Sales & Order Processing Module

The Ross ERP Sales Order Processing module includes the functions for Order Entry, Shipping, Invoicing, Credit Memos and Sales Analysis. To support these functions, creation and maintenance of the Customer Master, along with Price and Discount functions are also included. Included with Order Entry and Shipping are on-line Credit Checking and Inventory Availability including Available to Promise and Reservations.

Customer Master

There is a common Customer Master in Ross ERP that is shared between Sales Order Processing and Accounts Receivable. The Customer can have unlimited addresses for Shipping and Invoicing purposes, with a default/primary Ship-To and Bill-To address used for Order Entry, that can be over-ridden.

- If the Customer is owned by a parent company, that relationship can also be established with the Statement Account feature. The Statement Account can link one or many Customers to a parent Customer.
- The Customer Master also includes Sales and Shipping Information, Credit Limits, Payment Terms and other miscellaneous information. Customer information is automatically retrieved by the system based upon Ship-To address during Sales Order Entry. The Customer Information can be verified and changed if needed on an individual Sales Order.

Sales Order Entry

The Order Entry process is simple, fast and sophisticated supporting sales and customer requirements. In addition to the traditional Order Entry methods, sales orders can be entered by copying previous orders with same as/except capabilities, created from user defined templates, or brought in from EDI transactions. Additionally, customers can place sales orders through an eCommerce Internet-based Shopping Cart order entry process in the Customer Portal application. No matter what the source, all create open Sales Orders. Additionally, Sales Orders can be changed, with certain limitations, anytime after order entry.

To enter a sales order, all that is required is the Customer Number and optionally, the Customer purchase order number. Then, Ross ERP automatically supplies key customer information, such as sales representative, territory and price classification, but you have the option to add, over-ride or make changes to orders.

Once the customer and ship-to are entered manually or using the on-line look up function, only the products being sold and the quantity of each are required.

- Full multi-currency capability is supported in Sales Order Entry and Invoicing. During Order Entry, the customers default currency is automatically used, with optional override capability to a different currency for the transaction. With multi-currency, any sales orders entered that are in a different currency, than your base currency, have the capability to show both transaction currency and base currency.
- Sales tax is automatically calculated based on the ship-to location.
- General Ledger postings are made automatically, and in both currencies.

Electronic Data Interchange (EDI)

This section lists the possible transactions that our customers may typically implement. However any EDI transaction may be mapped with in the Ross ERP EDI engine.

- Inbound Sales Orders (850/875)
- Outbound Sales Invoice (810/880)
- Contract Pricing and Chargebacks (844)
- Outbound Sales Purchase Order Acknowledgment (855)
- Outbound Advanced Shipment Notice (856)
- Inbound Customer Order Change (860)
- Inbound Remittance Advice (820)
- Outbound Sales Order Status (870)
- Inbound Sales Order Shipment Receiving Advice (861)
- Outbound Stock Transfer to Warehouse (943)
- Inbound Stock Transfer Receipt (944)
- Outbound Shipment Request (940)
- Inbound Shipment Confirmation (945)

Value Added Networks (VAN) and EDI Translator
The majority of EDI is transferred between Electronic Mailboxes provided by a service. This service is termed a VAN. In order for the data to be interpreted into application meaningful data, a Translator is required. The translators have the capability to produce the data into flat-files or XML data. There are two avenues for the translator solution: in-house (e.g. Sterling, Global Exchange Services), and outsourced (e.g. B2B Gateway).

The EDI Engine Manages:

- Trading partner maintenance
- Flat-File Mapping via tables
- Application File Mapping via tables
- Validation and Cross-Reference Maintenance via tables and small portions of Gembase Code
- Flat-File Only
- Transactions

Checking Credit

With Ross ERP, you have the flexibility to provide the highest level of customer service while reducing your risks. Within this function you can:

- Check credit at time of order entry and creation of shipping documents.
- Credit checking can be against both credit limits and overdue debits.
- You can predetermine the action to be taken when a customer exceeds credit limit, by customer. The Order can be taken and placed on Credit Hold for review and release, the Order can be taken without going on Credit Hold with just a warning, or you can reject the order.
- Validate customer credit levels and continuously monitor available credit with each new order.
- For each customer, you have the option of setting both a credit-warning amount and a credit-hold amount. You are automatically warned when your customer reaches the credit warning amount, and again when the credit hold limit occurs.
- You can setup categories for new customers that you may want to watch closely.

Flexible Units of Measure

In addition to the Dual Inventory Units of Measure, you can setup unlimited Units of Measure for Order Entry, as well as predefine by customer, or unit of measure by item.

