

Order Flow



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INTRODUCTION TO ORDER FLOW

In the largest sense, order flow refers to the complete process of receiving and filling an order, from the time the customer calls or walks through your door to when your driver places the item in the customer's hands. In terms of your DDMS system, order flow refers to the movement of an order through your O/P Dealer system, from the initial pick ticket to pulling and invoicing the order.

The movement of an order through your operation is influenced not only by your level of automation, but by your location, the customers you sell to, and the physical layout of your site—particularly your warehouse. DDMS cannot tell you how to run your business; you know better than we do the individual factors that make your business unique. What we can and will do is help you become more efficient by providing suggestions on the best way to integrate the DDMS system into your operation.

DDMS divides the order flow into three levels: Beginning, Mid-Level, and Advanced. Both Beginning and Mid-Level will be addressed in the system documentation to be issued this summer. For the purpose of this session, we will examine the Beginning Level. Optimum efficiency requires that accurate on-hand quantities be loaded in the system. However, some parameters in this system allow dealers without accurate on-hand quantities to maximize the efficiency of their flow.

This handout breaks steps into minimum suggestions, optional, and optimum efficiency. The suggested steps are listed in a specific order for a reason. The timing for some of the steps, however, is flexible. This means that you can execute that step at a different time than is indicated by the order of the checklist. All of these suggestions are explained in this handout. The parameters you must set to utilize the minimum and optional suggestions are explained in **Chapter 3: Instructions for Optional Steps**. The parameters you use to set your system to optimum efficiency are explained in **Chapter 4: Instructions for Optimum Efficiency**.

Minimum Suggestions

- Print tickets to a status 6.
- Print the Short-Buy Report.
- Create purchase orders and transmit them to your vendor.
- Receive purchase orders.
- Flush backorders to a status 8.

Optional

- Split backordered quantities from shipped quantities of the same item.
- Don't allow partial shipments from stock.
- Limit when tickets with all lines backordered print.
- Limit when tickets with mixed lines print (some shipped, some backordered).
- Batch print invoices or print them immediately.
- Use your wholesaler's "pre-receive through transmission" feature.
- Use the batch processes to move all your tickets to a final-verified state.
- Specify merchandise location codes.
- Print a Salesperson Backorder Report daily.
- Purge purchase orders from the PO-MASTER file daily and archive the detail.
- Force ship lines by stock (only for dealers without accurate on-hand quantities).
- Force backorder all lines (only for dealers without accurate on-hand quantities).

Optimum Efficiency

- Print a Picking Manifest.
- Print a Shipping Manifest.
- Print pick tickets on inexpensive paper.

OrderFlow

- Use barcode scanners.
- Use your wholesaler's pre-packaged/labeled deliveries feature.
- Use your wholesaler's auto-backorder from other branches feature.
- Set your (L6) parameters so that partial shipments from your wholesalers are not allowed.
- Set your (L6) parameters so that substitutes by your wholesalers are not allowed.
- Set your (L6) parameters so that backorders from your wholesalers are not allowed.
- Deliver on invoices.
- Establish bin locations in your warehouse.
- Pull by the ticket.
- Set your pulling schedule.

The way you set up your system can also have a large impact on order flow. DDMS recognizes that office products dealers need to run their businesses in different ways. What works for your competitors may not work for you. For this reason, almost every part of the O/P Dealer system is parameter-driven. The fields in the system's parameter screens let you tailor each application to suit your needs so you can establish the order flow that best suits your way of doing business.

Every dealer will have three types of tickets to handle: those with all lines shipped from stock, those with all lines backordered, and those with mixed lines. There are several methods for handling each of these types of tickets, thus there are numerous combinations. This handout has selected the first and fifth combination from the chart below to examine. These are found to be the most efficient combinations.

Combination	All Lines Shipped	All Lines Backordered	Mixed Lines
1	Pull and Stage; Deliver Next Day	Either Do or Don't Print Tickets	Pull and Stage; Marry with Wholesaler's
2	Pull and Stage; Deliver Next Day	Either Do or Don't Print Tickets	Pull the Next Day with Wholesaler's Deliveries
3	Pull and Stage; Deliver Today	Either Do or Don't Print Tickets	Pull and Stage; Marry with Wholesaler's
4	Pull and Stage; Deliver Today	Either Do or Don't Print Tickets	Pull and Stage; Deliver Today
5	Pull and Stage; Deliver Today	Either Do or Don't Print Tickets	Pull the Next Day with Wholesaler's Deliveries
6	Pull Next Day	Print or Don't Print	Pull the Next Day with Wholesaler's Deliveries

Table 1. Handling Common Ticket Combinations

CHAPTER 1: BEGINNING FLOW #1

This dealer pulls in-stock items for all tickets and stages the merchandise. He does not print a ticket if all lines are backordered. He marries the wholesaler's deliveries with in-stock items on the mixed-lines tickets. He prints labels as the package is prepared for delivery. This is Combination 1 from Table 1.

SUMMARY OF BEGINNING FLOW #1 (COMBINATION 1)

1. (G) Order Entry screen; [O] Order action code. End the order at a status 6.
2. Pull the in-stock merchandise for all tickets; stage for delivery.
3. (G) screen; [V] Verify action code. Initial-verify exception tickets only.
4. (T) Order Entry Selectors screen; [10] Short-Buy Report. Execute the Short-Buy Report.
5. (F) Purchase Order Entry screen; [S] Short Buys action code. Create the wholesaler's purchase order.
6. (F) screen; [S] Short Buys action code. Direct backordered lines that are stocking items. (The timing of this is flexible.)
7. (SR) Purchase Order Reports; [B] Transmit P/O To Vendor code. Transmit/pre-receive/transfer/transmit. Transmit and pre-receive purchase orders. Transfer items to another purchase order ((F) screen; [T] Transfer action code). Transmit new purchase order.
8. (F) screen; [T] Transmit action code. Clean up the final wholesaler's purchase order of the day.
9. (F) screen; [R] Receive action code. Final receive all wholesalers' purchase orders.
10. (TR) Order Entry Reports screen; [G] Flush Backorders action code. Flush all three types of tickets.
11. (T) screen; [10] Short-Buy Report. Execute the clean-up Short-Buy Report. (The timing of this is flexible.)
12. (T) screen; [11] Backorder Report. Execute Backorder Report, sorting by salesperson number.

The Next Day

13. Pull from the wholesalers' deliveries and marry items with staged merchandise.
14. Print labels for all types of tickets.
15. (G) screen; [V] Verify action code. Final-verify tickets with shorts or misfills.
16. (TR) screen; [B] Invoices action code. Batch print invoices, sorting by route.
17. Driver leaves.
18. (F) screen; [C] Change action code. Correct purchase orders with shorts and misfills.
19. (TR) screen; [H] Stock Receipts Report. Release extra quantities to on-hand.
20. (SR) screen; [P] Purge Purchase Orders action code. Purge purchase orders and archive detail.

DETAILED INSTRUCTIONS FOR BEGINNING FLOW #1 (COMBINATION 1)

1. (G) Order Entry screen; [O] Order action code. End the order at a status 6. Four parameters have important effects on order flow.
 - a. To end orders at status 6, specify 6 in the T-I-C-K-E-T-SST field in the (L1) Terminal and Ticket Parameters screen.

By ending a ticket at status 6, each ticket is handled only once, at the point of order entry. The system will ship lines for which there are sufficient on-hand quantities, and it will backorder lines for which there are no on-hand quantities. It will ship partial quantities when the entire quantity ordered is not available from on-hand stock. The Short-Buy Report looks for lines at an initial-verified status (status 6 is an initial-verified status). Therefore, the only time a ticket would need to be re-initial verified is when the on-hand quantities are not accurate.

This is even recommended for the dealer without accurate on-hand quantities. This dealer should classify his inventory with stock classes and use the FORCE ALL ITEMS TO BE A B/O field in the (LG5) Additional Order Entry Parameters screen to force ship all items, even on-hand items. He should also use the CLASS RANGE TO FORCE SHIP (O/E) FROM and TO fields in the (LE1) Inventory Parameters screen to specify a range of stock classes to force ship.

- b. Specifying Y in the SPLIT TO A SEPARATE LINE PARTIAL BACKORDERS field in the (LGØ) Purchase Order Parameters screen will cause the system to separate the shipped quantities from the backordered quantities on each line where some, but not all, quantities are available from stock.

The split lines feature offers two advantages. First, it helps the puller working with flushed tickets, because it will separate the items previously shipped from stock from the quantities filled by the wholesaler. A code that tells the puller where to find the stock will precede each line. This code specifies whether the item is in the bin, staged, or delivered by a wholesaler. The split lines feature also offers more accurate tracking of the A Cost in the order entry and sales journal files (P-MASTER and JOUR-S, respectively). If you use this feature, the system will store the weighted average cost for the line quantities, ship from stock, and store the actual cost from the purchase order for the line quantities purchased from a wholesaler.

This feature is important to the dealer who is delivering his mixed-line tickets all on the -0 ticket, either by pulling the in-stock portion of the order and staging to marry with wholesalers' deliveries, or by pulling all lines on the ticket the next morning, after receiving the wholesaler's deliveries.

In addition, if you use the split lines feature, you can also use two other features. Using the SPECIALS field in the (LGØ) screen, you can specify whether special lines will be attached to the line with the backordered items, the line with the shipped items, or both.

If you use the split lines feature, you can also specify that your pick tickets always print in bin number order, which can simplify staging the orders. You do this using the ALWAYS PRINT TICKETS IN BIN ORDER field in the (LGØ) screen.

Note: If you specify Y in the NO PARTIAL SHIPS field in the (LGØ) Order Entry Parameters screen, the split lines feature does not apply.

- c. The NO PARTIAL SHIPS field in the (LGØ) screen will make the system backorder all order quantities for an item if there are not enough quantities on-hand to fill the entire ordered quantity. This allows you to leave whatever quantities you do have on the shelf for the next order, rather than depleting your entire stock of that item. It will also make the ticket easier

for the puller to read, because all quantities will be in either the shipped or the backordered column.

This feature is useful for dealers that don't want to use split lines, but still are concerned about the accuracy of pulling lines and tracking the A Cost.

Dealers that pull both stock quantities and wholesaler quantities the next day should use either split lines or the no partial ship option.

- d. When you specify **S** in the OPTION column for the terminal you are using in the (L1) screen, the system will not print the ticket if all lines are backordered. These tickets will be printed as part of the flushing process. This will save paper and eliminate the time required to handle a ticket for which there is no product available.

Dealers without accurate on-hand quantities should *not* specify **S** in the OPTION column.

2. Pull the in-stock merchandise for all tickets; stage for delivery.
3. (G) screen; [V] Verify action code. Initial-verify exception tickets only. An exception ticket is any ticket that did not print shipped or backordered quantities correctly the first time.
4. (T) Order Entry Selectors screen; [10] Short-Buy Report. Execute the Short-Buy Report.

Run separate short-buy reports for different areas of your company, such as supplies and furniture. To do this, you limit the report. For example, if furniture items are in a different location, you would limit by location. If they are a different department or stock class, you would limit by department or stock class.

Then, save each selector and catalog them in the (T) screen so that you can run them without specifying sorts and limits in the future.

When you save the items from the report to a file, you must differentiate between the short-buys file with furniture items and the short-buys file with supplies (or whatever the different areas of your company are). You must begin the file name with **SHORT-**. Therefore, you may want to name the files SHORT-FURN and SHORT-SUP, or SHORT-LOC1 and SHORT-LOC2, or whatever file names suit your business.

5. (F) Purchase Order Entry screen; [S] Short Buys action code. Create the wholesaler's purchase order.

When building the short-buy purchase order, DDMS recommends that you accept the default of **Y** at the prompt ASSIGN PICK TICKET TO A PO. This marries the line from the order and the line from the purchase order. It also provides an audit trail when viewing an order in the (G) or (F) screen, or when printing a Backorder Report.

6. (F) screen; [S] Short Buys action code. Direct backordered lines that are stocking items. (The timing of this is flexible.)

Decide what to do with items for pick tickets that you normally carry in stock, but you are out of.

You may not want to purchase these items from the wholesaler, because you probably order them in larger quantities (for a lower price) directly from the manufacturer.

You have several options at this step.

- a. If you already have placed an order for this item from the manufacturer (whether it has been acknowledged or not), you can add these items to the existing order. However, this option is only valid if this order includes items for stock, and not just items to fill backorders.

To add items to an existing order, you do not change the order to the manufacturer, since the order is already in progress. Rather, you change the allocation of these items on your system's version of the purchase order. To do so, subtract the number of this item that you need for the customer from the original order quantity, and change the order quantity to this new, smaller number. (If you need a greater quantity for the customer than you ordered for stock, you cannot use this option.) Then, add a new line to the purchase order for the same item. Enter the order quantity that you need for the customer, and assign the customer's pick ticket number to this line.

Because you subtracted the same order quantity from the original order amount that you added in the new line, the order quantity for this item has not changed. However, the allocation has changed. Rather than all of this item going to stock when the order comes in, the appropriate amount will now automatically go to the customer.

- b. If you have not yet ordered this item from the manufacturer, you can place the item on a purchase order for vendor DUMMYXXX, where XXX will be replaced by the first few letters of the vendor name. (If you do, make sure you notify the salesperson who entered the order the item is for, so that he can make sure the customer can wait. You can view the salesperson for this item by running a Backorder Report through the (T) Order Entry Selectors screen. You can also view the salesperson assigned to orders by using the [I] Inquire action code in the (G) screen.) Specify the purchase order number HOLDXXX, where XXX again will be replaced by the first few letters of the vendor name. You can place the items on this purchase order until you have a large enough quantity to direct buy the items, and then transfer the item to a real purchase order.

