3. If you require more criteria to filter the Creditors for whom you want to print statements, click the Show advance search options icon    in the top right corner of the window.
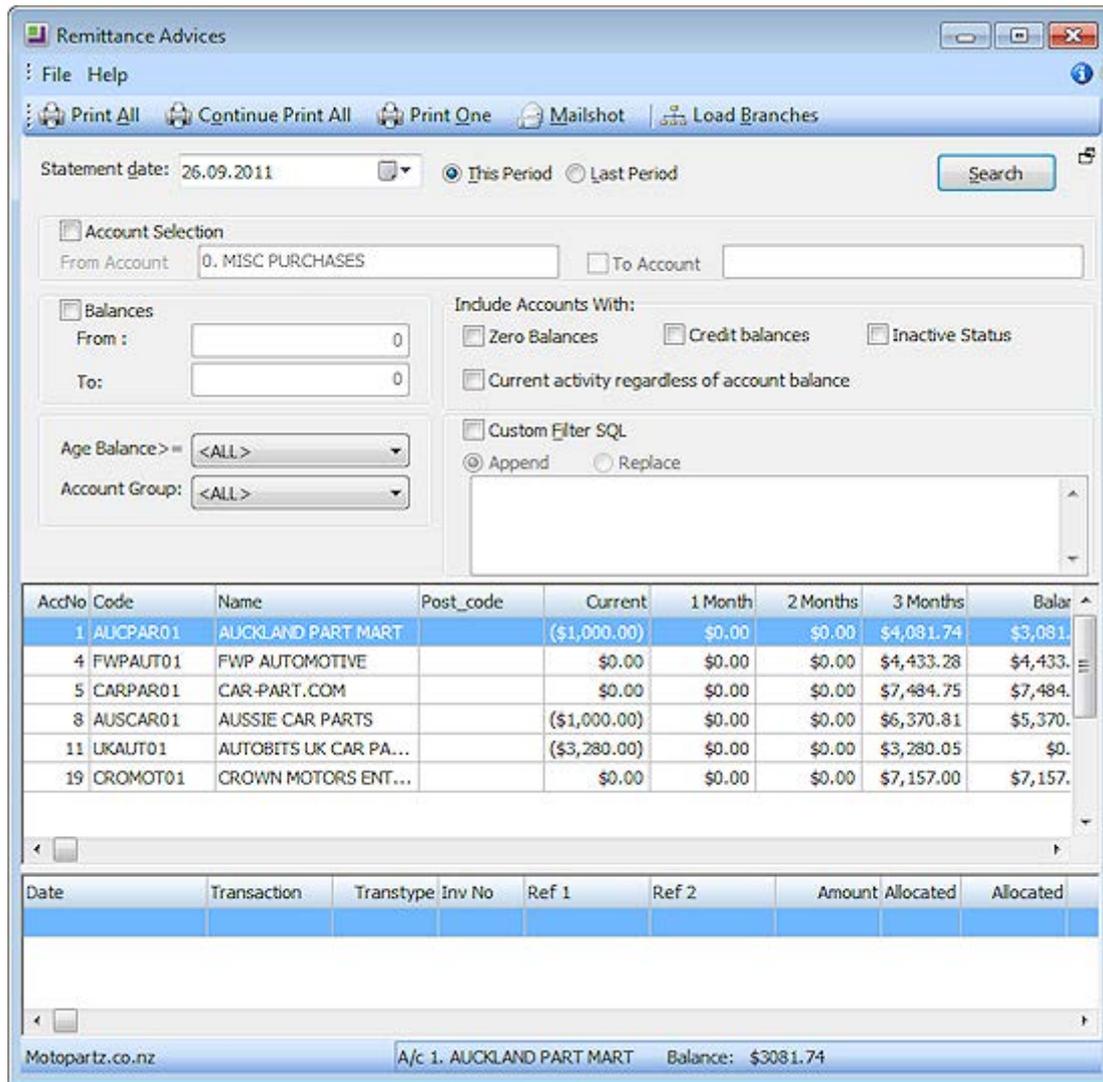


4. Complete the Advanced Search fields using the following table:

| Field | Description |
|-------|-------------|
| Account Selection: From and To Accounts | The From and To accounts of the account range you want to filter on. Use the same account number in both fields to select the statement of a single Creditor. |
| Balances: From and To | The From and To account balances of the balance range you want to filter on. For example, you might decide it's not worth the postage to send out statements with a balance of less than $5. |
| Include Accounts with: Zero Balances | Choose to include accounts with zero balances. |
| Include Accounts with: Credit Balances | Choose to include accounts with credit balances. |

| | |
|---|---|
| **Include Accounts with: Inactive Status** | Choose to include accounts whose **Active** flag is unticked. |
| **Include Accounts with: Current Activity regardless of account balance** | Choose to include accounts with any activity in the current period, regardless of their account balance. |
| **Age Balance** | You can generate statements for those Debtor accounts with an outstanding balance of a particular age, e.g. print statements for accounts with outstanding balances for 2 months. |
| **Account Group** | Choose to include accounts of a specific Account Group. |
| **Custom Filter SQL** | Advanced feature: You can use a SQL query statement to filter the accounts, using any of the fields in the DR_ACCS table. Select whether to **Append** the SQL query to the default filter using an AND operation or **Replace** the default filter.<br><br>**Note:** When selecting the **Replace** option, your custom filter must be preceded with an AND or OR operation. |

5.  Click the **Search** button at any stage to refresh the list with your search criteria. If you are printing statements for multiple Creditors, filter the required Creditor accounts so that the **Print All** button will print only the statements you want to print.

6.  Double-click a Creditor account line in the top grid of the window to list the transactions of that Creditor that make up their account balance for the selected search criteria.

7.  Double-click a Creditor Invoice line in the bottom grid to view the printed invoice.

8.  If you have selected multiple Debtors, click the **Print All** button; if you are printing a single statement, click the **Print One** button. To bulk send remittances by print and/or email (see page 528), click **Mailshot**.

# Inwards Goods

## Inwards Goods – Receipt Goods

> **Note:** When a purchase order has been fully receipted (no outstanding quantities) then this function will not be available.

Inwards Goods is the more sophisticated goods receipt mechanism, including support for on-costs, and receipting stock across multiple purchase orders in one delivery.

Receipting is the process used to record goods physically received into the warehouse as they arrive, irrespective of price or additional charges. Inwards Goods Receipting is designed to enhance workflow by allowing warehouse staff to check and record Receipt quantities against the Purchase Orders in EXO Business. Receipted quantities are recorded against the Purchase Order at the time of Receipting.

The Inwards Goods Receipting function records a list of stock items and corresponding quantities received, but does not action stock transactions to place them into available stock. Thus there is no effect on Stock Item > Cost Prices (e.g. Average and Last Cost) or the General Ledger. It is designed to allow the warehouse staff to record items received as an independent step from Costing those items into stock. A Receipt can be recalled and amended up until an Inwards Goods Costing is done. It therefore allows data entry to be suspended and saved for later completion.

Receipting is usually actioned from a list of outstanding Purchase Orders but additional lines (not originally ordered) may also be added to the Receipt. An Inwards Goods Receipt may therefore also be used for non-order Receipts (i.e. no Purchase Order). Receipts may span multiple Purchase Orders but only from the same Creditor. Partial Receipts from Purchase Orders are accommodated.

> **Note:** See the *Inwards Goods Receipting/Costing* whitepaper for more detail on the goods receipt and costing processes.

1. To view existing receipts, enter the Receipt no, Stock code or Purchase order no, and then click **Search**. DOUBLE CLICK on the selected record to drill down on the receipt.

2. To create a new receipt, click the **New Receipt** button.



3. In *Receipt Details*, enter details to identify the Supplier that the receipt relates to and tick the *Show all Locations* check box if you want to display PO's from all locations. The purchase orders list is automatically populated as soon as you tab out of the supplier field.

4. Click **Refresh** to reflect recent changes that might have occurred since you first loaded the form.

5. Review the list and choose the purchase orders that are to be receipted in.

6. Click the **Receive Selected** button to load purchase order details into the bottom grid, or double-click an individual line. Repeat the process if multiple purchase orders are to be included in the one receipt. Alternatively, select multiple orders at once by holding the CTRL key while clicking on the required purchase orders, and then press **Receive Selected**.

7. If there are many lines to be receipted, minimise the now completed purchase orders part of the window by clicking on the **Minimise** button in the panel's top right corner. This will give maximum window space for the receipt lines.

8.  Enter the receipted quantity *Rec Qty*, or click **Receipt All** if all lines are to be fully receipted.

9.  If additional items are to be receipted that are not on a purchase order, these can be added by clicking on the **Add Line** button. Select the stock item and enter the quantity received.

10. The purchase order line can be split into several lines by clicking on the **Split Line** button. This may also be useful when recording batch codes for a stock item.

11. To clear un-receipted lines, click on the **Clear** button. This will remove all PO lines where the receipted quantity *RecQty* is equal to zero.

12. Press **Line Fulfilled** button to complete an under receipt or over receipted line.  This satisfies the purchase order by adjusting the corrected quantity on the purchase order line to resolve the line as fulfilled thereby completing the order automatically.

13. Click **Save** to save the receipt; the system will assign the next Receipt number. This process will save your work and update the outstanding quantities on the purchase order.

14. Click the **Auto Cost** button to by-pass the Inwards Goods Costing function by updating stock at the values displayed on the Inwards Goods Receipt window (that have come from the PO). This is available for local suppliers only and enabled through a user profile setting.

15. Alternatively, use the **Cost Now** button to go directly into the *Inwards Goods Costing* function. This button is hidden when user does not have the Inwards Goods Costing menu option.

> **Note:** The options in steps 14 and 15 are selected from the button drop down if applicable.

### Field definitions

The grid header fields are detailed in the table below:

| Field | Description |
| --- | --- |
| **Supplier** | The Creditor from whom the goods are being received |
| **Packing Slip/Ref** | The Supplier's packing slip or reference number. |
| **Location** | The Location (Warehouse) into which the stock will be posted. |
| **Date** | Date the goods were received.  Defaults to today's date. |
| **No cartons** | Number of packages received containing the goods. |
| **Shipping ref** | The shipping carriers reference - usually a consignment number |
| **Receipt notes** | Any notes pertinent to the Receipt |
| **IWG Receipt Lines** | |
| **PO No** | Purchase Order Number as selected from top grid. |
| **Stock Code** | The Stock Code that pertains to the item for which the transaction is being carried out |
| **Description** | The description of the Stock Code. |
| **Ordered** | The quantity ordered as per the PO. |

| | |
|---|---|
| **O/S Qty** | The outstanding quantity for this Stock Code in this Purchase Order.  Takes the ordered quantity of the Stock Item, less Receipts already saved.  This is a reference for user to check quantity received is acceptable. |
| **Sup Price** | The cost that applies to the stock item unit, as entered in the Purchase Order line.  The supply prices (Sup Price) can be amended here if necessary.  This will not alter the original Purchase Order price. |
| **Discount** | Allows any discount you may have received to be applied.  This will not alter the original Purchase Order price. |
| **Rec Qty** | The Quantity physically received. This always defaults to zero and requires changing to reflect actual quantity of stock received. |

## Notes

- Uncosted receipts may be reviewed and edited. The stock ledger is not updated until the costing process is performed.

- Expiry Date, Batch number and Serial numbers can be entered if these options are being used.

- If a purchase order is partially receipted, the remainder can form one or more further receipts.

- Shipments can be enabled through a Company setup profile option. Receipts can be part of a shipment (e.g. a container). One shipment, containing many receipts from different suppliers can then be costed together.

- Inwards goods receipts now show a count of receipted lines in the bottom panel of window.