- Based upon the Unit of Measure conversion, Ross ERP will automatically convert the Sales Order UOM to the Inventory Unit of Measure for checking Inventory availability and for creating Pick-lists for Shipping. Internal documents for picking and shipping will be in your inventory units of measure, whereas Sales Order Acknowledgements and Invoices will be in the Customers Unit of Measure used on the Sales Order.
- If you have Packaged Items, you have the ability to enter both the Sales Unit of Measure and the Package Unit of Measure on the Sales Order.
- You also have the capability to override both the Sales and Pricing Units of Measure on an individual Sales Order.

Customer Specifications

For items that have lot characteristics defined, you have the ability to setup and use Customer Specifications during Order Entry.

- Customer Specifications are predefined limits (minimum and maximum value) for characteristics.
- If you are using Available to Promise during Order Entry, it will automatically compare the actual characteristics of each lot to the customer specification and show you which lots match the customer's specification.
- When creating pick-lists, the system automatically selects the lot that matches the customer's specification. This allows you to provide superior customer service and ensure that you only ship products that meet your customer's specification.
- A Customer Specification can include multiple characteristics.
- If a customer does have a customer specification predefined before order entry, a pre-existing specification can be assigned during the order or the limits individually entered for each characteristic.
- If a customer has a predefined customer specification, you can also allow or prohibit any overrides to the limits on individual orders during order entry.

Inventory and Available to Promise

Ross ERP provides you with all of the information you need to make the best business decision about reserving product for customers. And during order entry, current inventory quantity on hand, quantity available and outstanding order quantities are always displayed.

You can elect to either Reserve Inventory based upon current Quantity on Hand or use Available to Promise to do time-phased inventory reservations. Inventory Reservations considers what is currently available in inventory, and allows you to reserve inventory during order entry. With this you can reserve inventory for customers with certainty of having it available to ship. You can predefine by customer if Reservations are automatic, prompted for confirmation during order entry, or not available.

Available to Promise considers current inventory availability and planned inventory receipts by date. Released Jobs, Planned Jobs, Suggested Production and Outstanding Purchases are included as available to promise sources. Your customer's required date is matched to the closest available source and promises made against the source. This allows you to maximize inventory levels by not tying up or holding current inventory for future customer requirements when there is a planned receipt prior to the ship date to the customer. And if you are using Customer Specifications, Available to Promise automatically compares the customer limits to the actual characteristics of lots and notifies you of the lots matching the customer specification.

Discounts, Rebates and Bill-backs

You have the option of Customer specific price by item, Customer contracts, multiple price lists with each customer or ship-to being associated with a price list, and list price by item.

During Order Entry, the sales price is automatically determined based upon the price method previously setup by customer and product. If no price has been established, it defaults to the list price. Prices can be overridden or entered manually, if allowed. All price overrides and manual entries are automatically tracked with a price audit and reason.

- Pricing can be tiered based upon either order quantity or amount.
- Contracts for customer and product include effectivity dates.
- Multiple customers can be grouped together under a price list.
- Future Price Increases can be entered for contracts and price lists in advance with effective date of price increase. Mass price changes can be performed by percentage increase or decrease.
- Promotions can be setup for special pricing of a product for a specific period of time.

Discounting can be setup at both the line level and the order total level, and can be based on quantity or amount. Discounting can be based upon customer or customer group and product or product group.

- Discounts are calculated and displayed on each sales order line during order entry. Both the discount amount and discount percentage are displayed. Any discount overrides, if allowed, are also tracked with a discount audit and reason.
- Total Order Discounts are displayed in both percentage and amount at the sales order summary, based upon customer discount group.

You can setup Freight Pricing as part of the product pricing and included in the product price as a delivered price, or can be calculated and added to the product price when freight is prepaid and added to the order. Additionally, freight allowances for customer pickup can also be calculated based upon freight terms. Or freight can be added manually during the Order Summary.

Shipping

The Shipping Function includes the selection of inventory by lot to ship to the customer, the creation of picking and shipping documents, and the confirmation of shipment and inventory updates.

You can generate shipments by either Shipping Horizon Date or user defined Shipping Selection Criteria.

- If you are using the Shipping Horizon Date method, all outstanding sales orders due for shipment on or before the horizon date are displayed; and the display can be filtered by Customer, Sales Order, Customer Purchase Order or Item. The user can select what orders to ship or deselect what orders not to ship with the ability to override the outstanding order quantity for shipment.
- If you are using Selection Criteria options include Customer Number range, Sales Order number date, Shipping Date range and Item range. The Selection Criteria can include multiple options. After entering the Selection Method, the user is prompted for the values to be included for selection. The system then selects the outstanding sales orders that match and creates the pick-lists.
- Ross ERP can automatically select only the lots with lot characteristics that match your customer's required specifications for the order, with the final selection of lots based upon the picking rules set for the particular warehouse.
- If your products have shelf life with expiration date controls on each lot, then customer distribution dates are considered in selecting lots for shipment to customers. The distribution day defines the minimum number of days of shelf life remaining upon customer shipment; and can be defined by customer and/or by product.
- It will automatically generate the shipping documents based upon the pick list information.

