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# Supplier Orders

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# Overview

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Supplier Orders, both placing and receiving, are an integral part of WinSTORE. There are many options and settings which govern the way in which items are compiled for ordering and also how the receiving process will work. Regardless of which options you choose, the basic procedures stay the same.

Placing Orders:

1. Populating the order file with the items required.
2. Deciding and inputting order quantities for each item in the order file.
3. Totalling and printing the orders.

Receiving Orders:

1. Opening the order on screen.
2. Matching the stock received to the invoice and to the original order, making adjustments to costs, retails, quantities as required.
3. Totalling the order and updating the stock figures.

**Settings that affect Supplier Orders - Refer to Administration manuals for details.**

### **System Settings - Details 1**

#### *Dept Code Required*

Enables selection of Departments when loading items to order.

#### *Order Placement Auto/ Manual*

Determine what and when items are automatically placed into the order file.

#### *Order Formula Weeks*

Determines how a suggested reorder quantity is calculated.

### **System Settings - Details 2**

#### *GP Calculation*

Determines which cost price the GP% is calculated from.

#### *Retail Price Rounding.*

Determines the rounding on automatically calculated retail prices when creating new stock items.

### **System Settings - Details 3**

#### *Print Customer Order Dockets*

Determines if and where dockets are printed for received customer orders.

#### *Receive Orders With A \$ Difference*

Enforces or restricts the balancing of incoming stock invoices.

#### *Order Update Method*

Allows partial order processing.

#### *Create Stock Ex Customer Order.*

Ensures continued sales history of customer orders on non-stocked items.

#### *Individual Item Receipt*

Determines method of stock receipt, either scanning or manual input.

#### *Suppress Oversupply Message*

Disables a warning if the quantity received is greater than the quantity ordered.

### **Station Settings - Details 2**

#### *O/R New Items Highlight*

Enables an edit box to automatically open when highlighting a new release in Order Receipt.

### **POS Codes**

#### *Operator Access*

Restrictions for access to orders or to alter order quantities.

### **Supplier Codes**

#### *GST In Cost Price*

Determines whether GST is added to or subtracted from the invoice costs that you enter.

#### *Hold Orders*

Disallows ordering

#### *Distributor*

The distributor of the supplier, e.g. BFM

#### *No Backorders*

Disallow backorders

#### *Methods*

How order may be sent

#### *Style*

What to print on orders

#### *Minimum Value & Quantity*

### **Refill Codes**

Determines if items are reordered or not.

# Compiling Orders

## Populating The Order File

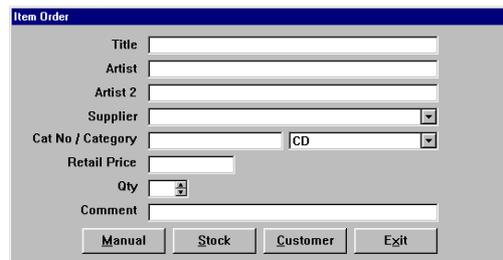
The first step to placing orders is to populate your order file. Generally, any item sold will be automatically placed into the order file for reorder. Likewise, all customer orders taken are placed directly into the order file. The only other items may be New Releases or Chart items and Top Sellers that you may wish to 'top up'.

- ☺ Refer to Admin-Details 1-Order Placement to set which items are automatically placed into the order file. The recommended setting is 'Sold/New'. This ensures that no item can 'slip through the cracks' and can also save time for ordering top ups of chart product and top sellers.

An item may be manually placed into the order file from many places throughout the system, e.g. Catalogue, New Release, Chart or Stock enquiry, refer to the relevant manual sections for information on performing enquiries.

### Steps to manually place an item into the order file:

1. Find the item in question using any of the aforementioned enquiries.
2. Select Alt O Order.  
☛ This opens the Item Order window with all the details of the selected item. Any detail may be altered at this point.
3. Select Alt M Manual to clear the fields to manually type in a product. Supplier, catalogue number, category and quantity field must be completed. If you do not know the catalogue number, use something reasonably unique to the product, e.g. the artist name. Do Not input question marks etc.
4. Select Alt S Stock to order the item for stock.  
Or Select Alt C to order the item for a customer, (refer to chapter 3. Sales for the complete customer order process).



The screenshot shows a window titled 'Item Order'. It contains several input fields: 'Title', 'Artist', 'Artist 2', 'Supplier' (a dropdown menu), 'Cat No / Category' (with 'CD' selected in a dropdown), 'Retail Price', 'Qty' (with a spinner control), and 'Comment'. At the bottom of the window are four buttons: 'Manual', 'Stock', 'Customer', and 'Exit'.

A number of safeguard messages may appear to confirm the action under some circumstances. E.g. a customer order when the item is currently in stock or an order on a deleted item, confirmation to continue will be required.