- A new user profile "Prompt to print receipt labels" allow users to specify when to be prompted to print Stock labels in Inwards goods.  Options are Never, After Receipting and After Costing. Default is Never.

# Inwards Goods – Cost Goods

**Transactions > Inwards Goods > Inwards Goods Costing**

Inwards Goods Costing provides various options to add costs the incoming stock valuation, including estimating apportionment by methods such as quantity and weight.

1. To find the required receipt, enter the Receipt no., Stock code or Purchase order no., and then click **Search**. A list of receipts that meet the criteria will be returned. Select the receipt from the list to display the costing grid.

| Search by | Searches for / Requires |
|---|---|
| **Receipt No** | Searches for the Receipt number allocated to a Receipt when saved. |
| | Enter a specific Receipt number if known, or leave this field blank and click Search to list all Receipts. |
| **Stock Code** | Use this search function to find all Receipts containing a Receipt line for the requested stock code. |
| | A stock code must be specified (i.e. searches on a blank field will be unsuccessful) |

**Purchase Order No**     Use this search function to find all Receipts containing lines from the requested Purchase Order number.

A Purchase Order number must be specified (i.e. searches on a blank field will be unsuccessful)
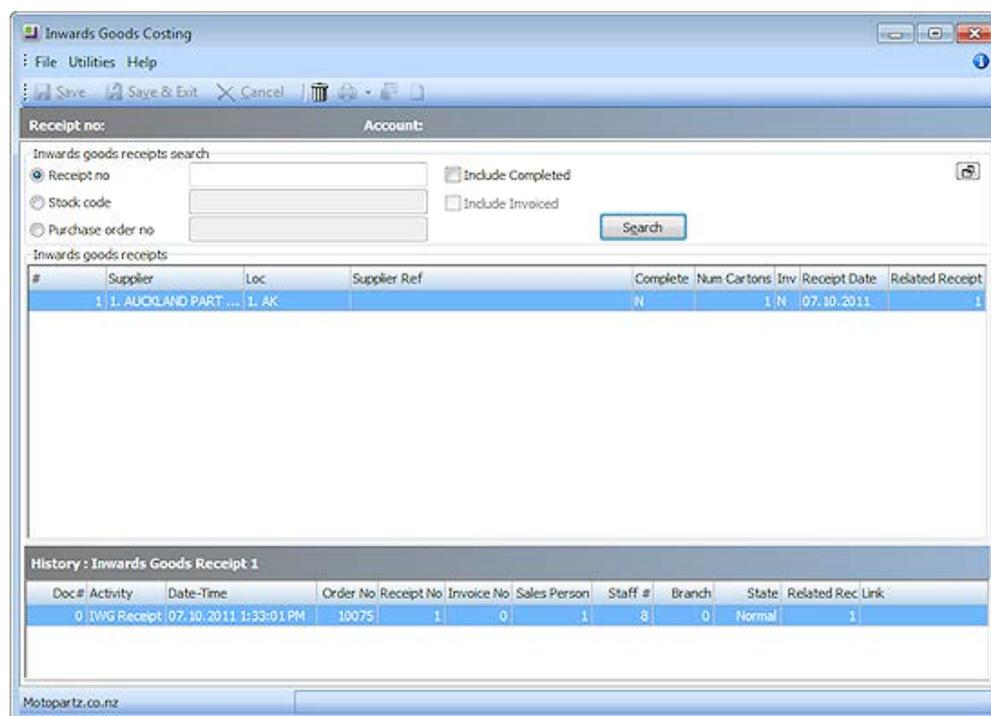


2. In the top panel, enter an on-cost Cost Code, for example; freight, handling charges or custom charge. These costs will be apportioned to the stock items in the bottom grid and spread by quantity, value, weight or cubic. You can use ? + TAB to display the cost code window. Cost codes are established from the **Setup** menu of this window.

> **Note:** The term "on-cost" refers to the additional costs of a given Shipment, over and above the agreed purchase price of the goods. (Some companies may know these costs as "landing costs".) "On-cost" relates to the extra costs involved in getting the goods from the supplier to the warehouse, where this cost is not included in the unit cost of the goods. Some examples of "on-costs" are: sea freight, airfreight, insurance, customs clearance costs, duty, freight to the warehouse.

3. The bottom grid shows the items from the Stock Receipt. Values in grey cannot be changed, but Supplier Unit Price (in supplier's currency), the exchange rate, duty and specific fixed costs per unit can be modified.

4. The exchange rate displayed comes from the purchase order. Click the **Exchange Rate** button to refresh the exchange rate on every line with the current exchange rate.

5. If the duty percent has been recorded on the stock item, the **Use stk duty %** option will allow the stock item's *Duty* amount to be calculated automatically.

6. Once all costs have been entered, click **Calculate** to automatically calculate the *Landed Cost*. The landed cost may be manually overridden if necessary.

7. Click the **Process** button to complete the process. This will update the stock ledger, increasing the stock-on-hand quantity, and creating stock transactions to represent the receipt. Alternatively, the costing information can be saved to be retrieved later, changed, and then processed.

**Notes**

The prompt to create a Creditors Invoice is suppressed if Creditors invoice does not appear on the user's menu.

Cost types are user definable, and standardise the name, description and cost spread type. Shipment statuses, shipment methods, and costs are set up in the Setup menu on the Inwards Goods Costing window.

If the perpetual stock method is being used, the new stock receipt transactions will give rise to GL accounting entries the next time **Utilities > Ledger Posting > Post Stock to GL (Perpetual)** is run.

# Dealing with Creditor Payments

After you have entered the invoice you can complete the payment entry at the same time (see page 325), using the payment tab, or you can make a payment entry before you allocate the payment (see page 330). You can also process payments using the Payment Processor (see page 475). When making a payment to the Creditor, you need to make an entry of the payment on the Creditor's account and then allocate that payment to the appropriate invoices on that account.

You can check the current credit status of accounts through the Creditor Reports (see page 534).

## Reallocating Payment against Creditor Accounts

**Account > Creditors > {Double click an account} > (Transactions) > [Allocate Transactions]**

If you allocate a payment incorrectly, you can reallocate it.

To reallocate a payment:

1.  From the **Creditor Account Details** screen, click the **Transactions tab**.

2.  In the Transactions page, click the **Allocate Transactions** button ( 🖊 ). The Creditor Transaction Allocation screen is displayed.



3.  In the **View Criteria** drop-down, select **Include Current Transactions**. (For old payments, select Include All Transactions.)

4.  Select the transaction you want to reallocate by checking the **Sel** checkbox.

5.  Click the **Auto** button to automatically unallocate it. You can now reallocate the payment (see page 330).

# Processing Payments

You can quickly process your payments using the Payment Processor. This Processor is a program that is available in the EXO Finance add-on module. It enables you to process cheques or direct credit payments for creditors singularly, or in a batch.

### Cheque Payments

The Payment Processor prints the cheque, the remittance advice and allocates the payment against the account in one complete process.

### Direct Credit Payments

For direct credits, the Payment Processor creates a file that is loaded into your desk-banking program. The file for your specific bank needs to be loaded in the set up. You can also email the remittance advice to the supplier.

### Manual Cheque Payment

The Payment Processor allows you to create a cheque for an invoice that does not require the creation of a Creditor.

# Tracking Taxable Creditor Payments

From July 1 2012, businesses in the building and construction industries that make payments to contractors for building and construction services are required to report these payments to the Australian Tax Office (ATO) on the "Taxable payments annual report" - this is an annual report providing details of taxable payments for building and construction related activity.

MYOB EXO Business includes features that let you track construction industry taxable payments (CITP), which will aid in completing this report. For more information on taxable payments, refer to the ATO website.

### Setting Up

To enable the features relating to taxable payments, tick the new **Track Taxable Payments to suppliers for building and construction related activity** Company-level profile setting.

All Creditors whose payments you need to track should have an Australian Business Number (ABN) recorded.

### Tracking Creditors

When CITP features are enabled, a **Track Taxable Payments** option becomes available on the Details 2 tab of the Creditor Account Details window (see page 108). When this option is ticked, all payments from the Creditor will be tracked for reporting on the Taxable payments annual report.

### Tracking Payments

When entering Creditor Payments, if the selected account has its **Track Construction Payments** option enabled, a **Taxable payment** option becomes available on the Creditor Payment Entry window (see page 330). This option can be enabled or disabled to include or exclude payments from tracking on an individual basis.

When editing a payment via the **Edit Ref Fields** right-click option, the **Taxable payment** option can be edited.

> **Note:** Access to the **Edit Ref Fields** option is controlled by the **Permitted level of access to creditor transaction editing** profile setting.

## *Reporting on Taxable Payments*

Taxable Payments can be reported on using the **Taxable Payments Reporting Worksheet** menu item. When added to a menu in the EXO Business core module, this item opens a window where taxable payments for Creditors can be reviewed and reported on:
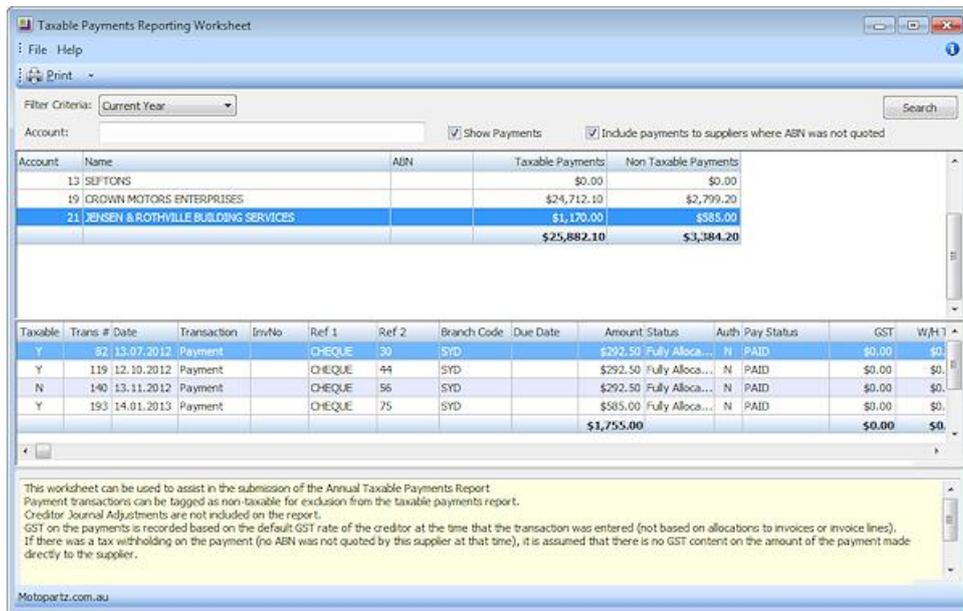


Initially, the worksheet displays all Creditors whose **Track Construction Payments** option is enabled, and the period selected is the current year. To specify a different year or a specific period/date range to include in you report, select it using the **Filter Criteria** controls, then click **Search**. Double-clicking on a Creditor opens the Creditor Account Details window (see page 104).

Ticking the **Show Payments** options shows all payments for the selected Creditor in the lower part of the window. Payments that have been marked as taxable are displayed normally; payments that have been marked as non-taxable are highlighted purple. You are not required to report on all payments to a tracked creditor; for instance if the payments are for materials only (such as building supplies and materials) then you can exclude these individual payments when you enter the payment or on this worksheet. Double-click on a payment or select it and press SPACE to toggle its taxable status (doing so updates the totals in the grid above automatically). You can also right-click on a payment to view the payment's allocation details and to edit it using the Edit Transaction Reference window (if the **Edit Ref Fields** option is available).

