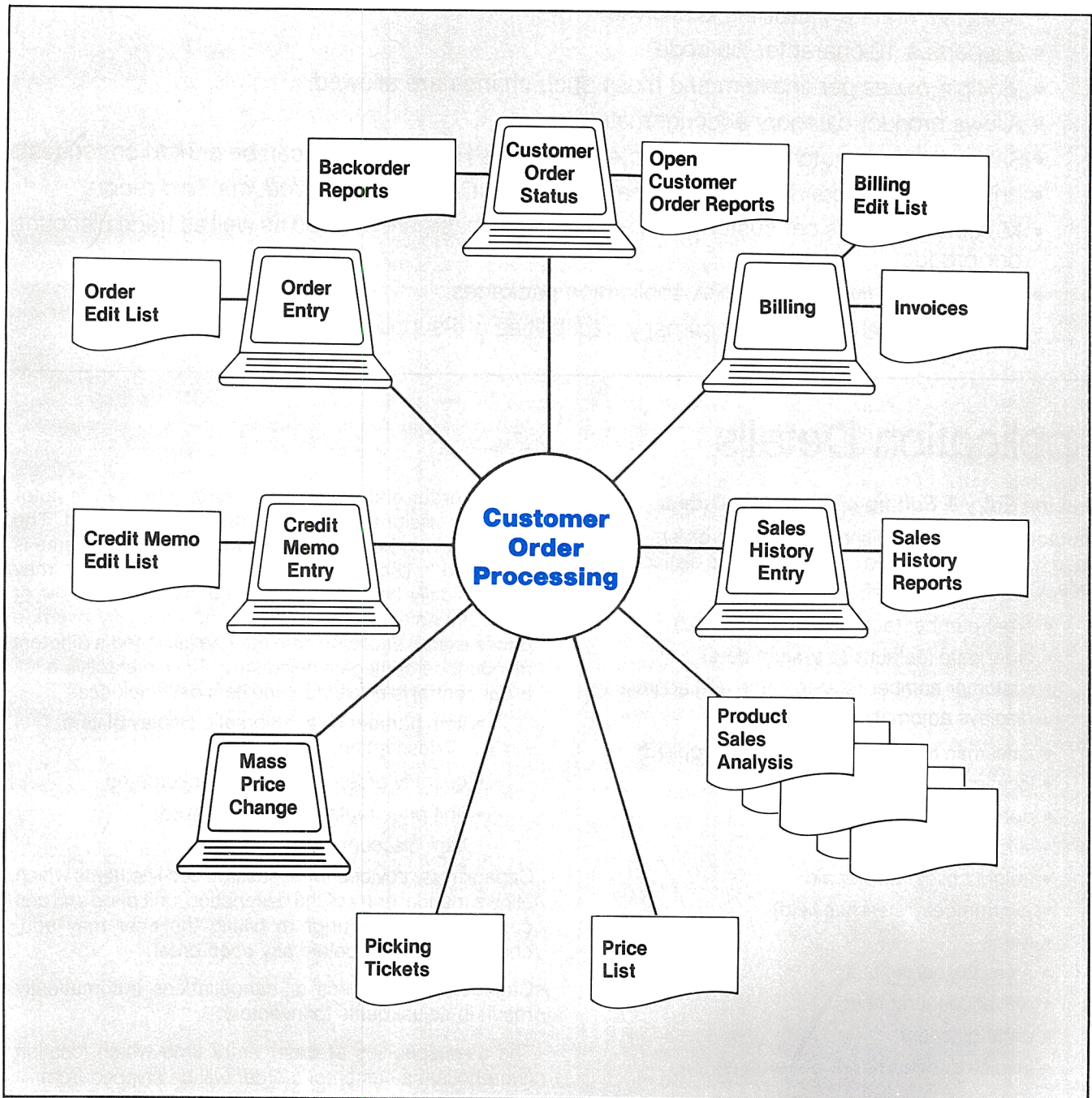


CUSTOMER ORDER PROCESSING

in DIBOL®



Application Overview

Customer Order Processing (COP) provides two-pass customer order entry with separate billing. It can integrate with MCBA's manufacturing system and has many features that will interest a distributor. It includes the following capabilities:

- Allows on-line entry & editing of customer orders and/or Credit Memos.
- Allows on-line allocation of line-items at entry-time.
- Order and/or Line-Item discounts can be entered at entry-time.
- Allows on-line credit check and availability check at entry-time.
- Back orders can be automatically handled.
- Supports distribution from multiple warehouse locations.
- Selective and Partial Billing is allowed.
- Supports a 10-character zip code.
- Multiple prices per line-item and mass price change are allowed.
- Allows product category account maintenance.
- Sales History is automatically collected and Sales History reports can be printed on request.
- Prints the *Products Sold by Customer* report and *Customers by Products Sold* report.
- Multiple discounts per customer on a product line basis are allowed as well as trade discounts per product.
- Interfaces to five other MCBA application packages.
- Security system and multi-company capabilities are supported.

Application Details

On-Line Entry & Editing of Customer Orders

Interactive entry and editing of customer orders is provided with order entry and billing run as two distinct functions. Order data includes:

- order number (automatically assigned)
- order date (defaults to system date)
- customer number (ship-to name and address displays automatically)
- salesman number (automatically supplied)
- location (which warehouse)
- purchase order number
- ship-via method
- freight collect or prepaid
- job number (reference field)
- terms
- sales tax percent
- A/R account number
- order discount
- invoice comments (70 characters)

During order entry, a six-digit "order number" is automatically assigned to each order as it is entered. The customer number is verified and the customer name is displayed. The responsible salesman number may automatically be pulled for the customer master file or manually entered. The capability to manually override prices exists. Each line item may be assigned a different discount percentage if necessary. Fully interactive back order control is provided. Line item data includes:

- item number (with automatic display of item description)
- quantity ordered, quantity backordered
- unit price (automatically supplied)
- item discount

Capability is provided for miscellaneous line items which allows manual entry of the description, unit price and unit cost. At any time prior to billing the user may add, change, inquire or delete any open order.

Changes to line items or cancellations automatically result in adjustments to inventory.

The user specifies at order entry time which location (warehouse) a customer's order will be shipped from.

The Order Edit List may be printed on request for all or selected open orders.

At order time, COP allocates inventory for stocked items. For non-stocked items, COP can explode down the appropriate bill of material and allocate components at the first stocking levels. All shipments and/or changes to open orders will be correctly reflected in the on-hand and allocated fields.

There is a feature which allows the user to verify the allocated quantities with customer order's line-items and reset the allocated quantities as needed. This is important because allocated quantities cannot be manually adjusted.

The order discount can be entered manually at entry-time and, if so entered, applies to each line-item on the customer order. Line-item discounts are applied in addition to and on top of the order discount. There is a hierarchy of line-item discounts: Manually overridden line-item discounts are senior; the first default is by customer by product category; the second and lowest priority default is the trade discount which is by product category.

These discounts are applied to each line-item price which is (1) manually entered overriding the default price, (2) the default price based on customer type or, (3) the first price in the price array for that item.

Availability is checked for stocked line-items and if not enough are available to cover the order quantity the user is given the option to override, cancel, backorder all or partial backorder. For non-stocked line-items, COP will go down the bill of material and allocate components at the first stocking level. Component shortages are not indicated in COP but are detectable via I/M and will be handled directly in Shop Floor Control (SFC).

The recommended way to handle product options is via modular bills. If the user identifies these modular bills such that they sequentially follow their parent product in the Item Master, the following feature of COP will be of value. When entering line-items in order entry mode the TAB key is programmed to automatically bring up the next item in the Item Master. If the TAB key is again pressed, the next item will overlay the one just retrieved, etc. So the user could literally TAB through his product-options and select out the one he needed for this order.

Prints Picking Tickets

Prints Picking Tickets in bin number sequence for finished goods. It also prints component items to be used in the assembly of non-stocked finished goods for shipment. This means that the Picking Ticket may serve as a production order for the Assembly Department to either kit a group of items or do a short final assembly to finished goods for shipment. At the user's option Picking Tickets may be printed for all or selected orders, showing items sorted by picking sequence.