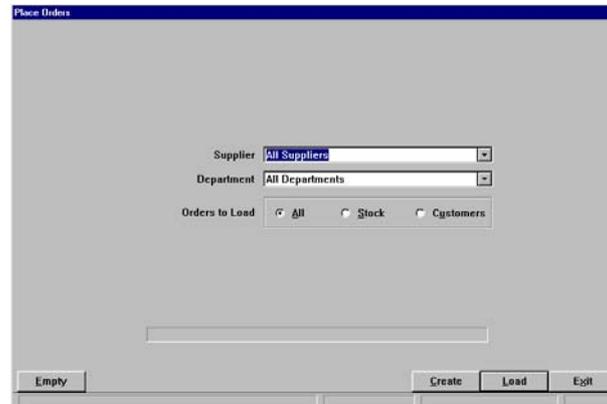


Catalogue numbers form the basis of how WinSTORE links all the item information, from Catalogue to Stock to Customer Accounts to Orders etc. It is therefore critical that catalogue numbers are kept as unique as possible. Allowances have been made within the system for the occasional sharing of the same catalogue number for several different items, but, the more items that share the same number the more chance of system or user confusion. When manually inputting a catalogue number for a product that you don't know the correct number for, make sure that the number you input is something relatively unique to that item, e.g. the artist or title, under no circumstance should you use 'UNKNOWN' or 'CD' or '???' etc., you may then end up with hundreds of items in your order file with the same 'UNKNOWN' number causing the system to lose integrity within the file linkages.

## Reviewing Items To Order and Selecting Order Quantities.

To access Place Orders:

- 1) Select Alt O Orders from the Main Menu.
- 2) Select F2 Place Orders from the Orders Menu.



The Department selection is only available if Departments have been enabled in System Defaults.

Items may be reviewed by Supplier, Distributor, (e.g. BFM), or All Suppliers. Select the Supplier/ Distributor by either manually entering the Supplier code or use the drop box to select from the list. If no supplier is chosen the default is All Suppliers.

↻ Refer to the Administration - Stock Menu manual for information about setting Distributors

If you have enabled Departments you may also select to load a single Department or All Departments. You may also choose to view Customer Orders only, Stock items only or All items.

↻ Refer to the Administration - System Defaults & Stock Menu manuals for information on setting up and enabling Departments.

### Available Actions:

**Alt E Empty** Removes all stock items currently in the order file for the selected Supplier/ Distributor/ Department. This action will not remove customer orders. Use this function with caution.

**Alt C Create** To create an order for a particular supplier without including any of the items that are already in the order file. Handy for placing a quick New Release or Presell order.

**Alt L Load** (or Enter) Loads the items selected.

**Alt X Exit** Back to POS.

Place Orders

Sup	Artist	Title	ID	Product No.	W+x	SOH	SOO	SIT	SUG	ORD
AAA	TOX	NA-X60	BT	BT2						1
EMI	ANGELS, THE	THEIR FINEST HOUR	CD	A770242		-1				
EMI	DUSTY, SLIM	SONGS FROM DOWN UNDE	CD	123456		2				
EMI	NICKS, STEWIE	ROCK A LITTLE	CD	7462812						
SMA	'N SYNC	DYE DYE DYE	DS	9250202		3				1
SMA	ANASTACIA	NOT THAT KIND	CD	A983142		1				
SMA	REEF	GETAWAY	CD	A988912		2				4
SMA	VAN HALEN	FOR UNLAWFUL CARNAL	CD	7599265942		-4	10			
SUP	ARTIST 1	TITLE	CD	GATHNUMBER						1
UWA	POWDERFINGER	ODYSSEY NUMBER FIVE	CD	POWDERFINGER						1
AAA	SOUNDTRACK	EVITA - MUSIC FROM T	CD	9362464322						1

Customer Order lines will appear in blue

Sup AAA P/N BT2 Retail 9.00 Cgst 4.50 Min 0

Last 13 days sales history

Last 13 weeks sales history

Last 13 months sales history

Sales Grid	Add	Delete	Hold	View	Report	Totals	Artist	Comment
Sold 19	A 07/02/2000	R 12/09/2000	S 12/09/2000	Auto				

Artist 2 (if any) or Customer Name if a Customer Order

Total Sale Quantity

Original Acquisition Date

Last Received Date

Last Sale Date

Method that item was place to order file

All information required to determine an order quantity, if any, can be found or accessed from this screen. The lower half of the screen, including the status bar at the very bottom, is sensitive to the highlighted item in the top half and will change as you scroll down.

The quantity columns on the right give you the primary information to determine a reorder quantity:

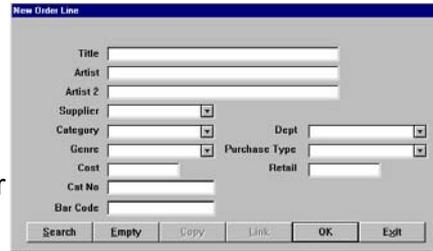
- W+x** Weeks of sales, where x = no. of weeks. This is set from Admin-System-Details 1-Order Formula Weeks. E.g. W+0 will show this weeks sales only, W+1 will show this week plus last week etc. Please note that 'This Week' is relevant to the current day, i.e. If today is a Monday then this week is only today and yesterday.
- SOH** Current stock on hand quantity
- SOO** Current quantity already on order
- SIT** Current stock in transit (Multistore only)
- SUG** Suggested order quantity based on the previous quantities and the minimum stock on hand quantity set against that stock item (normally 1)
- ORD** Quantity to be ordered (input by you)

The five fields, Sup (supplier), P/N (catalogue number), Retail (retail 1), Cost (item cost) and Min (minimum SOH), directly beneath the columns may be altered manually. Any alteration will directly alter the actual stock item, e.g. Altering the retail price here will affect the price that the item will appear at when sold. If the Supplier of the item is changed, the item line will be moved immediately to the new Supplier. If the items to be reviewed have been loaded by a particular Supplier, the item will "disappear" from the screen when the Supplier field is changed.