The **Print** dropdown contains options for printing two CITP reports:

- **Taxable Payments Return** - this report displays, for each Creditor over the selected year or period/date range, the information that needs to be entered on the Taxable payments annual report.
- **Taxable Payments Details** - this report display the details of all taxable payments for the selected Creditor over the selected year or period/date range.

Ticking the I**nclude payments to suppliers where an ABN wasn't quoted** checkbox sets the reports to include payments where taxes were withheld or retained and paid to the ATO on the suppliers' behalf. This is dependent on the use of **Withholding Tax on Creditor Payments** setting, which is available in the Essential > General Settings section of the EXO Business Configurator (see page 59). A Creditor may begin the reporting year without an ABN, and then supply an ABN later when trading within the same tax year.

# Handling Reconciliation

At this stage you need to reconcile all the creditor statements to the invoices in MYOB EXO Business. Check that all invoices are entered and agree to the statement that all invoices to be paid are valid.

# The Sales Cycle

## Sales Cycle Overview
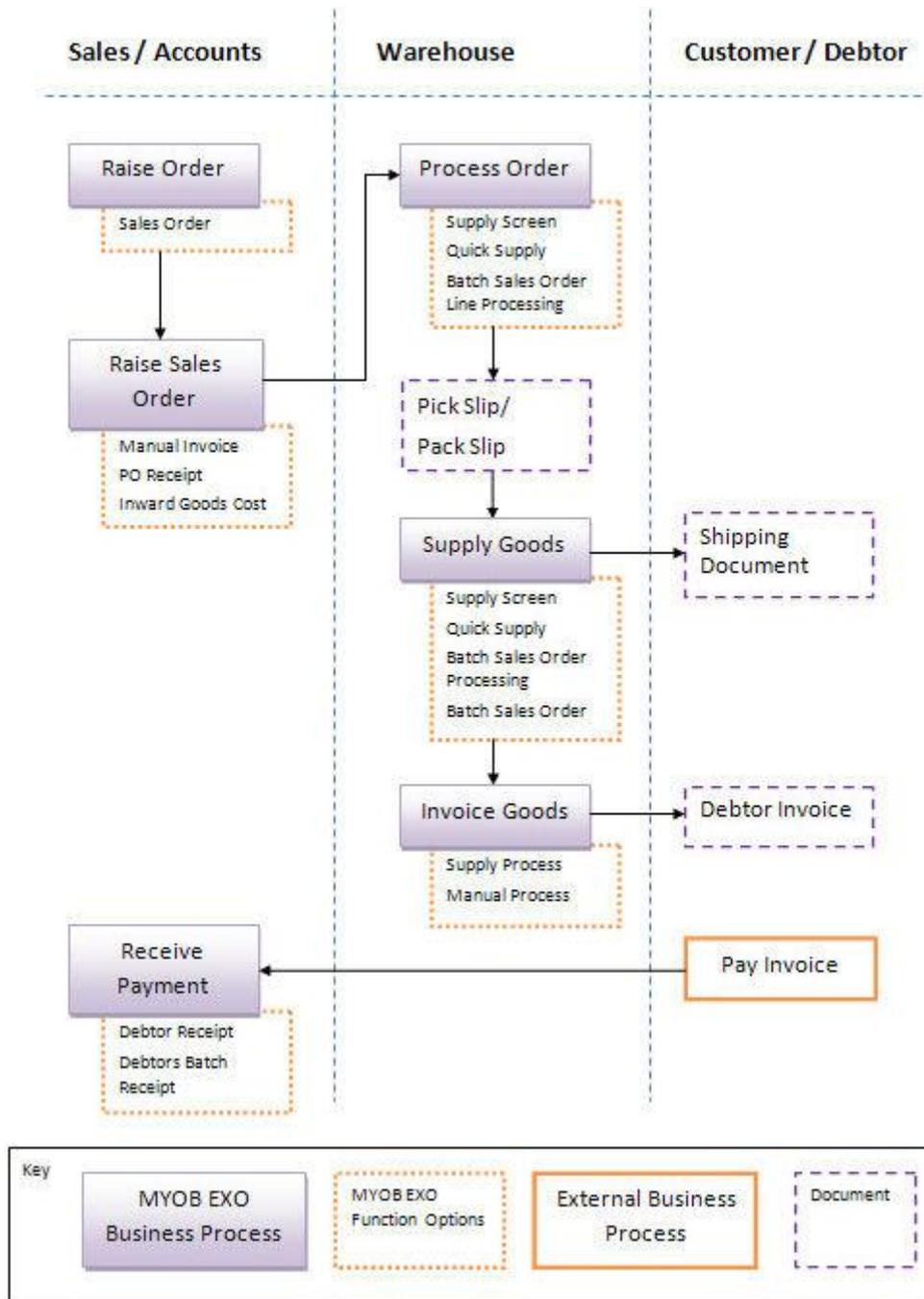


The MYOB EXO Business Sales Order model is generic and flexible, and can handle simple single-stage processing of sales orders, through to multi-stage sales order processing.

We strongly recommend you work with your business partner to ensure sales order processing is set up in the best way to support your business processes. This would include configuration of the numerous Sales Order profile settings in the Configuration Assistant, and creating any extra fields you require to capture additional information in your sales orders.

# Quick Supply your Sales Orders

At its simplest, you can raise a sales order and then supply and invoice it in one step. When in the Sales Order window, you can just click the Quick Supply icon, and choose the next step in the process, or just click **OK** to process the order according to the default options already set up. You can accept deposits or payments at the time of supply, and print the invoice for the customer there and then.

You can choose to process your sales orders primarily at the sales order level, but for any given sales order line, you have considerable control over all release and supply of that line, price and discounting.

## Control your Sales Order Release and Supply Process

As your business processing requirements scale up, typically more granular control is required in each phase of the process, particularly when warehousing of inventory is involved, which usually means separate picking and packing of orders in batches. There are a number of defined phases in EXO Business's sales order model, giving you the control of the batch through each phase of the sales order supply and release process.

The basic steps in the Sales Order supply process are Process Order, Process Release for Picking, Process supply/stock movements, and Process invoice.

| Process | Description |
|---|---|
| **Process Order** | Commits the stock for the sales order. |
| **Process Release for Picking** | Creates the picking list. |
| **Process supply/stock movements** | Creates the packing slip, stock transactions are generated, and stock moved out of stock on hand. |
| **Process invoice** | Creates the invoice.  Becomes fully invoiced if all quantities supplied, or remains partly processed. Debtor invoice lines created for all supplied quantities. |

When stock is short-supplied to you, or you have far more orders than you can fulfil, you can choose to release some portion of the sales order quantity, and back order the rest, to ensure all your customers at least receive some of the stock item.

For greater granularity in sales order processing, you can use the Tasks menu. Tasks are used to set the selection criteria and processing actions, and include the processing of release, pick, supply and invoice quantities. Tasks work at the sales order level. (Use the Distribution Advantage module to use customised tasks at a sales order line level.)  Generally speaking, only businesses with large or complex inventory setups are likely to use the Tasks menu.

## Serialised/Batch-tracked Stock Item Support, and Laybys

Sales Orders supports serialised and batch-tracked stock items (see page 199).

Layby sales (see page 381) are also supported, although the functionality was designed to work in conjunction with the POS module.

## Batch Processing

Batch sales order processing is used to group sales order together for processing; batch sales order line processing is a separate module of EXO, and is used to group together individual sales order lines into a batch for processing.

The Distribution Advantage module gives you another level of batch processing functionality and customisability, including on-demand purchase orders, batch sales order line processing, stock transfer requests and sales order consolidation.

# About Back Orders

Back Orders typically occur when a stock item is out of stock, so the order quantity is recorded as a Back Order, to be supplied when you receive more quantity of the stock item. However, you may also want to ration your available quantity of a stock item across a number of Sales Orders, to ensure each Sales Order at least is partly supplied. In MYOB EXO Business, in addition to the status of Back Order, there is also the status of Release. The Release quantity is the quantity of an undelivered stock item that remains "allocated" to a Sales Order. The sum of the Release and Back Order quantities equal the Sales Order quantity, i.e. the Back Order quantity is separate from the Release quantity. Adjust the Back Order quantity to what you require, and the Release quantity is automatically adjusted.

To use a simple example, if you have a Sales Order of 10 of an item, but want to only supply 5 of the 10, to ration out the shipment of the item you have just received, 5 will have a status of Back order, to be supplied at a future date, and 5 will have a status of Release, to part-supply the Sales Order.

(If you have the MYOB EXO Business Configurator, you can turn this setting off by changing the **Enforce constraint of sales order quantity and release quantity** Company-level profile setting.)

When you supply a Sales Order with insufficient stock to supply a line, the Stock Shortage window is displayed, asking if you want to back order the shortfall quantity:
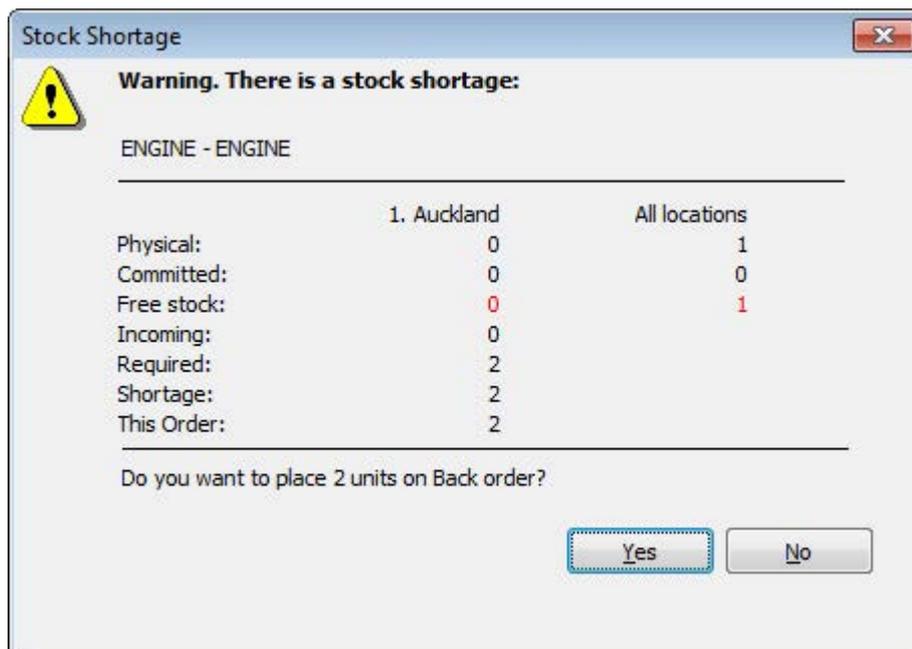


> **Note:** The **Check available stock for sales orders** profile setting affects the checks that determine when this window appears.

If you choose not to back order, the shortfall quantity will show as negative stock for the stock item, and the Sales Order can be processed. This prompt is controlled by the **Default response to backorder prompt** User-level profile setting in EXO Business Config. By default it is already activated, but if you set it to "Never", the Back Order prompt will not be displayed and no quantities will be placed on back order.

## Consignment Sales Orders

The only difference with a consignment sales order is the use of the consignment location. Make sure you invoice out of the same consignment location, so the stock will come out of that location.

Consignment orders require the following to be set up:

- A consignment stock location. Make sure you only use one consignment location, as you can easily end up with multiple consignment locations.

- The profile setting Allow Consignment stock orders through sales orders profile to be enabled in the MYOB EXO Business Configuration Assistant.

## Other Related Sales Transactions

The following are other functions that are related to the Sales Cycle.

