Ximple™

USER

QUICK GUIDE

SALES ORDERS

&

QUOTES

SALES QUOTES

Create Sales Quote

To Access: Sales module: Order Management submenu - select the Quote submenu option.

1. From the Quote Lookup page (or the Quote List page) click the **Add New** button.
2. Complete the New Quote - Customer & Store form and click **Continue**.
3. From the Quote - Items page click on the Item search button to search the system for the item being added to the quote.
   - Select and enter the search criteria.
   - Click the Go button.
   - From the search results, select the item to be added to the quote by clicking on it.
4. Complete the Line Detail portion of the Quote - Item page and click the **Save Line** button to add the item to the quote.
   - Repeat step to add more items to the quote.
5. When finished entering items, you have the choice to:
   - Approve Quote: Click **Approve Quote** button.
   - Delete Quote: Click **Delete Quote** button.
   - Enter Shipping & Billing Info: Click **Back** button.

Approve Sales Quote

To Access: Sales module: Order Management submenu - select the Quote submenu option.

1. Complete the Quote Lookup form and click the **Lookup** button.
2. Scroll over the quote to open its corresponding popup menu and select **Approve**.
3. Complete the Approve Quote form and click **Submit**.

Copy Sales Quote

To Access: Sales module: Order Management submenu - select the Quote submenu option.

1. Complete the Quote Lookup form and click the **Lookup** button.
2. Scroll over the quote to open its corresponding popup menu and select **Copy.**
3. Complete the Copy Quote form and click **Submit**.

Convert Sales Quote to Order

To Access: Sales module: Order Management submenu - select the Quote submenu option.

1. Complete the Quote Lookup form and click the **Lookup** button.
2. Scroll over the quote to open its corresponding popup menu and select **Make Order**.
3. Complete the Convert Quote form and click **Submit**.
4. If Regular Sales Order:
   - Complete the Shipping & Billing information for the order that was created and click **Continue**.
   - Verify the items and click **Continue**.
   - Complete Payment information and click **Book**.
5. If Counter Sales:
   - Complete the Shipping & Billing information for the order that was created and click **Continue**.
   - Verify the items and click **Book**.
   - If Payment = Cash/COD
     - For Regular Customer enter qty for Receipt and click **Continue.**
     - Complete Cash Receipt form and click **Save**.
   - Verify picking, click **Quick Verify.** If item in more than one location verify picking per item (click on item, select location picked and click **Save**).
   - Click **Dispatch** to open Dispatch page. Enter qty to dispatch and click **Submit**.
   - Print out Packing Slip/Invoice.

FREE FORM QUOTES

Create Free Form Sales Quote

To Access: Sales module: Order Management submenu - select the Free Form Quote submenu option.

1. From the Free From Quote Lookup page (or the Free Form Quote List page) click the **Add New** button.
2. Complete the New Free Form Quote form and click **Continue**.
3. Enter in the Shipping & Billing information and click **Save & Continue**.
4. Click the New Line button to enter in items to the quote.
    - Complete the Add Items form and click the **Save** button.
    - Repeat this step as needed.
5. When finished entering items, from the Free Form Quote—Items page click:
    - **Approve**: Approves the Quote, you can later convert to FF SO.
    - Exit: Quote remains a WIP.

Approve Free Form Sales Quote

To Access: Sales module: Order Management submenu - select the Free Form Quote submenu option.

1. Complete the FF Quote Lookup form and click the **Lookup** button.
2. Scroll over the quote to open its corresponding popup menu and select **Approve**.
3. Complete the Approve Quote form and click **Submit**.

Copy Free Form Sales Quote

To Access: Sales module: Order Management submenu - select the Free Form Quote submenu option.

1. Complete the FF Quote Lookup form and click the **Lookup** button.
2. Scroll over the quote to open its corresponding popup menu and select **Copy.**
3. Complete the Copy Quote form and click **Submit**.

Convert Free Form Quote to Order

To Access: Sales module: Order Management submenu - select the Free Form Quote submenu option.

1. Complete the Quote Lookup form and click the **Lookup** button.
2. Scroll over the Free Form Quote to open its corresponding popup menu and select **Make Order**.
3. Enter in the order date and click **Submit**.