**Available Actions:**

**Alt G Sales Grid** As in Stock Browse, alters the Sales History to view by Days, Weeks or Months.

**Alt A Add** Two purposes. Highlight a stock item and select to insert a new item. Alt S Search enables searches on stock ID, cat. number or bar code using the standard Alt 1, 2 & 3. Alt E Empty clears all fields, Alt C Copy inserts the Supplier, Category etc., of the last item input. Alternately, highlight a customer order to insert a stock order for the same item.



**Alt D Delete** Removes the highlighted item from the order file.

**Alt H Hold** Holds the highlighted item from being included in the order without removing it altogether.

**Alt V View** Highlight a stock item and select Alt V to view the entire Stock Item information or highlight a customer order and select Alt V to view the Customer Account details.

**Alt E Report** Select to print the order file as viewed on screen.

**Alt T Totals** Select to total all items ordered, summarised by supplier.

**Alt I Artist** Select to view all other titles in stock of the same artist.

**Alt C Comment** Add an order comment to the item highlighted.

**Alt X Exit** Exit the review screen. All alterations and order quantities are automatically saved on exit.

**General Steps:**

1. Use the up and down arrow keys or the page up or down to scroll through all items, (avoid using the mouse).
2. Input the quantity to be ordered using the left and right arrow keys or the numeric pad on the keyboard.
3. Delete any items that you do not wish to order.
4. Add any additional items - If Add is used while a customer item is highlighted, a stock item is inserted
5. After all items have been actioned, select Alt T Totals to summarise.

**General Notes and Recommendations**

It is advisable to maintain this area with a reasonably heavy hand. If you have taken the recommendation of placing all sold items into the order file then this file can grow rapidly and become quite unmanageable if not maintained regularly. Whenever browsing through, delete any items that currently have stock on hand that you are not going to reorder immediately. Remember, every time one is sold it will be automatically placed back into this file.

The Stock Tagging facility may also be used to populate the order file. As an example, you might only order budget or mid price product at the beginning of the month, in this case, throughout the month delete these items from the order file

then use Stock Tagging at the beginning of the month to place all out of stocks or all product at, or under a price point, (or a combination of the two), back into the order file.

It is also a good idea to at least occasionally load All Suppliers. This will ensure the smaller suppliers and obscure customer orders are not accidentally overlooked.

### ***Compiling A Quick New Release Bulk Order.***

From time to time you may wish to quickly generate an order for one or two new release titles and not include any back catalogue or customer orders.

#### **Steps:**

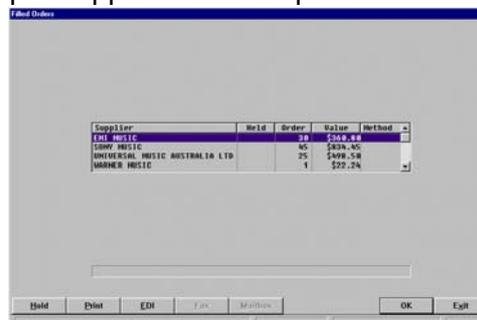
1. Input a valid Operator ID.  
➤ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.
2. Select Alt O Orders from the Main Menu the F2 Place Orders from the Orders Menu.
3. Select the required Supplier (not distributor) and the Alt C Create.  
➤ This opens a blank order screen.
4. Select Alt A Add then Alt S Search.  
➤ Here you could scan a release sheet if you have one or select Alt 3 and input the catalogue number. If you have neither the barcode or the catalogue number, or the item is not found, select Alt E Empty then type in all the details. Remember to make the catalogue number relevant to the product.
5. Repeat the previous step for each item required.

## ***Placing Orders***

After compiling the items to be ordered as described on the previous pages, the orders may now be batched and printed for faxing or phoning.

#### **Steps:**

1. After reviewing all items and assigning quantities, select Alt T Totals.  
➤ This will summarise and batch all the items and indicate the quantity and cost value of items per supplier. If these quantities and amounts appear in orange it indicates that it is below the minimum order that you have set against that supplier. Please note that the cost values may be inaccurate as many new releases will have a zero cost until received.
2. For each supplier order that you wish to place select Alt P Print. If you make a mistake, simply select Alt P again to reverse.
3. Select OK to process the selected orders.  
➤ The printed orders are sent to the printer.



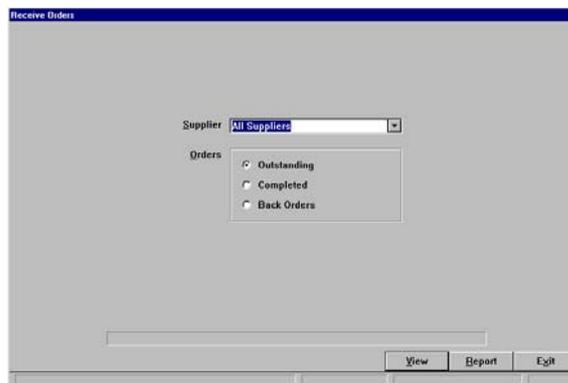
Supplier	Order	Order	Value	Method
EMI MUSIC	30		\$206.89	
SONY MUSIC	45		\$434.45	
UNIVERSAL MUSIC AUSTRALIA LTD	35		\$308.58	
WARNER MUSIC	1		\$22.24	

# Receiving Orders

Once an order is compiled and placed, it is passed to the Receive Orders area. When the order is then received, the items received and the invoice details can be matched to the original order and all discrepancies may be noted. All details of the received item(s), including cost and retail prices, may be checked and/or changed as required. Items short supplied or backordered may be noted and a final order receipt report may be printed.