### *Discounts and Special Prices*

**Utilities > Debtor Utilities > Setup Pricing Policies**

MYOB EXO Business supports extensive discount and special pricing structures, through the use of advanced Pricing Policies that can impact individual items or entire stock or pricing groups. Quantity breaks and specific "contract" or "fixed" pricing is also supported.

> **Note:** See the "Pricing and Discount Policies" white paper for more detail on discounting, prompt payment discounts, and pricing policies.

### *Credit Notes*

**Account > Debtors > Transactions > Right-click > Generate Credit**

The issuing of credit transactions can be a controlled function. If enabled, an existing debtor invoice can be reversed by right-clicking on an existing transaction and selecting **Generate Credit**. The Debtors Invoice Entry window will be displayed with the original invoice available for editing, but with negative invoice quantities and therefore a negative price.

Alternatively, a credit note can be generated directly from the main Debtors Invoice Entry window using a negative quantity value. The invoice is then processed in the normal way.

### *Depositing Allocated Payments*

**Transactions > Debtors Receipts > Debtors Banking Batches**

Debtors banking batches are used to batch payments that have already been entered for deposit into a bank account.

### *Direct Debit*

Direct Debits are supported as an add-on module to MYOB EXO Business, for business that are authorises to perform regular deductions directly from debtor bank accounts

# Generating Sales Orders

## Viewing Sales Orders

The Sales Order window has powerful functionality to support searching for sales orders, including extensive filtering and use of sales order statuses. Sales Order history is displayed for the highlighted sales order. You can also perform a number of additional functions relating to the sales order, including creating or viewing the manifest for the order, processing the order using the Batch Sales order processing function, copying a sales order, and drilling to the original sales order transaction. A number of printing options are available.

**Transactions > Sales Orders**
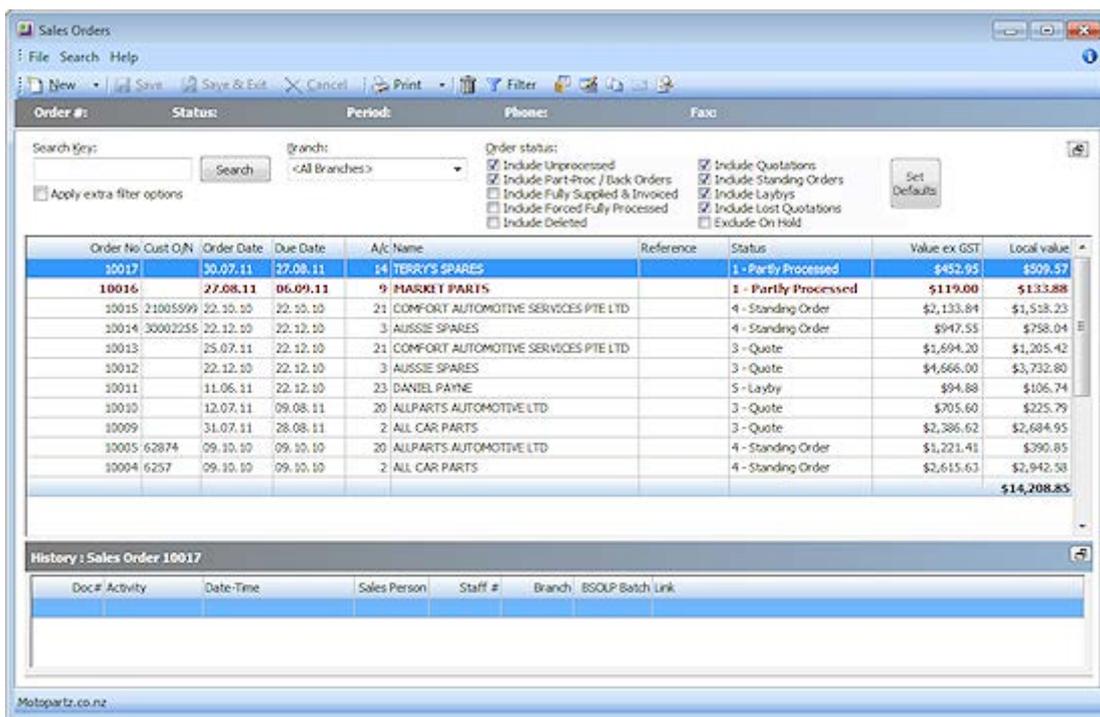


1.  Select the branch whose sales orders you want to search in the Branch field.

    **Note:** The ability to create and view sales orders for other branches is controlled by the profile setting **Allow Sales Order Search view, creation for other branches** in the Configuration Assistant.

2.  Choose which order statuses you want to include or exclude from the search in the Order Status list.

3.  To use additional search filters in your search, tick the Apply extra filter options checkbox. The search results are displayed in the grid below. The following table describes all the visible columns in this grid. Click the **Set Defaults** button to save the default statuses of all search filters.

| Field | Description |
| --- | --- |
| **Order No** | The Sales Order number. |
| **Cust O/NO** | The customer's order number. |
| **Order Date** | The date the Sales Order was created. |
| **Due Date** | The date the Sales Order was due to the customer. |

| A/c | The account number of the customer. |
|---|---|
| Name | The account name. |
| Reference | Any additional reference number entered for the Sales Order. |
| Status | The status of the Sales Order. 0-Not Processed, 1-Partly Processed, 2-Fully Processed, 3-Quote, 4-Standing Order, 5-Layby |
| Value ex GST | Value of the Sales Order, excluding GST. |
| Local value | This is the value of the Sales Order, converted to the local currency. |
| Has Unreleased | This field is ticked if there are any quantities on the Sales Order that have not yet been released. |
| Has Back Orders | This field is ticked if there are any backorders in the Sales Order. |
| Has Unpicked | This field is ticked if there are any quantities on this Sales Order that have not yet been picked. |
| Has Unsupplied | This field is ticked if there are any quantities on this Sales Order that have not yet been supplied. |
| Has Uninvoiced | This field is ticked if there are any quantities on this Sales Order that have not yet been invoiced. |
| Hold | This field is ticked if the Sales Order has been put on hold. |
| Phase | The phase of the sales order, for example 'Invoiced' or 'Order'. |
| Finalised | 'Normal' or 'Forced', meaning was the sales order finalised in the normal way, or forced to fully processed. |

4. Click the  button to review the history of the highlighted Sales Order line (see page 363). You can also view a list of Debtor Transactions for the highlighted sales order line by clicking on the  button on the right side of the window above the Sales Order History grid.

# Creating Sales Orders

Create customer Sales Orders from the Transactions menu or directly from the Debtor Account > Orders tab.

1.  Click the **New** button to create a new Sales Order, or click the arrow to the right of the button to create a new quote, layby or standing order. The type of Sales Order is indicated in the title bar near the top of the window.
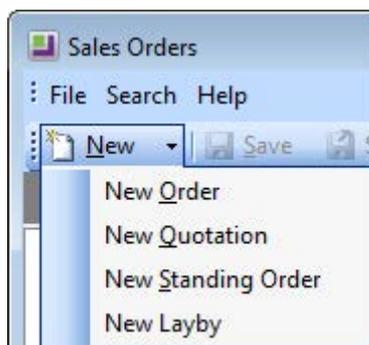


- A Quotation is a Sales Order that doesn't commit any stock until it is converted to an invoice or standard Sales Order. No GL transaction is created until it is converted.

- A Standing Order is a Sales Order which is not actioned until you process it in the Process Standing Orders window, at which point each standing order is converted to an invoice. It is used when the debtor wants exactly the same Sales Order to be supplied, often at regular intervals. No GL transaction is created until it is converted.

- A Layby Sales Order does commit the stock item quantity. Normally deposits are made on laybys, and you can specify a default deposit percentage, and enforce it.

2.  The Sales Order window opens:
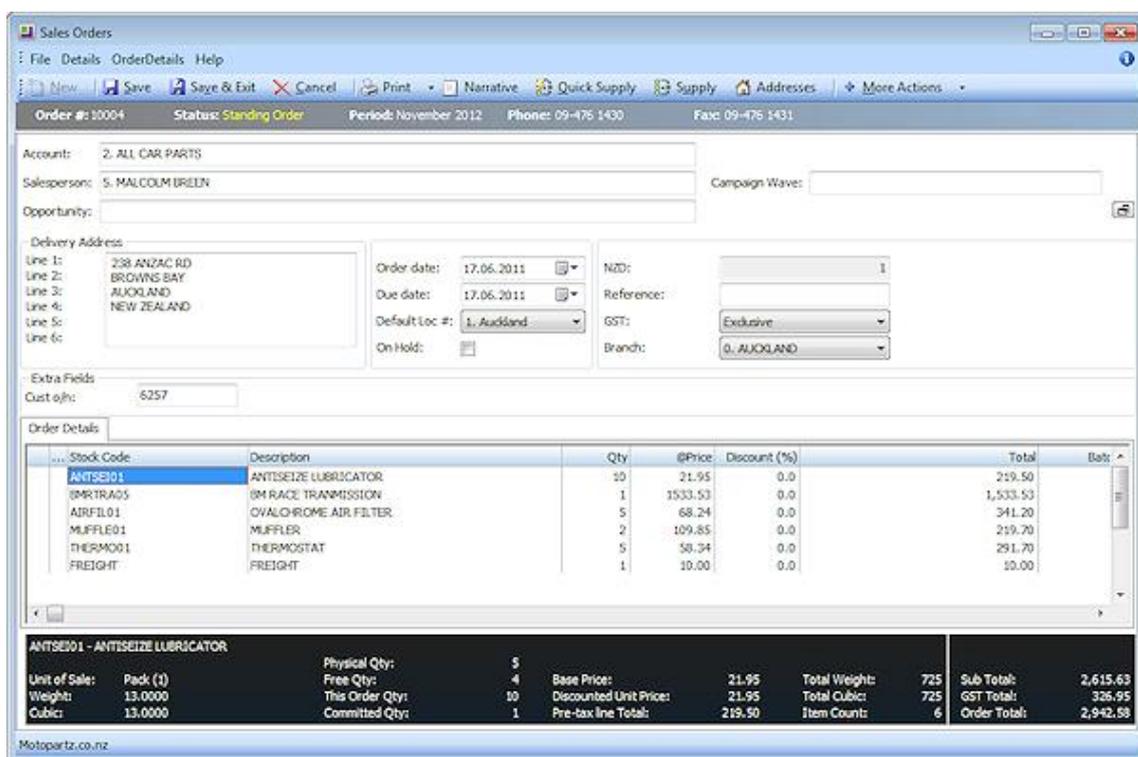
Enter the Sales Order details using the following table.

