



Skills checklist

Tick the skills that you have learned in this unit.

Skills	✓
List the available sales reports	
Use the Sales Analysis Designer	

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Sales Orders - Review

This unit will provide a list of questions to review what you have learned.

1 What are two main methods for entering sales?

2 What option would best be used for supplying a sales order that is ready to be fully supplied?

3 When can Sales Orders be edited?

4 How can an invoice be emailed and what email address will it go to?

5 A customer has returned items and is asking for a refund. How will I process the return?

6 How will I print multiple invoices?

7 Where do I find any backorders that are on the system?

8 How can multiple sales orders be efficiently supplied and invoiced?

9 What are two main differences between a kit and an order template?

10 What do you need to enter when searching for a kit or order template to sell?

11 What report shows sales of stock items as part of a kit?

12 Where will information about customer discounts be found?

Sales Orders - Activities


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This unit provides a list of activities to practice the processes covered.

Activity 1

Create new Quote

- Enter the following Quote from your customer ALL CAR PARTS.

		Purchase Order	
<h1>ALL CAR PARTS</h1>		Date: Order #: 23345 Confirmation:	
Order To : <div style="border: 1px solid black; padding: 5px;"> All Car Parts PO Box 154 SMC NSW 1330 </div>		Deliver To : <div style="border: 1px solid black; padding: 5px;"> All Car Parts 155 Smithson Street RYDE NSW </div>	
Ph: 02 9235 9865 Fax: 02 9235 9866 Email:			
Stockcode	Description	Batch	Quantity
BAT127HD	Batteries		5
ALTNTR001	Alternators		3

- Save the quote.
- Convert the Quote to a Sales Order.
- Add a narrative to the sales order **Alternators are selling fast - let us know if you will be requiring more in the next week.**
- Round the price of the battery down to **\$61.00** (excluding GST) and enter a narrative against the battery line item **Reduced price on Batteries. Thanks for your custom.**
- Change the due date to be one week after the order date.
- SAVE AND EXIT** the sales order but **do not** take a deposit at this time.

Option 1a

Sales Message

- Create and recall a preconfigured sales message into the last line of your sales order **This discounting will not happen again. Order Now, Happy New Year.**

HINT: F9 to recall a sales message.

Option 1b

Create Common Phrases

- Create a common phrase that you may like to use when entering customer notes (e.g. ***Followed up successfully - issue resolved***)

Hint: CTRL+' from with a narrative or notes tab to recall common phrases.

Activity 2

Quick supply sales order



- Open the sales order screen and locate the sales order for ALL CAR PARTS generated in Activity 1.
- **Quick Supply** this sales order.
- Make sure that the **INVOICE ALL SUPPLIED** and **SUPPLY ALL PICKED** options are selected.
- Review the Details if required.

Note that you can age the transaction to a prior period however we will not be doing that in this case.

Activity 3

Full Order Process

Enter the order **10095** (below) from a new customer who should be on cash only terms. Take a 10% deposit.

4 Wheels

Purchase Order

Date:
Order #: 10095

Confirmation:

Order To :

4 Wheels
16 Dorito Rd
Charsville, NSW 2499

Deliver To :

RepcO Automotive Group
15-18 Riverwood drive
Frenchs Forest, NSW 2086

Stockcode	Description	Batch	Quantity
BATT12V31M	12V31M BATTERY		1
BATCHA01	BATTERY CHARGER		1
ALARM05	SECURITY ALARM		5
ALLOY5SET	ALLOY WHEELS STYLE 101 14X6.0		4
BMRTRA05	BM RACE TRANSMISSION		3

Please send confirmation of cost prior to processing order
Thanks Henry Chadwick

- How would you email a copy of this order to the customer?

Print to PDF and e-mail

Option 3a

One of your regular customers, EDWARD JONES, wants to buy a replacement piston for his engine. You do not have any new stock available however there is a second hand one available as the result of a trade-in.

- Enter a SALES ORDER to Edward Jones and sell the item (Piston).
- The **Sell Price** will be **\$358**.

- Process the sales order to Edwards Jones (created above) using quick supply and generate a debtor invoice.

Activity 3b

- Process the order for 4 Wheels via **QUICK SUPPLY** ensuring that you invoice for the goods delivered.