Selective and Partial Billing

In the two-step order entry process used, selected orders may be billed on request. Partial billing is allowed, with adjustments to quantities shipped and quantities back ordered allowed at billing time. Billing information includes:

- invoice number (automatically assigned)
- invoice date (defaults to system date)
- net total of order
- total weight of net order
- miscellaneous charges
- sales tax (automatically calculated)
- billing total
- invoice comments (70 characters) defaults to original order's comments)

The Billing Edit List may be printed prior to invoice printing, showing all invoices as they will be printed.

Invoice Printing

Invoices are printed for all appropriate orders. Billing information is automatically interfaced into Accounts Receivable (A/R).

Both COP & A/R support the expanded zip code (9 for U.S. and 10 for Canada).

Credit Memos

Credit Memos may be entered on request with optional adjustments to inventory. *The Credit Memo Edit List* may be printed prior to the actual credit memo printing, showing all credit memos as they will appear.

Multiple Prices per Item

Allows up to 42 prices per item. These are cross referenced by price code to customer type, so that a particular customer type (retail, small wholesaler, etc.) will receive a certain price for that item. The source code is set up for five prices per item but the modifications necessary to increase that are well documented.

Mass Price Change

Allows the user to change prices on-line by a percentage for all items in a product category and/or within a specified range of items.

Print Price List

Prints all prices per item for one, few or all items in the master file. Associated price codes are also shown. These are what is matched to customer type to determine which price a customer gets on each line-item.

Customer Order Status

Reports all open customer orders and back orders for stocked and non-stocked items by location, customer,

item, and date-range combinations. These reports show quantities and dollars ordered and back ordered in addition to the normal reference information.

There are five reports in all:

1. *Backordered Items Report—Stocked Items Only*
2. *Backordered Items Report—Non-stocked Items Only*
3. *Backordered Items Report—All Items On Back-Order*
4. *Open Customer Order Report—Non-Stocked Items Only*
5. *Open Customer Order Report—All Items*

Product Category Account Maintenance

Allows the user to specify what G/L account number each product category's sales will automatically be posted to.

Detailed Sales History

Can be set up to record the sale of each line item on each customer order. In addition, COP reports sales by customers and items (1) this year's period-to-date compared to last year's period-to-date, and; (2) this year's year-to-date, compared to last year's year-to-date. The Sales History file can optionally be created on a mountable pack to be storage efficient.

Detailed Sales History data is automatically captured from Order Entry and Credit Memo entry. The user can also manually enter sales history.

The reports available are:

- *Sales History by Customer*
- *Sales History by Customer/By Product*
- *Sales History By Product Category/By Product*
- *Sales History By Product/By Customer*

Multiple Discounts per Customer

Provides up to 30 percentage discounts per customer by product category. Each saleable item is associated with a product category. A given customer may get a certain percent discount on all items within one product category and a different percent discount on all items within another product category. The discounts are set in A/R.

The source code is set up to allow ten discounts per customer but the modifications necessary to increase that limit are well documented.

Trade Discounts

A special function of COP which allows the user to set up to 45 discounts by product category regardless of item or customer. These are used when COP cannot find a product category discount for a customer (see above). A good use for these trade discounts is for catalog sales where prices are set for months but the discounts vary. The user can mail out new discount sheets and not have to reprint and mail an expensive catalog.

Interfaces to Five Other MCBA Application Packages

- Inventory Management (I/M)
- Bill of Material Processor (BOMP)
- Accounts Receivable (A/R)
- Base Material Requirements Planning (BMRP)
- Full Material Requirements Planning (FMRP)

I/M and A/R are the only prerequisites for COP.

Security

The security system allows up to 200 passwords and provides access restrictions to the file level and the application level by company.

Multiple Companies

Multiple company support comes with up to eight (8) companies supported. Most users do not have that many but they still find this feature very useful for test files and/or for operator training.

Record Size

| | |
|------------------------------------|----------------|
| Customer Order Header | 316 characters |
| Customer Order Line Item | 112 characters |
| Credit Memo Header | 124 characters |
| Credit Memo Line Item | 78 characters |
| Detailed Sales History | 79 characters |
| Sales Summary | 353 characters |

Run-Time Size

Approximate disk space requirements for COP run-time/object modules is 1130KB.