| Field | Description |
|---|---|
| **Account** | The account for which you are creating the Sales Order. You cannot process a Sales Order for an account on stop credit; a warning will be displayed. |
| **Contact** | If the **Add debtor contact details to transactions** profile setting is enabled, a Contact can be selected for the Sales Order. Correspondence related to the order will be sent to this Contact's email address, rather than the account's email address. |
| **Salesperson** | Enter the salesperson you want to record as having made the sale. To search for a salesperson, type '?' in the field and tab. |
| **Campaign Wave** | If the EXO Business CRM module is installed, Sales Orders can be associated with a campaign wave to track sales against a marketing campaign. |
| **Opportunity** | This field is available if the EXO Business CRM module is installed. If the Sales Order was generated from an Opportunity, the Opportunity will be entered here automatically; otherwise, one can be manually entered (enter **?** and press TAB to search for an Opportunity). |
| **Delivery Address** | The default address of the debtor account. Click the Home icon in the toolbar to select or create another delivery address for the account. |
| **Order Date** | The date the Sales Order is created. |
| **Due Date** | The expected time of arrival to the customer of the Sales Order. |
| **Default Loc#** | Choose the stock location from which you are supplying the stock. You can specify location at the Sales Order line level by clicking on the Sales Order Line Periscope button and selecting the required location in the Location field. |
| **On Hold** | Putting a Sales Order On Hold changes the Sales Order status to Not Processed. The quantity of the ordered stock item is still committed. The status bar at the top of the Sales Order has a red background.<br><br>In the Sales Order search window, you can filter on Sales Orders which are On Hold. |
| **AUD/NZD** | The currency of the transaction. |
| **Reference** | Any reference annotation you require on the Sales Order. |
| **GST** | Select whether the prices shown on the Sales Order are GST-inclusive or -exclusive. Changing this setting affects the **Sub Total**, **GST Total** and **Order Tota**l values at the bottom of the window. |

| | |
|---|---|
| **Consign loc** | This field is displayed if the **Allow Consignment stock orders through Sales Orders** profile setting has been enabled in EXO Business Config. To create a consignment order (see page 353), make sure you select the Consignment location here. This is the location from which the stock is supplied. |
| **Branch** | The branch of the Sales Order. If the profile setting **Allow Sales Order search, view & creation for other branches** is enabled, you can specify any branch in this field. |
| **Extra Fields** **Cust o/n** | Any Extra Fields (see page 23) created for the Sales Order header are displayed in this section. |
| | **Note:** Extra Fields on the Sales Order header can be configured to **update their values (see page 27)** whenever the Debtor account number on the Sales Order is changed; similarly, Extra Fields on Sales Order lines can be configure to update whenever the Stock code on the line changes. |
| | If you have an Extra Field for the Customer Order Number set up, the profile setting **Validate debtor order numbers** in is set to "On Entry" or "On Save", and the Debtor for which you are creating the Sales Order has the **Need Ord No** checkbox ticked in the Debtor Account Details window, then entering an order number for the Sales Order is compulsory. A check is also made to ensure the order number hasn't already been used. |

3. Enter the stock item details for the Sales Order in the grid below, using the following table.

| Field | Description |
|---|---|
| **...** | Click in this column to open the Sales Order Line Periscope (see page 371) for the current line. |
| **Stock Code** | Enter the stock item code, or type '?' and tab to select from a list. To add a Bill of Material in Sales Order entry window, enter a full stop (.) then the Bill code on the Sales Order line stock code column. |
| **Description** | The description of the stock item. |
| **Qty** | Enter the quantity of the stock item being ordered. |
| **@Price** | The price of the stock item. |
| | **Note:** You can click the 🖩 button to check the prices of all lines against the latest cost and selling prices from the Stock ledger. |
| **Discount (%)** | Enter any discount for the line. This column will not appear if you disabled the profile setting **Allow manual entry/override of discounts on debtor invoice and sales order lines** in EXO Business Config; this also applies to the Discount field in the Sales Order Line Periscope (see page 371). |
| **Total** | The total for the line. |
| **Analysis Codes** | Enter the analysis code you want to use for this Sales Order line. |

**Note:** Sales Orders are limited to a maximum of 1000 lines.

4. To add a description of the Sales Order, click the Narrative button.

5. To add a one-off stock item, right-click in the grid and choose Create One-Off Stock Item.

6. Once you have entered information in the header part of the Sales Order, you can minimise the Sales Order header by clicking on the Minimise/maximise button in the top right corner of the window. You can also view the Sales Order line total excluding tax and the discounted unit price excluding tax of a Sales Order line in the bottom panel of the window.

7. Click **Save** to save the Sales Order. The system will assign the next number, and prompt to print the Sales Order.

8. To make deposits against Sales Orders, the profile setting **Allow deposits in Sales Orders and general ledger** in the Configuration Assistant needs to be enabled. If enabled, when you save the Sales Order, you are asked if you want to make a deposit against the Sales Order. You can also specify the percentage required for a minimum deposit on any Sales Order, using the **Minimum Layby Deposit Percentage** profile setting.
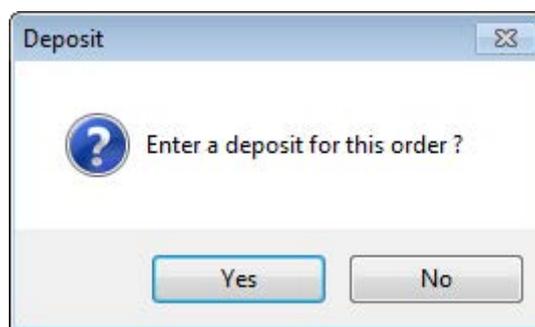


9. Click **Yes**, and the Payment/Receipt window (see page 398) is displayed in which you can enter the payment details.

10. If you use dispatch methods, and the profile setting **Prompt for dispatch information for debtor invoices/Sales Orders** is enabled, you will be prompted to select the dispatch method from the list displayed.
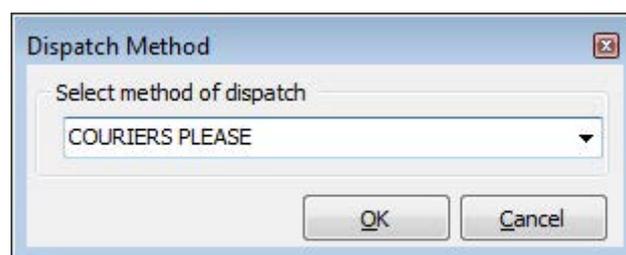


The following table describes the toolbar functions at the top of the window:

| Button | Description |
| --- | --- |
| **Narrative** | Add a narrative to the Sales Order. |
| **All Lines/Outstanding** | For partly processed Sales Orders, this button filters the Sales Order lines to view all, or view only outstanding, i.e. not processed, lines. |
| **Quick Supply** | Quick Supply (see page 370) all Sales Order lines in the Sales Order. |
| **Supply** | Supply (see page 367), or part-supply, the order. |
| **Addresses** | Add extra delivery addresses (see page 101) to the Sales Order. |

| More Actions | |
|---|---|
| **Tax Summary** | Display a summary of all tax rates that apply to the items on the Sales Order. |
| **Account** | View the Debtor Account Details window for the debtor account of the Sales Order. |
| **Check Prices** | Check the prices on the Sales Order against the latest cost and selling prices from the Stock ledger. |
| **History** | View the history of the Sales Order (see page 363). |
| **Generate PO(s)** | Generate one or more Purchase Orders based on the Sales Order (see page 318). |
| **Review Stock Availability** | This options is available for unprocessed Sales Orders when back orders are enabled. It opens a new window where stock levels for the items on the Sales Order are displayed (see page 363). |

### Adding a Bill of Materials to a Sales Order

You can select Bills of Materials (see page 504) (BOMs) by entering a "." (full stop) in the **Stock Code** column and pressing ENTER. This opens a list of active BOMs for you to select from. Bills of Materials of the type "Kit" do not appear in the list. After selecting a BOM, you are prompted for the quantity that you require:
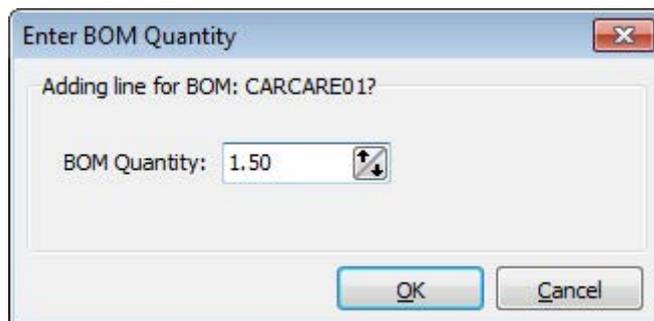


> **Note:** Decimal quantities can be entered if the **Quantities** value at **EXO Business Config > Essential > General Settings > Decimal Places in Numeric Values** is set to a value greater than zero.

When inserting a BOM, the system will draw in its default components. A BOM header displays in **bold**. Its cost and sell price is calculated from the sum of its component lines, which have a shaded background. Any change to these component lines will result in a change rolling up to the BOM header. The totals are calculated on the sum of the component lines of BOMs together with normal non-component lines.

If the BOM is priced by total, then after inserting the BOM lines you will be asked to confirm the total price for the BOM:
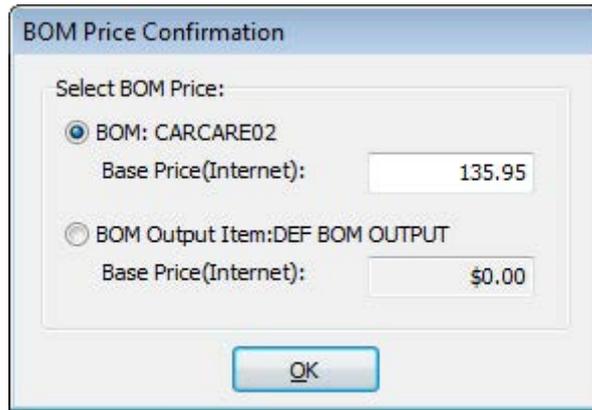


The top option obtains its price from the Bill of Materials setup screen. This price is editable at run time and is apportioned across the kit lines (price rollup/rolldown). If the BOM has an output code pointing at a stock item code, the system will test for the best price on that stock code and the result will be offered with the bottom option. This price is not editable but may be selected if desired.

## Copying Sales Orders

You can also create a new Sales Order by copying an existing order. To copy a Sales Order:

1. Select the order and click the **Copy Order** button ( ![icon] ). Alternatively, right-click on the order and select **Copy Order**. The following window opens:
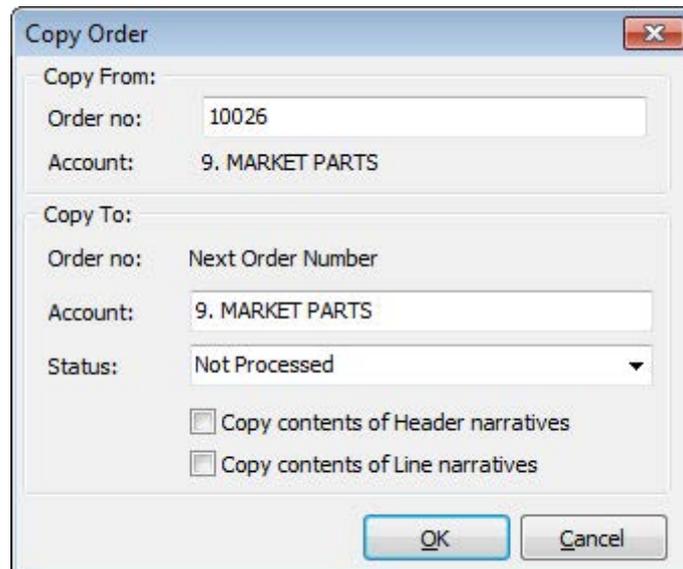


> **Note:** You can specify a different order to copy by entering a different number into the **Order no** field.

2. Enter the Debtor account to raise the new order for. This defaults to the account of the order being copied.

3. Select a Status for the new order.

4. Select whether to copy header and/or line narratives to the new order.

5. Click **OK**. The new Sales Order opens.

6. Save the order and close.

## *Reviewing Stock Availability*

Where back orders are enabled, the **More Actions > Review Stock Availability** option is available for unprocessed Sales Orders. Selecting this option checks for stock shortages on the Sales Order - if any are detected, the Stock Availability window opens, displaying stock levels for the items on the Sales Order:



> **Note:** For this window to appear, the **Check available stock for sales orders** profile setting must be enabled, and the **Default response to backorder prompt** profile setting must be set to "Yes" or "No" (not "Never").

By default, only line items that have stock shortages are displayed - tick the **Show all lines** box to display the details of all lines on the Sales Order.