When you use this method, you can run the Backorder Report through the (SR) screen to keep track of the items you are waiting for. You can sort by salesperson so that each salesperson knows what items his or her customers are waiting for.

You can also run the Outstanding Purchase Order Report, limited to purchase order numbers HOLD000 - HOLD ZZZ and sorted by purchase order number. This shows you how many holding purchase orders you have, for what vendors, and for which items. It also shows an extended dollar total so you can determine whether the order has met the minimum dollar amount required to place an order.

- c. In addition, you can leave the item in the SHORT-BUY file. If the item is not placed on a purchase order, it will appear in every short-buy file until it is placed on a purchase order.
7. (SR) Purchase Order Reports; [B] Transmit P/O To Vendor code. Transmit/pre-receive/transfer/transmit. Transmit and pre-receive purchase orders. Transfer items to another purchase order ((F) screen; [T] Transfer action code). Transmit the new purchase order.
 - a. Transmit the purchase order to the wholesaler.
 - b. Pre-receive the order. To pre-receive, you must specify Y in the PRE-RECEIVE field of the specified wholesaler's communication parameter screen, which is one of the (L6) Vendor and Wholesaler Communications screens.

Note: You must contact the wholesaler to turn this feature on.

Associated Stationers, SP Richards, and United Stationers offer the pre-receive option. When this feature is turned on, the system will update your purchase order master file (PO-MASTER) with received quantities when you electronically receive the wholesaler's acknowledgment. With this feature, transferring items that won't be shipped to a new

purchase order is quick and easy. The newly created purchase order is then ready to transmit to the next call vendor without manually keying in the item numbers.

When you pre-receive, the wholesaler receives your order, then sends back an acknowledgment that specifies how much of the order it can fill and updates the PO-MASTER field with the new received quantities.

- c. Transfer unfilled items to another purchase order. If there are items that the wholesaler cannot fill (as shown on the acknowledgment), transfer those items to a new purchase order so that you can order them from another wholesaler.
- d. Transmit the new purchase order with the unfilled items to the next wholesaler.

Note: You should set the parameters in the (L6) screens for the wholesalers you use before going live on telepurchasing. These parameters can help you customize the telepurchasing functions to match the way you purchase from these wholesalers.

8. (F) screen; [T] Transmit action code. Clean up the final wholesaler purchase order of the day.

Clean up the final purchase order of the day. (The system does this automatically for all other purchase orders when you specify the transfer function, above.) Check the pre-received quantities the wholesaler sent on the acknowledgment. There are several ways to make the final purchase order match pre-received quantities.

- a. Change the purchase order so that ordered quantities will equal received quantities. Manually delete lines with no received quantities, and reduce the order quantities on partially filled items to match the received quantities. Quantities not received will appear on the next Short-Buy Report.
 - b. Transfer partially filled or unfilled items to a purchase order for vendor DUMMYXXX and purchase order number HOLD. You can use this method to run the Backorder Report. Place the items here while you find a vendor who can fill the order, and then transfer the items to a real purchase order.
 - c. Delete the unfilled items off the purchase order. They will automatically appear on the Short-Buy Report the following day.
9. (F) screen; [R] Receive action code. Final receive all wholesalers' purchase orders.

Final receive all pre-received purchase orders. (Final-receiving updates the RECEIPTS file with the quantities in the RECEIVED column on the purchase order.) To do so, go to the (F) screen and select the [R] Receive action code. At the prompt PRE-RECEIVE OR FINAL, specify F.

10. (TR) Order Entry Reports screen; [G] Flush Backorders or [V] Auto Verify with Batch Printing action code. Flush all three types of tickets.

Flush all the day's tickets to a final-verified status through the (TR) screen. (Flushing allocates the correct received quantities to backordered lines on the assigned tickets.) To do this, specify 8 in the STATUS field in that screen. Lines that have been through the short-buy process will flush to status 9; those that have not will flush to status 8. Refer to Sample 1 for examples of how ticket status changes after flushing.

You use one of three functions in the (TR) screen to move all tickets to a final-verified status (ready to move to invoice). Tickets that need to be verified by hand are discussed in step 15.

- If items were backordered, and any backorder on the ticket will come in, use the [G] Flush Backorders function.

- If items were backordered, but no backordered items on that ticket will come in, use the [G] Flush Backorders function. At the prompt FLUSH OLD SHIPPED ORDERS, specify Y. At the prompt DATE OF ORDERS, specify the date the order was entered. This field defaults to the previous business day (as determined by the LAST WORKING DAY OF WEEK FOR FLUSHING OLD SHIPPED ORDERS field in the (LF1) Purchase Order Flushing Parameters screen). If you are flushing today's invoices, change the date to today's date. This function will cause both the shipped and backordered lines to go to a final-verified status, and will also create a -1 ticket for the backordered lines.

The LAST WORKING DAY OF WEEK FOR FLUSHING OLD SHIPPED ORDERS field allows you to use the flushing process as a vehicle to move any mixed-type ticket, which will not receive quantities from the wholesaler, to a final-verified status. This allows you to invoice shipped items on tickets that are also waiting for backorders to come in. To use this function, the ticket must have at least one shipped item and one backordered item, and you must specify a day in the LAST WORKING DAY field. When using this option, the system looks for any -0 ticket from the default date with shipped lines at status 6 or 7. Do not flush the previous day's shipped orders until you have finished your regular flush. DDMS recommends that dealers using this flow override the status on the print line to make it status 8, and print all invoices together in a batch later.

This eliminates the need to manually final-verify those tickets.

- If all items were in stock and shipped the first time the ticket printed, use the [V] Auto Verify with Batch Printing function. At the prompt DATE OF ORDERS, specify the date the order was entered. This field defaults to the previous business day (as determined by the LAST WORKING DAY OF WEEK FOR FLUSHING OLD SHIPPED ORDERS field in the (LF1) screen). If you are flushing today's invoices, change the date to today's date.

You must specify Y in the ALLOW AUTO VERIFYING WITH BATCH PRINTING ("TR-V") field in the (LGØ) screen to use this function. You must also specify T in the OPTION column for the terminal you are using in the (L1) Terminal and Ticket Parameters screen, and you must specify a day in the LAST WORKING DAY field in the (LF1) screen. In addition, any tickets you want to auto verify must have at least one shipped item, and the shipped items must have a cost and a sell price. If an item does not have a cost or price, the ticket will print, but the status will not change. Tickets with a backorder will not print if you specify T in the OPTION column in the (L1) screen and if you specify N in the PRINT CODE field in the (LGØ) Order Entry Parameters screen, but the ticket will move to the status specified in the STATUS field in the (SR) screen.

When you select the [V] Auto Verify with Batch Printing function, the system looks for all fully shipped -0 tickets with lines at a status 6 or 7 and moves them to a final-verified status. DDMS recommends that you override the status in the print line to status 8 and print all invoices together in a batch later.

The PRINT CODE field in the (LGØ) screen controls what code prints before the item number on flushed tickets. The code indicates whether the item is in the bin, previously pulled and staged, still on backorder, or delivered from the vendor.

DDMS recommends that you specify print code A if you pull the in-stock portion of the ticket today and the remaining quantities from the wholesalers' deliveries tomorrow. This allows you to deliver all items on one ticket or invoice, giving you a 100% fill rate whenever possible, and still maintaining pulling precision.

Example 1: Mixed-type ticket.

Ordered	Backordered	Shipped	Status	Invoice #
				1-0
Item A		3 ea	6	
Item B	3 ea		6	

After ending the ticket in the (G) screen

Ordered	Backordered	Shipped	Status	Invoice #
				1-0
Item A		3 ea	8	
Item B		3 ea	9	

After flushing the ticket using the (G) Flush Backorders function in the (TR) screen

Example 2: Mixed-type ticket for which no backorder was received.

Ordered	Backordered	Shipped	Status	Invoice #
				2-0
Item C		3 ea	6	
Item D	3 ea		6	

After ending the ticket in the (G) screen

Ordered	Backordered	Shipped	Status	Invoice #
				2-0
Item C		3 ea	8	
Item D	3 ea		9	

Ordered	Backordered	Shipped	Status	Invoice #
				2-1
Item D	3 ea		7	

After flushing the ticket using the (G) Flush Backorders function in the (TR) screen (FLUSH ONLY FUTURE ITEMS = N)

Example 3: All lines shipped ticket.

Ordered	Backordered	Shipped	Status	Invoice #
				3-0
Item E		3 ea	6	
Item F		3 ea	6	

After ending the ticket in the (G) screen

Ordered	Backordered	Shipped	Status	Invoice #
				3-0
Item E		3 ea	8	
Item F		3 ea	8	

After using the [V] Auto Verify with Batch Printing function in the (TR) screen

Note: The code you specify in the PRINT CODE field in the (LGØ) screen, in combination with the options specified in the OPTIONS field for your terminal in the (L1) screen, determines whether bin locations and the first four characters of the vendor's account number print on the ticket. You can also specify that **** prints in the bin column for items that were previously shipped, or that XXXX prints in the bin column for backordered items. For more information on these options, refer to "Volume 1: Commercial Order Entry" in *Book III: Order Entry*.

- (T) screen; [10] Short-Buy Report. Execute the cleanup Short-Buy Report. (The timing of this is flexible.)

If you run separate short-buy reports for different areas of your company (for example, limiting by department, stock class, or location), run another Short-Buy Report at the end of the day. Limit this report to exclude your previous limits, so that you can see if any items were left out. For example, if you run the Short-Buy Report for location 1 and location 2, run this report for all other locations.

- (T) screen; [11] Backorder Report. Execute the Backorder Report, sorting by salesperson number.

This shows what is still on backorder, so that the salesperson can contact the customer.

The Next Day

- Pull from the wholesalers' deliveries and marry items with staged merchandise.

On the next business day, fill orders from received quantities by pick ticket number. You do not need to receive the new items first; when you pull items directly from the wholesaler's tub to fill pick tickets, you will know which items are missing by which items on the pick tickets are still unfilled.

14. Print labels for all types of tickets.

You can print labels on an individual basis through the (TR) screen. When you select the [D] Shipping Labels/Manifest function and specify the label format that you want to use, the system will display the prompt ARE YOU SURE. When you specify Y at the prompt, the system will display the Print Shipping Labels screen. This screen allows you to enter the order numbers for the pick tickets that require labels, as well as the number of labels that you want to print for each order.

If you are set up for bar code scanning, you can automate the process of entering ticket numbers by printing bar codes on your pick tickets. Scanning these bar codes in the (TR) screen will substantially reduce the keystrokes required to print labels for these orders.

15. (G) screen; [V] Verify action code. Final-verify tickets with shorts or misfills.

Correct tickets that the wholesaler shorted or misfilled through the [V] Verify or [v] Old Verify function in the (G) screen. (You may not always need to perform this step; most tickets should not be shorted or misfilled.) For example, you flushed all items to a final-verified status, based on the wholesaler's acknowledgment, in step 10. If a backordered item shows as shipped on the ticket, but the wholesaler shorted the item in this delivery, you must correct the ticket.

16. (TR) screen; [B] Invoices action code. Batch print invoices, sorting by route. (The timing of this step is flexible.)

Batch print invoices, using the [B] Invoices function in the (TR) screen. This step can be performed at a later time. For instructions on batch printing invoices, refer to "Volume I: Commercial Order Entry" in *Book III: Order Entry*.

17. Driver leaves.

18. (F) screen; [C] Change action code. Correct purchase orders with shorts and misfills.

Clean up misfilled and short purchase orders through the (F) screen so that they reflect actual received quantities. For instructions, refer to step 8.

19. (TR) screen; [H] Stock Receipts Report. Release extra quantities to on-hand.