To access Receive Orders:

1. Select Alt O Orders from the Main Menu.
2. Select F3 Receive Orders from the Orders Menu.



An individual supplier may be selected from the supplier drop box or "All Suppliers" may be selected. Select one of the three options, Outstanding, (orders not yet received), Completed, (order received and processed), Back Orders (items currently on backorder).



Completed and Back Orders are for viewing only. Receiving or alteration can only be completed through Outstanding.

**Alt V View** Select to open the selected supplier orders.

**Alt R Report** Select to print a summarised report of the selected supplier orders. Handy to use for a report on completed orders, e.g. Select a particular supplier then completed to get a summarised report of all purchases from that supplier within a time period.

All Supplier Orders													5/01/2001 12:56 PM	
From 1/07/2000 To 5/01/2001														
Supplier	No.	Date	Value	Freight	Tax	Discount	Surch.	Other	Inv. Value	Ret. Value	GP%	Method	Inv. Date	Inv. No.
BFM	40	9/11/2000	13.15		1.31				14.46	19.95	27.52	ED1	7/11/2000	496
SONY MUSIC	12	25/10/2000	1187.62	20.40	118.76			0.02	1326.80	1992.45	29.89	ED1	8/11/2000	124
WARNER MUSIC	17	18/11/2000	372.18		37.22				409.40	579.00	29.29	ED1	12/11/2000	752
<b>Grand Totals</b>			<b>1572.95</b>	<b>20.40</b>	<b>157.29</b>			<b>0.02</b>	<b>1790.66</b>	<b>2491.40</b>	<b>29.73</b>			

After selecting one of the three options and Alt V View, further actions are available. The following actions are available;

Supplier	No.	Date	Invoice N	Order	Method
EMI MUSIC	1A	5/01/2001		5200.0001	
SAMP MUSIC	13	5/01/2001		5820.0501	
UNIVERSAL MUSIC	16	5/01/2001		5900.5001	
VALLEY MEDIA	6	02/18/2000			EDI

**Alt C Cancel** Available from Outstanding or Backorders. Cancels (deletes) the highlighted order. An option is given to cancel completely or return the items to the Place Orders file.

**Alt P Purge** Available from Completed. Purges the selected order entirely.

**Alt P Print** Reprints the order.

**Alt E EDI** No longer available.

**Alt F Fax & Alt B Mailbox** Not available this release.

**Alt R Create** Creates a new empty order, used for receiving backorders that arrive separately from an order. See later in this chapter.

**Alt V View** Opens the order or backorder list. If Outstanding Orders has selected, the order is opened enabling the items to be received.

**Alt X Exit** Exits back to POS.

## *Receiving An Order*

Receiving orders is possibly one of the most critical processes of the entire system. It is here that all cost, retails, stock on hand quantities and all other stock details are maintained. As the saying goes, put garbage in and you'll get garbage out. The general rules for receiving are to address every item line on the order and to balance the invoice and order as close as possible to the cent. This should be relatively easy if you take the right approach. The following pages outline one proven approach, although this may not be the fastest it is possibly the most accurate. You will need to experiment with order receipt to find the most appropriate method for you.

### **Steps:**

1. Unpack the order and check the stock against the invoice, marking on the invoice all stock correctly received and any short supplies or discrepancies.
2. Take the invoice to the screen and open the order on screen.
3. Working from the invoice, find the item on the screen and mark off using the available actions, i.e. Receive, backorder, short supply, etc., making adjustments to costs and/ or retails as you go.
4. When reaching the end of the invoice, check the screen for any unmarked lines and address accordingly, e.g., reorder etc.
5. Total the order, (Alt T) and input the invoice details, i.e., the invoice number and date, the total value and the GST amount.
6. Select OK to process and update to your stock file.

Any item detail may be altered from this screen. All alterations will take affect after finalising the order.

Use the tabs (Alt 1 - 6) to change the sort sequence of the order.

You may also press the Tab key to move the cursor to the input field in the lower left corner and then use the standard Alt 1 - 6 to enter catalogue numbers, scan barcodes etc., to find product in the order.