The **Back Order** quantities for each stock item can be edited on this window. The **Back Order** dropdown contains additional options for backordering stock items:

- Backorder shortage quantities
- Force backorder entire quantities for shortage lines
- Force backorder entire quantities for all lines
- Reset backorder quantities to zero

> **Note:** If the **Default response to backorder prompt** profile setting is set to "Yes", the **Back Order** quantities will be set to the **Shortage** quantities by default.

# Viewing the History of a Sales Order

The Sales Order History window can be viewed in two ways:

- in a separate window, by clicking the **History** toolbar button on a partly processed Sales Order
- in the bottom panel of the main Sales Orders search window (see page 365), by clicking the button.
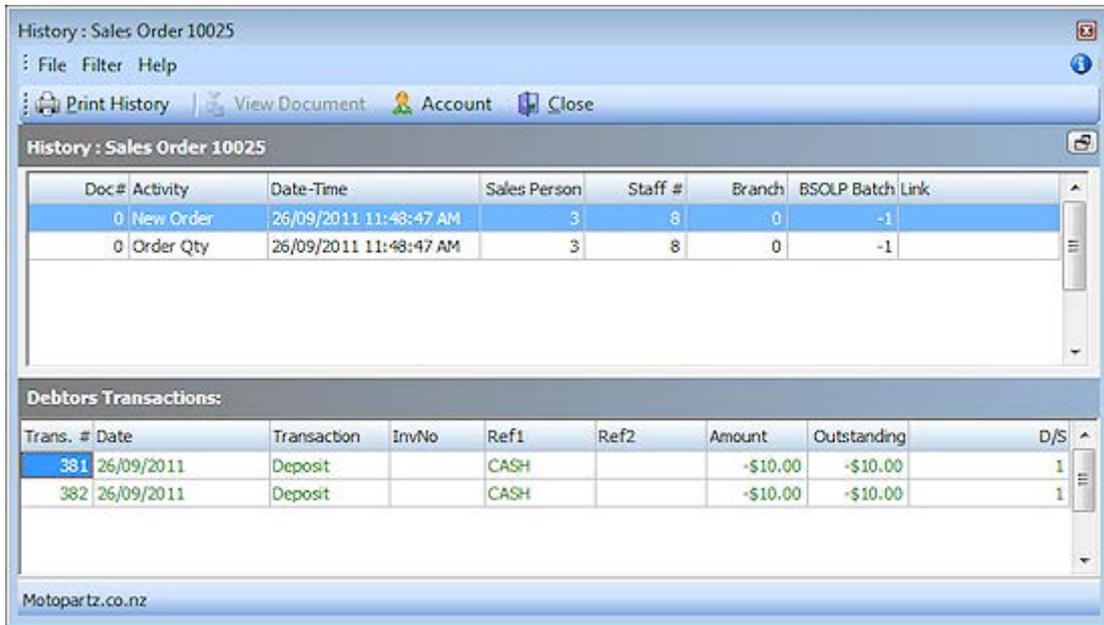


The following fields are available in the History pane:

| Field | Description |
| --- | --- |
| Doc # | A system-generated ID number. |
| Activity | For example New Order, Order Qty. |
| Date-Time | The date and time of the activity. |
| Sales Person | The salesperson for the sales order line activity. |
| Staff # | The Staff # of the salesperson for the sales order line activity. |
| Branch | The branch where this sales order was created. |
| BSOLP Batch | If this sales order was processed as part of a batch, the batch number. |
| Link | Displays any documents that have been linked to the sales order, such as PDF invoices or statements. |

In this window you can:

- View each event in the Sales Order lifecycle, such as New Order, Invoice, Release, Delivery.

- View any documents linked to the Sales Order (such as PDFs of the packing slip or invoice) in the Links field.

- View any Debtor transactions associated with the sales order, such as Invoice, Payment, Refund, Credit. Click the ⬚ button on the right side of the window to display the Debtors Transactions pane.

- Drill to the original transaction or document for the line. For new order activity, double-clicking will drill to the original Sales Order transaction; for Release activity, the packing slip is displayed.

- Right-click on any line to view the Debtor account details window for the account or print the history of this Sales Order.

## Searching for Sales Orders

When you have a large list of sales orders, finding a specific sales order quickly can be a challenge. There are a number of useful ways of searching for sales orders in MYOB EXO Business.

**Transactions > Sales Orders > Sales Orders**

The main Sales Order Search window is displayed:
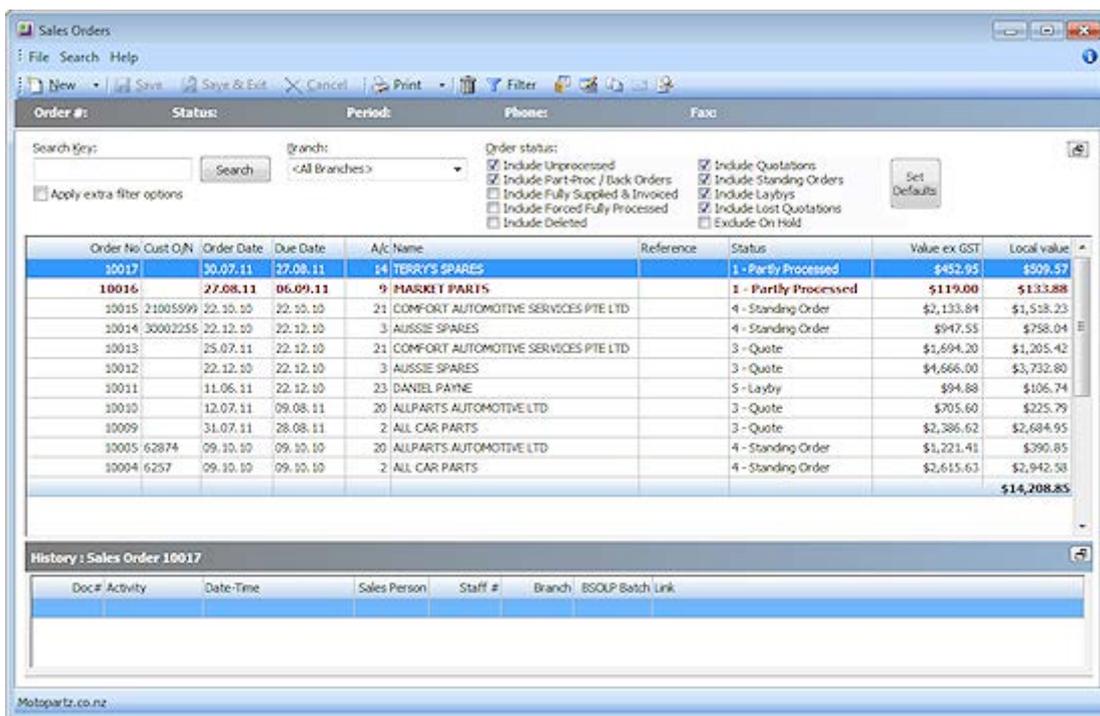


- Use the **Search Key** field to search on part of the account name, order number, customer order number, or reference.

- Select the branch you want to search on, or select "<All Branches>".

- Select the order status(es) you want to search on by ticking the relevant **Order status** checkboxes.

- For further Search filter options, tick the **Apply Extra Filter Options** checkbox. The **Sales Orders - Extra Filter Options** window is displayed. In this window you can choose to filter by order date range, delivery date range, account group, the salesperson, an order number range, or enter multiple order numbers separated by commas to retrieve multiple sales orders.
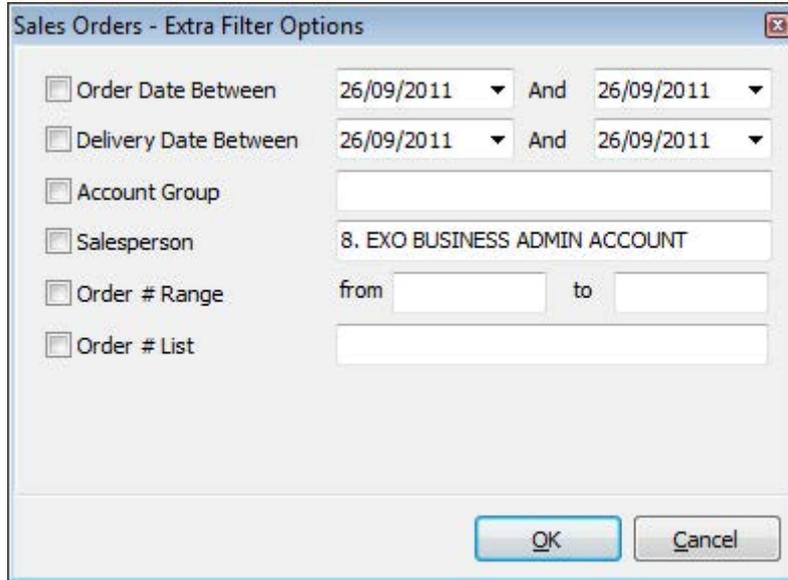


- Click the **Filter** button in the toolbar at the top of the window to use the Sales Order Line Filter window to further refine your search. This window is used to search sales order lines by stock item and then by sales order status. You can also sort by any of the columns in this window.
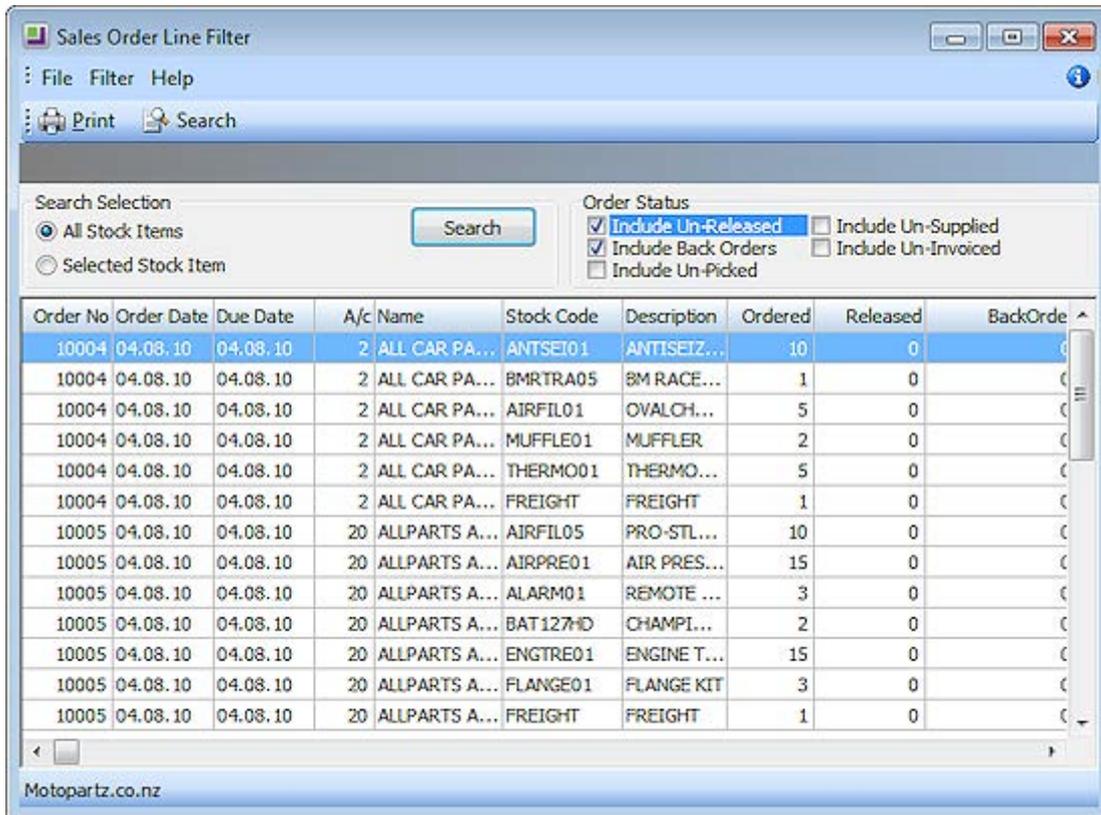


Remember that you can also use visible columns functionality to view additional columns and sort by them, to make searching easier. By default, a number of columns are hidden in the Sales Order Search window. For example, you can make visible orders that are On Hold, and then sort by this column in the grid.