SALES ORDERS

Regular SO (*Over the Phone or to be Shipped)*

I. **Enter Sales Order:** Sales module: Order Management submenu - select the **Sales Order** submenu option.

   1. From the Sales Order Lookup page (or the Sales Order List page), click the Add New button.
   2. Complete the New Sales Order - Customer & Store form and click **Continue**.
   3. Complete the Shipping & Billing form and click **Save & Continue.**
   4. Click on the Item search button to search the system for the item being added to the sales order.
      - Select the search criteria and click the **Go** button.
      - From the search results, select the item to be added to the quote by clicking on it.
   5. Complete the Line Detail portion of the Sales Order — Items page and click the **Save New Line** button to add the item to the order.
   6. Repeat steps 4-5 as necessary, click **Continue** when finished adding items to order.
   7. Complete the Sales Order Payment form and click **Book**.

II. **Generate & Print Pick Ticket:** Warehouse module: Picking submenu - select the **Generate/Print** submenu option.

   1. Complete the Generate Pick Ticket portion of the Print Pick Tickets form and click **Submit**.
      - Make certain the NEED BY DATE entered is = or > the Need by date on the SO.
   2. Complete the Print Picking Tickets portion of the Print Pick Tickets form and click **Submit.**

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III. **Verify Picking:** Warehouse module: Picking submenu - select the **Verify** submenu option.

   1. Select Pick Ticket and click the **Verify** option.
   2. Complete the Picking Zones form and click **Continue.**
   3. Verify location of items being picked (Quick Verify). Repeat step as necessary
   4. Enter packaging information and print packing labels by clicking the **Edit Shipment** button from the Picking Items page.
      - Complete the Edit Shipment form and click **Save & Print Labels.**

IV. **Complete Trip:** Warehouse module: Shipping submenu - select the **Trips** submenu option.

   1. Lookup Trip shipment is enrolled in
   2. If needed, select the **Edit** option from the Trip's popup menu and edit the trip header.
   3. Select the **Start Loading** option from the Trip's popup menu.
   4. Print packing slips: select the **Packing Slip** option from the Trip's popup menu.
   5. Depart Trip: select the **Depart** option from the Trip's popup menu.
      - Complete the Start Trip form and click **Submit**.
   6. Close Trip (Invoice automatically gets generated by the system at time of trip closing): Select the **Confirm/Close** option from the Trip's popup menu.
      - Complete the Close Trip form and click **Submit**. Customer invoice will get automatically generated at this point.

IMPORTANT: <u>Prepay SO</u>, enter cash receipt (Sales -> Counter -> Cash Receipt) <u>PRIOR</u> to Step 5.

Direct Ship Sales Order

I. **Enter Sales Order:** Sales module: Order Management submenu - select the **Sales Order** submenu option.

1. From the Sales Order Lookup page (or the Sales Order List page), click the Add New button.
2. Complete the New Sales Order - Customer & Store form and click **Continue**.
3. Complete the Shipping & Billing form, set the 'Direct Ship' flag = Yes and click **Save & Continue.**
4. Click on the Item search button to search the system for the item being added to the sales order.
   - Select the search criteria and click the **Go** button.
   - From the search results, select the item to be added to the quote by clicking on it.
5. Complete the Line Detail portion of the Sales Order — Items page (you <u>must</u> complete the Vendor information - this is the vendor you will be buying the item from) and click the **Save New Line** button.
6. Repeat steps 4-5 as necessary, click **Continue** when finished adding items to order.
7. Complete the Sales Order Payment form and click **Book**.
   - Make certain you set the shipping method the vendor is to use.
   - Select the 'Approve PO' checkbox - when the order is booked the PO will be created in an 'Approved' status.

II. **Invoice Customer** (to be done at time vendor sends you bill)**:** AP module: **Journal Receipt** menu option.

1. From the AP Goods Receipt Lookup page click the **Add New** button.
2. Complete the Goods Receipt Header form and click **Continue**.
3. Make any necessary changes to the Goods Receipt Items form. Click **Verify** to check all data is entered correctly.
4. To post GR from the Goods Receipt Items page click **Complete**.
5. From the Goods Receipt Complete page click **Submit**. Once the receipt is posted the system will automatically generate the customer invoice.

Manually Hold Sales Order *(After Booking)*

To Access: Sales module: Order Management submenu - select the **Sales Order** submenu option.

1. Complete the Sales Order Lookup form and click the **Lookup** button.
2. Scroll over the order to open its corresponding popup menu and select **Hold**.
3. Complete the Sales Order Hold/Release form and click the Save button.

Release Sales Order *(Not Credit Hold Release)*

To Access: Sales module: Order Management submenu - select the **Sales Order** submenu option.

