information on pricing and discount strategies see *Manage Pricing on page 83*.

Sales Profit

Sales profit can be viewed while preparing a quotation, pro forma invoice or sales order (full order entry only). Once all of the order line details have been entered on a order item line, the Profit button shows the estimated and realised profit for that order line.

SOP - Profit Analysis

Profit analysis

Estimated unit cost:

Estimated profit %:

Estimated profit £:

Realised unit cost:

Realised quantity:

Realised profit %:

Realised profit £:

The Sales Order Profit Analysis window also shows both realised and estimated profit values for orders. The estimated profits are shown for quotations, repeat templates and pro forma invoices.

SOP - Sales Order Profit Analysis for 0000000345

Total profit for order

Estimated profit value: £ Realised profit value: £

Estimated profit %: Realised profit %:

(profit values do not take order or settlement discounts into account and are calculated on net values)

Stock item order lines

Item Code	Description	Line Quantity	Estimated Profit Value	Estimated Profit %	Realised Quantity	Realised Profit Value	Realised Profit %
ACS/BLENDER	Professional Blender 5 Speed	2.00000	91,74862	21.78002	0.00000	0.00000	0.00000
Totals			91,74862		0.00000	0.00000	

Other order lines

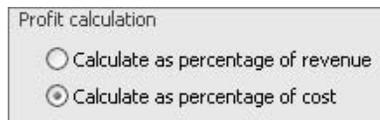
Item Code	Description	Quantity	Estimated Profit Value	Estimated Profit %	Realised Quantity	Realised Profit Value	Realised Profit %
No items to display							
Totals							

This profit is affected by altering the unit price of a stock item. The user can override the unit price of a stock item on a standard item line in SOP, providing that the 'Override Cost Price' option has been set in the User Permissions window. For more information about setting up your Sage 200 user permissions, see *Manage User Permissions on page 79*.

The settings in the Stock Control module affect how profitability is calculated. It is either:

- (revenue - cost) divided by revenue, or
- (revenue - cost) divided by cost.

Use the Maintain Stock Control Settings in the Stock module to decide how you want to calculate profit.



Profit calculation

Calculate as percentage of revenue

Calculate as percentage of cost

For more information about the stock settings, please refer to your *Sage 200 Stock Control* documentation.

The stock unit cost value used to calculate the profitability of a sales order depends on the settings in your Sage 200 system and the transaction that you are creating:

Sales Orders Sage 200 shows the standard cost or current average buying price (depending on the costing method. If the user permissions have been set, you can change the value.

This is the value that will be used to calculate the estimated profit for the sales order. If the 'Confirmation not required' option has been selected in the Sales Order Processing Settings window, the Realised Profit will also use this value. If you are creating a free-text order for a service or labour item, the realised profit will also be shown.

Sales Returns The unit cost used is the cost price that the stock item is returned at.

If the 'Confirmation not required' option has been selected, the adjustment for the return posting will be made to account for the value of stock returned.

Sales Despatch	<p>'Order despatch is confirmed' - The cost of sales (the cost of despatching the goods) is used to calculate the Realised Profit. The Realised Profit does not include any costs generated as a result of a stock shortfall.</p> <p>'Invoice is posted' - The Realised Profit remains zero.</p>
Sales Returns	<p>The cost associated with the order line is used as the cost price of the return.</p>
Amend Despatch	<p>'Order despatch is confirmed' - An increase in quantity follows the same rules as a Sales Despatch (i.e. the cost of sales figure is used). A decrease in quantity adjusts the Estimated Profit and Realised Profit.</p> <p>'Invoice is posted' - An increase or decrease in quantity follows the same rules as a Sales Despatch (i.e. the cost of sales figure is used). Changes to the quantity will force a recalculation of the estimated profitability of an invoice line. This has no affect on the profit amounts as the Realised Profit amount is not updated until the invoice is posted.</p>
Post Invoice	<p>If the 'Order despatch is confirmed' option has not been selected, the cost of despatching the goods (the cost of sales) are used to calculate the Estimated Profit and Realised Profit. However, the Realised Profit will not include any costs generated as a result of a stock shortfall.</p> <p>'If the 'Invoice is posted' option is selected, the Realised Profit will be recorded.</p>
Stock Adjustments (Goods In)	<p>Realised Profits and Estimated Profits for a despatch line are adjusted when stock is added into Sage 200 with a confirmed price and shortfalls are adjusted. This in turn recalculates the Estimated Profit of the invoice line and the Realised Profit of the associated order line.</p> <p>The adjustment also amends the Cost Price and Cost Value of the stock history for that stock item.</p>

3

Set Up Sales Order Processing

The setup process requires you to select the system settings that customise the Sales Order Processing module to meet your company's needs.

Activities:

Plan setup

Use setup checklist

Define sales order default settings

View SOP settings

Before you begin ...

You must have:

- ✓ Decided upon your sales order needs. For more information see *Determine Your Sales Order Processing Needs on page 11*.
- ✓ Set your Sage 200 defaults, using the Accounting System Manager module.
- ✓ Created your nominal accounts and specified your default nominal accounts in the Nominal Ledger. For more information see your *Sage 200 Nominal Ledger User Guide*.
- ✓ Set up your Sales Ledger and created your customer accounts. For more information see your *Sage 200 Sales Ledger User Guide*.
- ✓ Set up the Stock Control module and entered your stock item details. For more information see your *Sage 200 Stock Control* documentation.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

Use your help system. For more information on using the help system, see the *Sage 200 Operations* documentation.

Plan Setup

The setup process builds on and complements the settings within the Accounting System Manager. The aim of the process is to tailor the system to your company's needs and enable the efficient generation of sales orders. By doing so it saves you and other users time when using the system on a day to day basis.

You will need to consider the following types of questions:

- Do I want to generate order numbers automatically?
- Do I want to amend nominal and analysis codes during order entry?
- Do I want to store cancelled order information for future sales analysis?
- Do I want to allocate stock automatically in the order process, and update values in the Stock Control module?
- Do I want to record payments during order creation?

Considering your needs/requirements from the program, read through the settings you can apply within the Sales Order Processing module and plan the setup process. Use the *Setup Checklist on page 49* to note down your requirements and refer to it as you complete the setup process. Then select the settings you want using the window in the 'Sales Order Processing Settings' area of the Sage 200 system.

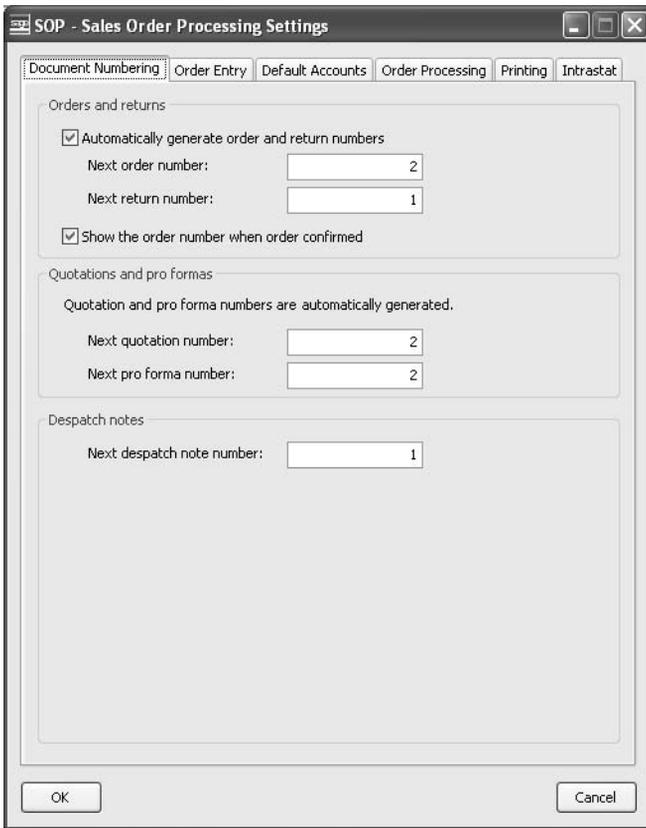
Note: You will be able to change some settings after you start using the Sales Order Processing module, but changing the settings will only be applicable to new data. Setting changes should only be made when no one is using the module.

Sales Order Processing Settings

Sales Order Processing settings are maintained on one window. The settings are grouped logically in sections using window tabs: 'Document Numbering', 'Order Entry', 'Default Accounts', 'Order Processing' and 'Printing'.

To access the window, choose SOP Utilities > SOP Set Up > SOP Settings.

Document numbering



The screenshot shows the 'SOP - Sales Order Processing Settings' dialog box with the 'Document Numbering' tab selected. The dialog has several sections:

- Orders and returns:**
 - Automatically generate order and return numbers
 - Next order number:
 - Next return number:
 - Show the order number when order confirmed
- Quotations and pro formas:**
 - Quotation and pro forma numbers are automatically generated.
 - Next quotation number:
 - Next pro forma number:
- Despatch notes:**
 - Next despatch note number:

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Note: Invoice numbers, despatch notes, credit note numbers, quotation numbers and pro forma invoice numbers are always generated by the system.

Orders and returns

These settings cover the unique reference applied to both orders and returns. You can either assign order numbers manually or have them automatically generated by the system.

If you decide to assign order numbers manually, as you may already have a referencing system for orders that you want to retain, it is best to plan your coding structure. This helps establish a procedure for assigning new numbers when you start to generate orders.

The automatic generation process is quick and accurate and removes the need for you to create your own reference system.

If you want the system to generate order numbers, activate this setting and specify the next order number and next return number the system must use. Subsequent order and return numbers are assigned in sequential order.

It is possible to set the next order number back to 1. If you do, Sage 200 will 'backfill' where earlier orders have been removed from the system. However if you do this, you should be aware that you will no longer be able to see which orders are the earliest on your Sage 200 system by looking at the order number.

Note: Order numbers provide traceability of sales order documentation. The number is applied as a reference to all documentation generated for a particular order.

If you choose to generate order numbers automatically and you want to give the order number to your customer as soon as the order is confirmed, then you must select the setting, 'Show the order number when order confirmed'. Otherwise you will not see the order number during the order entry process.

If you enter order numbers manually then you do not have to select this setting as you always have the option to enter the order number for the customer during the order process.

Quotations and pro formas

These settings cover the unique reference numbers applied to both quotations and pro forma invoices. These numbers are always generated automatically by the system. You must specify the next quotation and next pro forma invoice number the system must use. Subsequent quotation and pro forma invoice numbers are assigned in sequential order.

Despatch notes

The 'Next despatch note number' setting is only used when you choose to print despatch notes. For more information see *Print despatch notes when order despatch is confirmed on page 44*.

The setting covers the unique reference number applied to despatch notes. Despatch note numbers are always generated automatically by the system. You must specify the next despatch note number the system must use. Subsequent despatch note numbers are assigned in sequential order.

Order entry

The screenshot shows a dialog box titled "SOP - Sales Order Processing Settings" with a tabbed interface. The "Order Entry" tab is selected. The dialog is divided into three main sections:

- Order line entry:**
 - Allow entry of:**
 - Both standard and free text items
 - Standard items only
 - Free text items only
 - Allow amendment of:**
 - Analysis codes
 - Nominal codes
- Payment with order:**
 - Allow payments to be recorded during full order entry
- Order taken by:**
 - Use the user's logon name as the order taker

At the bottom of the dialog are "OK" and "Cancel" buttons.

Order pricing

Order prices can be displayed to include or exclude tax. How you want to handle the tax element of prices may depend on whether the types of items you are selling are exempt from tax. Another consideration is whether you are selling mainly to trade or to the public. A true price inclusive of tax may be appropriate when selling to the public.

Note: Once you have recorded an order you cannot change its tax basis.

Order line entry

There are three types of order entry: 'trade counter', 'rapid order entry' and 'full order entry'.

These settings cover options that you can use to control how full order entry works.

Allow entry of

This setting governs the windows displayed during full order entry in relation to the product types you establish for your goods and services.

- Standard stock items ('stock', 'miscellaneous', 'labour/services', 'sales order items').
- Free text items.

The system is installed to capture both standard and text items. Both may not be relevant to you. This option provides a means of switching off the order entry windows for those product types you do not intend to use.

Note: You can only enter standard items if you are entering orders using rapid entry or trade counter entry. For more information see *Create a rapid order entry order on page 226* and *Create a trade counter order on page 228*. However, if you upgrade from rapid or trade counter to full order entry using the 'Full Order Entry' button during the order entry process, then you can enter free text items, additional charges and comment lines if selected here.

Allow amendment of analysis codes

Analysis codes are small pieces of text that provide additional detail to a sales order to indicate information such as, the sales person, the dealer or the region. They are applied in accordance with the analysis code settings.

The analysis codes are assigned to the order as a whole as well as the individual items (goods and services) added to the order; with individual items using the same codes assigned to the

order. This setting provides a means of amending the analysis code for individual items. This means the analysis codes for the whole order can differ from those applied for individual items. You might want to do this if you want to analyse sales using different analysis codes to break down your sales. To allow the amendment of analysis codes, enable this setting.

Allow amendment of nominal codes

When entering sales orders, the system automatically displays an appropriate nominal account against each sold item. The nominal account(s) are used to post the profit and loss values for the sales order.

The system is set so that the displayed nominal accounts cannot be changed when entering a sales order. You can remove this restriction for full order entry, however this will require the selection of the correct nominal accounts when recording sales orders using full order entry. To allow the amendment of nominal codes, enable this setting.

Payment with order

With full order entry, payment for the goods is normally expected following despatch. At installation the system is set so that you cannot record a payment when you record an order using full order entry. If you want to record a payment during full order entry, activate this setting. You cannot record a foreign currency payment.

Order taken by

During order entry a reference is applied to the order to indicate the order taker; the person responsible for the order. This can be keyed in during order entry, and is particularly suitable where the person entering the order is not the person who took the order. However, if most orders are recorded by the person responsible for the order, you can set the system to use the user's ID from their log-on name. This saves the need to record the order taker during order entry.

Default accounts

Revenue nominal account

This setting allows you to decide how the system posts sales values to the Revenue nominal account.

You can analyse sales by item type to find out what has been sold, or by customers to determine whom you have sold to.

- Analyse sales by item: to do this you need to select the 'Use same nominal code as - stock item revenue account' option. In this case your revenue postings are directed to the nominal account specified on the stock item. Analysing by item is more flexible and allows you to produce a detailed analysis of your sales if you are using cost centre breakdown. If you are using cost centre breakdown you can direct the postings to those revenue nominal accounts

set up by cost centres and departments. The system takes the account reference section of the nominal code as specified for the stock item and then uses the cost centre and department codes set on the customer's account. To use cost centre breakdown consistently for your revenue postings, you must select the 'Use same cost centre and department as customer account' option.

- Analyse sales by customer: to do this, select the 'Use same nominal code as - Customer account' box. In this case your revenue postings are directed to the nominal account specified on the customer's record stored in the Sales Ledger.

Note: The use and application of cost centres and departments governs the degree of workable analysis. Cost centres and departments are defined in the Nominal Ledger. For more information see your *Sage 200 Nominal Ledger User Guide*.

Issues and stock nominal accounts

These settings provide further scope for analysing sales using cost centre breakdown.

Values for the cost of sales are posted to the default nominal account for issues, as specified for an individual stock item. These 'cost of sales' values include the cost of the raw materials and the staff wages for those people who turn those raw materials into sellable goods. If you are using cost centre breakdown you can direct the generated postings to those nominal accounts set up for issues with certain cost centres and departments.

The asset of stock nominal account is used to account for the value of stock. You can also redirect the generated postings to nominal accounts by cost centre and departments.

In both instances the system takes the account reference section of the nominal code as specified for the stock item and then uses the cost centre and department codes used for your revenue postings.

Note: If you select the 'Use same cost centre and department as customer account', 'Stock issues account' and 'Asset of stock account' settings, you will be overriding all postings from the Sales Order Processing module with details from the customer account.

Cash orders

Before you can record sales orders or returns you must have at least one customer record established in the Sales Ledger.

Generally you will create customer records for most of your customers in order to monitor and track orders. In some instances it may be unnecessary to create a customer record for every customer, particularly if you deal with some customers only once. Sales attributed to such customers can be generated and attributed to a miscellaneous customer account. To do this you must create an account on the Sales Ledger for this purpose and then enable this setting and specify the account to be used.

Prospects quotation

You may have potential customers that are not listed in Sage 200. The 'Enter New Quotation for Prospect' functionality allows you to create quotations for potential customers.

To allow this functionality, select the 'Allow quotation to be entered for prospects' check box. Next, select the account that will be used when postings are made for any prospect quotations.

For more information about entering quotations for prospective customers see *Prospect Quotations on page 162*.

Order processing

SOP - Sales Order Processing Settings

Document Numbering | Order Entry | Default Accounts | **Order Processing** | Printing | Intrastat

Order pricing

Order prices exclude tax Order prices include tax

Stock allocation

Allocate stock on order entry

Amend picking lists

Allow picking lists to be amended

Update stock quantities when:

Order despatch is confirmed Invoice is posted

Use invoice date on stock history

Order line despatching

Text order lines : Confirm with Goods Despatched/Re

Service/Labour order lines : Confirm with Goods Despatched/Re

Cancelled orders

Record details of cancelled orders for future analysis

Invoices and credit notes without linked payments

Add directly to the Sales Ledger

OK Cancel

Stock allocation

The system is set to allocate stock automatically to customer orders during order entry. The stock is allocated on a first come, first served basis.

Additional allocation methods are available. You can allocate stock manually or based on the way that you set up your Sage 200 system. These additional methods can be used to support order allocation when there is insufficient stock available or to amend an allocation. For more information see *Allocate Stock on page 259*.

If you want to control the allocation of stock when orders are created, switch this setting off and use the additional methods to allocate stock.

If you decide to use automatic allocation, you can also set the system to print picking lists automatically. For more information, see *Print picking lists for orders on page 44*.

Note: Provided there is sufficient stock available during trade counter order entry, stock is allocated to the order regardless of this setting.

Amend picking lists

The need to amend the Sage 200 picking list depends on whether you are using multiple locations to store goods and the control needed for the despatch process.

Picking lists detail stock items and their locations. Depending on your system settings they may also detail the batch/serial numbers assigned to an order. We strongly recommend goods are selected for despatch in accordance with the picking list. However, anomalies can arise when retrieving goods from stock, which may cause deviations from the picking list. Such deviations require work to maintain accurate stock records.

If you enable this setting, the picking list can be amended to match the goods retrieved from stock. By doing so, the associated stock allocations are also updated. However, in certain circumstances the allocation records may require direct amendment. For more information see *Manage Order Despatch on page 266*.

If you do not enable this setting, amendments to the order allocations are required to resolve despatch anomalies. Alternatively the anomalies can be dealt with during a stocktake.

Before this setting can be enabled the 'Print picking lists for orders' setting must be enabled. For more information see *Print picking lists for orders on page 44*.

Note: This setting does not apply to the picking lists generated during trade counter order entry.

Update stock quantities when

At what point in the order processing cycle do you want the system to update stock quantities in the Stock Control module based on processed orders? This can be done either when the despatch is confirmed or when invoice update is performed. When the update is done, any customer allocations that are satisfied by despatched orders are removed or reduced.

Select the relevant option. If you select to update the stock quantities when the invoice is posted, you can also select whether you want to use the invoice date on the stock history record, by selecting the check box. If you do not select this check box, the invoice is posted with the system date.

If you select the 'Invoice is posted' option, you can also use the invoice date on your stock history reports. If the 'Use invoice date on stock history' check box is not selected, the stock transaction history date is set to the date that the stock is despatched. Selecting the check box means that the stock transaction history date is set to the invoice date.

Note: You cannot change this setting once there are live orders on the system.

Order line despatching

The despatch of goods is the trigger used to generate invoices; this is fine when you are dealing with tangible stock items. However, when dealing with intangible goods, such as text order lines or service and labour order lines, no despatch occurs. The order is classed as despatched and the invoice is available to print immediately. This can mean invoices are sent to customers before the services are supplied.

The confirmation settings you choose from the 'Order line despatching' drop-down lists control when invoices for such orders are available for print, by imitating the despatch behaviour of physical stock items.

- Confirm with Goods Despatched/Received

'Service' and 'Free Text' lines are confirmed using the 'SOP - Confirm Goods Despatched' window. The 'SOP- Confirm Services Despatched' window is not used. Both stock and free

text items appear on the despatch note. This option prevents invoices being sent to customers before the services are supplied.

- Confirm as Service/Free Text

'Service' and 'Free Text' lines are confirmed using the 'SOP- Confirm Services Despatched' window. The 'SOP- Confirm Goods Despatched' window is still used for normal stock items. Stock and free text items appear on separate despatch notes.

- Confirmation not Required

Select this option from the drop-down lists if the service/free text line does not require despatching. After entering the order (and optionally printing the acknowledgement) the line may be invoiced in the same way as you would using the 'Confirm as Service/Free Text' option.

Note: You can only override the confirmation settings, if your user permissions have been set up to allow you to do so. For more information see *Manage User Permissions on page 79*.

Cancelled orders

You can use this setting to save a history of cancelled orders. By doing so you can analyse cancelled sales orders.

If you activate this setting all orders cancelled in full are saved in the history file. However, if you remove items from an order or reduce an order quantity you will be given the option to save the information as you amend the order.

If you do not activate this setting then no cancelled orders, whether full or part, are stored in the history file.

Note: If you clear this setting after having activated it at some time beforehand then you will need to confirm that you want to change the setting. Once you confirm this, the system will remove the stored history of cancelled orders.

Invoices and credit notes without linked payments

This setting controls the update of customer records in the Sales Ledger. Customer records are updated as a result of posting values from your invoice and credit note transactions. For more information see *Post invoices on page 294* and *Print credit notes on page 326*.

When there is a payment linked to an invoice or credit note, the transaction is immediately applied to the customer records.

Where there is no payment linked to the transaction, it is initially applied to the 'Pending Posting' file in the Sales Ledger. The transaction is only applied to customer record when pending transactions are processed in the Sales Ledger.

Alternatively you can by pass the sales ledger posting file and update the customer records direct. This provides up-to-date figures on your customer records. To do this you must enable this setting.

However, updating customer records directly for transactions without linked payments will have an effect on your processing speed if you have a lot of transactions on the system.

Printing

SOP - Sales Order Processing Settings

Document Numbering | Order Entry | Default Accounts | Order Processing | **Printing** | Intrastat

Document printing

- Print picking lists for orders
 - Manually print picking lists
 - Automatically print picking list as part of order entry allocation
- Print order acknowledgements for orders
- Print despatch notes when order despatch is confirmed

Batch and serial number printing

- Print numbers on order acknowledgements
- Print numbers on despatch notes
- Print numbers on invoices

Show items on documents

- Show Unallocated Items on Picking List
- Show Undespatched / Unallocated Items on Despatch Note

Invoice printing

Print the following text on invoices that have been paid in full:

Print the following text on invoice lines for EU zero rated sales:

Text to be used on invoice/credit note when reverse charge is applied:

Apply reverse charge VAT rules when printing invoice

OK Cancel

Document printing

A number of settings are available to help you with printed documentation as you process sales orders. Whether you want to use these settings or not depends on the processes your company would normally go through when raising and despatching orders.

For example, do you need picking lists for each order? Do you despatch the invoice for goods separately, and therefore need to supply a despatch note with the goods? Sometimes these settings maybe dictated by your customers needs. Does your customer want a copy of the picking list so that they can see what has yet to be sent?

Print order acknowledgements

Order acknowledgements are optional. If you enable this setting, you can then manually select an order acknowledgement for print using the 'Print Order Acknowledgement' option (see *Print order acknowledgements on page 240*). However, if you enable this setting you cannot process an order further until the acknowledgement has been printed.

Order acknowledgement can be generated on an 'as required' basis. If you want to control when acknowledgements are required for orders, do not activate this setting. You can then be more selective and generate order acknowledgements on an as needs basis using the 'Print Order Acknowledgement' activity.

Print picking lists for orders

Picking lists are used to assemble customer orders ready for despatch. There are two types of picking lists available.

- A 'standard picking list' for each order detailing the customer, items requested and the quantity required.
- A 'summary picking list' that details multiple orders in terms of the items and quantities required. A summary list is only printed in conjunction with standard picking lists.

With the exception of trade counter order entry, picking lists are optional for orders. You can control when the standard picking lists are printed. They can be printed automatically following order entry or when needed using the 'Manual Print' option. The summary picking list can only be printed using the manual print option (see *Print picking lists on page 266*). Regardless of which option you choose, a picking list can only be printed for an order once goods have been allocated to the order.

If you want picking lists generated, activate this setting and select the required print option.

Note: Picking lists are compulsory when recording an order using trade counter entry. A standard picking list must be generated to complete the order process.

Print despatch notes when order despatch is confirmed

Despatch notes are optional. You can set the system to print despatch notes as part of the confirmation of despatch process. If you decide to use despatch notes, select this check box to send them to print automatically following order entry, or following order acknowledgement if this is switched on. If you 'part despatch' an order and then despatch the remainder at another time you will get more than one despatch note for the order. If the check box is cleared, the

despatch notes are not printed automatically by the system. For more information see *Print order acknowledgements on page 44*.

Note: It is not possible to automatically generate despatch notes as and when needed for individual orders. You can either set the system to print despatch notes for all orders or switch off the despatch notes setting altogether and print them individually using the Document Printing > Reprint Despatch Notes window.

If you do decide to use despatch notes, you must also specify the next despatch note number. For more information see *Despatch notes on page 32*.

Batch and serial number printing

If you are dealing with batch/serial numbered items you can choose to print the batch/serial numbers selected for the order on the order documentation. This can cover picking lists, order acknowledgements, despatch notes and invoices. However, batch/serial numbers are only detailed on picking lists and order acknowledgements, provided your system is set to assign these numbers to the order before the items are retrieved from stock ready for despatch. For more information see your *Sage 200 Stock Control* documentation.

To display batch and serial numbers on order documentation, enable the relevant print options.

Show items on documents

Select the check boxes in this section to identify the additional items not usually included on the picking list, despatch note and invoice reports.

Invoice printing

Print the following text on invoices that have been paid in full

Invoices associated with fully paid orders are produced with a statement to clarify the status of the order. Text already installed with the system states, "This invoice has been fully paid". You can continue to use this text or specify text more appropriate for your organisation.

Print the following text on invoice lines for EU zero rated sales

In July 2007, HMRC announced changes to the regulations governing the contents of invoices. This includes the text included on invoices that involve zero-rated 'intra EU sales'. In order to comply with these rules, you can select one of the following lines of text to apply to sales orders that qualify as a EU zero-rated sale:

- Zero Rated Intra EC Supply
- This is an Intra Community Supply
- Intra Community supply subject to VAT in the country of acquisition

For more information about EU zero rated sales, please see the details on the HM Revenue and Customs website (www.hmrc.gov.uk).

Text to be used on invoice/credit note when reverse charge is applied

The HMRC recommend that some text is included on invoices that are eligible for reverse charge VAT. Select one of the following approved messages to be printed on the invoice:

- VAT Act 1994 Section 55A applies
- s55A VATA 94 applies
- customer to account for the VAT to HMRC
- Reverse charge supply - customer to pay the VAT to HMRC
- customer to pay VAT to HMRC
- UK customer to pay VAT to HMRC

If you are using reverse charge VAT on your invoices, select the 'Apply reverse charge VAT rules when printing invoice' check box. If the check box is left empty, the text will only apply to credit notes.

For more information about reverse charge VAT in Sage 200 Accounts, see your *Sage 200 Sales Ledger User Guide*.

For more information about the reverse charge rules, please see the details on the HM Revenue and Customs website (www.hmrc.gov.uk).

Intrastat

These settings are only applicable if the Accounting System Manager is enabled for intrastat as there is a need to produce intrastat declarations for EC VAT purposes. For more information see your *Sage 200 Accounting System Manager User Guide*.

The screenshot shows the 'SOP - Sales Order Processing Settings' dialog box with the 'Intrastat' tab selected. The 'Intrastat declarations' section contains the following settings:

- Generate Intrastat entries for sales orders
- Default terms of delivery: EXW
- Default nature of transaction code (NOTC): 10
- Include entries based on:
 - Despatch/receipt date
 - Invoice date
- Include terms of delivery on intrastat entry:

Generate intrastat entries for sales orders

Sage 200 allows you to generate Irish or UK Intrastat Declarations.

To generate intrastat entries for sales orders, select this setting. Then select the default terms of delivery and nature of transaction codes. If you generate an Irish declaration you also need to select a code for the mode of transport. These codes must be applied in accordance with HM Revenue and Customs or Irish Revenue Commissioners rules.

The code that you select here acts as a default setting. You can change this on individual order lines when you maintain intrastat entries. For more information, about generating Intrastat Entries, please refer to your *Sage 200 Accounting System Manager User Guide*.

Terms of delivery

The codes include 'EXW' (ex-works); 'FCA' (franco carrier); 'FAS' (free alongside ship); 'FOB' (free on board); 'CFR' (cost & freight (C&F)); 'CIF' (cost, insurance, freight); 'CPT' (carriage paid to); 'CIP' (carriage and insurance paid to); 'DAF' (delivered at frontier); 'DES' (delivery ex-ship); 'DEQ' (delivered ex-quay); 'DDU' (delivered, duty unpaid); 'DDP' (delivered, duty paid); 'XXX' (any other terms).

Nature of transaction

A code that identifies the transaction type being declared on the declaration, for example, sales, acquisitions, goods sent for processing or repair, or free of charge goods. The code for HM Revenue and Customs will be one of: 10, 16, 17, 18, 20, 30, 40, 50, 60, 70, 80, 90. The code for the Irish Revenue Commissioners will be one of: 1, 2, 3, 4, 5, 6, 7, 9.

Mode of transport (Irish Intrastat only)

The codes are required for an Irish declaration and include 1 (Sea), 2 (Rail), 3 (Road), 4 (Air), 5 (Post), 7 (Fixed Transport Installation), 8 (Inland Waterway) and 9 (Own Propulsion).

Include entries based on (UK Instrat only)

The option selected here determines the entries that are displayed on the intrastat. Select whether you want the transactions to be included by the date of the despatch and receipt date or on the invoice date.

Include terms of delivery on intrastat entry

If you pass the threshold set by HMRC or the Revenue Commissioners you must include the terms of delivery on your Intrastats. If your company will exceed this threshold, select the check box to include the terms of delivery details.

Include statistical value on intrastat entry (Irish Intrastat only)

You can include the statistical value on the intrastat. This is the value of the goods, adjusted for any landed costs.

Setup Checklist

Document Numbering

Orders and returns

- Automatically generate order and return numbers

Next order number:

Next return number:

- Show the order number when the order is confirmed

Quotations and pro forma invoices

Automatically generate quotation and pro forma invoice numbers

Next quotation number:

Next pro forma number:

Despatch notes

Next despatch note number:

Order Entry

Order pricing

- Order prices exclude tax

- Order prices include tax

Order line entry

Allow entry of

- Both standard and free text items

- Standard items only

- Free text items only

Allow amendment of

- Analysis codes

- Nominal codes

Payment with order

- Allow payments to be recorded during full order entry

Order taken by

- Use the user's log on name as the order taker

Default Accounts

Revenue nominal account

- Use same nominal code as: Stock item revenue account
 Customer account
- Use same cost centre and department as customer account

Issues and stock nominal accounts

- Use same cost centre and department as revenue account for
- Stock issues account Asset of stock account

Cash orders

- Allow cash orders to be taken

Use this account: A/C ref:
 Short name:
 Post code:

Prospects quotation

- Allow quotation to be entered for prospects
- Use this account: A/C ref:
 Short name:
 Post code:

Order Processing

Stock allocation

- Allocate stock on order entry

Amend picking lists

- Allow picking lists to be amended

Update stock quantities when

- Order despatch is confirmed
- Invoice is posted
- Use invoice date on stock history

Order line despatching

Text order lines

Service/Labour order lines

Cancelled orders

- Record details of cancelled orders for future analysis

Invoices and credits notes without linked payments

- Add directly to Sales Ledger

Printing

Document printing

- Print picking lists for orders
 - Manually print picking lists
 - Automatically print picking list as part of order entry allocation
- Print order acknowledgements for orders
- Print despatch notes when order despatch is confirmed

Batch and serial number printing

- Print numbers on order acknowledgements
- Print numbers on despatch notes
- Print numbers on invoices

Paid invoices

Print the following text on invoices that have been paid in full:

Intrastat

Intrastat declaration

- Generate intrastat entries for sales orders

Default terms of delivery:

Default nature of transaction code (NOTC):

Default mode of transport:
(Irish Intrastat only)

- Include entries based on

Despatch / receipt date

Invoice date

- Include terms of delivery on intrasta entry

- Include statistical value on intrastat entry (Irish Intrastat only)

Setup Process

- Choose SOP Utilities > System Set Up > SOP Settings.

SOP - Sales Order Processing Settings

Document Numbering | **Order Entry** | Default Accounts | Order Processing | Printing | Intrastat

Orders and returns:

- Automatically generate order and return numbers
 - Next order number:
 - Next return number:
- Show the order number when order confirmed

Quotations and pro formas:

Quotation and pro forma numbers are automatically generated.

- Next quotation number:
- Next pro forma number:

Despatch notes:

- Next despatch note number:

OK Cancel

Use the window to activate or specify each setting according to your needs. (Use the *Setup Checklist on page 49* to keep a copy of the settings you choose.)

View System Settings

This is a view only version of your system settings. You cannot edit any of the settings from this window. You will use this option if you need to provide details of your system settings to the support team whilst you are working in a different window.

Access the window

- Choose Utilities > System Set Up > View SOP Settings.

SOP - Sales Order Processing Settings

Document Numbering | Order Entry | Default Accounts | Order Processing | Printing | Intrastat

Orders and returns

- Automatically generate order and return numbers
- Next order number:
- Next return number:
- Show the order number when order confirmed

Quotations and pro formas

Quotation and pro forma numbers are automatically generated.

- Next quotation number:
- Next pro forma number:

Despatch notes

- Next despatch note number:

OK Cancel

- Click 'Close' to exit from the window.

4

Set Up Sales Order Options

Explains the options that can be employed to support the sales order process. Instructions on how to set up these options is provided. The options are: 'sales order product items', 'analysis codes', 'delivery addresses', 'additional charge types', 'payment methods' and 'user permissions'.

Activities:

Maintain:

Analysis settings

SOP products

Charge types

Delivery addresses

Payment methods

Invoice Layouts

User permissions

Before you begin ...

You must have:

- ✓ Determined your sales order processing needs. For more information see *Determine Your Sales Order Processing Needs on page 11*.
- ✓ Set your Sage 200 defaults, using the Accounting System Manager module.
- ✓ Created your nominal accounts and specified your default nominal accounts in the Nominal Ledger. For more information see your *Sage 200 Nominal Ledger User Guide*.
- ✓ Created base currency bank accounts in the Cash Book if you intend to establish payment methods and you use the Cash Book to manage your cash transactions. For more information see your *Sage 200 Cash Book User Guide*.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

Use your help system. For more information on using the help system, see the *Sage 200 Operations* documentation.

Maintain System Analysis Settings

In order to maximise speed and consistency on management reports required for sales analysis, analysis codes are used routinely on sales orders. To avoid the need to enter analysis codes on all order lines on an order and to ensure they are applied consistently, you can establish default settings for analysis codes.

Analysis codes are defined within the Accounting System Manager. How you want to use the codes, when entering orders, is specified within the Sales Order Processing module.

To apply analysis codes the order entry windows display labelled boxes. The labelled boxes provide prompts for you to select analysis codes when recording an order. The system is already installed with labels. You can rename these labels to make them more meaningful for your organisation. The maximum number you can specify is six labels.

You can control the behaviour of each labelled box.

- A box can be set to display information. The information can be either the analysis codes used on the customer account or you can specify text you want the system to display. You can also set the box to be blank on display.
- A box can be set to allow you to amend its information when recording an order.

Note: You can only set this type of behaviour provided you set the system to allow amendment of analysis codes during system setup. For more information see *Allow amendment of analysis codes on page 33*.

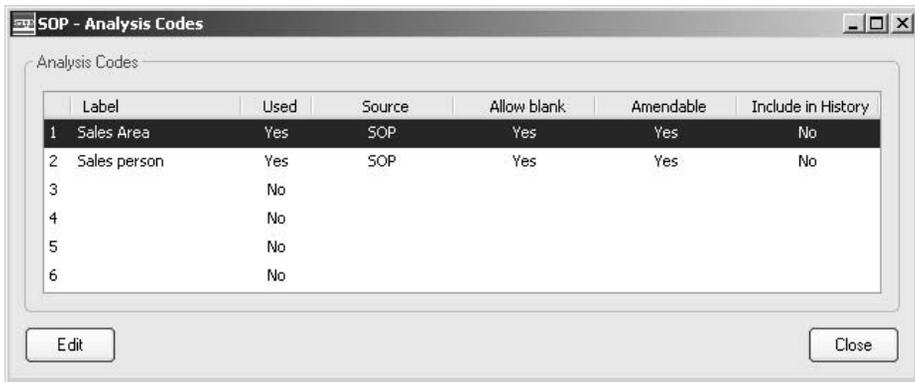
Analysis codes applied to an order can also be used to update the history file of the stock item in the Stock Control module. You can select three codes to do this by specifying a position for the code. The selected position places the analysis codes in context with the information held in the stock item history.

To maintain analysis codes

You can establish default settings for up to six analysis codes. This section explains how to set up their use and application of analysis codes during order entry. This also covers how to deactivate their use and application.

Note: Changing the settings for an analysis code will affect orders subsequently created but not existing orders.

- Choose SOP Maintenance > Analysis Codes.



The screenshot shows a window titled "SOP - Analysis Codes" with a table of analysis codes. The table has columns for Label, Used, Source, Allow blank, Amendable, and Include in History. There are six rows of data.

	Label	Used	Source	Allow blank	Amendable	Include in History
1	Sales Area	Yes	SOP	Yes	Yes	No
2	Sales person	Yes	SOP	Yes	Yes	No
3		No				
4		No				
5		No				
6		No				

At the bottom of the window, there are two buttons: "Edit" and "Close".

The current settings for each analysis code are displayed.

- Select the analysis code from those displayed and click 'Edit'. The following window appears.

- Specify if the analysis code is to be used during order entry by selecting the 'Use analysis code for sales orders' check box.

Note: To stop the use of the code during order entry, clear the 'Use analysis code for sales orders' check box.

- Specify the analysis code you want displayed during order entry, using the 'Analysis code details' settings.
 - Select the source of the analysis code. This can be either from the customer account or an analysis code specifically established for Sales Order Processing.
 - If the source of the analysis code is SOP, enter the analysis code label and default value you want displayed. You can leave both blank.

- If the source of the analysis code is the customer, select the analysis code label using the 'Analysis code label' drop-down list. Then enter the text for the box contents in the 'Default value' box.

Note: If you intend to set the analysis code so that it cannot be left blank during order entry you must enter a default value.

- Specify the controls for the analysis code box, which are applied during order entry using Options on sales orders.
- To ensure an analysis code is stored for an order, clear the 'Left blank' check box. To do this, you must have specified a default value detailed earlier in this activity. The default value can be amended provided you allow the amendment of the analysis codes during order entry.

Note: The need to specify a default value minimises error messages displayed during order entry.

- To make it possible to store an order with a blank analysis code, select the 'Left blank' check box.
- To allow the amendment of the analysis codes for each order line during order entry, select the 'Amended for each order line' check box.

Note: You can only set this type of behaviour provided you set the system to allow amendment of analysis lines during system setup. For more information see *Allow amendment of analysis codes on page 33*.

- Specify if the analysis code is required to update the stock item history, using the 'Item history' options:
 - To update the stock item history, select the 'Include analysis code in item history' check box.
 - Specify the position the analysis code should use, choosing from position 1, 2 or 3 using the 'Store at position' drop-down list.

Note: You can only choose three analysis codes to update the stock item history and you can only link one sales order processing analysis code to a stock history analysis code position.

- Click 'OK'. The window closes and you return to the SOP analysis codes window where the revised settings are displayed.

Maintain Sales Order Items

Sales order product items are a simple type of stock item record, which are created and maintained in the Sales Order Processing module.

There is no concept of stock quantity or stock level control associated with these items. It is not possible to allocate these items but they can be made subject to despatch. They are not governed by the rules and settings applied by the Price Book. During order entry, the item price displayed is the price specified on the sales order item record. A discount is awarded only if one is specified on the customer's account record within the Sales Ledger.

Note: Sales order product items are unique to Sales Order Processing. They are not subject to processing within Stock Control of Purchase Order Processing.

Create a sales order item

- Choose SOP Maintenance > Sales Order Items.



- Click 'Add'. The add new sales order item window appears.

The screenshot shows the 'SOP - Add New Sales Order Item' dialog box. It is divided into several sections:

- Sales order item details:** Contains 'Code' and 'Name' text input fields.
- Selling details:** Contains 'Price' (£ 0.00000), 'Notional cost' (£ 0.00000), 'Tax rate' (1 - Std Rate), and an 'Item requires despatch' checkbox.
- Default nominal account:** Contains a table with columns 'A/C Ref', 'CC', 'Dept', and 'Description'. The 'Revenue' row is selected, showing 'A/C Ref' 31100, 'CC', 'Dept', and 'Description' Sales Default.
- Item description:** Contains a large text area and a 'Use item description on orders and invoices' checkbox.

'OK' and 'Cancel' buttons are located at the bottom of the dialog.

- Specify the item code and name. Codes and names can contain numbers and letters.

A sales order item must have its own unique code that is not already used for another sales order item or stock item.

A sales order item may also have its own name.

- Enter a price in the 'Price' box. This amount must be in your base currency, and must be a value greater or equal to zero. You can use up to five decimal places.

Note: The ability to change item prices on orders is governed by user privileges. If you are going to restrict who can and who cannot amend prices on order entry you must ensure the price entered on the sales order product item is correct. Other users may not be able to change it on the order.

- Enter the notional cost by entering an amount in base currency (this is the cost of the item you incur and is used to calculate the sales profit made on the item). The notional cost is not displayed during order entry.

- Select the tax rate to be used for the item using the drop-down list.

This is used to display the most likely tax or VAT rate for the sales order product item. The tax rate set for the item is offered when recording orders. The tax code can be overridden for the item as the order is recorded.

- Specify if the item requires despatch processing, using the 'Item requires despatch' check box.

Once an order has been recorded for a sales order product item, the invoice is immediately available for print. This can mean invoices are sent to customers before the goods or services are supplied.

To stop this you can set the item to require despatch processing and the system marks the order as 'Pending Despatch'. Until the order is marked as despatched using the despatch routine the invoice will not be available for print.

If you decide not to set the item for despatch, it may be prudent to record such orders for the item once you know the goods or services have been supplied.

- Specify the nominal account to be used for the revenue postings from the item, using the drop-down list.

This is the profit and loss nominal account used to post the value of stock when sold. This is the nominal account you would expect to use in most instances to post the values to in the Nominal Ledger. Once set, the system displays the default nominal accounts during order entry. It can be overridden as you record an order, provided the amendment of nominal codes setting has been enabled for the system. For more information see *Allow amendment of nominal codes on page 34*.

- Specify the extended description of the item.

This is optional and can be used to describe an item in detail. This description can be used on order and invoice documentation and is particularly useful if you intend to create stock information for a website.

- Specify whether you want the extended description to be used on sales order processing documentation or not, using the check box.
- Click 'OK' to save the Sales Order Processing item.

Amend a sales order item

Note: You can amend any details except for the item code. Changing the setting, 'Item requires despatch', will affect outstanding orders for the item. All other changes are applied to new orders.

- Choose SOP Maintenance > Sales Order Items.
- Select the sales order item that you want to amend.
- Click 'Edit'.

SOP - Edit Sales Order Item

Sales order item details

Code:

Name:

Selling details

Price: £ Tax rate:

Notional cost: £ Item requires despatch

Default nominal account

	A/C Ref	CC	Dept	Description
Revenue:	<input type="text" value="31100"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Sales Default"/>

Item description

Use item description on orders and invoices

- Make the required changes.
- Repeat as often as you need to.

Delete a sales order item

You cannot delete a sales order item associated with an outstanding sales order.

- Choose SOP Maintenance > Sales Order Items.
- Select the Sales Order item that you want to remove, and click 'Delete'.
- Confirm that you want to delete the item.
- Repeat as often as you need to.

Maintain Charge Types

Orders can incur additional charges, such as carriage and insurance. To speed up the process of creating orders and to ensure consistency of use when applying such charges, a list of additional charges can be maintained.

Note: It is not possible to discount additional charges.

Create a charge

- Choose SOP Maintenance > Additional Charges.



- Click 'Add' and the 'Add New Additional Charge' window appears.

The screenshot shows a dialog box titled "SOP - Add New Additional Charge". It contains the following fields and sections:

- Additional charge details:**
 - Code: [Text Box]
 - Name: [Text Box]
- Values:**
 - Tax rate: [Dropdown Menu] (selected: 1 - Std Rate)
 - Charge value: £ [Text Box] (value: 0.00)
 - Notional cost: £ [Text Box] (value: 0.00)
- Default revenue nominal code:**
 - Revenue: [Dropdown Menu]
 - Table with columns: A/C Ref, CC, Dept, Description

Buttons: OK, Cancel

- Enter a code and name for the additional charge.

Codes and names can contain numbers and letters.

Each additional charge has its own unique code that is not already used for another additional charge. The code is limited to 20 characters. An additional charge may also have its own name which is limited to 60 characters.

- Select the tax rate for the additional charge. This can be overridden during order entry.
- Enter the charge value by entering the value in base currency. This can be overridden during order entry.
- Enter the notional cost in base currency (this is the cost of the charge you incur and is used to calculate the profit made on the charge). The notional cost can be overridden during order entry.
- Select the default nominal code for revenue postings using the 'Revenue' drop-down list.

Note: Once selected, the default nominal account can only be amended during order entry provided the system has been set to allow the amendment of nominal codes during order entry. For more information see *Allow amendment of nominal codes on page 34*.

- Click 'OK' to save the information.

Amend a charge

You can amend any aspect of the additional charge except the code. Amending additional charge types has no impact on outstanding orders.

To amend a charge

- Choose SOP Maintenance > Additional Charges.
- Select the additional charge that you want to amend, and click 'Edit'.

A/C Ref	CC	Dept	Description
54100	SAL	BES	Carriage Outwards

- Make the required changes.
- Repeat as often as you need to.

Delete a charge

Deleting additional charges has no impact on outstanding orders.

To delete a charge

- Choose SOP Maintenance > Additional Charges.
- Select the additional charge that you want to remove, and click 'Delete'.
- Confirm that you want to delete the charge.
- Repeat as often as you need to, and then click 'Close'.

Maintain Customer Delivery Addresses

If you have customers who want the goods delivered to different addresses than the address on the invoice then you can store and maintain delivery addresses that you use repeatedly. This will improve the speed of order creation.

There is no limit to the number of delivery addresses you can store for a customer. You can also create a new delivery address for the customer during order entry, if you need to, and you can override the delivery address set here as default during order entry, if you want.

Create a delivery address

- Choose SOP Maintenance > Customer Delivery Addresses.

The screenshot shows a dialog box titled "SOP - Customer Delivery Addresses". It is divided into two sections. The top section, "Customer selection", contains four input fields: "A/C ref:", "Short name:", "Postcode:", and "Name:". The first three fields are drop-down menus, and the "Name:" field is a text box. The bottom section, "Customer delivery addresses", contains a table with two columns: "Description" and "Default". The table is currently empty. Below the table are four buttons: "Add...", "Edit...", "Delete", and "Set as Default". At the bottom right of the dialog is a "Close" button.

- Select the customer, using the 'A/C ref' (account reference) drop-down list.

- Click 'Add' and the 'Add New Delivery Address For...' window appears.

SOP - Add New Delivery Address For: ABB001

Delivery address details

Description:

Postal name:

Address:

Post code:

Contact:

Telephone:

Fax:

E-mail:

Tax number:

Tax code: 1 - Std Rate

Country code: GB - Great Britain

OK Cancel

- Enter a unique description for the delivery address.

Note: You cannot create a delivery address without a delivery address description.

- Enter a delivery postal name.
- Enter the delivery address lines.
- Enter the post code.
- Enter the delivery contact name.
- Enter the telephone number.
- Enter the fax number.

- Enter the e-mail address.
- Enter the tax registration number for the delivery address, or leave it blank. The default setting is taken from the customer's account stored on the Sales Ledger. For example, you can amend this here if you need to deliver to a different country for the customer.
- Select the tax code. The default delivery address tax code is taken from the customer's account stored on the Sales Ledger. For example, you can amend this here if you need to deliver to a different country for the customer.
- Select the country code. The default delivery address country code is taken from the customer's account stored on the Sales Ledger. For example, you can amend this here if you need to deliver to a different country for the customer.
- Click 'OK' to save the information.

Amend a delivery address

Amending delivery addresses has no impact on outstanding orders.

To amend a delivery address

- Choose SOP Maintenance > Customer Delivery Addresses.
- Select the delivery address to amend, and click 'Edit'.

SOP - Edit Delivery Address For: ABB001

Delivery address details

Description: 1

Postal name: Abbey Retail Ltd

Address: Warehouse
Unit 15
Wayside Industrial Estate
Farmers Road, Edinburgh

Post code: EH12 6HY

Contact:

Telephone:

Fax:

E-mail:

Tax number: 612 5749 32

Tax code: 1 - Std Rate

Country code: GB - Great Britain

OK Cancel

- Amend the delivery address details as required.
- Repeat as often as you need to.

Set delivery address default

Set the delivery address you want to use most often when recording an order for the customer as the default. If you do not do this, the customer invoice address will be displayed during order entry, although you can override this during order entry.

- Select the customer delivery address.
- Click 'Set as Default'.

Note: You can change default by selecting the default delivery address and clicking 'Remove Default', or by selecting another delivery address and clicking 'Set as Default'. The second method applies the 'Remove' to the first delivery address and the 'Set as Default' to the second delivery address.

Delete a delivery address

Deleting delivery addresses has no impact on outstanding orders.

To delete a delivery address

- Choose SOP Maintenance > Customer Delivery Addresses.
- Select the delivery address to delete.
- Click 'Delete'.

Note: If the selected delivery address is the default delivery address for the customer a warning is issued. If you proceed to remove this address the default delivery address will be set to the customer invoice address.

- Repeat as often as you need to.

Maintain Payment Methods

Payments can be recorded with an order during trade and full order entry. If you intend to do this you must set up payment methods.

Payment methods capture the type of payment made at the point of sale. A range of payment types can be set up such as cash, Delta or Visa, providing a consistent means of applying payment types to orders.

During order entry the payment method is selected and the payment value is recorded. You can then view the information and use it to reconcile the value to sales devices and cash registers. For more information see *View payment method values on page 349*.

Note: Payment methods work in base currency only, you cannot enter a foreign currency payment during order entry.

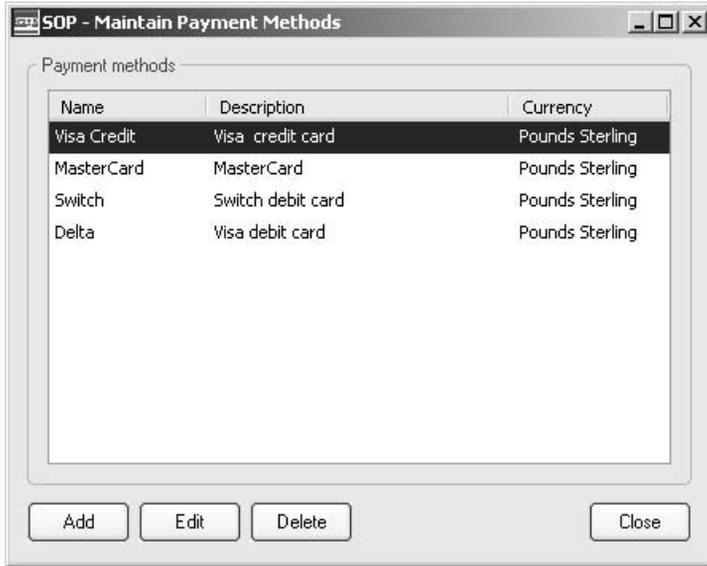
Create a payment method

A payment method consists of a name, which must be unique and a description. The name is limited to 20 characters. Names and descriptions can contain both numbers and letters. A name cannot be changed once it is assigned to the payment method.

