ORCHESTRA

Sales

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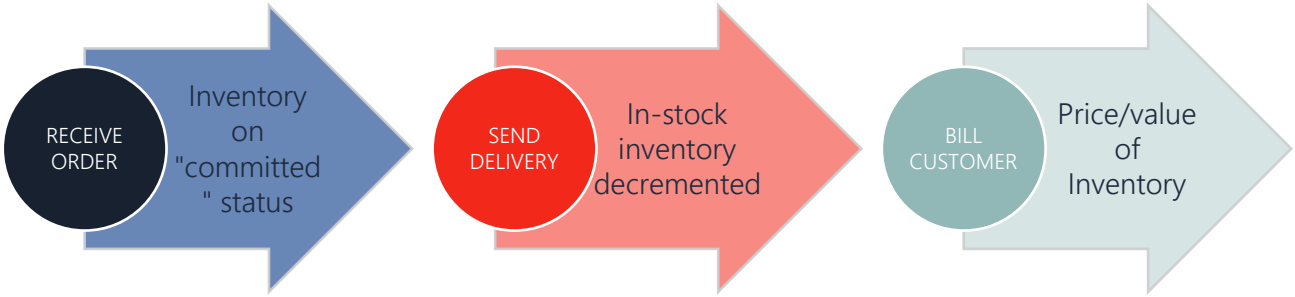
Sales roadmap

Overview

During the Sales process, you will be receiving commitments from customers, ensuring delivery of those orders and verifying you are billing those customers correctly. Orchestrated helps you manage the entire sales cycle, mimicking what's happening in real-life scenarios. From a customer sales order to customer invoice, utilizing the sales functionality integrates item master data, business partners and your finished product to ensure billing accuracy. This process is vital to the continuous cycle, and aids with planning production, creating and fulfilling purchase orders for raw materials and scheduling resources.



Why input sales through Orchestrated?

Gives your business visibility into the demand for your finished product and when to expect it to leave your warehouse

Why send the delivery through Orchestrated?

Tracks and updates "in-stock" in real-time, subtracting inventory immediately after delivery of product. It is removed from availability

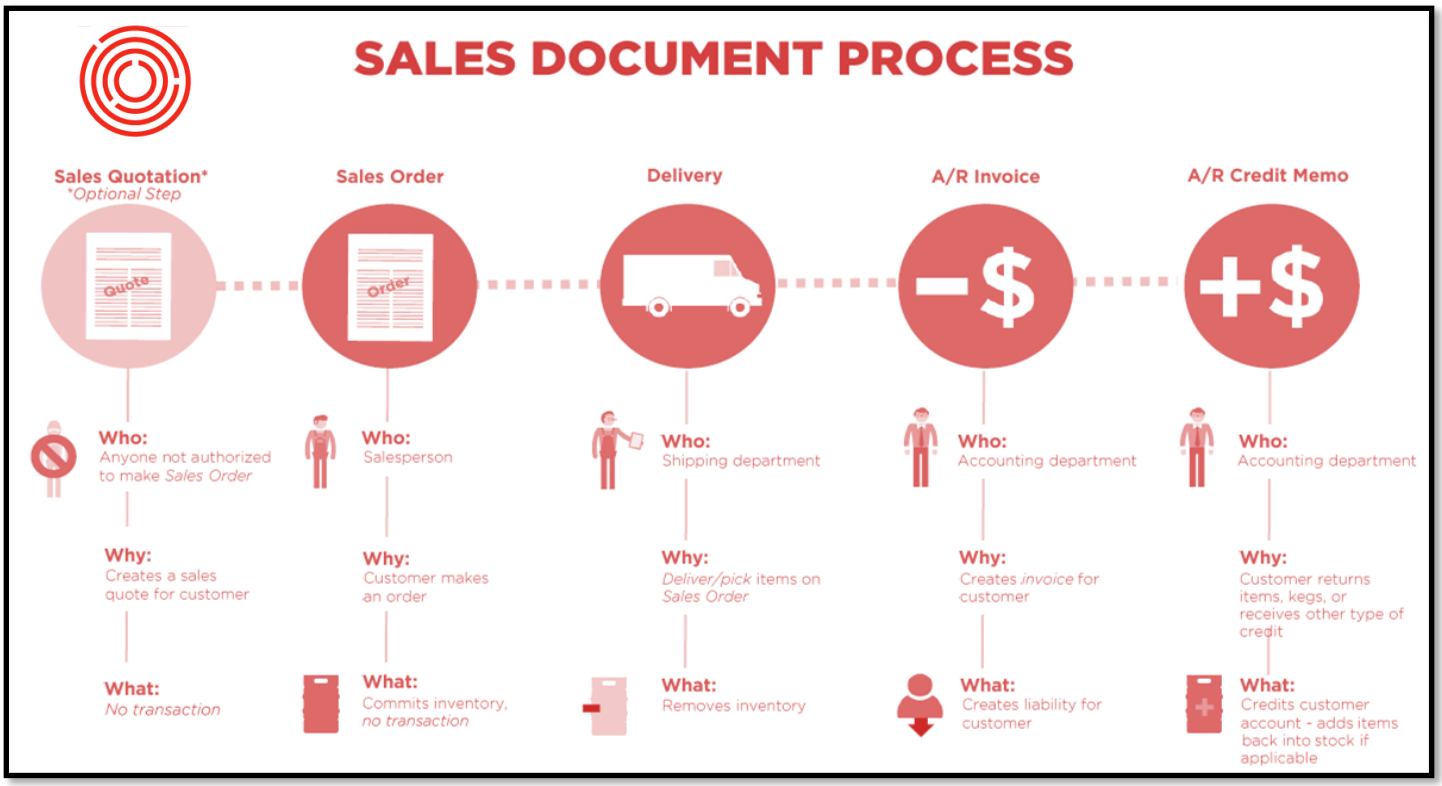
Why input price/value of Inventory through Orchestrated?