WARD18 Order Receipt										
1 Bar Code	2 Stock ID	3 Cat. Number	4 Title	5 Artist	6 Second Artist					
Artist	Title	ID	Ord	Price	Status	Qty	Ext Price			
SOUNDTRACK	MUSIC FROM THE MOVIES	CD	1	22.94						
SOUNDTRACK	MATRIX, THE	CD	1	14.87						
TAXIRIDE	IMAGINATE	CD	1	18.55						
SHIHAD	GENERAL ELECTRIC, THE	CD	1	22.44						
WILLIAMS, THE	LOVE THIS CITY	CD	1	22.44						
CHER	GREATEST HITS, THE	CD	1	22.44						
RED HOT CHILI PEPPERS	CALIFORNICATION	CD	1	22.44						
SOUNDTRACK	BEACH, THE	CD	1	22.44						
ROBBI	ROBBI	CD	1	18.99						
CLAPTON, ERIC	RIDING WITH THE KING	CD	1	18.45						
MATCHBOX TWENTY	AND SEASON BY MATCHBOX TWENTY	CD	4	28.47						
D'CONNOR, STHERD	FAITH AND COURAGE	CD	1	28.47						
MORCHEERA	FRAGMENTS OF FREEDOM	CD	1	28.47						
CORRS, THE	IN BLUE	CD	1	28.47						
CORRS, THE	IN BLUE	CD	5	28.47						
KAYLAN	NO COMMENTS	CD	2	28.47						
MADONNA	MUSIC	CD	1	18.61						
MADONNA	MUSIC	CD	6	18.61						
SAVAGE GARDEN	REFLECTION	CD	1	22.44						
KILLING HEIDI	REFLECTOR	CD	3	22.44						

O/N 0093624643227    C/N 9362464322    Retail 1    32.00    ?    0.00

View	Edit	Ext Price	New Line	New Order	Import	Delete	Totals	Exit
ABBOTT, TM					P \$32.00	D \$10.00	T 30/11/2000	ABB003 CD185

**Available Actions:**

- Alt N** To change the barcode number
- Alt C** To change the catalogue number
- Alt A** To change the retail 1 price. To change Retail 2 value, select Alt A, then press enter.
- “+” and “-”** To change the quantity. You can also directly type a quantity using the numeric pad.
- Enter** To receive the ordered quantity.
- Space Bar** To reverse an incorrect action.
- Alt R Re-Order** To place the item back to Place Orders.
- Alt B Back-Order** To place the item on backorder.
- Alt S Short** To mark the item as short supplied.
- Alt F Faulty** To receive the item and mark as faulty.
- Alt W Wrong** To receive the item and mark as wrong delivery.
- Alt Q Qty Diff** To view any item not yet actioned or with quantity differences.
- Alt U Duplicate** To split a multiple quantity of one item into two lines, e.g., 5 ordered, 3 received, 2 backordered.
- Alt V View** To view full stock detail if stock item or customer account if customer order.
- Alt E Edit** To edit details, (genre etc.) of a new release item.
- Alt P Ext Price** To change the cost price. If the line has no status assigned, i.e., the line has not yet been received, then this will alter the unit cost. If the line has already been received, this will alter the extended price, i.e., the total cost value of the item line.
- Alt L New Line** Insert an item that is on the invoice but not on the order.
- Alt O New Order** To place an item into Place Orders for reorder as well as receiving it.

<b>Alt M Import</b>	To bring previous backorders into this order for receipt. If there are no backorders for the supplier this button will be greyed out.
<b>Alt X Export</b>	To remove any backorders that were previously 'imported'. Only available after importing.
<b>Alt D Delete</b>	To mark a stock item as cancelled or a customer order as deleted.
<b>Alt T Totals</b>	To finalise the order. (once <u>all lines</u> have been actioned)
<b>Alt X Exit</b>	To exit back to POS.

## *Receiving Backorders*

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Backorders may be received in two ways...

1. All the Back Orders from a particular company may be imported into a new and separate empty order ...

**OR...**

2. While receiving an order, 'import' any previous backorders from that supplier into the order. E.g., if you are receiving order number 031 from supplier AAA you may import to that order all previous backorders from all previous orders from that supplier, and then receive the appropriate items.

### **1. To Import Backorders into an empty order:**

1. Access Receive Orders - Select Alt O Orders from the Main Menu then F3 Receive from the Orders Menu.
2. Select the required supplier from the drop box.
3. Select Outstanding Orders.
4. Select Alt V View.
5. Select Alt R Create. (If no outstanding orders exist, you are prompted to create an empty order).
6. Highlight the newly created order and select Alt V View.
7. Select Alt I Import. The backorders are imported into the empty order and you may receive the items as normal.
8. If the Import button is gray, that is, if you are unable to activate it, this means there are no backorders for this supplier.

If the backorders have been supplied as part of another order, you may import them into the order that you are receiving.

### **2. Import backorders into another order:**

1. Select and open the order you require as you would normally.
2. Select Alt I Import. The backorders are combined into the open order.
3. Complete the order as normal.
4. You have the option to export any unreceived backorders by selecting Alt X Export, although this step is not necessary. The unaffected backorders remain on backorder when finalising the order.

## *Frequently Asked Questions*

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The following questions and answers relate only to processing orders through WinSTORE. It does not indicate if and when you need to notify your supplier of an invoice discrepancy.

***Q: What do I do when an item was ordered but it was not on the invoice and I did not receive it?***

A: Mark the item as Re-order (Alt R) or Cancelled (Alt D).

***Q: What do I do if I have received an item that is on the invoice but I did not order it?***

A: To balance the order the item will have to be included within the order by inserting a new line.

1. Select Alt L to add a new line.
2. Select Alt S to search for a catalogue item. This will open a field that allows you to search for an existing item by either barcode, catalogue number or stock id (use the standard Alt 1, 2,3 to change).
3. If the item does not yet exist in the catalogue, cancel the search then Alt E to empty the existing information from the stock information. You can then manually enter the item information into the fields.