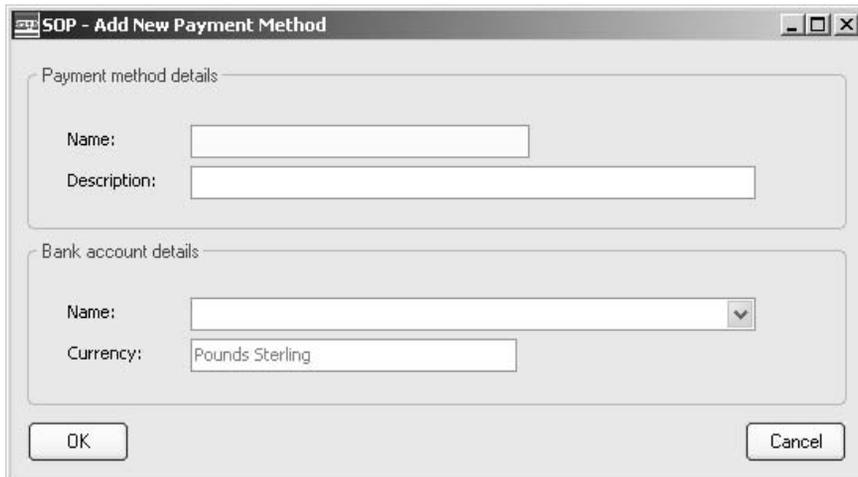
Also specified for the payment method is a default bank account or a nominal account. This is the account you intend to use in most circumstances to post the payment values to. The account you specify depends on the module you are using to manage your cash transactions. The account is not displayed during order entry.

To create a payment method

- Choose SOP Maintenance > Maintain Payment Methods.



- Click 'Add'.



- Enter the name and description for the payment method. The name must be unique.

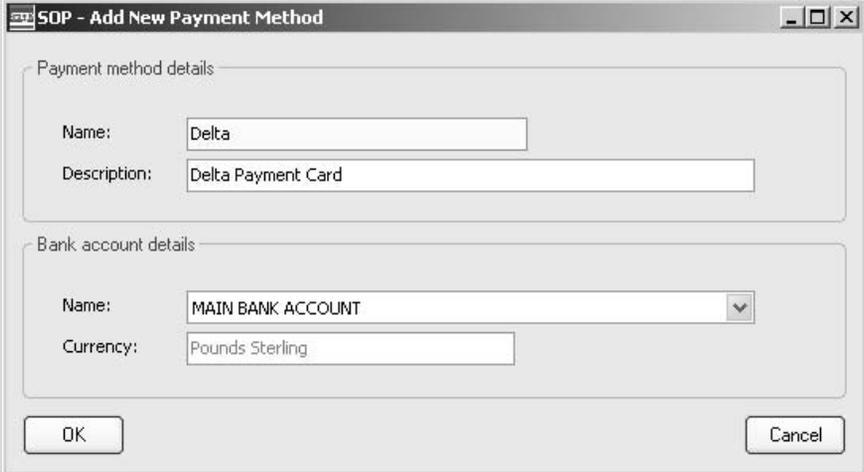
- Select the base currency bank account or nominal account you intend to use (in most circumstances) to post the payment values to once the order is invoiced.
- Click 'OK'.

Amend a payment method

With the exception of the name, you can change the details specified for a payment method.

To amend a payment method

- Choose SOP Maintenance > Maintain Payment Methods.
- Select the payment method from the list displayed and click 'Edit'.



The screenshot shows a dialog box titled "SOP - Add New Payment Method". It contains two main sections: "Payment method details" and "Bank account details".

- Payment method details:**
 - Name: Delta
 - Description: Delta Payment Card
- Bank account details:**
 - Name: MAIN BANK ACCOUNT (dropdown menu)
 - Currency: Pounds Sterling

At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

- To change the description enter the required text in the 'Description' box.
- To change the displayed bank account or nominal account, use the drop-down and select another from the list.
- Click 'OK'.

Delete a payment method

A payment method can be deleted at any time regardless of whether the method is associated with live sales orders.

To delete a payment method

- Choose SOP Maintenance > Maintain Payment Methods.
- Select the payment method from the list displayed and click 'Delete'.

A confirmation message appears.

- Click OK to confirm the deletion of the selected payment method.

Manage User Permissions

When recording an order, quotation or a pro forma, user controls stop a user from:

- Viewing profit values. This also applies when viewing order documentation using screen enquiries.
- Viewing discount calculations.
- Overriding a credit 'hold'.
- Overriding prices and discounts.

Note: Free text items do not have a default price. A price is recorded during order entry for these items regardless of this setting. Profit values and discounts are not available when using rapid or trade counter order entry.

- Overriding fulfilment method on order lines.
- Overriding the order line confirmation method on order lines. For more information see *Order line despatching on page 51*.

You can remove these restrictions for individual users by selecting 'Edit' on the 'User Permissions for Sales Order Entry' window.

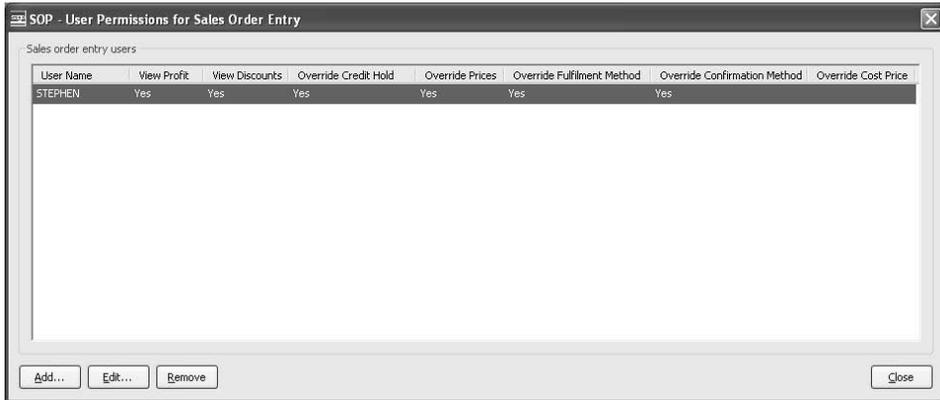
A default warehouse can be set up for the user when they are dealing with either a rapid, trade counter or full order entry. The default warehouse is the warehouse you expect to be used in most instances when an order is recorded. The default warehouse is displayed during order entry and can be overridden.

The amendment of nominal codes and analysis codes during order entry are governed by system settings. For more information see *Set Up Sales Order Processing on page 27*.

Note: Only the system administrator can set user permissions.

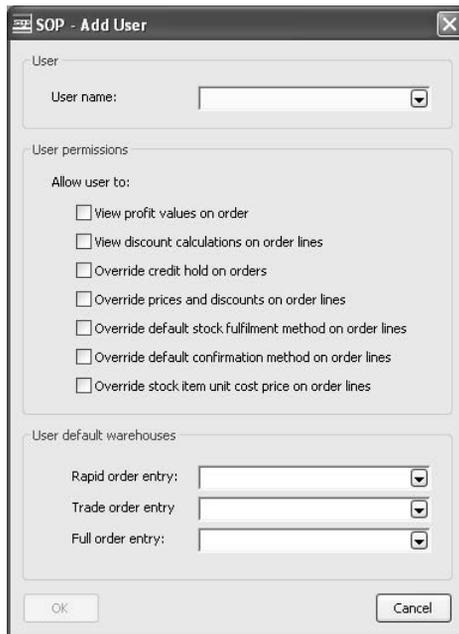
Add permissions for a user

- Choose SOP Utilities > System Set Up > User Permissions.



- Click 'Add'.

The 'Add User' window appears.



- Select the username using the drop-down menu. The list of users is derived from those defined by the system administrator.
- Specify the user permissions by selecting the required check boxes.

Users may be allowed to override prices and discounts on order lines, view profit values or discount calculations, override credit hold on orders, override the default stock fulfilment method on order lines, override the default confirmation method on order lines and override cost prices.

The 'override' options allow you to edit the values on transactions. If these permissions have not been set, the user must accept the default transaction values entered automatically by your Sage 200 system. If they are set, the user can edit the values when entering the relevant transactions. For example, if the user has the 'Override Cost Price' option selected, that user can edit the value of the stock item unit cost when entering a standard item line in SOP.

- If required, specify a default warehouse for use when the user enters new orders by rapid entry, trade counter entry or full order entry. This warehouse can be edited when you enter the order.

Note: In all cases the warehouse must exist and accept sales. You can leave one or more of the default warehouses blank.

- Click 'OK' to save user permissions.

Amend user permissions

- Choose SOP Utilities > System Set Up > User Permissions.
- Select a user.
- Click 'Edit'. The 'Edit user permissions' window appears.
- A description of the boxes is given earlier. For more information see *Add permissions for a user on page 80*.
- Click 'OK' to save the changes. These will be displayed on the 'User permissions for sales order entry' window.

Remove user permissions

- Choose SOP Utilities > System Set Up > User Permissions.

- Select a user.
- Click 'Remove', and confirm that you want to remove the user. The system removes the selected user from the list of users with sales order processing permissions specified.

Manage Pricing

Describes how to set up your pricing structure, incorporating selling prices, discounts and surcharges. The development of an accurate and complete pricing structure enables the efficient generation of sales orders and quotations.

Note: The Price Book is a separate module but is described within the Sales Order Processing module because this is where it is used.

Activities:

Understand pricing

Plan setup

Use setup checklist

Set up:

Mark-up

Price bands

Sales prices

Discount groups

Item discounts

Group discounts

Order discounts

Surcharges

Maintain prices:

Import prices

Export prices

Validate prices

View prices

Price enquiries

Prepare reports

Before you begin ...

You must have:

- ✓ Determined your sales order processing needs. For more information see *Determine Your Sales Order Processing Needs on page 11*.
- ✓ Set your Sage 200 defaults, using the Accounting System Manager module.
- ✓ Created your nominal accounts and specified your default nominal accounts in the Nominal Ledger. For more information see your *Sage 200 Nominal Ledger User Guide*.
- ✓ Set up your Sales Ledger and created your customer accounts. For more information see your *Sage 200 Sales Ledger User Guide*.
- ✓ Set up the Stock Control module and entered stock items. For more information see your *Sage 200 Stock Control* documentation.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

Use your help system. For more information on using the help system, see the *Sage 200 Operations* documentation.

Understand Pricing

The price book provides a flexible approach to pricing. You may want to:

- Vary prices between customers.
- Give special discounts to regular customers who are quick to pay.
- Offer incentives to purchase certain quantities of particular stock items.

Depending on whether you are using Sage 200 to generate a price for a customer, or whether you agree a price with a customer and then enter the agreed price along with the order, you can set up and maintain various mechanisms to give you full flexibility and control. There are three parts to this: prices, and discounts and surcharges. These are only brought together at the moment the order is taken. The process of maintaining them is separate, although both work in the same way.

Note: The prices and discounts specified in the Price Book are applied to item types stock, miscellaneous and service/labour during sales order entry. Sales order items and free text items are not subject to price book prices or discounts.

Prices

Selling prices displayed during order entry for standard items stock, miscellaneous and service/labour are calculated using either:

- Mark-up. The item's buying price plus a percentage increase. For more information see *Mark up prices on page 94*.
- Specific price. A price for an item from the associated price band, for example, Standard, Retail, Trade, and so on.

A standard stock item can have several prices. This makes it possible to charge different customers, different prices for the same item. This is achieved using 'price bands'. All standard stock items have a price entered for each band. Customers are then linked to price bands so that the system knows which price to use for your customers.

Prices can be entered in your system base currency or you can set them in a foreign currency. If you set them in a foreign currency then only customers with the same currency can be linked. Foreign customer accounts can be linked to a price band using the system's base currency. The prices are converted automatically to the customer's currency during order entry.

All stock items (not using mark-up prices) have at least one price, referred to as the standard price. The standard price for all items is maintained in the standard price band. The standard price band is created when the system is installed. This price band uses your system's base currency and all stock item prices are set at zero. One of your first tasks is to set the standard price for each stock item. For more information see *Set standard prices on page 95*.

All customers use the prices specified in the standard price band unless linked to another price band.

To use different prices for some customers, create a new price band and link these customers to it. For example, you may want to charge trade customers a lower price.

Discounts

You can discount goods and services according to customers, quantities sold and order value. This is achieved using single item discounts, product group discounts and order value discounts. Order value discounts are applied once the total value of an order is known and this will include any single item or product group discounts awarded on the way. To receive this, discount groups are established and customers linked to them. Product group and item discounts are also linked to discount groups. To receive discount on a single item, customers must be defined in the customer discount group for the item.

Note: An order is only discounted if the customer operates in the same currency as the discount, or if the price band to which the customer belongs is in the same currency as the discount.

Single item discounts

Each item may have one or more discounts. Single item discounts incorporate:

- A name.
- A unit of measure, which is the measure used to sell the item. For example, is the discount for each item, a box or a case. Units of measure are set for the item in the Stock Control module. For more information see your *Sage 200 Stock Control* documentation.
- Type, whether percentage, amount or special price.
- A currency, if the discount type is amount or special price.

Note: Discounts set as a percentage do not need a specified currency.

- A flat rate discount amount, or quantity break discounts.
 - If you use quantity break discounts, it will show the quantity breaks and whether it is a discount or a surcharge.

Single item discounts are not automatically available to all of your customers. You control which customers are eligible for this type of discount. This is achieved using customer discount groups, which are a list of customers, linked to the discounts.

As well as a price book discount, an item may attract a line discount as specified on the customer's account. Some discounts take precedence over others when applied to the order line. If found, the system first applies a surcharge then a special price and then the best discount on offer after comparing the customer line discount and the discounts in the price book.

Note: Sales order items and free text items are not subject to price book discounts. However, they do attract the line discount specified on the customer's account.

Product group discounts

Each product group may have one or more discounts. Product group discounts incorporate:

- A name.
- Type (which is always set as a percentage).
- A flat rate discount amount, or quantity break discounts.
 - If quantity break discounts, then it will show the quantity breaks and whether it is a discount or a surcharge.

Product groups provide an efficient means of discounting by applying the discount to all stock items linked to the product group. However, the discount is applied irrespective of the measures used to sell the items. Therefore, the discount can be awarded when the item is sold as a single item or in boxes of ten, cases of six etc, depending on the measures used to sell the item.

Product group discounts are not automatically available to all of your customers. You control which customers are eligible for this type of discount. This is achieved using customer discount groups, which are a list of customers, linked to the discounts.

Order value discounts

Order value discounts are based on the total value of an order once any single item or product group discounts have been deducted.

They are specified in order value discount bands, which are then linked to customers. This provides the means of controlling which customers are eligible for the discounts. The discount band incorporates:

- A name.
- A description.
- A currency.
- Order value more than.
- Percentage discount.
- Discount type.

You can establish several bands to apply varying order value discounts to customers.

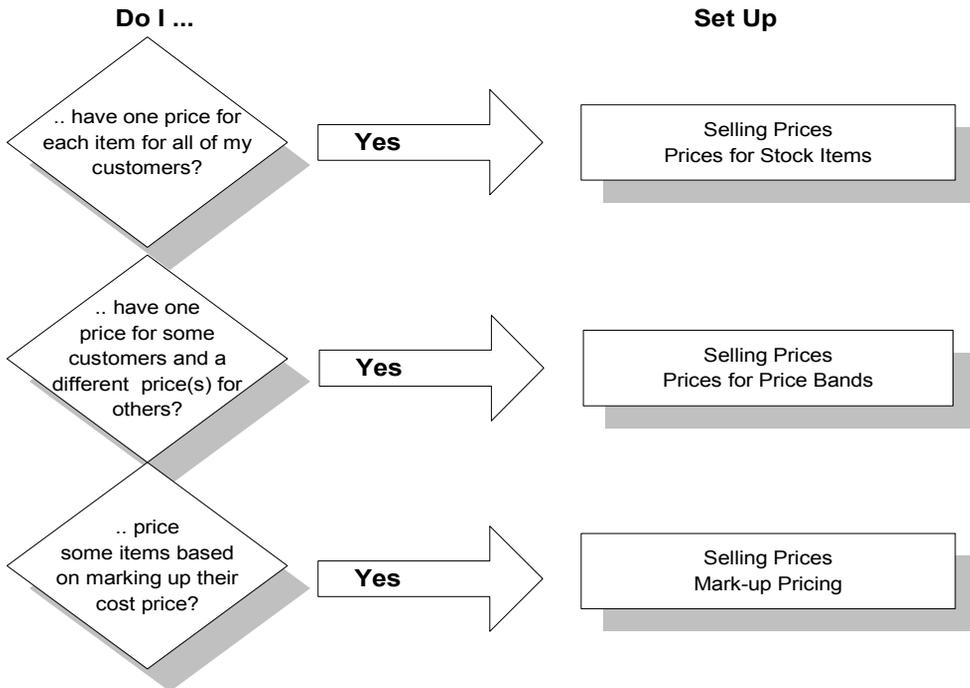
During order entry, the customer is initially awarded the order discount specified on the customer's account as the invoice discount. During order confirmation, the system checks if an order value discount is available to the customer from the Price Book. If the price book discount exceeds the customer's invoice discount, you have the option to apply the price book discount in preference to the invoice discount before saving the order.

Surcharges

Surcharges are added to prices (while discounts are subtracted from prices). Surcharges result in an increase in order value. They are established and maintained using the rules used for discounts.

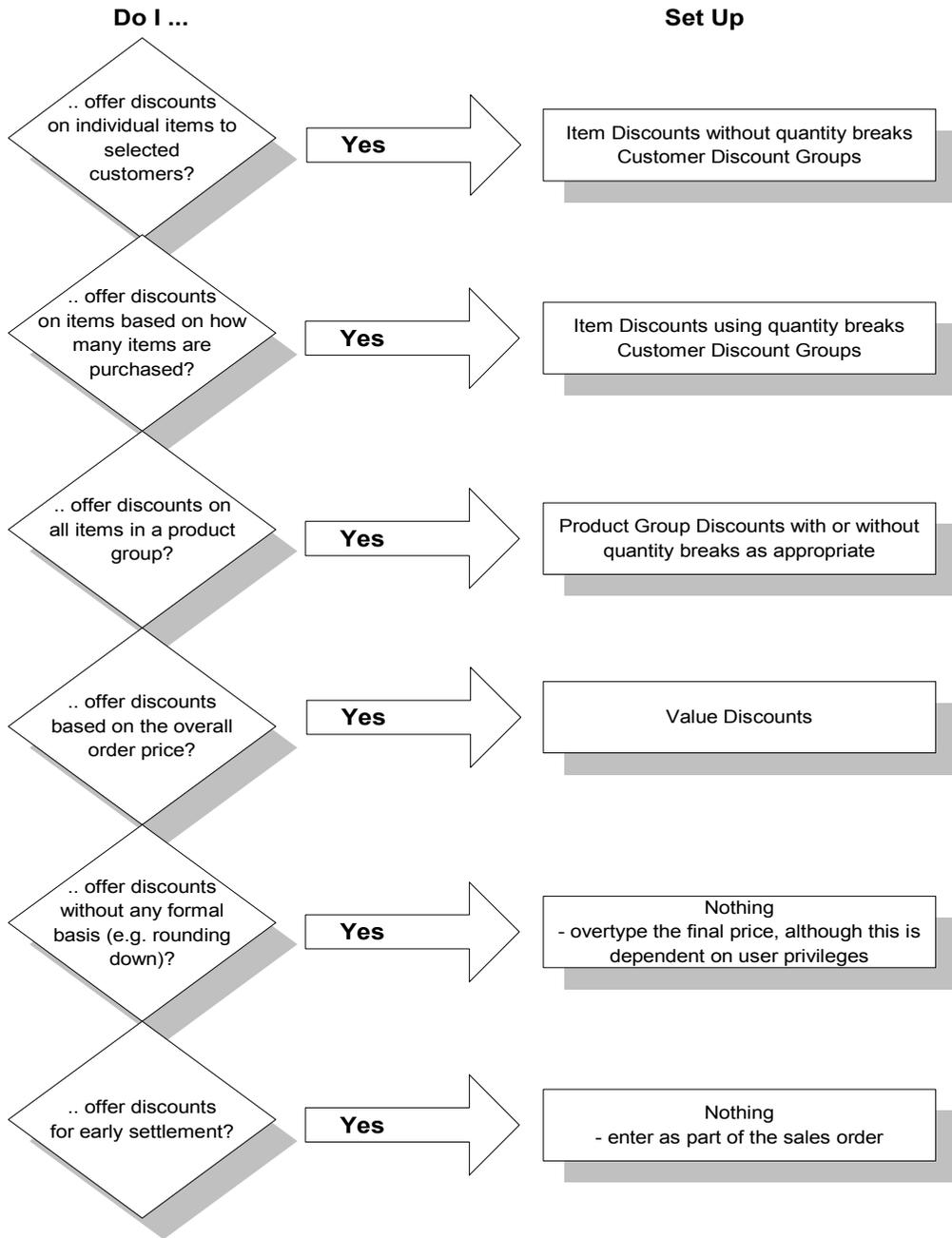
Plan Pricing Setup

You have a lot of choice in how you can set up prices and discounts or surcharges for your stock items. When you are considering prices, think about the following questions:



If you are considering discounts or surcharges, consider the following questions:

Note: Surcharges work in the same way as discounts but are applied in the opposite way, so for example, if you offer a discount for buying larger amounts you may want to place a surcharge on individual items ordered. Consider the questions appropriately for your needs.



Based on your answers, you can plan what you need to set up to achieve the results you want. You may want to maintain your prices outside Sage 200, in which case you can use the import and export prices facility to achieve this. For more information see *Maintain Selling Prices Outside of Sage 200 on page 135*.

Use Setup Checklist

Having answered your questions, you can set up your system in the following sequence. Use the checklist to determine what you need to set up for your own company needs.

Note: Many of these activities can be done in parallel. Not all will be relevant to you. Depending on your requirements, the ideal sequence of activities would be as follows.

- Set up your product group mark-ups. For more information see *Mark up prices on page 94*.
- Set prices in the standard price band. For more information see *Set standard prices on page 95*.
- If you intend to charge goods at different prices, create additional price bands. Price bands should be set up first, based on the separation of customers into sets that will share the same price. For more information see *Create a price band on page 98*.
- Enter sales prices for the price bands. Individual item prices can be set while creating price bands, although they are more usually set up subsequently. For more information see *Set item prices on page 101*.
- Link price bands to customers. For more information see *Link customers to the price band on page 102*.
- To discount goods on an individual item basis, create the single item discount and link this to a customer discount group. Note that you must set up the customer discount group before you can link the single item discount to the customer discount group. For more information see *Set up customers for an item or product group discount on page 106*, *Set up item discount on page 110* and *Enable item or product group discount on page 117*.
- To discount or place surcharges on a group of goods, you need to create the product group discounts or surcharges and link these to a customer discount group. You must set up the customer discount group before you can link the product group discount or surcharge to the customer discount group. For more information see *Set up customers for an item or product group discount on page 106*, *Set up product group discount on page 113* and *Enable item or product group discount on page 117*.
- To discount orders by value, you need to create the order value discount bands and link these to a customer discount group. You must set up the customer discount group before you can link the order value discount band to the customer discount group. For more information see *Set up an order value discount on page 115* and *Enable order value discount on page 119*.

Manage Prices

There are two methods available for setting your selling prices:

- Mark-up. The item's buying price plus a percentage increase.
- Specific price. A price for an item from the associated price band, for example, 'Standard', 'Retail', 'Trade', and so on.

The following describes the different activities you can use to set up and maintain your selling prices.

Note: The prices and discounts specified in the Price Book are applied to item types stock, miscellaneous and service/labour during sales order entry. Sales order items and free text items are not subject to price book prices and discounts.

Mark up prices

Mark-up is one way of pricing items, by adding a percentage increase to an item's buying price. The percentage mark-up is set at product group level. All items link to a product group, therefore an item's selling price is calculated by its association with its product group.

Note: Goods can be priced either using mark-up or a set price, not both. Also you cannot discount goods priced using mark-up.

Enable mark-up for a product group

- Choose Price Book > Selling Prices > Markup Pricing.

Code	Description	Use Markup	Markup %
CABINETS	Cabinets	<input type="checkbox"/>	
BESPOKE	Bespoke Kitchens	<input type="checkbox"/>	
WORKTOPS	Worktops Finished	<input type="checkbox"/>	
PANELS	Wood Panels	<input type="checkbox"/>	
DOORS	Doors	<input type="checkbox"/>	
IRONMONGERY	Ironmongery	<input type="checkbox"/>	
WKTOPSUNFIN	Worktops Unfinished	<input type="checkbox"/>	
FITTINGS	Fittings	<input type="checkbox"/>	
PLUMBING	Plumbing Items	<input type="checkbox"/>	
PAINT	Paint	<input type="checkbox"/>	

- Select the check box for the product group that you want to use mark up pricing.

Note: If the product group has associated discount you will be asked to confirm if you want to proceed to add mark-up to the product group. If you do, all the discount structures and items linked to these will be removed for the product group.

- Enter the mark-up percentage value. The value must be greater than or equal to zero, expressed to two decimal places. The default is 0.00.
- Click 'OK' to accept the new mark up percentage values.

Deactivate mark-up for a product group

- Choose Price Book > Selling Prices > Markup Pricing.
- Clear the check box for the product group that you want to use mark up pricing.

Note: When you deactivate the mark-up pricing for a product group, you need to set up fixed selling prices for the price band. For more information see *Set up customers for an item or product group discount on page 106*.

Set standard prices

The standard price band is created automatically when the system is installed. If you intend to offer different sales prices on items to different groups of customers (multiple pricing), you must set the prices in the standard price band before you creating further price bands.

Note: Standard item prices created outside Sage 200, for example, in a spreadsheet, can be imported. This is possible provided the stock item code is recognised within Sage 200. For more information see *Maintain Selling Prices Outside of Sage 200 on page 135*.

There are three ways you can set your standard prices. You can do this from an individual item view, from a price band view (where all items are displayed) or when entering a new stock item or editing a new stock item.

Set a standard price for an item

- From the Stock Record:

Choose Stock Control > Stock Records > Enter New Stock Item. After entering your new stock item details, click Selling Prices.

- From the Price Book:

Choose Price Book > Selling Prices > Prices for Stock Item.

PB - Prices for Stock Item

Stock item

Code: ACS/BLENDER Name: Professional Blender 5 Speed

Stock unit: Each

Selling prices

Price Band Name	Use Std	Price	Currency
Standard	<input checked="" type="checkbox"/>	256.50000	Pounds Sterling
Selling Band 2	<input type="checkbox"/>	251.00000	Pounds Sterling
Selling Band 3	<input type="checkbox"/>	259.40000	Pounds Sterling
Selling Band 4	<input type="checkbox"/>	280.00000	Pounds Sterling
Selling Band 5	<input type="checkbox"/>	300.00000	Pounds Sterling

Save Close

- Select an item.

Note: You cannot set a price for an item which is linked to a product group that uses a mark-up percentage. For more information see *Mark up prices on page 94*.

- Enter or amend the item sales price where appropriate. This may be greater than or equal to zero and contain up to five decimal places. A warning is given if you set the price to zero, however you can still use zero as a sales price.

Note: If there is no standard price for the item the system will create it with an initial value of zero. The standard price is in base currency.

Prices are expressed in the stock unit of the item and the currency specified for the price band.

Set items prices using the standard price band

Note: The name and description of the standard price band cannot be changed. You cannot change the currency of a price band.

- Choose Price Book > Selling Prices > Prices for Price Band.

Price band details:

Name: Standard Currency: Pounds Sterling

Description: Standard

Selling prices:

Item Code	Item Name	Price	Stock Unit
ACS/BLENDER	Professional Blender 5 Speed	256.50000	Each
ACS/ESPRESSO	Espresso Machine	299.60000	Each
ACS/FILTER-COFFEE	Filter Coffee Maker	169.20000	Each
ACS/MEAT-SLICER	Commercial Meat Slicer	325.50000	Each
ACS/MIXER	Professional Mixer 3 Speed	289.50000	Each
ACS/TOASTER	Polished Steel 4 Slice Toaster	209.00000	Each
B5/ARIZONA/BOM	Arizona Kitchen	2950.00000	Each
B5/NEW-ENGLAND/BOM	New England Kitchen	3012.00000	Each

Buttons: Save, Set Prices..., Find..., Close

- Select the standard price band.
- All stock items are displayed.
- Enter or amend the price for each item.
- Click 'Save' to confirm prices and the system updates the prices for all items.

Use multiple prices

If you want to offer different sales prices on items to different groups of customers, you need to set up the price bands and item prices and then specify which customers belong to each band.

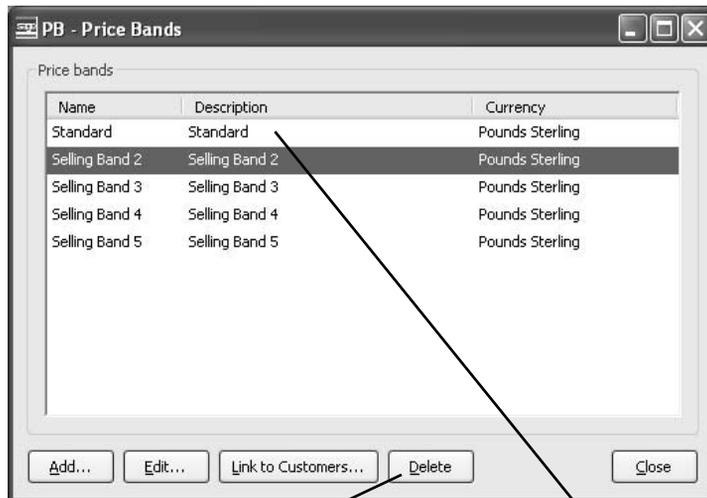
When you set up your price bands, you can decide whether or not you want prices in other price bands to change automatically to reflect changes in prices in the standard group. This can make maintenance easier as you only need to make the changes once to your standard price group.

Note: The creation and maintenance of price bands works in a similar way to the creation and maintenance of customer discount groups. The two groups are distinct. They may, but they need not, share the same customers.

Create a price band

Note: You can change the description you assign a price band but you cannot change its currency once it has been saved.

- Choose Price Book > Price Bands > Price Bands.



Activated when a price band other than the 'Standard' is selected.

Created by default and cannot be deleted.

If you have not set up standard prices yet, the first time you choose this option, the standard price band is created automatically. It is created with the name, 'Standard', no description, base currency and a value of 0. Each item is given the price value 0.

Note: This standard price band will never have any customers explicitly linked to it. All customers not linked to a price band will be treated as if they are linked to the standard price band.
The standard price band needs to have prices allocated to it before you set up other price bands.

- Click 'Add'.

- Enter a name for the price band.
- Specify the currency of the price band.

Note: Currencies are defined in Accounting System Manager. For more information see your *Sage 200 Accounting System Manager User Guide*.

- Enter a description for the price band. This is optional.
- Specify a 'starting selling prices' option for the band. Choose one of three options:

Note: Each stock item that you have has a price associated with it. Using any of these options does not prevent you changing prices subsequently.

- Set all prices to "0.00000".

- Set prices to be the same as price band. You need to select the band from which prices are to be copied. This is useful if most of the prices you want to use in this price band are the same as an existing one. You can then edit the items that need to be priced differently.
- Link the prices to the standard prices. Use this option if you always want to charge the same price as the standard price band for the majority of stock items. The prices will be linked to the standard band, so that as you change the standard prices the ones in this band are changed automatically. Again, if there are individual items where a different price is required, you can edit it manually. However, once edited, it will no longer be linked to the standard band.
- Click 'OK' to save the information.

Delete a price band

- Choose Price Book > Price Bands > Maintain Price Bands.
- Select the price band that you want to delete from the list.
- Click 'Delete'.

Note: If any customer records are linked to the price band you have chosen to delete, you are prompted to confirm that the customer record will be moved to the 'standard' price band.

The price band will be removed from the list.

Set item prices

- Choose Price Book > Selling Prices > Prices for Price Band.

Price band details:

Name: Standard Currency: Pounds Sterling

Description: Standard

Selling prices:

Item Code	Item Name	Price	Stock Unit
ACS/BLENDER	Professional Blender 5 Speed	256.50000	Each
ACS/ESPRESSO	Espresso Machine	299.60000	Each
ACS/FILTER-COFFEE	Filter Coffee Maker	169.20000	Each
ACS/MEAT-SLICER	Commercial Meat Slicer	325.50000	Each
ACS/MIXER	Professional Mixer 3 Speed	289.50000	Each
ACS/TOASTER	Polished Steel 4 Slice Toaster	209.00000	Each
BS/ARIZONA/BOM	Arizona Kitchen	2950.00000	Each
BS/NEW-ENGLAND/BOM	New England Kitchen	3012.00000	Each

Buttons: Save, Set Prices..., Find..., Close

- Select the price band. This displays a list of all stock items.
- Enter or amend the price for each item. There are two ways you can do this.
 - Enter or amend the price for the individual item in the 'Price' column.
 - Click 'Set Prices', and set the selling prices.

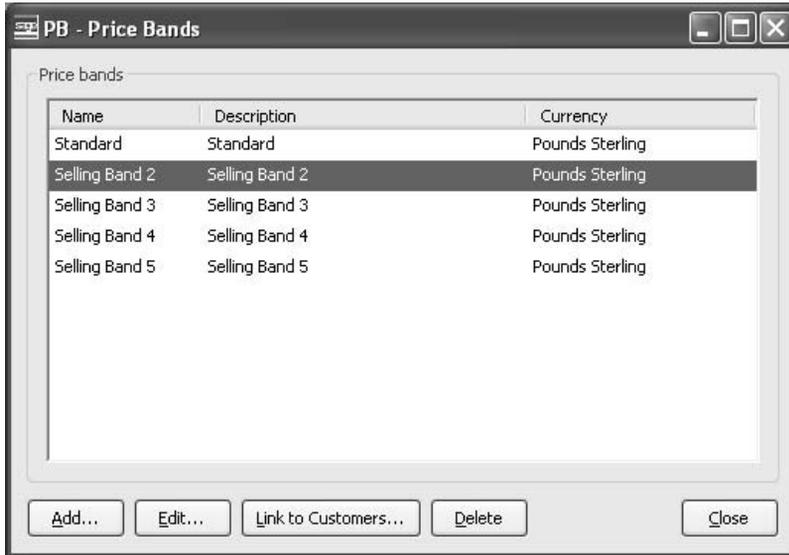
Warning! Clicking 'Set Prices' will overwrite all prices you have entered or amended manually in the 'Price' column.

You can set all prices to zero, copy the prices from another price band, or link the prices to the standard prices. Any changes in the standard price band will be automatically reflected in these prices.

- Click 'Save' to confirm prices and the system updates the prices for all items.

Link customers to the price band

- Choose Price Book > Price Bands > Price Bands.



- Select the price band from the list.
- Click 'Link to Customers'.

The 'Link Customers to Price Band' window is displayed.

Note: All customers not linked to a specific price band are linked automatically to the standard price band.

Price band details

Name: Currency:

Description:

Customers linked to this price band

A/C Ref	Name
CHE001	Cherrie Ltd
GRE001	Greene Kitchen Stores
MOL001	Molly Inc

- Select the price band.
- Click 'Add Customers' to add customers to the group. Only those customers not already linked are shown.



- Select the customers that you want to add to the price band.

To select many customers, use standard windows selection. Hold down the SHIFT key and select a group of adjacent customers, or hold down the CTRL key and select a number of non-adjacent customers.

- If a customer is already linked to another price band you need to confirm whether you want to proceed, in which case the link between the customer and the other price band will be broken and a link made between the customer and this price band instead.

Remove a customer from a price band

- Choose Price Book > Price Bands > Link Customers to Price Band.

Price band details

Name: Selling Band 2 Currency: Pounds Sterling

Description: Selling Band 2

Customers linked to this price band

A/C Ref	Name
CHE001	Cherrie Ltd
GRE001	Greene Kitchen Stores
MOL001	Molly Inc

Add Customer... Remove Customers Close

- Select the price band.
- Select the customers that you want to remove.

To select many customers use standard windows selection. Hold down the SHIFT key and select a group of adjacent customers, or hold down the CTRL key and select a number of non-adjacent customers.

- Click 'Remove Customers'.

Manage Discounts

Discounts can be applied to a single item, a product group or an order value. This is achieved by assigning customers to discount groups/bands, specifying the discounts you want to award and then linking the two together.

An order is only discounted if the customer operates in the same currency as the discount, or if the price band to which the customer belongs is in the same currency as the discount.

No discounts are compounded, only one discount is ever applied, usually the greatest discount. The exception to this is that a 'special price' discount always takes precedent over any other discount. A surcharge will always override a discount (except a special price discount).

This section describes the different activities you can use to set up and maintain the discounts you want to award to your customers.

Note: Sales order items and free text items are not subject to order line discounts specified in the Price Book. However, they do attract the line discount specified on the customer's account.

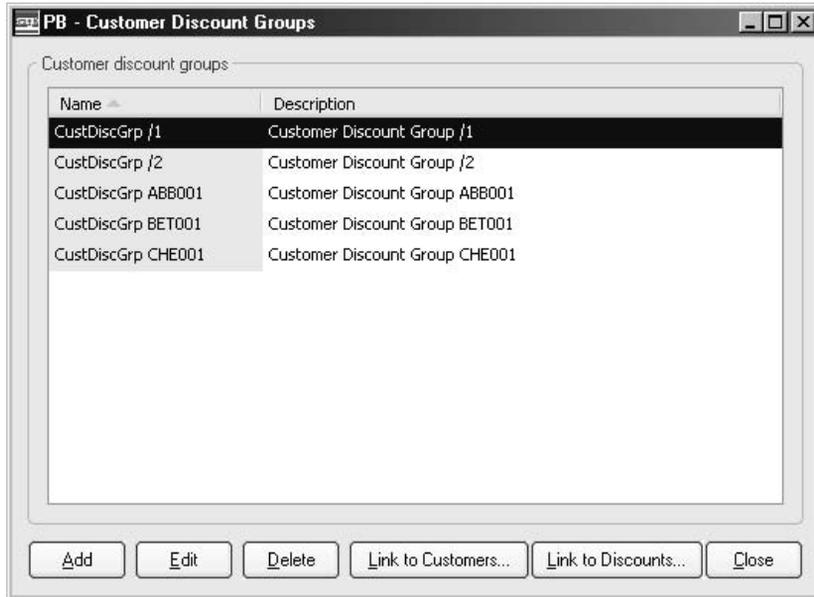
Set up customers for an item or product group discount

To offer different discounts (such as a percentage, amount or special price), to different groups of customers, you need to define customer discount groups and specify which customers belong to each group.

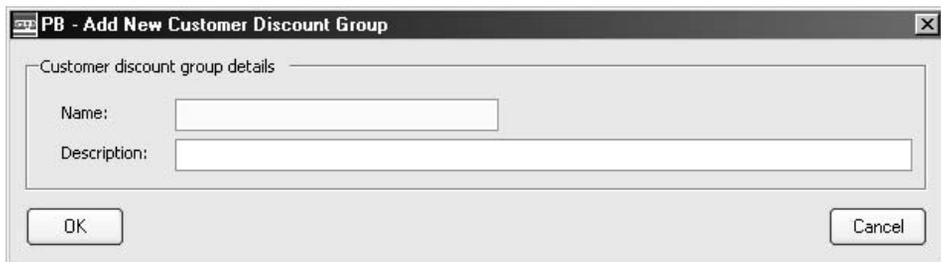
Note: The creation and maintenance of customer discount groups work in a similar way to the creation and maintenance of customer price bands. The two groups are distinct. They may, but they need not, share the same customers.

To set up customers for an item or product group discount

- Choose Price Book > Discount Groups > Customer Discount Groups.



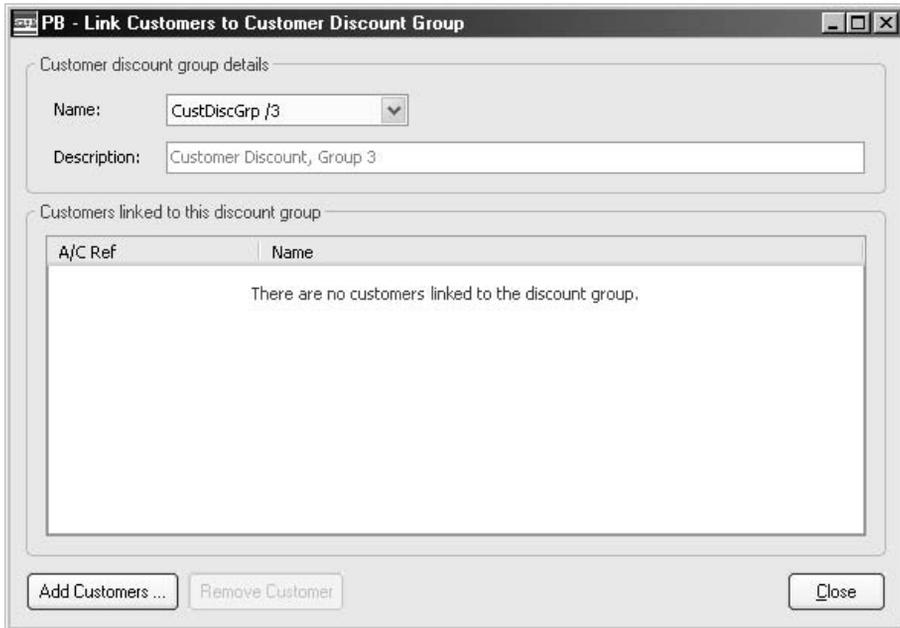
- Click 'Add'.



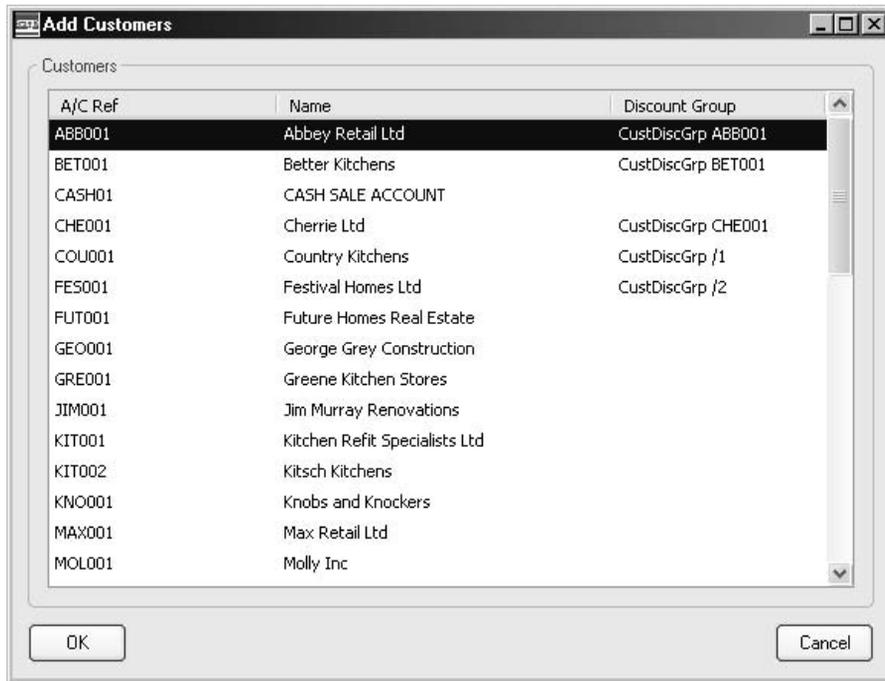
- Enter a name for the customer discount group.
- Enter a description for the customer discount group.
- Click OK.
- Select the new customer

Note: Once the customer discount group is created, you can amend the description but not the name assigned to it. If you want to delete a customer discount group you must remove all customers from the customer discount group first. See *Remove a customer record from the customer discount group on page 124*.

- Click 'Link to Customers'.



- Click 'Add Customers' to add customers to the group.



- All customers not already linked to the group are displayed. Select the customers that you want to add to the group, and click 'OK'.

To select many customers use standard windows selection. Hold down the SHIFT key and select a group of adjacent customers, or hold down the CTRL key and select a number of non-adjacent customers.

- If the customer is already linked to another discount group you need to confirm whether you want to proceed, in which case the link between the customer and the other discount group will be broken and a link made between the customer and this discount group instead.

Specify discounts

The following describes how you can establish a range of discounts for:

- 'Items': discounts applied to a specific stock item.
- 'Product groups': discounts apply to a range of similar stock items linked to the product group.
- 'Order value': discounts applied to the full value of an order once product and item discounts have been deducted.

Note: If the product group uses mark-ups for its prices, you cannot add discounts for the item.

Set up item discount

Note: Once an item discount has been set up, you can change any discount information except for the discount type, currency or discount name.

- Choose Price Book > Discounts > Discounts for Stock Item.

Stock item

Code: ACS/BLENDER Name: Professional Blender 5 Speed

Discounts

The following discounts apply to all products in the Accessories product group.

Name
ACCS Discount CHE001

View...

The following discounts apply specifically to this stock item:

Name	Sales Unit	Currency
ACS/BLENDER Discount: CHE001	Each	Pounds Sterling

Add...
Edit...
Remove
Duplicate...
Link to Groups...

Close

- Select the stock item.

Any product group discount currently held for the item and the selling unit are displayed.

Note: You cannot amend the product group discount structures from here. You must use the appropriate activity. For more information see *Set up product group discount on page 113*.

- Click 'Add'.

Note: You can create a new discount structure using copy. To do this, select a discount structure and click 'Duplicate'. When a discount structure is copied the customer discount groups linked to the discount structure will not be copied to the new discount structure.

Discount details:

Name:

Selling unit: Each

Discount:

Type: Percentage Currency:

Flat rate discount

Quantity break discounts

Quantity Of or More Than	Value	Modifier

- Enter the discount name; this must be unique.
- Select the selling unit.

If the stock item's product group has multiple selling units (selling quantities or selling prices) enabled then select from the drop-down. This contains the stock unit and all selling units for the item. The default is the stock unit.

- Specify the type of discount, selecting from percentage, amount and special price.
- If you specified the discount type as amount or special price, select the discount currency from the list of available currencies.

Note: Currencies are defined using Accounting System Manager. For more information see your *Sage 200 Accounting System Manager User Guide*.

- Enter a flat rate discount amount or quantity break discounts.
- If entering quantity breaks, enter the quantity more than value to be associated with the discount or surcharge, by entering a value greater than zero. Also, enter the value for the discount or surcharge, and the modifier (whether it is a discount or a surcharge).
- Click 'OK' to save the item discount.

Note: If there is more than one discount value the system checks that lower prices (or larger discounts) are offered for larger quantities.

Set up product group discount

Note: Once a product discount has been setup you can change any information within the discount. Amendments to product group discount only affects new orders created subsequently using the discount. It does not affect existing orders.

- Choose Price Book > Discounts > Discounts for Product Group.
- Select the product group using the 'Product group' drop-down list.

The screenshot shows a software window titled "PB - Discounts for Product Group". The window is divided into two main sections. The top section, "Product group details", contains a "Product group" dropdown menu currently set to "ACCESSORIES" and a "Description" text field containing "AVCO Non Traceable". The bottom section, "Discounts", features the text "The following discounts apply to all products in this product group:" above a list box. The list box contains one entry: "ACCS Discount CHE001". To the right of the list box are five buttons: "Add...", "Edit...", "Remove", "Duplicate...", and "Link to Groups...". A "Close" button is located at the bottom right of the window.

- Click 'Add'.

PB - Add New Discount for Product Group: ACCESSORIES

Discount details:

Name:

Discount:

Type: Percentage

Flat rate discount

Quantity break discounts

Quantity Of or More Than	Value	Modifier

Delete

OK Cancel

- Enter a name for the discount; this must be unique.

Note: The name must not be used for any other discount.

- Enter a flat rate discount amount or quantity break discounts.
- If entering quantity breaks, enter the quantity more than value to be associated with the discount or surcharge, by entering a value greater than zero. Also enter the value for the discount or surcharge, and the modifier (whether it is a discount or a surcharge).
- Click 'OK' to save the discount.

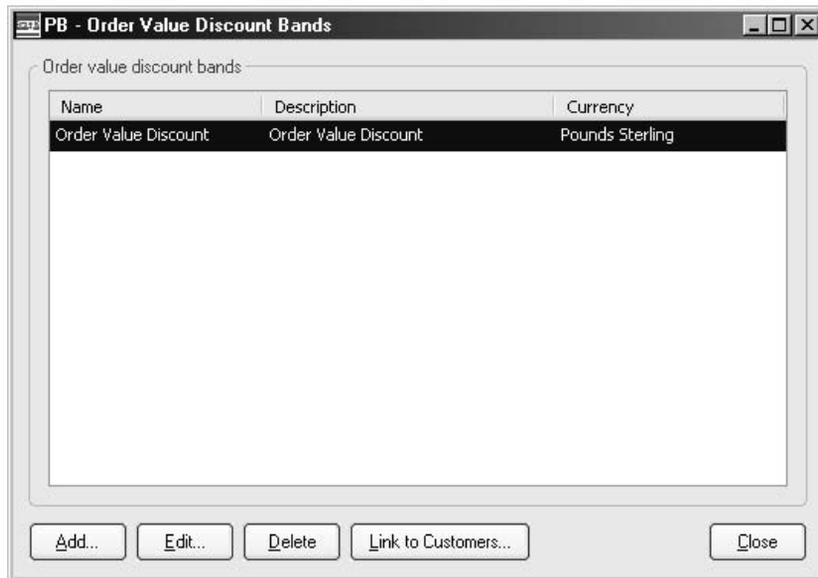
Note: If there is more than one discount value the system checks that lower prices (or larger discounts) are offered for larger quantities.

- To enable the discount, link the discount to a customer discount by clicking 'Link to Groups'. Click 'Add Groups', select the discount group(s) from those displayed and click 'OK'.

Set up an order value discount

Note: Once an order value discount has been setup you cannot change its currency.

- Choose Price Book > Discounts > Order Value Discounts.



- Click 'Add'.

The screenshot shows a dialog box titled "PB - Add New Order Value Discount Band". It is divided into two sections. The top section, "Value discount details", includes a "Name" text box, a "Currency" dropdown menu, and a "Description" text box. The bottom section, "Discount", contains a table with two columns: "Value Of or More Than" and "Percentage Discount". The table is currently empty, with the text "No items to display" centered in it. Below the table is a "Delete" button. At the bottom of the dialog are "OK" and "Cancel" buttons.

- Enter a name for the value discount.
- Select a currency from the list of available currencies.

Note: Only customers who operate in this currency or who belong to a price band in this currency will be eligible for this discount. Currencies are set up using Accounting System Manager. For more information see your *Sage 200 Accounting System Manager User Guide*.

- Enter a description. This is optional.
- Enter as many break values, and discount percentages as required.

Note: Break values are in the currency of the discount, and are unique. The discount must not be greater than 100%. Also, if the percentage discount rate is greater than the discount rate of any higher value break point, a warning appears.

- Click 'OK' to save the information.

Enable discounts

This activity links discounts to customer discount groups or order value discounts bands so that the appropriate discount is awarded during order entry.