Tracks the price of finished goods inventory that gets shipped to customers. Provides transparency into sales activities, trends, customers and their preferences

Batch tracking

Any consumable item must have an associated batch/lot number. A batch number aids with tracking finished goods inventory from inception to delivery, and can be audited. The batch number is entered at time of delivery by the individuals handling shipping.

Process flow



Sales quotation (optional)
Request a sales order (quote)

A/R credit memo
Used for goods return from or credit to customer. Brings inventory back into stock

Sales order (SO)

Receive order from a customer

Marks inventory as "committed"

Can print/email/save

Delivery

Removes inventory from stock

Typically happens before A/R Invoice is sent to customer

Inventory Batch # is captured

Can print/email/save

A/R invoice (<u>mandatory</u>)

Books the payable/financial side of sale

Incoming payment will eventually be applied

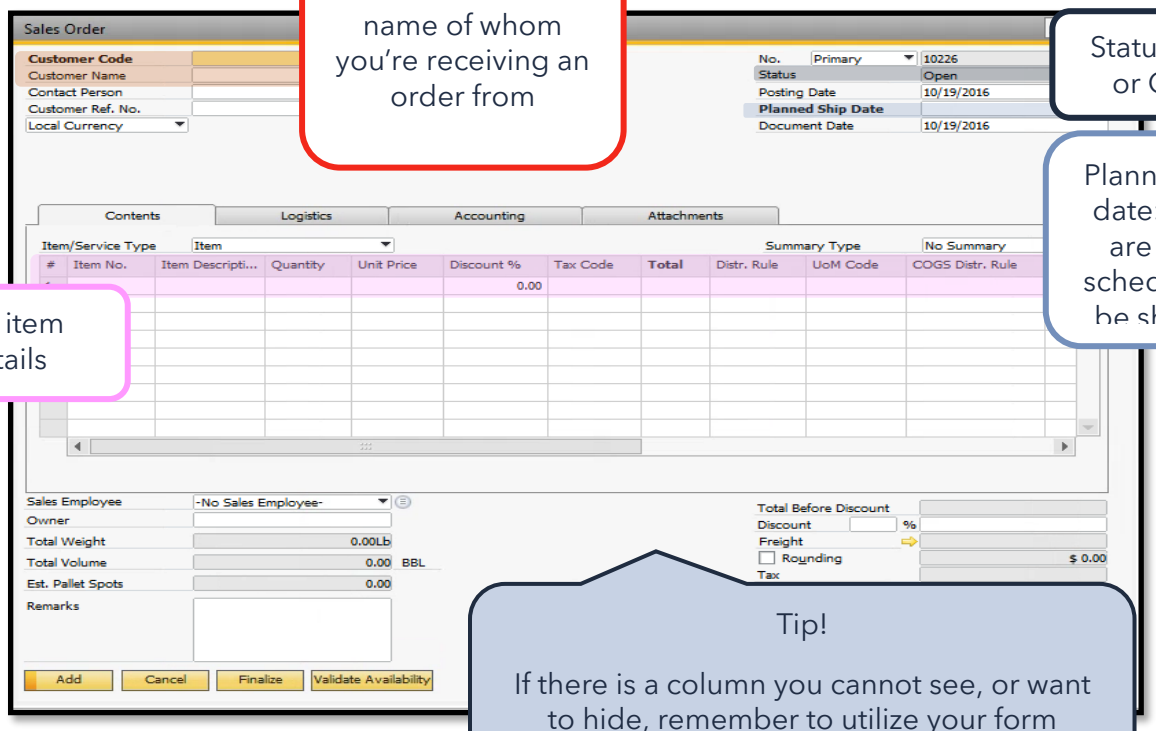
Can print/email/save

Core sales functions

Sales orders (SO)

Sales order

- What is it?
  - "In pencil" draft
- What does it do?
  - Does not impact inventory or financials
  - Retains selling price of items based upon price list
  - Stays open until order 100% delivered
- Why use it?
  - Eliminates SOs in other forms (email, phone, paper, etc.)
  - Provides visibility for business of what's 'committed'



Customer code & name of whom you're receiving an order from

Status: Open or Closed

Planned ship date: When are items scheduled to be shipped

Sale item details

Tip!

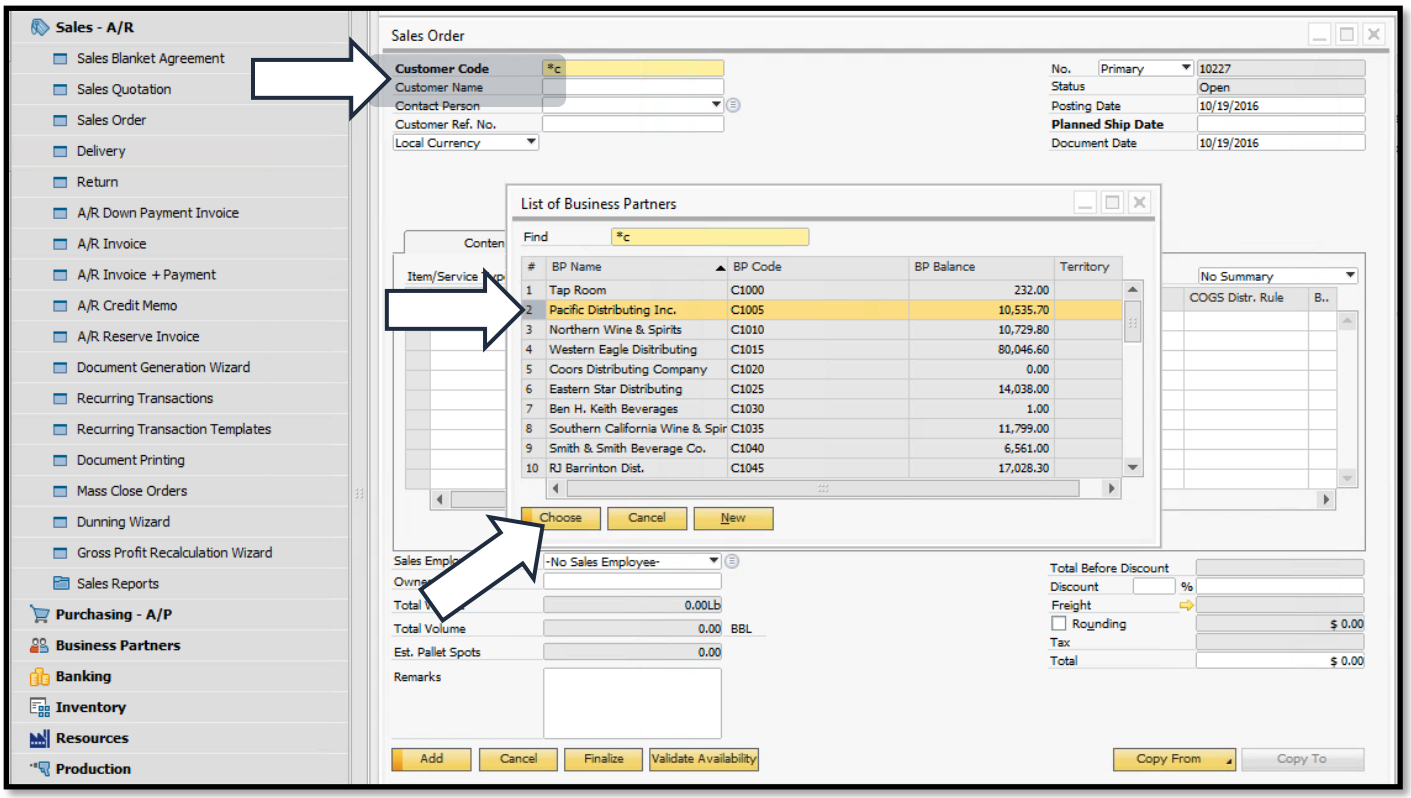
If there is a column you cannot see, or want to hide, remember to utilize your form settings button.

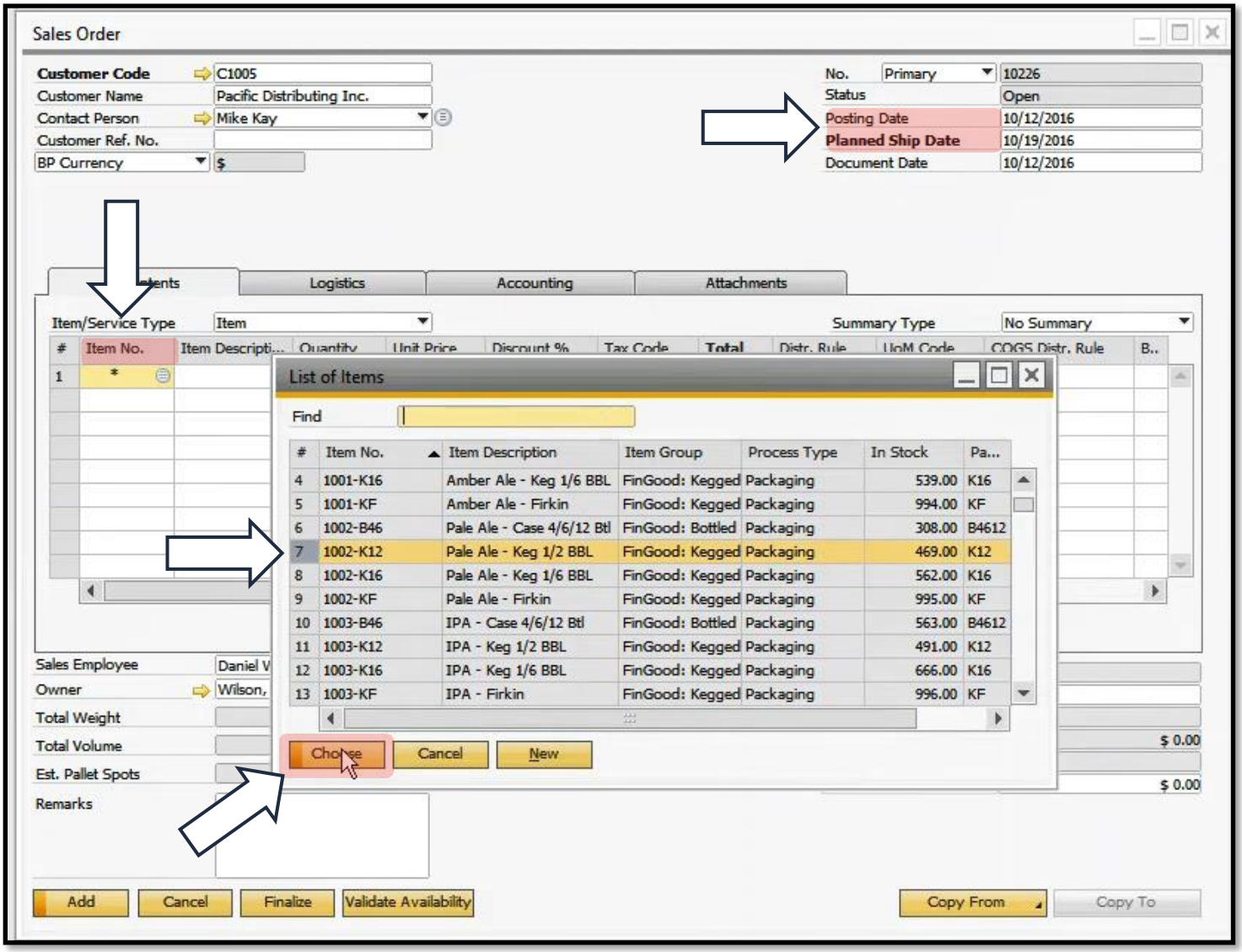
Adding a sales order

Modules > Sales – A/R > Sales order

In the following scenario, we will be inputting an order of 20 kegs of pale ale from our customer, Pacific Distributing Inc.

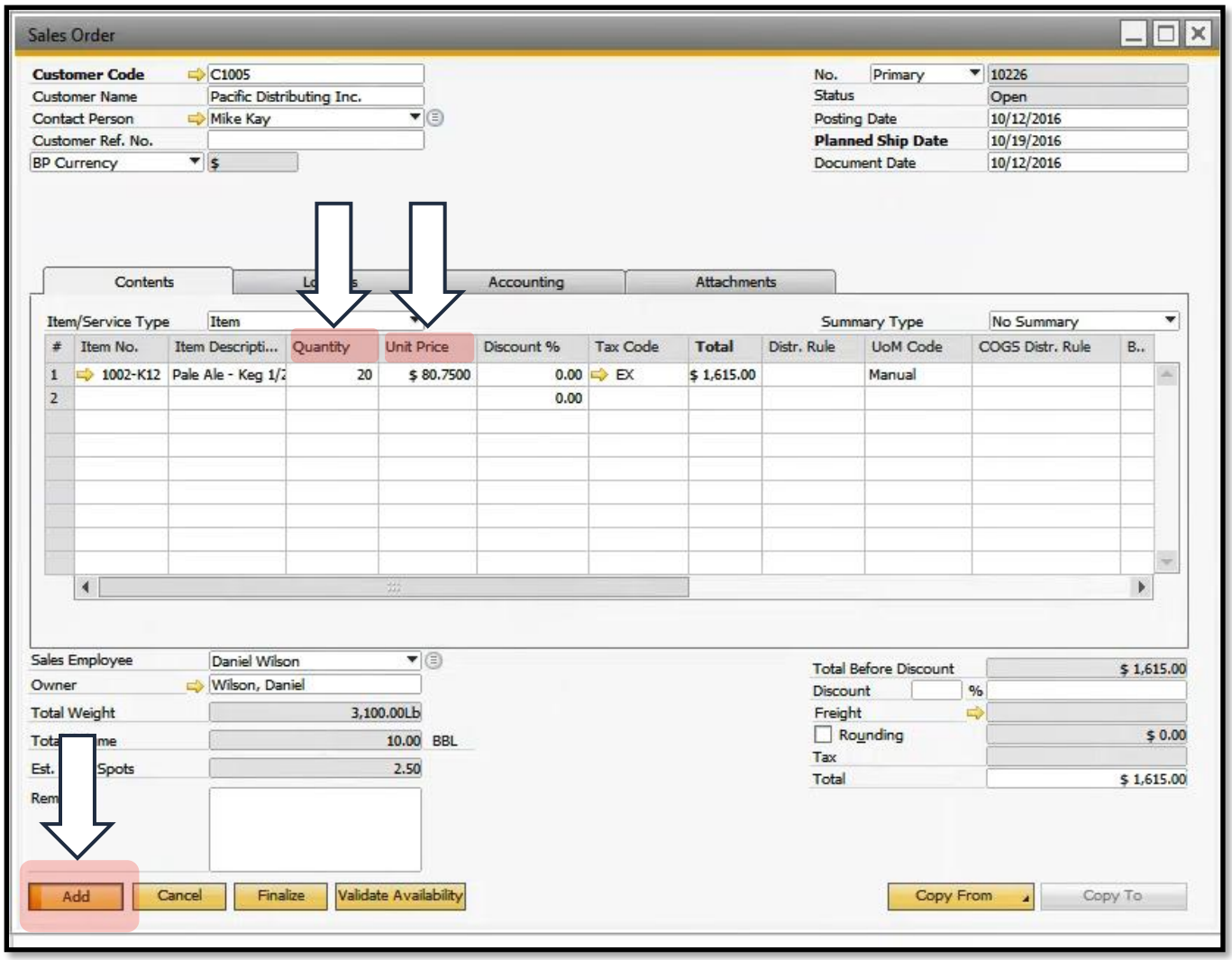
1. Open a sales order function (stay in ADD mode)
2. Search for the customer who placed an order (e.g. Pacific Distributing Inc.)
3. Search by customer code, name and/or wildcard)
4. Select the customer and click <**Choose**>



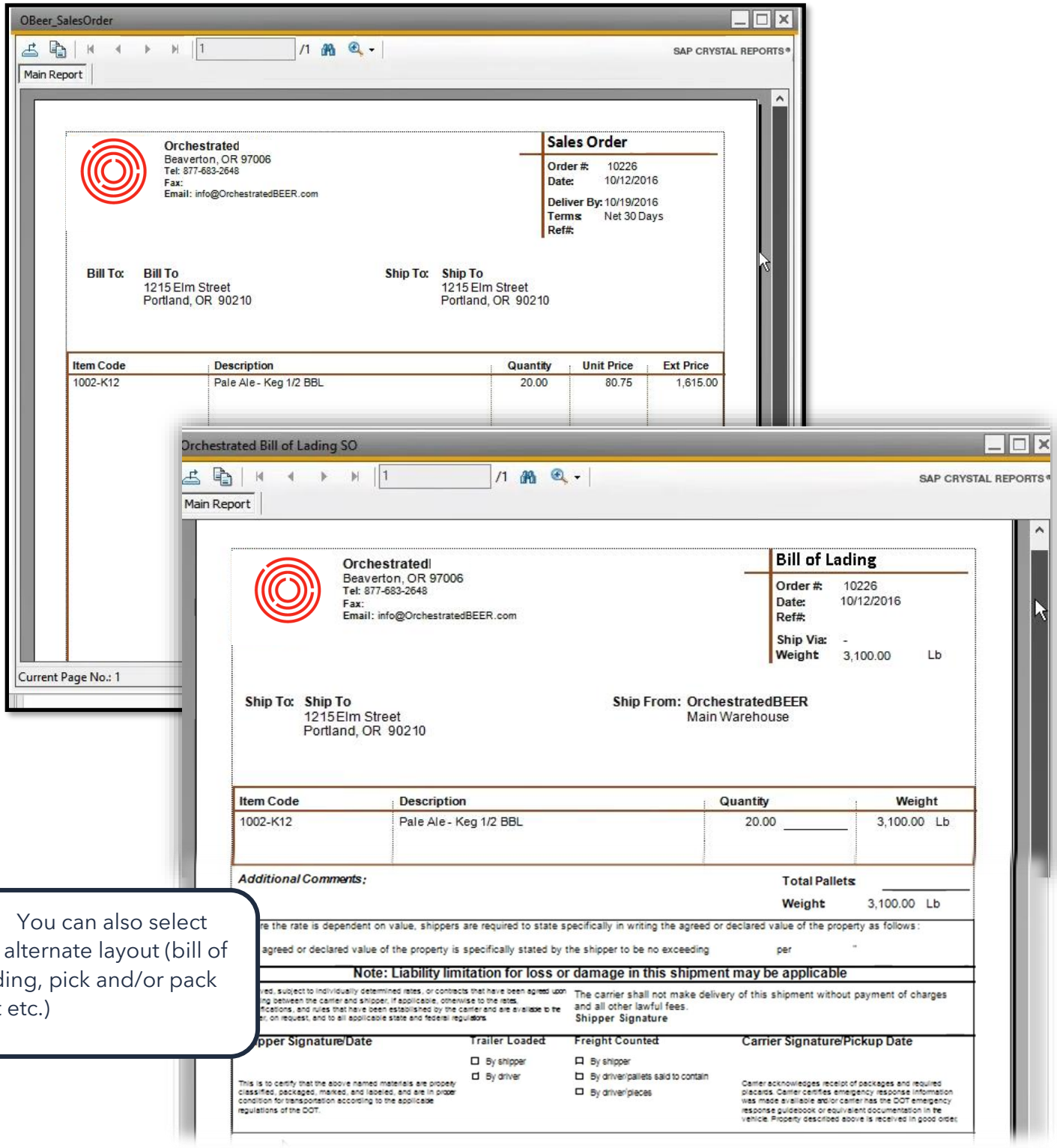


1. Enter 'Planned Ship Date' when the item is scheduled for shipment (gives an estimated time to crew on the floor when inventory will be decremented)
2. Search for 'Item No.' (e.g. kegs of Pale Ale)
   - To add multiple items, hold ctrl button and click to select
3. Click <**Choose**>

4. Specify the quantity of each committed item
5. Specify the price of each item
   - Unit price should pre-populate based on price list
6. Click <**Add**> to enter the sales order



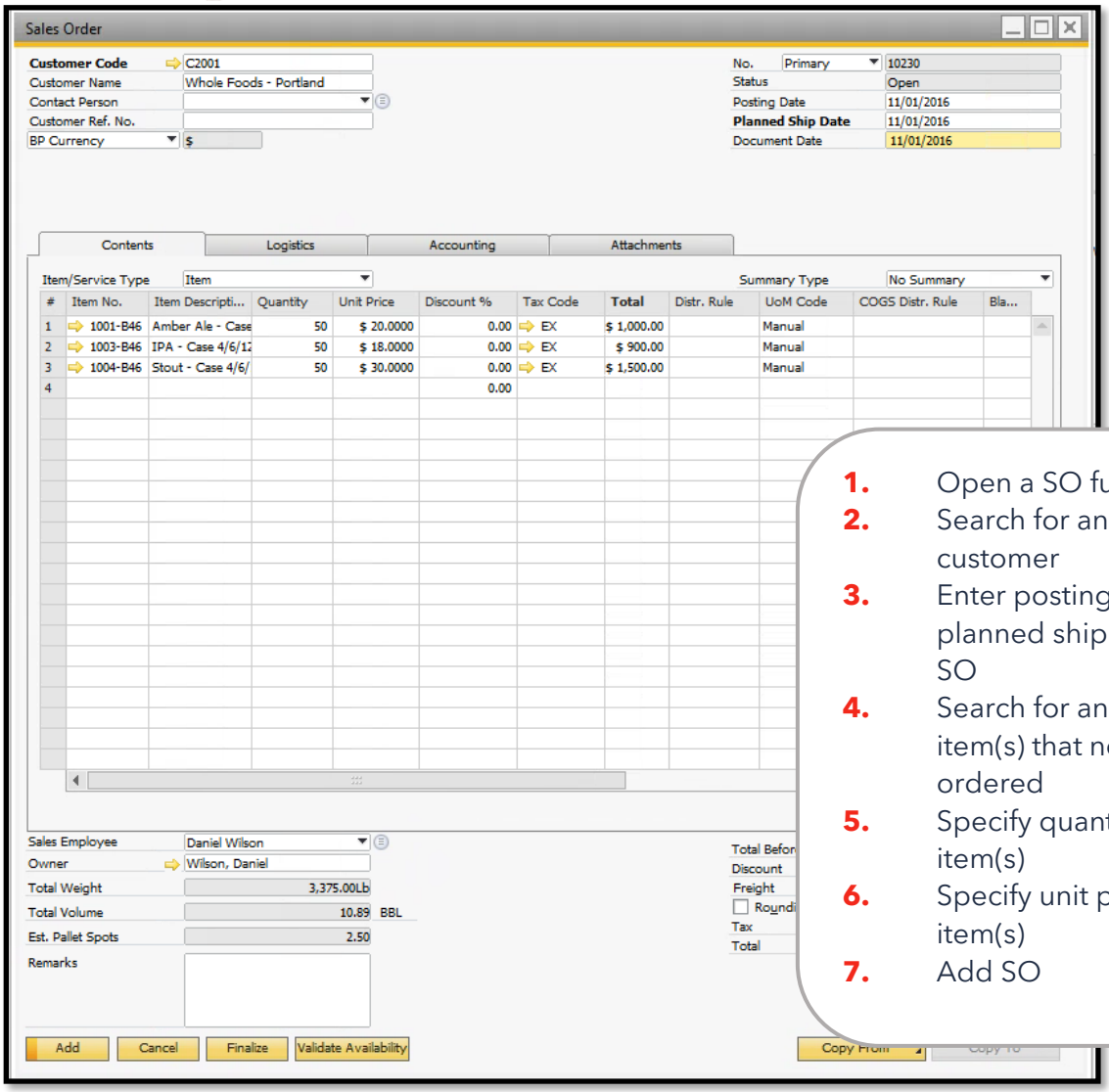
7. Preview, print and/or email the SO directly from the Orchestrated Toolbar!



8. You can also select an alternate layout (bill of lading, pick and/or pack list etc.)

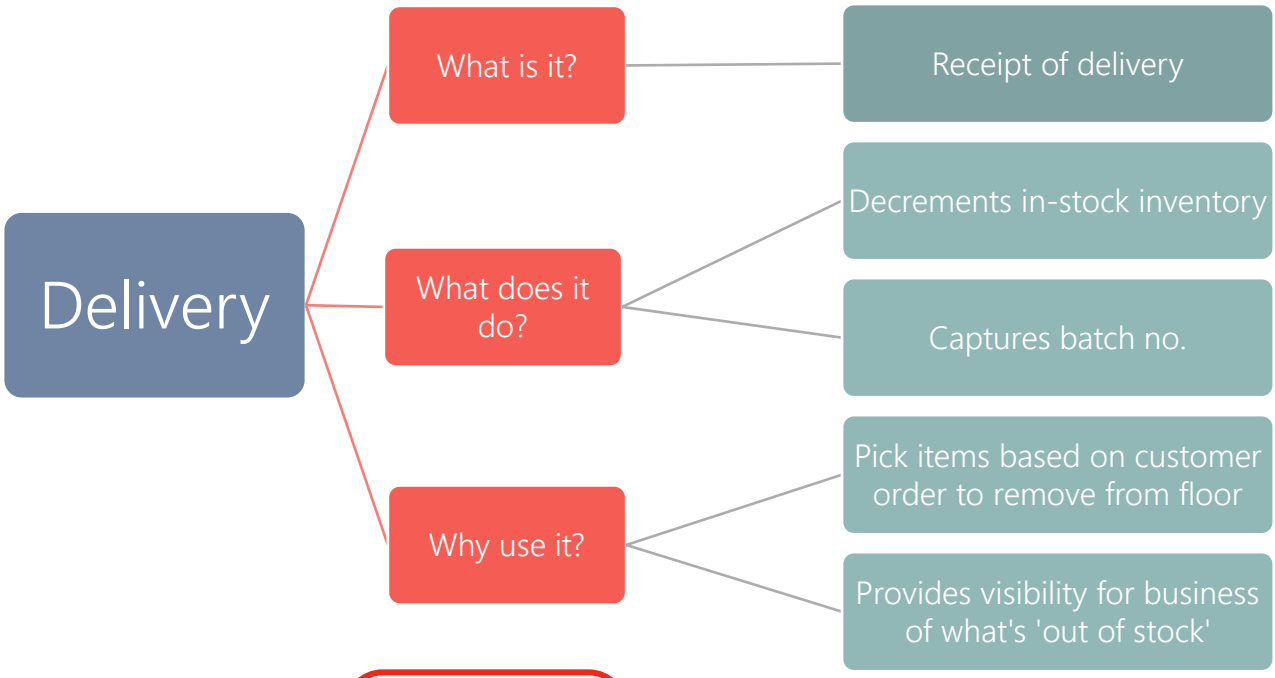
Real life practice scenarios

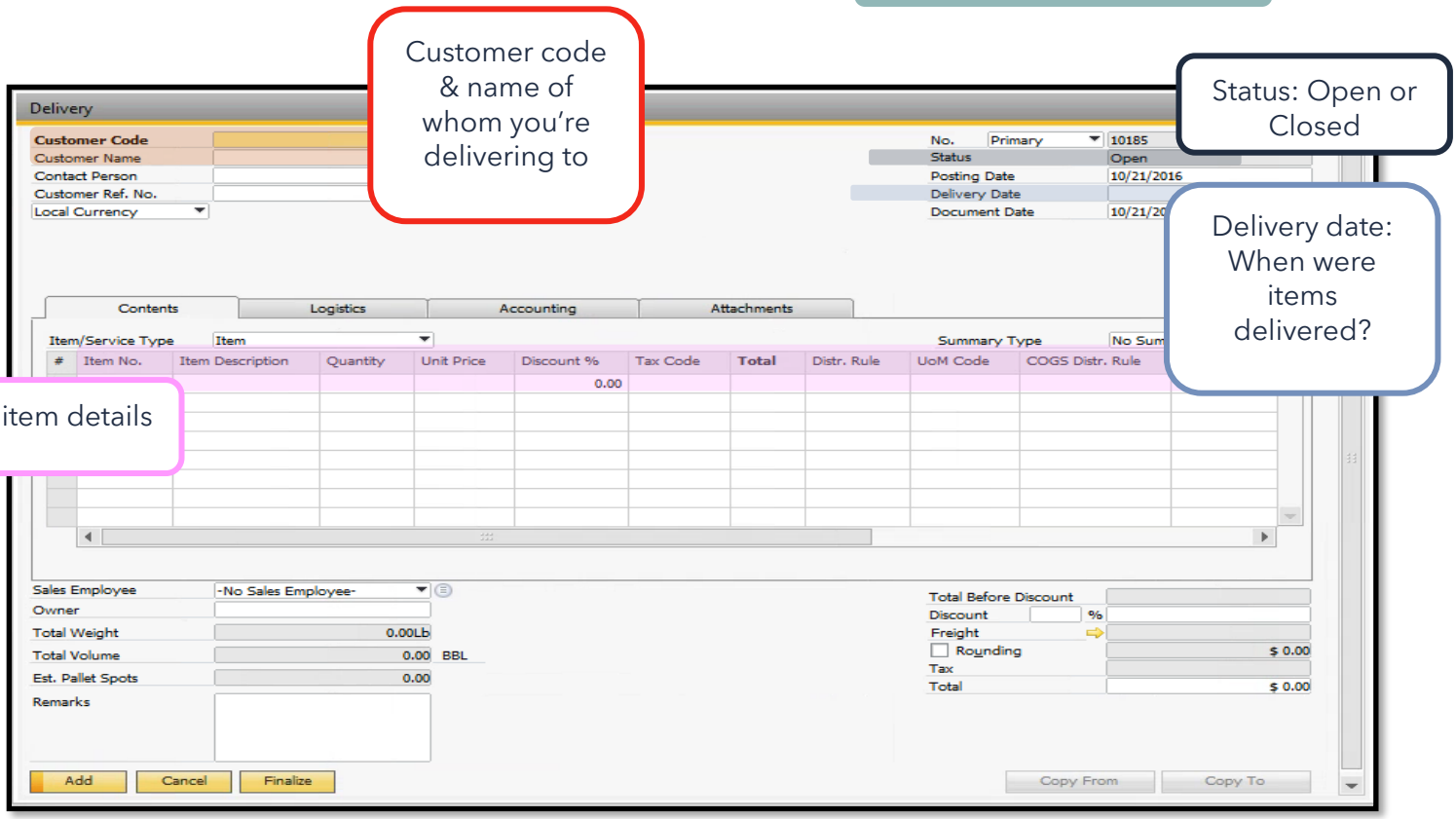
Sal handles sales for his brewery. He received an order of 50 4/6/12 cases each of amber ale, IPA, and stout from his customer, Whole Foods. The cases are already linked to an entered price list. Can you help him enter a SO? Use today's date as the posting date and planned ship date.



1. Open a SO function
2. Search for and select customer
3. Enter posting date & planned ship date of SO
4. Search for and select item(s) that need to be ordered
5. Specify quantity of item(s)
6. Specify unit price of item(s)
7. Add SO

Delivery


Delivery
What is it?
Receipt of delivery
What does it do?
Decrements in-stock inventory
Captures batch no.
Why use it?
Pick items based on customer order to remove from floor
Provides visibility for business of what's 'out of stock'


Customer code & name of whom you're delivering to
Status: Open or Closed
Delivery date: When were items delivered?
Sale item details
Delivery
Customer Code
Customer Name
Contact Person
Customer Ref. No.
Local Currency
No.
Primary
10185
Status
Open
Posting Date
10/21/2016
Delivery Date
Document Date
Contents
Logistics
Accounting
Attachments
Item/Service Type
Item
Summary Type
Item No. Item Description Quantity Unit Price Discount % Tax Code Total Distr. Rule UoM Code COGS Distr. Rule
0.00
Sales Employee
-No Sales Employee-
Owner
Total Weight
0.00Lb
Total Volume
0.00
BBL
Est. Pallet Spots
0.00
Remarks
Total Before Discount
Discount
%
Freight
Rounding
$ 0.00
Tax
Total
$ 0.00
Add
Cancel
Finalize
Copy From
Copy To