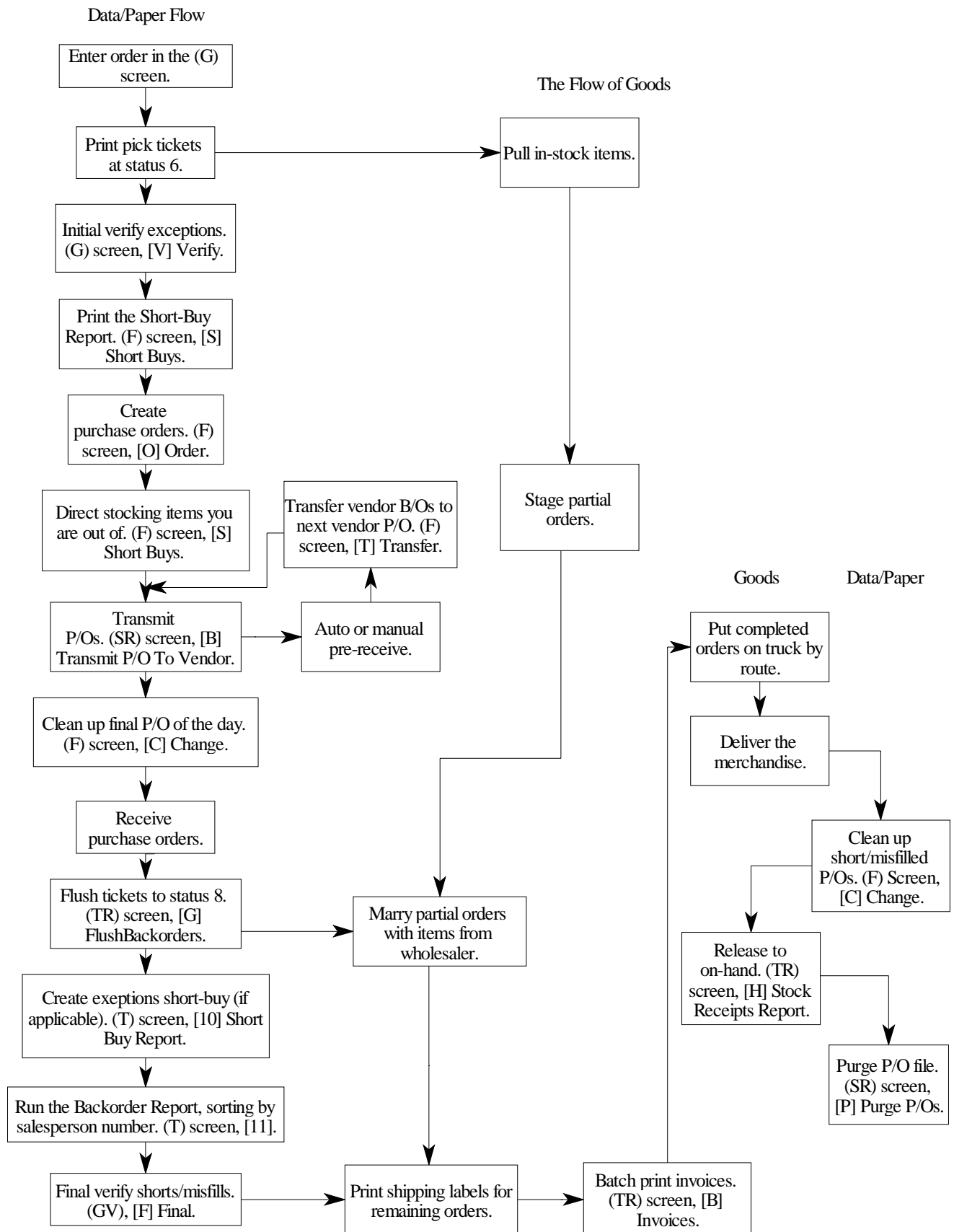
Release the remaining items to on-hand inventory. This will update your on-hand quantities.

Note: Even if there are no quantities left on the purchase order to go to on-hand, you must perform this step to clear out the file RECEIPTS.

20. (SR) screen; [P] Purge Purchase Orders action code. Purge purchase orders and archive detail.

Purge the previous day's completed purchase orders before receiving any additional purchase orders or beginning the short-buy process for the current day. (This is a semi-dedicated function; make sure no one uses the (F) screen during the purge.) DDMS recommends that you archive the purged data so that you can automatically create accounts payable invoices and automatically receive faxed invoices.

Beginning Flow #1. The Flow of Paper Goods When You Pull In-Stock Items and Stage for Delivery the Next Day.



CHAPTER 2: BEGINNING FLOW #2

This dealer pulls in-stock items for fully shipped tickets only. He does not print a ticket if all lines are backordered. He delivers what he has on invoices and waits until the next day to pull the mixed-type tickets. At that time, he pulls the in-stock items from the shelf and the backordered items from the wholesalers' deliveries. Those items are also delivered on invoices. He prints the shipping labels when the order is packed. See Combination 5 from Table 1 in the **Introduction to Order Flow**.

SUMMARY OF BEGINNING FLOW #2 (COMBINATION 5)

1. (G) Order Entry screen; [O] Order action code. End the order at a status 6.
2. Pull the in-stock merchandise for fully shipped tickets.
3. (TR) Order Entry Reports screen; [D] Shipping Labels/Manifest action code. Print shipping labels.
4. Move fully shipped tickets to final-verified status and create invoices.
5. (T) Order Entry Selectors screen; [10] Short-Buy Report. Execute the Short-Buy Report.
6. (F) Purchase Order Entry screen; [S] Short Buys action code. Create the wholesaler's purchase order.
7. (F) screen; [S] Short Buys action code. Direct backordered lines that are stocking items. (The timing of this is flexible.)
8. (SR) Purchase Order Reports; [B] Transmit P/O To Vendor code. Transmit/pre-receive/transfer/transmit. Transmit and pre-receive purchase orders. Transfer items to another purchase order ((F) screen; [T] Transfer action code). Transmit new purchase order.
9. (F) screen; [T] Transmit action code. Clean up the final wholesaler's purchase order of the day.
10. (F) screen; [R] Receive action code. Final receive all wholesalers' purchase orders.
11. (TR) Order Entry Reports screen; [G] Flush Backorders action code. Flush all three types of tickets.
12. (T) screen; [10] Short-Buy Report. Execute the clean-up Short-Buy Report. (The timing of this is flexible.)
13. (T) screen; [11] Backorder Report. Execute Backorder Report, sorting by salesperson number.

The Next Day

14. Pull from the wholesalers' deliveries and marry items with staged merchandise.
15. Print labels for all types of tickets.
16. (G) screen; [V] Verify action code. Final-verify tickets with shorts or misfills.
17. (TR) screen; [B] Invoices action code. Batch print invoices, sorting by route.
18. Driver leaves.
19. (F) screen; [C] Change action code. Correct purchase orders with shorts and misfills.

20. (TR) screen; [H] Stock Receipts Report. Release extra quantities to on-hand.
21. (SR) screen; [P] Purge Purchase Orders action code. Purge purchase orders and archive detail.

DETAILED INSTRUCTIONS FOR BEGINNING FLOW #2 (COMBINATION 2)

1. (G) Order Entry screen; [O] Order action code. End the order at a status 6. Four parameters have important effects on order flow.
 - a. To end orders at status 6, specify 6 in the T-I-C-K-E-T-SST field in the (L1) Terminal and Ticket Parameters screen.

By ending a ticket at status 6, each ticket is handled only once, at the point of order entry. The system will ship lines for which there are sufficient on-hand quantities, and it will backorder lines for which there are no on-hand quantities. It will ship partial quantities when the entire quantity ordered is not available from on-hand stock. The Short-Buy Report looks for lines at an initial-verified status (status 6 is an initial-verified status). Therefore, the only time a ticket would need to be re-initial verified is when the on-hand quantities are not accurate.

This is even recommended for the dealer without accurate on-hand quantities. This dealer should classify his inventory with stock classes and use the FORCE ALL ITEMS TO BE A B/O field in the (LG5) Additional Order Entry Parameters screen to force ship all items, even on-hand items. He should also use the CLASS RANGE TO FORCE SHIP (O/E) FROM and TO fields in the (LE1) Inventory Parameters screen to specify a range of stock classes to force ship.

- b. Specifying Y in the SPLIT TO A SEPARATE LINE PARTIAL BACKORDERS field in the (LGØ) Purchase Order Parameters screen will cause the system to separate the shipped quantities from the backordered quantities on each line where some, but not all, quantities are available from stock.

The split lines feature offers two advantages. First, it helps the puller working with flushed tickets, because it will separate the items previously shipped from stock from the quantities filled by the wholesaler. A code that tells the puller where to find the stock will precede each line. This code specifies whether the item is in the bin, staged, or delivered by a wholesaler. The split lines feature also offers more accurate tracking of the A Cost in the order entry and sales journal files (P-MASTER and JOUR-S, respectively). If you use this feature, the system will store the weighted average cost for the line quantities, ship from stock, and store the actual cost from the purchase order for the line quantities purchased from a wholesaler.

This feature is important to the dealer who is delivering his mixed-line tickets all on the -0 ticket, either by pulling the in-stock portion of the order and staging to marry with wholesalers' deliveries, or by pulling all lines on the ticket the next morning, after receiving the wholesaler's deliveries.

Dealers who specify Y in the NO PARTIAL SHIPS field in the (LGØ) Order Entry Parameters screen and accept partial shipments from their wholesalers must use the split lines feature.

In addition, if you use the split lines feature, you can also use two other features. Using the SPECIALS field in the (LGØ) screen, you can specify whether special lines will be attached to the line with the backordered items, the line with the shipped items, or both.

If you use the split lines feature, you can also specify that your pick tickets always print in bin number order, which can simplify staging the orders. You do this using the ALWAYS PRINT TICKETS IN BIN ORDER field in the (LGØ) screen.

- c. The NO PARTIAL SHIPS field in the (LGØ) screen will make the system backorder all order quantities for an item if there are not enough quantities on-hand to fill the entire ordered quantity. This allows you to leave whatever quantities you do have on the shelf for the next order, rather than depleting your entire stock of that item. It will also make the ticket easier for the puller to read, because all quantities will be in either the shipped or the backordered column.

This feature is useful for dealers that don't want to use split lines, but still are concerned about the accuracy of pulling lines and tracking the A Cost.

Dealers that pull both stock quantities and wholesaler quantities the next day should use either split lines or the no partial ship option.

- d. When you specify **S** in the OPTION column for the terminal you are using in the (L1) screen, the system will not print the ticket if all lines are backordered. These tickets will be printed as part of the flushing process. This will save paper and eliminate the time required to handle a ticket for which there is no product available.

Dealers without accurate on-hand quantities should *not* specify **S** in the OPTION column.

When you specify **T** in the OPTION column for the terminal you are using in the (L1) screen, the system terminates the print if any item within the selected range of stock classes is backordered. This allows you to pull mixed-type tickets and prepare them for delivery if the backorders will be coming from a direct source, but not handle the ticket until the next morning if any line will be included in the wholesalers' deliveries.

Dealers without accurate on-hand quantities should *not* specify **T** in the OPTION column.

- 2. Pull the in-stock merchandise for fully shipped tickets.
- 3. (TR) Order Entry Reports screen; [D] Shipping Labels/Manifest action code. Print shipping labels.
- 4. Move fully shipped tickets to final-verified status and create invoices. You have three options at this point.
 - a. (G) screen; [V] Verify action code. Final-verify the ticket and print the invoice immediately.

Final-verifying a ticket moves the lines on the ticket to a status 8 or 9. A final-verified status line is ready to be moved to an invoiced status. If you specify **Y** in the INVOICES ONL field for the terminal you are using in the (L1) Terminal and Ticket Parameters screen, the system will print and invoice tickets immediately. This is ideal for dealers who deliver on invoices and pack the product, verify the quantities, print the label, and attach both the label and the invoice to the package immediately.

- b. (G) screen; [V] Verify action code. Final-verify the ticket and print the invoice in a batch.

Final-verifying a ticket moves the lines on the ticket to a status 8 or 9. A final-verified status line is ready to be moved to an invoiced status. If you specify **N** in the INVOICES ONL field for the terminal you are using in the (L1) screen, the system will hold all final-verified lines at a ticket status so you can print the invoices in a batch. When you print invoices in a batch, you can select a sort order. If you print the invoices in route order, you can match them to the packages staged for delivery more easily.

- c. (TR) screen; [V] Auto Verify with Batch Printing code. Move tickets to a final-verified status using the auto verify with batch printing feature.

You must specify **Y** in the ALLOW AUTO VERIFYING WITH BATCH PRINTING ("TR-V") field in the (LGØ) screen to use this function. You must also specify **T** in the OPTION column for the terminal you are using in the (L1) Terminal and Ticket Parameters screen, and you must specify a day in the LAST WORKING DAY field in the (LF1) screen. In addition, any tickets you want to auto verify must have at least one shipped item, and the shipped items must have a cost and a sell price. If an item does not have a cost or price, the ticket will print, but the status will not change. Tickets with a backorder will not print if you specify **T** in the OPTION column in the (L1) screen and if you specify **N** in the PRINT CODE field in the (LGØ) Order Entry Parameters screen, but the ticket will move to the status specified in the STATUS field in the (SR) screen.

When you select the [V] Auto Verify with Batch Printing function, the system looks for all fully shipped -0 tickets with lines at a status 6 or 7 and moves them to a final-verified status. If you are using this option with Beginning Flow #1, DDMS recommends that you override the status on the print line to status 8 and print all invoices together in a batch later.

5. (T) Order Entry Selectors screen; [10] Short-Buy Report. Execute the Short-Buy Report.

Run separate short-buy reports for different areas of your company, such as supplies and furniture. To do this, you limit the report. For example, if furniture items are in a different location, you would limit by location. If they are a different department or stock class, you would limit by department or stock class.

Then, save each selector and catalog them in the (T) screen so that you can run them without specifying sorts and limits in the future.

When you save the items from the report to a file, you must differentiate between the short-buys file with furniture items and the short-buys file with supplies (or whatever the different areas of your company are). You must begin the file name with **SHORT-**. Therefore, you may want to name the files SHORT-FURN and SHORT-SUP, or SHORT-LOC1 and SHORT-LOC2, or whatever file names suit your business.

6. (F) Purchase Order Entry screen; [S] Short Buys action code. Create the wholesaler's purchase order.

When building the short-buy purchase order, DDMS recommends that you accept the default of **Y** at the prompt ASSIGN PICK TICKET TO A PO. This marries the line from the order and the line from the purchase order. It also provides an audit trail when viewing an order in the (G) or (F) screen, or when printing a Backorder Report.

7. (F) screen; [S] Short Buys action code. Direct backordered lines that are stocking items. (The timing of this is flexible.)

Decide what to do with items for pick tickets that you normally carry in stock, but you are out of.

You may not want to purchase these items from the wholesaler, because you probably order them in larger quantities (for a lower price) directly from the manufacturer.

You have several options at this step.

- a. If you already have placed an order for this item from the manufacturer (whether it has been acknowledged or not), you can add these items to the existing order. However, this option is only valid if this order includes items for stock, and not just items to fill backorders.