Customer Invoices

With Ross ERP you can automatically generate invoices upon confirmation of the actual quantity shipped, using the quantity confirmed at the time of shipment and either the price at the time of sales order entry or the price at the time of shipment.

- For Potency or Active Unit items, the actual weight or quantity shipped can be used for invoicing.
- Accounting can choose to review or approve invoices before they are released, and make adjustments.
- Create an invoice for each shipment, combine invoices for multiple shipments to a customer bill-to.

The handling of cash receipts and allocation of cash to outstanding invoices, as well as the updating of accounts receivable with current outstanding balances is seamlessly and automatically managed.

Direct Invoices

Direct Invoices provide you with the ability to enter the Sales Order, select lots and reduce inventory and create Invoices all in one transaction. This can be useful for sale of product from public warehouses or product on consignment in customer locations, where there is no actual shipping process. This is also useful in creating Customer Debits in which an inventory update occurs.

Transfer Orders

If you have multiple locations/warehouses and ship products from one warehouse to another warehouse you can use Transfer Orders for this.

- When entering a Transfer Order, you specify both the source and destination warehouse. Just like a Sales Order, you can promise inventory to a Transfer Order. The shipping process of a Transfer Order is identical to that of a Sales Order, in selecting inventory and confirming shipment. This results in only one procedure in your shipping department for both customer orders and transfer orders.
- Upon receipt of the Transfer Order shipment at the destination warehouse, a Receiving Confirmation and Inventory Put away process occurs, very similar to that of a Purchase Order receipt. Again this simplifies the Receiving process with Transfer Orders and Purchase Orders being similar.

Credit Memos

The Credit Memo process is very similar to that of Sales Order entry in which a Customer is specified along with an item and quantity.

- The originating Invoice and Line number can be entered on the Credit. This automatically enters the product and actual selling price into the Credit Memo. It also validates that a prior credit has not been given for the same invoice and ensures that a credit is not given for a greater quantity than was shipped. Inventory can be updated through a return from a customer credit memo.

Sales Inquiries and Analysis

Ross ERP provides you with comprehensive sales information from current, open and shipped orders.

- You can inquire on open or completed orders in multiple ways – by customer, by product, by customer purchase order number, by sales order number and by date range.
- You can perform inquiries and generate reports for even more detailed analysis because full details of all shipment and invoice transactions are maintained.
- Unlimited Sales History is maintained for multiple year sales analysis and reporting.
- Online Sales Analysis is available with information on quantity, price and cost. Detail Inquires with multiple selection filters by customer, date range, product group, product, sales rep, etc is available, as well as Summary and Detailed Reports.
- You have full comparison reporting, with the ability to compare current sales to sales of previous periods and previous years, and you can compare actual sales to sales budgets.

Customer Portal

Enterprises are recognizing that it makes good business sense to allow customers and partners to access information and obtain self-help via the Internet– it lowers the cost of support while raising customer satisfaction.

Today companies are integrating their Web site’s buying and selling processes into the company’s Supply Chain and CRM solutions, and linking back office, customer and marketing processes. Ross ERP Customer Portal enables you to extend classical CRM to include all Web-based interactions with your customers and partners – providing consistency and synchronization with all other interaction channels. With it you can offer customers and prospects value before, during and after the sale, and take full advantage of cross-selling opportunities. Additionally, you can leverage your existing Ross ERP applications to:

Product Catalogs: Using the dynamic nature of the Internet, changes in product availability, pricing and attributes can me made available, instantly, to all of your customers and prospects. You can also filter information to ensure that customers with unique terms only see the pricing and products that are relevant to them. And, at a very low cost, you can run targeted sales promotions, to sell excess inventory for instance, using the Internet.

Self-Service Inquiry: You can provide your customers with easy, immediate answers to order status, shipping status and availability questions. You can even provide order history look-up allowing customers to search for, and repeat orders based on past activity. As an added benefit, your CSR's have more time to address complex and sensitive customer issues.

Self-Service On-Line Orders: You can let your customers place orders on-line. And because it is linked directly with your other Ross ERP solutions, order processing is streamlined and all opportunities for human-error removed.

User Management: Utilizing a secure login to provide controlled access to your other Renaissance solutions for on-line, real-time inquiries and transactions. The User Manager provides a registration page for new users and profile management to maintain existing user account profiles. It utilizes user roles to further control and personalize access to your system.

According to industry analysts, 25 - 40% of the cost of implementing customer commerce / self-service portals can be attributed to integration with your back-office systems. Because this is completely integrated with the other Ross ERP solutions, you virtually eliminate that cost and effort - your customer portal plans can be implemented quickly and affordably. Moreover, it enables your users to interact with your customers in the way you customers prefer. And it is completely safe and secure. You have complete control over the information published to the Internet with role-based administration and security.