Activity 4

Supply sales order

- Aussie Spares have called to order the following:

Stock Code	QTY	Price	Special Instructions
ENGINE	1	\$3,512.00	Override GST as item will be shipped overseas
AIRFILO12PK	1	\$20.30	Override GST as item will be shipped overseas
REALIGN	1	\$104.23	Override GST as item will be shipped overseas

- The stock is being supplied from Brisbane.
- Click on the **SUPPLY** option to start the supply process.
- Aussie Spares have just called back to add 5x **ALTNTR001** (Price: \$161.80) and 12 x **ALARM01** (Price: \$84.34) to the order. (Do not override the GST)
- Once these items are added, process the order.

HINT: Click the + icon in the toolbar to add the items to the order.

Allow any unavailable stock to go on backorder, however, supply the other items.

HINT: Remember to tick the options **INVOICE AS SUPPLIED** and **GENERATE INVOICE** in the **Supply Details** screen. Click **SET DEFAULT** to apply these settings for future transactions.

Review the original Sales Order. Note that stock on back order is still showing as ordered while the other items should show as supplied and invoiced. Click the **Outstanding** icon on the toolbar to show only outstanding items.

Option 4a

- Create a **SALES ORDER** for Aussie Spares.
- They want to purchase everything from the standard **AUTO ORDER TEMPLATE** except for the **Off-Road Basket (STORAG05)**.
- Process and invoice the sales order.

Activity 5

Create One-off Stock Item

Your supplier (FWP) has provided demonstration stock of a new type of extractor that may be stocked at a later date.

- A cash sale customer has viewed the item and wants to buy the demonstration stock. When entering the debtor invoice, right-click to create a one-off stock item.
- Enter **TEMPLATE** in the stock code to copy from field.
- Description will be **GENIE EXTRACTORS**
- **Cost Price** will be **\$0**, **Sell Price** will be **\$250**.

Activity 5a

- Review the stock quantities of both **MOTOIL01** and **MOTOILCASE**.
- Create a debtor invoice to **D&C Panelbeaters** for 2 x **MOTOILCASE**.
- Review the stock quantities again and note how the stock is tracked.

Activity 5b

- Enter a debtor invoice to Daniel Payne to sell 2 x **COOPERx4** and 3 x **COOPER**.
- Review the stock items.

Activity 6

A cash sale

David Walker has come in to your spare parts department to buy a security alarm and a new wheel for his car. He has requested a 5% Discount on both items, however you are only able to offer this discount on the wheel.

- Create a cash sale invoice.
- Enter the purchasers name as a reference.
- Enter the delivery details 23 Brolga Street, Drummoyne NSW 2193.
- Enter stock items 1 x **ALARM05** and 1 x **ALLOY10114x6**.
- A 5% discount should be allowed for the wheel only.
- Enter a payment via Master Card for the full value.
- Review the CASH SALES account to check that the invoice and payment have gone through correctly.

HINT: payments entered via the payments tab are allocated automatically. Unselect the SHOW ONLY UNALLOCATED option to view your transaction.

Option 6a

Direct invoice and payment

Dorothy Hedges, an account customer, has come in to purchase a battery charger for her car (Batcha01). She is taking it with her today and paying the invoice total of \$96.80 with her visa card.

- Enter the invoice and payment.

Activity 7

Receive single debtor payment

- Receive **\$13103.73** from **4 WHEELS** for the items that were invoiced during Activity 3

HINT: Don't forget to include the Deposit already paid against the Sales Order.

- Use Payment type of VISA. Allocate the payment.

HINT: Use the **ADJUSTMENT** button to generate an automatic adjustment accounting for the balance.

Activity 8

Receive payment with discount

- Receive a **CHEQUE** payment in the amount of **\$2,021.28** from **AUSSIE SPARES** against the invoice we generated earlier today in Activity 4 (invoice total \$2,127.66).
- Ensure that a **5% prompt payment discount** is offered as they are paying within terms.

HINT: SPACE BAR calculates prompt payment discount.

HINT: **YET TO ALLOCATE** must equal 0 to properly allocate the payment.

- View the debtor account to view the payment.

Option 8a

- Run a report to find out any unallocated debtor payments

HINT: Reports > Debtors Payment Listing.

- Allocate the payments for **ALL CAR PARTS** as appropriate.

HINT: As there is no current payment involved you will need to use the **ALLOCATE** icon on the transactions tab of the debtor account.

Activity 9

Edit invoice reference fields

DANIEL PAYNE has called to negotiate a delayed settlement on the order processed earlier (Activity 6a). He has asked that payment be pushed out to two months after the invoice date.