To add items to an existing order, you do not change the order to the manufacturer, since the order is already in progress. Rather, you change the allocation of these items on your system's

version of the purchase order. To do so, subtract the number of this item that you need for the customer from the original order quantity, and change the order quantity to this new, smaller number. (If you need a greater quantity for the customer than you ordered for stock, you cannot use this option.) Then, add a new line to the purchase order for the same item. Enter the order quantity that you need for the customer, and assign the customer's pick ticket number to this line.

Because you subtracted the same order quantity from the original order amount that you added in the new line, the order quantity for this item has not changed. However, the allocation has changed. Rather than all of this item going to stock when the order comes in, the appropriate amount will now automatically go to the customer.

- b. If you have not yet ordered this item from the manufacturer, you can place the item on a purchase order for vendor DUMMYXXX, where XXX will be replaced by the first few letters of the vendor name. (If you do, make sure you notify the salesperson who entered the order the item is for, so that he can make sure the customer can wait. You can view the salesperson for this item by running a Backorder Report through the (T) Order Entry Selectors screen. You can also view the salesperson assigned to orders by using the [I] Inquire action code in the (G) screen.) Specify the purchase order number HOLDXXX, where XXX again will be replaced by the first few letters of the vendor name. You can place the items on this purchase order until you have a large enough quantity to direct buy the items, and then transfer the item to a real purchase order.

When you use this method, you can run the Backorder Report through the (SR) screen to keep track of the items you are waiting for. You can sort by salesperson so that each salesperson knows what items his or her customers are waiting for.

You can also run the Outstanding Purchase Order Report, limited to purchase order numbers HOLD000 - HOLD ZZZ and sorted by purchase order number. This shows you how many holding purchase orders you have, for what vendors, and for which items. It also shows an extended dollar total so you can determine whether the order has met the minimum dollar amount required to place an order.

- c. In addition, you can leave the item in the SHORT-BUY file. If the item is not placed on a purchase order, it will appear in every short-buy file until it is placed on a purchase order.
8. (SR) Purchase Order Reports; [B] Transmit P/O To Vendor code. Transmit/pre-receive/transfer/transmit. Transmit and pre-receive purchase orders. Transfer items to another purchase order ((F) screen; [T] Transfer action code). Transmit the new purchase order.
 - a. Transmit the purchase order to the wholesaler.
 - b. Pre-receive the order. To pre-receive, you must specify Y in the PRE-RECEIVE field of the specified wholesaler's communication parameter screen, which is one of the (L6) Vendor and Wholesaler Communications screens.

Note: You must contact the wholesaler to turn this feature on.

Associated Stationers, SP Richards, and United Stationers offer the pre-receive option. When this feature is turned on, the system will update your purchase order master file (PO-MASTER) with received quantities when you electronically receive the wholesaler's acknowledgment. With this feature, transferring items that won't be shipped to a new purchase order is quick and easy. The newly created purchase order is then ready to transmit to the next call vendor without manually keying in the item numbers.

When you pre-receive, the wholesaler receives your order, then sends back an acknowledgment that specifies how much of the order it can fill and updates the PO-MASTER field with the new received quantities.

- c. Transfer unfilled items to another purchase order. If there are items that the wholesaler cannot fill (as shown on the acknowledgment), transfer those items to a new purchase order so that you can order them from another wholesaler.
- d. Transmit the new purchase order with the unfilled items to the next wholesaler.

Note: You should set the parameters in the (L6) screens for the wholesalers you use before going live on telepurchasing. These parameters can help you customize the telepurchasing functions to match the way you purchase from these wholesalers.

9. (F) screen; [T] Transmit action code. Clean up the final wholesaler purchase order of the day.

Clean up the final purchase order of the day. (The system does this automatically for all other purchase orders when you specify the transfer function, above.) Check the pre-received quantities the wholesaler sent on the acknowledgment. There are several ways to make the final purchase order match pre-received quantities.

- a. Change the purchase order so that ordered quantities will equal received quantities. Manually delete lines with no received quantities, and reduce the order quantities on partially filled items to match the received quantities. Quantities not received will appear on the next Short-Buy Report.
- b. Transfer partially filled or unfilled items to a purchase order for vendor DUMMYXXX and purchase order number HOLD. You can use this method to run the Backorder Report. Place the items here while you find a vendor who can fill the order, and then transfer the items to a real purchase order.
- c. Delete the unfilled items off the purchase order. They will automatically appear on the Short-Buy Report the following day.

10. (F) screen; [R] Receive action code. Final receive all wholesalers' purchase orders.

Final receive all pre-received purchase orders. (Final-receiving updates the RECEIPTS file with the quantities in the RECEIVED column on the purchase order.) To do so, go to the (F) screen and select the [R] Receive action code. At the prompt PRE-RECEIVE OR FINAL, specify F.

11. (TR) Order Entry Reports screen; [G] Flush Backorders action code. Flush all three types of tickets.

Flush all the day's tickets to a final-verified status through the (TR) screen. (Flushing allocates the correct received quantities to backordered lines on the assigned tickets.) To do this, specify 8 in the STATUS field in that screen. Lines that have been through the short-buy process will flush to status 9; those that have not will flush to status 8. Refer to Sample 1 for examples of how ticket status changes after flushing.

You use one of three functions in the (TR) screen to move all tickets to a final-verified status (ready to move to invoice). Tickets that need to be verified by hand are discussed in step 16.

- If items were backordered, and any backorder on the ticket will come in, use the [G] Flush Backorders function.
- If items were backordered, but no backordered items on that ticket will come in, use the [G] Flush Backorders function. At the prompt FLUSH OLD SHIPPED ORDERS, specify

Y. At the prompt DATE OF ORDERS, specify the date the order was entered. This field defaults to the previous business day (as determined by the LAST WORKING DAY OF WEEK FOR FLUSHING OLD SHIPPED ORDERS field in the (LF1) Purchase Order Flushing Parameters screen). If you are flushing today's invoices, change the date to today's date. This function will cause both the shipped and backordered lines to go to a final-verified status, and will also create a -1 ticket for the backordered lines.

The LAST WORKING DAY OF WEEK FOR FLUSHING OLD SHIPPED ORDERS field allows you to use the flushing process as a vehicle to move any mixed-type ticket, which will not receive quantities from the wholesaler, to a final-verified status. This allows you to invoice shipped items on tickets that are also waiting for backorders to come in. To use this function, the ticket must have at least one shipped item and one backordered item, and you must specify a day in the LAST WORKING DAY field. When using this option, the system looks for any -0 ticket from the default date with shipped lines at status 6 or 7. Do not flush the previous day's shipped orders until you have finished your regular flush. DDMS recommends that dealers using this flow override the status on the print line to make it status 8, and print all invoices together in a batch later.

This eliminates the need to manually final-verify those tickets.

- If all items were in stock and shipped the first time the ticket printed, use the [V] Auto Verify with Batch Printing function. At the prompt DATE OF ORDERS, specify the date the order was entered. This field defaults to the previous business day (as determined by the LAST WORKING DAY OF WEEK FOR FLUSHING OLD SHIPPED ORDERS field in the (LF1) screen). If you are flushing today's invoices, change the date to today's date.

You must specify Y in the ALLOW AUTO VERIFYING WITH BATCH PRINTING ("TR-V") field in the (LGØ) screen to use this function. You must also specify T in the OPTION column for the terminal you are using in the (L1) Terminal and Ticket Parameters screen, and you must specify a day in the LAST WORKING DAY field in the (LF1) screen. In addition, any tickets you want to auto verify must have at least one shipped item, and the shipped items must have a cost and a sell price. If an item does not have a cost or price, the ticket will print, but the status will not change. Tickets with a backorder will not print if you specify T in the OPTION column in the (L1) screen and if you specify N in the PRINT CODE field in the (LGØ) Order Entry Parameters screen, but the ticket will move to the status specified in the STATUS field in the (SR) screen.

When you select the [V] Auto Verify with Batch Printing function, the system looks for all fully shipped -0 tickets with lines at a status 6 or 7 and moves them to a final-verified status. DDMS recommends that you override the status in the print line to status 8 and print all invoices together in a batch later.

The PRINT CODE field in the (LGØ) screen controls what code prints before the item number on flushed tickets. The code indicates whether the item is in the bin, previously pulled and staged, still on backorder, or delivered from the vendor.

DDMS recommends that you specify print code B if you pull both the in-stock portion of the ticket and the quantities from the wholesalers' deliveries at the same time, the next day. This allows you to deliver all items on one ticket or invoice, giving you a 100% fill rate whenever possible, and still maintaining pulling precision.

Note: The code you specify in the PRINT CODE field in the (LGØ) screen, in combination with the options specified in the OPTIONS field for your terminal in the (L1) screen, determines whether bin locations and the first four characters of the vendor's account number print on the

Example 1: The backordered item is received on the purchase order before the flush.

Ordered	Backordered	Shipped	Status	Invoice #
				1-0
Item A		A	6	
Item B	B		6	

After ending the ticket in the (G) screen

Ordered	Backordered	Shipped	Status	Invoice #
				1-0
Item A		A	8	
Item B		B	9	

After flushing the ticket using the (G) Flush Backorders function in the (TR) screen

Example 2: The backordered item is not received before the flush.

Ordered	Backordered	Shipped	Status	Invoice #
				2-0
Item C		C	6	
Item D	D		6	

After ending the ticket in the (G) screen

Ordered	Backordered	Shipped	Status	Invoice #
				2-0
Item C		C	8	
Item D	D		9	

Item D	D		7	2-1
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After flushing the ticket using the (G) Flush Backorders function in the (TR) screen (FLUSH ONLY FUTURE ITEMS = N)

Example 3: All quantities are on-hand.

Ordered	Backordered	Shipped	Status	Invoice #
				3-0
Item E		E	6	
Item F		F	6	

After ending the ticket in the (G) screen

Ordered	Backordered	Shipped	Status	Invoice #
				3-0
Item E		E	8	
Item F		F	8	

After using the [V] Auto Verify with Batch Printing function in the (TR) screen

ticket. You can also specify that **** prints in the bin column for items that were previously shipped, or that XXXX prints in the bin column for backordered items. For more information, refer to "Volume I: Commercial Order Entry" in *Book III: Order Entry*.

- (T) screen; [10] Short-Buy Report. Execute the clean-up Short-Buy Report. (The timing of this is flexible.)

If you run separate short-buy reports for different areas of your company (for example, limiting by department, stock class, or location), run another Short-Buy Report at the end of the day. Limit this report to exclude your previous limits, so that you can see if any items were left out. For example, if you run the Short-Buy Report for location 1 and location 2, run this report for all other locations.

- (T) screen; [11] Backorder Report. Execute the Backorder Report, sorting by salesperson number.

The Next Day

- Pull from the wholesalers' deliveries and marry items with staged merchandise.

On the next business day, fill orders from received quantities by pick ticket number. You do not need to receive the new items first; when you pull items directly from the wholesaler's tub to fill pick tickets, you will know which items are missing by which items on the pick tickets are still unfilled.

- Print labels for all types of tickets.

You can print labels on an individual basis through the (TR) screen. When you select the [D] Shipping Labels/Manifest function and specify the label format that you want to use, the system will display the prompt ARE YOU SURE. When you specify Y at the prompt, the system will display the Print Shipping Labels screen. This screen allows you to enter the order numbers for the pick tickets that require labels, as well as the number of labels that you want to print for each order.

If you are set up for bar code scanning, you can automate the process of entering ticket numbers by printing bar codes on your pick tickets. Scanning these bar codes in the (TR) screen will substantially reduce the keystrokes required to print labels for these orders.

16. (G) screen; [V] Verify action code. Final-verify tickets with shorts or misfills.

Correct tickets that the wholesaler shorted or misfilled through the [V] Verify or [v] Old Verify function in the (G) screen. (You may not always need to perform this step; most tickets should not be shorted or misfilled.) For example, you flushed all items to a final-verified status, based on the wholesaler's acknowledgment, in step 11. If a backordered item shows as shipped on the ticket, but the wholesaler shorted the item in this delivery, you must correct the ticket.

17. (TR) screen; [B] Invoices action code. Batch print invoices, sorting by route. (The timing of this step is flexible.)

Batch print invoices, using the [B] Invoices function in the (TR) screen. This step can be performed at a later time. For instructions on batch printing invoices, refer to "Volume I: Commercial Order Entry" in *Book III: Order Entry*.

18. Driver leaves.

19. (F) screen; [C] Change action code. Correct purchase orders with shorts and misfills.

Clean up misfilled and short purchase orders through the (F) screen so that they reflect actual received quantities. For instructions, refer to step 9.

20. (TR) screen; [H] Stock Receipts Report. Release extra quantities to on-hand.

Release the remaining items to on-hand inventory. This will update your on-hand quantities.

Note: Even if there are no quantities left on the purchase order to go to on-hand, you must perform this step to clear out the file RECEIPTS.