Enable item or product group discount

- Choose Price Book > Discount Groups > Link Discounts to Customer Discount Group.

Customer discount group details

Name: CustDiscGrp /2 Description: Customer Discount Group /2

Product Group Discounts Stock Item Discounts

Code	Description	Discount Name
CABINETS	Cabinets	CABS Discount /2
WWRE	Whiteware	WWRE Discount /2

Save Find... Add... Remove... Close

- Select the 'Product Group Discounts' or ' Stock Item Discounts' tab.

Note: For the purposes of this description we concentrate on the product group discount but the same process is followed whether it is for product group or stock item discount. Any specific differences are described in the following description.

You can either enter the details of a new discount or select an existing structure from the list displayed.

- To enter details of a new discount, click 'Add'. The window's appearance changes depending on the tab that was selected before the Add button is clicked. (The following screen appears when you select the Stock Item Discounts tab.)

Stock item discounts

Stock item:

Unit:

Discount:

Save Close

- Select the product group or stock item from the drop-down list.
- If you are entering details of a stock item discount then select the unit of measure.
- Select the discount, and click 'Save'. The details are now displayed in the appropriate discount list.

Customer discount group details

Name: Description:

Product Group Discounts Stock Item Discounts

Code	Description	Discount Name
CABINETS	Cabinets	CABS Discount /2
WWRE	Whiteware	WWRE Discount /2
ACCESSORIES	Accessories	ACCS Discount CHE001

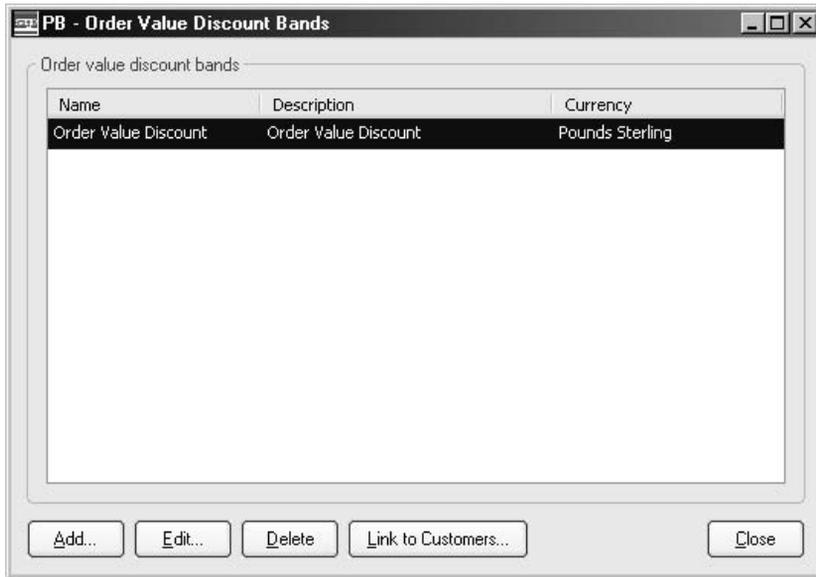
Save Find... Add... Remove... Close

- To select a product group or item code structure that is already in the list, select the 'Discount Name' column to display the discount structure name.

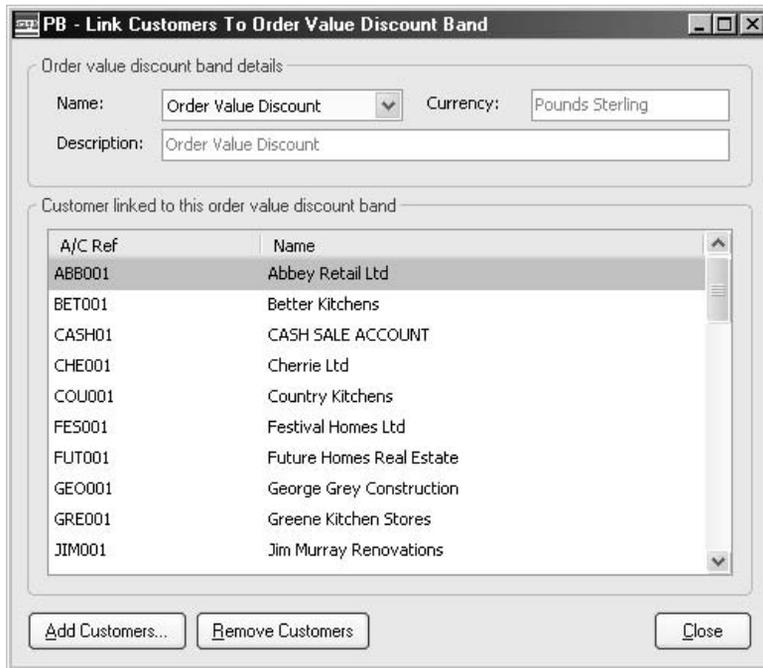
Note: If the selected discount is already linked to another customer discount group then the link is removed and a new link made between the selected discount and this customer discount group.

Enable order value discount

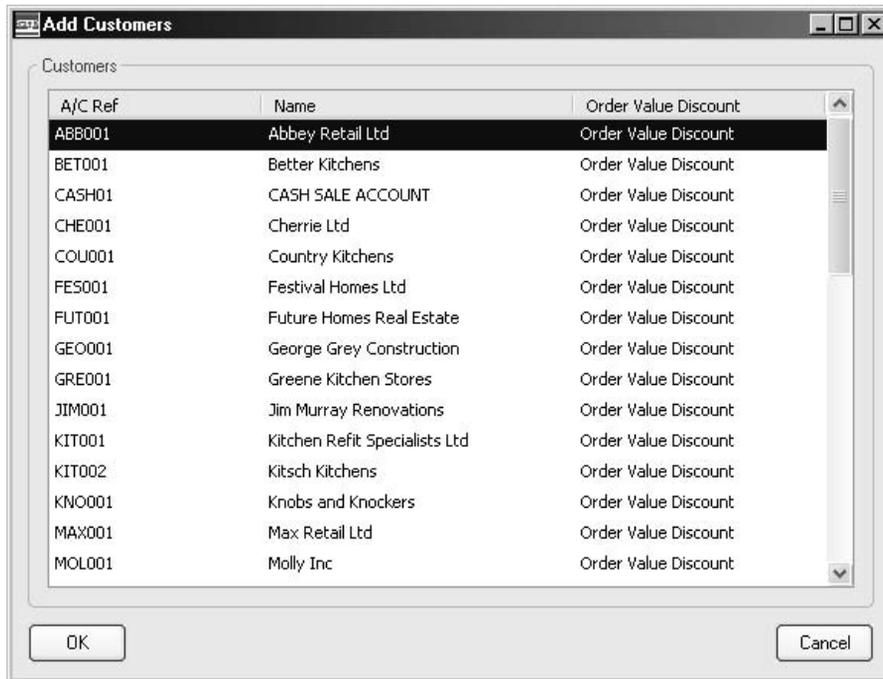
- Choose Price Book > Discounts > Order Value Discounts.



- Select the order value discount band, and click 'Link to Customers'.



- Click 'Add Customers'.



- Select the customers to add and click 'OK'.

To select many customers, use standard windows selection. Hold down the SHIFT key and select a group of adjacent customers, or hold down the CTRL key and select a number of non-adjacent customers.

Note: If the customer is already in another order value discount then you must confirm if you want the link between the customer and that discount to be removed and the link to be established between the customer and this order value discount.

Deactivate discounts

You can deactivate a discount for a single customer or for several customers assigned to a discount group or discount band.

Deactivate an item or product group discount

- Choose Price Book > Discount Groups > Link Discount to Customer Discount Group.

Customer discount group details

Name: CustDiscGrp /2 Description: Customer Discount Group /2

Product Group Discounts Stock Item Discounts

Code	Description	Discount Name
CABINETS	Cabinets	CABS Discount /2
WWRE	Whiteware	WWRE Discount /2

Save Find... Add... Remove... Close

- Select the customer discount group.
- Select the 'Product Group' or 'Stock Item' tab.
- Select the discount you want to deactivate and click 'Remove'.

Deactivate order value discount

- Choose Price Book > Discount Groups > Link Customers to Order Value Discount Band.

PB - Link Customers To Order Value Discount Band

Order value discount band details

Name: Currency:

Description:

Customer linked to this order value discount band

A/C Ref	Name
ABB001	Abbey Retail Ltd
BET001	Better Kitchens
CASH01	CASH SALE ACCOUNT
CHE001	Cherrie Ltd
COU001	Country Kitchens
FES001	Festival Homes Ltd
FUT001	Future Homes Real Estate
GEO001	George Grey Construction
GRE001	Greene Kitchen Stores
JIM001	Jim Murray Renovations

- Select the discount from those displayed.
- Select the customer or customers that you want to remove, and click 'Remove Customers'.

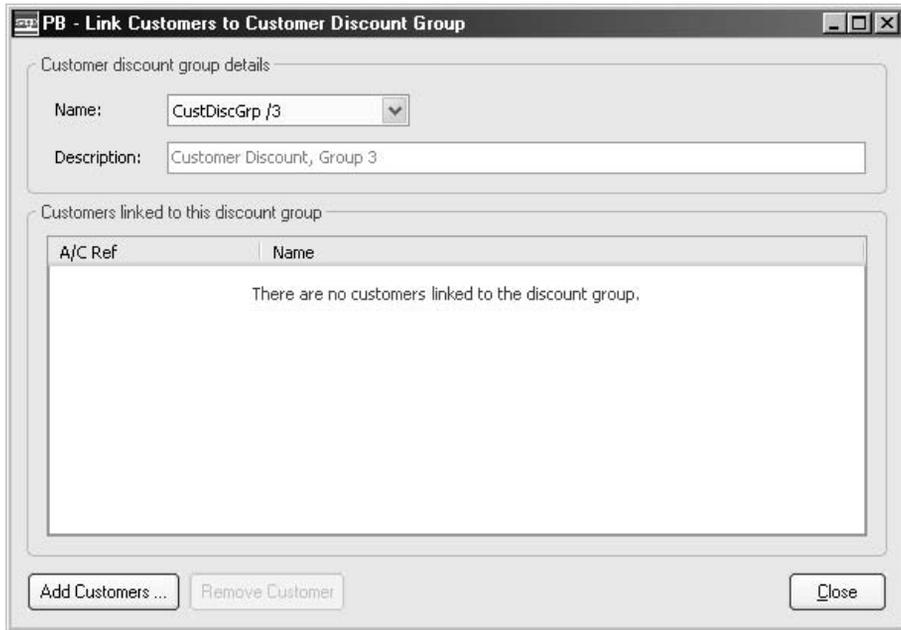
Note: To select many customers use standard windows selection. Hold down the SHIFT key and select a group of adjacent customers, or hold down the CTRL key and select a number of non-adjacent customers.

A confirmation message appears.

- Click 'Yes' to confirm that you want to remove the customer (or customers).

Remove a customer record from the customer discount group

- Choose Discount Groups > Link Customers to Customer Discount Group.



- Select the customers that you want to remove.

To select many customers use standard windows selection. Hold down the SHIFT key and select a group of adjacent customers, or hold down the CTRL key and select a number of non-adjacent customers.

- Click 'Remove Customers'.

A confirmation message appears.

- Click 'Yes' to confirm the removal of the customer record from the customer discount group.

Remove a customer's order value discount

- Choose Discount Groups > Link Customers to Order Value Discount Band.



- Select the discount from those displayed.
- Select the customer or customers that you want to remove, and click 'Remove Customers'.

Note: To select many customers use standard windows selection. Hold down the SHIFT key and select a group of adjacent customers, or hold down the CTRL key and select a number of non-adjacent customers.

A confirmation message appears.

- Click OK to confirm that you want to remove the customer (or customers).

Delete discounts and discount groups

Use this activity to remove redundant discounts and customer discount groups.

Delete item discount

Note: You cannot delete a discount that is linked to a customer discount group.

- Choose Price Book > Discounts > Discounts for Stock Item.

PB - Discounts for Stock Item

Stock item

Code: ACS/BLENDER Name: Professional Blender 5 Speed

Discounts

The following discounts apply to all products in the Accessories product group.

Name
ACCS Discount CHE001

View...

The following discounts apply specifically to this stock item:

Name	Sales Unit	Currency
ACS/BLENDER Discount CHE001	Each	Pounds Sterling

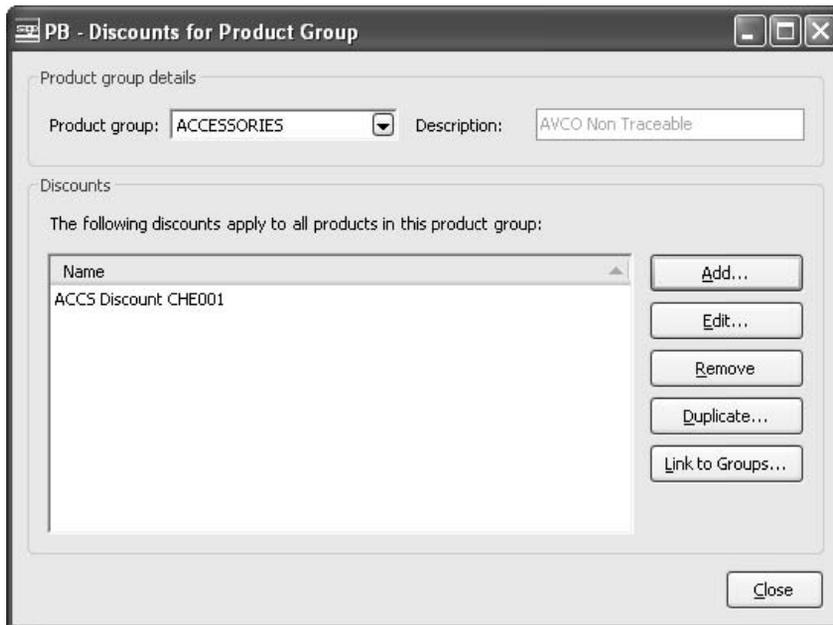
Add...
Edit...
Remove
Duplicate...
Link to Groups...
Close

- Select the item discount.
- Click 'Remove'.
- Confirm that you want to remove the discount.

Delete product group discount

Note: You cannot delete a discount that is linked to a customer discount group.

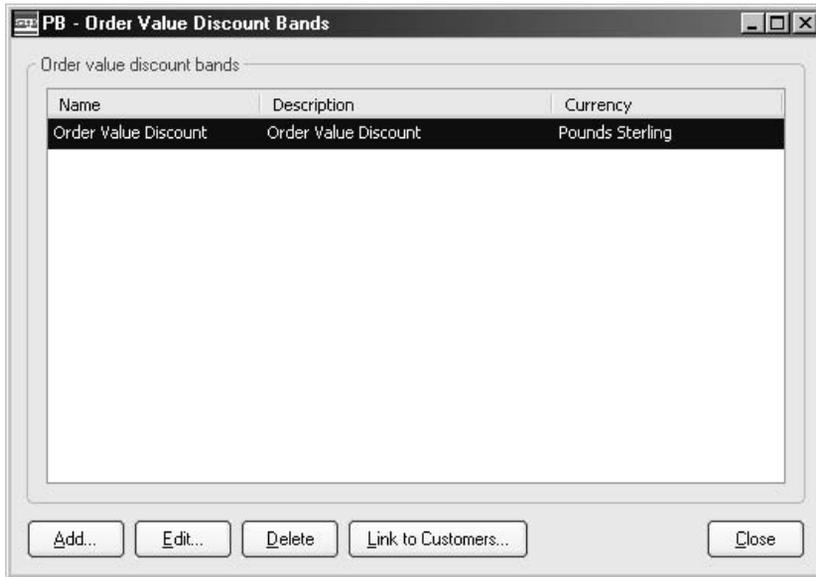
- Choose Price Book > Discounts > Discounts for Product Group.



- Select the product group discount.
- Click 'Remove'.
A confirmation message appears.
- Click OK to confirm that you want to remove the discount.

Delete order value discounts

- Choose Price Book > Discounts > Order Value Discounts.



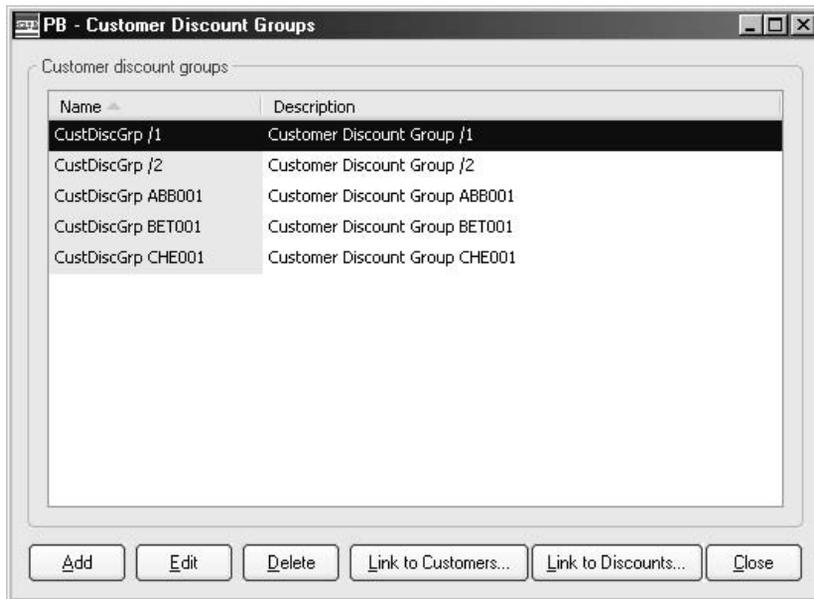
- Select the order value discount you want to delete.
- Click 'Delete', and confirm that you want to delete the discount.

Note: You cannot delete a discount if customers are linked to it. For more information see *Deactivate order value discount on page 123*.

Delete customer discount groups

Note: If you want to remove a customer discount group you must remove all customers from the customer discount group first. For more information see *Deactivate an item or product group discount on page 122*.

- Choose Price Book > Discount Groups > Customer Discount Groups.



- Select the discount group that you want to remove, and click 'Delete'.

A confirmation message appears.

- Click Yes to confirm that you want to delete the customer discount group.

Manage Surcharges

Surcharges are established and maintained using the rules used for discounts but apply to item and product group discounts only.

The difference between surcharges and discounts is that surcharges are added to the price, whereas discounts are subtracted.

For more information see *Set up item discount on page 110* and *Set up product group discount on page 113*.

Manage Pricing

The following procedures, described over the next few pages, provide a means of checking and modifying your overall pricing structure, which covers item prices and discounts.

View and modify customer pricing

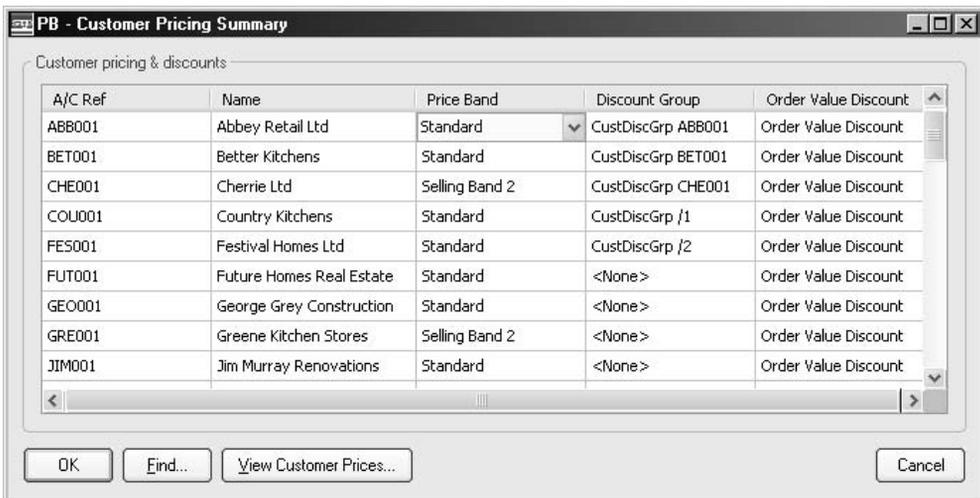
This is a way of viewing all prices and discounts for a particular customer.

You can select the customer and amend the customer price band using this routine. You can also set and amend the customer discount group using this routine.

Note: You cannot change the standard price of an item using this activity; you can only change the prices in the price bands.

To view and modify customer pricing

- Choose Price Book > Utilities > Customer Pricing Summary.



- Select the price band you want for a customer using the 'Price Band' column.
- Select a discount group for the customer. If the customer has no value discount structures then select <None>.

- Select the order value discount, or if the customer does not belong to an order value discount group, select '<None>'.
- To view customer prices click 'View Customer Prices'. The item prices and discounts are displayed for the customer.

PB - View Customer Selling Prices for Customer: ABB001

Selling prices

Item Code	Item Name	Product Group	Unit	Price
CA/BASE/SNG/BEECH	Beech Base Single Cabinet...	Cabinets	Each	163.20000
CA/BASE/DBL/BEECH	Beech Base Double Cabine...	Cabinets	Each	236.00000
CA/WALL/H70/BEECH	Beech Wall Cabinet H70cm	Cabinets	Each	192.10000
CA/WALL/H92/BEECH	Beech Wall Cabinet H92cm	Cabinets	Each	215.90000
CA/BASE/SNG/OAK	Oak Base Single Cabinet H...	Cabinets	Each	176.80000
CA/BASE/DBL/OAK	Oak Base Double Cabinet...	Cabinets	Each	260.10000
CA/WALL/H70/OAK	Oak Wall Cabinet H70cm	Cabinets	Each	209.10000
CA/WALL/H92/OAK	Oak Wall Cabinet H92cm	Cabinets	Each	234.50000
WT/WHITE/LAM/60	White Laminated Worktop...	Worktops Finished	Each	30.00000
WT/WHITE/LAM/120	White Laminated Worktop...	Worktops Finished	Each	60.00000

Find... Close

Verify prices

When you have established the prices and discounts to be used for stock items you need to ensure the prices return profit on sales after discounting. This activity can be used to check each stock item to ensure:

- An item's price minus its discount does not result in a negative selling price.
- An item's selling price does generate a profit.

Note: This activity checks the selling prices for individual items and uses the average cost price of items. It does not take into consideration any order value discount that can be awarded to customers.

Two reports are generated through this activity: the 'Price Book Price Check' report and the 'Price Book Invalid Discounts' report. If unusual selling prices are found the items and their selling prices are listed in the 'Price Book Invalid Discounts' report.

To verify prices

- Choose Price Book > Utilities > Validate Price Book.

- Select the validation that you want to perform.

You can either validate that discount amounts for items are not greater than their selling prices, or you can validate that profit margins are above a minimum level and in this case enter the minimum profit percentage (which must be 0.00 or greater).

Note: The type of profit calculation (based on revenue or cost) will be determined by the setting in the Stock Control setup. For more information see your *Sage 200 Stock Control* documentation.

- Specify the items to validate.

You can validate a single stock item, single product group, or all stock items. If you choose single stock item or single product group you must select the item or group to validate.

Note: Product groups displayed for selection do not use mark-up.

If validating prices, for each item not using standard costing the average cost of the item is calculated. For each item where the determined cost is not zero each selling price is checked to ensure that the minimum profit percentage is equalled or exceeded. A report is produced listing items and prices where profit is not achieved.

If validating discounts, for each item that has a discount amount the discount amount(s) is (are) compared to the item selling price(s) which use the same currency as the discount structure. A report is produced listing the items, prices and structures where the discount amount is greater than the price.

- Click 'OK'.

Maintain Selling Prices Outside of Sage 200

You can create and maintain stock item selling prices outside of Sage 200. For example, the selling price details may be maintained in a spreadsheet. You can use the import and export procedures within the Price Book to do this.

For more information on the file formats you need to use to import and export prices see *Appendix A, Import and Export*.

Import selling prices

Selling prices are imported according to the price band they belong to. This provides a means to import several selling prices for the same stock item. You must create a price band in Sage 200 before you can import prices into it. The price band name specified in the import file must match the price band name in the system.

The system displays the results of the import, providing the number of records imported and the number rejected. Selling prices for a stock item are rejected if:

- The selling price has no value specified.
- The selling price is negative.
- The stock item code does not exist in the system.
- The stock item is duplicated in the import file.

Rejected records can be viewed in the error log, accessed from the validation result prompt.

To import selling prices you need to prepare an import file using a suitable ASCII format. The correct data format is CSV or XML. For more information see *Appendix A, Import and Export*.

The import routine has two options; you can choose:

- 'Validate Prices Only', to check the import file.

This option only checks the import file is correctly prepared. It checks the database identifiers are specified correctly and the data is compatible with existing data in your system's database, for example, that the stock item record exists within Sage 200.

- 'Validate and Import Prices', to both check the import file and apply valid data to the stock item prices.

This option checks the import file is correctly prepared as described and then imports the selling prices for the stock item from the valid data. The activity does not update invalid records.

To import prices

- Choose Price Book > Utilities > Import Prices.



- Confirm intent to import prices or validate prices only, by selecting the appropriate import option.
- Click 'OK', and specify the path of the file that contains the transaction entries.

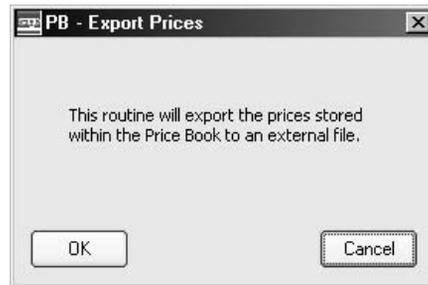
Export prices

You can export prices for stock items that are not linked to product groups which use markup. You might want to do this in order to copy the prices into a spreadsheet or similar package.

Note: Selling prices which are linked to the standard price band will be blank when exported.

To export prices

- Choose Price Book > Utilities > Export Prices.



- Click 'OK' to confirm intent to export selling prices.
- Specify the path of the file that you want to contain the copied entries.

Price Enquiries

You can use screen enquiries or generate reports to analyse your customer pricing structure.

Determine item price for a customer

Use this activity to determine the price and discount available to a customer for a standard stock item in relation to the quantity required.

While checking the customer price you can also view the stock balances for the item and any sales or purchase orders outstanding for the item.

The activity also indicates whether the customer's account is on hold or if the customer has exceeded their credit limit.

The price and discount displayed for a foreign currency customer account may be subject to variation due to exchange rate fluctuations.

To determine item price for a customer

- Choose Sales Order Processing > Enquiries > Customer Price Enquiry.

The screenshot shows a software window titled "SOP - Customer Price Enquiry". It contains the following fields and sections:

- Account selection:**
 - A/C ref: ABB001
 - Short name: Abbey
 - Postcode: EH12 1WE
 - Name: Abbey Retail Ltd
- Product item:**
 - Code: [empty]
 - Name: [empty]
 - Free stock: 0.00000
- Item values:**
 - Quantity: 0.00000
 - Selling unit: [empty]
 - Selling price unit: [empty]
- Selling prices:**
 - Unit price: £ 0.00000
 - Total discount: £ 0.00000
 - Total discounted price: £ 0.00000

At the bottom of the window, there are four buttons: "Stock Item Balances", "Sales Orders", "Purchase Orders", and "Close".

- Select the customer.
- Select the stock item.
- Enter the required item quantity.
- If the item uses multiple units, use the drop-downs to select the required selling unit and selling price unit.
- To view the stock level for the item click 'Stock Item Balances'.
- To view outstanding sales orders for the item click 'Sales Orders'.

- To view outstanding purchase orders for the item click 'Purchase Orders'.

Prepare pricing reports

The following reports are accessed from the 'Reports' menu within the Price Book. Others are generated automatically within the relevant activity, such as the 'Import Prices' report within the 'Import Prices' function, and the 'Invalid Discounts' report and 'Price Check' report within the 'Verify Prices' function.

Customer Reports

There are various reports that help you identify your prices and discounts by customer.

- 'Customer Price List': Shows the prices and discounts available for a customer.
- 'Customer Discount Groups': Shows groups of customers linked to customer discount groups, so you can easily see which customers belong currently in which customer discount group.
- 'Customer Price Bands': A report on customers that receive prices from price bands. The price band name, description and currency are shown along with the customer account number and name.
- 'Customer Price Band and Discounts': Shows for each customer the price band the customer is in and the discount group the customer is in.
- 'Customer Product Group Discounts': Shows which product groups are assigned to which customer discount groups and the quantity breaks within them.
- 'Customer Item Discount': A report on the item discounts assigned to customer discount groups.
- 'Customer Order Value Discounts': Lists customers assigned to order value discount bands.

Prices and Discount Reports

There are various reports that help you identify the prices and discounts you have set up on your system.

- 'Standard Price List': Lists standard prices for items.
- 'Price Lists': Produces a price list which is a combination of price band and discount group.

- 'Item Prices and Price Bands': A report on prices that have been set for items. It shows the price band name, description and currency, the stock item code and price, and details of the product group.
- 'Item Discounts': Lists the discount structures that are linked to stock items. It shows the product group, stock item code and name and item discount name, sales unit, currency and discount type.
- 'Items Priced Using Markup': This report provides a list of product groups that have been set to use mark-up pricing. It shows the product group code and description, stock item code and name and percentage mark-up.
- 'Product Group Discounts': This report lists product groups and the discount structures associated with them.
- 'Order Value Discounts': This report provides details of the order value discount structures such as value breaks, percentages, names and currency.

6

Use Quotations

Many businesses submit quotations in the hope of attracting new business.

This process describes how to create and maintain quotations which can be used to generate sales orders.

Activities:

Create quotations

Prospect quotations

Amend quotations

Delete quotations

Print quotations

Convert quotations to sales orders

Creating and processing quotations for prospect accounts

Before you begin ...

You must have:

- ✓ Set your sales order processing defaults and settings. For more information see *Set Up Sales Order Processing on page 27*.
- ✓ Established your sale orders options. For more information see *Set Up Sales Order Options on page 55*.
- ✓ Set up your pricing structure. For more information see *Manage Pricing on page 83*.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

Use your help system. For more information on using the help system, see the *Sage 200 Operations* documentation.

Note: The windows used to illustrate the activities are a representative sample of those within Sage 200. System settings do influence the overall appearance of windows.

Create Quotations

Quotations are estimates of costs for goods or services offered to customers in the hope of gaining a sale. They are very similar to sales orders, and consist of:

- Customer details, such as name, address, and terms of business.
- Goods or services on offer.
- Discounts awarded, if appropriate.

Note: To ensure you are not selling goods or services at a loss the system checks that an item's selling price is greater than the discount applied. This is useful if the item is not using mark-up.

Quotations

Quotations may be:

- 'Live'. The quotation has been generated and is pending an outcome.
- 'Completed'. The quotation has been converted to a sales order.
- 'Cancelled'. If a quotation is cancelled, it is removed from the system and no history of it is stored.

Quotations are automatically numbered and can be generated for a customer, even if the customer account is on hold or the customer has exceeded the credit limit (this would not be possible for a sales order). Quotations are generated in the currency set on the customer's account record. No quantity checks are performed to determine whether sufficient stock is available, as stock items are not allocated for quotations.

Quotations can only be generated for specified customers, not for cash accounts.

You can also create new quotations for potential customers who are not yet listed on the system. If the quotation is converted into a sales order, you are able to create a customer record from the quotation details.

Goods, services and costs

Goods or services are added to the quotation using either:

- 'Standard items'. These are stock items, miscellaneous items, labour and services items and SOP products.
- 'Free text items'. These are sales order items which have lengthy descriptive text to be included in the quotation.

Your system settings govern whether it is possible to add standard items only, free text items only, or both. For more information see *Allow entry of on page 33*.

Further refinement to the quotation is achieved by adding:

- 'Additional charges'. For example, these are used to apply insurance or delivery charges.
- 'Comment lines'. These are used to apply information to the quotation, which is printed, on the quotation document. You can prevent comment lines from printing if you want to keep the information private.

To help in generating the quotation the system calls on and displays several pieces of information. Creating a quotation is done over two tabs of information: 'Quotation Details' and 'Delivery & Invoicing'. The following information is displayed over the two tabs while preparing a quotation:

- 'Quotation number'. This is generated by the system and cannot be amended.
- 'Customer address'. This is taken from the customer record and can be amended.
- 'Exchange rate'. This is taken from the Accounting System Manager exchange rates and can be amended.

Note: If you choose to amend the exchange rate after entering prices manually you are prompted to confirm the order prices. You can choose to retain the manually entered prices or reset them to those specified in the Price Book.

- 'Early settlement discount'. This is taken from the customer record and can be amended.
- 'Order discount'. This is taken from the customer record and cannot be amended.

- 'Order taken by'. This is applied by the system. Depending on your system setup and user permissions you may be able to change this when you are preparing a quotation. For more information see *Chapter 3, Set Up Sales Order Processing and Manage User Permissions on page 79*.
- 'Order priority'. This is taken from the customer record and can be amended.
- 'Analysis codes'. These are taken from system settings within Sales Order Processing, and whether you can amend them depends on your system setup. For more information see *Set Up Sales Order Options on page 55 and Set Up Sales Order Processing on page 27*.

You can amend the information displayed as you prepare the quotation, provided you have the appropriate user permissions and your system setup allows this. For more information see *Set Up Sales Order Processing on page 27*.

If you are preparing a quotation for a new client, you can create a customer record at the same time.

Provided you have appropriate permissions you can view the profit level for the quotation as well as the profit level for the individual items.

There are two ways you can create a quotation, you can:

- Copy an existing quotation and then amend the information to suit.
- Create a quotation from new.

Create a quotation

Creating a new quotation involves two stages: specifying the customer details, including the terms and conditions of the quotation and adding the required goods or services to the quotation together with any additional charges, which may be incurred.

To create a new quotation

- Choose Quotations > Enter New Quotation.

Enter the quotation details

- Select the customer that you want to provide the quotation for, using the 'Account Reference' drop-down list on the 'Quotation Details' tab.

Note: If the quotation is for a new customer, you can create the customer within the Sales Ledger from here, in order to include the customer on the quotation, using the 'New' button.

If you want to create a quotation for a potential customer (i.e. a customer who has not been recorded on your Sage 200 system), select the 'Prospect account' option. For more information see *Prospect Quotations on page 162*.

- Confirm the default warehouse or leave it blank, although you can override this on the item line.

- Accept or amend the displayed quotation dates (document, requested and promised).
- Enter a customer order number, if applicable.
- If you are dealing with a foreign currency customer, accept or amend the displayed exchange rate.

Add the required goods and services to the quotation (standard items)

Note: If you are using sales order items, some actions are not applicable.

- On the 'Quotation Details' tab click 'Add Items'. The following window appears.

The screenshot shows the 'SOP - Create New Quotation Item Line' dialog box. It contains the following sections and fields:

- Line type:** Radio buttons for 'Standard item' (selected), 'Free text item', 'Additional charge', and 'Comment line'.
- Product item:** 'Code' (dropdown), 'Warehouse' (dropdown), 'Fulfilment' (dropdown), 'Name' (dropdown), and a checkbox for 'Amend item line description'.
- Item values:** 'Selling unit' (dropdown), 'Quantity' (text), 'Selling price unit' (dropdown), 'Unit price: £' (text), 'Unit discount %' (text), 'Unit discount: £' (text), and 'Disc. unit price: £' (text).
- Item totals:** 'Tax rate' (dropdown), 'Net value: £' (text), and 'Tax value: £' (text).
- Document Comments:** Buttons for 'Pickling List' and 'Despatch Note'.
- Project analysis:** Tabs for 'Project analysis' and 'Nominal analysis'. Under 'Project analysis', there are 'Project code' (dropdown) and 'Project Item' (dropdown) fields.
- Delivery dates:** 'Requested:' (text) and 'Promised:' (text) fields.
- Buttons:** 'Save', 'Analysis Codes...', 'Discounts...', 'Profit...', and 'Close'.

- Select the item, using the 'Code' or 'Name' drop-down. The description and the terms on which the item is sold are displayed.

- To change the displayed item description select the 'Amend item line description' check box and enter the revised information in the displayed box.
- If the system is configured to use multiple locations, accept or amend the displayed warehouse. You can make this blank (not applicable for sales order items).

If the item is stored at more than one location you can specify the warehouse from which the item is to be sold beginning with the default specified for the quotation.

- Choose the fulfilment method. The 'Fulfilment' option defaults to the method set up in the 'Stock Order Fulfilment' settings for the stock item you have selected for the quotation. For more information see the *Sage 200 Stock Control* documentation. You can change this method depending on the following:
 - User permissions have been set up to enable you to change the fulfilment method from the default. These are specified in SOP Utilities > System Set Up > User Permissions. For more information see *Manage User Permissions on page 79*.
 - The fulfilment methods have been enabled for use in the Stock Module, Stock Control > Utilities > System Set Up > Stock Control Settings > SOP Fulfilment Methods tab. For more information see the *Sage 200 Stock Control* documentation.

There are three fulfilment methods available in Sage 200. The following information describes each method:

From Stock

This is the most standard type of processing where a sales order is to be allocated and despatched from the free stock you hold.

From Supplier via Stock

If you want back-to-back processing, select this option. A sales order line (and any quantities you require for stock) are used to generate the purchase order. When the goods are received in the Purchase Order Processing module, the stock is allocated automatically to the sales order line ready for despatch.

If there is sufficient stock free at the warehouse, it is also possible, using this fulfilment method, to issue this stock when creating a sales order.

If you only have enough stock to fulfil part of the order line, you can create a 'From Stock' line for the quantity available and a second line using the original fulfilment method for the balance.

From Supplier Direct to Customer

Stock is delivered direct to the sales order delivery address, rather than to your warehouse. When generating the purchase order, the delivery address on the printed order will be the address of the customer. This allows the purchase order to have multiple delivery addresses depending on where the stock is to be delivered to.

If there is sufficient stock free at the warehouse, it is also possible, using this fulfilment method, to issue this stock when creating a sales order.

If you only have enough stock to fulfil part of the order line, you can create a 'From Stock' line for the quantity available and a second line using the original fulfilment method for the balance.

Note: If the order header includes Warehouse information, you are given the option to use this stock to fulfil the order. If the header does not include a Warehouse, a POP order is always generated.

- If you are adding a stock item sold in multiple units, accept the displayed selling unit and selling price unit or select another unit of measure using the drop-downs. Otherwise you cannot change the displayed measures.

Note: If you are adding a sales order item, enter the selling price unit.

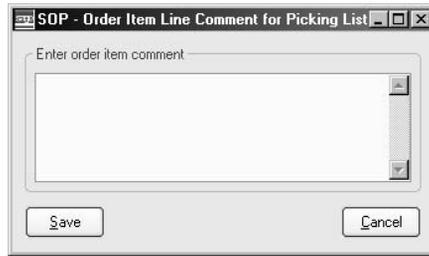
- Enter the quantity for the quotation.

The system recalls and displays the unit price and discount values appropriate to the customer, item, unit and quantity displayed.

- If configured to allow price override and the item does not use markup pricing, you can amend the unit price by entering a value greater than or equal to zero expressed to five decimal places. You can also amend the discount percentage or amount.
- The appropriate tax rate for the combination of customer and item is displayed. You can amend the tax rate used for the quotation line.
- If you have selected a Standard Item line type and standard stock item from the list, the Reports Comments area is available for you to add comments to the 'Picking List' and/or

'Despatch Notes' reports. These comments will be associated and printed with picking list and despatch notes for the order line item you have chosen.

Click the 'Picking List' and/or 'Despatch Note' buttons. The 'Comments' window appears. Enter the text you require and click 'Save'.



If you enter comments for the 'Picking List', they will appear on each picking list that contains the item.

If you enter details for the despatch note, they will appear during the despatch process.

- The default nominal account for revenue is displayed. This is used to post the value of the quotation. The nominal account is taken from the stock item record.

If the system setup allows amendment of nominal codes then check the nominal account displayed, amend the code displayed if required by selecting another from the drop-down.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and has a 'Posting' account type, so if and when the quotation is converted to a sales order it is set up correctly.

- If you are using the Project Accounting module and the quotation relates to a project, you can assign a project code and project item on the Project analysis tab.
- Accept or amend the delivery dates.
- The analysis codes are derived from the system settings. If the system setup allows amendment of analysis codes on order lines, you can amend the analysis codes using the 'Analysis Codes' button.
- Provided you have appropriate permissions you can view the discount for an item by clicking on the 'Discounts' button.

- Provided you have appropriate permissions you can view the profit analysis for an item by clicking on the 'Profits' button.
- Click 'Save' to add the line to the quotation.

Add the required goods and services to the quotation (free text items)

Note: Free text items have no values associated with them. Therefore you must select most of the values for yourself. The default nominal code and analysis codes are displayed. You can amend these if you have appropriate settings if required.

- Select 'Free text item'. The following window appears.

SOP - Create New Quotation Item Line

Line type
 Standard item Free text item Additional charge Comment line

Item line description

Item values

Quantity: Selling price unit: Unit discount %:
 Unit price: £ Unit discount: £
 Unit cost: £ Disc. unit price: £

Item totals

Tax rate: Net value: £ Tax value: £

Confirmation required prior to invoicing
 Required:

Document Comments

Nominal code

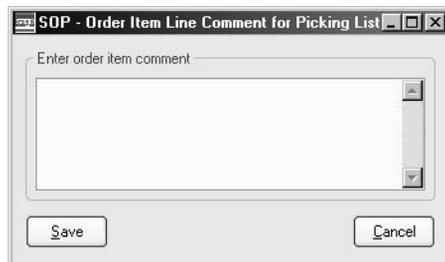
	A/C Ref	CC	Dept	Description
Revenue:	<input type="text" value="31100"/>	<input type="text" value="SAL"/>	<input type="text" value="BES"/>	<input type="text" value="Sales - Bespoke Kitchens"/>

Delivery dates
 Requested: Promised:

- Enter descriptive text for the line.
- Enter the quantity for the quotation.

- Enter the selling price unit.
- Enter the unit price for the line (greater than or equal to zero).
- Enter the unit cost (in the currency of the quotation). This is used to calculate the profit level for the item.
- Enter a discount percentage or discount amount.
- Accept or amend the displayed tax rate.
- View or amend (depending on user permissions) the 'Confirmation required prior to invoicing' setting. This drop-down list displays the setting you have selected for order line despatching in the SOP Settings > Order Processing tab. For more information see *Order line entry on page 33*.
- If your user permissions allow you to make changes to order line entry confirmation, the 'Required:' drop-down list is enabled and you can override the method specified in the SOP Settings.
- If are not permitted to make changes, the drop-down list allows you to view the setting but not make changes.
- Add comments to the 'Picking List' and/or 'Despatch Notes' reports. These comments will be associated and printed with picking list and despatch notes for the order line item you have chosen.

Click the 'Picking List' and/or 'Despatch Note' buttons. The 'Comments' window appears. Enter the text you require and click 'Save'.



If you enter comments for the 'Picking List', they will appear on each picking list that contains the item.

If you enter details for the 'Despatch Note', they will appear during the despatch process.

- The default nominal account for revenue is displayed. This is used to post the value of the stock. The nominal account is taken from the stock item record.

If the system setup allows amendment of nominal codes then check the nominal account displayed, amend the code displayed if required by selecting another from the drop-down.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and has a 'Posting' account type, so if and when the quotation is converted to a sales order it is set up correctly.

- Accept or amend the delivery dates.
- If the system setup allows amendment of analysis codes, you can amend the analysis codes, using the 'Analysis Codes' button.
- Click 'Save' to add the item to the quotation.

Add an additional charge to the quotation

Note: You can add new additional charges or select from the list of additional charges defined during sales order processing options setup (see *Maintain Charge Types on page 66*). If you add a new additional charge when you are adding a line this will not be available in the defined list for other entries.

- Select 'Additional' Charge. The following window appears.

The screenshot shows the 'SOP - Create New Quotation Item Line' dialog box. It is divided into several sections:

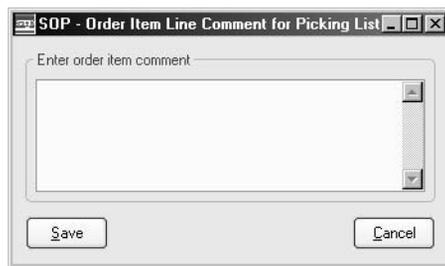
- Line type:** Four radio buttons are present: 'Standard item', 'Free text item', 'Additional charge' (which is selected), and 'Comment line'.
- Additional charge:** A 'Charge code' dropdown menu and a 'Charge name' text input field.
- Item totals:** A 'Tax rate' dropdown menu set to '1 - Std Rate'. Below it are three fields: 'Net value: £ 0.00', 'Tax value: £ 0.00', and 'Net cost: £ 0.00000'.
- Nominal code:** A table with columns 'A/C Ref', 'CC', 'Dept', and 'Description'. The 'Revenue' row has a dropdown menu in the 'A/C Ref' column.
- Buttons:** 'Save', 'Profit...', and 'Close' buttons are located at the bottom of the window.

- To add an established charge select the charge using the 'Charge code' drop-down.

The charge details are displayed.

- To enter a new additional charge, leave the 'Charge code' blank and enter a description of the charge in the 'Charge name' box.
- Enter or amend the tax rate for the combination of customer and item.
- Enter or amend the net and tax value of the additional charge in the currency of the quotation. This must be a value greater than or equal to zero.
- Enter or amend the unit cost (used to calculate the profit level for the charge).
- If you have selected a 'Standard Item line' type and standard stock item from the list, the 'Reports Comments' area is available for you to add comments to the 'Picking List' and/or 'Despatch Notes' reports. These comments will be associated and printed with picking list and despatch notes for the order line item you have chosen.

Click the 'Picking List' and/or 'Despatch Note' buttons. The 'Comments' window appears. Enter the text you require and click 'Save'.



If you enter comments for the 'Picking List', they will appear on each picking list that contains the item.

If you enter details for the 'Despatch Note', they will appear during the despatch process.

- The default nominal account for revenue is displayed. This is used to post the value of the stock. The nominal account is taken from the stock item record.

If the system setup allows amendment of nominal codes then check the nominal account displayed, amend the code displayed if required by selecting another from the drop-down.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and has a 'Posting' account type, so if and when the quotation is converted to a sales order it is set up correctly.

- Click 'Save' to add the additional charge to the quotation.

Add a comment to the quotation

- Select 'Comment Line'. The following window appears.

- Enter the text to be used as the description for the line. For example, you might use comment lines to add packing instructions or delivery instructions for single items or the whole order.
- Select the 'Show on customer documents' check box if you want the comments to appear on the order acknowledgement, despatch note and invoice that your customer receives.
- Select the 'Show on picking lists' check box if you also want the comment to appear on any picking lists printed for this order. Picking lists are most frequently used by warehouse staff. They are also increasingly being used on documents that are sent to the customers. For this type of use, the 'Show on picking lists' option enables you to display the comments for the customer.
- Click 'Save' to add the comment to the quotation.

Enter the delivery and invoicing details

- Select the 'Delivery and Invoicing' tab. The 'Delivery and Invoicing' window appears.

SOP - Enter New Quotation

Quotation Details | **Delivery & Invoicing**

Delivery address

Postal name:

Address:

Post code:

Contact:

Telephone:

Fax:

E-mail:

Tax number:

Tax code:

Country code:

Use quote & invoice address

Quote & invoice address

Postal name:

Address:

Post code:

Early settlement discount

Discount %: if paid within: days

Order discount / surcharge

Discount %: Value: £

Order taken by

Name:

Order priority

Analysis codes

Sales Area: Analysis code 4:

Sales person: Analysis code 5:

Analysis code 3: Analysis code 6:

- Accept or amend the displayed delivery address, contact information, tax registration number, tax code and country code.
- To change the delivery address information displayed, clear the 'Use quote and invoice address' box and click 'Change'.
- To use the same address as the customer's own address on the quotation, select 'Use quote and invoice address' box.
- Accept or amend the customer account default early settlement terms.
- Enter the order discount (optional).

- Specify the order taker (the person responsible for the order) if the system has not been set up to apply the current user ID to the order. If the system has been set up to apply the current user ID to the order, you cannot change this when entering the order. For more information see *Order taken by on page 34*.
- Accept or amend the order priority code which defaults through from the customer record. 'A' has highest priority and 'Z' has the lowest. This determines the default priority code for the allocation of stock to orders. Order priority codes also facilitate the display of orders within the module in order of priority, so that you can see which orders are most urgent. This can be particularly important when allocating stock to orders for outstanding items.
- Enter the analysis codes required.

Finish creating the quotation

- Change the sequence of goods, services, and charges, using the 'Move Up' and 'Move Down' buttons.
- Provided you have appropriate permissions you can view the profit for the quotation as well as the profit level for individual items by clicking 'Quotation Profit' on either the 'Quotation Details' tab or 'Delivery and Invoicing' tab. Values are displayed in the quotation's currency and negative values are displayed as red.

Note: If you choose to amend the exchange rate after entering prices manually you are prompted to confirm the order prices. You can choose to retain the manually entered prices or reset them to those specified in the Price Book.

Confirm the quotation

- Click 'Save'. The 'Quotation Confirmation' window appears. The next quotation number is allocated and displayed automatically.

Note: The process of confirming a quotation works in the same way as confirming an order. For more information on the process see *Confirm the order on page 224*.

Create a quotation using copy

To create a quotation you can copy an existing quotation or order and then amend the information to suit. The default cash account cannot be used.

To create a quotation using copy

- Click 'Copy Quotation'.
- Select whether you want to copy the information for the quotation from another quotation or from an order.
- Select the quotation or order number you want to copy the information from.

The screenshot shows a dialog box titled "SOP - Copy Quotation". It is divided into three main sections:

- Copy from:** Contains two radio buttons, "Quotation" (selected) and "Order". Below them is a "Quotation no:" field with a dropdown menu showing "0000000012" and a "Find..." button.
- Account selection:** Contains four fields: "A/C ref:" (dropdown with "ABB001"), "Short name:" (dropdown with "Abbey"), "Postcode:" (dropdown with "EH12 1WE"), and "Name:" (text field with "Abbey Retail Ltd").
- Copy Preferences:** Contains a checked checkbox labeled "Copy quotation prices and discounts".

At the bottom of the dialog are "OK" and "Cancel" buttons.

- Enter the account with which you want the copied quotation or order information to be associated: account reference, short name, postcode and name.
- Specify whether prices and line discounts as well as the order line items and quantities will be copied. If not then these will be obtained from the Price Book.

Note: Payment details, quotation number and dates are not copied.

- Click 'OK'.
- Access the copied quotation and refine the details as required. For more information see *Create a quotation on page 147*.
 - If you are adding a quotation from new you will want to add items to the quotation. If you are creating a quotation by copying the details from another one you will want to edit or delete existing items and add new ones.
 - Select the 'Delivery and Invoicing' tab and refine the delivery address, quotation address, terms of business, and analysis codes as required.
- Click 'Save' to confirm and store the quotation details. For more information see *Confirm the quotation on page 159*.

Prospect Quotations

Sage 200 allows you to create quotations for customers that are not listed in the system. These accounts are referred to as 'prospect accounts'.

These quotations can be processed in the same way as a normal quotation. If the customer agrees to the amount quoted for the goods or services that you provide, you can use the quotation to generate a sales order. During this process you can create a new customer record on your system.

The following section describes this process.

Create a prospect quotation

You enter the details of a prospect quotation in the same way as you would enter a normal quotation in Sage 200. The only difference is that, as there is no customer record, you must enter a postal address for the quotation.

This information is held on the system until the quotation is accepted by the customer. Once converted, the postal details are used to help create the new customer record.

To create a 'new prospect' quotation

There are two ways of accessing a the prospect quotation screen:

- Click Quotations > Enter New Quotation for Prospect or,

Click Quotations > Enter New Quotation. Select the 'Prospect account' option.

This window does not show the account reference and account name details that are shown on a normal quotation. Some company contact details, such as a postal address, are recorded on the quotation.

