

# *National Drop Ship*

## **NATIONAL DROP SHIP**

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## **Introduction**

You can flag a customer as a drop ship account using the national drop ship feature. This feature can help you increase your efficiency while improving customer service.

You set up customers as national drop ship accounts in the (A) Customer Master screen. For these accounts, merchandise is automatically drop shipped for every order (if the wholesaler offers this service), unless you specify otherwise. This feature ensures that your customers receive their merchandise on time.

You can easily turn the drop ship option off or on when creating the order through the (G) Order Entry screen or the (GS) Drop Ship Order Entry screen. In addition, you can turn the drop ship option off or on when changing orders through the (GVC) Order Change screen.

One parameter applies to the national drop ship feature: the NATIONAL DROP SHIP ROUTE field in the (LA) Customer And A/R Parameters screen.

## Section 1: Setting Up National Drop Ship Accounts in the (A) Screen

You set up customers as national drop ship accounts through the (A) Customer Master screen. If a customer is set up as a national drop ship account, every order will be automatically drop shipped unless the drop ship feature is manually turned off.

In addition, the system flags national drop ship customers in the (G) Order Entry screen. When you select the [O] Order or [S] Drop Ship action code and retrieve the record of a national drop ship account, the cursor moves to the PAYCODE field and the system displays the following message, as shown in Figure 1:

### \* National Drop Ship Account \*

This message disappears when you specify a pay code.

To set up a customer as a national drop ship customer, go to the (A) screen and select the [C] Chg action code.

Retrieve the record for the customer you are setting up as a drop ship account. (For instructions on retrieving customer records, refer to "Volume 2: The Customer Database" in *Book I: Customers, Vendors, and Salespersons*.)

Press RETURN until the cursor moves to the SUITE field in the Shipping Address Record, then press TAB until the cursor moves to the NATIONAL DROP SHIP ACCOUNT field. This field is shown in Figure 2.

```
11:56:05                (G) Order Entry (06/12/95)                06/29/95
-----
Order Writer :STEP      G/L Loc # 1   Inv Loc # 1       Transaction #_____ -_
Order                               Paycode ?2       File :P-MASTER   Vol :W1??
Name :STEPH'S KILLER CO.      Account #       STEPH
    4218 Person Rd           Slsm :1008     Status :P       P/O #
                               Sub-Total $    Lines #         %
    KELLER                    TX 76262 0000   503 848 7082
-----
#   Item                Mfg          Description                UM C Order  Ship  Price
-----
* National Drop Ship Account *      ----- Pay Codes -----
                                       0-No Charge
                                       1-Cash
                                       2-Charge
                                       3-C.O.D.
                                       4-Prepay
                                       5-Credit Return
                                       6-Cash Return
                                       8-Quote
                                       9-Transfer
                                       P-Pay on Prepay
```

Figure 1. The NATIONAL DROP SHIP ACCOUNT Message

```

15:28:36 (A) CUSTOMER MASTER REV. (03/20/XX) 06/01/95
ACTION [C] -----
A-Add,C-Chg,D-Del,I-Inq,F-C.Card,L-List,H-Hist,Q-Service,S-Sales,T-Tax,R-Reindex
----- Company Location [ 1] ----- S-H-I-P-P-I-N-G A-D-D-R-E-S-S ---
Acct # 30001 Dept : Suite :124
Name :MARVIN'S OFFICE SUPPLY Addr. :1234 GARDEN GROVE
Suite :123 City :KELLER
Addr. :1234 GARDEN GROVE State :TX Zip #76248 [ ]
City :KELLER Contact [MARVIN MILLER ]
State :TX Zip #76248 [ ] National Drop Ship Account Y/N ?Y
Phone #817-300-2020 Sic : Prepay ? ----- ORDER ENTRY -----
Status O/E :G Slsm # 112 Route :R1 Taxable Y/N :Y Dist :1000 Remote ID :
Stat. Exempt [ ] Credit Limit $ Status OE : TM1 :2 TM2 :
Entry Date :05/30/92 Start Limit $..... Catalog Price :Y Best Pricing :N
----- ADDITIONAL NAME & CONTACT ----- Disc Type :S 20.0% Hold Type : #
Name [ ] Contracts [96] [95] [30] [ ]
Contact [.....] Type ?. Cost M/W ?W Cost Plus if Net :
----- R-E-M-A-R-K-S ----- Up List 10.0% Columns :Y
Fax Number # - - P/O Required ?Y B/O ? Substitutes ?Y
[FAX#817-400-3939 ] Formats : Pick Ticket : Invoice :
[REMARKS ] Hold ? Invoice Copies :
[ - ] Laundry List ID :
-----
** ENTER DATA OR <?> FOR HELP !!