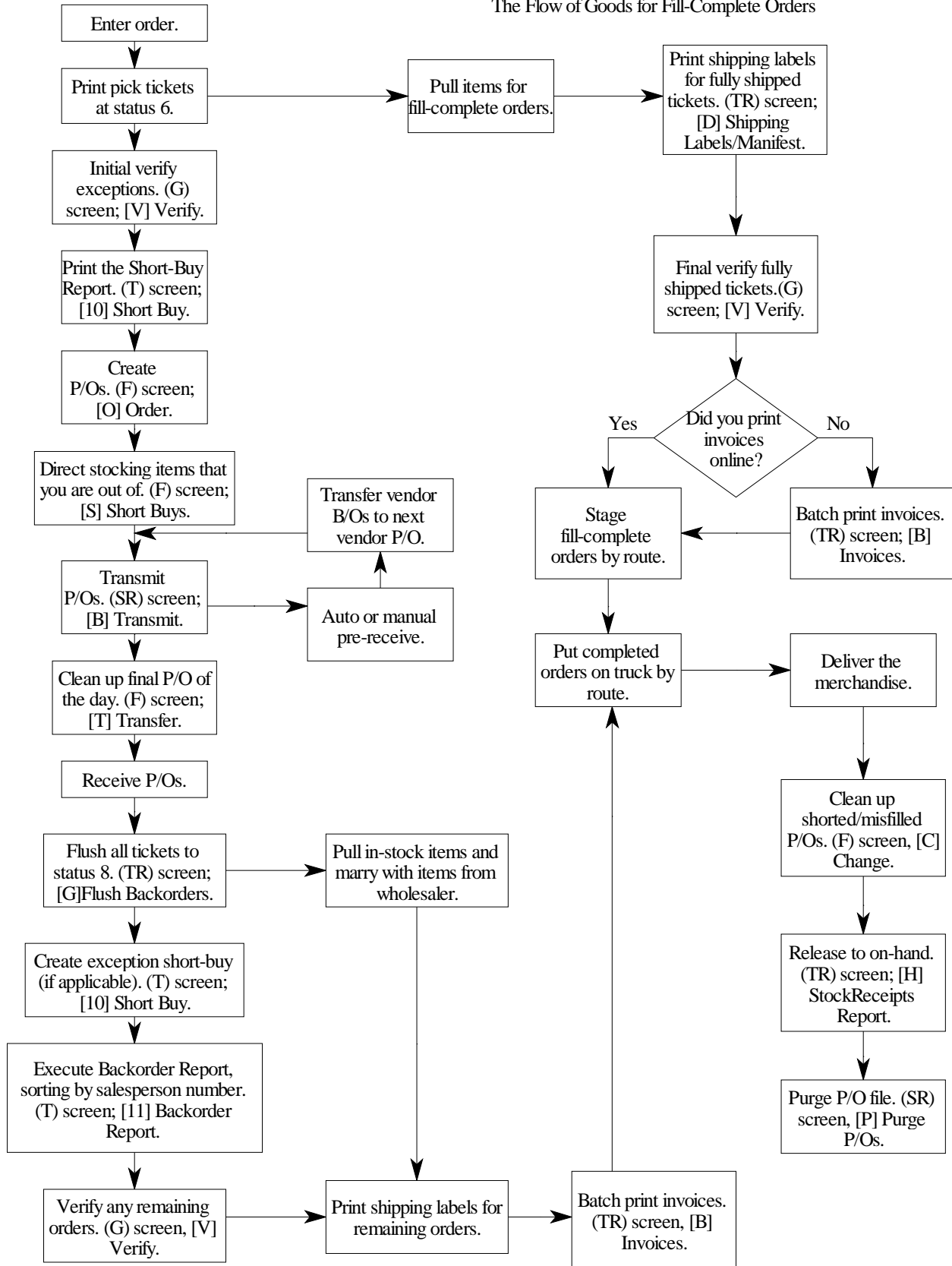
21. (SR) screen; [P] Purge Purchase Orders action code. Purge purchase orders and archive detail.

Purge the previous day's completed purchase orders before receiving any additional purchase orders or beginning the short-buy process for the current day. (This is a semi-dedicated function; make sure no one uses the the (F) screen during the purge.) DDMS recommends that you archive the purged data so that you can automatically create accounts payable invoices and automatically receive faxed invoices.

Beginning Flow #2: The Flow of Paper and Goods When You Pull Only Complete Orders

Data/Paper Flow

The Flow of Goods for Fill-Complete Orders



CHAPTER 3: INSTRUCTIONS FOR OPTIONAL STEPS

Many parameters in the O/P Dealer system affect the flow of orders through the system. The parameters that are used in the optional steps for order flow are explained in this chapter.

T-I-C-K-E-T-S ST

The (L1) Terminal and Ticket Parameters screen is used to set up the terminals connected to your system and indicate how each one should work in order entry.

The T-I-C-K-E-T-S ST field in this screen, shown in Figure 1, is used to specify a default status for a terminal. The status you specify in this field will appear as the default in the STATUS field in both the (G) Order Entry and the P.O.S. Order Entry screens. Orders created on this terminal in either the order entry or point-of-sale applications will automatically go to this status when completed unless you override this default.

Assuming your on-hand quantities are reasonably accurate, DDMS recommends that you print pick tickets to a status 6. This will substantially reduce your order-handling time by eliminating the need to initial verify every order. To do this, type:

6

```

17:07:29                (L1)  TERMINAL AND TICKET PARAMETERS                02/07/93
-----
                        ACTION [C] (C=CHANGE, I=INQUIRY, H=HELP)
-----
KEY: AHD=Ahead, ST.=Status, ONL=Print online, P=Printer number
OPTION: M=Merc.drawer, D=Drawer, L=Bins, S,T=Backorder print
LOG.      KEY  O/E  T-I-C-K-E-T-S      SLIP      LABELS      INVOICES
TER.  LOC. AHD TYPE  ST. ONL  FORM P    FORM P    FORM P    ONL  FORM P  OPTION
1 [T0] [ 1] [Y] [ ] [6] [Y] [5I  1] [   ] [   ] [N] [4I  1] [B ]
2 [T1] [ 1] [Y] [ ] [6] [Y] [5T  1] [   ] [   ] [Y] [5I  1] [B ]
3 [T2] [ 1] [Y] [ ] [4] [Y] [5T  1] [   ] [   ] [Y] [5I  1] [B ]
4 [T3] [ 1] [Y] [ ] [B] [Y] [5I  1] [   ] [   ] [Y] [5I  1] [  ]
5 [T4] [ 1] [Y] [ ] [B] [Y] [5T  1] [   ] [   ] [N] [5I  1] [B ]
6 [T5] [ 2] [Y] [ ] [B] [Y] [4I  1] [   ] [   ] [Y] [4I  1] [B ]
7 [T6] [ 1] [Y] [ ] [6] [Y] [5T  1] [   ] [   ] [Y] [5I  1] [  ]
8 [T7] [ 1] [Y] [ ] [6] [Y] [4T  1] [   ] [   ] [Y] [4I  1] [  ]
9 [T8] [ 1] [Y] [P] [B] [Y] [5T  1] [   ] [   ] [Y] [5I  1] [  ]
10 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
11 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
12 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
13 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
14 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
15 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
    
```

Figure 1. The T-I-C-K-E-T-S ST Field

```

09:42:25                (LG0) ORDER ENTRY PARAMETERS                10/21/94
-----
                ACTION [I] (C-Change, I-Inquiry)    G/L Location [ 1]
-----
Invoice #    5944                Cash Receipt #                Quote #    593
Serial #                Serial Prob. #

Pricing Info ?Y  Shipto Info ?Y  A/R Info ?Y  Pay Code Msg ?Y  Pastdue Days #
Set Commission Code Y/N ?Y  Archive Specials Y/N ?Y  Freight Default Dept ?K
Use Billto as Shipto Y/N ?Y  No Partial Ships Y/N ?Y  Only Print Assemblies ?N
Have Page# & Vendor Display Match the Prefix & Carton Display Y/N ?Y
Allow Auto Verifying with Batch Printing ("TR-V") Y/N ?Y
Keep All PICK Fields in JOUR-S Y/N ?Y  Build Sales Journal Item Index Y/N ?Y
PASSWORDS:  Drawer?DDMS Delete?DDMS Reindex?DDMS Pick Nbr?DAVE Change Loc?DDMS
UNCATALOGS :  Not allowed on remotes Y/N ?N  Default Dept ?J  Add-on -UC Y/N ?Y
BACKORDER PRINT :  (All Items or Flushed)                Future Shipping Y/N/A ?Y
  Print Code ?A  (A-Ven, B-Bin, N-Ven, O-Bin)                No Print From ?  To ?
  Split to a Separate Line Partial Backorders Y/N ?Y  Specials B/S/X ?X
  Always Print Pick Tickets in Bin Order Y/N ?Y
TRANSFERS :  A/R Master Y/N ?N  A/R Batch Y/N ?Y  Sales Journal Y/N ?Y
              A/R Location same as Transfer From Location Y/N ?Y
SHIPPING LABELS :  Print Company Logo Y/N ?Y  Customer Logo Y/N ?Y
-----

```

Figure 2. The SPLIT TO A SEPARATE LINE PARTIAL BACKORDERS Field

SPLIT TO A SEPARATE LINE PARTIAL BACKORDERS

The SPLIT TO A SEPARATE LINE PARTIAL BACKORDERS field in the (LGØ) Order Entry Parameters screen, shown in Figure 2, gives you the option of splitting the shipped and backordered quantities of an item into separate lines on pick tickets. Each line will have its own cost and purchasing information so that you can track costs more accurately and prevent pulling errors. If you do not want to do this, type:

N

If you want to split shipped and backordered quantities into separate lines, type:

Y

The examples on the following pages illustrate the effects of the split lines option.

Example 1. The Original Ticket

D.D.M.S., INC.	817-431-0668	06/19/94	1057-0
P.O.BOX 507		SALESMAN 100	TIME 10:16:37
KELLER	TX 76248	WRITER 142	PAGE 1
CUSTOMER # 123456	DEPT	FEDERAL #12-12345678	
BILLING ADDRESS	CHARGE	PO #	
A1 MARKETING	PICK TICKET	SHIPPING ADDRESS	
	ROUTE # 11U6	A1 MARKETING	
PO BOX 2345		SUITE #100	
KELLER	TX 76248	9150 ROYAL LANE	
		IRVING	TX 75063

BIN	ORDER	B/O	SHIP	UNIT
LOC ITEM NUMBER	CO. DESCRIPTION	UNIT	QTY	PRICE
81040	SAM FILE,CARD,96 CAPACITY,BK EA	2	2	4.200
81073	CRB BOARD,MAT 40X60 BIS BLU EA	1	1	7.504
A01A 654-YW	MMM PAD,NOTE,POST IT,3"X3",Y PD	10	10	.856
Y04				
A01B 810-3/4X1296	MMM TAPE,TRANS,MAGIC,3/4"W,1 RL	15	15	2.304
Y02				
F01B 654-BE	MMM PAD,NOTE,POST IT,3"X3",B PD	405	405	.856
F01B 654-BE	MMM PAD,NOTE,POST IT,3"X3",B PD	595	595	.856
O04A 654-CM	MMM PAD,NOTE,POST IT,3"X3",C PD	10	10	.856
O04A 654-CM	MMM PAD,NOTE,POST IT,3"X3",C PD	10	10	.856

PICKER.....(FROM THE LG1 SCN)

Example 2. The Ticket After Flushing

D.D.M.S., INC.	817-431-0668	06/19/94	1057-0
P.O.BOX 507		SALESMAN 100	TIME 10:16:37
KELLER	TX 76248	WRITER 142	PAGE 1
CUSTOMER # 123456	DEPT	FEDERAL #12-12345678	
BILLING ADDRESS	CHARGE	PO #	
A1 MARKETING	PICK TICKET	SHIPPING ADDRESS	
	ROUTE # 11U6	A1 MARKETING	
PO BOX 2345		SUITE #100	
KELLER	TX 76248	9150 ROYAL LANE	
		IRVING	TX 75063

BIN	ORDER	B/O	SHIP	UNIT
LOC ITEM NUMBER	CO. DESCRIPTION	UNIT	QTY	PRICE
XXXX 81040	SAM FILE,CARD,96 CAPACITY,BK EA	2	2	4.200
STAT 81073	CRB BOARD,MAT 40X60 BIS BLU EA	1	1	7.504
**** 654-YW	MMM PAD,NOTE,POST IT,3"X3",Y PD	10	10	.856
**** 810-3/4X1296	MMM TAPE,TRANS,MAGIC,3/4"W,1 RL	15	15	2.304
**** 654-BE	MMM PAD,NOTE,POST IT,3"X3",B PD	405	405	.856
ASI 654-BE	MMM PAD,NOTE,POST IT,3"X3",B PD	295	295	.856
STAT 654-BE	MMM PAD,NOTE,POST IT,3"X3",B PD	300	300	.856
**** 654-CM	MMM PAD,NOTE,POST IT,3"X3",C PD	10	10	.856
STAT 654-CM	MMM PAD,NOTE,POST IT,3"X3",C PD	10	10	.856

PICKER.....(FROM THE LG1 SCN)

Example 3. The Complete Quantity for the Item Appears on a Single Line of the Invoice

D.D.M.S., INC.		817-431-0668	06/19/91	1057-0
P.O.BOX 507			SALESMAN 100	TIME 10:16:37
KELLER TX 76248			WRITER 142	PAGE 1
CUSTOMER # 123456 DEPT			FEDERAL #12-12345678	
BILLING ADDRESS		CHARGE	PO #	
A1 MARKETING		INVOICE	SHIPPING ADDRESS	
		ROUTE # 11U6	A1 MARKETING	
PO BOX 2345			SUITE #100	
KELLER TX 76248			9150 ROYAL LANE	
			IRVING TX 75063	