***Q: What do I do if I have ordered an item, it is on the invoice but it was not received?***

A: Mark the item as Short supplied (Alt S). When you mark an item as Short Supplied, it automatically goes back to Place Orders to be reordered.

***Q: What do I do if I have ordered an item, that item is correct on the invoice but I received something else?***

A: This is actually two issues - You have ordered and been charged for an item you didn't receive, and you have received an item that you did not order and have not been charged for.

1. Mark as Short Supplied (Alt S), the item you didn't receive but did order and were invoiced for.
2. Insert a new line (Alt L), to include the item you did not order, but received.

***Q: What do I do if I have ordered 10 units of an item but 12 units appear on the invoice and I have received 12 units?***

A: Increase the received quantity of the item by using the + key. Do not press enter.

***Q: What do I do if I have ordered 10 units of an item, there are 10 units on the invoice but I received only 5 units?***

A: Receive the 5 units, then mark as being Short Supplied the 5 units that you didn't get.

1. Highlight the order line. Do not press enter.
2. Press the + key five times or type 5 on the numeric pad.
3. Select Alt U to duplicate the line - this will split the order line into two separate lines. One with 5 received and the other to mark as short supplied.
4. Select Alt S Short Supplied on the second line.

**Q: What do I do if I ordered 10 units of an item but there are only 5 on the invoice and I received only 5?**

A: This is almost the same as the previous situation, except instead of marking the items you didn't get as Short Supplied, mark them as Re-Order (Alt R) or Cancelled (Alt D).

**Q: What do I do when the cost price of an item does not match the invoice cost price?**

A: Highlight the line, select Alt P Ext. Price, input the unit price, press enter.

**Q: What do I do if there are several unit of the same item provided at different cost prices?**

A: Manually total the cost of these units and enter the total cost.

1. Add up the total cost price of all the items.
2. Receive the item by pressing Enter.
3. Arrow back up to the order line.
4. Select Alt P Ext. Price and input the total cost price.
5. Press enter
6. The unit cost is automatically calculated.

**Q: What do I do if the item is marked on the invoice as being ex Back Order.**

A: Select Alt I Import to include any previous backorders into this order.

**Q: What do I do if I receive an order that is previous backorders only and I have no outstanding order for that supplier?**

A: Create an empty order to import the backorders.

1. Access Receive Orders and select the required company from the supplier drop box.
2. Select Outstanding Orders
3. Select Alt V View
4. Select Yes to create an empty order.
5. If there are outstanding orders for that company, to create an empty order select Alt R Create.
6. Alt V or Enter on the newly created order.
7. Alt I to import the backorders.
8. The Back Orders are then imported into the empty order and you are able to receive the orders as normal.
9. If the Import button is gray, that is, if you are unable to activate it, this means there are no Back Orders for this company.

**Q: What do I do if the totals do not match after I have finished receiving the orders and have used Alt T for the totals?**

A: Check the total quantity of received items on the top right hand corner of the Order Receipt Screen with the quantity on the invoice. If the totals do not match, you will need to go back to the receiving orders screen to double check the quantities received, (Alt Q Qty Diff). If the quantities do match, check the invoice to see what expenses were included in the cost price, check that you have input the right freight, surcharges and GST. Check also that every line has been actioned. If it still does not balance, you will need to check each individual cost price.

**General Notes**

Supplier invoices come in many shapes, sizes and formats. It is extremely important that you have set against each supplier how the GST is handled. All Average and Last costs within your stock file are GST exclusive amounts. The system needs to know if the invoice costs that you are entering include or exclude GST. With most Music Suppliers Invoices, the unit cost is listed excluding GST and the Extended Price is GST inclusive.

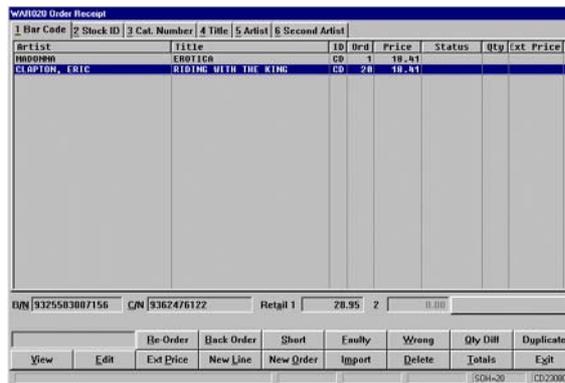
Examples:  
EDC Invoice....

Location	Quantity	Item Code	Description	Price Code	Unit	Extended	Discount	Subtotal	GST %	GST	Total	Dist. Fee
xxxxxx	20	xxxx	xxxx	x	2515	18.41	368.20	36.82	331.38	10.00	33.14	0.20
xxxxxx	1	xxxx	xxxx	x	2515	18.41	18.41	0.00	18.41	10.00	1.84	0.20
						386.61	36.82	349.79		34.98	384.77	
								DISTRIBUTDN	4.20	10.00	0.42	4.62
								SURCHARGE	0.00	10.00	0.00	0.00
								FREIGHT	3.93	10.00	0.39	4.32
								(INCLUDES GST OF \$35.79)		Total Payable	393.71	

For the Suppliers under EDC, (Warner, Sony and EMI), the 'GST in Cost Price' setting in Admin-Stock Codes-Suppliers should be set to 'Catalogue Only'. This indicates that the cost in the catalogue includes GST whereas the cost entered from invoices will exclude GST. When receiving the example above it would be entered as follows....