- Enter the contact information for this potential customer in the 'Account selection' area of the window.
- If necessary, change any of the 'Quotation details' information.
- Add your items to the quotation by clicking 'Add Items'.
- Click Save.

Converting a Quotation to a Sales Order for Prospect Accounts

Converting a customer quotation to a sales order using the 'Convert Quotation to Sales Order' routine in Sage 200, automatically creates a sales order for the customer using the quotation details. However, when creating a quotation from a sales order, created for a 'prospect account' there are no details for the customer on your system.

The process for creating a sales order from a 'prospect' quotation involves an additional step; confirming the customer details. When the sales order is created, Sage 200 also creates a new customer record.

To convert a prospect's quotation to a sales order

- Click Quotations > Convert Quotation to Sales Order.
- Use the selection criteria to select the quotations that have been generated for your 'prospect accounts'. Alternatively, click 'Show All Quotations' and select the record from the list.

Note: Prospect accounts are not displayed in the A/C ref details as they have not been recorded onto your Sage 200 system. However, the name of the 'prospect' account will be listed in the 'Current quotations' list in the window.

- Select the quotation(s) that you want to convert, and click 'Convert Quotation'.

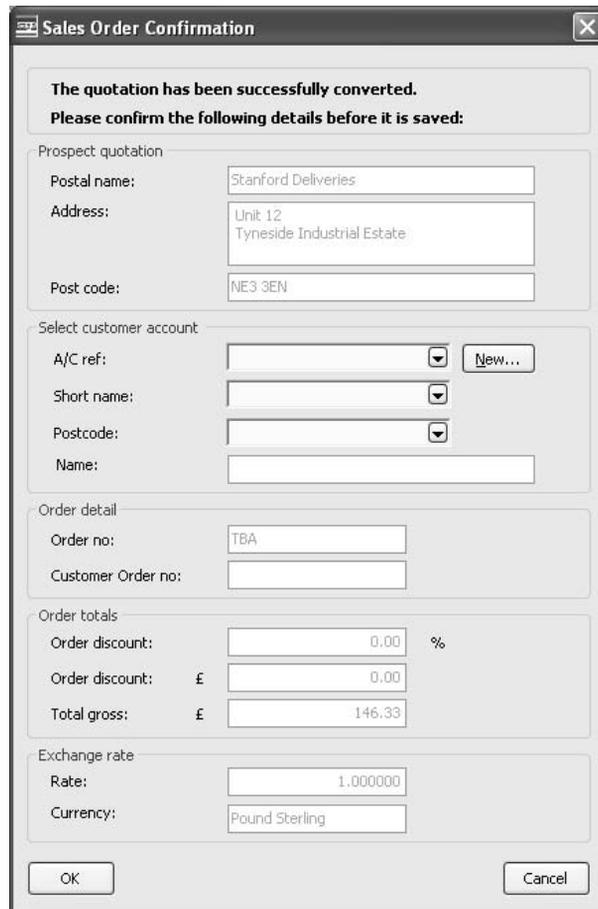
A confirmation message appears.

- To continue, click 'OK' when prompted to do so, or click 'No' to cancel.
- If you use more than one location to store your stock items, the 'Select Preferred Warehouse' window appears. Specify the warehouse you want the order despatched from and click OK.

Sage 200 check the quotation and stock details and then displays a 'Conversion Summary' report. Check the report, which you can print. You can amend the report if necessary.

- Confirm that you want to proceed with the conversion by clicking 'Continue'.

Before creating the sales order, you must confirm the enter the customer details on the Sales Order Confirmation window.



Sales Order Confirmation

The quotation has been successfully converted.
Please confirm the following details before it is saved:

Prospect quotation

Postal name:

Address:

Post code:

Select customer account

A/C ref:

Short name:

Postcode:

Name:

Order detail

Order no:

Customer Order no:

Order totals

Order discount: %

Order discount: £

Total gross: £

Exchange rate

Rate:

Currency:

- If the customer record does not exist, click New to create a new customer account. Enter the new company details and click Save to record the details and return to the Sales Order Confirmation window.
- Click Save to record the new sales order on your Sage 200 system.

Maintain Quotations

There are several maintenance activities you can perform to keep individual quotations up to date as well as manage your quotation records as a whole.

Amend quotations

You can amend quotations, according to system setup and your user permissions, if they have not been converted to orders. The price of items that have been marked-up cannot be changed and you cannot view the discounts when amending a quotation.

To amend quotations

- Choose Quotations > Amend Quotation.

Note: You cannot change the quotation number.

SOP - Amend Quotation

Selection criteria

Quotation no: A/C ref:

Customer order no: Name:

Quotation date: / / Show All Quotations Short name:

Current quotations

Quotation No	Date	A/C Ref	Customer Name	Amount
000000012	10/06/2006	ABB001	Abbey Retail Ltd	16925.29
000000011	14/10/2006	TTC001	TT Construction Ltd	10001.31
000000010	12/12/2006	TIG001	Tiger Build	6415.50

Amend Quotation... Close

- Click 'Show All Quotations' to display all previously saved quotations, or select a specific quotation from the 'Selection Criteria' area of the window.
- Select the quotation from those displayed, and click 'Amend Quotation'.
- Amend the quotation header details as required. These details are described earlier in this chapter. For more information see *Enter the quotation details on page 148* and *Enter the delivery and invoicing details on page 158*.
- To add more items click 'Add Items' and select the required item line type. For more information see *Create a quotation on page 147*.
- To edit goods, services or costs, select the item that you want to amend. Click 'Edit Item' and make the required changes.

Note: If you choose to amend the exchange rate after entering prices manually you are prompted to confirm the order prices. You can choose to retain the manually entered prices or reset them to those specified in the Price Book.

- To delete goods, services and costs from the quotation, select the item that you want to delete. Click 'Delete Item' and confirm that you want to delete the item when prompted.
- Change the print sequence of items by selecting an item line and using the 'Move Up' or 'Move Down' buttons.
- To complete the quotation, you must click 'Save', and confirm the changes to the quotation.

Delete quotations

Any quotation can be deleted, even those that have resulted in an order and have been converted as well as those that have not. You can delete a single quotation or several quotations at the same time. The quotations are removed and no history is stored.

To delete quotations

- Choose Quotations > Delete Quotation.

- Click 'Show All Quotations' to display all previously saved quotations, or select a specific quotation from the 'Selection Criteria' area of the window.

If you have Project Accounting enabled in Sage 200, you can also search for orders generated within the Project Accounting module.

- Select the quotation or quotations to delete.
- Click 'Delete Quotation'.

- Confirm that you want to delete the quotation.

Print quotations

To complete the quotation you will need to print it and issue it to the customer. There are a number of options that help you to locate the quotations you want quickly. For example, you can request the system to display quotations by date range or quotation number.

To print quotations

- Choose Quotations > Print Quotation.

Select quotations

All quotations
 Range of quotation nos
 Range of quotation dates
 Single customer

Show quotations which are:

Unconverted
 Unprinted
 Converted
 Printed

Refresh

Quotations

Quotation No	Status	Print Status	Date	A/C Ref	Name	Value
000000012	Live	Not Printed	31/01/2006	ABB001	Abbey Retail Ltd	16925.29
000000011	Live	Not Printed	14/01/2006	TTC001	TT Construction Ltd	10001.31
000000010	Live	Not Printed	12/01/2006	TIG001	Tiger Build	6415.50

Print Cancel

- Use the 'Select Quotation' options to select the quotations you want.
- Choose to show quotations as appropriate: 'Unconverted', 'Unprinted', 'Converted', 'Printed'.
- Click 'Display'.
- Select the quotation from the list that you want to print.
- Click 'Print' to print the selected quotation.

Convert Quotations to Sales Orders

If a customer wants to proceed with an order following receipt of a quotation, you can use the quotation on your Sage 200 system to create the customer order. After conversion, the sales order is processed in the usual manner as a sales order.

You can select several quotations to be converted at the same time. During the conversion there are several checks performed on a quotation. If any of the following are found to be true then conversion is stopped.

- The customer account is 'on hold'.
- The stock item is no longer stored at the warehouse specified for the item in the quotation.
- The item is no longer sold using the selling unit specified in the quotation.
- The item is no longer sold using the selling price unit specified in the quotation.
- The item is no longer 'active'.

Further checks identify whether there could be a problem supplying the goods to the customer. For example, if sufficient stock is not available and the order cannot be fulfilled, or if the customer has exceeded their credit limit and the sales order has already been put 'on hold'. However, in this case, if you have the appropriate user permissions, you can override the credit hold so that the sales order is not placed on hold. For more information see *Manage User Permissions on page 79*.

The order line on the sales order is fulfilled using the default fulfilment method set up for the stock item in the 'Stock Order Fulfilment' window within the Stock Control module. For more information see the *Sage 200 Stock Control* documentation.

During conversion, stock is allocated to the order if your system is set to allocate stock on order entry. If stock is allocated and the items are batch/serial numbered, provided your Stock Control module is set to assign batch/serial numbers to orders prior to despatch, the identification numbers are also allocated to the order. The assigned numbers can be amended for the order (see *Amend orders on page 232* or *Manually allocate stock on page 263*).

When the conversion is complete, details of any anomalies are displayed in a conversion summary. Once converted, the sales order can be amended but you can no longer amend the original quotation.

Note: Line prices are converted exactly as they were entered on the quotation. If prices have changed since the quotation was issued, the changed prices will not be applied in the converted sales order.

A warehouse intended to despatch goods from is not compulsory during quotation entry. However, if the quotation does not specify a warehouse and your system uses multiple locations, you are prompted to select the warehouse you want the goods despatched from when the quotation is used to create an order. If you are not using multiple locations, the 'Home' warehouse is used.

To create a sales order from a quotation

- Choose Quotations > Convert Quotation to Sales Order.

SOP - Convert Quotation to Sales Order

Selection criteria

Quotation no: A/C ref:

Customer order no: Name:

Quotation date: Short name:

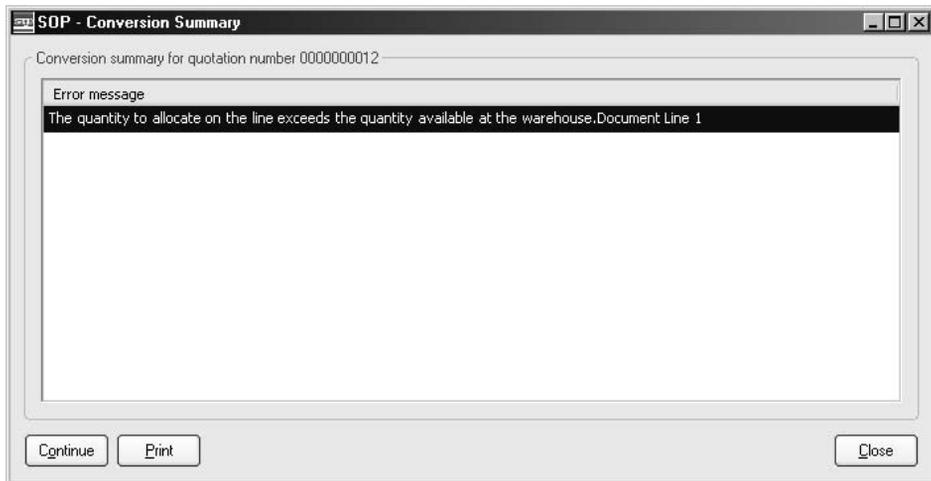
Project Code:

Current quotations

Quotation No	Date	Status	A/C Ref	Customer Name	Amount
000000012	31/09/2006	Live	ABB001	Abbey Retail Ltd	16925.29
000000011	14/09/2006	Live	TTC001	TT Construction Ltd	10001.31
000000010	12/09/2006	Live	TIG001	Tiger Build	6415.50

- Use the selection criteria to display the quotations that you want. If you are using Project Accounting, you can also use the Project Code drop-down list to find any quotations that were created in the Project Accounting module. Alternatively, click 'Show All Quotations'.
- Select the quotation(s) that you want to convert, and click 'Convert Quotation'.

- To continue click 'OK' when prompted to do so, or click 'No' to cancel.
- Multiple location users: specify the warehouse you want the order despatched from.
- The system performs a number of checks and displays a 'Conversion Summary' report. Check the report, which you can print. After viewing the report (and making any required amendments), confirm that you want to proceed with the conversion.



- Confirm the order.

If the quotation is for a customer using a different currency than your base currency, then you must confirm the exchange rate to be used for the order. The default on the customer account will be displayed in the first instance. Changing the exchange rate does not change the prices on the order.

If the system is configured to generate order numbers automatically, then the system will retrieve and increment the next available order number. Otherwise, you must specify the order number to use.

If the system is configured to allocate stock during order entry, the stock will be allocated to the lines involving the stock.

The system marks the quotation as converted and the information is stored as an order. Prices and discounts on the order are marked as manually amended. The system updates the value held for the customer for outstanding sales orders.

The converted quotation is removed from the store of quotations. After conversion, the sales order is processed in the usual manner. You may access and amend the order details using the 'Amend Sales Order' routine. For more information see *Amend orders on page 232*.

Use Pro Forma Invoices

Pro forma invoices are used when you want to issue an invoice to the customer before you despatch any goods. For example, where you want to send an interim invoice with goods to an overseas customer or where you require a customer to pay before goods are despatched. You can also use a pro forma invoice for a new customer who puts in a large value order. These pro forma invoices can be converted into sales orders if the customer becomes a regular customer.

This process describes how to create and maintain pro forma invoices.

Activities:

Create pro formas

Amend pro formas

Delete pro formas

Print pro formas

Convert pro formas
into sales order

Before you begin ...

You must have:

- ✓ Set your sales order processing defaults and settings. For more information see *Set Up Sales Order Processing on page 27*.
- ✓ Established your sale orders options. For more information see *Set Up Sales Order Options on page 55*.
- ✓ Set up your pricing structure. For more information see *Manage Pricing on page 83*.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

Use your help system. For more information on using the help system, see the *Sage 200 Operations* documentation.

Note: The windows used to illustrate the activities are a representative sample of those within Sage 200. System settings do influence the overall appearance of windows.

Create Pro Forma Invoices

Pro forma invoices are used when you want the customer to pay before goods are despatched. You would use a pro forma invoice for a large order with a new customer. They are very similar to sales orders, and consist of:

- Customer details, such as name, address, and terms of business.
- Goods or services on offer.
- Discounts awarded, if appropriate.

Note: To ensure you are not selling goods or services at a loss the system checks that an item's selling price is greater than the discount applied. This is useful if the item is not using mark-up.

Pro forma invoices

Pro forma invoices may be:

- 'Live'. The pro forma invoice has been generated and is pending payment.
- 'Completed'. The pro forma invoice has been converted to a sales order, once payment has been received, and goods or services are despatched at that time.
- 'Cancelled'. If a pro forma invoice is cancelled, it is removed from the system and no history of it is stored.

Pro forma invoices are automatically numbered and can be generated for a customer, even if the customer account is 'on hold', or the customer has exceeded the credit limit, because payment is up front for this type of transaction, so the goods or services would not be supplied until payment has been received. Pro forma invoices are generated in the currency set on the customer's account record. No quantity checks are performed to determine whether sufficient stock is available, as stock items are not allocated until payment has been received and the pro forma invoice is converted to a sales order.

Pro forma invoices can only be generated for specific customers, not for cash accounts.

Goods, services and costs

Goods or services are added to the pro forma invoice using either:

- 'Standard items'. These are stock items, miscellaneous items, labour and services items and SOP products.
- 'Free text items'. These are sales order items which have lengthy descriptive text to be included in the pro forma invoice.

Your system settings govern whether it is possible to add standard items only, free text items only, or both. For more information see *Allow entry of on page 33*.

Further refinement to the pro forma invoice is achieved by adding:

- 'Additional charges'. These are used to apply insurance or delivery charges.
- 'Comment lines'. These are used to apply information on the pro forma invoice, which is printed, on the pro forma invoice document. You can prevent comment lines from printing if you want to keep the information private.

To help in generating the pro forma invoice the system calls on and displays several pieces of information. Creating a pro forma invoice is done over two tabs of information: 'Pro Forma Details' and 'Delivery & Invoicing'. The following information is displayed over the two tabs while preparing a pro forma invoice:

- 'Pro forma invoice number'. This is generated by the system and cannot be amended.
- 'Customer address'. This is taken from the customer record and can be amended.
- 'Exchange rate'. This is taken from the Accounting System Manager exchange rates and can be amended.

Note: If you choose to amend the exchange rate after entering prices manually you are prompted to confirm the order prices. You can choose to retain the manually entered prices or reset them to those specified in the Price Book.

- 'Early settlement discount'. This is taken from the customer record and can be amended.
- 'Order discount'. This is taken from the customer record and cannot be amended.

- 'Order taken by'. This is applied by the system. Depending on your system setup and user permissions you may be able to change this when you are preparing a pro forma invoice. For more information see *Set Up Sales Order Processing on page 27* and *Manage User Permissions on page 79*.
- 'Order priority'. This is taken from the customer record and can be amended.
- 'Analysis codes'. These are taken from system settings within Sales Order Processing, and whether you can amend them depends on your system setup. For more information see *Set Up Sales Order Processing on page 27* and *Set Up Sales Order Options on page 55*.

You can amend the information displayed as you prepare the pro forma invoice, provided you have the appropriate user permissions and whether your system setup allows this. For more information see *Set Up Sales Order Processing on page 27*.

If you are preparing a pro forma invoice for a new client, you can create the customer record at the same time.

There are two ways you can create a pro forma invoice, you can:

- Copy an existing pro forma invoice and then amend the information to suit.
- Create a pro forma invoice from new.

Create a pro forma invoice from new

Preparing a pro forma invoice involves two stages: specifying the customer details, including the terms and conditions of the pro forma invoice and adding the required goods or services to the pro forma invoice together with any additional charges which may be incurred.

To create a pro forma invoice from new

- Choose Pro Forma Invoices > Enter New Pro Forma.

Enter the pro forma details

- Select the customer that you want to provide the pro forma invoice for, using the 'Account Reference' drop-down list on the 'Pro Forma Details' tab.

Note: If the pro forma invoice is for a new customer, you can create the customer within the Sales Ledger from here in order to include the customer on the pro forma invoice using the 'Create New Customer' button.

- Confirm the default warehouse or leave it blank, although you can override this on the item line.
- Accept or amend the displayed pro forma dates (document, requested and promised).
- Enter a customer order number, if applicable.
- If you are dealing with a foreign currency customer, accept or amend the displayed exchange rate.

Add goods and services to the pro forma invoice (standard items)

Note: If you are using sales order items, some actions are not applicable.

- On the 'Pro forma details' tab click 'Add Items'.

The screenshot shows a software window titled "SOP - Create New Pro Forma Item Line". It contains several sections for configuring an item line:

- Line type:** Radio buttons for "Standard item", "Free text item", "Additional charge", and "Comment line".
- Product item:** "Code:" and "Warehouse:" dropdown menus, a "Fulfilment:" dropdown menu (set to "From Stock"), and a "Name:" dropdown menu. There is also an unchecked checkbox for "Amend item line description".
- Item values:** "Selling unit:" dropdown, "Quantity:" text field, "Selling price unit:" dropdown, "Unit price: £" text field, "Unit discount %:" text field, "Unit discount: £" text field, and "Disc. unit price: £" text field.
- Item totals:** "Tax rate:" dropdown, "Net value: £" text field, and "Tax value: £" text field.
- Document Comments:** "Picking List" and "Despatch Note" buttons.
- Nominal code:** A table with columns "A/C Ref", "CC", "Dept", and "Description". The "Revenue:" dropdown is set to "Revenue".
- Delivery dates:** "Requested:" and "Promised:" date pickers.
- Buttons:** "Save", "Analysis Codes...", and "Close" buttons at the bottom.

- Select the product item using the 'Code' or 'Name' drop-down. The description and the terms on which the item is sold are displayed.
- To change the displayed item description select the 'Amend item line description' check box and enter the revised information in the displayed box.

- If the system is configured to use multiple locations, accept or amend the displayed warehouse name. You can make this blank (not applicable for sales order items).

If the item is stored at more than one location you can specify the warehouse from which the item is to be sold beginning with the default specified for the pro forma invoice.

- The 'Fulfilment' option defaults to the method set up in the 'Stock Order Fulfilment' settings for the stock item within the Stock Control module. For more information see the *Sage 200 Stock Control* documentation. You can change this method depending on the following:
 - User permissions have been set up to enable you to change the fulfilment method from the default. These are specified in SOP Utilities > System Set Up > User Permissions. For more information see *Manage User Permissions on page 79*.
 - The fulfilment methods have been enabled for use in the Stock Control module; Stock Control > Utilities > System Set Up > Stock Control Settings > SOP Fulfilment Methods tab. For more information see the *Sage 200 Stock Control* documentation.

There are three fulfilment methods available in Sage 200. The following information describes each of the fulfilment options:

'From Stock' - This is the most standard type of processing where a sales order is to be allocated and despatched from the free stock you hold.

'From Supplier via Stock' - If you want back-to-back processing, select this option. A sales order line (and any quantities you require for stock) are used to generate the purchase order. When the goods are received in the Purchase Order Processing module, the stock is allocated automatically to the sales order line ready for despatch.

If there is sufficient stock free at the warehouse, it is also possible, using this fulfilment method, to issue this stock when creating a sales order.

If you only have enough stock to fulfil part of the order line, you can create a 'From Stock' line for the quantity available and a second line using the original fulfilment method for the balance.

'From Supplier Direct to Customer' - Stock is delivered direct to the sales order delivery address, rather than to your warehouse. When generating the purchase order, the delivery address on the printed order will be the address of the customer. This allows the purchase order to have multiple delivery addresses depending on where the stock is to be delivered to.

If there is sufficient stock free at the warehouse, it is also possible, using this fulfilment method, to issue this stock when creating a sales order.

If you only have enough stock to fulfil part of the order line, you can create a 'From Stock' line for the quantity available and a second line using the original fulfilment method for the balance.

Note: If the order header includes warehouse details, you are given the option to use this stock to fulfil the order. If the header does not include a warehouse, a POP order is always generated.

- If you are adding a stock item sold in multiple units, accept the displayed selling unit and selling price unit or select another unit of measure using the drop-downs. Otherwise you cannot change the displayed measures.

Note: If you are adding a sales order item, enter the selling price unit.

- Enter the quantity for the pro forma invoice.

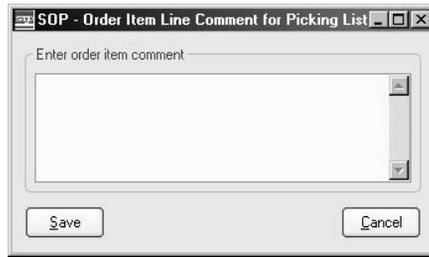
The system recalls and displays the unit price and discount values appropriate to the customer, item, unit and quantity displayed.

- If configured to allow price override and the item does not use markup, you can amend the unit price by entering a value greater than or equal to zero expressed to five decimal places. You can also amend the discount percentage or amount.

The appropriate tax rate for the combination of customer and item is displayed. You can amend the tax rate used for the pro forma invoice line.

- The 'Reports Comments' area is available for you to add comments to the 'Picking List' and/or 'Despatch Notes' reports. These comments will be associated and printed with picking list and despatch notes for the order line item you have chosen.

Click the 'Picking List' and/or 'Despatch Note' buttons. The 'Comments' window appears. Enter the text you require and click 'Save'.



If you enter comments for the 'Picking List', they will appear on each picking list that contains the item.

If you enter details for the 'Despatch Note', they will appear during the despatch process.

- The default nominal account for revenue is displayed. This is used to post the value of the pro forma invoice. The nominal account is taken from the stock item record.

If the system setup allows amendment of nominal codes, check the nominal account displayed. If required, amend the code displayed by selecting another from the drop-down list.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and has a 'Posting' account type.

- Accept or amend requested and confirmed delivery dates.
- The analysis codes are derived from the system settings. If the system setup allows amendment of analysis codes on order lines, you can amend the analysis codes using the 'Analysis Codes' button.
- Provided you have appropriate permissions you can view the discount for an item by clicking on the 'Discounts' button.
- Provided you have appropriate permissions you can view the profit analysis for an item by clicking on the 'Profits' button.
- Click 'Save' to add the line to the pro forma invoice.

Add goods and services to the pro forma invoice (free text items)

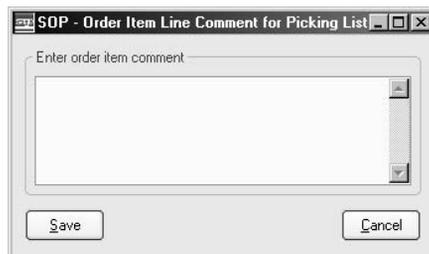
Note: Free text items have no values associated with them. Therefore you must select most of the values for yourself. The default nominal code and analysis codes are displayed. You can amend these if you have appropriate settings if required.

- Select 'Free text item'. The following window appears.

- Enter descriptive text for the line.
- Enter the quantity for the pro forma invoice.
- Enter the selling price unit.
- Enter the unit price for the line (greater than or equal to zero).
- Enter the unit cost (in the currency of the pro forma). This is used to calculate the profit level for the item.
- Enter a discount percentage or discount amount.

- Accept or amend the displayed tax rate.
- View or amend (depending on user permissions) the 'Confirmation required prior to invoicing' setting. This does not appear on 'standard item' line types. This drop-down list displays the setting you have selected for order line despatching in the SOP Settings > Order Processing tab. For more information see *Order line entry on page 33*.
- If your user permissions allow you to make changes to order line entry confirmation, the 'Required:' drop-down list is enabled and you can override the method specified in the SOP Settings.
- If are not permitted to make changes, the drop-down list allows you to view the setting but not make changes.
- Add comments to the 'Picking List' and/or 'Despatch Notes' reports if you require. These comments will be associated and printed with picking list and despatch notes for the order line item you have chosen.

Click the 'Picking List' and/or 'Despatch Note' buttons. The 'Comments' window appears. Enter the text you require and click 'Save'.



If you enter comments for the 'Picking List', they will appear on each picking list that contains the item.

If you enter details for the 'Despatch Note', they will appear during the despatch process.

- The default nominal account for revenue is displayed. This is used to post the value of the stock. The nominal account is taken from the stock item record.

If the system setup allows amendment of nominal codes then check the nominal account displayed, amend the code displayed if required by selecting another from the drop-down.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and has a 'Posting' account type.

- Accept or amend the delivery dates.
- If system setup allows amendment of analysis codes, you can amend the analysis codes, using the 'Analysis Codes' button.
- Click 'Save' to add the item to the pro forma invoice.

Add an additional charge to the pro forma invoice

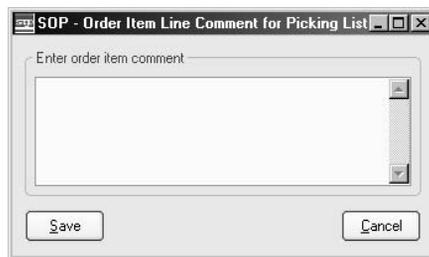
Note: You can add new additional charges or select from the list of additional charges defined during sales order processing options setup (see *Maintain Charge Types on page 66*). If you add a new additional charge when you are adding a line this will not be available in the defined list for other entries.

- Select 'Additional Charge'. The following window appears.

- To add an established additional charge select the charge using the 'Charge code' drop-down. The charge details are displayed.
- To enter a new additional charge, leave the 'Charge code' blank and enter a description of the charge in the 'Charge name' box.

- Enter or amend the tax rate for the combination of customer and item.
- Enter or amend the net and tax value of the additional charge in the currency of the pro forma. This must be a value greater than or equal to zero.
- Enter or amend the cost value of the additional charge (a value greater than or equal to zero).
- View or amend (depending on user permissions) the 'Confirmation required prior to invoicing' setting. This does not appear on 'standard item' line types. This drop-down list displays the setting you have selected for order line despatching in the SOP Settings > Order Processing tab. For more information see *Order line entry on page 33*.
- If your user permissions allow you to make changes to order line entry confirmation, the 'Required' drop-down list is enabled and you can override the method specified in the SOP Settings.
- If are not permitted to make changes, the drop-down list allows you to view the setting but not make changes.
- Add comments to the 'Picking List' and/or 'Despatch Notes' reports if you require. These comments will be associated and printed with picking list and despatch notes for the order line item you have chosen.

Click the 'Picking List' and/or 'Despatch Note' buttons. A window appears allowing you to enter a comment that will appear alongside the item line. Enter the text you require and click 'Save'.



If you enter comments for the 'Picking List', they will appear on each picking list that contains the item.

If you enter details for the 'Despatch Note', they will appear during the despatch process.

- The default nominal account for revenue is displayed. This is used to post the value of the stock. The nominal account is taken from the stock item record.

If the system setup allows amendment of nominal codes then check the nominal account displayed, amend the code displayed if required by selecting another from the drop-down.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and has a 'Posting' account type.

- Click 'Save' to add the additional charge to the pro forma invoice.

Add a comment to the pro forma invoice

- Select 'Comment Line'. The following window appears.

- Enter descriptive text to be used as the description for the line. For example, you might use comment lines to capture packing instructions or delivery instructions for single items or the whole order.
- Select the 'Show on customer documents' check box if you want the comments to appear on the order acknowledgement and invoice that your customer receives.
- Select the 'Show on picking lists' check box if you also want the comment to appear on any picking lists printed for this order. Picking Lists are most frequently used by warehouse staff. They are also increasingly being used as customer facing documents. For this type of use, the 'Show on picking lists' option enables you to display the comments for the customer.
- Click 'Save' to add the comment to the pro forma invoice.

Enter the delivery and invoicing details

- Select the 'Delivery and Invoicing' tab.

The 'Delivery and Invoicing' window appears.

- Accept or amend the displayed delivery address, contact information, tax registration number, tax code and country code.
 - To change the delivery address information displayed, clear the 'Use pro forma and invoice address' box and click 'Change'.
 - To use the same address as the pro forma invoice, select the 'Use pro forma and invoice address' box.
- Accept or amend the customer account default early settlement terms.
- Enter the order discount (optional).

- Specify the order taker (the person responsible for the order) if the system has not been set up to apply the current user id to the order. If the system has been set up to apply the current user ID to the order then you cannot change this when entering the order. For more information see *Order taken by on page 34*.
- Accept or amend the order priority code which defaults through from the customer record. 'A' has highest priority and 'Z' has lowest. This determines the default priority code for the allocation of stock to orders. Order priority codes also facilitate the display of orders within the module in order of priority, so that you can see which orders are most urgent. This can be particularly important when allocating stock to orders for outstanding items.
- Enter the analysis codes required.

Finish creating the pro forma invoice

- Change the sequence of goods, services and charges, using the 'Move Up' and 'Move Down' buttons.
- Provided you have appropriate permissions you can view the profit level for the pro forma invoice as well as the profit level for individual items by clicking 'Pro Forma Profit' on either the 'Pro Forma Details' tab or 'Delivery and Invoicing' tab. Values are displayed in the pro forma's currency and negative values are displayed as red.

Note: If you choose to amend the exchange rate after entering prices manually you are prompted to confirm the order prices. You can choose to retain the manually entered prices or reset them to those specified in the Price Book.

Confirm the pro forma invoice

- Click 'Save'. The Pro Forma Invoice Confirmation window appears. The next pro forma invoice number is allocated and displayed automatically.

Note: The process of confirming a pro forma invoice works in the same way as confirming an order. For more information on the process see *Confirm the order on page 224*.

Create a pro forma invoice using copy

To create a pro forma invoice you can copy an existing pro forma invoice or order and then amend the copied information to suit. The default cash account cannot be used.

To create a pro forma invoice using copy

- Click 'Copy Pro Forma'.



The screenshot shows a dialog box titled "SOP - Copy Sales Pro Forma Invoice". It contains the following elements:

- Copy from:** Two radio buttons, "Pro forma" (selected) and "Order". Below them is a "Pro forma no:" field with a dropdown arrow and a "Find..." button.
- Account selection:** Four fields with dropdown arrows: "A/C ref:", "Short name:", "Postcode:", and "Name:".
- Copy Preferences:** A checked checkbox labeled "Copy pro forma prices and discounts".
- Buttons:** "OK" and "Cancel" buttons at the bottom.

- Select whether you want to copy the information for the pro forma invoice from another pro forma invoice or from an order.
- Select the pro forma invoice or order number that you want to copy the information from.
- Enter the account with which you want the copied pro forma or order information to be associated: account reference, short name, post code and name.
- Specify whether prices and line discounts as well as the order line items and quantities will be copied. If not then these will be obtained from the Price Book.

Note: Payment details, pro forma invoice number or order number and dates are not copied.

- Click 'OK'.
- Access the copied pro forma invoice and refine the details as required. For more information see *Create a pro forma invoice from new on page 180*.
 - If you are adding a pro forma invoice from new, you will want to add items to the pro forma invoice. If you are creating a pro forma invoice by copying the details from another one you will want to edit or delete existing items and add new ones.
 - Select the 'Delivery and Invoicing' tab and refine the delivery address, pro forma invoice address, terms of business, and analysis codes as required.
- Click 'Save' to confirm and store the pro forma invoice details. For more information see *Confirm the pro forma invoice on page 191*.

Maintain Pro Forma Invoices

There are several maintenance activities you can perform to keep individual pro forma invoices up to date as well as manage your pro forma invoice records as a whole.

Amend pro forma invoices

You can amend pro forma invoices, according to system setup and your user permissions, and if they have not been converted to orders. The price of items that have been marked-up cannot be changed and you cannot view the discounts when amending a pro forma invoice.

To amend pro forma invoices

- Choose Pro Forma Invoices > Amend Pro Forma.

Note: You cannot change the pro forma invoice number.

SOP - Amend Pro forma

Selection criteria

Pro forma no: A/C ref:

Customer order no: Name:

Pro forma date: Show All Pro Formas Short name:

Current pro formas

Pro forma No	Date	A/C Ref	Customer Name	Amount
0000000120	20/07/2006	ABB001	Abbey Retail Ltd	652.93

Amend Pro Forma... Close

- Select a pro forma by using the drop-down boxes in the 'Selection Criteria' of the window. Alternatively, click 'Show All Pro Forms' button to view all pro formas that have previously been saved.
- Select the pro forma invoice from those displayed, and click 'Amend Pro Forma'.
- Amend the pro forma invoice header details as required. These details are described earlier in this chapter. For more information see *Enter the pro forma details on page 180* and *Enter the delivery and invoicing details on page 190*.
- To add more items click 'Add Items' and select the required item line type. For more information see *Create Pro Forma Invoices on page 177*.
- To edit goods, services and costs, select the item that you want to amend. Click 'Edit Item' and made the required changes.

Note: If you choose to amend the exchange rate after entering prices manually you are prompted to confirm the order prices. You can choose to retain the manually entered prices or reset them to those specified in the Price Book.

- To delete goods, services and costs from the pro forma invoice, select the item that you want to delete. Click 'Delete Item' and confirm that you want to delete the item when prompted.
- Change the print sequence of items by selecting an item line and using the Move Up or Move Down buttons.
- To complete the pro forma invoice, you must click 'Save'.

Delete pro forma invoices

Any pro forma can be deleted; those that have resulted in a sale and have been converted to an order and those that have not. You can delete a single pro forma or several pro formas at the same time.

You may want to delete pro forma invoices which have been issued but for which no payments have been received. The pro forma invoice is removed and no history is stored.

To delete pro forma invoices

- Choose Pro Forma Invoices > Delete Pro Forma.

- Select a pro forma by using the drop-down boxes in the 'Selection Criteria' of the window. Alternatively, click 'Show All Pro Forma' button to view all pro formas that have previously been saved.
- Select the pro forma invoice(s) to delete.
- Click 'Delete Pro Forma'.
- Confirm that you want to delete the pro forma invoice.

Print pro forma invoices

To complete the pro forma invoice you will need to print it and issue it to the customer. There are a number of options that help you to locate the pro forma invoices you want quickly. For example, you can request the system to display pro forma invoices by date range or pro forma invoice number.

To print pro forma invoices

- Choose Pro Forma Invoices > Print Pro Forma

- Use the 'Select Pro Forma Invoices' options to display the pro forma you are interested in.
- Choose to show pro forma invoices as appropriate: 'Unconverted', 'Unprinted', 'Converted', 'Printed', and click 'Display'.
- Click 'Print' to print the pro forma invoices.

Convert pro forma invoices to sales orders

If a customer wants to proceed with an order following receipt of a pro forma invoice you can use the pro forma invoice online to create the customer order. After conversion, the sales order is processed in the usual manner as a sales order.

During the conversion several checks are performed on the pro forma invoice. If any of the following are found to be true then conversion is stopped.

- The customer account is 'on hold'.

- The stock item is no longer stored at the warehouse specified for the item in the pro forma invoice.
- The specified warehouse no longer permits sales.
- The item is no longer sold using the selling unit specified in the pro forma invoice.
- The item is no longer sold using the selling price unit specified in the pro forma invoice.
- The item is no longer active.

Further checks identify whether there could be a problem supplying the goods to the customer. For example, if sufficient stock is not available and the order cannot be fulfilled, or if the customer has exceeded their credit limit and the sales order is put on hold. However, in this case, if you have the appropriate user permissions, you can override the credit hold so that the sales order is not placed on hold. For more information see *Manage User Permissions on page 79*.

The order line on the sales order is fulfilled using the default fulfilment method set up for the stock item in the 'Stock Order Fulfilment' window within the Stock Control module. For more information see the *Sage 200 Stock Control* documentation.

During conversion, stock is allocated to the order provided your system is set to allocate stock on order entry. If stock is allocated and the items are batch/serial numbered, provided your Stock Control module is set to assign batch/serial numbers to an order prior to despatch, the identification numbers are also allocated to the order. The assigned numbers can be amended for the order (see *Amend orders on page 232* or *Manually allocate stock on page 263*).

When the conversion is complete, details of any anomalies displayed in a conversion summary. Once converted, the sales order can be amended, but you can no longer amend the original pro forma invoice.

Note: Line prices are converted exactly as they were entered on the pro forma invoice. If prices have changed since the pro forma invoice was issued, the changed prices will not be applied in the converted sales order.

A warehouse intended to despatch goods from is not compulsory during pro forma entry. If the pro forma does not specify a warehouse and your system uses multiple locations, you are prompted to select the warehouse you want the goods despatched from as the pro forma is used to create an order. If you are not using multiple locations the 'Home' warehouse is used.

To create a sales order from a pro forma invoice

- Choose Pro Forma Invoices > Convert Pro Forma to Sales Order.

SOP - Convert Pro Forma to Sales Order

Selection criteria

Pro forma no: A/C ref:

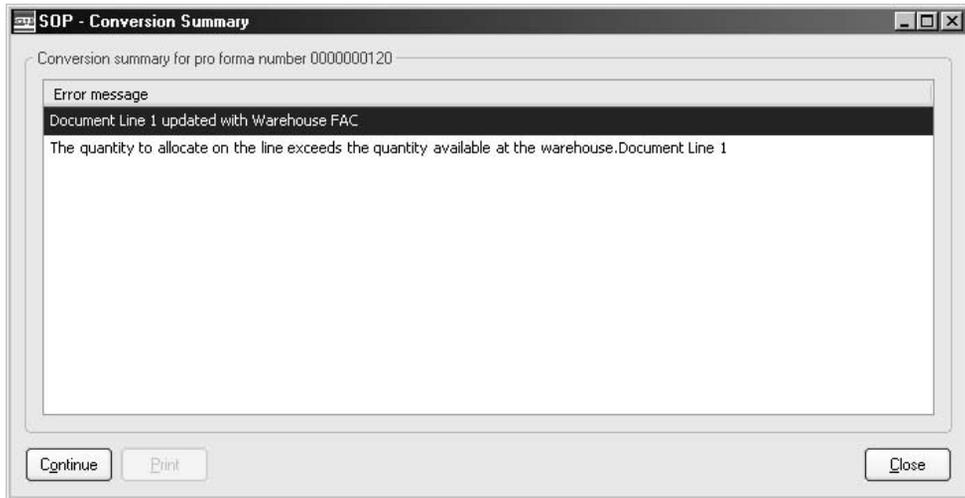
Customer order no: Name:

Pro forma date: Short name:

Current pro formas

Pro forma No	Date	Status	A/C Ref	Customer Name	Amount
0000000120	20/07/2006	Live	ABB001	Abbey Retail Ltd	652.93

- Select the pro forma invoice that you want to convert, and click 'Convert Pro Forma'.
- To continue, click 'OK' when prompted to do so, or click 'No' to cancel.
- Multiple location users: specify the warehouse you want the order despatched from.
- The system performs a number of checks and displays a 'Conversion Summary' report. Check the 'Conversion Summary' report which you can print and confirm that you want to proceed with the conversion.



- Confirm the order.

If the pro forma invoice is for a foreign currency customer then you must confirm the exchange rate to be used for the order. The default on the customer account will be displayed in the first instance.

If the system is configured to generate order numbers automatically then the system will retrieve and increment the next available order number. Otherwise, you must specify the order number to use.

If the system is configured to allocate stock during order entry, the stock will be allocated to the lines involving the stock.

The system marks the pro forma invoice as converted and the information is stored as an order. Prices and discounts on the order are marked as manually amended. The system updates the value held for the customer for outstanding sales orders.

The converted pro forma invoice is removed from the store of pro forma invoices. After conversion, the sales order is processed in the usual manner as a sales order. You may access and amend the order details using the amend sales order activity. For more information see *Amend orders on page 232*.

Establish and Maintain Sales Orders

Explains how you will build and maintain accurate order records for your customer accounts. This covers entering new sales orders (in a variety of ways) and confirming the sales orders, amending existing sales orders and cancelling sales orders. It includes how to view and maintain the sales order status and how to manage repeat orders.

Activities:

Create orders

- full entry
- copy order
- rapid entry
- trade counter entry
- from quotation
- from pro forma
- from repeat order

Maintain orders

- Amend orders
- Amend order status
- Print orders
- Cancel orders

Manage repeat orders

Manage e-mail orders

Before you begin ...

You must have:

- ✓ Set your sales order processing defaults and settings. For more information see *Set Up Sales Order Processing on page 27*.
- ✓ Established your sale orders options. For more information see *Set Up Sales Order Options on page 55*.
- ✓ Set up your pricing structure. For more information see *Manage Pricing on page 83*.
- ✓ Set up Transaction e-Mail, if you intend to accept orders via e-mail from your customer. For more information see your *Sage 200 Accounting System Manager User Guide*. Also enabled customer accounts accordingly. For more information see your *Sage 200 Sales Ledger User Guide*.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

Use your help system. For more information on using the help system, see the *Sage 200 Operations* documentation.

Note: The windows used to illustrate the activities are a representative sample of those within Sage 200. System settings do influence the overall appearance of windows.

Create Sales Orders

The sales order is pivotal within sales order processing. It is a contractual agreement between you and the customer for the provision of goods and services for an agreed price.

You can create orders in the following ways provided the customer's account is not 'on hold':

- Using full order entry. Goods ordered in this way are despatched from the warehouse with a despatch note, and an invoice for payment is generated separately. For more information see *Create a new order (full order entry) on page 207*.
- Copy an existing (not archived) order and then amend the information to suit. This method does not copy payment details, order number or dates. For more information see *Create an order using copy on page 225*.
- Using 'rapid order entry' which presents a fast track to order fulfilment. Orders are quickly keyed into the system using default prices and discounts for the customer which you can change if you have the appropriate user permissions to allow you to do this. With this type of order entry, the speed of order creation is most important. Typically this will be used when you are entering data from a batch of completed order forms. For more information see *Create a rapid order entry order on page 226*.
- Using order entry by trade counter. This is simple order entry associated with 'over-the-counter' sales. The customer picks the goods, pays immediately and you then ship the product. For more information see *Create a trade counter order on page 228*.
- By converting a quotation into an order. For more information see *Convert Quotations to Sales Orders on page 170*.
- By converting a pro forma invoice into an order. For more information see *Convert pro forma invoices to sales orders on page 197*.
- Using a repeat order template. For more information see *Create order from repeat template on page 249*.
- By converting a transaction e-mail into an order. For more information see *Create order from transaction e-mail on page 250*.

Specify customer details

Orders created from conversion or repeat templates incorporate the customer delivery and invoicing details from the converted record.

When using full, rapid or trade counter order entry the system calls several pieces of information to help the order creation. The information is displayed and can be amended during full and trade counter order entry, not rapid order entry. Although ability to invoke full order entry from rapid order entry provides a means to amend these details.

You can amend the information displayed as you prepare the order, provided you have the appropriate user permissions and your system setup allows this. For more information see *Set Up Sales Order Processing* on page 27.

- 'Order number'. This is generated and displayed if your system settings allow this. In this case it cannot be amended. (If your system settings allow you to enter the order number then it will not be displayed and you will need to enter it yourself.)
- 'Customer invoice address'. This is taken from the customer record and cannot be amended.
- 'Customer delivery address'. The invoice address is used unless a preferred delivery address is stored for the customer. The delivery address can be amended.
- 'Exchange rate'. This is taken from the Accounting System Manager exchange rates and can be amended.

Note: If you choose to amend the exchange rate after entering prices manually you are prompted to confirm the order prices. You can choose to retain the manually entered prices or reset them to those specified in the Price Book.

- 'Early settlement discount'. This is taken from the customer record and can be amended.
- 'Order discount'. This is taken from the customer record (invoice discount). The discount percentage can be amended but not the actual value.

On confirmation, the system checks the Price Book for a customer order discount. If the price book discount exceeds the invoice discount you have the opportunity to apply the better discount before the order is saved.

- 'Order taken by'. This is applied by the system. Depending on your system setup and user permissions you may be able to change this when you are preparing an order. For more

information see *Set Up Sales Order Processing on page 27* and *Manage User Permissions on page 79*.

- 'Order priority'. This is taken from the customer record and can be amended.
- 'Analysis codes'. These are taken from system settings within Sales Order Processing, and whether you can amend them depends on your system setup. For more information see *Set Up Sales Order Processing on page 27* and *Set Up Sales Order Options on page 55*.

Goods, services and costs

Orders created from conversion or repeat templates incorporate the quantities and values such as stock item, price and line discounts from the converted record.

Where the order creation method requires order details to be entered as part of the activity, the goods or services are added to the order using either:

- 'Standard items'. These include item types stock, miscellaneous, service/labour and sales order product items.
- 'Free text items'. These are items that have not been defined in the Stock Control module or in the Sales Order Processing module. Your system settings govern whether it is possible to add standard items only, free text items only, or both. For more information see *Allow entry of on page 33*.

Further refinement of the order is achieved by adding:

- 'Additional charges'. These are used to apply insurance or delivery charges.
- 'Comment lines'. These are used to apply information to the order, which is printed on the order document. You can prevent comment lines from printing if you want to keep the information private.

Note: Free text items, additional charges and comment lines can be added to an order using full order entry, not rapid or trade counter order entry.

Goods and services may attract an order line discount as a result of a discount specified on the customer's account or within the Price Book. Discounts are awarded in the following order. A surcharge is always applied if found, then a special price. If neither are found, the best discount on offer, after comparing the customer line discount and the discount in the Price Book, is applied.

Note: Sales order items and free text items only attract an order line discount if one is specified on the customer's account. They do not attract a price book discount.

Order confirmation

All orders are subject to order confirmation. The order totals and discounts awarded are displayed and checked before finally saving the order. Depending on the method you choose to create the sales order, you will find the following variations:

- Full, rapid, trade counter, copy order or a template: the customer order discount initially awarded is the invoice discount specified on the customer's account. An order discount may also be available to the customer from the Price Book. If the price book order discount exceeds the customer's invoice discount, during order confirmation you have the option to apply the price book order discount in preference to the invoice discount.
- Quotation, pro forma and transaction e-mail: the order discount used is derived from the converted record.

Orders are numbered manually or automatically depending on system setup. They are generated in the currency of the customer account.

Sales orders may also be linked to purchase orders by setting up the stock order fulfilment settings within the Sage 200 Stock Control module. When you select the 'From Supplier via Stock' fulfilment method on a sales order, the system generates a requirement to raise a purchase order in the Sage 200 Purchase Order Processing system. Allocation for stock items enabled for orders using this fulfilment method automatically occurs when the goods are recorded as received within Purchase Order Processing. For more information see *Add goods and services to the order (standard items)* on page 209.

Sales order status

Sales orders may be:

- 'Live'. The order has been generated and is in the process of being fulfilled.
- 'On hold'. The order has been placed on hold because the customer has exceeded their credit limit, for example.
- 'Complete'. The order has been fully despatched and invoiced, or has been cancelled.

Create a new order (full order entry)

The customer's credit limit is checked as you start to create the order and when the order is saved. If the customer has exceeded their credit limit the order is placed on hold. However, if you have user permissions set up so that you can override a credit hold, you can remove this status during order entry.

If you are using multiple locations, the goods can be supplied from several warehouses. As goods are added to the order the amount of free stock is displayed.

Stock is allocated only if your system is set to allocate stock on order entry (see *Stock allocation on page 38*). The quantities to be allocated are displayed and can be amended. The suggested allocation quantity is equal to the order quantity provided sufficient stock is available. If not, the quantity is reduced to that available in stock. Provided the item is enabled to allow negative stock levels you can increase the allocation quantity, but it cannot exceed the order quantity. This creates a shortfall for the stock item. Shortfalls are automatically satisfied when the item's stock level is replenished.

Batch/serial numbered items may require additional processing if stock is allocated on order entry. This depends on your system setup. If your system is set to assign batch/serial numbers to issue or despatch before the items are retrieved from stock, Sage 200 selects the items by batch/serial numbers and you confirm or amend the selected numbers as you create the order. The batch/serial numbers are printed on the picking lists if your system is set to do so. Otherwise the system allocates the required quantities at given locations, but does not select the batch/serial numbers. No further action is required during order entry as in this instance the batch/serial numbers are selected and recorded during despatch after the goods have been retrieved from stock.

A batch/serial numbered item can be allocated to an order when there is insufficient stock available provided the item is set to allow negative stock levels. This creates pre receipts for the

stock item. Pre receipts are automatically satisfied when an item's stock level is replenished during goods in.

Payments can be recorded if your system allows payment during full order entry and payment methods have been established (see *Maintain Payment Methods on page 75*). During order entry the payment method is selected and the payment value is recorded. Payments are recorded in your base currency. You cannot enter a foreign currency payment.

To create a new order (full order entry)

- Choose Sales Orders > Enter New Order - Full.

Enter the order details

- If the system is set up to permit cash orders, you need to specify whether you want to enter customer details, or select the cash account. For more information see *Cash orders on page 37*.

- If the order is for a customer account, select the customer that you want to provide the order for, using the 'A/C ref' drop-down list on the 'Order Details' tab.
- Confirm the default warehouse or change to another warehouse stored in the system.
- Enter the dates.

Note: The order date must be earlier than the delivery dates. The delivery dates must be in the future.

- Amend the order date, if necessary.
- Enter the requested delivery date or leave it blank.
- Enter a promised delivery date or leave it blank. The promised date is required if you intend to use 'Generate Purchase Orders' within Purchase Order Processing.
- Select how you want the order information displayed from either values or quantity.
- If you are dealing with a foreign currency customer, accept or amend the displayed exchange rate.

Add goods and services to the order (standard items)

Note: If you are using sales order items, some actions are not applicable.

- On the 'Order Details' tab, click 'Add items'. The following window appears.

- Select the item using the 'Code' or 'Name' drop-down. The description and the terms of how the item is sold are displayed.
- If the system is configured to use multiple locations you can specify the warehouse from which the item is to be sold beginning with the default specified on the order header (not applicable for sales order items).
- The 'Fulfilment' option defaults to the method set up in the 'Stock Order Fulfilment' settings for the stock item within the Stock Control module. For more information see the *Sage 200 Stock Control* documentation.