ITEM NBR.	CO.	DESCRIPTION	UNIT	ORDER QTY	B/O QTY	SHIP QTY	UNIT PRICE	D T	EXTENDED
81040		SAM FILE,CARD,96 CAPACIT	EA	2	2		5.250	S	.00
81073		CRB BOARD,MAT 40X60 BIS	EA	1		1	9.380	S	9.38
654-YW		MMM PAD,NOTE,POST IT,3"X	PD	10		10	1.070	S	10.70
654-BE		MMM PAD,NOTE,POST IT,3"X	PD	1000		1000	1.070	S	1070.00
654-CM		MMM PAD,NOTE,POST IT,3"X	PD	20		20	1.070	S	21.40
810-3/4X12		MMM TAPE,TRANS,MAGIC,3/4	RL	15		15	2.880	S	43.20

PLEASE REMIT PAYMENT PROMPTLY! (FROM THE LG1 SCN)	SUB-TOTAL	1154.68
	DISCOUNT	230.94
	TAX	18.47
	TOTAL	942.21

```

09:42:25                (LG0) ORDER ENTRY PARAMETERS                10/21/94
-----
ACTION [I] (C-Change, I-Inquiry)  G/L Location [ 1 ]
-----
Invoice #   5944           Cash Receipt #           Quote #   593
Serial #           Serial Prob. #

Pricing Info ?Y  Shipto Info ?Y  A/R Info ?Y  Pay Code Msg ?Y  Pastdue Days #
Set Commission Code Y/N ?Y  Archive Specials Y/N ?Y  Freight Default Dept ?K
Use Billto as Shipto Y/N ?Y  No Partial Ships Y/N ?Y  Only Print Assemblies ?N
Have Page# & Vendor Display Match the Prefix & Carton Display Y/N ?Y
Allow Auto Verifying with Batch Printing ("TR-V") Y/N ?Y
Keep All PICK Fields in JOUR-S Y/N ?Y  Build Sales Journal Item Index Y/N ?Y
PASSWORDS:  Drawer?DDMS Delete?DDMS Reindex?DDMS Pick Nbr?DAVE Change Loc?DDMS
UNCATALOGS :  Not allowed on remotes Y/N ?N  Default Dept ?J  Add-on -UC Y/N ?Y
BACKORDER PRINT :  (All Items or Flushed)           Future Shipping Y/N/A ?Y
  Print Code ?A (A-Ven, B-Bin, N-Ven, O-Bin)           No Print From ? To ?
  Split to a Separate Line Partial Backorders Y/N ?Y  Specials B/S/X ?X
  Always Print Pick Tickets in Bin Order Y/N ?Y
TRANSFERS :  A/R Master Y/N ?N  A/R Batch Y/N ?Y  Sales Journal Y/N ?Y
             A/R Location same as Transfer From Location Y/N ?Y
SHIPPING LABELS :  Print Company Logo Y/N ?Y  Customer Logo Y/N ?Y
-----

```

Figure 3. The SPECIALS B/S/X Field

SPECIALS B/S/X

The SPECIALS B/S/X field in the (LGØ) screen, shown in Figure 3, is used in conjunction with the SPLIT TO A SEPARATE LINE PARTIAL BACKORDERS field. If you are using the split lines option, you can use the SPECIALS field to specify where special lines will print on the ticket. To attach special lines to the line with the backordered items, type:

B

To attach special lines to the line with the shipped items, type:

S

If you want to attach the specials to both lines, type:

X

```

09:42:25                (LG0) ORDER ENTRY PARAMETERS                10/21/94
-----
                ACTION [I] (C-Change, I-Inquiry)    G/L Location [ 1 ]
-----
Invoice #    5944                Cash Receipt #                Quote #    593
Serial #                Serial Prob. #

Pricing Info ?Y  Shipto Info ?Y  A/R Info ?Y  Pay Code Msg ?Y  Pastdue Days #
Set Commission Code Y/N ?Y  Archive Specials Y/N ?Y  Freight Default Dept ?K
Use Billto as Shipto Y/N ?Y  No Partial Ships Y/N ?Y  Only Print Assemblies ?N
Have Page# & Vendor Display Match the Prefix & Carton Display Y/N ?Y
Allow Auto Verifying with Batch Printing ("TR-V") Y/N ?Y
Keep All PICK Fields in JOUR-S Y/N ?Y  Build Sales Journal Item Index Y/N ?Y
PASSWORDS:  Drawer?DDMS Delete?DDMS Reindex?DDMS Pick Nbr?DAVE Change Loc?DDMS
UNCATALOGS :  Not allowed on remotes Y/N ?N  Default Dept ?J  Add-on -UC Y/N ?Y
BACKORDER PRINT :  (All Items or Flushed)                Future Shipping Y/N/A ?Y
    Print Code ?A  (A-Ven, B-Bin, N-Ven, O-Bin)                No Print From ?  To ?
    Split to a Separate Line Partial Backorders Y/N ?Y  Specials B/S/X ?X
    Always Print Pick Tickets in Bin Order Y/N ?Y
TRANSFERS :  A/R Master Y/N ?N  A/R Batch Y/N ?Y  Sales Journal Y/N ?Y
    A/R Location same as Transfer From Location Y/N ?Y
SHIPPING LABELS :  Print Company Logo Y/N ?Y  Customer Logo Y/N ?Y
-----

```

Figure 4. The ALWAYS PRINT PICK TICKETS IN BIN ORDER Field

ALWAYS PRINT PICK TICKETS IN BIN ORDER

The ALWAYS PRINT PICK TICKETS IN BIN ORDER field in the (LGØ) screen is also used in conjunction with the SPLIT TO A SEPARATE LINE PARTIAL BACKORDERS field. If you want to print tickets in bin number order, and if you are using the split lines option, type:

Y

Notes: You cannot change this parameter during the workday. Wait until the tickets for the day are processed, then reindex the P-MASTER file, then change this parameter.

Printing tickets in bin order while using split lines requires the use of an additional index file, P-BININDEX. If you specify Y in the ALWAYS PRINT PICK TICKETS IN BIN ORDER field, you must reindex to create the file P-BININDEX or items may not flush properly. To create the P-BININDEX, you can either perform the MA procedure or select the [E] Pick File Report in the (TR) screen and specify Y in the REINDEX field. However, keep in mind that reindexing the pick file and the MA procedure are both dedicated procedures and must be done when no one else is using the system.

If you are using split lines but do not want to print tickets in bin number order, type:

N

```

09:42:25                (LG0) ORDER ENTRY PARAMETERS                10/21/94
-----
                ACTION [I] (C-Change, I-Inquiry)    G/L Location [ 1]
-----
Invoice #    5944                Cash Receipt #                Quote #    593
Serial #                Serial Prob. #

Pricing Info ?Y  Shipto Info ?Y  A/R Info ?Y  Pay Code Msg ?Y  Pastdue Days #
Set Commission Code Y/N ?Y  Archive Specials Y/N ?Y  Freight Default Dept ?K
Use Billto as Shipto Y/N ?Y  No Partial Ships Y/N ?Y  Only Print Assemblies ?N
Have Page# & Vendor Display Match the Prefix & Carton Display Y/N ?Y
Allow Auto Verifying with Batch Printing ("TR-V") Y/N ?Y
Keep All PICK Fields in JOUR-S Y/N ?Y  Build Sales Journal Item Index Y/N ?Y
PASSWORDS:  Drawer?DDMS Delete?DDMS Reindex?DDMS Pick Nbr?DAVE Change Loc?DDMS
UNCATALOGS :  Not allowed on remotes Y/N ?N  Default Dept ?J  Add-on -UC Y/N ?Y
BACKORDER PRINT :  (All Items or Flushed)                Future Shipping Y/N/A ?Y
    Print Code ?A  (A-Ven, B-Bin, N-Ven, O-Bin)                No Print From ?  To ?
    Split to a Separate Line Partial Backorders Y/N ?Y  Specials B/S/X ?X
    Always Print Pick Tickets in Bin Order Y/N ?Y
TRANSFERS :  A/R Master Y/N ?N  A/R Batch Y/N ?Y                Sales Journal Y/N ?Y
                A/R Location same as Transfer From Location Y/N ?Y
SHIPPING LABELS :  Print Company Logo Y/N ?Y                Customer Logo Y/N ?Y
-----

```

Figure 5. The NO PARTIAL SHIPS Field

NO PARTIAL SHIPS

The NO PARTIAL SHIPS field in the (LGØ) screen, shown in Figure 5, lets you specify how you want to fill customers orders and how backorders will be handled. If you do not have enough of an item to fill an order, you can have the system backorder the full amount. To do this, type:

Y

This allows you to leave whatever quantity of the item you do have on the shelf for the next order. It can also make it easier to pull the order, since the entire quantity of the item will be in one place—either on the shelf or delivered by your wholesaler.

If you do not want to do this, type:

N

The in-stock quantity will be used for the order and any remaining quantity will be backordered.

```

17:07:29                (L1)  TERMINAL AND TICKET PARAMETERS                02/07/95
=====
ACTION [C] (C=CHANGE, I=INQUIRY, H=HELP)
=====
Starting Terminal to have Order Entry as Master [TE]
KEY: AHD=Ahead, ST.=Status, ONL=Print online, P=Printer number
LOG.      KEY  O/E  T-I-C-K-E-T-S      SLIP      LABELS      INVOICES
TER.  LOC.  AHD  TYPE  ST.  ONL  FORM P  FORM P  FORM P  ONL  FORM P  OPTION
1 [T0] [ 1] [Y]  [ ]  [6] [Y] [5I  1] [    ] [    ] [N] [4I  1] [B  ]
2 [T1] [ 1] [Y]  [ ]  [6] [Y] [5T  1] [    ] [    ] [Y] [5I  1] [B  ]
3 [T2] [ 1] [Y]  [ ]  [4] [Y] [5T  1] [    ] [    ] [Y] [5I  1] [B  ]
4 [T3] [ 1] [Y]  [ ]  [B] [Y] [5I  1] [    ] [    ] [Y] [5I  1] [  ]
5 [T4] [ 1] [Y]  [ ]  [B] [Y] [5T  1] [    ] [    ] [N] [5I  1] [B  ]
6 [T5] [ 2] [Y]  [ ]  [B] [Y] [4I  1] [    ] [    ] [Y] [4I  1] [B  ]
7 [T6] [ 1] [Y]  [ ]  [6] [Y] [5T  1] [    ] [    ] [Y] [5I  1] [  ]
8 [T7] [ 1] [Y]  [ ]  [6] [Y] [4T  1] [    ] [    ] [Y] [4I  1] [  ]
9 [T8] [ 1] [Y]  [P]  [B] [Y] [5T  1] [    ] [    ] [Y] [5I  1] [  ]
10 [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
11 [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
12 [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
13 [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
14 [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
15 [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

```

Figure 6. The OPTION Fields

OPTION

You can use the OPTION fields in the (L1) screen, shown in Figure 6, to specify when pick tickets will print and what information will appear in the BIN column on flushed tickets.

Note: You can only enter one of these codes in the OPTION fields. You cannot, for example, enter S in one of the OPTION fields and R in another.

Using the S Option Code

Using the S option code can prevent unnecessary printing. The ticket will not print if all of the items are backordered. You may want to select this option if your on-hand inventory information is accurate.

Using the R Option Code

Like the S code, the R option code keeps the ticket from printing if all of the items on the order are backordered. However, when you flush a ticket with an extension of -0 using this option, the system will print *** in the Bin column for shipped items. You may want to do this if you pull what you can from stock when a ticket prints and stage it. When pulling from the flushed ticket, the lack of bin locations will help you remember to go to the staging area to find the goods you pulled previously.

```

17:07:29                (L1)  TERMINAL AND TICKET PARAMETERS                02/07/95
=====
                        ACTION [C] (C=CHANGE, I=INQUIRY, H=HELP)
=====
                        Starting Terminal to have Order Entry as Master [TE]
                        KEY: AHD=Ahead, ST.=Status, ONL=Print online, P=Printer number
LOG.      KEY  O/E  T-I-C-K-E-T-S      SLIP      LABELS      INVOICES
TER.  LOC.  AHD  TYPE  ST.  ONL  FORM P  FORM P  FORM P  ONL  FORM P  OPTION
1 [T0] [ 1] [Y] [ ] [6] [Y] [5I  1] [      ] [      ] [N] [4I  1] [T  ]
2 [T1] [ 1] [Y] [ ] [6] [Y] [5T  1] [      ] [      ] [Y] [5I  1] [T  ]
3 [T2] [ 1] [Y] [ ] [4] [Y] [5T  1] [      ] [      ] [Y] [5I  1] [T  ]
4 [T3] [ 1] [Y] [ ] [B] [Y] [5I  1] [      ] [      ] [Y] [5I  1] [  ]
5 [T4] [ 1] [Y] [ ] [B] [Y] [5T  1] [      ] [      ] [N] [5I  1] [T  ]
6 [T5] [ 2] [Y] [ ] [B] [Y] [4I  1] [      ] [      ] [Y] [4I  1] [T  ]
7 [T6] [ 1] [Y] [ ] [6] [Y] [5T  1] [      ] [      ] [Y] [5I  1] [ ]
8 [T7] [ 1] [Y] [ ] [6] [Y] [4T  1] [      ] [      ] [Y] [4I  1] [  ]
9 [T8] [ 1] [Y] [P] [B] [Y] [5T  1] [      ] [      ] [Y] [5I  1] [  ]
10 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
11 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
12 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
13 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
14 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
15 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]

```

Figure 7. Specifying T in the OPTION Fields

Using the T Option Code

The T option code prevents a ticket from printing unless all of the items are listed as shipped. Only orders that can be completely filled from your stock will print, and the tickets will print when you flush. This option is ideal for dealers who pull mixed-type tickets the next day.