1. Complete the Sales Order Lookup form and click the **Lookup** button.
2. Scroll over the order to open its corresponding popup menu and select **Release.**
3. Complete the Sales Order Hold/Release form and click the Save button.

Note: If SO is on Credit Hold, release MUST occur through the AR module (AR -> On Hold Sales Orders)

Cancel Sales Order

To Access: Sales module: Order Management submenu - select the **Sales Order** submenu option.

1. Complete the Sales Order Lookup form and click the **Lookup** button.

   Note: There are 3 ways to Cancel SO:

   - **Entire Order:** Select Cancel option from SO popup menu.
   - **Line Item:** Edit the order and go to the Sales Order-Items page, select the items to cancel and click the Cancel <u>button</u>.
   - **By Stock:** Edit the order and go to the Sales Order-Items page, click the **Cancel** <u>link</u> of the item you want to cancel. Complete the Cancel Item form and click **Submit**.
2. Regardless of which option you choose you must complete the Cancel Order Item form and click **Submit**.

One Time Customer—Counter

To Access: Sales module: Counter submenu - select the **Counter Sales** submenu option.

1. Check "One Time Customer" box, enter Customer Name and click **Continue.**
2. Click on the Item search button to search the system for the item being added to the sales order.
   - Select the search criteria and click the **Go** button.
   - From the search results, select the item to be added to the quote by clicking on it.
3. Complete the Line Detail portion of the Counter Order - Items page and click the **Save New Line** button to add the item to the order.
4. Click **Stock Locator** and pick order.
5. Click **Book.**
6. Complete Cash Receipt form (enter appropriate payment method - cash, check, credit card) and click **Save.**
7. Verify picking, click **Quick Verify.** If item in more than one location verify picking per item (click on item, select location picked and click **Save**).
8. Click **Dispatch** to open Dispatch page. Enter qty to dispatch and click **Submit**.
9. Print out Packing Slip/Invoice.

Regular Customer—On Account Sales

To Access: Sales module: Counter submenu - select the **Counter Sales** submenu option.

1. Select the Customer the SO is for and click **Continue.**
2. Click on the Item search button to search the system for the item being added to the sales order.
   - Select the search criteria and click the **Go** button.
   - From the search results, select the item to be added to the quote by clicking on it.
3. Complete the Line Detail portion of the Counter Order - Items page and click the **Save New Line** button to add the item to the order.
4. Click **Stock Locator** and pick order.
5. Click **Book.**
6. Verify picking, click **Quick Verify.** If item in more than one location verify picking per item (click on item, select location picked and click **Save**).
7. Click **Dispatch** to open Dispatch page. Enter qty to dispatch and click **Submit**.
8. Print out Packing Slip/Invoice.

Refund Canceled Pre-Paid Sales Order

To Access: Sales module: Counter submenu - select the **Counter Sales** submenu option.

1. Complete the Sales Order Lookup form and click the **Lookup** button.
2. Scroll over the order to open its corresponding popup menu and select **Refund**.
3. Complete the Counter Order Refund form and click **Submit**.

   Note: To view items being refunded, click the View Refund Items link.
4. Print the Refund receipt.

Enter Cash Receipt

To Access: Sales module: Counter submenu - select the **Cash Receipt** submenu option.

One Time Customer:

1. Complete the Cash Receipt form (Receipt Type = Sales Order) and click **Continue**.
2. Complete the Payment Detail form and click **Save**.
3. Print the Cash Receipt.

COD:

1. Complete the Cash Receipt form (Receipt Type = COD - you NEED to enter SHIPMENT #) and click **Continue**.
2. Complete the Payment Detail form and click **Save**.
3. Print the Cash Receipt.

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Pre-Pay: Regular Customer:

1. Complete the Cash Receipt form (Receipt Type = Sales Order) and click **Continue**.
2. Complete the Cash Receipt Qty form click **Continue** (you MUST enter qty receipt is for, otherwise payment will go against S&H only).
3. Complete the Payment Detail form and click **Save**.