**Steps:**

1. Access Receive Orders and open the order on screen.



2. Locate and highlight the first item on the invoice and press enter.
  - ➡ This will set the received quantity to the same as the order quantity (20) but with the incorrect cost.

Artist	Title	ID	Ord	Price	Status	Qty	Ext Price
MADONNA	EROTICA	CD	1	18.41			
CLAPTON, ERIC	RIDING WITH THE KING	CD	20	18.41	Received	20	368.20

3. Select Alt P Ext. Price.
  - ➡ This will open the Extended Price column for editing.

Artist	Title	ID	Ord	Price	Status	Qty	Ext Price
MADONNA	EROTICA	CD	1	18.41			
CLAPTON, ERIC	RIDING WITH THE KING	CD	20	18.41	Received	20	368.20

4. From the invoice, enter the 'Subtotal' amount, plus the Dist. Fee times the quantity, i.e.  $\$331.38 + (.20 \times 20) = \$335.38$ , then press enter.
  - ➡ The item price of \$16.77 will be calculated automatically.

Artist	Title	ID	Ord	Price	Status	Qty	Ext Price
MADONNA	EROTICA	CD	1	18.41			
CLAPTON, ERIC	RIDING WITH THE KING	CD	20	16.77	Received	20	335.40

- Locate and highlight the second item on the invoice, but do not push enter.

Artist	Title	ID	Ord	Price	Status	Qty	Ext Price
MADONNA	EROTICA	CD	1	18.41			
CLAPTON, ERIC	RIDING WITH THE KING	CD	20	16.77	Received	20	335.40

- Select Alt P Ext. Price.  
 This will open the Extended Price column for editing.

Artist	Title	ID	Ord	Price	Status	Qty	Ext Price
MADONNA	EROTICA	CD	1	18.41			
CLAPTON, ERIC	RIDING WITH THE KING	CD	20	16.77	Received	20	335.40

- Input the Unit cost plus the Dist. Fee, i.e.  $\$18.41 + .20 = \$18.61$  and press enter.

Artist	Title	ID	Ord	Price	Status	Qty	Ext Price
MADONNA	EROTICA	CD	1	18.61			
CLAPTON, ERIC	RIDING WITH THE KING	CD	20	16.77	Received	20	335.40

- Press enter again to set the received quantity the same as the ordered quantity (1).

Artist	Title	ID	Ord	Price	Status	Qty	Ext Price
MADONNA	EROTICA	CD	1	18.61	Received	1	18.61
CLAPTON, ERIC	RIDING WITH THE KING	CD	20	16.77	Received	20	335.40

- Select Alt T Totals to finalise the order.

- Input the Invoice Number and the Invoice Date. Input the Freight of \$3.93 (GST excluded), the discount field is left blank as you have already accounted for this in the unit price, input the total GST of \$35.79, leave both Surcharges and Other blank as there are no other charges. Input the Invoice Total of \$393.71 which gives us a 0.02c discrepancy. This is due to fractions of cents and rounding.

WAM020 Order Receipt

Invoice		Received	
No	12345	20 items received	
Date	8/01/2001		
Freight	3.93		
Discount			
GST	35.79		
Surcharges			
Other			
Invoice Value	393.71	Received Value	393.73
		Difference	-0.02

OK Exit

- Finally, select OK to update the system.



7. Select Alt T Totals to finalise the order. In this example the GST amount will already be inserted due to the setting that instructs the system that the GST is included in the invoice costs.

8. Input the Invoice Number, the Invoice Date and the Total Invoice Value of \$72.89, leaving the (correct) GST and the other fields blank. As with the previous EDC example the discount field is left blank as you have already accounted for this in the unit price.

9. Finally, select OK to update the system.

Shock Invoice...

Description	Barcode	Artist	Title	Order No.	Pr/ Code	Goods	Dist. Fee	GST	Unit Price	Qty	Amount
xxx	xxx	xxx	xxx	xxx	CS	18.26	0.30	1.856	20.415	1	20.416
xxx	xxx	xxx	xxx	xxx	CS	18.26	0.30	1.856	20.416	3	61.248
									Goods		73.04
									Dist. Fee		1.20
									Freight		2.50
									GST		7.67
									Total		84.41

Shock invoices are much like EDC, clearly showing a GST exclusive unit price. The above example would be input at a unit cost of \$18.56, i.e., Goods plus Dist. Fee, with the freight charge of \$2.50 and the GST amount of \$7.67 being input on the final totals screen.

## Finalising An Order

Once every item on an order is marked as received or backorder etc., select Alt T Totals to finalise. On the right you will see a summary of the status. On the left, input the details as required.