If you do not have accurate on-hand quantities, do not use this option.

You will want to use this option if you wait until after flushing backorders to pull any merchandise from stock.

Note: You can restrict the effects of this option code to specific stock classes using the NO PRINT FROM and TO fields in the (LG) Order Entry Parameters screen. (This parameter is described later in this section.)

```

09:42:25                (LG0) ORDER ENTRY PARAMETERS                10/21/94
-----
ACTION [I] (C-Change, I-Inquiry)   G/L Location [ 1 ]
-----
Invoice #   5944                Cash Receipt #                Quote #   593
Serial #                Serial Prob. #

Pricing Info ?Y  Shipto Info ?Y  A/R Info ?Y  Pay Code Msg ?Y  Pastdue Days #
Set Commission Code Y/N ?Y  Archive Specials Y/N ?Y  Freight Default Dept ?K
Use Billto as Shipto Y/N ?Y  No Partial Ships Y/N ?Y  Only Print Assemblies ?N
Have Page# & Vendor Display Match the Prefix & Carton Display Y/N ?Y
Allow Auto Verifying with Batch Printing ("TR-V") Y/N ?Y
Keep All PICK Fields in JOUR-S Y/N ?Y  Build Sales Journal Item Index Y/N ?Y
PASSWORDS:  Drawer?DDMS Delete?DDMS Reindex?DDMS Pick Nbr?DAVE Change Loc?DDMS
UNCATALOGS :  Not allowed on remotes Y/N ?N  Default Dept ?J  Add-on -UC Y/N ?Y
BACKORDER PRINT :  (All Items or Flushed)                Future Shipping Y/N/A ?Y
  Print Code ?A (A-Ven, B-Bin, N-Ven, O-Bin)                No Print From ? To ?
  Split to a Separate Line Partial Backorders Y/N ?Y  Specials B/S/X ?X
  Always Print Pick Tickets in Bin Order Y/N ?Y
TRANSFERS :  A/R Master Y/N ?N  A/R Batch Y/N ?Y  Sales Journal Y/N ?Y
              A/R Location same as Transfer From Location Y/N ?Y
SHIPPING LABELS :  Print Company Logo Y/N ?Y  Customer Logo Y/N ?Y
-----

```

Figure 8. The NO PRINT FROM and TO Fields

NO PRINT FROM/TO

If you specify T in the OPTION field in the (L1) screen, tickets with backordered items will not print. In the NO PRINT FROM and TO fields, shown in Figure 8, you specify the range of stock classes that will be affected by the T option code.

If you want to limit the restriction on printing tickets with backorders to a single stock class, enter the same stock class in the NO PRINT FROM field. If you want to specify a range of stock classes to restrict, enter the first stock class in the range in the NO PRINT FROM field, and the last stock class in the range in the TO field.

```

17:07:29                (L1)  TERMINAL AND TICKET PARAMETERS                02/07/95
-----
                        ACTION [C] (C=CHANGE, I=INQUIRY, H=HELP)
-----
                        Starting Terminal to have Order Entry as Master [TE]
                        KEY: AHD=Ahead, ST.=Status, ONL=Print online, P=Printer number
LOG.      KEY  O/E  T-I-C-K-E-T-S      SLIP      LABELS      INVOICES
TER.  LOC.  AHD  TYPE  ST.  ONL  FORM  P      FORM  P      FORM  P      ONL  FORM  P  OPTION
1 [T0] [ 1] [Y] [ ] [6] [Y] [5I  1] [      ] [      ] [N] [4I  1] [T  ]
2 [T1] [ 1] [Y] [ ] [6] [Y] [5T  1] [      ] [      ] [Y] [5I  1] [T  ]
3 [T2] [ 1] [Y] [ ] [4] [Y] [5T  1] [      ] [      ] [Y] [5I  1] [T  ]
4 [T3] [ 1] [Y] [ ] [B] [Y] [5I  1] [      ] [      ] [Y] [5I  1] [  ]
5 [T4] [ 1] [Y] [ ] [B] [Y] [5T  1] [      ] [      ] [N] [5I  1] [T  ]
6 [T5] [ 2] [Y] [ ] [B] [Y] [4I  1] [      ] [      ] [Y] [4I  1] [T  ]
7 [T6] [ 1] [Y] [ ] [6] [Y] [5T  1] [      ] [      ] [Y] [5I  1] [T  ]
8 [T7] [ 1] [Y] [ ] [6] [Y] [4T  1] [      ] [      ] [Y] [4I  1] [  ]
9 [T8] [ 1] [Y] [P] [B] [Y] [5T  1] [      ] [      ] [Y] [5I  1] [  ]
10 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
11 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
12 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
13 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
14 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]
15 [__] [__] [__] [__] [__] [__] [_____] [_____] [_____] [__] [_____] [_____]

```

Figure 9. The INVOICES ONL Fields

INVOICES ONL

The INVOICES ONL fields in the (L1) screen, shown in Figure 9, determines whether invoices print when the ticket is final-verified, or whether they batch print.

When you final-verify a ticket, you move the lines on the ticket to a status 8 or 9. A final-verified status line is ready to move to an invoice status.

Printing Invoices On-Line

If you specify **Y** in this field, the system will print and invoice tickets as soon as they are final-verified. This is ideal for dealers who deliver on invoices and pack the product, verify the quantities, print the label, and attach both the label and the invoice to the package immediately.

Printing Invoices in a Batch

If you specify **N** in this field, the system will hold all final-verified lines at a ticket status so that you can print invoices in a batch. When you print invoices in a batch, you can specify a sort order, such as route. Printing invoices in route order makes it easier to match them to packages staged for delivery.

```

09:42:09                United Communications Screen                10/21/94
-----
Modem Parameters                United Parameters
-----
Modem Type ?1 [1-Mult. 2-NEC 3-Micr. 4-Robot.] | Phone Line      #M1 File Type ?U
Prefix ? | Account Id      #123456
Uni-Link #12345678901 | Baud :2400
Score #12345678901 | Baud :
----- Modem Auto Dialing & Logon ----- | ----- Order -----
I/O Character String                Binary | Type ?12 Taker ?123
1 ?1 ?1234567890...15...20 Term ?12 Res ?12 | ADOT ?
2 ? ? | Wrap-N-Label ?1 Barcode ?
3 ? ? | Backorders ?12
4 ? ? | Transmission# ?12347
5 ? ? | Consumer Text , , , ,
----- Customer Location ----- | Pre-Receive ?1 Ack Desc ?
Acct# OT# Prt Acct# OT# Prt | Printer ?12 Break Pg. ?
-----
Loc 2#123456 123 12 LOC 5#123456 123 12 | Excluded Manufacturers
Loc 3#123456 123 12 LOC 6#123456 123 12 | [123] [123] [123] [123]
Loc 4#123456 123 12 | Terminal Type #12 Control ?
Region Id ?1234
-----

```

Figure 10. The PRE-RECEIVE Field in the (L6F) United Communications Screen

PRE-RECEIVE

When you use the pre-receive option, the system automatically pre-receives your purchase orders when you receive acknowledgments from your wholesaler transmissions. If your wholesaler offers this option and you want to use the pre-receive feature, go to the parameter screen for your wholesaler and press TAB until the cursor reaches the PRE-RECEIVE field. (The PRE-RECEIVE field in the (L6F) United Communications screen is shown in Figure 10.) Type:

Y

Press RETURN until the (L6) Vendor and Wholesaler Communications screen appears. Press ESC until you return to the Master Menu.

Note: If you want to pre-receive orders, you must get permission from your wholesaler. Do not specify Y in the PRE-RECEIVE field until you have received authorization from your wholesaler.

```

15:41:48          (LF1) Purchase Order Flushing Parameters          01/12/95
-----
ACTION [C] (C-Change, I-Inquiry)  G/L Location [ 1]
-----

Flush Pick Tickets in a Batch or Printer B/P ?

Last Working Day of Week for Flushing Old Shipped Orders  5-Fri,6-Sat,7-Sun ?6

When Flushing Pick Tickets, Hold Transfers at Status 7 Y/N ?N

When Flushing Cash Backorders From P.O.S., Hold at Status 7 Y/N ?Y

On Flushes, Only Print All Shipped Y/N ?Y  or  Minimum Dollar Shipped $

When Flushing, Reset Price on Cost Plus Line Items with P/O Cost for
Customer OE Status Range : [J] To [J] + [ , , , , ]

When Flushing, If Item Cannot be Filled From Receipts, Fill From O/H Y/N ?
-----

```

Figure 11. The LAST WORKING DAY Field

LAST WORKING DAY OF WEEK FOR FLUSHING OLD SHIPPED ORDERS

In the LAST WORKING DAY OF WEEK FOR FLUSHING OLD SHIPPED ORDERS field in the (LF1) Purchase Order Flushing Parameters screen, shown in Figure 11, you must indicate the last day of the work week for your business. This information is used when you flush the previous day's shipped orders or backorders. If this field is set accurately, you can use the flushing process to final-verify any mixed-type tickets, which will not receive quantities from the wholesaler. This allows you to invoice these tickets before they are completely filled.

When you flush the previous day's shipped orders, the system looks for -0 tickets with shipped lines at status 6 that has the previous business day's date. If you flush the orders on a Monday, the system must know whether the previous workday was Friday, Saturday, or Sunday. Enter the appropriate code for the last working day of your business week.

- 5 Friday
- 6 Saturday
- 7 Sunday

Note: If you leave this field blank, the prompt FLUSHOLD SHIPPED ORDERS will not appear when you flush backorders through the (TR) Order Entry Reports screen.

If you use this field to flush the previous day's shipped orders in conjunction with Beginning Flow #1, DDMS recommends that you override the status in the print line to status 8, then print all invoices in a batch later.

If you specify a day in this field, you must specify N in the INVOICES ONL field in the (L1) screen.

```

09:42:25                (LG0) ORDER ENTRY PARAMETERS                10/21/94
-----
                ACTION [I] (C-Change, I-Inquiry)    G/L Location [ 1]
-----
Invoice #    5944                Cash Receipt #                Quote #    593
Serial #                Serial Prob. #
Pricing Info ?Y  Shipto Info ?Y  A/R Info ?Y  Pay Code Msg ?Y  Pastdue Days #
Set Commission Code Y/N ?Y  Archive Specials Y/N ?Y  Freight Default Dept ?K
Use Billto as Shipto Y/N ?Y  No Partial Ships Y/N ?Y  Only Print Assemblies ?N
Have Page# & Vendor Display Match the Prefix & Carton Display Y/N ?Y
Allow Auto Verifying with Batch Printing ("TR-V") Y/N ?Y
Keep All PICK Fields in JOUR-S Y/N ?Y  Build Sales Journal Item Index Y/N ?Y
PASSWORDS:  Drawer?DDMS Delete?DDMS Reindex?DDMS Pick Nbr?DAVE Change Loc?DDMS
UNCATALOGS :  Not allowed on remotes Y/N ?N  Default Dept ?J  Add-on -UC Y/N ?Y
BACKORDER PRINT :  (All Items or Flushed)                Future Shipping Y/N/A ?Y
  Print Code ?A  (A-Ven, B-Bin, N-Ven, O-Bin)                No Print From ?  To ?
  Split to a Separate Line Partial Backorders Y/N ?Y  Specials B/S/X ?X
  Always Print Pick Tickets in Bin Order Y/N ?Y
TRANSFERS :  A/R Master Y/N ?N  A/R Batch Y/N ?Y  Sales Journal Y/N ?Y
              A/R Location same as Transfer From Location Y/N ?Y
SHIPPING LABELS :  Print Company Logo Y/N ?Y  Customer Logo Y/N ?Y
-----

```

Figure 12. The ALLOW AUTO VERIFYING WITH BATCH PRINTING Field

ALLOW AUTO VERIFYING WITH BATCH PRINTING ("TR-V")

The ALLOW AUTO VERIFYING WITH BATCH PRINTING ("TR-V") field in the (LGØ) screen, shown in Figure 12, allows you to use the [V] Auto Verify with Batch Printing function in the (TR) Order Entry Reports screen.

When you use the [V] Auto Verify with Batch Printing function in the (TR) screen, the system final-verifies all fully shipped -0 tickets with lines at status 6, moves the tickets to status 8, and prints tickets for them.

If an autoverified order has backordered items, the system will move these lines to new tickets with the same ticket number and a -1 extension.

If you use this option in conjunction with Beginning Flow #1, DDMS recommends that you override the status in the print line to status 8 and print all invoices in a batch later.

To use this parameter, you must specify N in the INVOICES ONL field in the (L1) screen.