## *Advanced*

In addition to these search methods, you can also use the Custom Filter functionality, which you can use to create custom SQL queries. The Custom Filter is accessible in several windows throughout MYOB EXO Business. In the Sales Order Search window, right-click on the column headings of the grid and choose Custom Filter > Set Filter. Note that this requires knowledge of SQL and familiarity with the table names and field names in the MYOB EXO Business SQL database.

# Supplying Sales Orders

The Sales Order Supply window allows the supply on an order-by-order basis, with the maximum control. The Sales Order Supply window is used to supply one sales order at a time, or part of a sales order. Using the Supply window, the processing can be divided into three stages:

1. Release items for picking

2. Supply or create stock movements

3. Generate invoice

To process multiple sales order at once, use the Batch Sales Order Processing window (see page 374).

To process a complete sales order quickly, use the Sales Order Quick Supply window (see page 370).

1. To supply a Sales Order through the Supply window, open the Sales Order and click on the **Supply** button. The Supply Details tab is displayed:
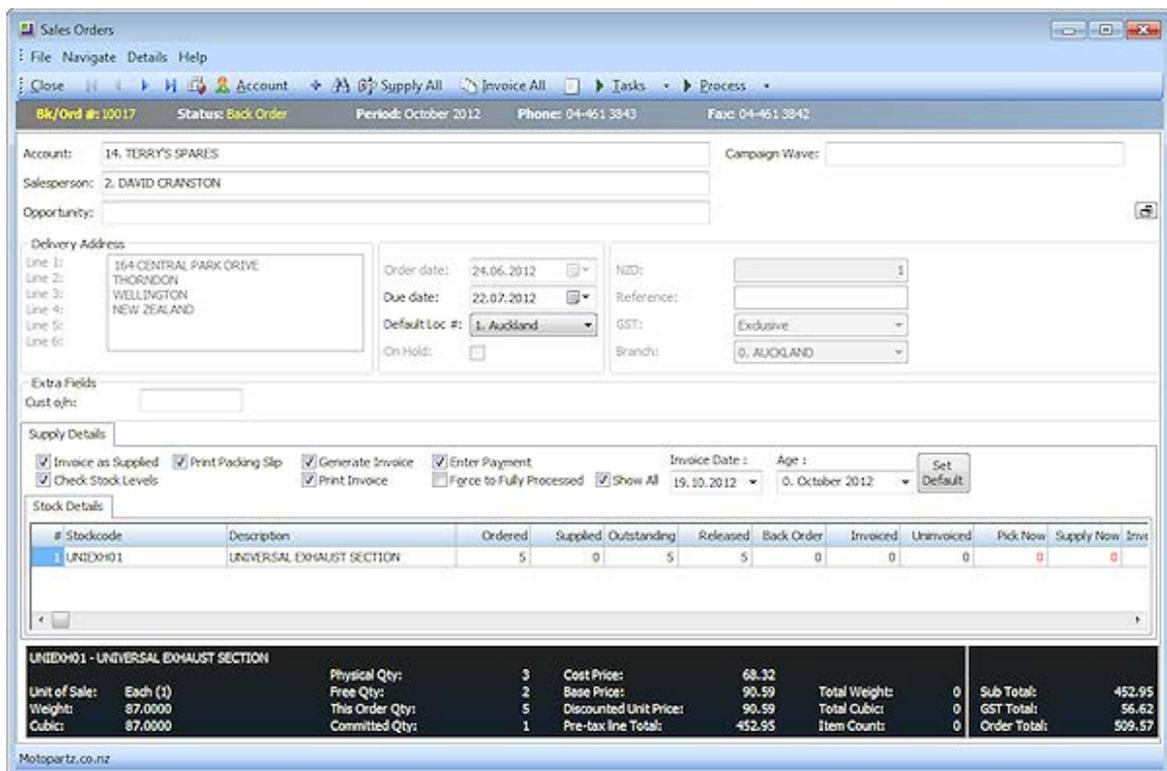
2.  Refer to the following table to complete the fields in the header part of the Supply Details tab.

| Field | Description |
|---|---|
| **Invoice as Supplied** | Will copy the Supply Quantity for each sales order line to the Invoice Now quantity. If you want to supply now but invoice later, leave this checkbox unticked, or simply override the invoice quantity for each sales order line. |
| **Check Stock Levels** | To display a warning when insufficient stock to supply the sales order line. Checks current stock level in the selected location. |
| **Print Packing Slip** | Prints a packing slip. |
| **Print Label** | Prints a packing slip label. |
| **Generate Invoice** | Generates the invoice for the selected sales order lines. |
| **Print Invoice** | Prints the invoice. |
| **Enter Payment** | To be prompted to enter a payment. |
| **Force to Fully Processed** | Checking this option will mark the order as fully processed even though not all lines have been supplied or invoiced. |
| **Show All** | Show all sales order lines including those that have already been supplied. |
| **Invoice Date** | The date of the invoice. Must be in the current period. |
| **Set Default** | Save the current settings as your default settings. |

3.  Refer to the following table to complete the fields in the Sales Order Line part of the window.

| Field | Description |
|---|---|
| **Stock Code/Description** | Stock code and description of the stock item. |
| **Ordered** | The quantity of the stock item on the sales order line. Click on the Plus symbol to view the Sales Order Supply window, where you can change the Ordered quantity of the stock item. |
| **Supplied** | Any quantity of the stock item on the current sales order line that has already been supplied. |
| **Outstanding** | Any quantity of the stock item on the current sales order line that has yet to be supplied. |
| **Released** | Click on the Plus symbol to view the Sales Order Supply window, where you can change the Released quantity of the stock item. Releasing less than the supply quantity will put the difference on BackOrder. |

| | |
|---|---|
| **Back Order** | Quantity of the stock item on this sales order line on back order. Released quantity + Bk Order quantity = Outstanding quantity. |
| **Invoiced** | Any quantity of the stock item that has already been invoiced. |
| **Uninvoiced** | Any quantity of the stock item that has been supplied but not invoiced. |
| **Pick Now** | Quantity of the stock item you are picking now. |
| **Supply Now** | Quantity of the stock item you are supplying now. |
| **Invoice Now** | The quantity of the stock item you are invoicing now. Keep blank to allow deliver now invoice later scenario. |
| **SO Unit Price** | The unit price. Note: You can allow a price override here by disabling the **Prevent override of price in sales orders and debtor invoices** profile setting in the EXO Business Configurator. |
| **Discount %** | Any discount you want to give on the sales order line. Checks maximum discount staff member can give. |
| **Location** | Location sales order line to be supplied from. Can supply single sales order from multiple locations. Default stock location in **Default stock location for new invoice, sales order or purchase order** profile setting displayed here. |
| **Batch Code** | This field is only available if the **Enable stock batch codes** profile setting is ticked. |

4.  Click **Supply All** if everything can be supplied.

5.  Click the **Invoice All** button to generate an invoice for the supplied item.

6.  Users then tick or un-tick check boxes based on their operation requirements.

7.  Click on **Set As Default** to save the settings and to be used as the parameters for future supply.

8.  Click on the **Add** icon to add additional line items to be supplied directly from the supply window, such as shipping costs.

9.  Click **Process** button to process the sales order and generates the required stock movements, transactions and forms.

The following table describes the toolbar functions at the top of the window:

| Button | Description |
|---|---|
| **Release All** | Releases all backorder quantities for the sales order. |
| **Pick All** | Sets the Pick Now quantities of all lines to the Outstanding amount. Only available if the **Enable sales order pick quantity** profile setting is enabled. |
| **Supply All** | Sets the Supply Now quantities on all lines to equal the release quantity. |

| | |
|---|---|
| **Invoice All** | Invoices all un-invoiced quantities up to the maximum of the supplied quantity. |
| **Sales Order Narrative** | Enter any descriptive narrative about the Sales Order. |
| **Process** | Gives you the option of breaking down the 'process' into distinct processes that can be run individually, or collectively (by clicking the Process button). Clicking the Process button also performs the tasks that are indicated by ticked boxes in the workflow settings, such as Generate Invoice, Print Packing Slip. |

# Sales Order Quick Supply

Sales Order Quick Supply is used to supply a single, complete sales order, as opposed to the Supply function, which you also can use to part-supply a sales order.

- To process multiple complete sales orders, use the Batch Sales Order Processing function (see page 374).

- To process multiple sales order lines, from multiple sales orders, use the Batch Sales Order Line Processing function in the Distribution Advantage module.

**Note:** If you place goods on backorder, Quick Supply will supply and invoice only what is released. It will not force any backorder quantities on sales order lines to become released.

To supply Sales Order through the Quick Supply window:

1. Open the Sales Order you want to supply.

2. Click the **Quick Supply** button. This will display the Quick Supply Order window.
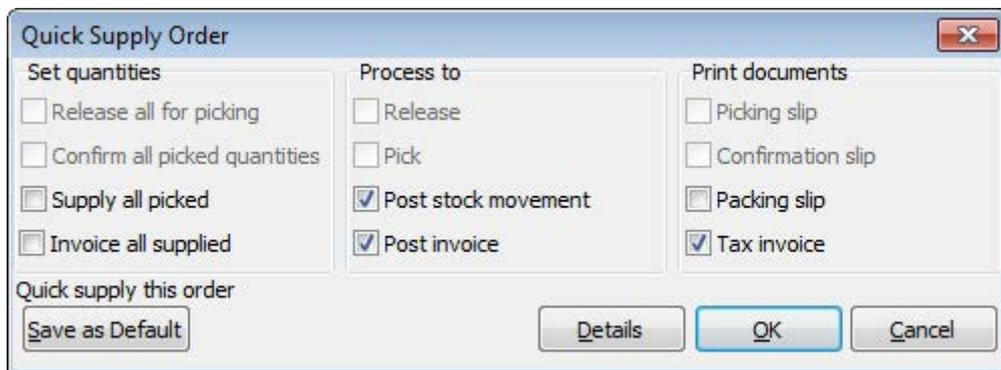
3.  Choose the required processing options here, as required. Click the **Details** button to view more options, such as entering the invoice date or payment details, if those options are enabled. Click the **Save as Default** button to save the current processing options as the default settings for future uses of this window.



4.  Click **OK**.

## Using the Sales Order Line Periscope



Using the Sales Order Line Periscope, you can change the following details on the sales order line on which you clicked the ellipsis button.

| Field | Description |
|-------|-------------|
| **Quantity** | The quantity of the stock item being ordered on this sales order line. |
| **Release** | The quantity of the stock item allocated to the order but not yet supplied. Use the Release quantity with the Backorder quantity to part-supply a sales order, for example if you want to ration a limited supply of a stock item across multiple sales orders. |
| **Back order** | The quantity of the stock item you want on backorder. Note that the Backorder quantity plus the Release quantity should equal the Quantity.  You may need to exit and re-enter the window to refresh the window. |
| **Correction** | This is the correction quantity that represents an adjustment from the original order quantity placed.  Corrections could occur as keyed adjustments or can be computer generated to account for oversupply, or for short supply determined by forcing the order to fully processed when there is unsupplied quantity. |
| **Due Date** | The due date of the sales order. |
| **Unit Price** | You can override this price if the profile setting Allow override of price in sales orders & debtor invoices in the Configuration Assistant is enabled. |
| **GST Rate** | GST percentage rate. |
| **GST value** | GST amount. |
| **Location** | The default stock location. |
| **Discount %** | Any discount given on the sales order line. This field will not be displayed if you disabled the profile setting **Allow manual entry/override of discounts on debtor invoice and sales order lines** in the EXO Business Config. This also applies to the Discount column in the Sales Order window. |

Click the **Show Stock Item** button to view the Stock Item Details window for the selected stock item.