You can change this method depending on the following:

- User permissions have been set up to enable you to change the fulfilment method from the default. These are specified in SOP Utilities > System Set Up > User Permissions. For more information see *Manage User Permissions on page 79*.

- The fulfilment methods have been enabled for use in the Stock Module; Stock Control > Utilities > System Set Up > Stock Control Settings > SOP Fulfilment Methods tab. For more information see the *Sage 200 Stock Control* documentation.

The fulfilment methods available in Sage 200 accounts are:

- 'From Stock'. This is the most standard type of processing where a sales order is to be allocated and despatched from the free stock you hold.
- 'From Supplier via Stock'. If you want back-to-back processing, select this option. A sales order line (and any quantities you require for stock) are used to generate the purchase order. When the goods are received in the Purchase Order Processing module, the stock is allocated automatically to the sales order line ready for despatch.

If there is sufficient stock free at the warehouse, it is also possible, using this fulfilment method, to issue this stock when creating a sales order.

If you only have enough stock to fulfil part of the order line, you can create a 'From Stock' line for the quantity available and a second line using the original fulfilment method for the balance.

- 'From Supplier Direct to Customer'. Stock is delivered direct to the sales order delivery address, rather than to your warehouse. When generating the purchase order, the delivery address on the printed order will be the address of the customer. This allows the purchase order to have multiple delivery addresses depending on where the stock is to be delivered to.

If there is sufficient stock free at the warehouse, it is also possible, using this fulfilment method, to issue this stock when creating a sales order.

If you only have enough stock to fulfil part of the order line, you can create a 'From Stock' line for the quantity available and a second line using the original fulfilment method for the balance.

Note: If the order header includes the warehouse details, you are given the option to use this stock to fulfil the order. If the header does not include a warehouse, a POP order is always generated.

- Stocked item (BOM): if this item is supplied in kit form to list the components of the assembled stock item select 'Insert as individual component'.

A free text item is created to describe the stocked item. An order line for each component is applied to order with the cost and sale price set to zero. The list is printed on the despatch note and invoice.

- To change the displayed item description select 'Amend item line description' check box and enter the revised information in the displayed box.
- Provided the selected item has alternatives associated with it, you can swap the item for one of its listed alternatives, using the 'Select Alternatives' button. For example, you might want to do this if a particular item was out of stock.
- **Manufacturing Users Only:** If this stock item is included in the Master Production Scheduling, the check box is selected. If required, the checkbox can be cleared.
- **Manufacturing Users Only:** If the stock item has set up so that it can be used as part of a works order, select the Create Works Order checkbox.
- If you are adding a stock item sold in multiple units, accept the displayed selling unit and selling price unit or select another unit of measure using the drop-downs. Otherwise you cannot change the displayed measures.

Note: If you are adding a sales order item, enter the selling price unit.

- Enter the quantity for the order.

The default selling price and discounts for this customer as set up in the price book will be displayed. These can be changed if you have appropriate user permissions.

- Accept or amend the allocated quantity. This is only applicable if your system is set to allocate stock on order entry (not applicable for sales order items).
- If the 'Override Prices' option has been set in the User Permissions window, you can amend the unit price by entering a value greater than (or equal to) zero. For more information see *Manage User Permissions on page 79*.

Note: You cannot do this if the price is marked up.

You can also amend the discount percentage or amount.

- If the 'Override Cost Price' option has been set in the User Permissions window, you can amend the unit price by entering a value greater than or equal to zero expressed to five decimal places. For more information see *Manage User Permissions on page 79*.

Note: The default cost for the unit item is the standard price if the costing method is set to 'standard' for the stock item. Otherwise the unit cost is the current average price for that stock item. This allows you to control the way that you calculate your SOP profit. For more information on profit in the Sales Order Processing module, see *Sales Profit on page 23*.

- The appropriate tax rate for the combination of customer and item is displayed. If you have set the 'Use tax code as SOP default' setting in the Sales Ledger module (via Account Details > Trading tab), the tax code displayed will be the one set on that customer's account record. You can amend the tax rate used for the order line.

Note: If you select a stock item that is marked as using Reverse Charge VAT rules in your Stock Control module, the Reverse Charge VAT rules will be applied to the invoice when it is printed.

- Enter reports comments if you require. These comments will be associated and printed with picking list and despatch notes for the order line item you have chosen.
- Click the 'Picking List' and/or 'Despatch Note' buttons. The 'Comments' window appears.
- If you are using the Project Accounting module, you can also select the project code and revenue item to be assigned to this order item from the 'Project analysis' tab.
- The default nominal account for revenue is displayed on the Nominal analysis tab. This is used to post the value of the stock. The nominal account is taken from the stock item record.

If the setup allows amendment of nominal codes then check the nominal account displayed. Amend the code, if required, by selecting another from the drop-down list.

- Enter the text you require and click 'Save'.

If you enter comments for the 'Picking List', they will appear on each picking list that contains the item.

If you enter details for the 'Despatch Note', they will appear during the despatch process.

- The default nominal account for revenue is displayed. This is used to post the value of the stock. The nominal account is taken from the stock item record.

If the system setup allows amendment of nominal codes then check the nominal account displayed, amend the code displayed if required by selecting another from the drop-down list.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and is a posting type account.

- Accept or amend requested and confirmed delivery dates.
- The analysis codes are derived from the system settings. If system setup allows amendment of analysis codes on order lines, amend the analysis codes using the 'Analysis Codes' button.
- Provided you have appropriate user permissions set up, you can view the discount for an item by clicking 'Discounts'.
- Provided you have appropriate user permissions set up, you can also view the profit analysis for an item by clicking on the 'Profits' button. The Profit Analysis window displays both the estimated and realised profit amounts.

Note: The type of profit calculation (percentage based on revenue or cost) will be determined by the setting in the Stock Control setup. For more information see your *Sage 200 Stock Control* documentation.

- Click 'Save' or 'Proceed' for batch/serial numbered items.

Confirm selected batch/serial numbered items

This task is applicable if your system is set to allocate items during order entry and assign batch/serial numbers to the order prior to despatch.

The system suggests the batch/serial numbers to allocate. They are preselected when displayed.

SOP - Serial Numbers for Item: WW/WASHERDRY/1600

Select serial numbers

Serial No	Bin	Supplier	Received	Sell By	Allocated
<input checked="" type="checkbox"/> 1234	Unspecified		13/07/2006	31/08/2007	Not
<input type="checkbox"/> 1235	Unspecified		13/07/2006	30/09/2007	Not
<input type="checkbox"/> 1236	Unspecified		13/07/2006	30/09/2007	Not
<input type="checkbox"/> Washd1600-514	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-515	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-516	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-517	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-519	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-520	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-521	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-522	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-523	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-524	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washdry1600-030	Unspecified	ERN001	06/09/2006		Not
<input type="checkbox"/> Washdry1600-031	Unspecified	ERN001	06/09/2006		Not
<input type="checkbox"/> Washdry1600-032	Unspecified	ERN001	06/09/2006		Not

Attributes... Find...

Show details

Serial numbers selected: 1.00000

Total quantity: 0.00000

OK Cancel

- To amend the selection, click the check box to the left of the batch or serial number.
- Click the Attributes button to view the additional details assigned to the traceable item. For more information about batch and serial number attributes, please see your *Sage 200 Stock Control* documentation.
- If you select a batch item in the 'Quantity to Allocate' column, enter the amount required expressed in the item's selling unit.
- If you have made amendments, we recommend you check that the selected batch numbers equal the total quantity required.
- Click 'OK' to confirm the selection.

Add goods and services to the order (free text items)

Note: Free text items are ones that have not already been defined. Therefore you must enter the information yourself. The default nominal code and analysis codes are displayed. You can amend these if you have appropriate settings if required.

- Select 'Free text item'. The following window appears.

- Enter descriptive text for the line.
- Enter the quantity for the order.
- Specify the selling price unit.
- Enter the unit price for the line (greater than or equal to zero).

Note: You can enter a negative unit selling price here if you require. Entering a negative value prevents you from entering values in the unit discount percentage or discount amount

boxes. For more information about entering a negative unit selling price, see *Entering a negative unit price on page 218*.

- Enter the unit cost (in the currency of the order). This is used to calculate the profit level for the item.
- Accept the discount percentage or discount amount. If your user permissions allow discounts to be overridden on order lines, you can amend the discount now. However, you cannot change a negative value at this point, regardless of your user permissions.
- Accept or amend the displayed tax rate.
- View or amend (depending on user permissions) the 'Confirmation required prior to invoicing' setting. This does not appear on 'standard item' line types. This drop-down list displays the setting you have selected for order line despatching in the SOP Settings > Order Processing tab. For more information see *Order line entry on page 33*.
- If your user permissions allow you to make changes to order line entry confirmation, the 'Required' drop-down list is enabled and you can override the method specified in the SOP Settings.

If you are not permitted to make changes, the drop-down list allows you to view the setting but not make changes.

- If you are using the Project Accounting module, you can also select the project code and revenue item to be assigned to this order item from the 'Project analysis' tab.
- The default nominal account for revenue is displayed on the Nominal analysis tab. This is used to post the value of the stock. The nominal account is taken from the stock item record.

If the setup allows amendment of nominal codes then check the nominal account displayed. Amend the code, if required, by selecting another from the drop-down list.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and is a 'Posting' nominal account type.

- Accept or amend the delivery dates.
- If system setup allows amendment of analysis codes, you can amend the analysis codes, using the 'Analysis Codes' button.
- Click 'Save' to add the item to the order.

Note: The order cannot be saved by the system if the goods and the tax values are negative. If this is the case, you must:

- add one or more lines with a total positive value equal to or greater than the total negative value.
- ensure that the tax code for the positive line(s) is the same as the tax code used for the negative value line(s).

Entering a negative unit price

Negative item lines are often used to indicate a discount or to make it easier for businesses to process the offer or acceptance of part exchange goods. You can enter a negative unit price on a Full Order-Free text item line only. It cannot be applied on quotes, pro-formas or repeat templates.

When you add a Free text item, you can enter a negative value into the 'Unit price:£' box. At this stage, the details of the window that are not required for the processing, become inactive. For example, the discount amounts and discount percentage boxes prevent you from entering further values and the 'Document Comments' options become unavailable.

The screenshot displays the 'Item values' and 'Item totals' sections of the Sage 200 interface. In the 'Item values' section, the 'Unit price: £' field is set to -200.00000, and the 'Unit discount %' field is set to 0.00. In the 'Item totals' section, the 'Net value: £' is -200.00 and the 'Tax value: £' is -35.00. The 'Confirmation required prior to invoicing' dropdown is set to 'Required: Confirmation not required'. The 'Document Comments' section is inactive, showing 'Pickjng List' and 'Despatch Note' buttons.

Item values	
Quantity:	1.00000
Selling price unit:	
Unit price: £	-200.00000
Unit cost: £	0.00000
Unit discount %:	0.00
Unit discount: £	0.00000
Disc. unit price: £	-200.00000

Item totals	
Tax rate:	1 - Std Rate
Net value: £	-200.00
Tax value: £	-35.00

Confirmation required prior to invoicing: Required: Confirmation not required

Document Comments: Pickjng List, Despatch Note

The 'Confirmation required prior to invoicing' drop-down list displays the 'Confirmation not required' option. This confirms to the system that it is unnecessary to despatch any items for this item line.

When you save the item line and return to the order, the system recalculates the Totals on the order.

SOP - Enter New Order - Full

Order Details | Delivery & Invoicing

Account selection

A/C ref: ABB001
Short name: Abbey
Postcode: EH12 1WE
Name: Abbey Retail Ltd
By default supply from:

Order detail

Order no: TBA
Order status: Live
Document date: 15/02/2006
Date requested: 16/02/2006
Date promised: 20/02/2006
Customer order no:

Show values Show quantities

Item	Description	Quantity	Unit Price	Disc. %	Tax Rate	Net
ACS/BLENDER S	Professional Blender 5 S...	1.00000	256.50000	0.00	Std Rate	256.50
ACS/BLENDER DS	Professional Dual Speed	1.00000	-200.00000		Std Rate	-200.00

Exchange rate

Rate: 1.000000 Currency: Pounds Sterling

Subtotals		Totals	
Goods: £	56.50	Net: £	56.50
Charges: £	0.00	Tax: £	9.84
Ord disc: £	0.00	Gross: £	66.34

Before you try to save the order, check that the Goods and Tax values on the order are not negative. If the order will not save, you are prompted to check the goods and the tax totals. Please check the following:

- The tax code for an order line may create a negative tax value. You should check that the tax codes used for each stock item match the negative value on the 'free text' item line. For example, a 0-Exempt tax code, may create a negative tax value even though the unit price for the goods seems correct.
- A discount has been applied to the goods line, reducing the net value so it does not bring the totals of goods value above or equal to the negative item line.

Amend your lines by adding stock or additional charge lines, amending tax codes or taking into account any item line discounts. You cannot save an order if the goods total or tax total is a negative value. In this case, you should add more item lines until the goods total and tax totals for the order are zero or a positive.

For more troubleshooting information about negative lines and consolidated invoices when printing the invoice see *Print/e-mail invoices on page 289*.

Add an additional charge to the order

You can add new additional charges or select from the list of additional charges defined during sales order processing options setup (see *Maintain Charge Types on page 66*).

- Select 'Additional Charge'. The following window appears.

- To add an established charge select the charge using the 'Charge code' drop-down; the charge details are displayed.
- To enter a new additional charge, leave the 'Charge code' blank and enter a description of the charge in the 'Charge name' box.
- Enter or amend the tax rate for the combination of customer and item.
- Enter or amend the net and tax value of the additional charge in the currency of the order. This must be a value greater than or equal to zero.
- Enter or amend the unit cost (used to calculate the profit level for the charge).
- If you are using the Project Accounting module, you can also select the project code and revenue item to be assigned to this order item from the 'Project analysis' tab.
- The default nominal account for revenue is displayed on the Nominal analysis tab. This is used to post the value of the stock. The nominal account is taken from the stock item record.

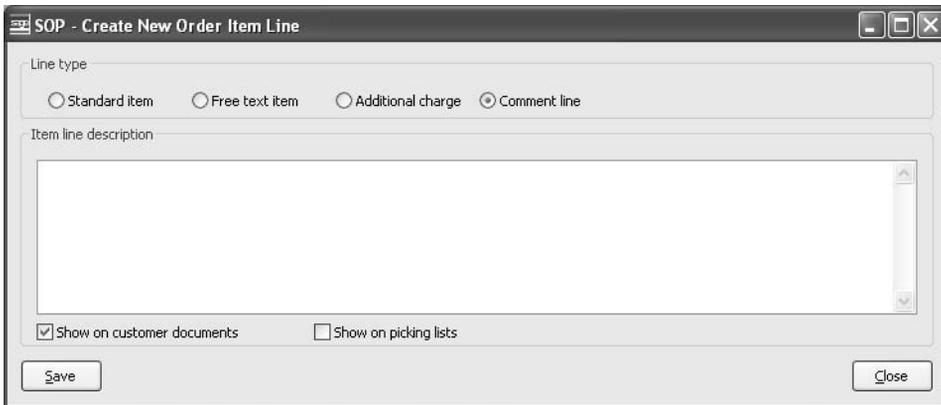
If the system setup allows amendment of nominal codes, check the nominal account displayed. Amend the code displayed, if required, by selecting another code from the drop-down list.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and has a 'Posting' account type.

- Click 'Save' to add the additional charge to the order.

Add a comment to the order

- Select 'Comment line'.



The screenshot shows a dialog box titled "SOP - Create New Order Item Line". It contains a "Line type" section with four radio buttons: "Standard item", "Free text item", "Additional charge", and "Comment line". The "Comment line" radio button is selected. Below this is a large text area for "Item line description". At the bottom, there are two checkboxes: "Show on customer documents" (checked) and "Show on picking lists" (unchecked). "Save" and "Close" buttons are at the bottom.

- Enter descriptive text to be used as the description for the line. For example, you might use comment lines to capture packing instructions or delivery instructions for single items or the whole order.
- Select the 'Show on customer documents' check box if you want the comments to appear on the order acknowledgement and invoice that your customer receives.
- Select the 'Show on picking lists' check box if you also want the comment to appear on any picking lists printed for this order. Picking Lists are most frequently used by warehouse staff. They are also increasingly being used on customer documents. For this type of use, the 'Show on picking lists' option enables you to display the comments for the customer.
- Click 'Save' to add the comment to the order.

Enter the delivery and invoicing details

- Select the 'Delivery and Invoicing' tab. The delivery and invoicing window appears.

- If the order is for a customer, accept or amend the displayed delivery address, contact information, tax registration number, tax code and country code.
- To change the delivery address information displayed, clear the 'Use invoice address' box and click 'Change'.

Note: If the Sage 200 system finds order lines marked for direct delivery that have already had purchase orders generated, the delivery address cannot be changed. Documentation may have already been issued to the supplier for existing delivery address.

- To use the same address as the invoice, select 'Use invoice address' box.
- If the order is for a cash account, specify the details to be stored with the order.

- To record a payment with the order select the 'Record payment with order' check box.
 - Specify whether payment is for the full value of the order.
 - If accepting a part payment, enter the payment value in your base currency.
 - Select the payment method used.
 - Enter a reference for the payment. This is optional.
- The customer account default early settlement terms are displayed. These can be amended.
- Enter the order discount (optional).
- Specify the order taker (the person responsible for the order) if the system has not been set up to apply the current user ID to the order. If the system has been set up to apply the current user ID to the order then you cannot change this when entering the order. For more information see *Order taken by* on page 34.
- Accept or amend the order priority code from A to Z, where 'A' has highest priority and 'Z' has lowest. This determines the default priority code for the allocation of stock to orders. Order priority codes also facilitate the display of orders within the module in order of priority, so that you can see which orders are most urgent. This can be particularly important when allocating stock to orders for outstanding items.
- Enter the analysis codes required.

Finish creating the order

- On the 'Order Details' tab, change the sequence of goods, service, and charges, using the 'Move Up' and 'Move Down' buttons.
- Provided you have appropriate permissions you can view the estimated and realised profit level for the order as well as the profit level for individual items by clicking 'Order Profit' on either the 'Order Details' tab or 'Delivery and Invoicing' tab. Values are displayed in the order's currency and negative values are displayed as red.

Note: If you choose to amend the exchange rate after entering prices manually, you are prompted to confirm the order prices. You can choose to retain the manually entered prices or reset them to those specified in the Price Book.

Confirm the order

- Click 'Save'. The 'Sales Order Confirmation' window appears.

Order detail	
Order no:	TBA
Customer Order no:	

Order totals	
Order discount:	0.00 %
Order discount: £	0.00
Total gross: £	882.00

- If you set the system to generate order numbers automatically and show the order number when confirmed, the next sales order number is allocated to the order and displayed in the 'Order no' box. Otherwise, the order number will not be shown during order confirmation.
- If you enter order numbers manually then you must enter the order number for the customer in the 'Order no' box. This must be a unique number.
- Enter the customer order number. This can be a reference that the customer gives you, their name, or their own order number. This box can contain numbers and letters.
- If the order qualifies for order value discount, and the percentage value is more than the order discount percentage currently recorded, confirm that you want to apply the discount.
- If the customer exceeds the credit limit, specify whether to override the credit hold or place the order 'on hold'. If you are not authorised to override credit hold, the order will be placed on hold automatically until authorisation is obtained.
- If you recorded a payment for more than the order value, amend this value now.
- The order information is stored.
- If stock is to be allocated during order entry, the system will allocate the required stock.

Create an order using copy

To create an order you can copy an existing (not archived) order and then amend the information to suit. This method does not copy the order number or dates and is based on full order entry.

To create an order using copy

- Choose Sales Orders > Enter New Order - Full.
- Click 'Copy Order'.

The screenshot shows a dialog box titled "SOP - Copy Order". It contains the following fields and options:

- Copy from:**
 - Order no: 0000000257 (with a dropdown arrow) and a "Find..." button.
- Account selection:**
 - A/C ref: ABB001 (with a dropdown arrow)
 - Name: Abbey Retail Ltd
 - Short name: Abbey (with a dropdown arrow)
 - Name: Abbey Retail Ltd
- Copy Preferences:**
 - Copy sales order prices and discounts

At the bottom of the dialog are "OK" and "Cancel" buttons.

- Select the order that you want to copy.
- Specify whether prices and line discounts as well as the order line items and quantities will be copied. If not, these will be obtained from the default settings in the Price Book.

Note: Payment details, order number and dates are not copied.

- Click 'OK'.
- Access the copied order and refine the details as required. For more information see *Create a new order (full order entry) on page 207*.

Create a rapid order entry order

'Rapid order entry' presents a fast-track to order fulfilment. Orders are quickly keyed into the system using default prices and discounts for the customer which you can change if you have the appropriate user permissions set up on your system. With this type of order entry the speed of order creation is most important. Typically this will be used when you are entering data from a batch of completed order forms.

The customer's delivery and invoicing details are taken from the customer's account record. These details are not displayed for amendment on the order. If you want to use separate delivery addresses and view discounts you should use the Full Order Entry routine.

The customer's credit limit is checked as you start to create the order and when the order is saved. If the customer has exceeded their credit limit the order is placed on hold. However, if you have user privileges to override a credit hold, you can remove this status during order entry.

If you are using multiple locations, the goods can be supplied from any one warehouse. As goods are added to the order, the amount of free stock is displayed.

The order line will always be fulfilled using the default that is set up for the stock item on the 'Stock Order Fulfilment' window within the Stock Control module. For more information see the *Sage 200 Stock Control* documentation. Stock is automatically allocated for you if your system is set to allocate stock on order entry. The allocation quantities are not displayed during rapid order entry and therefore cannot be amended as you record the order and you are not advised that a purchase order will be placed.

If you are dealing with a batch/serial numbered item and your system is set to assign the batch/serial numbers to the order prior to retrieving goods from stock, Sage 200 selects the items by batch/serial numbers for you. You can check and amend the selected numbers before you save the order. The selected batch/serial numbers are printed on the picking lists if your system is set to do so.

Note: Rapid order entry does not support free text items, comment lines or additional charges. Payments cannot be recorded with rapid order entry, and regardless of your user permissions, you cannot view profit or discount values during rapid order entry.

To create a rapid order entry order

- Choose Sales Orders > Enter New Order - Rapid.

SOP - Enter New Order - Rapid

Account selection

A/C ref: CHE001
Short name: Cherrie Ltd
Postcode:
Name: Cherrie Ltd
By default supply from: SHOWROOM

Order detail

Order no: TBA
Document date: 20/07/2006
Date requested: 20/07/2006
Date promised: 20/07/2006
Customer order no:

Item	Description	Quantity	Unit Price	Disc. %	Tax Rate	Net
		0.00000	0.00000	0.00	Std Rate	0.00

Delete Item Amend Batch/Serial

Exchange rate

Rate: 1.0000000 Currency: Pounds Sterling

Subtotals

Goods: £ 0.00
Charges: £ 0.00
Ord disc: £ 0.00

Totals

Net: £ 0.00
Tax: £ 0.00
Gross: £ 0.00

Save Clear Exit Order Entry... Close

- Select the customer that you want to enter an order for.
- Accept the default warehouse or change to another warehouse stored in the system, using the 'By default supply from' box.
- Enter the item and quantity into the grid. Unit price and discounts are taken from the Price Book. You can change these if you have the appropriate user permissions.
- A default warehouse is displayed according to your user permissions. You can change this using the drop-down list.
- Specify the order dates. The promised date is required if you intend to use 'Generate Purchase Orders' within Purchase Order Processing.
- Enter a customer order number (optional).
- Add goods to the order by entering items and the required quantity into the grid. Unit price and discounts are displayed according to those stored for the item and customer, you can change these if you have the appropriate user permissions to do this.

- If you are assigning batch/serial numbers to the order prior to despatch, click 'Amend Batch/Serial' in order to check the selected batch/serial numbers. You can amend the selection if required. For more information see *Confirm selected batch/serial numbered items on page 214*.
- To amend delivery and invoicing information or add additional charges or other line types click on the 'Full Order Entry' button. Then, follow the instructions for entering or amending delivery and invoicing details for the full order. For more information see *Create a new order (full order entry) on page 207*.
- To confirm the order, you must click 'Save'. For more information see *Confirm the order on page 224*.

Create a trade counter order

Trade counter orders are orders associated with over the counter sales. Orders can be generated for a named customer or the cash account.

This method generates a picking list detailing the items required and their locations. We strongly advise that you do not deviate from the picking list when assembling the order as this will require additional work. Deviations from the picking list are identified during a stocktake.

The customer's credit limit is checked when you create the order and when the order is saved. If the customer has exceeded their credit limit you can only accept the order if you have user privileges to override a credit hold. Otherwise, the order must be accompanied with a full payment.

Payments are recorded by selecting a payment method and recording the payment value (see *Maintain Payment Methods on page 75*). Payments are recorded in your base currency. You cannot enter a foreign currency payment.

If you are using multiple locations, the goods can be supplied from any warehouse. As goods are added to the order the amount of free stock is displayed.

The order line will always be fulfilled using the 'From Stock' fulfilment method regardless of the specification within the Stock Control module. For more information see the *Sage 200 Stock Control* documentation.

If you are dealing with a batch/serial numbered item, the batch/serial numbers supplied to the customer must be recorded. This is done as the goods are added to the order. The system automatically selects the batch/serial numbers for you. The selection can be amended before you confirm that they are the numbers you intend to retrieve from stock. The confirmed batch/

serial numbers, quantity and locations (bins/shelves) are detailed on the generated picking list. The numbers can be amended if anomalies arise when the goods are retrieved from stock. You cannot despatch unassigned batch/serial numbers.

Trade counter order entry does not support free text items, comment lines or additional charges. To add such items you can change the order entry method to full order entry provided you have not added batch/serial numbered items to the order. Regardless of your user permission setup, you cannot view profit or discount values during trade counter order entry.

When the order is confirmed, the invoice is produced automatically with the order marked as paid, and all lines on the order marked as despatched. The invoice is printed for you to issue direct to the customer with the goods. No despatch note is produced.

To create a trade counter order

- Choose Sales Orders > Enter New Order - Trade.

The screenshot shows the 'SOP - Enter New Order - Trade Counter' window. It features a 'tab' interface with 'Order Details' selected. The 'Account selection' section has 'Customer account' selected. The 'Order detail' section contains several input fields. Below these is a table with columns: Item, Description, Quantity, Unit Price, Disc. %, Tax Rate, and Net. At the bottom, there are buttons for 'Delete Item', 'Amend Batch/Serial', 'Exchange rate' (with 'Rate' and 'Currency' fields), 'Subtotals' (Goods, Charges, Ord disc), 'Totals' (Net, Tax, Gross), 'Save', 'Clear', 'Full Order Entry...', 'Print Picking List', and 'Close'.

- Select the customer.

If it is a cash account, select the 'Cash account' option. The account reference details are entered automatically.

- A default warehouse is displayed according to your user permissions. You can change this using the drop-down list.
- Specify the order dates.
- Enter a customer order number (optional).
- Add goods to the order by entering items and the required quantity into the grid. Unit price and discounts are displayed according to those stored for the item and customer, you can change these if you have the appropriate user permissions to do this.
- Batch/serial numbered item: to check the selected batch/serial numbers click 'Amend Batch/Serial'. You can amend the selection if required. For more information see *Confirm selected batch/serial numbered items on page 214*.
- Add delivery, invoicing and payment details using the 'Delivery and Invoicing' tab. For more information see *Create a new order (full order entry) on page 207*.

Note: To add additional charges or other line types, click on the 'Full Order Entry' button, and then follow guidelines given for entering or amending the various line types. For more information see *Create a new order (full order entry) on page 207*. This is not possible if you have added batch/serial numbered items to the order.

- Batch/serial numbered item: generate the picking list by clicking 'Print Picking List' and retrieve the goods. If the retrieved numbers do not match those detailed on the picking list, click 'Amend Batch/Serial' and select the numbers you have retrieved and clear those you have not retrieved from stock. For more information see *Confirm selected batch/serial numbered items on page 214*.
- Click 'Save'.
- Confirm the order.
 - If you enter order numbers manually then you must enter the order number for the customer in the 'Order no' box. This must be a unique number.
 - Accept or enter the customer order number.
 - Check the order totals.

- Select the check box to confirm the picking list is printed and checked.
- Click 'OK'.

Convert a quotation into an order

This activity is described in the information provided for quotations. For more information see *Convert Quotations to Sales Orders on page 170*.

Convert a pro forma invoice into an order

This activity is described in the information provided for pro forma invoices. For more information see *Convert pro forma invoices to sales orders on page 197*.

Create an order from a repeat order

This activity is described later in the information provided for repeat orders. For more information see *Create order from repeat template on page 249*.

Maintain Sales Order

There are various maintenance activities you can perform to keep your sales records up to date. These range from amending order details to cancelling an order.

Amend orders

You can amend orders depending on how complete the order is and according to system setup and your user permissions.

It is not possible to amend the order number or an the item price if the items are subject to mark-up pricing.

Goods or services (item lines) can be added to an order provided the order is not marked as complete. Item lines can be removed from an order provided the goods or services have not been fully despatched or invoiced even in part.

Amending existing order lines depends on how far the order line has been processed in terms of goods despatched and whether it has been invoiced. If the order line is:

- 'Not invoiced and not despatched' you can amend any aspect of the line.
- 'Not invoiced but part despatched', you can amend the order quantity, the unit price (if system setup allows this), the selling price (if system setup allows multiple selling price units), the line discount (if system setup allows price discount amendment), the tax code, analysis codes (if system setup allows this), and the nominal account. If you are dealing with a free text item line, you can also amend the unit cost.
- 'Not invoiced but fully despatched', you can amend the unit price (if system setup allows price discount amendment), the selling price (if system set up allows multiple selling price units), the line discount (if system setup allows price discount amendment), the tax code, analysis codes (if system setup allows this), and the nominal account. If you are dealing with a free text item line, you can also amend the unit cost.
- 'Part invoiced and part despatched', you can amend the order quantity, analysis codes (if system set up allows this) and delivery dates.

If stock is allocated during order entry amending the order can affect the allocation:

- 'Increasing the order line quantity'. The system performs the same quantity checks it would do when creating an order in an attempt to allocate stock to the required quantity.

- 'Reducing the order line quantity/removing an order line'. The stock allocation is adjusted accordingly.
- 'Multiple locations'. When changing the warehouse on the order line, the previous allocation is removed and the system attempts to allocate stock to the required quantity.

If you are dealing with a batch/serial numbered item and your system is set to assign batch/serial numbers to the order prior to despatch, you must confirm or amend the batch/serial numbers selected by the system to satisfy the revised allocation quantity.

For sales orders using the 'From supplier direct to customer' fulfilment method, you can amend the order until the purchase order is generated, at which point the sales order cannot be cancelled.

For a sales order linked to a purchase order using the 'From supplier via stock' fulfilment method (back-to-back order processing), you cannot increase the order quantity but you can decrease it during amendment. If you delete a sales order line linked to a purchase order line, the purchased quantity is no longer assigned to the sales order and is marked for stock.

To amend orders

- Choose Sales Orders > Amend Order.

SOP - Amend Order

Select orders:

Order no: Invoice no: A/C ref:

Customer order no: Short name:

Order document date: Postcode:

Project Code:

Current orders

Order No	Order Date	Order Sta...	A/C Ref	Customer Name	Customer Order No	Value
No items to display						

- Use the 'Select orders' options to display the order(s) you are interested in.

If you have Project Accounting enabled in Sage 200, you can also search for orders generated within the Project Accounting module.

Alternatively, click 'Show All Orders' to view every order that has been saved on your Sage 200 system.

- Select an order from those displayed, and click the 'Amend Order' button. The order information is displayed.

Amend order details

- Select the 'Order Details' tab or/and 'Delivery & Invoicing' tab and make the required changes to the values displayed.

Note: If you choose to amend the exchange rate after entering prices manually, you are prompted to confirm the order prices. You can choose to retain the manually entered prices or reset them to those specified in the Price Book. However, if you amend the exchange rate for orders generated from another order, quotation, pro forma invoice or transaction e-mail, the order prices are not updated.

Amend goods/services (standard item)

Orders marked as complete, order lines that are fully despatched and part invoiced and those that have been fully invoiced cannot be amended. Order lines that have been despatched or invoiced either in full or part cannot be deleted from an order.

- Select the 'Order Details' tab.
- To add an item click 'Add Item', select the required order line type and enter the details. For more information see *Add goods and services to the order (standard items) on page 209*.
- To amend an item, select the item from those displayed and click 'Edit Item'. The item details are displayed.

If you have amended the quantity for a batch/serial numbered item and your system is set to assign batch/serial numbers to the order prior to despatch, confirm or amend the selected serial/batch numbers to satisfy the allocation quantity, if prompted to do so. For more information see *Confirm selected batch/serial numbered items on page 214*.

- Click 'Save' to store the amended details.
- To remove goods or services from the order, select the item from those displayed and click 'Delete Item'. If your system is set to save cancelled orders, confirm the need to store the removed order line when prompted.

Amend goods/services (free text item)

Orders marked as complete, order lines that are fully despatched and part invoiced and those that have been fully invoiced cannot be amended. Order lines that have been despatched or invoiced either in full or part cannot be deleted from an order.

- Select the 'Order Details' tab.
- To add an item click 'Add Item', select the required order line type and enter the details. For more information see *Add goods and services to the order (free text items) on page 215*.
- To amend an item, select the item from those displayed and click 'Edit Item'. The item details are displayed.
- Click 'Save' to store the amended details.
- To remove goods or services from the order, select the item from those displayed and click 'Delete Item'. If your system is set to save cancelled orders, confirm the need to store the removed order line when prompted.

Amend order charges (order lines)

Charges can only be amend or removed provided they have not been invoiced.

- Select the 'Order Details' tab.
- To add a charge to the order, click 'Add Items' and select 'Additional charge' from the 'Line type' options. Enter the charge details. For more information see *Add an additional charge to the order on page 220*.
- To amend an order charge, select the charge from those displayed and click 'Edit Item'. The item details are displayed. Amend the displayed values then click 'Save'.
- To remove an order charge, select the charge from the items displayed, click 'Delete' and confirm intent to continue when prompted.

Amend order comments (order lines)

- Select the 'Order Details' tab.
- To add a comment to the order, click 'Add Item' and select 'Comment line' from the 'Line type' options. Enter the comment details. For more information see *Add a comment to the order on page 221*.
- To amend an order comment, select the comment from those displayed and click 'Edit Item'. The comment details are displayed. Amend the information displayed and click 'Save'.
- To remove an order comment, select the comment from those displayed, click 'Delete Item' and confirm into to continue when prompted.

Finish the order

- Select the 'Order Details' tab.
- To change the print sequence of items, select an item line and click 'Move Up' and/or 'Move Down' to move the item in the list.
- To delete an item, select the item from the displayed list and click 'Delete'.
- Provided you have appropriate permissions you can view the profit level for the order as well as the profit level for individual items by clicking 'Order Profit' on either the 'Order Details' tab or the 'Delivery and Invoicing' tab. Values are displayed in the order's currency and negative values are displayed as red.

Confirm the order

- Click 'Save'.
- Accept or enter a customer order number.
- Check the displayed order values and click 'OK' to store the order.

Amend order status

Sales orders may be:

- 'Live'. The order has been generated and in the process of being fulfilled.
- 'On hold'. The order has been placed on hold because the customer has exceeded their credit limit, for example.

Note: When you select the 'on hold' status, the system checks to see if the fulfilment methods of 'Purchase Order via the Warehouse' or 'Purchase Orders direct to the Sales Order Address' are in use.

If the purchase ordering has already commenced for these items, the order you have placed 'on hold' does not stop the processing of the purchase order. If the purchase ordering has not started for the order line, the 'on hold' status stops the generation of the purchase order for the goods.

- 'Complete'. The order has been fully despatched and invoiced, or cancelled.

The order status changes from live, to partially complete, to complete as you perform other tasks in the system, for example, invoicing, allocating stock, despatching goods. You cannot amend the status of an order that is complete.

You can use the 'Amend Order Status' window to switch an order's status between 'on hold', 'off hold' or 'cancelled'.

To amend the status of an order

- Choose Sales Orders > Amend Order Status.

- Use the selection criteria to display the order or orders you want to amend. Alternatively, click 'Show All Orders' to view all orders that have been saved on the system.

If you have Project Accounting enabled in Sage 200, you can also search for orders generated within the Project Accounting module.

A summary of the order and its current status is displayed.

- Select the order or orders from those displayed and click 'On Hold' or 'Off Hold' as appropriate to put the order on hold, or take the order off hold.
- Click 'Cancel' if the order is cancelled. For more information see *Cancel orders on page 242*.

Note: To view the details of an order select the order and click 'View Order'.

Print order acknowledgements

If you want to produce documents to send to customers confirming the details of sales orders previously recorded, use this setting. It is dependent on your system settings. For more information see *Print order acknowledgements on page 44*.

The system generates order acknowledgements for all orders selected that are not 'on hold' and have not yet been acknowledged.

Batch/serial numbers are printed on the order acknowledgement provided the system is set to do this and the batch/serial numbers have been assigned to the order prior to despatch.

To print acknowledgements

- Choose Document Printing > Print Order Acknowledgements.

Order No	Order Date	A/C Ref	Customer Name	Customer Order No	Value
No items to display					

- Choose whether you want to print order acknowledgements for: all orders yet to be acknowledged, all orders amended since they were acknowledged, all orders for a customer yet to be acknowledged or a single order.
- If you choose to print an order acknowledgement for a single order, select the order you want to acknowledge.

- Click 'Display' to view the orders that apply to the selection.
- Highlight an order or number of orders and click 'Print' to print the selected order acknowledgements. **Hint:** You can use the 'Select All' option and then the CTRL and single click facility to deselect the order you don't want acknowledgements for. Alternatively, click 'Print All' to print every order acknowledgement on the list.

Note: You can also reprint the acknowledgements by using the 'Single order' option.

Cancel orders

Sometimes orders are cancelled and you need to record the fact that the order is not to be processed as the customer no longer wants to buy the goods, or services. This may be at any time following order confirmation but before the order is completed.

An order that has been despatched, even in part, cannot be cancelled. However, individual order lines that have not been despatched can be cancelled.

Orders without payments and those with full payments can be cancelled. However, an order with a payment amount that is greater than the value of goods that have been despatched, cannot be cancelled. To resolve this, amend the order and change the payment value or you can cancel the order lines up to the value of the payment. The customer's refund can be dealt with using the Cash Book.

Cancelling an order has the following effects:

- Any allocations, for lines on the order that have not yet been despatched, are removed.
- The order is marked as having cancelled order lines.
- The cancelled order lines are stored if your system setup allows you to maintain a history of cancelled orders. For more information see *Cancelled orders on page 41*.

If you need to cancel a sales order that is complete, you need to handle this as a sales return. For more information see *Handle Sales Returns on page 299*.

To cancel orders

- Choose Sales Orders > Amend Order Status.

SOP - Amend Order Status

Selection criteria

Order no: Invoice no: A/C ref:

Customer order no: Name:

Order document date: Short name:

Project Code:

Current orders (live & on hold)

Order No	Order Date	Order Status	A/C Ref	Customer Name	Customer Order No	Value
0000000257	20/07/2006	Live	ABB001	Abbey Retail Ltd	098123	882.00
0000000256	13/07/2006	Live	ABB001	Abbey Retail Ltd		0.00
0000000255	20/10/2006	Live	NEW001	Newark Lofts (USA)		8073.69
0000000254	12/10/2006	Live	COU001	Country Kitchens	098987	0.00
0000000253	25/10/2006	Live	ABB001	Abbey Retail Ltd	HGF387	0.00
0000000252	28/09/2006	Live	NIE001	Nieve et Oro (Sp)		9373.09
0000000251	11/10/2006	Live	KNO001	Knobs and Knockers		7033.32
0000000250	21/09/2006	Live	GRE001	Greene Kitchen Stores		25902.05
0000000249	14/09/2006	Live	FUT001	Future Homes Real Estate		0.00
0000000248	16/08/2006	Live	WHI001	Whiteware Stores	KHK8726438	14751.76
0000000228	10/06/2006	On Hold	NEW002	New Hampshire Houseware (USA)	6442	2179.17

- Use the 'Selection criteria' options to display the order(s) or click 'Show All Orders'.
- Select the order(s) from those displayed.
- Click Cancel Order to change the status of the order to cancelled.

Manage Repeat Orders

If you have an arrangement with customers to provide the same goods and services at regular intervals, you can create repeat orders to do this. You can set up and maintain repeat order templates. Using the template frequency settings, orders can be generated to meet the customer demand. In addition, you can select a template or several templates to create orders manually at any other time should you need to meet increased demand for supply.

Templates are converted into sales orders, provided:

- The current date is later than the template start date and earlier than the template end date.
- The customer account is not 'on hold' and has not exceeded their credit limit.
- The number of times the template has been used does not exceed the maximum number of times allowed.

During conversion a number of checks are made and a conversion summary is produced which you can print, outlining any issues on conversion. For example, each line on the template for a stock item is checked for the following:

- the selected warehouse permits sales,
- the sales unit and price unit are still linked to the item,
- the warehouse is still linked to the item,
- the item is still active.

Stock levels at the warehouse are checked to ensure that the order lines can be fulfilled.

The fulfilment method used on the order line of the original order is copied onto the new order. If a different fulfilment method is required on the copied order (order type, user permissions and fulfilment settings permitting), the fulfilment method can be changed.

When the sales order is created information is obtained from other parts of the system, depending on the attributes of the order lines.

- If the line is fixed the system copies quantities, prices and discounts from the template line. Prices and discounts on the order will be marked as manually overridden.
- If the line is floating the system copies items and quantities from the template line. Prices and discount information are obtained from the Price Book settings.

If system setup allows stock to be allocated during order entry, stock will be allocated up to the stock level available at the warehouse. If stock is allocated and the items are batch/serial numbered, provided your Stock Control module is set to assign batch/serial numbers to orders prior to despatch, the identification numbers are also allocated to the order. The assigned numbers can be amended for the order see *Amend orders on page 232* or *Manually allocate stock on page 263*.

Outstanding sales order values held for the customer are updated, and the repeat count for the template is updated.

Once you have created an order in this way you can proceed to edit the order. For more information see *Amend orders on page 232*.

A warehouse intended to despatch goods is not compulsory when creating a repeat order template. If the template does not specify a warehouse and your system uses multiple locations, you are prompted to select the warehouse you want the goods despatched from when the template is used to create an order. If you are not using multiple locations the 'Home' warehouse is used.

Create template from new

- Choose Sales Orders > Repeat Order Templates.

SOP - Repeat Order Templates

Selection criteria

A/C ref: ▼

Name:

Short name: ▼

Sales order templates:

A/C Ref	Customer Name	Description	Status	Start Date	Frequency	No Used	Next Due
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- Click 'New'. The 'Create New Repeat Template' window appears.

The screenshot shows the 'SOP - Create New Repeat Template' window. It contains the following fields and sections:

- Template Details:**
 - Template: Description: [Text Field]
- Account selection:**
 - A/C ref: [Dropdown]
 - Name: [Text Field]
 - Short name: [Dropdown]
 - Name: [Text Field]
- Repeat frequency:**
 - Frequency: [Text Field] [Dropdown]
 - Repeat on day: [Text Field]
 - Start date: [Text Field]
- Template expiry:**
 - Repeat indefinitely
 - Expire on date [Text Field]
 - Expire on maximum number of uses [Text Field]
- Template status:**
 - Template status: [Text Field]
- Orders created from this template:**

Order No	Order Date	Order Status

Buttons at the bottom: Save, Copy Order..., Close.

- Enter a description for the template; this must be unique.
- Select the customer for the repeat template.
- Enter the repeat frequency of the order by changing the frequency value and selecting a time unit from days, weeks, months or years. The default setting is one month.
- Enter a start date for the order.
- Specify the life cycle of the repeat template; whether this repeats indefinitely, expires on a particular date, or on a number of uses.
- Select the 'Order Details' and 'Delivery and Invoicing' tabs and enter the details of the order for the customer. This follows the same steps as for full order entry. However, there is no need to specify a warehouse for the despatch of goods. For more information see *Create a new order (full order entry) on page 207*.

Copy template from existing order

- Choose Sales Orders > Repeat Order Templates.
- Click 'New'.
- Click 'Copy Order'.

The screenshot shows a dialog box titled "SOP - Copy Order". It contains the following fields and options:

- Copy from:**
 - Order no: 0000000257 (with a dropdown arrow) and a "Find..." button.
- Account selection:**
 - A/C ref: ABB001 (with a dropdown arrow)
 - Name: Abbey Retail Ltd
 - Short name: Abbey (with a dropdown arrow)
 - Name: Abbey Retail Ltd
- Copy Preferences:**
 - Copy sales order prices and discounts

Buttons for "OK" and "Cancel" are located at the bottom of the dialog.

- Select the order number to copy the template from.
- Select the customer to copy the template to.
- Specify whether you want to copy order lines and prices to the template.
- Click 'OK'.
- Proceed to amend the template if required. For more information see *Amend existing repeat template on page 248*.

Amend existing repeat template

- Choose Sales Orders > Repeat Order Templates.
- Select the template that you want to amend.
- Click 'Edit'.

The screenshot shows the 'SOP - Edit Repeat Template' window. The 'Template Details' tab is selected. The 'Template' section shows a description of 'Nantes Quarterly Repeat Order'. The 'Template status' is set to 'Live'. Under 'Account selection', the A/C ref is 'NAND01', the name is 'Nantes Home Stores (Fr)', and the short name is 'Nantes'. The 'Repeat frequency' is set to '1 Month(s)' and 'Repeat on day' is '1'. The 'Start date' is '26/09/2006'. In the 'Template expiry' section, the 'Expire on maximum number of uses' option is selected with a value of '4'. On the right, the 'Orders created from this template' table is empty, displaying 'No items to display'. A 'View Order...' button is located below the table. The 'Save' and 'Close' buttons are at the bottom of the window.

- Accept or amend the description, customer name, frequency and life cycle details of the template.

Note: If there have been no sales orders created using this template, you can amend the start date. Otherwise you cannot amend the start date.

- From the orders generated list, view the details of a sales order in the list of generated orders, if you need to check previous orders for trends.
- Select the 'Order Details' and 'Delivery and Invoicing' tabs and amend the sales order, if required. For more information see *Amend orders on page 232*.

Delete repeat template

- Choose Sales Orders > Repeat Order Templates.
- Select the template(s) that you want to delete.
- Click 'Delete'.

A confirmation message appears.

- Click OK to confirm that you want to delete the selected template(s).

Create order from repeat template

- Choose Sales Orders > Repeat Order Templates.
- Select the template(s).
- Click 'Create Order'.
- Confirm your intent to proceed when prompted to do so.
- Multiple location users: Specify the warehouse you want the goods despatched from.

The conversion summary is displayed.

- To print the summary click 'Print'.
- Click 'Continue' to confirm that you want to proceed with the conversion.
- If the order is for a foreign currency customer, confirm the exchange rate to use.
- If you have set up your system settings so that order numbers are generated automatically, the next order number will be applied to the order. Otherwise, enter the order number.

Manage Transaction e-Mail Sales Orders

Transaction e-Mail provides a means of accepting customer orders via e-mail. Before the e-mails are moved into Sage 200, Transaction e-Mail validates their content so that Sage 200 can recognise the customers and stock item information. A price and discount check is also performed for each item line against the values specified in Sage 200. Values outside of the 'price tolerance' settings within Transaction e-Mail are highlighted.

Transaction e-mails are regarded as quotations received from your customers. The e-mails can be amended prior to conversion in the same way you would amend a quotation.

Create order from transaction e-mail

This activity converts transaction e-mails to create sales orders. You can convert one or several e-mails at the same time. During conversion the e-mails are validated to ensure orders can be successfully created.

- Quantity checks are performed to determine if there is sufficient stock available. The system attempts to allocate stock if your system is set to allocate stock on order entry.
- If stock is allocated and the items are batch/serial numbered, provided your Stock Control module is set to assign batch/serial numbers to orders prior to despatch, the identification numbers are also allocated to the order. The assigned numbers can be amended for the order. See *Amend orders on page 232* or *Manually allocate stock on page 263*.
- Multiple locations users: if an order line specifies a warehouse that no longer stores the item, the system replaces the warehouse with the first warehouse that permits sales for the stock item.
- Item line price and discount discrepancies are identified. The order discount is applied from the discount specified on the customer's account (invoice discount).
- If the customer has exceeded their credit limit the order is place 'on hold'. If you have appropriate user permissions you can choose to remove this status during conversion.

Any conversion issues are detailed in a log, which is displayed as part of the conversion process.

Successfully converted e-mails are subject to order confirmation at which point the order number is applied according to your system setting. Converted e-mails are removed from the displayed list.

Orders are not created if the:

- Customer's account is 'on hold'.
- Requested stock items are now inactive.
- Warehouse for the item line no longer exists or does not permit sales.
- Multiple units (sales unit and price unit) are invalid.

To create an order from a transaction e-mail

- Choose Sales Orders > Transaction E-Mail Orders.

SOP - Transaction E-Mail Orders

Select orders

Order no: A/C ref:

Customer order no: Short name:

Order document date: / / Postcode:

Transaction E-mail orders

Order No	Order Date	A/C Ref	Customer Name	Customer Order No	Value
000000044	27/11/2006	ABB001	Abbey Retail Ltd		191.62
000000048	27/11/2006	CHE001	Cherrie Ltd		35.25
000000050	27/11/2006	COU001	Country Kitchens		29.73
000000052	27/11/2006	FES001	Festival Homes Ltd		10.46
000000054	27/11/2006	FUT001	Future Homes Real Estate		77.08
000000056	27/11/2006	GEO001	George Grey Construction		5.41
000000058	27/11/2006	GRE001	Greene Kitchen Stores		0.78
000000060	27/11/2006	JIM001	Jim Murray Renovations		170.14
000000062	27/11/2006	KIT001	Kitchen Refit Specialists Ltd		435.69
000000064	27/11/2006	ABB001	Abbey Retail Ltd		191.62
000000066	28/11/2006	ABB001	Abbey Retail Ltd		191.62

Amend E-mail Order... Cancel E-mail Order Convert to Sales Order View E-mail Order... Close

- Use the 'Select orders' options to view the transaction e-mails.
- Select the e-mail(s) you want to convert to orders and click 'Convert to Sales Order'.
- Multiple location users: select the warehouse for the order(s) and click 'OK'.
- Check the conversion summary. Use 'Print' to generate a report.

- Click 'Continue' to complete the conversion.
- Confirm each converted order when prompted. To do this check the order confirmation details. If order numbers are applied manually, enter the order number. Click 'OK' to save the order.

Print transaction e-mail order

Use this procedure to print details of transaction e-mail orders before they are converted to sales orders. You can print all orders, a range of orders, a single order or orders for a specific customer.

To print transaction e-mail orders

- Choose Document Printing > Print Transaction E-Mail Orders.

Transaction e-Mail Sales Orders

Transaction e-Mail Sales Order No.	Date	A/C Ref	Name	Value
0000000042	27/11/2006	ABB001	Abbey Retail Ltd	191.62
0000000044	27/11/2006	ABB001	Abbey Retail Ltd	35.25
0000000046	27/11/2006	BET001	Better Kitchens	29.73
0000000048	27/11/2006	CHE001	Cherrie Ltd	10.46
0000000050	27/11/2003	COU001	Country Kitchens	77.08
0000000052	27/11/2006	FES001	Festival Homes Ltd	5.41
0000000054	27/11/2006	FUT001	Future Homes Real Estate	10.78
0000000056	27/11/2006	GEO001	George Grey Construction	77.88
0000000058	27/11/2006	GRE001	Greene Kitchen Stores	5995.25

- Use the print options to select the range of transaction e-mails you are interested in and click 'Display'.