```

**Figure 2. The NATIONAL DROP SHIP ACCOUNT Field**

To make this customer a national drop ship account, type:

**Y**

If you do not want this customer to be a national drop ship account, type:

**N**

Press RETURN.

---

**Note:** If you do not press RETURN or tab through the rest of the screen, your changes will not be saved.

---

The system redisplay the CORRECT RECORD prompt.

To specify another customer as a national drop ship account, press ESC. The cursor returns to the NAME field so that you can retrieve another customer record.

To return to the Master Menu, press ESC until that screen appears.

---

**Note:** If the national drop ship option is on when you place an order in the (G) screen, the system automatically backorders the items on the order. Therefore, the SHIP column will always be blank for these orders.

---

## Section 2: Using the National Drop Ship Special

If you specified **Y** in the NATIONAL DROP SHIP ACCOUNT field in the Shipping Address Record of the (A) Customer Master screen, every order for that customer will be drop shipped automatically unless you turn the drop ship option off. Similarly, if you specified **N** in the NATIONAL DROP SHIP ACCOUNT field, or left the field blank, no orders for that customer will be drop shipped unless you turn the drop ship option on.

You can turn the drop ship option off and on during order entry. To do so, go to the (G) Order Entry screen and begin creating an order using the [O] Order action code or the [S] Drop Ship Order action code. (For instructions on creating an order using the [O] Order action code, refer to "Volume 1: Commercial Order Entry" in *Book III: Order Entry*. For instructions on creating an order using the [S] Drop Ship Order action code, refer to "Volume 5: Drop Ship Order Entry" in *Book III: Order Entry*.)

The system flags national drop ship customers before you begin the order. When you retrieve the record of a national drop ship account and the cursor moves to the PAYCODE field, the system displays the following message:

**\* National Drop Ship Account \***

This message disappears when you specify a pay code.

To turn the drop ship option off or on, when the cursor is in the ITEM field, type:

**DROPSHIP**

Press RETURN.

```
15:30:39                (G) Order Entry (05/11/XX)                06/01/95
-----
Order Writer :STEP          G/L Loc # 1   Inv Loc # 1           Transaction #   -
Order                               Charge           File :P-MASTER  Vol :W1??
Name :MARVIN'S OFFICE SUPPLY      Account #       30001
  123                               S 20.0 Slsm : 112  Status :G   P/O #41223
  1234 GARDEN GROVE                Route :R1                Lines #           %
  KELLER                            TX 76248                817 300 2020  Sub-Total $
-----
#   Item           Mfg           Description           UM C Order  Ship  Price
-----
#   DROPSHIP
-----
Order Is Currently A National Drop Ship Order.  Correct  Y/N ?Y
```

**Figure 3. The Prompt ORDER IS CURRENTLY A NATIONAL DROP SHIP ORDER**

At this point, you can turn the drop ship feature off or on.

---

**Note:** You can use the DROPSHIP special at any time during order entry and it will affect the entire order. For example, if you turn the drop ship feature on after entering half the items on an order, the entire order will be drop shipped.

---

### **Turning the Drop Ship Option Off**

The drop ship option is on if you specified **Y** in the NATIONAL DROP SHIP ACCOUNT field in the Shipping Address Record of the (A) screen for this customer, or if you specified **N** in that field but have already used the DROPSHIP special during this order to turn the drop ship option on.

If the drop ship feature is on, the system displays the following prompt, as shown in Figure 3:

**Order Is Currently A National Drop Ship Order. Correct Y/N ?Y**

To leave the drop ship option on, press RETURN or type:

**Y**

To turn the drop ship option off, type:

**N**

The cursor returns to the ITEM field so that you can continue entering items on the order.

### **Turning the Drop Ship Option On**

The drop ship option is off if you specified **N** in the NATIONAL DROP SHIP ACCOUNT field in the Shipping Address Record of the (A) screen for this customer, or if you specified **Y** in that field but have already used the DROPSHIP special during this order to turn the drop ship option off.

If the drop ship feature is off, the system displays the following prompt:

**Order Is Not Currently A National Drop Ship Order. Correct Y/N ?Y**

To leave the drop ship option off, press RETURN or type:

**Y**

To turn the drop ship option on, type:

**N**

The cursor returns to the ITEM field so that you can continue entering items on the order.

---

**Note:** If the national drop ship option is on when you place an order in the (G) screen, the system automatically backorders the items on the order. Therefore, the SHIP column will always be blank for these orders.

---

### Section 3: Changing the Drop Ship Status of a Ticket

You can turn the drop ship option off and on even after a ticket has been ended. You do so through the (GVC) Order Change screen.

To access the (GVC) screen, go to the (G) Order Entry screen and select the [C] Change Order action code.

