

## ORDER ENTRY & INVENTORY

The Order Entry Module works in conjunction with MEMBERS ONLY Inventory to provide complete support for your organization's sales efforts. Customers, of course, are filed in the MEMBERS ONLY person and Organization tables for complete integration with Membership and other aspects of your MEMBERS ONLY system.



### Entering An Order

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Orders are placed in a wizard-like process. First the orderer/customer/recipient information is entered. Next the order options are entered -- shipping terms, promotion codes, and so on. After this, the actual line items of the order are created. Lastly, any payment information or financial adjustments are made. Only after all these steps is the order finalized. Orders that are not finalized have no effect on inventory and accounting.



### Billing and Shipping Addresses

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You can select three separate parties for the bill-to, ship-to, and order contact. Each of these parties may be either a person or an organization.



### Order Status

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Orders progress through a series of status changes that control whether or not the order can be shipped or modified. These status values are:

- Pending (during entry)
- Hold
- Approved-Prepaid
- Approved-Purchase Order
- Approved-Special
- Shipped
- Closed

Until an order is approved, it cannot be shipped. A shipped order cannot be changed.



## Price Calculations

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The system manages all calculations required to compute the price of the order.

- **Discounts:** MEMBERS ONLY calculates volume and member discounts automatically, based on MemberStatus, and the quantity discount table associated with the Inventory Item. The system-calculated price can be overridden by users with special security settings.
- **Promotions:** Users can enter a promotion code with the order. Any items covered by the promotion will have cost and discounts calculated using the values stored with the promotion. If the promotion is no longer valid, the user will be advised.
- **Shipping and Handling:** Shipping and handling is computed as a fixed percentage of the order total with optional minimum and maximum amounts. These three values are configurable. The calculated shipping and handling can be overridden by a supervisor.
- **Tax:** A configurable Sale Tax Percentage is used to compute the sales tax on all orders shipped to the home state, except those from tax-exempt customers.



## Order Fulfillment

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The order fulfillment process consists of actually packing and shipping the order, as well as invoicing the customer.

- **Print Packing Slip:** Once an order is approved to ship, a packing slip for that order can be printed in the mailroom. Packing slips are not printed automatically - A user can initiate a process to print packing slips for orders that did not yet have a packing slip printed.
- **Print Invoice:** An invoice will be printed along with the packing slip for all orders with unpaid balances. In addition, Invoices can be rerun separately at any time. Any later printing of the invoices will reflect the balance at the time the invoice is printed.
- **Shipping:** When an order is shipped actual Shipping and Handling, shipper, ship date, and manifest reference number can be entered. Once an order is shipped, it can only be edited by a supervisor. Shipping an order marks the inventory to be no longer RESERVED and decreases the mailroom count.



## Other Order Processing Features

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- **Returned Items:** User can select amount to credit back to customer, and whether or not to return item to inventory.
- **Payment Management:** Payment can be entered either as an enclosed payment with the order, or in a batch using the Transaction Spreadsheet. The system will write-off an underpayment if it is less than either a small amount (configurable) or a small percentage (configurable) of the order but no greater than a configurable cutoff.

- **Credit Management:** A customer may have prior credit from returns or previous overpayments. This credit can be applied to any other order.
- **Backorders:** Backorder line items will be flagged when the rest of the order is shipped, and be copied to a second shipment record. Backorders can be filled when new inventory arrives. The system will discover which orders can be shipped. Slips for all items to be shipped as a result of the backorder filling are generated automatically.



## Order Entry Reports

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- **Sales Report by Dates**
  - ❖ Shows all items sold by date
  - ❖ Can be sorted by item sold or by customer
- **Shipping Cost Analysis**
  - ❖ This report compares the amount charged to customers for shipping and handling to the actual shipping charges incurred.
- **Items Needed Report**
  - ❖ An aid in order fulfillment, this report lists each item and total quantity needed to fulfill a batch of packing slips.
- **Inventory Report**
  - ❖ Shows the current state of the inventory and it's cost, either in summary or by layer.
- **Inventory Activity Report**
  - ❖ Shows the inventory movement during a time period.
- **These three reports in the Members Only AR module can be restricted to the order entry journal:**
  - ❖ Aged Receivables - via AR module
  - ❖ Cash Receipts - via AR module
  - ❖ Financial Activity by G/L Account- via AR module
- The order entry system is also fully integrated with the Members Only query for ad-hoc report generation.

## Inventory

Each item to be sold through MEMBERS ONLY must be set up in the Inventory. The data maintained in the Inventory module allows MEMBERS ONLY to report on profit and loss, and inventory levels and activity. In addition, the inventory module provides many ways to search your shelves- by author, by topic, and by title.



### Inventory Setup

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- Each item carries a base price.
- Each Item can be placed on a discount scheme. A scheme discounts the base price based on quantity and customer type.
- You may flag an item as “non-inventoried” if there are no inventory counts to track - for example for the sale of services or items printed on demand.
- Items can be tracked at multiple storage locations and one mailroom.



### Inventory Coding

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Each item has a type, and may also be assigned any number of hierarchically arranged topics. The Inventory can be searched by topic, and the results sorted in order of relevance.



### Inventory Kits

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An item can be set up which consists of other inventory items that are not kits. All activities against this compound item will actually take place against its component items.



### Quantity Discounts

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You may assign each item in the inventory a quantity discount scheme.

- The breakpoints and discount levels may be different for each scheme.
- You can set up a few discount schemes to use over and over and simply select a scheme into an item. When creating an order for an item, the quantity discount will be applied automatically.



### Member/Non-Member Pricing

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You can use the same mechanism to create different pricing for members and nonmembers. When creating an order for an item, the Member discount will be applied automatically. We can set the system up to automatically recognize other customer types for you as well.



## Special Promotions

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You may create any number of special promotions.

- A promotion consists of a special discount scheme and a list of items included in the promotion.
- Entering a promotion code into an order causes the promotional pricing to be used.
- Only ONE special promotion can be applied to a given order.



## Inventory Costing

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Inventory Costing can be managed on a **FIFO**, **LIFO**, or **Average Cost** basis. When using FIFO or LIFO, inventory layers are created by the system when items are received into stock.



## Inventory Reports

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There are a number of pre-designed reports provided with the Inventory Module.

- **Inventory Activity Report:** Shows for each item stock on hand at beginning of period, stock received, stock transfers, total sales, stock on hand at end of period.
- **Reorder Report:** Lists all items whose stock is below the reorder point.
- **InStock Report:** Shows the current stocking level of all items at all storage locations.
- **Price List:** For each item, shows price and quantity discounts. If any special promotions are in effect, lists those as well.



## Sales History

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The system will display, for any selected item, a visual Sales History chart. This chart shows on a month-to-month basis the total sales, both in units and dollars.