A list of sales orders are displayed.

- Select the e-mail(s) from those displayed and click 'Print'.

Amend transaction e-mail order

Transaction e-mails can be amended prior to conversion. The transactions are regarded as quotations and are therefore amended in the same way you would amend a quotation.

To amend a transaction e-mail order

- Choose Sales Orders > Transaction E-Mail Orders.

Select orders

Order no: A/C ref:

Customer order no: Short name:

Order document date: / / Postcode:

Transaction E-mail orders

Order No	Order Date	A/C Ref	Customer Name	Customer Order No	Value
0000000044	27/11/2006	ABB001	Abbey Retail Ltd		191.62
0000000048	27/11/2006	CHE001	Cherrie Ltd		35.25
0000000050	27/11/2006	COU001	Country Kitchens		29.73
0000000052	27/11/2006	FES001	Festival Homes Ltd		10.46
0000000054	27/11/2006	FUT001	Future Homes Real Estate		77.08
0000000056	27/11/2006	GEO001	George Grey Construction		5.41
0000000058	27/11/2006	GRE001	Greene Kitchen Stores		0.78
0000000060	27/11/2006	JIM001	Jim Murray Renovations		170.14
0000000062	27/11/2006	KIT001	Kitchen Refit Specialists Ltd		435.69
0000000064	27/11/2006	ABB001	Abbey Retail Ltd		191.62
0000000066	28/11/2006	ABB001	Abbey Retail Ltd		191.62

Amend E-mail Order... Cancel E-mail Order Convert to Sales Order View E-mail Order... Close

- Use the 'Select orders' options to view the transaction e-mails.
- Select the transaction e-mail from those displayed on-screen.
- Click 'Amend E-Mail Order'. The selected transaction e-mail order details are displayed.
- Amend the transaction e-mail 'Header' details as required. For more information see *Enter the quotation details on page 148* and *Enter the delivery and invoicing details on page 222*.

- To add more items click 'Add Items' and select the required item line type. For more information see *Create a quotation on page 147*.
- To edit goods, services or costs, select the item that you want to amend. Click 'Edit Item' and make the required changes.

Note: If you choose to amend the exchange rate after entering prices manually you are prompted to confirm the order prices. You can choose to retain the manually entered prices or reset them to those specified in the Price Book.

- To delete goods, services and costs from the quotation, select the item that you want to delete. Click 'Delete Item' and confirm that you want to delete the item when prompted.
- Change the print sequence of items by selecting an item line and clicking 'Move Up' and 'Move Down'.
- Click 'Save'.

Delete transaction e-mail order

Transaction e-mails can be deleted before they are converted to sales orders. You can delete one or several orders at the same time.

Deleting a transaction e-mail in Sage 200 does not affect the details held in Transaction e-Mail.

To delete a transaction e-mail order

- Choose Sales Orders > Transaction E-Mail Orders.
- Use the 'Select orders' options to view the transaction e-mails.
- Select the transaction e-mail from those displayed.
- Click 'Delete'.

A confirmation message appears.

- Click 'OK' to confirm the deletion.

9

Process Sales Orders

This section describes how to complete the order life cycle from allocating and despatching stock to preparing and posting invoices.

Activities:

Allocate stock

Amend stock allocation

Print picking lists

Despatch orders

Amend despatch

Re-print despatch notes

Print/e-mail invoices

Cancel invoices

Post invoices

Produce tax only invoice

Before you begin ...

You must have:

- ✓ Created sales orders. For more information see *Establish and Maintain Sales Orders on page 201*.
- ✓ Set up Transaction e-Mail, if you intend to accept orders via e-mail from your customer. For more information see your *Sage 200 Accounting System Manager User Guide*. Also enabled customer accounts for Transaction e-Mail. For more information see your *Sage 200 Sales Ledger User Guide*.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

Use your help system. For more information on using the help system, see the *Sage 200 Operations* documentation.

Note: The windows used to illustrate the activities are a representative sample of those within Sage 200. System settings do influence the overall appearance of windows.

Allocate Stock

There are three ways that you can allocate stock when using the 'From Stock' fulfilment method:

1. Allocate on order entry.

Stock can be allocated during order entry provided your system is set to do so. You may need to amend allocations using the 'Amend Allocations' function if there was not enough stock to fully allocate on order entry.

2. Use Automatic Allocation.

Automatic allocation allocates stock to an order entry according to priorities you specify. You can allocate stock automatically in the following sequences:

- By order number.

Selecting to allocate by order number sequence presents a choice of 'All orders' or 'Range of order nos'.

Selecting 'Range of nos' will allow you to enter a start and end order number. If either the 'From' or 'To' order number fields are left blank the system will allocate order items up to or from the entered order numbers.

You can additionally specify a date after which any order items due will be ignored.

- By order priority.

Selecting to allocate by priority sequence presents a choice of 'All priorities' or 'Range of priorities'.

Selecting 'Range of priorities' will allow you to enter a start and end priority letter. 'A' has the highest priority, 'Z' has the lowest priority. If either the 'From' or 'To' priority fields are left blank the system will allocate order items up to or from the entered priority.

You can additionally specify a date after which any order items due will be ignored.

- By due for despatch date.

Selecting to allocate by due for despatch date presents the choice of 'All dates' or a 'Range of due dates'.

Selecting 'Range of due dates' will allow you to enter a start and end due date. If either the 'From' or 'To' date fields are left blank the system will allocate order items up to or from the entered due date.

3. Allocate manually.

If you choose to allocate stock manually, for example, to reserve stock for preferred customers, then you need to use the activity 'Amend Stock Allocation'. Allocations per item are listed and can be increased or reduced as required.

When allocating stock, the system monitors stock levels at the warehouse specified for the item, and compares these to the quantities you allocate. Quantities allocated at the appropriate locations are updated. If your stock control settings allow you to store history then the allocations are added to this history. For more information see your *Sage 200 Stock Control* documentation. Allocated quantities on order lines are also updated automatically.

If you are using the 'From supplier direct to customer' fulfilment method, no allocations are performed. This is due to the assumption that the stock will be delivered directly to the customer. If you are using the 'From supplier via stock' (back-to-back) fulfilment method, no allocations are performed until the goods are received in the Purchase Order Processing module.

Automatically allocate stock

Use this method to allocate stock to multiple orders. The system allocates the stock for you according to a preference you choose, either order priority, due date or order number. The allocations can then be checked and amended if required.

To automatically allocate stock

- Choose Order Processing > Allocate Stock.

The screenshot shows the 'SOP - Allocate Stock' window. It contains the following elements:

- Allocation sequence:** A dropdown menu currently showing 'Order Number'.
- Order selection:** Two radio buttons. 'All orders' is selected. 'Range of order nos' is unselected. To the right are 'From:' and 'To:' date pickers.
- Date selection:** A date picker for 'Ignore items due after:' and an 'Allocate' button.
- Order item allocations:** A table with the following columns: Order No, Order Date, Date Due, Prty, A/C Ref, Item Code, Warehouse, Qty Required, and Qty Allocated. The table is currently empty.
- Bottom controls:** A 'Show order line details' checkbox, an 'Amend Allocations...' button, and a 'Close' button.

- Choose the basis for automatic allocation; 'Order Number', 'Priority', 'Due for despatch date', 'Stock Item' or 'Product Group' from the drop-down list.
- Specify the latest confirmed delivery date to be processed in the 'Ignore items due after' box.
- Click 'Allocate' and the system processes and displays the allocations. Everything shown in the list has been allocated and where there is conflict allocations will have been made according to the allocation sequence you selected.

You can view the details for a line by highlighting an order line and selecting the 'Show order line details' check box. You can proceed to amend the allocations manually or click 'Close' to complete the automatic allocation setup.

- To amend allocations for order lines, select the line or lines you want to amend and click 'Amend Allocations'. For more information see *Manually allocate stock on page 263*.

Note: You can use the standard windows selection method to select multiple lines. Hold the SHIFT key and select a group of adjacent lines or hold the CTRL key and select a number of non-adjacent lines.

Manually allocate stock

Use this method to amend an existing stock allocation or to allocate stock to an order where no allocation has been made.

Batch/serial numbered items may require additional processing depending on your system setup. If your system is set to assign batch/serial numbers to an order prior to retrieving goods from stock, Sage 200 selects the items by batch/serial numbers and you confirm or amend the selected numbers during this activity. The batch/serial numbers are printed on the picking lists if your system is set to do so. Otherwise the system allocates the required quantities at given locations, but does not select the batch/serial number. No further action is required during this activity as in this instance the batch/serial numbers are selected and recorded during despatch after the goods have been retrieved from stock.

Note: You cannot amend an allocation if the order line has been set up to use back to back ordering.

To manually allocate stock

- Choose Order Processing > Amend Stock Allocations.
- Select the range of items for which you want to make allocations, and click 'Display'.
 - Alternatively, click 'Display' without selecting any dates or order details, to display all of your orders.
 - If you click 'Display' without entering any search criteria, you must select an order for allocation from the 'Select Orders' list and click 'OK'.

SOP - Edit Stock Allocation

Stock item

Code: Warehouse: Quantity in stock:

Name: Quantity available:

Order No	Order Date	Date Due	Priority	A/C Ref	Quantity Required	Quantity Allocated
0000000248	16/08/2006		C	WHI001	6.00000	6.00000
Totals					6.00000	6.00000

Include fully allocated order lines

Order line details

Customer a/c name:

Date requested:

Selling unit:

Quantity ordered:

Quantity despatched:

Value of goods (required): £

- Select a stock line to process.

Note: If the order line is linked to a purchase order line through the 'From supplier via stock' fulfilment method (back-to-back processing) then you cannot allocate stock to the order line. Stock will be automatically allocated when the goods are recorded as received within Purchase Order Processing.

- Click 'Edit Allocation'.
- Enter the new allocation quantity.
- Batch/serial numbered item: if your system is set to assign batch/serial numbers to the order prior to despatch, confirm or amend the selected batch/serial numbers. To amend the selection, click the check box to the left of a number. If you selected a batch item, in the 'Quantity to Allocate' column enter the amount required expressed in the item's stock unit. Check the selected numbers equal the total quantity then click 'OK' to confirm the selection.
- Continue to modify allocations as required.
- Click 'OK' to confirm that you have finished allocating the item.

Manage Order Despatch

This process is about preparing goods to be sent to your customers to satisfy sales orders.

Picking lists can be printed to help assemble orders when retrieving goods from stock. If you are using multiple locations we strongly advise that you do not deviate from the picking list. Deviations from the picking list require additional work to maintain accurate stock records. This can involve amending the picking list if your system settings allow this, or amending stock allocations manually on your Sage 200 system. You must do this to maintain accurate stock levels.

If your system is set to do so, despatch notes are automatically generated when you confirm despatch. You can also reprint these documents. Despatch records can be amended.

Print picking lists

This activity is only applicable if you have set your system to print picking lists. For more information see *Print picking lists for orders on page 44*.

There are two types of picking lists available.

- A standard picking list. Generated for each order detailing the customer, items requested and the quantity required.
- A summary picking list. Details multiple orders in terms of the items and quantities required. A summary list cannot be generated without standard picking lists.

When you have completed recording orders you can print picking lists to assist warehouse staff in selecting items for despatch. Picking lists are printed for orders that are not on hold.

Batch/serial numbers are printed on picking lists if the numbers are assigned to the order prior to despatch as specified in the Stock Control module. For more information see your *Sage 200 Stock Control* documentation.

To print picking lists

- Choose Document Printing > Print Picking Lists.

Note: The Sales Order Processing module must be configured to print picking lists before you can use this facility. This is set up in SOP > SOP Utilities > System Set Up > SOP Settings > Printing tab. For more information see *Print picking lists for orders on page 44*.

The screenshot shows the 'SOP - Print Picking Lists' dialog box. It has a title bar with the text 'SOP - Print Picking Lists'. The main area is divided into several sections:

- Select orders:** This section contains four radio buttons: 'All orders' (selected), 'Range of order nos.', 'Single customer', and 'Single order'. Below these are two checkboxes: 'Print only previously unprinted items' (checked) and 'Print summary picking list' (unchecked). A 'Display' button is located to the right of these options.
- Date range:** This section contains two date input fields. The first is labeled 'Order dates up to:' and the second is labeled 'Confirmed delivery dates up to:'. Both fields contain two slashes '/' as a placeholder for a date.
- Table:** Below the date range section is a table with the following columns: 'Order No', 'Order Date', 'A/C Ref', 'Customer Name', 'Customer Order No', and 'Value'. The table is currently empty, with the text 'No items to display' centered in the table area.
- Buttons:** At the bottom of the dialog box are five buttons: 'Print', 'Print All', 'Select All', 'Deselect All', and 'Cancel'.

- Choose whether you want to print picking lists for all orders, a range of order numbers, a single customer, or a single order. The window changes depending on the option that you choose.

Note: If you want to reprint a picking list choose the single order option.

- Click 'Display' to view all orders that still require picking.
- To generate a summary picking list, select the 'Print summary picking list' option.
- To limit the orders to be processed by specific date, enter a date in the 'Order dates up to' or the 'Confirmed delivery dates up to' check box.

- Highlight an order or number of orders from the list and click 'Print' to produce a picking list for those selected orders. Alternatively, click 'Print All' to produce a picking list for all orders.

Amend picking list

This process is applicable if your system settings allow the amendment of picking lists and you are using multiple locations to store goods.

It is a means of changing the quantities on the picking list which then updates the associated stock allocations. Amendments are made to the quantities recorded at the secondary level locations such as a 'bin' or 'shelf'. This means you can match the quantity of goods retrieved from bins to that detailed on the picking list when anomalies are found during despatch. This ensures accurate stock level records are maintained.

Provided an order is not 'on hold' or has not been fully despatched, the associated picking list can be amended. The sales order lines with outstanding allocations are displayed. Only order lines with allocations associated with more than one bin can be amended.

Although the revised quantity cannot exceed the allocation requirement for the order line, an increased quantity can be recorded at a location. Quantity checks are performed. If there is insufficient free stock available but the increase can be satisfied using other sales order allocations for the location, you can choose to override the existing allocations. A list of sales order allocations at the bin can be generated.

Note: If you are dealing with a batch/serial numbered item and your system is set to assign the batch/serial numbers to the order prior to despatch, to despatch a different batch/serial number to those assigned to the order line you must amend the allocation. For more information see *Manually allocate stock on page 263*.

Once the picking list has been amended you can print the revised details.

To amend a picking list

- Choose Order Processing > Amend Picking List.

SOP - Record Picking List Adjustments

Select orders

Order no: Invoice no: A/C ref:

Customer order no: Short name:

Order document date: / / Postcode:

Project Code:

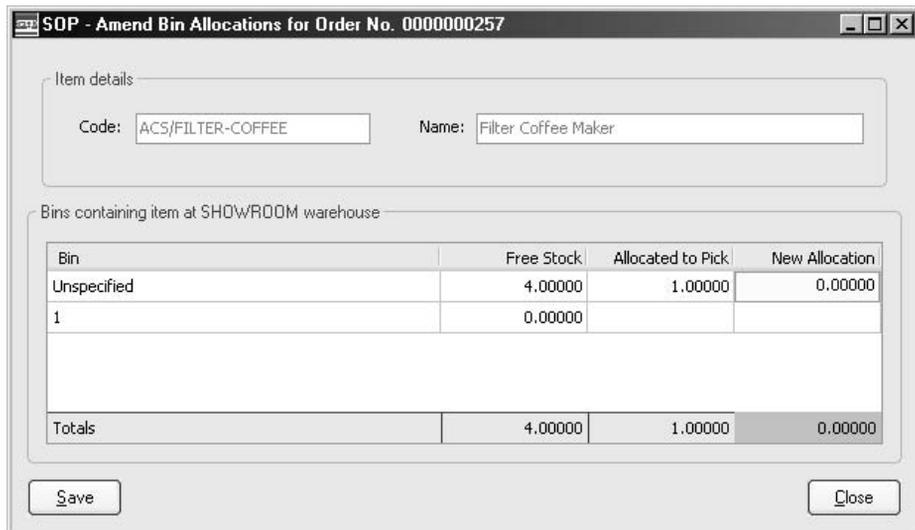
Current orders (live & on hold)

Order No	Order Date	Order Sta...	A/C Ref	Customer Name	Customer Order No	Value
No items to display						

- Display the order you want to amend the picking list for by using the 'Select orders' options. Alternatively, click 'Show All Orders' to view all orders saved in your Sage 200 system.
- Select the order and click 'View Order Items'.



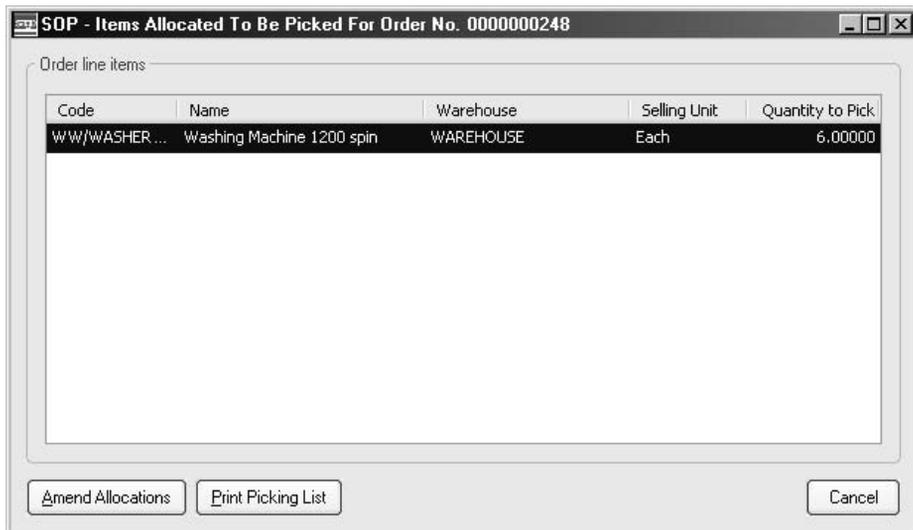
- Select the item to be amended and click 'Amend Allocations'.
- For non-traceable items or traceable items that did not have batch/serial numbers assigned to the order prior to despatch, the 'Amend Bin Allocations for Order' window is displayed.



- Enter the revised allocation for each bin in the 'New Allocation' column.
- Ensure the 'New Allocation' total equals the 'Allocated to Pick' total, then click 'Save'.
- Confirm requirement to print a picking list for the item when prompted to do so.
- For traceable items assigned batch/serial numbers to the order prior to despatch, the batch/serial numbers assigned to the order and those recorded at the warehouse are displayed.

Note: To despatch a different batch/serial number to those allocated to the order line you must first amend the order line allocation.

- To amend the selection, click the check box to the left of a number.
- Batch item only: In the 'Allocated This' column, enter the amount required expressed in the item's stock unit.
- Check the selected numbers equal the total quantity, then click 'OK'.
- Confirm requirement to print a picking list for the item when prompted to do so.
- To print an order's allocation use 'Print Picking List' on the 'items allocated to be picked for order' window.



Confirm despatch

This activity records the despatch of goods to your customers. This covers item types stock, miscellaneous and sales order items set to require despatch. Provided your system is set to do so you can also record the despatch of free text items and the completion of services associated with service/labour items. The despatch of goods and the despatch of free text/service labour items are managed separately.

Printing despatch notes is part of this process, if the settings have been selected to allow the printing of despatch notes (see *Print despatch notes when order despatch is confirmed on page 44*).

Despatch from the warehouse with a despatch note is common with full order entry. The invoice for payment is generated separately, using the 'Print Invoice' process (see *Printing and reprinting despatch notes on page 284*) and the 'Post Invoice' process (see *Post invoices on page 294*). In 'trade counter' order entry, the invoice will be produced automatically and all lines on the order will be marked as 'despatched'. The invoice is printed for you to issue to the customer direct with the goods to despatch.

Where orders are recorded for sales order product items, the invoice is immediately available for print. This can mean invoices are sent to customers before the goods or services are supplied. To stop the premature issue of invoices you need to set the item to require despatch processing (see *Maintain Sales Order Items on page 61*) and the system marks the order as 'Pending Despatch'. Until you use the 'Confirm Despatch' process to mark the order as despatched the invoice will not be available for print.

During the despatch process, qualifying order lines are sorted by order number and each item shows:

- Order number.
- Item code (does not apply to free text or service items).
- Warehouse (does not apply to free text or service items).
- First line of text or item description (does not apply to stock and miscellaneous items).
- Quantity to despatch (defaults to allocated quantity for stock items, and order quantity less despatched quantity for miscellaneous, free text and labour items).
- Requested delivery date.

- Confirmed delivery date.

When you confirm the despatch of goods, the despatched quantities are updated on the order lines and the order lines despatch histories are updated. If the despatch is for stock or miscellaneous items, and the system setup allows update of stock records on despatch, the allocated quantities and history for the stock item are updated, the stock balances for stock items are reduced, and if stock items are configured to store a movement history the system adds the entries to the movement history. Also, if system setup allows despatch notes to be printed, these are printed at this point.

If service/labour items are configured to store a movement history the system adds the entries to the movement history.

Despatching batch/serial numbered items requires additional tasks. These items are referred to as 'traceable items' and the activity to despatch the items is described separately to that for other stock items referred to as 'non traceable'.

Despatch stock (non traceable item)

To despatch goods without serial/batch numbers, stock items must be allocated to the order lines you intend to issue. It is the allocated quantity that is despatched, not the order quantity.

Multiple locations users: if you part despatch goods from more than one bin, you are prompted to record the retrieved quantities associated with each bin. This ensures accurate stock levels are maintained at the locations. If you do not, you will have to amend the Picking List (system settings permitting) or amend the stock allocations to keep an accurate record of your stock levels.

To despatch stock (non traceable item)

- Choose Order Processing > Goods Despatched and Received > Confirm Goods Despatched.

SOP - Confirm Goods Despatched

Select items to despatch

Single order Order no: 0000000181 Find... Warehouse:

Range of order nos
 Range of order dates
 Single customer

Order No	Order Date	Req'd Date	Conf'd Date	A/C Ref	Item Code	Warehouse	Qty Required	Qty to Despatch
0000000181	31/09/2006	31/09/2006	05/10/2006	ABB001	CA/BASE/SNG/OAK	FAC	10.00000	10.00000

Order line details

Customer a/c name: Selling unit:

Item name:

- View the orders ready for despatch using the 'Select items to despatch' options.
- Multiple locations: to despatch items from a single warehouse select the warehouse.
- Click 'Display'.
- Select the order and enter the despatch quantity in the 'Qty to Despatch' column (a value greater than or equal to zero but not exceeding the 'Qty Required'). The 'Qty Required' is the allocated quantity.
- Multiple locations only: If part despatching from more than one bin, record the quantity retrieved from each location when prompted and then click 'OK'.
- Amend as many lines as required.
- Click 'Save' to confirm that you have completed amending despatch quantities and want to despatch the goods.

Despatch stock (traceable item)

To despatch a batch/serial numbered item it must have an assigned batch/serial number and the number must be recorded as despatched. Your system settings influence the despatch process when dealing with these items.

- Batch/serial numbers assigned to the order prior to retrieving the goods from stock

The numbers intended for despatch have already been selected. The batch/serial numbers, quantity and locations (bins/shelves) are detailed on the picking list used to assemble the order. The assigned numbers are confirmed as those retrieved for despatch.

- Batch/serial numbers recorded after the goods are retrieved from stock

The item quantity and location(s) are detailed on the picking lists. You select the items from the locations and record the batch/serial numbers retrieved.

Multiple locations only: If you find anomalies when retrieving items from stock that cause you to deviate from the picking list, additional work may be required. This can involve amending the picking list if your system settings allow this (see *Amend picking list on page 268*), or amending stock allocations (see *Manually allocate stock on page 263*).

It is possible that a batch/serial numbered item displayed as available during the activity can be secured by other Sage 200 processes. As you select items the system checks if this has occurred. If so, the numbered item is displayed red. You will need to select another numbered item from the displayed list.

To despatch stock (traceable item)

If batch/serial numbers have been allocated to the order and you want to despatch different batch/serial numbers, you will need to amend the order line allocation, then confirm the despatch of the stock items.

- Choose Order Processing > Goods Despatched and Received > Confirm Goods Despatched.

SOP - Confirm Goods Despatched

Select items to despatch

Single order Order no: 0000000185 Find... Warehouse: Display

Range of order nos
 Range of order dates
 Single customer

Order No	Order Date	Req'd Date	Conf'd Date	A/C Ref	Item Code	Warehouse	Qty Required	Qty to Despatch
0000000181	31/09/2006	31/09/2006	05/10/2006	ABB001	WW/WASHERD...	FAC	10.00000	10.00000

Amend Batch/Serial

Order line details

Customer a/c name: Selling unit: View...

Item name: Save Close

- View the orders ready for despatch using the 'Select items to despatch' options.
- Specify the warehouse if you want to despatch items from a single warehouse.
- Click 'Display' to view all of the selected items to despatch.
- Select a line, in 'Qty to Despatch' enter the despatch quantity (a value greater than or equal to zero but not exceeding the 'Qty Required'). The 'Qty Required' is the allocated quantity.

SOP - Serial Numbers for Item: WW/WASHERDRY/1600

Select serial numbers

Serial No	Bin	Supplier	Received	Sell By	Allocated
<input checked="" type="checkbox"/> 1234	Unspecified		13/07/2006	31/08/2007	Not
<input type="checkbox"/> 1235	Unspecified		13/07/2006	30/09/2007	Not
<input type="checkbox"/> 1236	Unspecified		13/07/2006	30/09/2007	Not
<input type="checkbox"/> Washd1600-514	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-515	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-516	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-517	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-519	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-520	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-521	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-522	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-523	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washd1600-524	Unspecified	ERN001	28/05/2006		Not
<input type="checkbox"/> Washdry1600-030	Unspecified	ERN001	06/09/2006		Not
<input type="checkbox"/> Washdry1600-031	Unspecified	ERN001	06/09/2006		Not
<input type="checkbox"/> Washdry1600-032	Unspecified	ERN001	06/09/2006		Not

Attributes... Find...

Show details

Serial numbers selected: 1.00000

Total quantity: 0.00000

OK Cancel

Note: If assigning serial/batch numbers to the order prior to despatch, only those numbers assigned to the order line are displayed. Otherwise the available numbers at the location(s) assigned the order's allocation are displayed.

- Select and/or confirm the batch/serial numbers for despatch.
- Use the check box to the left of an item to select the item.
- If you have selected a batched item, in the 'Qty to Despatch' column enter the amount despatched expressed in the item's selling unit.
- Click 'OK' to save the information.
- Amend as many lines as required.
- Click 'Save' to confirm that you have completed amending despatch quantities and want to despatch the goods.

Despatch free text items/confirm services completed

This activity is only applicable if your system is set to require the despatch of free text and service/labour items.

To despatch free text items/confirm services completed

- Choose Order Processing > Confirm Services and Free Text Items > Confirm Service/Free Text Items For Invoice.

Select items to despatch

Single order Order no:

Range of order nos

Range of order dates

Single customer

Order No	Order Date	Req'd Date	Conf'd Date	A/C Ref	Item	Warehouse	Qty to Despatch
There are no matching items							

Order line details

Customer a/c name: Selling unit:

- View the orders ready for despatch using the 'Select items to despatch' options.
- To amend the despatch quantity for an order, select the order line and enter the quantity in the 'Qty to Despatch' column (a value greater than or equal to zero).
- Click 'Save'.

Amend despatch

The despatched quantity of an order can be amended provided the associated invoice has not been printed. Once an order has been invoiced the despatch records are no longer made available for amendment.

Amending despatch for batch/serial numbered items requires additional tasks. These items are referred to as traceable items and the activity to amend despatch for these items is described separately to that for other stock items referred to as non traceable.

- Non traceable items: the despatched quantity can be decreased. As you reduce the quantity you have the option to remove or retain the allocation requirement associated with the items. The despatch quantity can also be increased provided it does not exceed the quantity currently allocated to the order line.
- Traceable items: you must select or deselect batch/serial numbers to match the revised despatch quantity. Allocations are automatically reinstated when a decrease is recorded. An increase can be recorded provided it does not exceed the quantity currently allocated to the order line. However, to despatch a different batch/serial number to those allocated to the order line, you must first amend the order line allocation.

It is possible that the batch/serial numbered items displayed as available during the activity can be allocated or issued by other Sage 200 processes. As you select items the system checks if this has occurred. If so, the numbered item is displayed red. You will need to select another numbered item from the displayed list.

The associated invoice details are automatically updated and are available for print. A despatch note is printed if your system is set to generate despatch notes following goods despatch. For more information see *Print despatch notes when order despatch is confirmed on page 44*.

Amend goods despatch (non traceable)

- Choose Order Processing > Goods Despatched and Received > Amend Goods Despatched.

Select items to despatch

Single order Order no:

Single despatch note

Single customer

Order No	Order Date	A/C Ref	Item Code	Warehouse	Qty Required	Qty Despatched
0000000249	14/09/2006	FUT001	PM/SINK/PACK	FACTORY	10.00000	10.00000
0000000249	14/09/2006	FUT001	PM/SINK/PACK/WHITE	FACTORY	10.00000	10.00000

Order line details

Customer a/c name: Selling unit:

Item name:

- Display the despatched order lines you want to amend using the 'Select items to despatch' options.
- Select an order from those displayed and click 'Amend'. The despatch history entries which have not been invoiced are displayed.

Despatch No	Despatch Date	Despatched By	Previous Despatch Qty	Amended Despatch Qty
0000000249	02/11/2006	L	10.00000	10.00000

- Select a despatch history entry and amend the despatch quantity.
- Amend as many lines as required.
- Click 'Save' to confirm that you have finished amending the despatch quantities.

Amend goods despatch (traceable item)

If batch/serial numbers have been allocated to the order and you want to despatch different batch/serial numbers, you will need to amend the order line allocation, then confirm despatch.

- Choose Order Processing > Goods Despatched and Received > Amend Goods Despatched.
- Display the despatched order lines you want to amend using the 'Select items to despatch' options.
- Select an order from those displayed and click 'Amend'. The despatch history entries which have not been invoiced are displayed.
- Select a despatch history entry from the list and amend the despatch quantity.
- Select and/or confirm the batch/serial numbers for despatch.

SOP - Serial Numbers for Item: WW/WASHER/1200

Serial numbers despatched

Serial No	Supplier	Received	Sell By	Bin
<input checked="" type="checkbox"/> Wash1200-050	5A2001	18/10/2006		Unspecified
<input checked="" type="checkbox"/> Wash1200-051	5A2001	18/10/2006		Unspecified
<input checked="" type="checkbox"/> Wash1200-052	5A2001	18/10/2006		Unspecified
<input checked="" type="checkbox"/> Wash1200-053	5A2001	18/10/2006		Unspecified
<input checked="" type="checkbox"/> Wash1200-054	5A2001	18/10/2006		Unspecified

Find...

Serial numbers allocated

Serial No	Supplier	Received	Sell By	Bin
No items to display				

Find...

Serial numbers selected: 6.00000

Total quantity: 1.00000

OK Cancel

Note: If assigning serial/batch numbers to the order prior to despatch, those numbers despatched and the pending despatch for the order line are displayed. Otherwise the numbers despatched and those available for despatch at the location(s) assigned the order's allocation are displayed.

- Use the check box to the left of an item to select the item.
- Batch only: in the 'Qty to Despatch' column enter the amount despatched expressed in the item's selling unit.
- Click 'OK' to save the information.
- Amend as many lines as required.
- Click 'Save' to confirm that you have finished amending the despatch quantities.

Amend despatch record free text service/labour items

This activity is only applicable if your system is set to require the despatch of free text and service/labour items.

- Choose Order Processing > Confirm Services and Free Text Items > Amend Service/Free Text Items For Invoice.

Select items to despatch:

Single order Order no: 0000000183 Find...
 Single despatch note
 Single customer

Display

Order No	Order Date	A/C Ref	Item	Warehouse	Qty Required	Qty Despatched
0000000183	31/03/2006	FES001	Recondition wood floor		1.00000	1.00000

Order line details

Customer a/c name: Festival Homes Ltd Selling unit: View Order...

Amend... Clear Close

- Display the despatched order lines you want to amend using the 'Select items to despatch' options.
- Select an order from those displayed and click 'Amend'. The despatch history entries which have not been invoiced are displayed.

Despatch No	Despatch Date	Despatched By	Previous Despatch Qty	Amended Despatch Qty
0000000183	02/11/2006	L	1.00000	1.00000

- Select a despatch history entry and amend the despatch quantity in the item's selling unit.
- Amend as many lines as required.
- Click 'Save' to confirm that you have finished amending the despatch quantities.

Printing and reprinting despatch notes

Despatch notes can only be printed if your system is set to do so. For more information see *Print despatch notes when order despatch is confirmed on page 44*. In this case despatch notes are printed when you confirm the despatch of stock for the order.

The 'Print Despatch Notes' facility enables you to print the despatch note for all orders. You can use a date range to filter the results or you can select from the list of printing criteria. The criteria options offer a range of order numbers and despatch notes, or a single customer, order or despatch note. You can select one option at any one time.

When you select the criteria option you require, drop-down lists appear to display the results of the filtering. Choose the order(s), customer(s) or despatch note(s) from the drop-down lists as appropriate before you print.

Despatch notes can be reprinted. You can use the reprint facility for two different reasons:

- To reprint a despatch note that has already been printed.
- To manually print a despatch note for the first time when the 'Print despatch notes when order despatch is confirmed' check box is not selected in the SOP Settings.

To reprint despatch notes

- Choose Document Printing > Reprint Despatch Notes.

The screenshot shows a dialog box titled "SOP - Reprint Despatch Note". It is divided into two sections. The top section, "Select orders", contains a group box "Print despatch notes for:" with six radio button options: "All orders" (selected), "Range of order nos", "Single customer", "Single order", "Single despatch note", and "Range of despatch notes". To the right of these options is a checkbox labeled "Include completed orders". The bottom section, "Date range", contains two text input fields: "Order dates from:" and "Order dates to:", each followed by a small calendar icon. At the bottom of the dialog are two buttons: "Print" and "Cancel".

- Select a criteria option from the 'Print despatch notes for' list.
 - If you select a range of order numbers, the 'From' and 'To' drop-down lists appear, from which you can select the order, customer or despatch note range.
 - If you select to display a single customer, order or despatch note, a single drop-down list appears for you to select from.

Use the following table for more information about each criteria option:

Criteria Option	Further Information
Range of order nos	The From and To drop-down lists appear listing order numbers for you to select from. All despatch notes associated with the range of orders you select in the From and To drop-down lists will print.
Single customer	The A/C ref and Short name drop-down lists appear. Select a customer from either drop-down to display the full customer name. The despatch note(s) for this customer will print.
Single order	The Order no. drop-down list appears. Select an order and all despatch notes associated with this order will print. You can also use the Find button to browse for any order that are not listed.
Single despatch note	The Despatch no. drop-down list appear listing all despatch notes. Select the despatch note you want to print.
Range of despatch notes	The From and To drop-down lists appear. All despatch notes in the range you select in the From and To drop-down lists will print.
Include completed orders	By default, you cannot print a completed despatch note. Select this check box to print any completed orders.

- If you select options that relate to orders, you can refine the selection of despatch notes for printing by entering 'Order dates from' and 'to'.
- To print the despatch notes you have specified, click 'Print'.

Manage Sales Invoices

This process is about preparing invoices to be submitted to your customers. It also generates the postings needed to update the Nominal Ledger and Sales Ledger. Values are also posted to the relevant bank accounts if your system is integrated with the Cash Book. Preparing tax only invoices is also explained.

Print/e-mail sales invoices

When you send goods or provide services to a customer, you need to print an invoice document to send to the customer for tax purposes and to remind them that they have overdue payments.

Invoices can be printed or generated electronically and sent via e-mail using Transaction e-Mail. The documentation output is determined from a customer's account record. An electronic invoice is generated for a customer if their account record is enabled for transaction e-mail. Otherwise, a printed invoice is generated.

Electronic invoices are generated in XML format and placed in Transaction e-Mail ready to be sent to your customer. The e-mail address for sales invoices, specified on the customer's account, is applied to the invoice. The applied e-mail address can be amended while the invoice is stored in Transaction e-Mail. For more information see your *Sage 200 Accounting System Manager User Guide*.

You can produce invoices for a customer provided these are not yet printed/e-mailed and the customer account is not 'on hold'. If part payment has been received then the value of the invoice must be greater than the payment received or the invoice will not be produced. If full payment has been received then all of the goods on the order must have been despatched or the invoice will not be produced.

If you are dealing with traceable items and the system is set to print serial or batch numbers, the traceable numbers despatched to the customer are also printed on the invoice.

Within the Sales Ledger you can set up your system to consolidate orders for a customer on one invoice. For more information see your *Sage 200 Sales Ledger User Guide*. Within the Sales Order Processing Print Invoices option you can choose not to consolidate orders where the customer has different delivery addresses. In this case all orders for a customer that have the same delivery address are consolidated onto one page. A separate invoice will be printed for each delivery address.

When invoices are produced:

- The system retrieves and increments the next invoice number.
- If the system is set up to include tax, the invoice will show that the price includes tax.
- For each order line appearing on an invoice the system adds invoice history entries.
- For stock and miscellaneous items the system updates the despatch history to indicate that the invoice has been produced.
- If system setup allows despatch processing for text items the system will update the despatch history for text lines to indicate that the invoice has been produced.
- If system setup allows despatch processing for service or labour items the system will update the despatch history for the lines involving service and labour items to indicate that the invoice has been produced.

Copy invoices can be produced by selecting to reprint the invoice. For more information see *Reprint invoices on page 291*.

Print/e-mail invoices

- Choose Document Printing > Print Invoices.

Order No	Order Date	Order Sta...	A/C Ref	Customer Name	Customer Order No	Value
000000332	02/08/2006	Live	TOT006	Total Home Care Liverpool	7657lhgf	25346.51
000000334	03/08/2006	Live	TOT001	Total Home Care (Head Office)	87678-kj	2203.13
000000339	11/08/2006	Live	ABB001	Abbey Retail Ltd	90807	19609.44
000000342	12/09/2006	Live	FES001	Festival Homes Ltd	346346	12150.15

- Choose whether you want to print all unprinted invoices for all orders, for a range of order numbers, or dates, or for a single customer or a single order. Depending on your selection further boxes appear for you to make further entries. You can also choose to filter the invoice list by the invoice layout.
- If you choose to print all invoices, select whether you want to print the invoices for every order, for those invoices belonging to any consolidated accounts or for those invoices that are generated from non-consolidated accounts.
- If you choose to print invoices for a range of invoices or dates, enter the range for which you want to print invoices. If you want to change the invoice layout that will be used for the invoices during printing, select the 'Layout' check box and choose the layout you require from the drop-down list.
- If you choose to print invoices for a single customer or order, select the customer or order you want to print invoices for.

- If you want to filter the invoice list by layout, select the 'Layout' check box and choose the layout you require from the drop-down list.
- Click 'Display' to view the invoices that match the criteria you have specified. You can select a specific invoice from the list if you want to print a single invoice.
- Select the document type using the 'Select invoice type to produce' options.
- Specify the date to print on the invoice.
- Specify if you want to consolidate any orders where the customer has different delivery addresses.
- If you want to override the existing layout used for an invoice and choose an alternative, select the 'Use invoice only' check box and specify the layout you want to use for the invoice. The list of layouts available for you to choose from, is maintained using SOP Maintenance > Maintain Invoice Layouts. For more information see *Maintain Invoice Layouts on page 18*.
- Click 'Print' to print a selected invoice from the invoice list. Click 'Print All' to print invoices for every order displayed in the list.
- If any invoices fail to print, a warning message appears enabling you to view the details of invoices that have not been produced in the 'Print Invoices' window. This occurs when the system detects that the tax, goods or tax summary totals of the invoice will be negative, commonly due to the part despatch of items on the order.

Consolidated invoices are the exception to the rule. Any invoice that cannot be produced because it has a negative value, can be consolidated with another invoice so that the total value of the invoice is a positive value.

SOP - Print Invoices

Select orders

Print all unprinted invoices for:

All orders Account type: All

Range of order nos Layout: Default Invoice Lay

Range of order dates

Single customer

Single order

Display

Reason for print failure

The goods total or tax total is negative on the Invoice being produced, which includes Order number 0000000345.

Print details

Invoice date: 07/11/2006

Consolidate orders with different delivery addresses

Use invoice only: Default Invoice Layout

Select invoice type to produce

Both paper and e-mail invoices

Paper invoices only

Transaction e-mail invoices only

Print Print All Select All Deselect All Cancel

Reprint invoices

Copy invoices are either printed or generated electronically to be sent via e-mail. The invoice type is determined by the customer account record and whether you are using Transaction e-Mail. For more information see *Print/e-mail sales invoices on page 287*.

- Choose Document Printing > Reprint Invoice.

Select invoice(s)

Invoice no: 0000000126 A/C ref:
 Invoice date: // Name:
 Order no: Find... Short name:

Invoices

Invoice No	Invoice Date	A/C Ref	Name	Value
0000000126	20/04/2006	CHE001	Cherrie Ltd	2478.29

Print Close

- Select the order for which you want to reprint an invoice. You can:
 - Choose the invoice number.
 - Choose the invoice date.
 - Choose the order number.
 - Choose the customer linked to the invoice.
- If more than one invoice exists, select the invoice to reprint.
- Click 'Print'.
- Repeat until all invoices required have been reprinted, and then click 'Close' to end the process.

Cancel sales invoice

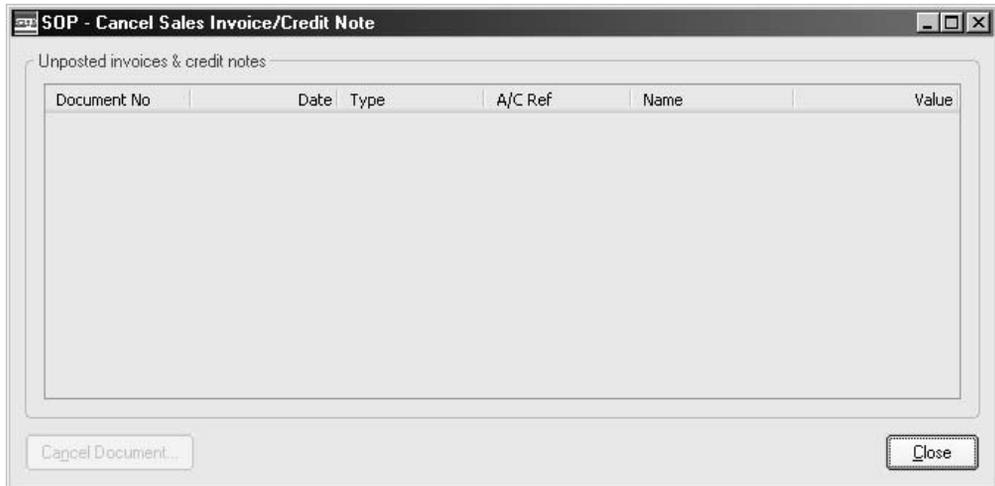
An invoice can be cancelled provided its values have not been updated/posted to other modules within Sage 200. Once the invoice is cancelled the associated despatches are marked 'not invoiced'. Both the order and the despatch records can then be amended if necessary before printing the new invoice. The new invoice is assigned the next available invoice number.

Details of the cancelled sales invoice remain stored within Sage 200. A cancelled sales invoice is removed from Sage 200 when the associated sales order is purged from archived. See *Delete archived sales orders and returns on page 362*.

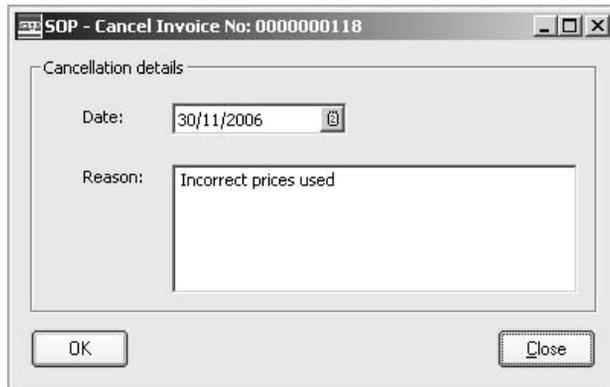
You can also use this activity to cancel credit notes when dealing with a sales return.

To cancel a sales invoice

- Choose Order Processing > Cancel Invoice.



- Select the invoice from those displayed and click 'Cancel Document'.



- Accept or amend the displayed date.
- Enter a reason for the cancellation and click 'OK'.

Post invoices

When you have printed invoices and you need to update the effects of this on the rest of the system, use the 'Post Invoices and Credit Notes' activity.

You can choose to post unposted invoices or invoices for orders.

Where payments are linked to an invoice, entries are added to the customer account in the Sales Ledger adjusting the balance and updating the turnover value for the customer. Nominal entries for the invoice and receipt are added to the nominal ledger waiting postings file which you update from within the Nominal Ledger. For more information see your *Sage 200 Nominal Ledger User Guide*.

Where there is no payment linked to the invoice and the system settings do not allow such postings to be added directly to the Sales Ledger, the invoice and credit note entries are added to the sales ledger pending transaction file and you must update this from within the Sales Ledger. For more information see your *Sage 200 Sales Ledger User Guide*.

Stock item balances are reduced for item types stock and miscellaneous in the Stock Control module provided the system is set to do this when the invoices are posted. Otherwise the updates would have occurred following despatch.

To post invoices

- Choose Order Processing > Post Invoices and Credit Notes.

- Select whether you want to post unposted invoices, or invoices for orders.

Note: This activity will also post unposted credit notes or credit notes for returns.

- If you are posting unposted invoices, select from the following range of choices.

All customers	You do not need to enter any criteria..
Single customer	Select the customer account.'
Range of order/return dates	Select the 'From' and 'To' dates for the range of orders.
Range of invoice/credit notes dates	Select the 'From' and 'To' dates for the range of invoices.

- If you are posting invoices for orders, select from the following range of choices.

All orders	You do not need to enter any criteria..
Single customer	Select the customer account.'
Single order	Select the order number.

Range of order numbers	Select the 'From' and 'To' numbers for the range of orders.
Range of order dates	Select the 'From' and 'To' dates for the range of orders.
Range of invoice numbers	Select the 'From' and 'To' numbers for the range of invoices.
Range of invoice dates	Select the 'From' and 'To' dates for the range of invoices.

- Click 'Post' to post the invoice(s).

Produce a tax only invoice or credit note

Tax only invoices (and credit notes) cannot be produced for cash accounts or for a customer when their account is on hold.

Details of the VAT charge are added to the invoice in the form of invoice lines. The invoice can consist of several invoice lines. Each line consists of a description, value and tax rate.

By default, tax rate 1, as specified in the system's tax rate table, is displayed as the suggested tax rate to use. This can be amended by selecting an alternative rate provided it is neither zero rated or used for EC purchases.

Once the invoice is saved, the system automatically creates an associated sales order and marks the order as completed. The sales order number is assigned to the order automatically for you regardless of your system settings.

- Order numbers assigned manually. The system uses the invoice number as the order number, even if a sales order already exists with that number. This can result in the duplication of order numbers. However, duplicated tax only invoice numbers are not accepted. If the tax only invoice number has already been recorded within Sage 200, an alphabetic character is added to the invoice number and the generated sales order.
- Order numbers assigned automatically. The next available order number is allocated.

The invoice is sent to print in accordance with your print settings and values are updated to the customer's account, the tax records and the Nominal Ledger (tax and debtors accounts). Tax only invoices cannot be sent electronically to your customers using Transaction e-Mail.

Once the tax only invoice is saved it cannot be amended or deleted.

Note: You can also use this activity to product a tax only credit note.

To produce a tax only invoice

- Choose Order Processing > Enter Tax Only Invoice.

SOP - Enter Tax Only Invoice

Account selection

A/C ref: ABB001
 Name: Abbey Retail Ltd
 Short name: Abbey
 Name: Abbey Retail Ltd

Invoice detail

Invoice no: TBA
 Invoice date: 21/07/2006
 Due date: 20/08/2006
 Reference: TBA
 Second Ref:

Description	Tax Code	Tax Rate %	Tax Amount
No lines to display			

Exchange rate

Rate: 1.000000 Currency: Pounds Sterling

Totals

Net: £ 0.00
 Tax: £ 0.00
 Gross: £ 0.00

Buttons: Add Lines..., Edit Line..., Delete Line, Move Up, Move Down, Save, Clear, Close

- Select the customer.
- Accept or amend the displayed invoice date.

The due date cannot be amended. The due date is based on the invoice date plus the number of days specified for payment terms stored on the customer's account.

- Enter a second reference (optional).
- If you are dealing with a foreign currency customer, accept or amend the displayed exchange rate.

- Click 'Add Lines'. The 'Create New Tax Invoice Line' window is displayed.

The screenshot shows a window titled "SOP - Create New Tax Invoice Line". It features a large text area for "Invoice line description". Below this is a section for "Item totals" containing a "Tax rate" dropdown menu (currently set to "1 - Std Rate") and a "Tax value" field (currently set to "£ 0.00"). At the bottom of the window are "Save" and "Close" buttons.

- Enter a description for the invoice line.
- Accept or amend the displayed tax rate (do not select a zero rated or EC Purchase tax code).
- Enter the tax value (up to two decimal places).
- Click 'Save' to add the invoice line to the invoice.
- Continue to add invoice lines as required and then complete the other invoice details.
Click 'Move Up' and 'Move Down' to position invoice lines correctly.
Click 'Edit Item' and 'Delete Item' to change or remove an invoice line.
- Click 'Save' on the enter tax only invoice window to save the invoice.

Handle Sales Returns

Sometimes orders are cancelled and you need to record the fact that the customer no longer wants to buy some (or all) of the goods or services supplied. This could be the result of damage to goods in transit, incorrect shipment, over-shipment, or provision of the wrong services.

This process describes how to enter and maintain returns information and also how to confirm receipts, print and post credit notes on the Sales Order Processing system.

Activities:

Enter returns

Confirm receipts

Amend returns

Cancel returns

Amend return status

Print credit notes

Post credit notes

Before you begin ...

You must have:

- ✓ Set your sales order processing defaults and settings. For more information see *Set Up Sales Order Processing on page 27*.
- ✓ Established your sale orders options. For more information see *Set Up Sales Order Options on page 55*.
- ✓ Set up your pricing structure. For more information see *Manage Pricing on page 83*.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

Use your help system. For more information on using the help system, see the *Sage 200 Operations* documentation.

Note: The windows used to illustrate the activities are a representative sample of those within Sage 200. System settings do influence the overall appearance of the windows.

Create Sales Returns

When a customer returns goods you must enter a sales return to record the return of goods from that customer. The unsatisfactory completion of service or labour supplied to your customers can also be recorded.

During goods return stock is returned to a nominated warehouse, although this need not be the warehouse that issued the goods.

You will need to:

- Confirm receipt of the return, to indicate which sales return items have been received (or agreed if they are service items) so that accurate credit notes can be produced for the returns (see *Manage Receipt of Returned Goods on page 316*).
- Issue a credit note to the customer to match the value of the goods returned (see *Print credit notes on page 327*).
- Post the credit note on the system (see *Post invoices on page 294*).

Stock levels are updated automatically within the Stock Control module.

Record a sales return

Recording a sales return is similar to recording a sales order and involves several tasks. These involve you entering return details (covering customer, delivery and credit information), adding the goods/services returned in the form of return lines and completing the return confirmation (where the return totals are displayed and checked) before it is finally saved. Returns can be recorded for a named customer or the cash account.

To record a sales return

- Choose Sales Returns > Enter New Sales Return.