- Make this amendment and note in the narrative **Agreed delayed payment terms on this invoice.**

Option 9a

Duplicate invoice

The CASH SALE customer from ~~Activity 1~~ Activity 6 has returned to buy 2 more of the wheels he purchased.

- Duplicate the original invoice and then edit the invoice to sell the customer two extra wheels (but not the security alarm).

Activity 10

Return of goods

ALL CAR PARTS are returning 2 x Batteries (**BAT127HD**) and 1 x Alternator (**ALTNTR001**) purchased in Activity 1. Instead of returning the goods to the **Sydney** location from which they were originally shipped, they will be returning to the **Brisbane** location.

- Enter a credit note to account for the return and allocate it to the appropriate invoice.
- Review the transaction in one of the stock accounts (**ALTNTR001**).

Option 10a

Return and refund

AUSSIE SPARES have returned the items purchased and paid for earlier today in Activity 4. The cheque has not yet been banked so you will simply need to return the cheque to them

- Reverse the payment and generate a credit against the original invoice.

Note that de-allocation of the payment occurs automatically. However, if a prompt payment discount was given in the original payment, a credit note must be created against the discount as well.

Activity 11

Establish and process backorders

- Supply and invoice the order **10004** for ALL CAR PARTS.
- Some items are not in stock so you will need to place them on backorder.

HINT: This happens automatically when you attempt to supply the order.

- Review the backorders on the system using the **SALES ORDER LINE FILTER** on the sales order screen. Note that backorders can be printed.
- During dispatch of the previous supply, the warehouse supervisor has found an additional 4 x **ANTSEI01** on the shelf (it has been some time since the last stocktake). Find the backorder and supply these additional items

HINT: Say no when asked whether to place on backorder.

NOTE: This will only work when your system is set to allow negative stock. At some later stage your stock manager will need to enter the stock into the system to bring the numbers back to an accurate level.

- Review the sales order to see what is still outstanding

HINT: Click the **OUTSTANDING** icon in the toolbar to show only outstanding items on the order.

Activity 12

Partly processed orders

You have been given the task of going through the partly processed orders to see what can be finalised.

- Upon review, it appears that the order **10017** from TERRY'S SPARES has not been supplied.
- Review the outstanding items and determine what can be supplied from stock.
- Supply and invoice those items that are in stock.
- Review the **Sales Order History** and the status of the order once the supplied items have been invoiced.

Option 12a

Convert order to fully processed

The partly processed order from Aussie Spares (Activity 4) is still awaiting delivery of their outstanding stock. They have decided to cancel the balance of the order because of delays.

- Convert the order status to FULLY PROCESSED.

NOTE: The stock item(s) previously on back order no longer has an item in the COMMITTED column now that the order has been cancelled.

Activity 13

Process standing orders

- Process the standing orders in the system for **ALLPARTS AUTOMOTIVE** (10005) and **COMFORT AUTOMTIVE SERVICES** (10015)

HINT: Use **CTRL** key to select multiple standing orders or use reference code filter.

NOTE: Picking slips are not automatically printed. See your implementing partner if this is required.

Activity 14

Sell BOM Kit

- Enter a sales order for MARKET PARTS for the following **kits**:
- 5 x **.OFF ROAD TRIP KIT**
- Because they are purchasing a number of the kits you have decided to give them a further discount, offering the kit at \$685.00 each.

- On the same order Market Parts have also asked for
 - 1 x **.CARCARE01** at the standard price
 - 3 x **.CARCARE02**
- Reduce the price on CARCARE02 to \$128 per kit

NOTE: Because CARCARE02 is priced by total the new price can be entered and will be pro-rated against the individual items).

- **SAVE** and **PROCESS** the sales order.

Activity 15

Selling BOM Builds

- Create a debtor invoice to Cash Sales for 2 x **CARCARE03** stock items.
- Create a second debtor invoice, however this time sell 4 x **.CARCARE03** (use the fullstop code).
- Review the stock item **CARCARE03** and see how the different methods of selling are reflected in the stock code.

Activity 16

Credit BOM Builds

Market Parts has returned one of the **CARCARE01** stock items as they only want to stock the **CARCARE02** range.

- Generate a credit note for 1 x **CARCARE01**

(HINT: Find transaction in the debtor account and right click to generate credit. Adjust quantity as required).

Option 15a

Credit Bom kit

Market Parts have also returned 3 bottles of Motor Oil that had leaked in transit. How could we handle this return?

Use invoice to generate credit. Add -ve item of same value