Click the **Price Formulation** button to view any price rules for the stock item.

# Creating a Sales Order Manifest

Sales manifests are used to group together sales for delivery, for example by truck, train, or container. You can manually select which Sales Orders you want to group together, for any date and carrier. You can also load previous manifests.

Open the Manifest window by selecting **Transactions > Sales Orders > Manifest Entry**.
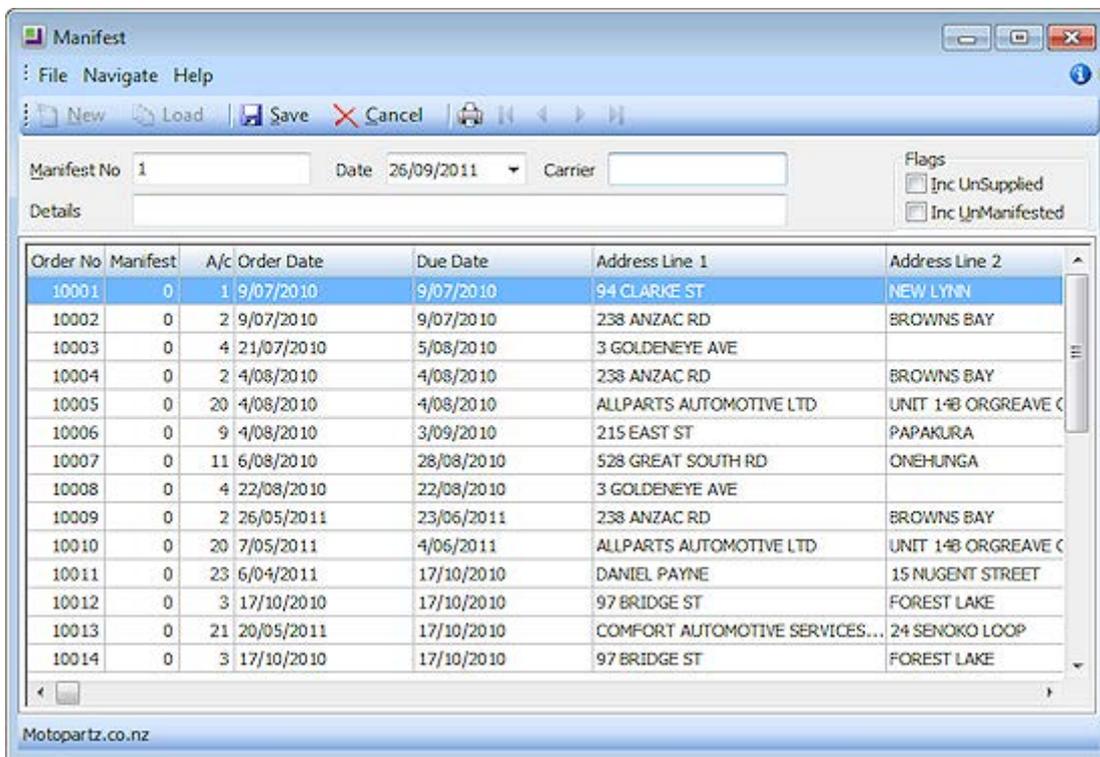


1. Click the **New** button. A list of Sales Orders is displayed.

2. Enter the Carrier being used for the delivery, and a description of the delivery. This might be geographical, or describe the stock being freighted for example.

3. Choose if you want to select from **UnSupplied** or **UnManifested** sales orders. (Normally, sales orders would be supplied before being manifested.)

4. Select the Sales Orders that you want to include in this manifest, by either:

   o double-clicking on a line, or

   o using the ENTER key.

Selecting a line will display the manifest number displayed in the manifest header of the window in the Manifest column.

5.  Click the **Save** button. You are prompted to print the Manifest. Click **Yes**. The Manifest is printed, listing key sales order line details such as Order Qty, Supply Qty, Unit Weight, Unit Volume.



6.  To view a previous sales order manifest, enter the manifest number in the **Manifest field** and then click the **Load** button. You can add or remove sales orders from existing manifests.

# Batch Sales Order Processing

Batch Sales Order Processing is used to group multiple entire orders together and process them at the same time.

> **Note:** See the Batch Sales Order Line Processing functionality of the Distribution Advantage module for line-level order processing across all Sales Orders.

1.  On the Sales Orders window (see page 355), select the Sales Orders you want to group together for batch processing. Choose the branch and order statuses you want to filter on and click Search.

2.  Select multiple Sales Orders to be supplied by holding down the CTRL key and clicking on the required sales orders.

3.  Click the **Batch Sales Order Processing** toolbar button (  ) to begin the process.
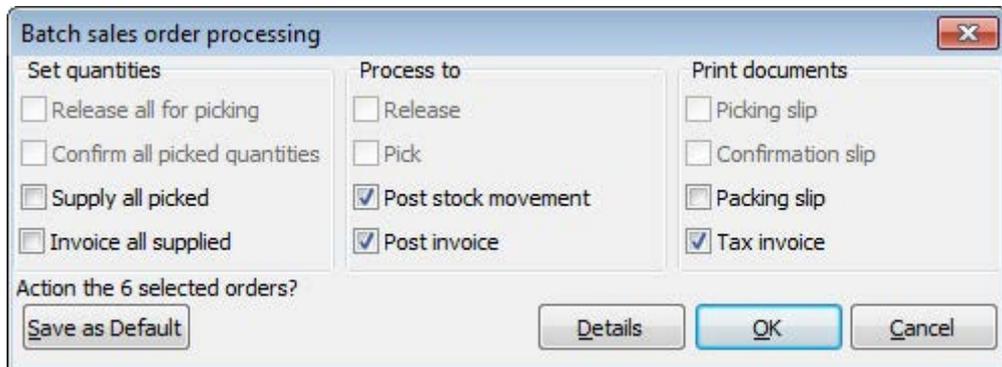


4.  Choose which processing options you require by ticking on the relevant checkbox.

5. Click the **Details** button to reveal more options to control the supply.
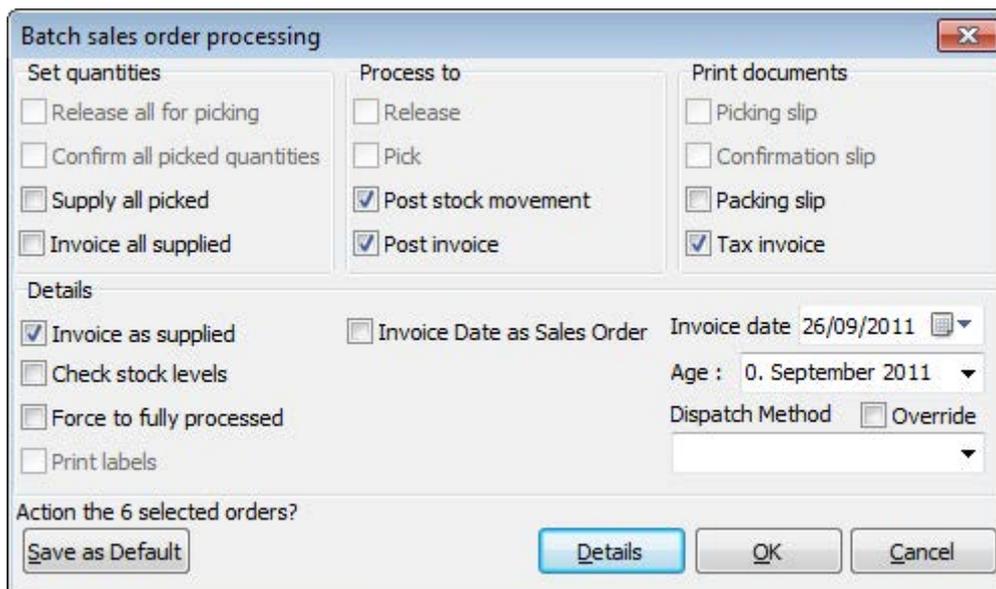


6. Refer to the following table when choosing the Batch Sales Order Processing options.

| Field | Description |
|---|---|
| **Release all for picking** | Prints the picking slip for all released quantities in selected sales orders. |
| | You can also choose to Process the batch to Released, and print the picking slip. |
| **Confirm all picked quantities** | Manually make any adjustments if actual picked quantity differs from the pickling slip quantity, then confirm the batch. |
| | You can also choose to process the batch to Pick, and print the Confirmation slip. |
| **Supply all picked** | Supplies all picked quantities on the sales order. Stock on hand levels are now adjusted. |
| | You can also choose to post the stock movement, and print the packing slip. |
| **Invoice all supplied** | Creates the debtor invoice line transactions. |
| | You can also choose to post the invoices, and print the tax invoices. |

7. Click **Save as Default** to retain the settings for the next time the batch process is used.

8. Click **OK** to process.

**Notes**

- The **Sales Order Line Filter** function from the main sales order search window can be used to determine which sales orders are to be supplied.

- A **Manifest** utility can be used to create a Sales Order manifest (see page 372) or a bulk loading list to consolidate orders for a particular shipment method or van route.

# Custom Line Fields

A Custom Line Field (CLF) is an extra column in the grid (body) of Sales Orders and Debtor Invoices. Unlike Extra Fields (see page 23), the Custom Line Field can perform calculations to manipulate the unit price of the Sales Order/Debtor Invoice line automatically as the line is entered, ensuring that the line total is always **quantity * unit price - discount**. (While it is possible to have a calculated Extra Field, the calculation is only applied once the Sales Order is saved.)

Three types of Custom Line Field function are available:

- Type 0 - No calculation is performed; instead, the Custom Line Field is populated with data from a specified lookup field in the STOCK_ITEMS table.

- Type 1 - Automatically recalculates unit price using the formula:

  Unit price = CLF value * Unit price per kg / Quantity

  Where the Unit price per kg is specified by the PRICEPERKG field of the STOCK_ITEMS table.

- Type 2 - Automatically recalculates unit price using the formula:

  Unit price = CLF value / Sell price per quantity

  Where the Sell price per quantity is specified by the PRICEQTY field of the STOCK_ITEMS table.

## *Example*

A business sells whole fish, where the price is determined by weight - fish are $2 per kg, i.e. the PRICEPERKG field for the FISH stock item is set to $2.00. The Custom Line Field is set up to contain the weight of the fish. The unit price is calculated using the type 1 calculation, by multiplying the weight by the price per kg to determine the unit price.

A single fish weighing 2.5kg is sold - this will cost $5 (2.5kg @ $2 per kg). A value of 2.5 is entered into the CLF column (which has been given the name "Weight"), and the Sales Order line is updated with a unit price of $5 (2.5 * 2), ensuring that the line total is $5.00:



A single fish weighing 3kg is sold - this will cost $6 (3kg @ $2 per kg). A value of 3 is entered into the Weight CLF column, and the Sales Order line is updated with a unit price of $6 (3 * 2), ensuring that the line total is $6.00:



Four fish weighing a total of 6.5kg are sold - this will cost $13 (6.5kg @ $2 per kg). A value of 6.5 is entered into the Weight CLF column, and the Sales Order line is updated with a unit price of $3.25 (6.5 * 2 / 4), ensuring that the line total is $13.00: