



**ORCHESTRATED**

# OCloud Sales Practice Lab (Beer)



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# OnDemand Lab- Sales

Objective: To sell your beer to customers

- Step 1: Create sales order
- Step 2: Create delivery note
- Step 3: A/R invoice
- What you can do with the sales order
- Incomplete delivery of sale order
- Create A/R invoice to include two delivery notes
- Create credit memo

## Create Sales Order

Sell beer to customer by creating the sales order

Navigate to Modules > Sales - A/R > Sales Order

- Customer code: <Tab>
- Choose a Customer from the list
- Customer ref. no: PO #2222
- Planned ship date: <Enter date>
- Item no: <Click in the field><Click small circle>
  - Choose 2, 3, 6 and 7 by pressing Ctrl and clicking each one
- Click choose quantity:
  - 1001-B46: 1000
  - 1001-K12: 20
  - 1002- B46: 750
  - 1002-K12: 35
- Click Add & New
- Click Cancel

## Create Delivery

Take the items out of inventory so that they can be shipped to your customer

Navigate to Modules > Sales – A/R > Delivery

- Customer name: Enter the Customer from your SO
- Click Copy from (bottom right of window)
- Choose the Sales Order we just created
- Click 'Finish'



This is where you would verify the quantity, unit price, and dates are correct and actually being shipped.

- Click Add & New
- Click Yes

Now you need to pull each item from the batch it is coming from. The top section is the item. The bottom section is the available batches of the item selected.

Batch number selections

Rows from documents

- Item #1 is already selected

Available batches

- Manually selecting batches
  - Select the first document under rows from documents
  - Selected qty: 1000

You can split the quantity between batches if necessary

- Click the right arrow between these boxes
- Click Update
- Automatically selecting batches
  - Select the next item
  - Click <Auto Select> and it will take the inventory out of the first on the list of available batches (you are not choosing the batch so be careful)
  - Click Update



- Use either way to choose the batches of the remaining items on the list so that your final top section is complete:
- Click OK
- Click Add

You can also create a delivery from the open sales order by clicking copy to > delivery

## A/R Invoice

Now you need to send your customer the bill

Navigate to Modules > Sales- A/R > A/R Invoice

- Customer code <Tab> and choose your Customer
- Click Copy From and choose Deliveries
- Choose the delivery you just created
- Click Finish
- Click Finalize to add the keg deposits

There was a total of 55 1/2-barrel kegs so it calculated for 55 keg deposits

- Click Add & New
- Click Yes
- Click Cancel to close window

You can also create the A/R invoice from the open delivery note by clicking copy to > A/R invoice



## Sales Order Options

Once you create the sales order, you want to use it to print out, email it, see the bill of lading, packing list, etc.

- You need to add another sales order by following step 1, leaving the sales order window open

### Print

- In the toolbar, use the Last Data Record icon to show the last document created
- In the toolbar, click the Preview icon (there may be a pause while it creates the document)
- Now you can choose to click Print and/or close the document

### Email

You can email this sales order as an attachment to the contact person in the BP master data record

- Add a contact to the BP
  - In the sales order, click the yellow arrow next to the customer code
  - Click on the contact persons tab
  - Contact ID: Sales
  - First name: Nate
  - Last name: Davis
  - Email: [nate@citybeverage.com](mailto:nate@citybeverage.com)
  - Click Update
  - Click OK
- Back in the sales order
  - Contact person < click circle next to field > and choose Sales
- From the toolbar, click the Email button
- Click 'Yes' (this may be skipped and go straight to email)
- Subject: <Enter a subject pertinent to this sales order> ex. SO #10192
- To: will already be filled out with your contact's email

Notice that you can check/uncheck recipients

- Text: <Enter what you want to say keeping in mind the document is an attachment>
- You would normally click Send but this is a training database and your email is not setup so you can click Cancel

You can also save documents to MS-Excel, MS-Word, or PDF formats



## Incomplete Delivery of a Sales Order

- Use the last sales order you made
- Incomplete delivery
- Click Copy To and choose Delivery
- Change the quantity of one of your items
- Select an item row and go to Menu Data>Delete Row (or rt. click and choose Delete Row or <Ctrl K>)
- Click Add
- Click Yes
- Click Ok
- Click Add
- Click Yes
- Click Cancel

### Completing Delivery

- Re-open the Sales Order and now you will see that the items that were completely shipped are grayed out and the rest are still available to edit.
- Click Copy To and choose delivery
- You can now complete the delivery of this item by clicking Add & New and assigning batch numbers
- Click Add & New
- Click Yes
- Click Cancel

### Relationship Map

- Open your sales order
- Click on the menu Go To>Relationship Map (you can also rt. click on the sales order and choose Relationship Map) You will see that the sales order is linked to two delivery notes

## Create A/R Invoice Including Multiple Deliveries

When you split your sales order into different deliveries, you can wait to create A/R invoice until the delivery is complete

Navigate to Modules> Sales- A/R> A/R Invoice

- Customer name: 'City' <tab>
- Click Copy From and choose Deliveries
- Click the 1<sup>st</sup> delivery note and ctrl click the 2<sup>nd</sup> one to choose them both
- Click Finish
- Click Finalize

Notice the items are listed as they were shipped



- Click Add & New
- Click Yes

## View Relationship Map

- In the menu bar, click the left green arrow to bring up the A/R invoice you just created
- Rt. click and choose Relationship Map

Notice the red bar under the A/R invoice. This indicates the payment has not been received yet- you will do this in the financial webinar training.

## Create A/R Credit Memo

Once you've created an A/R invoice, you cannot cancel it. If you have a return or need to credit back a customer for any reason, you would create a credit memo

Navigate to Modules>Sales A/R> A/R invoice

- In the toolbar, click left green arrow
- Click Copy To and choose A/R Credit Memo
- Review and change the memo depending on the items that are returning by changing quantities or deleting rows
- Click Add & New
- Click Yes
- Refer to Batch Number Selections You will need to reverse the batch number selection of the items being returned or deleted since the items are going back into inventory
- Click Add & New
- Click Yes