WAF1010 Order Receipt

Invoice	Received
No. 1234567	1 item to be re-ordered
Date 4/01/2001	1 item back-ordered
Freight 7.50	20 items received
Discount	1 item short-supplied
GST 60.51	1 item supplied faulty
Surcharges	1 item wrongly delivered
Other	
Invoice Value 673.23	
	Received Value 673.23
	Difference BALANCED

OK EgH

- No.** Input the invoice number.
- Date** Input the invoice date.
- Freight** Input the freight charge (not the distribution fees). This amount will be divided and added to the unit costs that you have entered.
- Discount** Input the discount amount (in dollars) that was received on this order, (if any). Only input this if the discount has been applied to all items on this order and you have not already accounted for this while adjusting the item costs. As with freight, this amount will be divided across all items on the order and subtracted from the unit costs that you have entered.
- GST** Depending on the setting on suppliers (GST in cost price) this amount may automatically calculate by taking one ninth (1/9) of the unit costs that you have input. Otherwise input the total GST amount from the invoice. All average and last costs displayed in stock browse are GST exclusive. Item costs may or may not include GST depending on which setting you have chosen.
- Surcharges** Input any surcharge. Once again this will be allocated across all items and increase the unit costs you have entered.
- Other** Input any other charges you may have incurred on the order that you have not yet accounted for. This will also be allocated across all items.
- Invoice Value** Input the final invoice total.

All things being as they should, the invoice should now balance. If not, you can press escape at any time to go back to the order to find and correct errors.

Once the order has balanced or is within the allowance set, select OK to update.

The system will then read through the order applying all information. Depending on the content of the order there are a number of messages that may appear.

If there are new items in the order you will be prompted to check the details before proceeding.

Most of the information should be correct, check that the category is correct, then make any required alterations to Genre, Department, Purchase Type etc. There is no need to check or alter any of the information on the right, i.e., Retail, Costs, SOH etc., as these have already been checked and confirmed on the order.

Likewise, if there are customer orders for non-stocked items you may also be prompted to confirm before continuing.

As with the example above, check the details, make adjustments to Genre, Department etc., and select OK to continue. You may notice that any Customer Order automatically created as stock in this way will be given a Purchase Type of CUS to indicate that that was why it was originally created. Customer Order will not actually be put into stock as stock on hand, the stock item is created to capture and retain the sales information only.



This is an optional (although recommended) setting. Refer to Admin-System Defaults-Details 3.

If an item in the order is found that the system finds a possible but not exact match from either the catalogue or your existing stock, e.g., duplicate catalogue number or multiple supplier, a list of those items is displayed, select the correct item from the list (press enter) or if the required item is not listed press escape (Esc) to manually enter the correct information.

Finally an Order Received Report may be printed. This report may be attached to the invoice as confirmation that the order has been correctly processed. All information regarding the order, including short supplies, wrong deliveries etc., may be gleaned from this report.



Depending on your default setting, dockets may also be automatically printed for any customer orders received. Refer Admin-System Defaults-Details 3.

ORDER RECEIVED								9/16/2001 8:27AM	
WARNER MUSIC									
Order WAR018 Invoice 123456									
Cat. No	Description	ID	Ord	Acq	Phys	Extended	Cost	Retail	GPC
<b>Re-Ordered</b>									
06267062	CALIFORNIA FROM THE MOUNTAINS	CB2167	1	1	224*				
<b>Back-Ordered</b>									
06267062	GENERIC ELECTRIC, THE (CD) (P)	CB2666	1	1	224*				
<b>Existing Stock</b>									
06267062	ATTENTION (W/CD) (P)	CB2667	1	1	224*	224*	2269	2269	2269
06267062	REFLECTOR (W/CD) (P)	CB2668	1	1	224*	6722	2269	2269	2269
06267062	BRONXITE (W/CD) (P)	CB2669	1	1	1826	1826	1876	2269	2269
06267062	LONG TRAIL (W/CD) (P)	CB2670	1	1	224*	224*	2276	2269	2269
06267062	MERCY, THE (W/CD) (P)	CB2671	1	1	224*	224*	2269	2269	2269
06267062	IN BLUE (W/CD) (P)	CB2672	5	5	264*	13205	2676	2696	2696
06267062	SECRET (W/CD) (P)	CB2673	1	1	224*	224*	2269	2269	2269
06267062	SECRET (W/CD) (P)	CB2674	1	1	1826	1826	1829	2436	1925
06267062	MERCY, THE (W/CD) (P)	CB2675	1	1	1826	1826	1829	1925	1925
06267062	MERCY, THE (W/CD) (P)	CB2676	5	5	1826	11156	1829	2636	2636
<b>Short Supplies</b>									
06267062	BEING WITH THE BANG (W/CD) (P)	CB2686	1	1	1826	1826	1826	2636	2636
<b>Received Fully</b>									
06267062	FIRE AND COURAGE (W/CD) (P)	CB	1	1	264*	264*	2676	2696	2224
<b>New Stock Created</b>									
06267062	THE SEASON (W/CD) (P)	CB22112	4	4	264*	1056	2676	2696	2224
06267062	NO COMMANDMENTS (W/CD) (P)	CB22112	2	2	264*	508	2676	2696	2224
<b>Received Customer Orders</b>									
06267062	IN BLUE (W/CD) (P)	CB22669	1	1	264*	264*	2676	2696	2224
06267062	EVER-HAIC FROM THE MOUNTAINS	CB21165	1	1	224*	224*	2229	2269	2269
06267062	MERCY, THE (W/CD) (P)	CB21165	1	1	1826	1826	1829	2636	2636
<b>Warranty Balance</b>									
06267062	FRAGMENT OF FIRE (W/CD) (P)	CB	1	1	264*	264*	2676	2696	2224
								Received	4671
								Discount	666
								GST	472
								Printed	506
								Surcharge	666
								Other	666
								Invoice Total	47659