The system displays the (GVC) screen. In the TRANSACTION # field, enter the number of the ticket for which you want to change the drop ship status. At the Correct Ticket Window, press RETURN or type:

**Y**

In the Which Lines to Change Window, select the Order Change option. To do so, type:

**O**

The system displays the Global Information Window. To change the drop ship status of the ticket, press TAB until the cursor moves to the NATIONAL DROP SHIP ORDER field, shown in Figure 4.

To turn the drop ship option on, type:

**Y**

To turn the drop ship option off, type:

**N**

```
15:32:14                (GVC) Order Change  (04/27/XX)                06/01/95
-----
Order Writer :STEP          G/L Loc # 1  Inv Loc # 1      Transaction #   5681-0
Name :MARVIN'S OFFICE SUPPLY      #      30001      #_____._% $_____.
-----
#_ Item_____ Mfg _____ Description_____ UM C D Order _Ship _Price_

+-----+-----+ Global Information |-----+
| Charge   Status :4 Cust. P/O #41223      G/L Loc : 1 Terminal :T1 |
| Order Date :06/01/95   Due Date : / /      Invoice Date : / / |
| Salesperson : 112   Order Taker :1008   Verifier :      Packer : |
| State :TX Taxable :Y District :1000   Contract :   S 07.0% Hold : |
| National Drop Ship Order Y/N :Y |
+-----+-----+-----Press Any Key-----+
```

**Figure 4. The NATIONAL DROP SHIP ORDER Field**

The system redisplay the Which Lines to Change Window. At this point, you can make any additional changes to the ticket, or press ESC if there are no more changes.

The cursor returns to the TRANSACTION # field so that you can specify another ticket to change.

---

**Note:** The NATIONAL DROP SHIP ORDER field also appears in the Global Information Window when you verify and delete tickets. However, in these cases, this field is for display only.

---

## Section 4: Completing the National Drop Ship Parameter

The only parameter in the DDMS system that applies specifically to the national drop ship feature is the NATIONAL DROP SHIP ROUTE field in the (LA) Customer And A/R Parameters screen, shown in Figure 5.

To set or change this parameter, go to the (LA) screen and select the [C] Change action code.

In the G/L LOCATION field, specify the G/L location that you want this drop ship route to apply to.

Then, press TAB until the cursor moves to the NATIONAL DROP SHIP ROUTE field.

Using this parameter, you can specify that all national drop ship orders are assigned the same route, regardless of which route is assigned for each customer in the ROUTE field in the Master Record of the (A) Customer Master screen. This parameter works similarly to the CROUTE special, as the national drop ship route would override the route specified in the (A) screen, and would cause all national drop ship orders to flush together when sorted by route.

The national drop ship route you specify in this field should be a nonexistent route, and should distinguish the orders it is assigned to as national drop ship orders. However, because all drop ship orders are sent directly to your customer from your vendor, the route you specify has no effect on how the order is delivered to your customer.

To assign all national drop ship orders the same route, enter a unique route name in this field. For example, you might specify the route **DROP**.

```

11:56:22                (LA) Customer And A/R Parameters                06/29/95
-----
Action [I] (C-Change, I-Inquiry, 1-Sales, 2-A/R )   G/L Location [ 1 ]
-----
Next Customer #      7900                Save Changes ?                Swap Name ?
Inc/Exc In (B) ?E   From ?Z To ?Z   From ?   To ?   Add In (B) Y/N ?Y   Status ?
Inc/Exc In (G) ?E   From ?Z To ?Z   From ?   To ?   Add In (G) Y/N ?Y   Status ?A
-----
                                PASSWORDS
Reindex ?DDMS   Release ?DDMS                Purge ?DDMS                EOM ?DDMS   EOY ?DDMS
Delete  ?DDMS   Credit Card ?                Mask Inquiry ?N
-----
Monthly Usage From ?M To ?M   Quarterly Usage From ?Q To ?Q

Print Copies With Original Invoice Y/N ?Y

In O/E on Customer Query, Display Shipto Address instead of Billto Y/N ?

Keep Service Quality Statistics for Customer Status : [G] to [Z] + [ , , , , ]
Locs.to Exclude from Service Quality Statistics [ ] to [ ] + [ , , , , ]
National Drop Ship Route [      ]
Auto Bill Invoices:   Print, Fax, Neither P/F/N ?N   Formats: Invoice :   Fax :
Sort Order ?N (#-Customer Nbr, N-Customer Name, R-Route, Z-Zip Code)
-----

```

**Figure 5. The NATIONAL DROP SHIP ROUTE Field**

If you specify a route with fewer than four characters, press RETURN.

Press RETURN until the cursor returns to the action code field.

---

**Note:** If you do not return the cursor to the action code field before you press ESC, the system will not save your changes.

---