Enter the return details

SOP - Enter New Sales Return

Return Details | Return & Credit

Account selection

A/C ref: ABB001

Name: Abbey Retail Ltd

Short name: Abbey

Name: Abbey Retail Ltd

By default return to:

Return detail

Return no: TBA

Return status: Live

Document date: 21/07/2006

Customer order no:

Item	Description	Quantity	Unit Price	Disc. %	Tax Rate	Net
No items to display						

Add Items... | Edit Item... | Delete Item | Move Up | Move Down

Exchange rate

Rate: 1.0000000 | Currency: Pounds Sterling

Subtotals

Goods: £ 0.00

Charges: £ 0.00

Ord disc: £ 0.00

Totals

Net: £ 0.00

Tax: £ 0.00

Gross: £ 0.00

Save | Clear | Close

- Select the customer account to enter a return for.
- Select the customer that you want to provide the return for, using the 'Account ref' drop-down list on the 'Return Details' tab.
- Confirm the default warehouse to return to, or change to another warehouse stored in the system.
- Confirm the document date.
- Confirm the exchange rate.

Add goods and services returned (standard items)

- On the 'Return Details' tab, click 'Add items'. The 'Create New Return Item Line' window appears.

- Select the item that is being returned. You can change the description to appear on the credit note.
- Confirm the warehouse to return the goods to.
- Confirm the quantity for the return.

If the item is configured to use multiple selling units you can amend the selling unit by selecting any of the selling units specified for the item.

- Confirm the selling unit (measure) the goods were supplied to the customer in.
- Select the selling price unit the goods were priced in.

The default selling price and discounts for this customer as set up in the price book are displayed. You can change these if you have the appropriate user permissions to do this.

- If configured to allow price override, amend the unit price by entering a value greater than or equal to zero expressed to five decimal places.

Note: You cannot do this if the price is marked up.

You can also amend the discount percentage or amount.

- The appropriate tax rate for the combination of customer and item is displayed. You can amend the tax rate used for the return line to match that in the order.
- The default nominal account for revenue is displayed. This is used to post the value of the stock. The nominal account is taken from the stock item record.

If the system setup allows the amendment of nominal codes, check the nominal account displayed. Then amend the code displayed, if required, by selecting another from the drop-down list.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and has a 'Posting' account type.

- The analysis codes are derived from the system settings. If system setup allows amendment of analysis codes on order lines, amend the analysis codes using the 'Analysis Codes' button.
- Click 'Save' to add the line to the return.

Add goods services returned (free text items)

Free text items are ones not already defined. Therefore you must enter all of the information for these yourself. The default nominal code and analysis codes are displayed. You can amend these if you have appropriate settings if required.

- Select 'Free text'.

The following window appears.

SOP - Create New Return Item Line

Line type

Standard item Free text item Additional charge Comment line

Item line description

Item values

Quantity: Selling price unit: Unit discount %:

Unit price: £ Unit discount: £

Disc. unit price: £

Unit cost: £

Item totals

Tax rate: Net value: £ Tax value: £

Confirmation required before Crediting

Required:

Nominal code

Revenue:	A/C Ref	CC	Dept	Description
<input type="text"/>				

Save Analysis Codes... Close

- Enter descriptive text for the line.
- Enter the quantity for the return.
- Specify the selling price unit.

Note: You can enter a negative unit selling price if you require. Entering a negative value prevents you from entering values in the unit discount percentage or discount amount boxes. For more information about entering a negative unit selling price, see *Entering a negative unit price on page 306*.

- Enter the unit price for the line (greater than or equal to zero).
- Enter a discount percentage or discount amount (if system settings allow discount to be applied to the line).

- Accept or amend the displayed tax rate.
- The default nominal account for revenue is displayed. This is used to post the value of the stock. The nominal account is taken from the stock item record.

If the setup allows amendment of nominal codes then check the nominal account displayed, amend the code displayed if required by selecting another code from the drop-down list.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and has an account type of 'Posting'.

- If system setup allows amendment of analysis codes, you can amend the analysis codes, using the 'Analysis Codes' button.
- Click 'Save' to add the item to the return.

Note: The return cannot be saved by the system if the goods and the tax values are negative. If this is the case, you must:

- add one or more lines with a total positive value equal to or greater than the total negative value.
- ensure that the tax code for the positive line(s) is the same as the tax code used for the negative value line(s).

Entering a negative unit price

Negative item lines are often used to indicate a discount or to make it easier for businesses to process the offer or acceptance of part exchange goods. You can enter a negative unit price on a Sales Return-Free text item line only. It cannot be applied on quotes, pro-formas or repeat templates.

When you add a free text item, you can enter a negative value into the 'Unit price:£' box. At this stage, the details in the window that are not required for the processing, become inactive. For example, the discount amounts and discount percentage boxes are greyed-out preventing you from entering values in those fields.

SOP - Create New Return Item Line

Line type
 Standard item Free text item Additional charge Comment line

Item line description
 Information about negative item line can be typed in here.

Item values
 Quantity: Selling price unit: Unit discount %:
 Unit price: £ Unit discount: £
 Unit cost: £ Disc. unit price: £

Item totals
 Tax rate: Net value: £ Tax value: £

Confirmation required before Crediting
 Required:

Nominal code

A/C Ref	CC	Dept	Description
Revenue: <input type="text" value="31100"/>	<input type="text" value="SAL"/>	<input type="text" value="BES"/>	<input type="text" value="Sales - Bespoke Kitchens"/>

The 'Confirmation required before Crediting' drop-down list displays the 'Confirmation not required' option. This confirms to the system that it is unnecessary to despatch any items for this item line. When you save the item line and view the return, the system recalculates the Totals on the return.

SOP - Enter New Sales Return

Return Details Return & Credit

Account selection

A/C ref: ABB001
Short name: Abbey
Postcode: EH12 1WE
Name: Abbey Retail Ltd
By default return to:

Return detail

Return no: TBA
Return status: Live
Document date: 15/08/2006
Customer order no:

Item	Description	Quantity	Unit Price	Disc. %	Tax Rate	Net
ACS/BLENDER	Professional...	1.00000	256.50000	0.00	Std Rate	256.50
	Information....	1.00000	-200.00000	0.00	Std Rate	-200.00

Add Items... Edit Item... Delete Item Move Up Move Down

Exchange rate

Rate: 1.000000 Currency: Pounds Sterling

Subtotals

Goods: £ 56.50
Charges: £ 0.00
Ord disc: £ 0.00

Totals

Net: £ 56.50
Tax: £ 9.84
Gross: £ 66.34

Save Clear Close

Before you try to save the return, check that the Goods and Tax values on the order are not negative. If the return will not save, you are prompted to check the goods and the tax totals. Please check the following:

- The tax code of the goods value, for example a 0-Exempt tax code, may be creating a negative tax value even though the unit price for the goods seems correct.
- A discount has been applied to the goods line, reducing the net value so it does not bring the totals of goods value above or equal to the negative item line.

Amend your lines by adding stock or additional charge lines, amending tax codes or taking into account any item line discounts. Once the total positive value is equal or greater than the total negative value, you can save the Return.

For more troubleshooting information about negative lines when printing the credit note see *Print credit notes on page 327*.

Add additional charges

- Select 'Additional Charge'. The following window appears.

- Select an existing charge and confirm the details as follows.
 - The appropriate tax rate for the combination of customer and item is displayed. You can amend this.
 - Enter the net and tax value of the additional charge in the currency of the return. This must be a value greater than or equal to zero.
 - The default nominal account for revenue is displayed. This is used to post the value of the stock. The nominal account is taken from the stock item record.

If the system setup allows amendment of nominal codes then check the nominal account displayed, amend the code displayed if required by selecting another from the drop-down.

Note: If you are entering the nominal code, you must ensure it exists in the Nominal Ledger and has an account type of 'Posting'.

- Click 'Save' to add the additional charge to the return.

Add comments

- Select 'Comment Line'. The following window appears.

SOP - Create New Return Item Line

Line type

Standard item Free text item Additional charge Comment line

Item line description

Show on customer documents

Save Close

- Enter descriptive text to be used as the description for the line.
- Select the check box if you want the comment to appear online to warehouse staff, for example, but do not want the comment to appear on documents issued to the customer.
- Click 'Save' to add the comment to the return.

Enter the return and credit details

- Select the 'Return and Credit' tab.

SOP - Enter New Sales Return

Return Details | Return & Credit

Return from address

Postal name: As credited

Address:

Post code:

Contact:

Telephone:

Fax:

E-mail:

Tax number:

Tax code: 1 - Std Rate

Country code:

Use credit address

Change...

Credit address

Postal name: Abbey Retail Ltd

Address: 16 Church Lane
Lochside
Edinburgh
Midlothian

Post code: EH12 1WE

Early settlement discount

Discount %: 0.50 if paid within: 15 days

Order discount / surcharge

Discount %: 0.00 Value: £ 0.00 Discount

Return taken by

Name: STEPHEN

Order priority: A

Analysis codes

Sales Area: North Analysis code 4:

Sales person: None Analysis code 5:

Analysis code 3: Analysis code 6:

Save Clear Close

- Accept or amend the displayed 'Return From' address, contact information, tax registration number, tax code and country code.
 - To change the return from address, clear the 'Use credit address' box and click Change.
 - To use the same address as the credit, select 'Use credit address' box.
- The customer account default early settlement terms are displayed. You can amend these but you cannot amend order discount.
- Confirm who the return was taken by (the person responsible for recording the return) if the system has not been set up to apply the current user ID to the orders. If the system has been set up to apply the current user ID to orders, you cannot change this when entering the return. For more information see *Order taken by on page 34*.
- Accept or amend the order priority code.
- Accept or amend the analysis codes required.

Finish entering the return

- On the 'Return Details' tab, change the sequence of goods, service, and charges, using the 'Move Up' and 'Move Down' buttons.

Note: If you amend the displayed exchange rate now, and have manually entered prices for stock items, the selling prices of those stock items are reset to those in the price book.

Confirm the return

- Click 'Save'. The 'Sales Return Confirmation' window appears.

If you set the system to generate return numbers automatically and show the return number when confirmed, the next sales return number is allocated to the order and displayed in the 'Return no' box. Otherwise, the return number will not be shown during return confirmation.

If you enter return numbers manually then you must enter the return number for the customer in the 'Return no' box. This must be a unique number.

Note: The process of confirming a return works in the same way as confirming an order. For more information on the process see *Confirm the order on page 224*.

Maintain Sales Returns

There are maintenance activities you can perform to keep your sales returns up to date. Amendments to current sales returns can be made and you can also place returns on hold.

Amend sales return

You can amend sales returns, according to system setup and your user permissions, if they have not been marked as complete or credit has not been posted in full for the return.

To amend sales returns

- Choose Sales Returns > Amend Sales Return.

Note: You cannot change the return number.

SOP - Amend Sales Return

Select orders

Return no: Credit no: A/C ref:

Customer order no: Name:

Return document date: Short name:

Current returns (live_on hold)

Return No	Return Date	Return Status	A/C Ref	Customer Name	Customer Order No	Value
000000003	12/05/2006	Live	NAN001	Nantes Home Store...	Rtn876	36.01

- Use the 'Select orders' options to display the return(s).

- Select a return from those displayed, and click the 'Amend Return' button. The return information is displayed.
- Amend the 'Header details' as required. These details are described earlier in this chapter. For more information see *Record a sales return on page 301*.

If you are dealing with a foreign currency return, set the exchange rate at the 'header' level because the system resets any prices you enter manually to those specified using the price book.

- To add returned items, click 'Add', select the relevant 'Return line type' and enter the item line details. For more information see *Record a sales return on page 301*.
- To edit returned items, select the item and click 'Edit'. Amend the displayed item details.
- To delete a returned item, select the item and click 'Delete'.
- Change the sequence of items by selecting an item line and using the 'Move Up' or 'Move Down' buttons.
- To confirm the changes, you must click 'Save'. For more information see *Confirm the return on page 312*.

Amend sales return status

You can place the return 'on hold' or take it 'off hold'.

To amend sales return status

- Choose Sales Returns > Amend Sales Return Status.

SOP - Amend Sales Return Status

Selection criteria

Return no: Credit no: A/C ref:

Customer order no: Short name:

Return document date: Postcode:

Current returns (live & on hold)

Return No	Return Date	Return Status	A/C Ref	Customer Name	Customer Order No	Value
0000000003	12/08/2006	Live	NAN001	Nantes Home Stores (Fr)	Rtn876	36.01

- Use the options in the 'Selection Criteria' section of the window to select a specific sales return or range of sales returns. Alternatively, click 'Show All Returns' to view all saved sales returns.
- Select the return from the list.
- Click 'On Hold' or 'Off Hold' depending on whether you want to change the return status to 'on hold' or 'off hold'.
- You can cancel or view the return by selecting the appropriate button.

Manage Receipt of Returned Goods

This process records the receipt of returned goods. This covers stock and miscellaneous item types. Provided your system is set to do so, you can also record the receipt of free text items and the unsatisfactory completion of services associated with service/labour items. The receipt of goods and the receipt of free text/service labour items are managed separately.

Outstanding return lines are displayed and the returned quantity is recorded. The returned quantity cannot exceed the quantity recorded on the return line.

Record returned goods

Use this activity to record the return of goods for stock and miscellaneous item types.

When dealing with batch/serial numbered items the returned batch/serial numbers must be recorded. The system displays all batch/serial numbers despatched to the relevant customer. From this list, those that have been returned are selected and recorded into Sage 200. It is possible to record an unknown batch/serial number if it does not appear in the displayed list.

To record returned goods

- Choose Order Processing > Goods Despatched and Received > Confirm Goods Received.

SOP - Confirm Goods Received

Select items to return

Single return Return no: Warehouse:

Range of return nos

Range of return dates

Single customer

Return No	Return Date	A/C Ref	Item Code	Warehouse	Bin	Qty To Return
0000000003	12/12/2006	NAN001	DEC/PAPER/BEIGE	WAREHOUSE	Unspecified	4.00000

Order line details

Customer a/c name: Selling unit:

Item name:

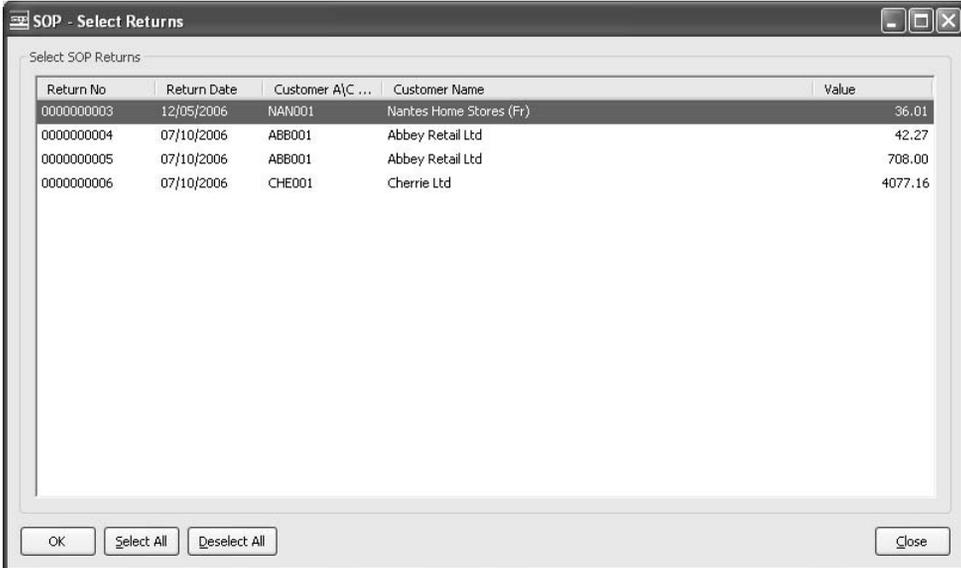
- Display the returns you want to confirm as received using the 'Select items to return' options.
- Select the warehouse that you want to receive returns for.

Each item shows the return number, date, item reference and code, warehouse, bin and quantity to return. Returns that are on hold will not be displayed.

- Click 'Display' to view the goods received.
- Select a return line and click 'OK' to return to the 'Confirm Goods Received' window.
- Record the amount returned in the 'Qty to Return' column.
- Batch/serial numbered items only: Record the batch/serial numbers returned.
- Select the batch/serial numbers received using the check box to the left of an item.

- Batch only: in the 'Quantity' column enter the amount returned expressed in the item's selling unit.
- To record additional items, click 'Add New'. For each item enter a batch/serial number and, if applicable, additional information (alternative ref, sell by date and use by date). If dealing with a batch item, enter the batch quantity in the item's selling unit.
- Click 'OK' to save the information.
- Click 'Save' to confirm that you have completed your changes.

The despatched quantity is updated for the return line. Entries are added to the despatch history of the return lines. If the system is configured to update stock on despatch the system increases stock balances for items of type stock. If the system is configured to update stock on despatch and the stock items are configured to store movement history then the system will add new entries to the movement history.



Select SOP Returns

Return No	Return Date	Customer A\C...	Customer Name	Value
0000000003	12/05/2006	NAN001	Nantes Home Stores (Fr)	36.01
0000000004	07/10/2006	ABB001	Abbey Retail Ltd	42.27
0000000005	07/10/2006	ABB001	Abbey Retail Ltd	708.00
0000000006	07/10/2006	CHE001	Cherrie Ltd	4077.16

OK Select All Deselect All Close

Record returned free text and labour/service items

This activity is only applicable if your system is set to require the despatch of free text and service/labour items.

To record returned free text and labour/service items

- Choose Order Processing > Confirm Services and Free Text Items > Confirm Services/Free Text Items For Credit.

- Display the returns you want to confirm as received using the 'Select items to receive' options.

Each item shows the return number, date, item reference and code and quantity to return. Returns that are on hold will not be displayed.

- Select a return line and record the amount returned in the 'Qty to Return' column.
- Click 'Save' to confirm that you have completed your changes.

The despatched quantity is updated for the return line. Entries are added to the despatch history of the return lines.

If the returned item is a labour/service item and the system is configured to update stock records on despatch and the stock items are configured to store a movement history the system will add new entries to the movement history.

Amend Goods Received

You can use the Amend Goods Received procedure when you accidentally record an incorrect delivery amount. This activity is used to change the quantity of goods previously recorded, as received for a stock item. The quantity can be either increased or decreased, providing that the goods:

- Have not had credit notes issued.
- Have had quantities confirmed.

If you change the quantity received on the Amend Goods Received window, you can expect the stock item to be affected in the following ways:

- The overall stock level for the stock item is increased or decreased.
- The location you have chosen to store your stock is updated.
- New entries are added to the stock item's history, if the stock item is set to keep a movement history. You can view the adjustments made to stock levels by selecting Stock Control > Enquiries > View Stock Item History.

Dealing with an increase in stock levels

You cannot increase the quantity received if:

- The increase would cause the total receipts to rise above the line quantity.

If you are dealing with a batch/serial numbered item, please read the following additional information:

- For returns, serial/batch numbered items must always be selected, added or removed when receiving or amending receipts, regardless of your SOP settings. For more information see your *Stock Control user guide*.

- If you are increasing a batch stock item goods received value, the overall increase for the batch could be the result of decreasing one batch and increasing another batch.
- If any items on the receipt record have been allocated, then the record cannot be amended. The quantity received cannot be reduced to less than the total already allocated, plus the total already issued.

Dealing with a decrease in stock levels

You cannot decrease the quantity received if the system finds:

- The decrease would cause the item's stock level to become negative, and the item has not been set to allow negative stock levels. Batch/serial numbered items do not allow negative stock in this instance regardless of the negative stock level setting.

If you are dealing with a batch/serial numbered item, please read the following additional information:

- When reducing the quantity received for a batch/serial numbered item, you cannot remove items that have been allocated, transferred or issued.

To amend goods received

There are a number of options you can use to search for the goods you are interested in. You can search by, order number, supplier reference, internal reference or by supplier account.

- Choose Order Processing > Goods Despatched and Received > Amend Goods Received.

- Search for the item you are interested in using the 'Select items to Receive' options.
- Select the item from the displayed list and click 'Amend'. The 'Receipt History' window appears.

Note: To view full details of the sales return, click 'View Return'.

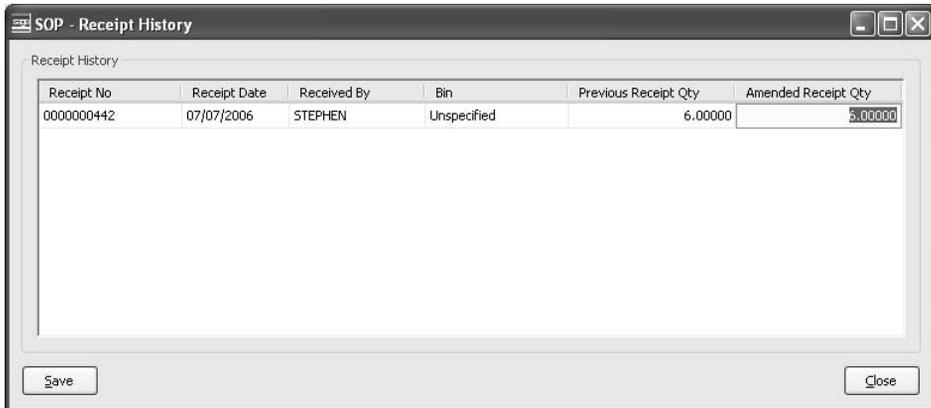
- Enter the revised amount in the 'Qty Received' column (expressed in the selling unit for the item).
- Batch/serial numbered items: only if batch/serial numbers recorded for the item during goods out. The 'Batch' or 'Enter Serial Numbers for' window appears.

If you want to reduce the quantity, select the serial or batch numbers to be removed. If you want to increase the quantity, click 'Add New', enter the batch/serial number details and then click 'OK'.

Note: You can only use this procedure to change stock, service and free text amounts.

Batch items only: In the 'Quantity' column, enter the batch quantity expressed in the item's selling unit. If you have already allocated a batch number, you cannot reduce a batch below the amount already allocated.

- Depending on your system settings, several warnings may be displayed. Follow the displayed instructions when prompted.
- Click 'Save'.



The screenshot shows a window titled "SOP - Receipt History". Inside the window, there is a table with the following data:

Receipt No	Receipt Date	Received By	Bin	Previous Receipt Qty	Amended Receipt Qty
0000000442	07/07/2006	STEPHEN	Unspecified	6.00000	6.00000

At the bottom of the window, there are two buttons: "Save" on the left and "Close" on the right.

Amend record of services received

This activity is about changing the record of a received service to indicate whether it has been carried out successfully or not. This is achieved by changing the quantity received, which can be either increased or decreased provided the service has not been credited.

To amend services received

There are a number of options you can use to search for the item you are interested in. You can search by sales return, receipt note or customer reference.

- Choose Order Processing > Confirm Services and Free Text Items > Amend Services/Free Text Items for Credit.

Return No	Return Date	A/C Ref	Item Code	Warehouse	Qty Required	Qty Received
No items to display						

- Search for the item you are interested in, using the 'Select items to Receive' criteria options and click 'Display'.
- Select the item from the displayed list and click 'Amend'.

Note: To view full detail of the click 'View Return'.

- Enter the revised amount in the 'Qty Received' column (expressed in the selling unit for the item).
- Click 'Save'.

Your adjustments will be displayed in the View Stock Item History window as a movement type of 'Out - SOP' (if you decrease the quantity) and 'In - SOP' (if you increase the quantity) if it is a service item.

Manage Credit Notes

This process completes the return life cycle within Sales Order Processing. Credit notes are printed in respect of returned goods/services and the credit values are then posted to the Sales Ledger and Nominal Ledger. Values are also posted to the Cash Book if the Cash Book is an integrated module.

Print credit notes

When you have agreed to the return of goods or services, you need to print credit note documents to send to the customer as payment. You must keep a record for your own tax records.

You can print credit notes for a customer provided these have not already been printed and the return is not 'on hold'.

When credit notes are printed:

- The system retrieves and increments the next credit note number.
- If the system is set up to include tax, the credit note will show that the price includes tax.
- For each order line appearing on a credit note the system adds credit note history entries.
- For stock and miscellaneous items the system updates the despatch history to indicate that the credit note has been printed.
- If system setup allows despatch processing for text items the system will update the despatch history for text lines to indicate that the credit note has been printed.
- If system setup allows despatch processing for service or labour items the system will update the despatch history for the lines involving service and labour items to indicate that the credit note has been printed.

Copy credit notes can be printed by selecting to reprint the credit note. For more information see *Reprint credit notes on page 328*.

Note: Credit notes cannot be sent to your customers using Transaction e-Mail.

Print credit notes

- Choose Document Printing > Print Credit Notes.

- Choose whether you want to print all unprinted credit notes for all returns, for a range of returns, or for a single customer or a single return.

The screen updates depending on the option that you choose. For example, if you select the 'Range of return nos' option, you must select the reference number range from the drop-down list that appears on-screen.

- Click 'Display'.
- A list of credit notes are displayed.
- Select the required credit notes from the list.
 - Specify the date to use for the documents.
 - Click 'Print' to print any selected credit notes, or click 'Print All' to print every credit note in the list.
 - If any credit notes fail to print, a warning message appears enabling you to view the details of the credit notes that have not been produced in the 'Print Credit Notes' window. This occurs when the system detects the tax, goods or summary totals of the credit note will be negative.

Reprint credit notes

- Choose Document Printing > Reprint Credit Notes.

Select credit note(s)

Credit note no: 0000000001 A/C ref:

Credit note date: // Short name:

Return no: End... Postcode:

Credit notes

Credit Note No	Credit Note Date	A/C Ref	Name	Value
0000000001	10/08/2006	FUT001	Future Homes R...	45.67

Print Close

- Select the return for which you want to reprint a credit note. You can:
 - Choose the credit note number.
 - Choose the credit note date.
 - Choose the return number.
 - Choose the customer linked to the credit note.
- If more than one credit note exists, select the credit note to reprint.
- Click 'Print'.
- Click 'Close' to end the activity.

Post credit notes

When you have printed credit notes and you need to update the effects of this on the rest of the system, use the 'Post Invoices' and 'Credit Notes' activity.

You can choose to post unposted credit notes or credit notes for returns.

For each credit note, the credit note is added to the customer account and allocated against the return and customer account turnover values are adjusted accordingly. Nominal entries for the return and credit note are added to the nominal ledger pending entries file which you update from within the Nominal Ledger. For more information see your *Sage 200 Nominal Ledger User Guide*. If you are using the Cash Book, the credit note entry will be added to the specified bank account and the bank account balance adjusted.

If system settings allow you to add credit notes directly to the Sales Ledger, the entries will be added to the customer account in the Sales Ledger, adjusting the balance and updating the turnover value for the customer. Nominal entries for the return and credit note are added to the nominal ledger waiting postings file which you update from within the Nominal Ledger. For more information see your *Sage 200 Nominal Ledger User Guide*. If system settings do not allow you to add credit notes directly to the Sales Ledger then the credit note entries are added to the sales ledger pending transactions file and you must update this from within the Sales Ledger. For more information see your *Sage 200 Sales Ledger User Guide*.

When the adjustments have been made, a report is produced showing the entries processed.

To post credit notes

- Choose Order Processing > Post Invoices and Credit Notes.

- Select whether you want to post unposted credit notes, or credit notes for returns.

Note: This activity will also post unposted invoices or invoices for orders.

- If you are posting unposted credit notes, select from the following range of choices.

All customers	You do not need to enter any criteria..
Single customer	Select the customer account.'
Range of order/return dates	Select the 'From' and 'To' dates for the range of orders.
Range of invoice/credit notes dates	Select the 'From' and 'To' dates for the range of invoices.

- If you are posting credit notes for returns, select from the following range of choices.

All returns	You do not need to enter any criteria..
Single customer	Select the customer account.'
Single return	Select the return number.

Range of return numbers Select the 'From' and 'To' numbers for the range of returns.

Range of return dates Select the 'From' and 'To' dates for the range of returns.

Range of credit note
numbers Select the 'From' and 'To' numbers for the range of credit
notes.

Range of credit note dates Select the 'From' and 'To' dates for the range of credit notes.

- Click 'Post' to post the credit note(s).

Monitor Sales Orders and Returns

Describes the various ways you can find and analyse sales information. This includes screen enquiries and the preparation of sales order reports.

Activities:

View quotations

View pro forma invoices

View orders

View returns

Prepare reports

Before you begin ...

You must have:

- ✓ As a minimum created sales orders. For more information see *Establish and Maintain Sales Orders on page 201*. However, to gain maximum benefit from your reports you need a variety of information recorded on the system covering goods despatch and invoice details.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

Use your help system. For more information on using the help system, see the *Sage 200 Operations* documentation.

Note: The windows used to illustrate the activities are a representative sample of those within Sage 200. System settings do influence the overall appearance of windows.

View Sales Order Information

Sales order information covers quotations, pro forma invoices, orders and returns. Order information can be viewed in detail. Depending on how complete the order is, you can view details of:

- The goods and/or services requested.
- Any goods or services (order line) cancelled for the order, provided the system is maintaining a history of cancelled orders. For more information see *Cancelled orders on page 41*.
- Allocated goods by order line.
- Goods despatched against each order line.
- The invoice history associated with the order.

If you are maintaining payment methods you can also view the types of payment that have been made at the point of sale and also any associated values.

View quotations

You can view the details of 'live' quotations and 'completed' quotations which have been converted to a sales order. Deleted quotations are not stored on the system, and you will not be able to view the details of a quotation that you have cancelled.

You can view the quotation details or delivery and invoicing details for the quotation. While viewing the quotation details you can view item details along with analysis code breakdown, if the item is a stock or a free text item. However you cannot view the discounts awarded to a quote.

To view quotations

- Choose Enquiries > View Quotation.

SOP - View Quotation

Selection criteria

Quotation no: Order no: A/C ref:

Customer order no: Short name:

Quotation date: Postcode:

Project Code:

All quotations

Quotation No	Date	Status	Order No	A/C Ref	Customer Name	Amount
000000012	31/01/2006	Live		ABB001	Abbey Retail Ltd	16925.29
000000011	14/01/2006	Live		TTC001	TT Construction Ltd	10001.31
000000010	12/01/2006	Live		TIG001	Tiger Build	6415.50

- Click 'Show All Quotations' or use the selection criteria to display a shorter list of quotations or a specific quotation.

If you have Project Accounting enabled in Sage 200, you can also search for quotations generated within the Project Accounting module.

- Select the quotation from the list.
- Click 'View Quotation'.

SDP - View Quotation

Quotation Details | Delivery & Invoicing

Account selection

A/C ref: ABB001

Short name: Abbey Retail Ltd

Postcode: Abbey

Name: Abbey Retail Ltd

By default supply from: FACTORY

Quotation details

Quotation no: 0000000012

Quotation status: Live

Document date: 31/01/2006

Date requested: 02/03/2006

Date promised: 02/03/2006

Customer order no: 000001782QUOTE

Item	Description	Quantity	Unit Price	Disc. %	Tax Rate	Net
BS/NEW-ENGLA...	New England Kitchen	5.00000	2910.00000		1.00 Std Rate	14404.50
	Don't forget our upcomi...	0.00000	0.00000	0.00		0.00

View Item...

Exchange rate

Rate: 1.0000000 Currency: Pounds Sterling

Subtotals

Goods: £ 14404.50

Charges: £ 0.00

Ord disc: £ 0.00

Totals

Net: £ 14404.50

Tax: £ 2520.79

Gross: £ 16925.29

Quotation Profit... View Order... Close

- Select the item that you want to view the details for, and click 'View' item. The appropriate line details are displayed.
- Provided you have appropriate permissions you can view the profit level for the quotation as well as the profit level for individual items by clicking 'Quotation Profit' on either the 'Quotation Details' tab or 'Delivery & Invoicing' tab. Values are displayed in the quotation's currency. Negative values are displayed in red.

SOP - View Quotation Line Details

Line type
 Standard item Free text item Additional charge Comment line

Product item
 Code: Name:
 Warehouse: Amend item line description
 Fulfilment:

Item values
 Selling unit: Selling price unit: Unit discount %:
 Quantity: Unit price: £ Unit discount: £
 Disc. unit price: £

Item totals
 Tax rate: Net value: £ Tax value: £

Document Comments

Project analysis **Nominal analysis**

Project analysis
 Project code: Project Item:

Delivery dates
 Requested:
 Promised:

- If the item is standard or free text you can also view the analysis code information by clicking 'Analysis Codes'.

View pro forma invoices

You can view the details of 'live' pro formas and 'completed' pro formas which have been converted to a sales order. Cancelled pro forma invoices are not stored on the system, and you will not be able to view the details of a pro forma invoice that you have cancelled.

You can view the pro forma details or delivery and invoicing details for the pro forma invoice. While viewing the pro forma details you can view item details along with analysis code breakdown, if the item is a stock or a free text item. However you cannot view the discounts awarded to a pro forma invoice.

To view pro forma invoices

- Choose Enquiries > View Pro Forma.

SDP - View Pro Forma

Selection criteria

Pro forma no: Order no: A/C ref:

Customer order no: Short name:

Pro forma date: Postcode:

All pro formas

Pro forma No	Date	Status	Order No	A/C Ref	Customer Name	Amount
000000120	20/07/2006	Live	ABB001	ABB001	Abbey Retail Ltd	652.93

- Select the pro forma invoice to view.
- Click 'Show All Pro Forma Invoices' or use the selection criteria to display a shorter list of pro forma invoices or a specific pro forma invoice.
- Select the pro forma invoice from the list, and click 'View Pro Forma'.

SOP - View Pro Forma

Pro forma details | Delivery & Invoicing

Account selection

A/C ref:

Short name:

Postcode:

Name:

By default supply from:

Pro forma details

Pro forma no:

Pro forma status:

Document date:

Date requested:

Date promised:

Customer order no:

Item	Description	Quantity	Unit Price	Disc. %	Tax Rate	Net
ACS/BLENDER	Professional Blender 5 S...	1.00000	256.50000	0.00	Std Rate	256.50
ACS/ESPRESSO	Espresso Machine	1.00000	299.60000	0.00	Std Rate	299.60

Exchange rate

Rate: Currency:

Subtotals

Goods: £

Charges: £

Ord disc: £

Totals

Net: £

Tax: £

Gross: £

- Select the item that you want to view the details for, and click 'View item'. The appropriate line details are displayed.
- To view the converted order for a quotation marked complete, click 'View Order'.
- Provided you have appropriate permissions, you can view the profit level for the pro forma invoice as well as the profit level for individual items. To do this click 'Pro forma Profit' on either the 'Pro Forma Details' tab or 'Delivery and Invoicing' tab. Values are displayed in the pro forma's currency. Negative values are displayed in red.

SOP - View Pro Forma Line Details

Line type
 Standard item Free text item Additional charge Comment line

Product item
Code: ACS/BLENDER Name: Professional Blender 5 Speed
Warehouse: WAREHOUSE Amend item line description
Fulfilment: From Stock

Item values
Selling unit: Each Selling price unit: Each Unit discount %: 0.00
Quantity: 1.00000 Unit price: £ 256.50000 Unit discount: £ 0.00000
Disc. unit price: £ 256.50000

Item totals
Tax rate: 1 Net value: £ 256.50 Tax value: £ 44.89

Document Comments
Picking List Despatch Note

Nominal code

A/C Ref	CC	Dept	Description
Revenue: 31100	SAL	BES	Sales - Bespoke Kitchens

Delivery dates
Requested: 31/10/2006 Promised: 31/10/2006

Analysis Codes... Profit... Close

- If the item is standard or free text you can also view the analysis code information by clicking 'Analysis Codes'.

View orders

All sales orders whether live, completed or archived can be displayed. If your system setup allows you to store cancelled orders you will be able to view the details for all orders, including those that have been cancelled. For more information see *Cancelled orders on page 41*.

You can view the order details or delivery and invoicing details for the order. You can view invoices associated with the order and cancelled order lines associated with the order. While viewing the order details you can view item details along with discounts, analysis code, invoices, despatches and allocations breakdown, if the item is a stock or a free text item.

You can change the information displayed to show value details such as unit price and discount, or you can choose to view the information by quantities such as the amount allocated, despatched and invoiced.

Note: Invoice, despatch, allocation and linked purchase orders line details cannot be viewed for archived orders.

To view orders

- Choose Enquiries > View Sales Orders.

The screenshot shows the 'SOP - View Sales Order' window. It features two tabs: 'Current Orders' and 'Archived Orders'. The 'Current Orders' tab is active. Below the tabs is a 'Select orders' section with the following fields:

- Order no: [dropdown]
- Customer order no: [text box]
- Order document date: [date picker]
- Project Code: [dropdown]
- Invoice no: [dropdown]
- A/C ref: [dropdown]
- Short name: [dropdown]
- Postcode: [dropdown]

A 'Show All Orders' button is located between the 'Order document date' and 'Postcode' fields. Below this is an 'All orders' section containing a table with the following columns: 'Order No', 'Order Date', 'Order Sta...', 'A/C Ref', 'Customer Name', 'Customer Order No', and 'Value'. The table is currently empty, displaying 'No items to display'. At the bottom left is a 'View Order...' button and at the bottom right is a 'Close' button.

- Select the relevant tab to view either current or archived orders.
- Select the order to view by selecting the order details from the 'Select orders' options.

If you have Project Accounting enabled in Sage 200, you can also search for orders generated within the Project Accounting module from the 'Project Code' drop-down.

Alternatively, click 'Show All Orders' to view all orders.

- Select the order, and click 'View Order'.

SOP - View Order

Order Details | Delivery & Invoicing

Account selection

A/C ref: ABB001
Short name: Abbey Retail Ltd
Postcode: Abbey
Name: Abbey Retail Ltd
By default supply from: FACTORY

Order detail

Order no: 0000000257
Order status: Live
Document date: 20/07/2006
Date requested: 20/07/2006
Date promised: 20/07/2006
Customer order no: 098123

Show values Show quantities

Item	Description	Quantity	Unit Price	Disc. %	Tax Rate	Net
ACS/FILTER-CO...	Filter Coffee Maker	1.00000	169.20000	0.00	Std Rate	169.20
ACS/BLENDER	Professional Blender 5 Sp...	1.00000	256.50000	0.00	Std Rate	256.50
ACS/MEAT-SLIC...	Commercial Meat Slicer	1.00000	325.50000	0.00	Std Rate	325.50

Exchange rate

Rate: 1.00000000 Currency: Pounds Sterling

Subtotals

Goods: £ 751.20
Charges: £ 0.00
Ord disc: £ 0.00

Totals

Net: £ 751.20
Tax: £ 130.80
Gross: £ 882.00

- Order details are displayed by value. To view the details by quantity select the 'Show quantities' option.

View invoices

- Click 'Invoices' to display a summary list of invoices linked to the sales order.
- Select an invoice to view or to reprint.
- Click 'Print'.

View Despatches

- Click 'Despatches' to display a summary of the despatch history for the selected order.
- Select an item and click 'Print' to open and print the despatch note.

View order profit

- Provided you have appropriate permissions you can view the profit level for the order and the profit level for individual items. To do this, click 'Order Profit' on either the 'Order Details' tab or 'Delivery and Invoicing' tab. Values are displayed in the order's currency. Negative values are displayed in red.

View cancelled order lines

- Click 'Cancelled order lines' to view the cancelled order lines linked to the sales order.

View item details

- Select the item that you want to view the details for, and click 'View item'. The appropriate line details are displayed.

SOP - View Order Line Details

Line type
 Standard item Free text item Additional charge Comment line

Product item
 Code: ACS/BLENDER Name: Professional Blender 5 Speed
 Warehouse: SHOWROOM Amend item line description
 Fulfilment: From Stock

Item values
 Selling unit: Each Selling price unit: Each Unit discount %: 0.00
 Quantity: 2.00000 Unit price: £ 256.50000 Unit discount: £ 0.00000
 Qty to allocate: 0.00000 Stock item unit: Each Disc. unit price: £ 256.50000
 Allocated: 0.00000 Unit cost: £ 210.62569

Item totals
 Tax rate: 1 - Std Rate Net value: £ 513.00 Tax value: £ 89.78

Document Comments

Project analysis Nominal analysis
 Project analysis
 Project code: Project Item:

Delivery dates
 Requested: 14/02/2007
 Promised: 14/02/2007

- If the item is standard or free text you can also view the analysis code, invoices (if goods have been invoiced for the line), despatches, allocations, and linked purchase orders, by clicking on the appropriate button.
- If viewing analysis code information, the analysis code information for the order line is displayed.
- **Current order only:** If viewing invoices, the invoice history for the order line is displayed. You can choose to display the invoice for an invoice history entry and you can request that the invoice is reprinted. The list excludes cancelled invoices. Batch/serial numbers associated with the invoice can be viewed. Reprint invoices list the associated batch/serial numbers provide your system is set to print these numbers on invoices.
- **Current order only:** If viewing despatches, the despatch history for the order line is displayed. You can choose to display the despatch note for a despatch history entry and you can request that this is reprinted.
- **Current order only:** If viewing allocations, the allocation history for the order line is displayed.
- **Current order only:** If viewing linked purchase orders, the linked purchase order for the order line is displayed.

Note: If the item is batch/serial numbered you can view the batch/serial item allocation and despatch history. This covers details such as the batch/serial number and if applicable the sell by and use by dates.

View sales orders for item

If you want to view the details of orders or returns for a specific item, use the 'View Sales Orders for Item' activity. This information covers the current and historical (archived) information.

Once the customer is selected the sales orders and returns associated with the customer are displayed and the status of each one is indicated. From this list you can select the order or return you are interested in and view it in detail.

Provided your system is set to store a history of cancelled orders you can view orders and returns with cancelled goods or services (cancelled order/return lines).

Note: Invoice, despatch, allocation and linked purchase orders line details cannot be viewed for archived orders.

To view sales orders for an item

- Choose Enquiries > View Sales Orders for Stock Item.

SOP - View Sales Orders For A Stock Item

Selection criteria

Code: ACS/BLENDER Name: Professional Blender 5 Speed

Current Orders Archived Orders

All orders & returns

Order/Return No	Type	Order Date	Order Status	A/C Ref	Cust...	Customer Order...	Value
0000000258	Order	20/07/2006	Live	ABB001	Abb...	31321	886.46
0000000257	Order	20/07/2006	Live	ABB001	Abb...	098123	882.00
0000000252	Order	28/09/2006	Live	NIE001	Nie...		9373.09
0000000251	Order	11/10/2006	Live	KNO001	Kno...		7033.32
0000000247	Order	13/07/2006	Complete	SHI001	Shi...	JB87987	8942.57
0000000241	Order	23/07/2006	Complete	CHE001	Che...		5302.09
0000000234	Order	12/08/2006	Complete	FES001	Fes...		5195.85
0000000227	Order	09/06/2006	Complete	MOL001	Moll...	54365	8539.31
0000000219	Order	04/06/2006	Complete	TOT006	Tot...	7653	16060.42
0000000211	Order	20/05/2006	Complete	CASH01	CAS...	Cash	4066.76
0000000203	Order	12/05/2006	Complete	NEW002	Ne...	098798	33868.72
0000000201	Order	04/05/2006	Complete	GRE001	Gre...	8723H	92349.15
0000000174	Order	04/04/2006	Complete	KIT002	Kits...	9280	19109.87

Display only orders with cancelled order lines

View... Close

- Select the stock item to display all orders for the item. You can choose to display only those orders with cancelled order lines.
- Select the relevant tab to view either current or archived orders.
- To view cancelled orders or returns select the 'Display only orders with cancelled order lines' check box. This list is updated accordingly.
- Select an order or return from the list, and click 'View'.

SOP - View Order

Order Details | Delivery & Invoicing

Account selection

A/C ref: ABB001
 Short name: Abbey Retail Ltd
 Postcode:
 Name: Abbey Retail Ltd
 By default supply from:

Order detail

Order no: 0000000258
 Order status: Live
 Document date: 20/07/2006
 Date requested: 20/07/2006
 Date promised: 20/07/2006
 Customer order no: 31321

Show values Show quantities

Item	Description	Quantity	Unit Price	Disc. %	Tax Rate	Net
ACS/BLENDER	Professional Blender 5 Sp...	1.00000	256.50000	0.00	Std Rate	256.50
ACS/TOASTER	Polished Steel 4 Slice Toa...	1.00000	209.00000	0.00	Std Rate	209.00
ACS/MIXER	Professional Mixer 3 Speed	1.00000	289.50000	0.00	Std Rate	289.50

Exchange rate

Rate: 1.00000000 Currency: Pounds Sterling

Subtotals

Goods: £ 755.00
 Charges: £ 0.00
 Ord disc: £ 0.00

Totals

Net: £ 755.00
 Tax: £ 131.46
 Gross: £ 886.46

View invoices

- Click Invoices to display a summary list of invoices linked to the sales order.
- Select an invoice to view or to reprint.
- Click 'Print'.

View order profit

- Provided you have appropriate permissions you can view the profit level for the order as well as the profit level for individual items. To do this click 'Order Profit' on either the 'Order Details' tab or 'Delivery and Invoicing' tab. Values are displayed in the order's currency. Negative values are displayed in red.

View cancelled order lines

- Click 'Cancelled order lines' to view the cancelled order lines linked to the sales order.

View item details

- Select the item that you want to view the details for, and click 'View' item. The appropriate line details are displayed.

The screenshot shows the 'SOP - View Order Line Details' window. It is divided into several sections:

- Line type:** Radio buttons for 'Standard item' (selected), 'Free text item', 'Additional charge', and 'Comment line'.
- Product item:**
 - Code: ACS/BLENDER
 - Name: Professional Blender 5 Speed
 - Warehouse: WAREHOUSE
 - Fulfilment: From Stock
 - Amend item line description:
- Item values:**
 - Selling unit: Each
 - Selling price unit: Each
 - Unit discount %: 0.00
 - Quantity: 1.00000
 - Unit price: £ 256.50000
 - Unit discount: £ 0.00000
 - Qty to allocate: 1.00000
 - Disc. unit price: £ 256.50000
 - Allocated: 1.00000
- Item totals:**
 - Tax rate: 1 - Standard Rate
 - Net value: £ 256.50
 - Tax value: £ 44.89
- Document Comments:** Buttons for 'Picking List' and 'Despatch Note'.
- Project analysis / Nominal analysis:**
 - Project analysis: Project code: [dropdown], Revenue item: [dropdown]
- Delivery dates:**
 - Requested: 05/10/2006
 - Promised: 05/10/2006
- Bottom navigation:** Buttons for 'Analysis Codes...', 'Invoices...', 'Despatches...', 'Allocations...', 'Linked Purchase Order...', 'Profit...', and 'Close'.

- If the item is standard or free text you can also view the analysis code, invoices (if goods have been invoiced for the line), despatches, allocations, and linked purchase orders, by clicking on the appropriate button.
- If viewing analysis code information, the analysis code information for the order line is displayed.
- 'Current order only'. If viewing invoices, the invoice history for the order line is displayed. You can choose to display the invoice for an invoice history entry and you can request that the invoice is reprinted. The list excludes cancelled invoices. Batch/serial

numbers associated with the invoice can be viewed. Reprint invoices list the associated batch/serial numbers provide your system is set to print these numbers on invoices.

- 'Current order only'. If viewing despatches, the despatch history for the order line is displayed. You can choose to display the despatch note for a despatch history entry and you can request that this is reprinted.
- 'Current order only'. If viewing allocations, the allocation history for the order line is displayed.
- 'Current order only'. If viewing linked purchase orders, the linked purchase order for the order line is displayed.

Note: If the item is a batch/serial numbered item you can view the batch/serial allocation and despatch history. This covers details such as the batch/serial number and, if applicable, the sell by and use by dates.

View payment method values

This process is applicable if your system is set to maintain payment methods.

During order entry the payment method is selected and the payment value is recorded. By doing so you can view the number of payments made for a particular payment type and the cumulative payment values. You can also view the sales orders that make up the cumulative total.

This activity can also be used to change the payment method assigned to live or on hold sales orders, but the payment method cannot be changed once the order has been invoiced.

To view payment method values

- Choose Enquiries > View Payment Totals.

Payment Dates

From: // To: //

Payments Summary

Name	Qty Payments	Payments Value	Currency
Visa Credit	6	19168.22	Pounds Sterling
Switch	1	284.35	Pounds Sterling
MasterCard	1	967.73	Pounds Sterling

View Details Close

- Enter the required date range.
- To view the sales orders that make up a payment method total, select the method from those displayed and click 'View Details'.

SDP - View Sales Orders Using Payment Method: Visa Credit

All orders

Order No	Order Date	Order Status	A/C Ref	Customer Name	Customer Order No	Value
0000000196	02/04/2006	Complete	COU001	Country Kitchens		257.56
0000000211	20/06/2006	Complete	CASH01	CASH SALE ACCOUNT	Cash	3979.91
0000000213	19/07/2006	Complete	JIM001	Jim Murray Renovati...	yt-09	757.99
0000000214	10/11/2006	Complete	RO5001	Rose & Woodpack &...	PO974	7043.66
0000000230	14/11/2006	Complete	SHI001	Shiny Things	6565	4215.90
0000000231	14/12/2006	Complete	TOT005	Total Home Care Lo...		2913.20

View Order... Print... Amend Payment Method... Close

- To print the displayed details click 'Print'.
- To change the payment method of a sales order, select the order and click 'Amend Payment Method'. The 'change payment method' window is displayed.
- Using the 'New Payment Method' drop-down, select the required payment method, then click 'OK'.
- To view a sales order in detail, select the order and click 'View Order'.

View returns

All sales returns whether live, complete or archived can be viewed. You can view credits and cancelled lines associated with the return. While viewing the return details you can view item details along with analysis codes, credits and deliveries.

Note: Credit and delivery line details cannot be viewed for archived returns.

To view returns

- Choose Enquiries > View Sales Return.

SOP - View Sales Return

Current Returns Archived Returns

Select orders:

Return no: Credit no: A/C ref:

Customer order no: Short name:

Return document date: Postcode:

All returns

Return No	Return Date	Return Status	A/C Ref	Customer Nam	Customer Order No	Value
No items to display						

- Select the relevant tab to view either current or archived returns.
- Select the sales return that you want to view. To do so, click 'Show All Returns' or use the selection criteria to display a shorter list of returns or a specific return.
- Select the return from the list and click 'View Return'.

SOP - View Return

Return Details | Return & Credit

Account selection

A/C ref:

Short name:

Postcode:

Name:

By default return to:

Return detail

Return no:

Return status:

Document date:

Customer order no:

Item	Description	Quantity	Unit Price	Disc. %	Tax Rate	Net
DEC/PAPER/BEI...	Wallpaper Beige	4.00000	9.00363		0.00 EC Zero SL	36.01

Exchange rate

Rate: Currency:

Subtotals

Goods: EUR

Charges: EUR

Ord disc: EUR

Totals

Net: EUR

Tax: EUR

Gross: EUR

View credits

- Click 'Credits' to display a summary list of credit notes linked to the sales return.
- Select a credit note to view or to reprint.

View cancelled return lines

- Click 'Cancelled return lines' to view the cancelled return lines linked to the sales return.

View item details

- Select the item that you want to view the details for, and click 'View item'. The appropriate line details are displayed.

Prepare Reports

The following reports are accessed from the 'Reports' menu. Additional documentation, such as the order acknowledgement or picking list, is generated from the information stored within the relevant area of the system. Other reports are automatically generated when the system completes certain processes, such as the conversion of quotations to orders, or posting invoices and credit notes.

Processing reports

You can produce reports to determine the status of outstanding sales orders and returns within the order processing life cycle.

Orders

The order reports summarise the information for current orders as a whole, providing information such as the customer, order number and order value. They do not detail the stock items associated with the orders. The reports available are:

- Order status.
- Not fully allocated.
- Fully allocated not fully despatched.
- Fully despatched not fully invoiced.
- Sales orders not acknowledged.

Order lines

The order line reports focus on the stock items requested for current orders. The reports available are:

- Sales orders allocation required.
- Sales orders allocations not despatched.
- Sales orders despatched not invoiced.