On Account Payment: Regular Customer:

1. Complete the Cash Receipt form (Receipt Type = On Account) and click **Continue**.
2. Complete the Payment Detail form and click **Continue**.
3. Complete the Payment Distribution form and click

FREE FORM SALES

<u>Create Free Form Sales Order</u>

I. **Enter Free Form SO:** Sales module: Order Management submenu - select the Free Form submenu option.

   1. From the Free From Lookup page (or the Free Form Quote List page) click the **Add New** button.
   2. Complete the New Free Form form and click **Continue**.
   3. Enter in the Shipping & Billing information and click **Save & Continue**.
   4. Click the New Line button to enter in items to the order.
      - Complete the Add Items form and click the **Save** button.
      - Repeat this step as needed.
   5. When finished entering items, from the Free Form Items page click **Continue**.
   6. Complete the Sales Order Payment form and click **Book**.
      - Make certain you set the shipping method the vendor is to use.
      - Select the 'Approve PO' checkbox - when the order is booked the PO will be created in an 'Approved' status.

II. **Invoice Customer** (to be done at time vendor sends you bill)**:** AP module: Vendor Bills submenu - select the **Free Form Bills** menu option.

   1. From the Free Form Vendor Bill List page click the **Add New** button.
   2. Complete the Free Form Vendor Bill form and click **Continue**.
   3. Make any necessary changes to the Free Form Bill Items form. Click **Continue** when done making changes.
   4. Complete the Additional Charges form and click **Save**.
   5. Post Bill: From the Free Form Vendor Bill List page select the **Post** option from the bill's popup menu.
   6. Complete the Post Free Form Vendor Bill form and click **Submit**. The customer invoice will be automatically generated when the bill is posted.

SALES RETURNS

Sales Return—With Invoice

To Access: Sales module: select the **Sales Return** menu option.

1. Complete the New Sales Return form and click **Continue**. When the popup appears asking if you are sure you do not want to schedule a pick-up click **OK**.
2. Complete the Edit Sales Return form (enter restocking fees) and click **Save & Continue**.
3. To add Items to the return:
   - From the Sales Return - Items page, click the **Add** link of the item being returned.
   - Complete the Return Item Qty form and click **Save**. Repeat step as needed.
4. Once all items have been added to the return, from the Sales Return Items page, the user has the option to:
   - **Receive:** Click on the **Receive** button. Items will be brought into stock and return will need to get refunded.
   - **Exit:** Return will remain in a WIP status and can still be canceled by user.

Sales Return—w/out Invoice

To Access: Sales module: select the **Sales Return** menu option.

1. Complete the New Sales Return form, make sure to select the **No Invoice Return** checkbox, and click **Continue**. When the popup appears asking if you are sure you do not want to schedule a pick-up click **OK**.
2. Complete the Edit Sales Return form (enter restocking fees) and click **Save & Continue**.
3. To add Items to the return:
   - From the Sales Return - Items page, click the **Add New** button.
   - Complete the Return Item Qty form and click **Save**. Repeat step as needed.
4. Once all items have been added to the return, from the Sales Return Items page, the user has the option to:
   - **Receive:** Click on the **Receive** button. Items will be brought into stock and return will need to get refunded.
   - **Exit:** Return will remain in a WIP status and can still be canceled by user.

Return—Pickup Required

To Access: Sales module: select the **Sales Return** menu option.

I. **Enter Return**

1. Complete the New Sales Return form, make sure to select the **Require Pickup** checkbox, and click **Continue**. When the popup appears asking if you are sure you do not want to schedule a pick-up click **OK**.
2. Complete the Edit Sales Return form (enter restocking fees & select pickup address) and click **Save & Continue**.
3. To add Items to the return:
   - From the Sales Return - Items page, click the **Add** link of the item being returned.
   - Complete the Return Item Qty form and click **Save**. Repeat step as needed.
4. Once all items have been added to the return click the **Schedule Pickup** button.

II. **Receive Shipment:** Item is back at the WH (Trip scheduled to pick-up item has returned and the trip's status = CLOSED)

1. from the New Sales Return form click the **Back to Lookup** button. Complete the Sales Return Lookup form and click **Lookup**.
2. Select the **Edit** option from the return's popup menu.
3. Make any necessary changes to the Edit Return form and click **Save & Continue**.
4. From the Sales Return Items page you must:
   - click the **Edit** link of the item returned.
   - Enter the Received Qty and click **Save**. Repeat step as needed.
5. Click the **Receive** button from the Sales Return Items page.

Refund Customer

To Access: Sales module: select the **Sales Return** menu option.

1. From the New Sales Return form click the **Back to Lookup** button.
2. Complete the Sales Return Lookup form and click **Lookup**.
3. Select the **Refund** option from the return's popup menu (Return status must = Received).
4. Complete the Sales Return Refund form and click **Submit**.