To allow use of the [V] Auto Verify with Batch Printing function, type:

Y

If you do not want to allow auto verifying with batch printing, type:

N

```

09:42:25                (LG0) ORDER ENTRY PARAMETERS                10/21/94
-----
                ACTION [I] (C-Change, I-Inquiry)      G/L Location [ 1]
-----
Invoice #   5944                Cash Receipt #                Quote #   593
Serial #                Serial Prob. #

Pricing Info ?Y  Shipto Info ?Y  A/R Info ?Y  Pay Code Msg ?Y  Pastdue Days #
Set Commission Code Y/N ?Y  Archive Specials Y/N ?Y  Freight Default Dept ?K
Use Billto as Shipto Y/N ?Y  No Partial Ships Y/N ?Y  Only Print Assemblies ?N
Have Page# & Vendor Display Match the Prefix & Carton Display Y/N ?Y
Allow Auto Verifying with Batch Printing ("TR-V") Y/N ?Y
Keep All PICK Fields in JOUR-S Y/N ?Y  Build Sales Journal Item Index Y/N ?Y
PASSWORDS:  Drawer?DDMS Delete?DDMS Reindex?DDMS Pick Nbr?DAVE Change Loc?DDMS
UNCATALOGS :  Not allowed on remotes Y/N ?N  Default Dept ?J  Add-on -UC Y/N ?Y
BACKORDER PRINT :      (All Items or Flushed)                Future Shipping Y/N/A ?Y
  Print Code ?A  (A-Ven, B-Bin, N-Ven, O-Bin)                No Print From ?  To ?
  Split to a Separate Line Partial Backorders Y/N ?Y  Specials B/S/X ?X
  Always Print Pick Tickets in Bin Order Y/N ?Y
TRANSFERS :   A/R Master Y/N ?N   A/R Batch Y/N ?Y   Sales Journal Y/N ?Y
              A/R Location same as Transfer From Location Y/N ?Y
SHIPPING LABELS :   Print Company Logo Y/N ?Y   Customer Logo Y/N ?Y
-----

```

Figure 13. The PRINT CODE Field

PRINT CODE

The PRINT CODE field in the (LGØ) screen, shown in Figure 13, determines what information will print when you flush backorders. Enter the code that corresponds to the information you want to see in this field.

Using Print Code A

When you use print code A, all of the items on the ticket will print. Backordered items will have XXXX in the BIN column.

If you specify L in the OPTIONS field in the (L1) screen, the primary bin location will print in the BIN column for items that were already shipped. If you do not specify L in the OPTIONS field, **** will appear in the BIN column for items that were already shipped. In both cases, the first four characters of the vendor's name will appear for items that were just flushed.

Using Print Code B

When you use print code B, all of the items on the ticket will print. Backordered items will have XXXX in the BIN column.

If you specify L in the OPTIONS field in the (L1) screen, the primary bin location will print in the BIN column for items that were already shipped. If you do not specify L in the OPTIONS field, **** will appear in the BIN column for items that were already shipped. In both cases, the primary bin location will print for items that were just flushed.

```

07:49:10                (LE1) Inventory Parameters  (Con't.)                03/27/95
-----
Action [I] (C-Change, I-Inquiry)   G/L Location [ 1]
-----
Update Manual "E" Screen Item # Changes to Other Files during "MA" Y/N/X ?
Which Aliases to Check in Order Entry ? [123] (1-Customer, 2-Common, 3-Print)
Class Range to Build History From [1] To [Z] + Additional Classes [          ]
Class Range to Force Ship (O/E) From [ ] To [ ] + Additional Classes [          ]
Inventory Pulling Location ?          Companion Locations From ?   To ?
Default to Loc 1 For "I-COLUMNS" Y/N ?N   Default to Loc 1 For "I-PRICE" Y/N ?
-----
----- CONTRACTS -----
Apply Weight Rate to Cost When Using WHL, MFG or FUTURE Y/N ?Y
Apply Up Cost % to Cost Y/N ?          Apply Con % to List Y/N ?
Prompt to Save Price Changes Y/N/X ?Y   Default Cost To Use W/M/F/L/A ?
Display Cost Window Y/N ?Y             Lower Price when Refiguring Y/N/P ?P
Passwords :      Update "ET" ?DDMS     Set Cost in "ET" ?DDMS
-----

```

Figure 14. The CLASS RANGE TO FORCE SHIP Fields

CLASS RANGE TO FORCE SHIP (OE) FROM/TO/+ ADDITIONAL CLASSES

In the CLASS RANGE TO FORCE SHIP (OE) FROM, TO, and + ADDITIONAL CLASSES fields in the (LE1) Inventory Parameters screen, shown in Figure 14, you can specify which item quantities are force shipped in order entry.

This function is suited to dealers who do not have accurate on-hand quantities, but do have stocking and nonstocking stock classes. You would complete these fields if you do not stock the majority of the items you sell. Then, the only exception tickets that you would need to verify would be those with items you normally stock, but are out of. Nonstocked items would have no on-hand quantities, and would always be backordered.

In the FROM and TO fields, enter the range of stock classes for which you want to force ship items in order entry. To do so, in the FROM field, enter the first stock class in the range. In the TO field, enter the last stock class in the range.

In the + ADDITIONAL CLASSES fields, enter up to five additional stock classes for which you want to force ship items in order entry.

```

07:49:20          (LG5)  ADDITIONAL ORDER ENTRY PARAMETERS          03/27/95
-----
ACTION [I] (C-Change, I-Inquiry)          G/L Location [ 1 ]
-----
PASSWORDS:  Final Verify :DDMS          Reverify :DDMS
            Verify Cost Change :DDMS      Verify Price Change :DDMS
            O/E Price/Cost Changes :ME     O/E Price Only Changes :DDMS
            Journal Functions :DDMS        Voids :DDMS  Print Voids Y/N ?N
Display Customer Remarks Y/N ?Y          Display List on Item Query Y/N ?Y
Display Quantity Breaks Y/N ?Y          Display On-Hand by Location Y/N ?Y
"Show Companion List" Default Y/N/A ?Y   Maximum Discount      %
Default Prepay Due as 50% of Backorders   Non-Tax District Number #
Use Next Invoice # for Credits Y/N/X ?Y   Order Taker From :    to :
Set Status if Adding New Customer Y/N ?Y  Display Laundry List Y/N ?N
Automatically Accept Alias Match Y/N ?N   Force All Items to be B/O Y/N ?N
Allow Adding New Bar Codes to the Alias File Y/N ?Y

Require Authorization Code When Over Credit Limit Y/N ?Y  Password :DDMS
Don't Prompt Customer Over Credit Limit on Paycodes ? [ , , , , , , , , , , ]
Auto. Query When there is No Exact Match on Y/N : Customer ?N Item ?Y
Force "Who Called" Special For Customer Status TM1 : [C] to [C] + [ , , , , ]
Dedicated On-Line Slip, Invoice, & Ticket Printers : [ ] to [ ] + [ , , , , ]
How Many Seconds to Wait Before Clearing Screen After Order #      (30-Default)

```

Figure 15. The FORCE ALL ITEMS TO BE B/O Field

FORCE ALL ITEMS TO BE B/O

In the FORCE ALL ITEMS TO BE B/O field in the (LG5) screen, shown in Figure 15, you can specify that all items be backordered, regardless of whether the items are on-hand.

This option is suited to dealers who do not have accurate on-hand quantities, but do have stocking and nonstocking stock classes. You would specify **Y** in this field if you do not stock the majority of the items you sell. Then, the only exception tickets you would need to verify would be those with in-stock items.

To force all items to be backordered, type:

Y

If you specify **Y**, the items on the order cannot exceed a status 6. If they do, the system cannot force them to be backordered.

If you do not want to force all items to be backordered, leave this field blank or type:

N

CHAPTER 4: INSTRUCTIONS FOR OPTIMUM EFFICIENCY

A variety of actions and parameters can help you utilize your O/P Dealer system to optimum efficiency for order flow. This chapter explains each action and parameters.

Use Picking Manifests to Pull Multiple Orders

Print a picking manifest by entering the appropriate selector number in the SELECTOR field in the (T) Order Entry Selectors screen, then use it to pull orders. Using a picking manifest, you can pull all orders at the same time with one pass through the stockroom.

Print a Shipping Manifest

Build and deliver a shipping manifest through the (TS) Shipping Manifest screen. For instructions, refer to "Volume 6: Shipping Manifest" in *Book III: Order Entry*.

Use Inexpensive Paper

Consider the paper you use to print your tickets and picking manifests on. Instead of forms or custom forms, use inexpensive paper, such as:

- 8½" x 11" paper
- bar-lined paper

This will be more cost effective, and the lined paper is easier to read, resulting in fewer pulling mistakes.

You may also want to consider changing DDMS' provided ticket forms to be double spaced to further enhance the readability. In addition, use the promotional messages in the (LG1) Order Entry Report Parameters screen to help your order pullers, order packers, and your customers.

Use Bar Coding

Print the ticket number as a bar code on your tickets and invoices to make verifying tickets and printing shipping labels easier. The investment required for bar-coding capabilities is:

- An Okidata 590 or 3410 printer
- A graphics card for your Okidata 320 Epson/IBM-type printer
- A triggerless scanner (that faces down so you can pass the ticket under it).

Use Your Wholesaler's Pre-Packaged/Labeled Deliveries Feature

When you transmit orders for multiple customers, many wholesalers can wrap each customer's order separately. This feature is usually called Wrap-N-Label or Wrap-N-Pack. You can turn this feature off and on, so that you do not have to use the feature for every order.

You can also specify the information that the system sends with the order. For example, with some wholesalers, you can send no customer information; packages are wrapped by invoice number, and no customer information prints on the label. You can usually vary what information appears on the label.

Each wholesaler has different features for the wrap-n-label option, so consult your wholesaler for the available options. You can turn this feature on through your wholesaler's parameter screen in the (L6) Vendor and Wholesaler Communications screen. For more information, refer to the instructions for your wholesaler's parameter screen in "Volume 2: Communications" in *Book V: Purchasing and Communications*.

Use Your Wholesaler's Auto-Backorder From Other Branches Feature

Many wholesalers have a feature that helps them completely fill an order if the main location you order from does not have enough quantities to fill the order. Using this feature, the system automatically sends unfilled quantities to the wholesaler's alternate locations, and partially fills the order from each.

You can usually specify which alternate wholesaler's locations the orders are sent to; you can send orders to two or more alternate locations, depending upon the wholesaler. You turn this feature on in your wholesaler's parameter screen in the (L6) screen.

This feature is sometimes called the Automatic Dealer Order Transfer (ADOT), Mipal, or the multi-location feature.

Note: You must contact your wholesaler to turn this feature on before using it.

For more information, refer to the instructions for your wholesaler's parameter screen in "Volume 2: Communications" in *Book V: Purchasing and Communications*.

Don't Allow Partial Shipments From Your Wholesalers

When you order an item, the wholesaler may not have the full amount in stock. For many wholesalers, you can specify whether you want to accept line items that cannot be fully shipped. In several of the wholesalers' parameters screens in the (L6) screen, there is a PARTIAL SHIP or SHIP PARTIAL field, or one similar to those. Specify N in this field to not allow partial shipments. This will prevent you from waiting on only part of a shipment.

For more information, refer to the instructions for your wholesaler's parameter screen in "Volume 2: Communications" in *Book V: Purchasing and Communications*.

Don't Allow Substitutes by Your Wholesalers

Many wholesalers offer substitutes for generic items or items they don't carry. For example, if you order a generic notebook, or specify a house brand that the wholesaler doesn't carry, the wholesaler might substitute another brand of the same notebook.

To prevent your wholesalers from automatically substituting items, specify N in the field for substitutions (usually SUBS, AUTO SUBS, or ALTERNATE) in your wholesaler's parameter screen in the (L6) screen. For more information, refer to the instructions for your wholesaler's parameter screen in "Volume 2: Communications" in *Book V: Purchasing and Communications*.

Don't Accept Backorders From Your Wholesalers

If your wholesaler does not have the items you need in stock, you can prevent unnecessary delays by not accepting backorders. This means that the wholesaler only fills items he has in stock.

You specify that you do not accept backorders in the BACKORDERS (or similar) field in your wholesaler's parameter screen in the (L6) screen.

For some wholesalers, you can choose how much of the order they fill if they cannot completely fill the order. For example, they can fill the order as much as possible, then cancel the remainder, or they can cancel the entire order if they cannot completely fill it. For more information, refer to the instructions for your wholesaler's parameter screen in "Volume 2: Communications" in *Book V: Purchasing and Communications*.

Pull by the Ticket

If a pick ticket lists an item as backordered, and you notice quantities of that item on the shelf while you are pulling the order, do not use those quantities. Since you should have accurate on-hand counts, there is probably another order for this item, and it is marked as shipped on that ticket.

If you do not pull to the ticket, you might need to do extra verifying. You might also anger customers who do not receive merchandise that they were promised by your order entry personnel.

Set Your Pulling Schedule

You must decide how you will actually handle pulling items to fill customer orders. One option is to pull only complete orders. Your warehouse personnel will pull orders that can be completely filled from in-stock merchandise and stage them. Then, after receiving your shipment from your vendor, they can flush backorders, pull the in-stock items for the remaining orders, and marry them up with the items received from the vendor.

An alternative is to pull all of your orders and stage the merchandise. Your warehouse personnel will pull the in-stock items for all orders and stage them. Then, after receiving your shipment from your vendor and flushing backorders, they can marry the items from the vendor with the staged orders.

The way you choose to pull items will influence the way that orders flow through your system, and even how you will handle printing pick tickets. For example, if you pull all orders and stage the ones waiting for wholesaler delivery, you should specify either **S** or **R** in one of the OPTION fields in the (L1) Terminal and Ticket Parameters screen. This way, the system will not print tickets that contain only backordered items.

If you pull only complete orders at this time, and pull in-stock items and items from the wholesaler at the same time when the tickets flush, specify **T** in one of the OPTION fields in the (L1) screen. The system will print the primary bin location for in-stock items. Only the tickets for orders that can be completely filled from your stock will print. Tickets with backordered items will not print, but their status will change to 6 so that they can go through the Short-Buy process.

Note: For more information on the OPTION fields in the (L1) screen and the various option codes that can be used in these fields, refer to **Chapter 3: Instructions for Optional Steps**.