Returns

The return reports summarise the information for current returns as a whole, providing information such as the customer, return number and goods value. They do not detail the stock items associated with the returns. The reports available are:

- Returns status.
- Not fully received.
- Fully received not fully credited

Return lines

The return line reports focus on the stock items recorded for returns. The reports available are:

- Sales return receipts pending.
- Sales return receipts not credited.

Payment methods

- Payment methods totals summary. Details the payments received at the point of sales for each payment method set up for Sage 200 such as cash, Visa or Delta. For each payment method listed within the report, details of the order such as the order number, customer and payment value are provided.

Status

- 'Sales orders'. You can produce a report on sales orders, returns, pro forma invoices or quotations by customer. You can produce the report in detail or in summary form.
- 'Invoices and credit notes'. Provides a report of invoices and credit notes by customer. You can produce the report in detail or in summary form. If you choose the summary form then you can produce the report by customer and by document number per customer. If you choose the details form then the items, quantities, VAT, line values, discount percentage and outstanding quantity per item are also shown.
- 'Order allocations'. Lists the stock allocations made for orders, by stock item, warehouse and customer. The report shows the allocated quantity at each warehouse for each customer for each item.

- 'Order despatches'. This report provides a copy of the despatch note details for a sales order. This shows the order or return number, the invoice or credit note number, item, quantity, warehouse and user name.
- 'Returns receipts'. Lists the details from return receipts by customer and document number.
- 'Cancelled order lines'. Lists cancelled order lines for an order by customer. It shows item, cancelled date, cancelled quantity, selling unit, order number and user.
- 'Stock items allocations required'. Lists the sales orders that require stock to be allocated to them before the goods can be despatched. The report focuses on stock items detailing the items required, associated sales orders, the required allocation quantity and the date the goods have been promised to the customers.
- 'Sales orders and returns with unposted invoices and credit notes'. A simple report that lists orders or returns where the invoice or credit note values have not been posted.

Profitability

Two reports are available, a summary report and a detailed report.

The summary report lists customers in alphabetical order together with the orders they have placed and the sales order value. Both the profit value and the amount as a percentage of the order are displayed for each sales order.

The detailed report lists sales orders in numerical order together with the name of the customer who has placed the order. Additional details cover the stock items ordered and the quantity requested.

Batch/serial items

The following reports are applicable if you are using batch/serial numbered items to trace stock.

- Allocations with batch/serial items.
- Despatches and receipts with batch/serial items.
- Invoices for batch/serial items.

Archived

There are several reports available to help analyse the orders and returns that have been moved into archive and are no longer classed as current. Using the invoice and credit note reports it is possible to reprint archived invoices or credit notes. The reports available are:

- Sales orders and returns archived.
- Sales orders and returns archived (summary).
- Invoices and credit notes archived.
- Invoices and credit notes archived (summary).
- Cancelled lines.

Maintenance

You can produce reports to determine the support options that have been created and stored on the system. The reports available are:

- Additional charges: Lists the additional charges set up in the system.
- Repeat order templates: Lists the repeat order templates for customers, by customer.
- Sales order items: Lists the sales order items that you have defined.

Periodic Maintenance Activities

This process covers the housekeeping activities needed to maintain your sales order transaction records.

Activities:

Archive sales orders and returns

Delete archived sales orders and returns

Before you begin ...

You must have:

- ✓ Processed sales orders and returns. For more information see *Establish and Maintain Sales Orders on page 201* and *Handle Sales Returns on page 299*.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

Use your help system. For more information on using the help system, see the *Sage 200 Operations* documentation.

Housekeeping Activities

The following activities can be used to ensure your records are up to date and to optimise the processing speed of the Sales Order Processing module.

Archive sales orders and returns

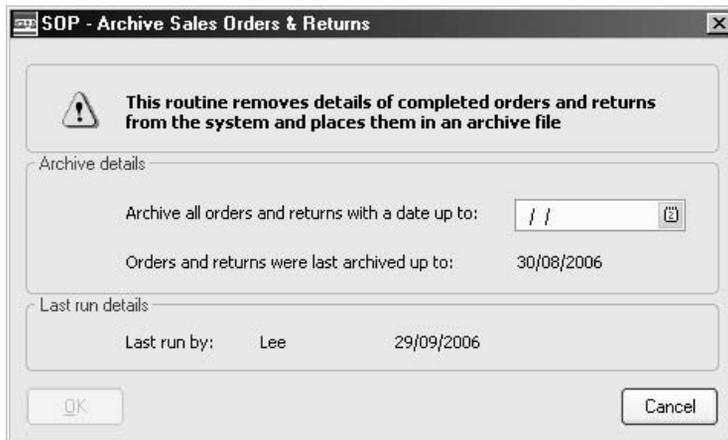
Use this activity to move complete or cancelled sales orders and returns together with associated invoices, credit notes and despatch records into archive. Live transactions cannot be moved into archive accidentally.

While the information is stored in archive it can be viewed and printed. For more information see *View Sales Order Information on page 335*. However, invoice, despatch, allocation and linked purchase orders details cannot be viewed for archived orders whereas credits and deliveries cannot be viewed for archived sales returns.

Once the information is placed in archive it can then be deleted from the system. For more information see *Delete archived sales orders and returns on page 362*.

To archive sales orders/returns

- Choose SOP Utilities > File Maintenance> Archive SOP Orders and Returns.



- Specify the date range of the information to be moved to archive in the 'date up to' box.
- Click 'OK'.

A message is displayed when the archive is complete.

Delete archived sales orders and returns

From time to time you need to delete sales information from archive to improve the processing speed of the Sales Order Processing module. Depending on your file space you may need to perform this activity annually, quarterly or even on a monthly basis.

The archived information is selected for deletion by entering a date range. Associated invoices, credit notes and despatch records are also deleted.

To delete archived sales orders and returns

- Choose SOP Utilities > File Maintenance > Purge Archived SOP Orders and Returns.



- Specify the age range of archived transactions to be removed in the 'date up to' box.
- Click 'OK'.

Glossary of Accounting Terms

Defines frequently used accounting terms and their meanings.

In this chapter:

Glossary

Remember ...

... the Sage 200 help system also contains glossaries.

A

Account	The generic term for a set of information relating to a supplier, customer, bank or nominal account record.
Account Balance	The total value of money outstanding on an account at any one time.
Account Code	The account code is made from three parts: the account number, the Cost Centre (CC), and the Department (Dep).
Account Name	The account name associated with a nominal account code, as set up when you enter a new account. This will be displayed on certain forms by the system when you select a nominal account.
Account Number	The unique identifier that relates to a specific account. This can constitute numerical or alphabetic characters or a combination.
Account Type	There are three types of account: automatic allocation, balance forward and open item. Selecting an account type determines how the transactions on the account are processed and stored.

Accounting Equation	The equation at the heart of double entry book-keeping, which states that the liabilities of a business subtracted from its assets equals its capital. It is the reason a Balance Sheet exists.
Accounting Period Status	The accounting periods set up within the Accounting System Manager can have a 'Closed', 'Open' or 'Future' status. This accounting period status determines whether the Nominal Ledger can receive postings into the period.
Accounting Periods	The divisions of the financial year, usually 12 or 13. The periods of time used by the business to process accounting entries when producing certain reports, such as the Profit and Loss and the Balance Sheet. See Open Accounting Periods.
Accounting System Manager	The Sage 200 Accounting System Manager module allows you to set up common controls for applications across modules.
Accounts Payable	See Purchase Ledger.
Accounts Receivable	See Sales Ledger.
Accruals	The process of matching expenditure or income to the accounting period in which it was incurred rather than paid; for instance, a rent cheque or utility charges.
Accumulated Profit Account	This nominal account is where the Year End process puts the sum of the Debit-YTD and Credit-YTD figures from the Profit and Loss accounts before setting them to zero. On the 'Year End' report, the Account/CC/DP and Name is shown and the final debit or credit amount calculated by the process.
Actual Cost	The price paid for an individual item as it is invoiced in Purchase Order Processing and used to calculate the cost of stock. Only applicable for batch/serial numbered items.
Additional Charges	Extra charges placed on an order, such as carriage and insurance.

Adjustment Period	A period opened after the Nominal Ledger year end has been run, to enter transactions to adjust the previous year's figures. When the adjustment period is closed, the transactions in this period are included in the opening balance for the current year.
Aged Creditors	Aged Creditors are creditors to whom the business has owed money for a defined period of time.
Aged Debtors	Aged Debtors are debtors who have owed money to the business for a defined period of time.
Aged Creditors Report	The Aged Creditors report analyses amounts owed to suppliers according to the length of time those amounts have remained unpaid.
Aged Debtors Report	The Aged Debtors report analyses amounts owed by customers according to the length of time those amounts have remained unpaid.
Ageing Date	This is the date applied within the ageing reports. These reports provide details on the trader's account transactions for a specific ageing date.
Allocation	The process by which payments are matched against purchase invoices and receipts against sales invoices raised.
Allocation Date	This is the date a transaction is allocated. You enter the allocation date when you enter the transaction.
Allocation Status	See Transaction Status.
Analysis Codes	Analysis codes are used to indicate common sales or purchase accounts. Assigning an analysis code to a sales or purchase account allows you to group transactions for payment or for reporting purposes.
Appropriation Accounts	These show how net profit is distributed between partners in a partnership or between share holders and reserve funds in a company.

Assets	The resources of a business; items it owns and uses, or amounts owed to it. Examples of assets are property, stock, cash and money held in the bank.
Attachments	Any type of file (graphic, text, spreadsheet) associated with an account.
Auditor	A person qualified to inspect, correct and verify business accounts.
Authorised Share Capital	The total value of shares that the company could issue, as distinct from the called up and paid up share capital.
Automatic Allocation	Automatic allocation is a type of accounting that combines the features of open item accounting with an automated allocation routine, which is activated at month end. During the month end process, any payments are allocated to invoices on the basis of the oldest outstanding invoices being allocated first. If an invoice is in query, then it is ignored.
B	
Back to Back Ordering	The generation of purchase orders to satisfy sales orders when using the 'From supplier via stock fulfilment method'.
Bad Debt	A debtor who is not expected to discharge his debt. Bad debts must be written off and hence reduce profit.
Balance	The total amount of money outstanding on an account at any one time.
Balance Forward Accounting	Balance forward accounting is a type of accounting where all transaction details remain on the ledger in full until the Period End routine is run. During the period end procedure, all transactions (except those 'in query' which are dealt with separately) are cleared from the file and only a brought forward balance is displayed for the new period. Each period's total creditors balance is carried forward as a single balance figure. The number of balances carried forward depends upon the number of periods aged debts you specify for the Purchase Ledger.

When transactions, such as receipts, are posted for a previous period's transaction, they are allocated by period number, so that the appropriate balance is reduced at the period end. The advantage of this type of accounting is its economical use of disk space, which if short on your computer, may influence your choice of accounting method. Balance forward accounting cannot be used for foreign currency accounts.

Balance Ledgers

A routine that ensures all data stored for a Sage 200 module is intact and has not become corrupted in any way.

Balance Sheet

A report that details the various assets and liabilities of a business at a point in time, usually the end of an accounting period. A Balance Sheet must always balance; debits must always equal the credits.

Bank Account Type

Bank accounts may be deposit or current. Deposit accounts are for holding monies longer term, when transactions are not made as regularly as they are for current accounts. Standing orders and direct debits cannot be set up on deposit accounts.

Bank Charges

Bank charges can be incurred for many reasons. For example, if trading in foreign currency, you may incur charges as a result of the conversion to the bank account's currency. You may enter these in the Sales/ Purchase Ledger and Cash Book transaction entry routines. These charges are then posted to a bank charges account (profit and loss) within the Nominal Ledger.

Bank Payment

A transaction posted that reflects the payment for goods or services.

Bank Receipt

A transaction posted that reflects the receipt of money for goods or services.

Base Currency

The currency normally used by the user's company to carry out business transactions.

Base Unit

Used to determine the ratios that are applied to calculate the quantitative relationships between an item's units of measure.

Batch Numbered Item	A standard stock item assigned batch numbers, enabling a group of stock items to be traced from purchase through to sales.
Batch Processing	A method of accumulating and processing transactions together in a batch.
Bill of Materials (BOM)	A stock assembly and process costing system, which provides facilities to specify the structure of finished items in terms of sub-assemblies and components.
Bin	Secondary location point where a stock item is stored. The bin is the default secondary location provided with Sage 200 when using multiple locations.
BOM	See Bill of Materials.
Budget	An estimate of expected income or expenditure for expected activities over a specified period of time.
Buying Price Unit	The measure in which a purchased item is priced.
Buying Unit	The measure an item is bought in, such as metre, litre, case.
C	
Call	When shares are issued only part of their cost is usually paid at the time of application and allotment. A call is a demand by the company for part or all of the outstanding sums to be paid.
Called Up Share Capital	The face value of shares for which payment has been called, although not necessarily made.
Capital	Amounts owed by a business to its owners, being the amounts injected in cash by the owners, together with any movement in the value of the business not made up by further cash injections or withdrawals.
Capital Employed	Capital generally defined as the money invested in the business. Shareholder's capital employed refers to share capital and reserves only, whereas total capital employed includes long term loans.

Capital Expenditure	Money spent on the acquisition of an asset, such as premises, motor vehicles, plant or machinery that are used within the business over a period of years.
Capital Gain	Profit made on selling an asset for more than its original purchase price.
Capital Gains Tax	Tax paid on the capital gain (profit) made on selling an asset for more than its original purchase price.
Capitalisation	The accounting process by which expenditures of the business relating to more than one accounting period are created as assets, so that they can be released to the Profit and Loss report in instalments over the accounting periods to which they relate.
Cash Book	<p>A book used to record details of cash moving in and out of the bank accounts.</p> <p>The Cash Book module lets you post cash transactions to nominal bank accounts and appropriate revenue and expense accounts.</p>
Cash Flow	A measure of the liquidity of a business that concentrates on cash in and out rather than accounting profits and losses. Profitable businesses can fail if customers pay more slowly than the business pays its suppliers, and so cash flow, as well as profitability, should always be measured.
Cash Flow Forecast	A forecast of the liquidity or cash in and out of a business.
Cash Payment	A transaction posted that reflects the payment for goods or a service where there has either been no invoice (for example, buying petrol for a car where the money is handed over immediately the goods have been received), or the invoice is paid as soon as it is received thereby removing the need to post an invoice through the ledger. Instead of the money being paid directly out of the bank, the money is paid out of either the petty cash account or till account.

Cash Receipt	A transaction posted that reflects the receipt of money for goods or a service where there has been no invoice (for example, selling goods over the counter, the money is handed over immediately the goods have been received) or the invoice is paid when it is received thereby removing the need to post it through the ledger. Instead of the money being paid directly into the bank, the money is paid into either the petty cash or into the till account.
Chart of Accounts	A list of all the categories a business uses to analyse income, expenditure, assets, liabilities and capital, together with the way such categories are assigned to the Balance Sheet or Profit and Loss financial statements.
Closed Accounting Period	The 'Closed' status means that the Nominal Ledger is not able to receive transactions from specific source modules for the accounting period that has been closed.
Closing Balance	The balance of an account at the end, or close, of an accounting period.
Commercials Modules	Commercials modules within Sage 200 comprise the Stock Control and Sales and Purchase Order Processing modules.
Contra Entry	<p>An adjustment made to balance transactions in one ledger with another. For example, outstanding purchase ledger transactions may be balanced against outstanding sales ledger transactions where you sell to and buy from the same company.</p> <p>For example, you have sold goods to XYZ of the value of £200. You have bought goods from XYZ to the value of £100. Overall they owe you £100 (i.e. what they owe you less what you owe them). A contra entry matches up the £100 you owe them against £100 they owe you.</p>
Control Accounts	Accounts to which single balances analysed elsewhere in the accounting system are posted. Often the balances are posted from other ledgers. For example, the debtors control account records the amount of sales recorded in Sage 200. It is reduced by receipts from customers as they are posted into the system.

Consolidation	The process of combining the Nominal Ledger information for a set of different companies, where one is the main company and the other(s) subsidiaries.
Cost Analysis	A review and evaluation of costs.
Cost Centre (CC)	A segment of an organisation for which costs are required to be collected and formally reported on separately; for example, a company division such as sales or production.
Cost of Sales	The direct costs incurred as a result of making sales. For a retail company, this may mean the cost of purchasing goods, net of carriage and purchasing discounts, less the movement in the value of the stock. For a manufacturing company, it may mean the cost of producing the goods sold.
Cost Plus	A job charged as the value of materials and labour uplifted by a percentage.
Cost Variance	The difference between the actual cost paid for an item and the declared standard cost specified on the stock item.
Country Codes	EC countries each have a specific code to identify accounts that belong to that country. These have implications for VAT processing. The VAT implications of trading in EC countries are described in the <i>Sage 200 Accounting System Manager User Guide</i> .
Credit	<p>(1.) One side of the double entry process, representing negative figures on the Balance Sheet (reductions in assets; increases in liabilities and capital), and income on the Profit and Loss financial statements.</p> <p>(2.) Assumed money a customer may use to purchase goods from you. This is normally dependent on their history with you. Limits are usually set and credit can be withdrawn at any time if the customer fails to pay or goes beyond the agreed credit limit.</p>
Credit Control	The process of monitoring and reporting on accounts where money is owed to the business.
Credit Limit	The amount an account is allowed to owe at any one time.

Creditors	Third parties to whom money is owed by the business.
Criteria	Allows you to narrow down the amount of data displayed on a Sage 200 report. When you request a report within Sage 200, you will often be presented with the 'Criteria' window if it is relevant to the report. You can accept the default criteria, which will usually select all possible records, or you can select the output for the report by entering selections. The criteria offered will depend on each report.
CSV	Comma Separated Value file format. Sage 200 can import and export data in the CSV file format.
Current Account Balance	The total value of money outstanding on an account at that time.
Currency Adjustments	A gain or loss which emerges as a result of the difference in exchange rates between the time an invoice was issued on foreign currency accounts and payment was made.
Current Asset	An asset which can be easily realised. It can also be termed a liquid asset; for example, money in the bank or in petty cash, debtors or stock.
Current Liability	A current liability is a debt owed by the company; for example, creditors, accruals or an overdraft that will be cleared in the short term.
Current Postings	These are postings that are waiting in the Nominal Ledger current postings file, ready to be updated to the accounts in the 'Update Waiting Postings' routine. These postings have a transaction date earlier than the current Nominal Ledger period end date.
Current Transactions	These are the transactions that have not yet been removed from the account by closing the period. The length of time these remain on the account depends on the setting, 'Keep Transactions For' in the 'Ledger Settings' area of the program.

**Customer and Supplier
Analysis Codes**

Codes used to group transactions on sales and purchase accounts according to a defined common attribute which can subsequently be used as report selection criteria.

D

Data File

Synonymous with company in Sage 200. A Sage 200 data file is a Sage 200 company.

Day Book

A book that lists all the transactions in the order that they arise. There is a day book for different types of transactions, for example, a sales day book and a purchase day book.

Debit

One side of the double entry process, representing positive figures on the Balance Sheet (increases in assets; reductions in liabilities and capital), and expenditure on the Profit and Loss financial statement.

Debtors

Third parties from whom money is owed to the business.

Debtors Control

This is the balance sheet account to which postings are made when transactions are added to the Sales Ledger. For example, when you post an invoice, the total value of the invoices is debited to the debtors control account, while the sales analysis account is credited with the net goods value and the VAT output account is credited with the VAT amount.

Default Values

Settings that are used for all accounts unless specifically overridden at account level.

Deferred Postings

Postings whose transaction date is after the current Nominal Ledger period end date. These are stored in the deferred postings file and will not be updated into the ledger during the 'Update Waiting Postings' routines, as current postings are. Closing the period moves postings from the deferred file to the current one when their transaction date becomes earlier than the new period end date.

Delivery Note	Sent to the customer with goods to show what should be on the order. The recipient will normally sign to prove the order has been fulfilled. The document is retained in case of any future dispute.
Department (DP)	A subdivision of a cost centre where costs are required to be collected and reported on separately; for example, a sales area or a manufacturing depot.
Direct Debit	A recurring bank transaction. The first and last payment amounts may differ from the regular payment. They may be subject to VAT and the frequency of payment may be weekly, monthly, quarterly or some other specified period. As with standing orders, the necessary payment or receipt transactions are automatically posted using either a daily or monthly routine.
Direct Delivery	The ability to deliver goods directly to the customer based on the sales orders they raised or deliver to a customer, supplier or other location not related to an initial sales order.
Direct Expenses	<p>Those expenses that are incurred in the actual manufacture and sale of the product or the sale and provision of the service (the expenses incurred by the day-to-day trading of the business).</p> <p>For example, the wages of machine operators, the power to run the machines, the wages and commission of sales staff, the cost of advertising and any sales promotions.</p>
Discount	A reduction in price allowed to a customer for loyalty, early payment or bulk buying.
Dispute Codes	Codes used to mark purchase invoices as disputed.
Distributable Profits	In company accounts these are the sums that are available for dividends to shareholders. While based on the net profit, they may be increased by undistributed profits from the previous year or reduced by the need to retain some for the reserves.

Dividend	The amount paid out per share. Usually described as a percentage of the face value (the original price) of one share. So a 10% dividend on a £1.00 share would be 10p.
Double Entry	A system of book-keeping in which every transaction of a business is entered as a debit in one account and as a credit in another. As every transaction must have an equal or zero effect on both sides of the accounting equation, every positive amount entered (debit) must be mirrored by a negative amount or amounts (credit).
Drawings	Cash or goods taken from the business for the owners personal use. Drawings only apply to sole traders and partnerships. Drawings do not count as an expense in the Profit and Loss financial statement and must be included in the 'financed by' section of the Balance Sheet.
Due Date	The date by which an invoice should be paid. This is used for the Aged Creditors or Aged Debtors reports.
E	
EC Country	A country that is in the EC trading area, identified by its country code. These countries are required to follow specific trading procedures. The VAT implications of trading in EC countries are described in the <i>Sage 200 Accounting System Manager User Guide</i> .
Equity	The money invested in a business to get it started, together with any subsequent cash investments net of withdrawals (the interest of ordinary shareholders in a company).
Euro Currency in Transition	This is a currency which has joined the euro but is in a period of transition. During a transitional period both the euro and the country's currency may be used to trade simultaneously.
Exchange Differences	When trading in foreign currencies, changes in exchange rates may affect the profit and loss on a transaction. These exchange differences are posted to the Nominal Ledger 'Exchange Differences' account.

Exchange Rate	The calculation a bank will use to convert the price of one currency into another currency. Whilst some exchange rates are fixed by agreement, most change daily.
Expenses	Expenses are those items that the company buys which do not go to create that company's product or service. For example, stationery, petrol, promotional goods.
F	
Factor House	A third party company that collects a supplier's debts on their behalf.
Factored Pricing	<p>Allows one stock line to be bought, sold and held in stock varying units.</p> <p>For example, aluminium wire could be bought in 2000m lengths, sold in lengths of 100m, 200m and 300m but may be held in stock in 1000m coils. Factored pricing allows you to convert the buying and selling prices from one unit to another, where required.</p>
FIFO	FIFO, or First In First Out, is an assumption that enables the cost of stock to be calculated. When sales are made the items sold are assumed to be the earliest purchased, so the cost of items in stock always reflect the most recent purchases.
Finance Charges	Charges are applied to customers who fail to pay within the time agreed. The charges may escalate depending on the length of time bills are unpaid.
Financials Modules	Financials modules within Sage 200 comprise Sales, Purchase and Nominal Ledgers and the Cash Book.
Fixed Assets	Assets which the business intends to retain for the coming year rather than convert into cash. Typical fixed assets include property, office equipment and motor vehicles.
Fixed Price	The cost of the job is decided up front and is not based on what it has cost to complete the job.

Foreign Currency	Any currency other than base currency, in which an account operates. Currency processing implications are described in the <i>Sage 200 Accounting System Manager User Guide</i> .
Free of Charge Issue	Issuing stock to customers where no charge is made for the goods.
Free Stock	The amount of unallocated stock available at a given place, where place can be a location, warehouse or warehouses.
Free Text Item	Items that have not been defined in the Stock or Sales Order Processing module, and which may have lengthy descriptive text to be included in a quotation, pro forma invoice or order.
Full Order Entry	Orders for account customers in Sage 200 Sales Order Processing system. Goods ordered in this way are despatched from the warehouse with a despatch note, and an invoice for payment is generated separately. Such orders may be subject to discount. Some payments may be received and entered at the same time as the order.
Future Accounting Period	Periods marked with a 'Future' status cannot receive any postings. Any transactions posted onto the Nominal Ledger with a date in the future are deferred until the period is opened.
G	
General Ledger	See Nominal Ledger.
Goods Received Number (GRN)	The Goods Received Number, also known as GRN, is assigned to a record when goods or services are confirmed as received. It is also applied to a record when goods are returned to a supplier during the Confirmed Goods Returned activity.
Goodwill	An intangible asset of a business reflecting its commercial reputation and customer connections.
Group Accounts	These are used to group Nominal Ledger accounts for reporting purposes only.

Gross	The amount before any deductions are made.
Gross Margin	A measure of the profitability of a business by which the gross profit is divided by the sales. It is usually expressed as a percentage.
Gross Profit	The difference between total revenue from sales and the total cost of purchases or materials, with an adjustment for stock.
H	
Held Journal Entry	Journal entries that have not yet been completed are called held. They are stored in a special file until such time as they are completed, when the postings within each journal entry will be moved either to the current or deferred postings files depending on their posting date. Entries may be held for several reasons; for example, the entered postings do not balance and further investigation is required, or authorisation is required from another user.
Historical transactions	These are transactions that have been transferred to the historical transactions file which is controlled by settings within each module.
Honorarium	A voluntary fee paid for a service that is usually free.
I	
Intangible Assets	Assets, especially fixed assets, can be considered as tangible and intangible; tangible assets are physical entities, whereas intangible assets are conceptual. Intangible assets include copyrights, patents, goodwill. They are saleable but do not contain any intrinsic productive value.
Internal Issue	Issuing stock items requested by an internal department.
Intrastat	Supplementary Statistical Declarations (SSD), are necessary for VAT registered businesses with a value of despatches of goods to other EC countries or of arrivals of goods from other countries exceeding a threshold.

Inventory Management	The process of managing your stock control.
Invoicing	The process of billing for payment.
J	
Job Costing	A cost accounting system, which allocates costs to specific jobs.
Journal	A record that holds one or more transactions for posting. Synonymous with batch in batch processing.
Journal Entries	Double entry transactions that can only be entered directly in the Nominal Ledger module. These can be corrections to postings from the other ledgers or additional transactions that do not relate to the other ledgers.
L	
Landed Costs	The costs incurred in shipping and handling products can be calculated separately from the product costs and logged to a separate Nominal Ledger account. If you choose to do this in Sage 200, you can maintain and track your shipping, handling and any importation costs independently.
Ledger Date	This dictates the end of the current period being processed.
Ledgers	The principal book in which the transactions of a business are recorded. The details of customers and their transactions are recorded in the Sales Ledger; purchasers and their transactions are recorded in the Purchase Ledger. All ledgers are amalgamated in the Nominal Ledger by the posting of balances from the individual ledgers. The Nominal Ledger also receives postings from the Cash Book and directly from journal entries for all other accounting transactions.
Liabilities	Amounts owed by a business to third parties including suppliers, banks, tax authorities and employees.
Liquid Asset	See Current Asset.

M

Margin	The purchase and sale of a goods item may be shown as $\text{Cost Price} + \text{Profit} = \text{Selling Price}$. The profit when expressed as a fraction or percentage of the selling price is known as the margin.
Mark-up	The purchase and sale of a goods item may be shown as $\text{Cost Price} + \text{Profit} = \text{Selling Price}$. The percentage added to the cost price to provide a profit is known as the mark-up.
Memo	Free format text entered against a specific account.
Memorandum Accounts	Whenever you are posting transactions to the Nominal Ledger using the journal entry facilities, the total of all postings in the batch needs to balance to ensure accurate double-entry bookkeeping. However, any value associated with a memorandum account does not affect either the debit or credit total of the journal. This enables you to analyse values in more than one way without affecting the balance of accounts or the ledger as a whole.
Module	A term which denotes features based in and around an area of accounting. For example, sales are described and contained within the Sage 200 Sales Ledger module.
Month End	A specific processing routine available for each Sage 200 Financials module.
Multiple Locations	Used when stock is stored in several different places; for example, warehouses and bins.
Multiple Units	Used when stock is bought, stored and sold in different measures; for example, cases and bottles.

N

Net	The amount that remains after all deductions have been made.
Net Book Value	The original value of the asset less any depreciation charged to date.

Net Profit	This is calculated as gross profit less expenses.
Net Realisable Value	The amount that would be received for the immediate sale of stock, after accounting for any costs associated directly with the sale.
Net Worth	The value of a business as represented by subtracting its liabilities from its assets.
Nominal Account	An account within the Nominal Ledger used to collect costs or revenue for inclusion on the Profit and Loss and/or Balance Sheet financial statements.
Nominal Ledger	This ledger is updated by most of the transactions posted in all ledgers. It is the core of the accounting process. The balances on all of the nominal accounts make up the Trial Balance and therefore the Profit and Loss and the Balance Sheet financial statements.
Non-productive	The job is not invoiced to anyone. The cost is recorded for the company's own reference only.
Non Traceable Item	Any stock item not set to use batch/serial numbers and therefore cannot be traced from purchase through to sales.
O	
On Hold Flag	An indicator that an account is in a query status for some reason. This prevents certain processing against this account until the flag is cleared.
Open Accounting Periods	Sage 200 now enables the system to have up to 20 accounting periods open at the same time. This status allows the Nominal Ledger to receive transactions from the source modules chosen. If more than one period is open at the same time, Sage 200 uses the date of the transaction to determine which open period will receive the posting.
Opening Balances	The balance of an account when it is initially opened, or the balance carried over from the previous accounting period (the closing balance).

Open Item Accounting

Open item accounting is probably one of the most widely used methods for computerised accounts. It enables all outstanding transactions to remain visible on the account record, until such time as they are allocated and removed when the period is closed. Transactions, such as invoices, paid when payments are posted to the ledger, can be specifically allocated to the individual transaction to which they relate.

Provided the whole outstanding transaction is allocated in this way, the Month End routine removes it, freeing disk space for new transactions. The details of the transactions however, remain on file until month end. All outstanding amounts, whether they are part allocated payments, disputed transactions or unpaid or part-paid invoices, remain on the ledger from one month to another, showing full details, until such time as they are fully allocated, and have exceeded the time limit denoted in the ledger setting 'Keep transactions for'. For more information see your *Sales Ledger* documentation and *Purchase Ledger* documentation.

Operating Currency

Although the Nominal ledger only operates in your base currency, the trading accounts and bank accounts can operate in other currencies, as long as these are set up in your currency table in the Accounting System Manager. The currency each account uses is called their operating currency.

Operating Profit

This is calculated from gross profit, less the expenses incurred in trade. It will be the same as the net profit unless the business has other income from investments or expenditure on loan interest. These items are not considered in calculating the operating profit.

Order Acknowledgement

Raised once an order has been received to confirm with the customer that you are able to fulfil the order. An order acknowledgement will show the items along with confirmation of prices.

Order Line

The requested goods or services in an order, covering standard items, free text items, additional charges and comments.

Order Processing	Activities based around administrating orders and seeing them through to shipment or production.
Overdraft	A bank facility that allows customers credit with the bank so that the customer can use money that they do not currently have available.
Overheads	Business expenses, such as rent, that are not attributable directly to any department or product and can therefore be assigned only arbitrarily.
Overtrading	Engaging in more activities than can be properly financed by the company. This can often lead to bankruptcy and liquidation.
P	
Paid Up Share Capital	That share capital for which all payments have been called up and made.
Payment Method	Used to define the payment types and capture payment values made at the point of sale within Sales Order Processing.
Payment Terms	These are the number of days agreed with a customer or supplier before an invoice must be paid.
Pending Transactions	Transactions that have not yet been posted to the ledgers. If a transaction is on hold (has an on hold flag entered against it) it remains pending until it is released for payment. See also Transaction Status.
Period	The accounting period associated with a transaction. This is usually a calendar month within a year.
Period Number	For all modules the period number is held relative to the start of the financial year. So if your financial year begins in April and you are in June, then the period number will be three.
Period End Routines	Specific processing routines required for each Sage 200 module, such as the Closed Period routine.

Phantom Item	An item created from a bill of materials (BOM). They are finished items that you would not sell to your customers or keep in stock. They are typically used to segment large BOMs and to assist in planning how to build a finished item.
Picking List	A list that can be printed to support the sales order despatch process. The list details the stock items and where they are stored.
POP	See Purchase Order Processing.
Posting	The processing of an accounting transaction.
Posting Accounts	These are the only types of account to which a posting may be made which is reflected in the trial balance and other financial statements. This includes all the accounts of the profit and loss and balance sheet.
Posting Date	<p>This is the date you post a transaction to the ledger or to the posting file. For example, if a transaction is posted to the waiting or pending posting file on one date and then updated to the ledger on another date, it is the first date which is classed as the posting date.</p> <p>Generally this is the same as the allocation date but if you give transactions an allocation date that is different from the system or today's date (for example, allocate the transactions retrospectively or put an account on hold), the posting date is the system date when the transaction is physically posted and so will be later than the allocation date.</p>
Prepayments	The process of deferring expenditure and income to the accounting period in which it is incurred. This usually involves setting up an asset on the Balance Sheet for bills paid in advance, and then releasing that asset by instalments to the accounting periods in which the service is provided.
Pre Receipt	Specific to batch/serial numbered items that are set to permit negative stock levels, allowing the item to be allocated when there is insufficient stock available. A pre receipt is, in effect, a shortfall for the item that is satisfied when more stock is recorded into Sage 200.

Price Band	A way of offering different sales prices on items to different groups of customers. You define the price bands and then specify which customers belong to each band.
Price Book	A Sage 200 module which allows extensive flexibility and control over prices and discounts.
Primary Location	Primary location point where a stock item is stored. The warehouse is the default primary location provided with Sage 200 when using multiple locations.
Product Group	A group of stock items of similar type and processing requirement.
Profit	The excess of revenues over outlays and expenses in a business.
Profit and Loss on Exchange	See Currency Adjustments.
Profit and Loss Financial Statement	A report that categorises the income and expenditure of a business over an accounting period. The profit (or loss) of a business is its income less its expenditure; profit is analysed, along with gross profit (sales less the cost of those sales) and net profit (all income less all expenditure, before and after tax has been deducted).
Pro Forma Invoice	A request for payment before a service has been carried out. Most commonly used for new customers or those who are potential bad debtors.
Provision for Bad Debt	An amount put by for those debts which may not be paid. It appears as an expense on the Profit and Loss financial statement and is deducted from the debtors control account.
Purchase Credit Notes	These are issued by suppliers in order to cancel purchase invoices either in full or in part. They are normally issued when goods or services are faulty or when the purchase invoice was incorrect.
Purchase Discounts	Purchase discounts may be given for a variety of reasons: buying in bulk, spending large amounts, being a preferred customer or settlement discount.

Purchase Invoices

These are issued by suppliers as a request for payment in respect of the supply of goods or services.

Purchase Ledger

The Purchase Ledger keeps track of all invoices, credit notes and discounts sent to you by suppliers. It can be quickly referred to if you want to find the current status of any of the supplier accounts. The total balance outstanding should equal the balance of the creditors control account in the Nominal Ledger.

Purchase Order Processing

The administrative functions based around processing purchase orders. Purchase orders are documents that state the quantity, description and price of goods and services ordered, agreed terms of payment, discounts, delivery and all other agreements pertinent to the purchase and its supply. The Sage 200 Purchase Order Processing module is where you can manage and track your purchase orders.

Purchase Payments

Payments made to suppliers in respect of invoices for the goods and/or services supplied.

Q

Quick Ratio

The liquid or quick ratio is current assets less stock to current liabilities.

Quotation

A statement of the current market price of a security or commodity.

R

Rapid Order Entry

A fast track method of order entry in Sage 200 Sales Order Processing system. Orders are quickly keyed into the system using default prices and discounts for the customer, which you can change if you have the appropriate user permissions to allow you to do this.

Ratio Analysis

Technique for analysis of the business by comparing selected figures from the accounts.

Reconciliation	The process of agreeing accounting entries from one source, with entries from another source. The most usual reconciliation is a bank reconciliation, which matches transactions posted against a bank account with the statement received from the bank.
Recurring Journals	Journals set up once in the Nominal Ledger, which run automatically each financial period thereafter, according to the financial period specifications which have been set for the journal.
Report Category	For final accounts production, this is used in conjunction with the category. A single character code determines whether the account is a profit and loss item (P) or a balance sheet item (B).
Reserves	Movements in the value of a business not made up directly from cash injections and withdrawals. Principally, they reflect the net profit or loss of a business, together with any unrealised changes in the value of its assets.
Retention	An amount of money retained by a customer for a specified period of time after a service has been provided, to ensure that if anything should subsequently go wrong then it will be rectified.
Retrospective Aged Creditors/ Debtors Reports	The Retrospective Aged Creditors and Debtors reports show outstanding balances on each account, aged over the periods specified, compared with a specific ageing date.
Returns	Goods returned to the business by a customer, or by the business to a supplier.
Revaluation	A calculation to find the current base currency value of a transaction carried out in a different currency. This calculation produces different results at different times because of fluctuating exchange rates.
Reverse Transaction	A method of removing a transaction to correct an error, for example.

S

Sale or Return	Goods supplied on the understanding that if not sold on (by the customer/retailer) they may be returned without charge. Such transactions are best not recorded in the accounts, until the actual sales figures are known.
Sales Credit Notes	These are issued to customers in order to cancel sales invoices either in full or in part. They are normally issued when goods or services are faulty or when the sales invoice was incorrect.
Sales Discounts	Sales discounts may be allowed for a variety of reasons; for example, buying in bulk, spending large amounts, being a preferred customer or settlement discount.
Sales Ledger	The Sales Ledger keeps track of all invoices, credit notes and discounts sent to customers and all receipts received from customers. It can be quickly referred to if you want to find the status of any of the customer accounts. The total balance outstanding should equal the balance of the debtors control account in the Nominal Ledger.
Sales Order Invoice	VAT invoice sent to the customer, usually after goods have been dispatched. It lists the items received, including quantity, prices and any discounts.
Sales Order Item	A type of stock item record, created and maintained in the Sales Order Processing module. There is no concept of stock quantity or stock level control associated with these items, and it is not possible to allocate these items.
Sales Order Processing	<p>The administrative functions based around processing sales orders. Sales orders are documents that state the quantity, description and price of goods and services ordered, agreed terms of payment, discounts, delivery and all other agreements pertinent to the sale and its supply.</p> <p>The Sage 200 Sales Order Processing module is where you can manage and track your sales orders.</p>
Sales Receipts	These are made when invoices are paid off by the recipient of the goods or services.

Secondary Location	Secondary location point where a stock item is stored. The bin is the default secondary location provided with Sage 200 when using multiple locations.
Serial Numbered Item	A standard stock item assigned serial numbers enabling single stock items to be traced from purchase through to sales.
Settings	Settings that control the way your Sage 200 modules operate.
Settlement	Concluding a sales or purchase contractual agreement by payment of the outstanding debt.
Shortfall	An item's stock level that falls below zero. This can occur when the item permits negative stock levels, allowing the item to be deployed when there is insufficient stock available.
SOP	See Sales Order Processing.
Source Modules	The Sales Ledger, Purchase Ledger, Cash Book and Stock modules are all referred to as source modules because they are a source for the transactions accepted by the Nominal Ledger.
Standard Item	Stock, miscellaneous, or labour or service item, used to specify goods or services required on an order.
Standing Order	A recurring bank transaction in which a specified amount is paid from the bank account to an expense account for a definite number of periods. Standing orders may include VAT and may be processed on a daily or ad hoc basis.
Stock	<p>The total goods or raw materials held by a business for the purpose of resale. Stock is valued in the balance sheet at the lower of cost or net realisable value.</p> <p>The Sage 200 Stock Control module is where you record stock details and track stock levels.</p>
Stock Unit	The unit of measure used to count the quantity of an item in stock.

Subcontractor	An individual who works on a job but is not employed directly by the company. There are two types of subcontractor: those who hold a certificate entitling them to handle their own income tax, and those who do not. Those with a certificate would not be set up on the company's payroll but would invoice the company direct and normally appear as a supplier in the Purchase Ledger. Those without a certificate would have their income tax deducted at source via the company's PAYE scheme. In both cases the cost of employing a subcontractor is charged directly to the job.
Supplementary Statistical Declarations	See Intrastat.
Surcharge	The opposite of a discount, resulting in an increase in order value.
Suspense Account	The nominal account automatically updated when an invalid account is specified for a transaction. It is also used when you are unsure what to do with a value. The suspense account can be used as a holding account until you decide what to do with the value. The balance on the suspense account should ultimately be zero.
T	
Tax	Tax, normally referred to as Value Added Tax in the UK or Irish VAT in the Republic of Ireland, may be applied to sales and purchase transactions in certain circumstances. These circumstances are described in the <i>Sage 200 Accounting System Manager User Guide</i> .
Time and Materials	The cost of the job is the value of materials and labour attributed to the job.
Traceable Item	A batch/serial numbered item enabling stock items to be traced from purchase through to sales.
Trade Counter Entry	Simple order entry in Sage 200 Sales Order Processing system. This is associated with over the counter sales. The customer picks the goods, pays immediately and you then ship the product.

Trade-ins	<p>An asset part-exchanged for another asset. This involves a sale and a purchase. The asset being sold has a net book value at the time of sale. If the selling price is more or less than this value, a profit or loss on sale is accounted for in the Profit and Loss financial statement.</p> <p>The selling price of the asset being disposed of is offset against the asset being acquired, the difference being paid to the supplier of the new asset.</p>
Trading Account	<p>Compares sales, stock used, and direct expenses to find the profit or loss made by simply buying and selling.</p>
Transaction	<p>A record of an exchange between one party and another, normally between your company and another company, usually a customer or a supplier.</p>
Transaction e-Mail	<p>A mechanism for sending and receiving order documentation using e-mail to support the order process in Sales Order Processing and Purchase Order Processing.</p>
Transaction Status	<p>Refers to the status of the transaction. Can be one of the following:</p> <ul style="list-style-type: none">Blank - nothing is allocatedPart - some of the transaction amount has been posted to the ledger.Full - all of the transaction amount has been posted to the ledger.
Trial Balance	<p>A list of all the nominal accounts at a given time, together with their net balances, shown as either a debit or a credit balance. The double entry book-keeping system, if completed correctly, requires that the total of all debits equals the total of all credits. The balances should always be equal.</p>

Triangulation

If you are using a foreign bank account but the payment or receipt currency is different to both the bank currency and your base currency, triangulation has to take place, via your base currency, to determine the exchange rate to be used for the transaction. The rate from each currency to the base currency is amalgamated to produce an overall conversion rate that is then used to convert the transaction amount.

When a transaction involves a transitional euro currency (a currency that has agreed to move to the euro but has, for example, three years grace to phase out the country's own currency) then the conversion must always be via the euro. The rate from each currency to the euro will be amalgamated to produce an overall conversion rate that is then used to convert the transaction amount.

Turnover

- (1.) The total sales figures for a company for a set period.
- (2.) The rate at which stock is sold and replaced.

U**Unique Reference Number (URN)**

The unique reference number assigned to a complete transaction to assist in tracing the progress of the transaction through Sage 200. This number is 12 digits long and comprises of: 3 digits for the user number, 2 digits for the source module in which the transaction was created, and a 7 digit sequential reference number.

Unit of Measure

The quantity in which a stock item is measured for purchase, sale or storage.

Unit Price

The price paid per unit of item purchased, or charged per unit of item sold.

Unpresented Cheques

Cheques paid out, which are passing through the bank clearing system, but have not yet been presented to the bank where the account is maintained.

Unquoted Investments

Investments not dealt in on a recognised stock exchange.

V

Valuation	Formal assessment of worth, for example, valuation of property.
VAT	Value Added Tax is applied to sales and purchase transactions in certain circumstances. These circumstances are described in the <i>Sage 200 Accounting System Manager User Guide</i> .
VAT Invoice	An invoice issued by a supplier registered for VAT showing the supplier's VAT registration number, the date of issue and the tax point.
VAT Outputs and Inputs	The HM Revenue and Customs department requires all businesses registered for VAT to account to them for all amounts of VAT charged on invoices (outputs) net of amounts incurred on purchase invoices (inputs).
VAT Receipt	A receipt showing the amount of VAT as a separate item, together with the issuer's VAT registration number.
VAT Registration Number	All businesses registered for VAT are given a registration number. This number must be printed on all invoices.
VAT Return	The form on which input and output VAT is declared to HM Revenue and Customs or your local tax authority.
VAT Tax Point	The date on which VAT eligible sales are completed.

W

Waiting Postings	Transactions that have not yet been posted to the Nominal Ledger. These can be updated using the NL 'Update Waiting Postings' routine.
Warehouse	Primary location point where a stock item is stored. The warehouse is the default primary location provided with Sage 200 when using multiple locations.
Working Capital	The excess of current assets less current liabilities.

Write Off

- (1.) To cancel a bad debt or obsolete asset from accounts.*
- (2.) To consider a transaction as a loss or set off (a loss) against revenues.*
- (3.) To depreciate an asset by periodic charges.*
- (4.) To charge a specified amount against gross profits as depreciation of an asset.*

X

XML

Extensible Markup Language file format. Sage 200 can import and export data in XML format.

Y

Yield

The annual income provided by an investment.

Z

Zero Rated

Denoting goods on which the buyer pays no VAT (tax) although the seller can claim back any VAT (tax) paid.



Appendix: Import and Export

This appendix builds on *Maintain Selling Prices Outside of Sage 200 on page 135*.

It details the specific database identifiers required to import and export prices into and out of the Price Book, as well as the file formats compatible with the import/export process.

Important Note: You can find the most up-to-date information about all the Sage 200 import templates in the Import Information User Guide, available on your Sage 200 installation CD.

In this appendix:

Import prices

Export prices

Import Prices

Use the Price Book Import routine to add prices for your stock items from another software package into Sage 200 or from one Sage 200 data set to another.

To use the routine you need to:

- Prepare an import file.
- Run the Import routine.

Prepare import file

You must prepare the import file in ASCII format. You can use:

- Comma Separated Value (CSV), using a text editor.

If you use CSV format to import information, you must include a file header defining the fields (identifiers) you intend to import. Then each new record must start on a new line and each value must be separated from the next by a comma.

You can build your own file using the identifiers defined below to prepare the import file.

- Extensible Markup Language (XML) using an XML editor.

If you use XML format to import information, each value must be separated from the next using tags <FIELD NAME> to define and start the identifier and </FIELD> to define and close the identifier, with the import entry defined between. For example:

```
<FIELD NAME="STOCK ITEM CODE">1</FIELD>.
```

Note: You can amend the import layout using Sage Report Designer. For more information see the Sage Report Designer tool. You can also amend the layout using any text-based editor.

Import file identifiers

The import file is split into the file header, which consists of two lines, and record lines (of which there may be one or many) which consist of one line only.

File header

Two header lines are required to provide the following layout:

Stock item code	Stock item name	Product Group name	Unit	Standard	Price 1	...	Price n
				Pounds	Currency 1	...	Currency n

You can import prices into as many price bands as you have (one price band to one column).

If you had three price bands in addition to you would enter the following two header lines in the file:

Header line 1:

"Stock item code", "Stock item name", "Product Group name", "Unit", "Standard", "Price 1", "Price 2", "Price 3"

Header line 2:

,,, "Pounds", "Currency 1", "Currency 2", "Currency 3"

Note: You should use quotation marks around character text in the file as in "Item".

In summary, you can use the following identifiers for the two header lines in the import file.

Notes:

1. Price bands - you can have many price bands.
2. Price band currency - each price band requires a currency.
3. Identifiers for standard price currency and next price band currency/1... N are whatever you have defined these currencies names to be in the system.
4. All identifiers must be enclosed in quotation marks.

Identifier	Description and Comments	Required?
Stock item code	The stock item code.	Compulsory
Stock item name	The stock item description.	Compulsory
Product Group name	The product group name.	Compulsory
Unit	The stock unit of measure description.	Compulsory
Standard	The standard price band. It must be a positive number.	Compulsory
Price 1 ... Price N	The price band (1 ... N). Each must match a price band in the Price Book.	Optional
<i>Standard price currency</i>	The standard price band currency.	Compulsory
<i>Next price band currency/1 ... N</i>	The currency for each price band (1 ... N).	Optional

Record lines

You can have any number of record lines, depending on the number of items for which you want to import prices.

Depending on the number of price bands you have defined in your header you enter one record line per item to provide the following layout. As we set the example in the header to have three prices we would want to enter the record line to achieve the layout that follows:

CABTRI001	3-core 13 amp	Cable	Metre	18	5	56	43
-----------	---------------	-------	-------	----	---	----	----

You would enter on the third line of the file, immediately following the second header line:

"CABTRI001", "3-core 13 amp", "Cable", "Metre", 18, 5, 56

In this example, the cable's standard price is 18 (in our example pounds), currency 1 price is 5, currency two price is 56, and currency 3 price is 43.

Note: You should use quotation marks around each character text entry in the file as in "CABTRI001" or "3-core 13 amp", but you should not use them around numbers.

In summary, you can use the following identifiers for the record lines in the import file.

Notes:

1. Identifiers are whatever you have defined for the code, descriptions, names, and so on, within the system.
2. Prices - you can have many prices. Each price band entered in header line 1 with associated currency in header line 2 can have a price entered.
3. All text identifiers must be enclosed in quotation marks.

Identifier	Format	Description and Comments	Required?
<i>Stock item code</i>	Text 20 chars	Stock Item Code.	Compulsory
<i>Stock item name</i>	Text 60 chars	Stock Item Description.	Compulsory
<i>Product Group name</i>	Text 50 chars	Product Group Name.	Compulsory
<i>Unit</i>	Text 20 chars	Stock unit of measure description.	Compulsory
<i>Standard sales price</i>	Number 18.5	Standard stock selling price. This must be a positive number.	Compulsory
<i>Next sales price</i>	Number 18.5	If no price is entered then the price will be entered as linked to the standard price.	Optional

Run the Import routine

The Import routine has two options; you can choose:

- **Validate Only**, to check the import file, or
- **Validate and Import Records**, to both check the import file and apply valid data to the Sales Order Processing Price Book.

During the validation process the routine checks the import file is correctly prepared. It checks the database identifiers are specified correctly and the data is compatible with existing data in your system's database, for example valid stock item codes and currencies. Successful records are immediately applied to the Sales Order Processing Price Book if you have selected the option, validate and import records.

Export Prices

Use the Price Book Export routine if you want to maintain your prices in a package outside Sage 200, or if you want to copy the prices for your stock items from one Sage 200 data set to another. In this case you follow the export of prices from one Sage 200 data set with an import of prices in the other Sage 200 data set.

To use the routine you need to:

- Confirm intent to copy the Price Book records outside Sage 200.
- Specify the path of the file that you want to contain the copied entries.
- The data is copied from your price book into an external export file. This includes the price bands for all items, the stocking unit for the item, and the currency for the price band. The information is laid out in the same format as required for import (see *Run the Import routine on page 404*). If there are any rejected records, these are recorded in a report.

Note: If the standard price is used as a basis for another price band within Sage 200 then the entry in other price band will be blank when the records are exported. For example, if you have your standard price of 5, a retail price of 6 and a wholesale price based on the standard price, when you export the prices, the standard price will show 5.00, the retail 6.00 and the wholesale will be blank. More information is provided about linking prices in *Use multiple prices on page 98*.

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