

Tech Tips from the Help Desk

Using National Drop Ship

Letting your wholesaler ship orders directly to your customers is an efficient way to provide quick service by covering distances electronically.

Using your DDMS system, you can flag a customer account or an individual order to be drop shipped. Based on the customer's zip code, the wholesaler routes the order to its nearest stocking branch. The order is filled and shipped directly to the customer.

DDMS works with two wholesalers to provide this service: S.P. Richards and United Stationers. S.P. Richards' national drop ship program is USAExpress; United's program is National Express Delivery (NED). The DDMS generic national drop ship program is NDS.

System Setup

In order for your system to correctly process national drop ship orders, you must set fields in the (A) Customer Master and the (LA) Customer and A/R Parameters screens.

(A) Screen

Set the National Drop Ship Account field to Y. This flags all orders for the customer as national drop ships. Adding modules adds value to your software.

(LA) Screen

In the National Drop Ship Route field, enter a unique default route. For example, you might use NDS, USAX or NED. The route you specify in the (LA) screen will be the default for all of your national drop ship orders. This field overrides the (A) screen Route field in Order Entry and distinguishes national drop ship tickets from all others.

This lets you keep your national drop ship orders separate from the orders you are not national drop shipping when transmitting. That way, you can handle exceptions — whatever your wholesaler can't fill — differently from how you handle orders you are not national drop shipping.

Using the Route field to build P/Os

If you use Automated Short-Buy, you can separate

Tech Tips from the Help Desk presents answers to the questions dealers ask most. It has two formats: *If...Then* helps you find solutions: *If this happens, Then you do that.* *How Do I...* explains how to perform a procedure. Please save these columns in a binder for future reference.

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17:43:29                (A) CUSTOMER MASTER REV. (11/23/98)                02/01/99
ACTION [C] _____
A-Ad,C-Chg,D-Del,I-Inq,F-Card,G-Auto,L-List,H-His,Q-Serv,S-Sale,T-Tax,R-Reindex
____ Company Location [ 1 ] _____ S-H-I-P-P-I-N-G A-D-D-R-E-S-S -
Acct #      10001 Dept :                Suite :
Name :ABC COMPANY                      Addr. :901 SAVANNAH DR
Suite :                                  City :KELLER
Addr. :901 SAVANNAH DR                  State :TX Zip #76248 [  ]
City :KELLER                            Contact [BOB SMITH      ]
State :TX Zip #76248 [  ]                National Drop Ship Account Y/N ?Y
Phone #817-555-1234 Sic :                Prepay ? _____ ORDER ENTRY _____
Status O/E :A Sls # 265 Route :DWTN      Taxable Y/N :Y Dist :      Remote ID :
Stat. Exempt [  ] Credit Limit $ 10000   Status OE :T TM1 : TM2 : OAE Exmp :
Entry Date :11/04/95 Start Limit $       Catalog Price : Best Pricing :Y
____ ADDITIONAL NAME & CONTACT _____ Disc Type :S 10.0% Hold Type : #
Name [  ] Contracts [4N] [5A] [  ] [  ]
Contact [.....] Type ? . Cost M/W/A/P/2-9 ? Cost Plus if Net :
____ R-E-M-A-R-K-S _____ Up List    % Columns :
Fax Number #817-555-1335                P/O Required ? B/O ? Substitutes ?
[  ]                                     Formats : Pick Ticket : Invoice :
[  ]                                     Hold ? Invoice Copies :
[  ]                                     Laundry List ID :
    
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** ENTER DATA OR <?> FOR HELP !!

To set up a customer's account for national drop ship, use the National Drop Ship Account field in the (A) screen.

You can separate your national drop ship orders by setting up a call code limited to the route field.

```

(LFAL) Vendor Call Number
-----
Call Number [__]
-----
Limits: (Line Item MUST Match ALL Limits To Go On P/O)
(I)nc/(E)xc Stock Classes ?_  [ ] to [ ]  [_,_,_,_,_]
(I)nc/(E)xc Departments  ?  [ ] to [ ]  [ , , , , ]
(I)nc/(E)xc Locations    ?  [ ] to [ ]  [ , , , , ] (I)nv/(G)/L ?
(I)nc/(E)xc Sic Codes    ?  [ ] to [ ]  [ , , , , ]
(I)nc/(E)xc Assort Codes ?  [ ] to [ ]  [ , , , , ]
(I)nc/(E)xc Routes      ?I [NDS ] to [NDS ] [ , , , , ]

Include UPSable Items Only Y/N ?
Specials To Put On P/O. [ , , , , , , ]
(AA-AAAA,ZZ-ZZZZ,SH-Shipto,SB-Short-Buy,BO-Back Order,SP-Item,PO-Spec. P/O)

Exceptions From Vendors:
Transfer Exceptions ? P/O #
(D-Dummy P/O, N-Next Call, S-Short-Auto, T-Next Time Slot)
Stop Process for Time Slot if P/Os Not Transmitted Y/N ?
Print Options: P/O's Y/N ? Printer [ ] Exceptions Y/N ? Printer [ ]

<RET> for Next Screen, <Esc> for Previous Screen

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Using National Drop Ship

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rate your national drop ship orders by setting up a call code limited to the route you set up in the (LA) screen. For example, NDS, USAX or NED. For orders you are not national drop shipping, set up your call codes to exclude the route you set up in the (LA) screen.

If you're not using Automated Short-Buy, you can create a Short-Buy Report (like a T-10) and limit by the route you set in the (LA) screen. When purchasing, run this Short-Buy first and create your national drop ship purchase order before running your Short-Buy for orders you are not national drop shipping.

Another reason for using a consistent national drop ship route code is that it lets you sort by route when you flush or batch print invoices. Since you are not delivering an item to the customer, you don't want national drop ship tickets mixed in with the orders you are not national drop shipping. Because they're all together, it makes it easy to pull out the national drop ship tickets so you can send a copy to the customer.

Using NDS in Order Entry


In Order Entry, you can toggle the national drop ship on or off for any customer or order by using the drop ship special. When you type

DROPSHIP, the system displays the customer's current (A) screen setup. To change the default, at the Correct Y/N prompt, type N.

Regardless of the stock levels in the system, all national drop ship orders appear as backorders as long as the flag is set when the order is started. You can force ship any items that you want to deliver from your warehouse.

You can toggle the national drop ship on or off even after you have ended the ticket, so long as the ticket status is 4 - 7. To do so, in Order Entry, select [C] Change. The system displays global information about the ticket in the (GVC) Order Change screen. Tab to the National Drop Ship Order field and enter Y or N.

Notify your Wholesaler

If you purchase from S.P. Richards, contact them about using USAExpress. For United customers, before using NED, United must assign you an account number and an order-taker number. Enter your NED account number in the Account #5 field of the (L6F) United Communications screen. Enter your NED order-taker number in the field to the right of the account number field. When you transmit orders to United, the system automatically looks at the Account #5 field in the (L6F) screen for those orders flagged for national drop ship. 

Notify your wholesaler that you are using national drop ship.