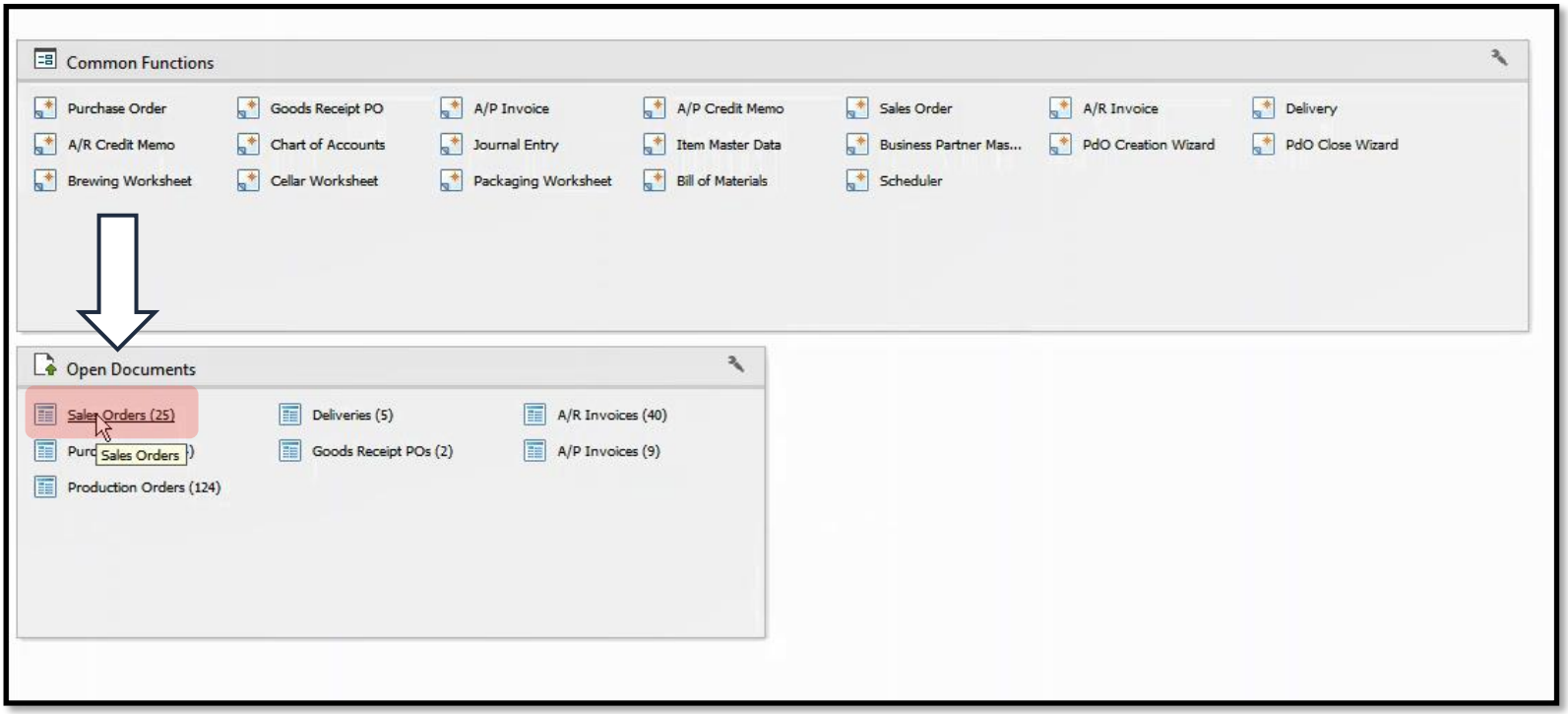
Adding a delivery

Modules > Sales – A/R > Delivery

Cockpit > Open documents > Sales orders

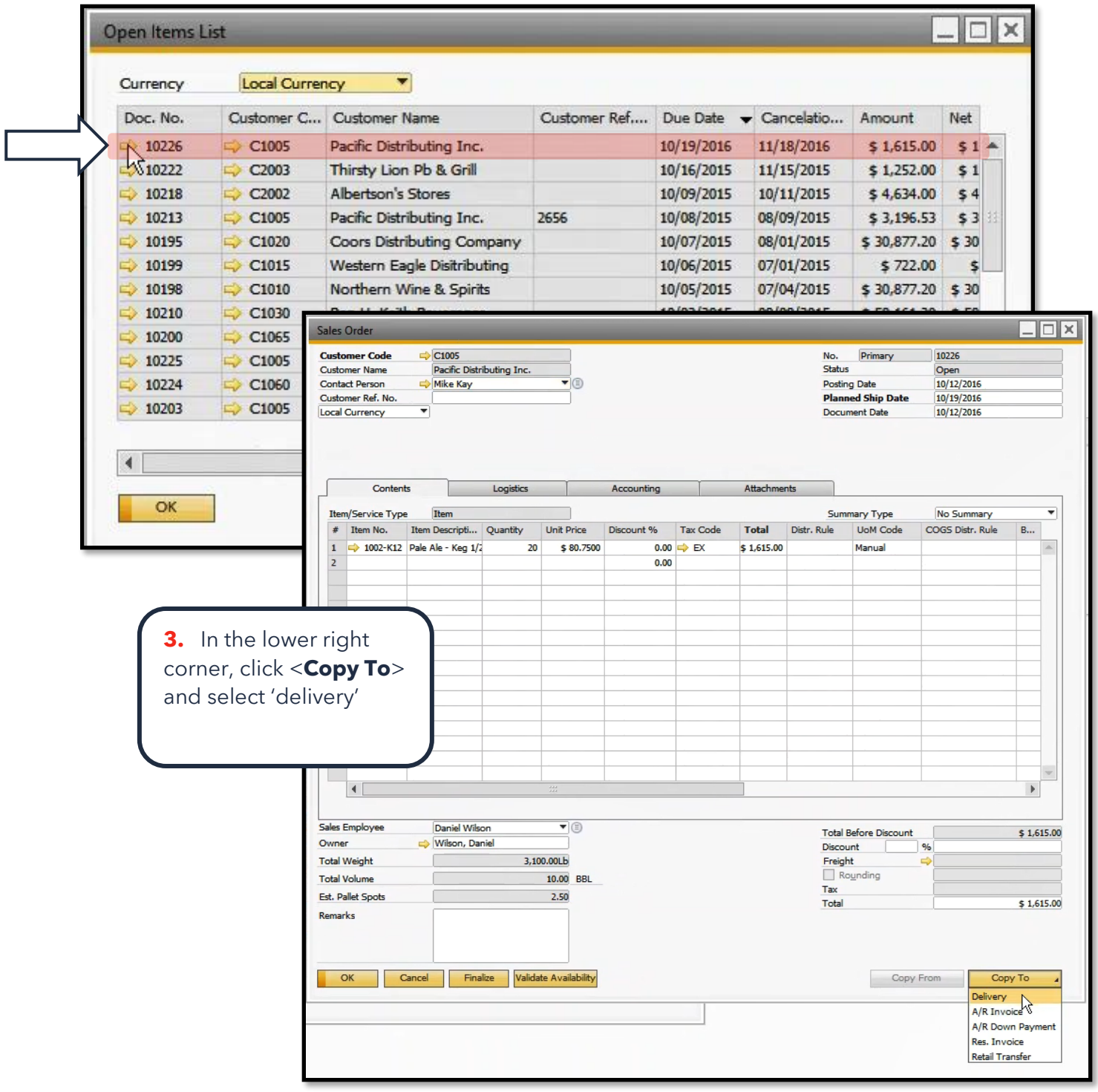
In the following scenario, we will be delivering 20 BBLS of pale ale to our customer Pacific Distributing Inc.

1. Open the sales order related to the goods being delivered
   - Find the SO via open documents



2. Select the sales order from the open items list

- Drill in using the yellow arrow

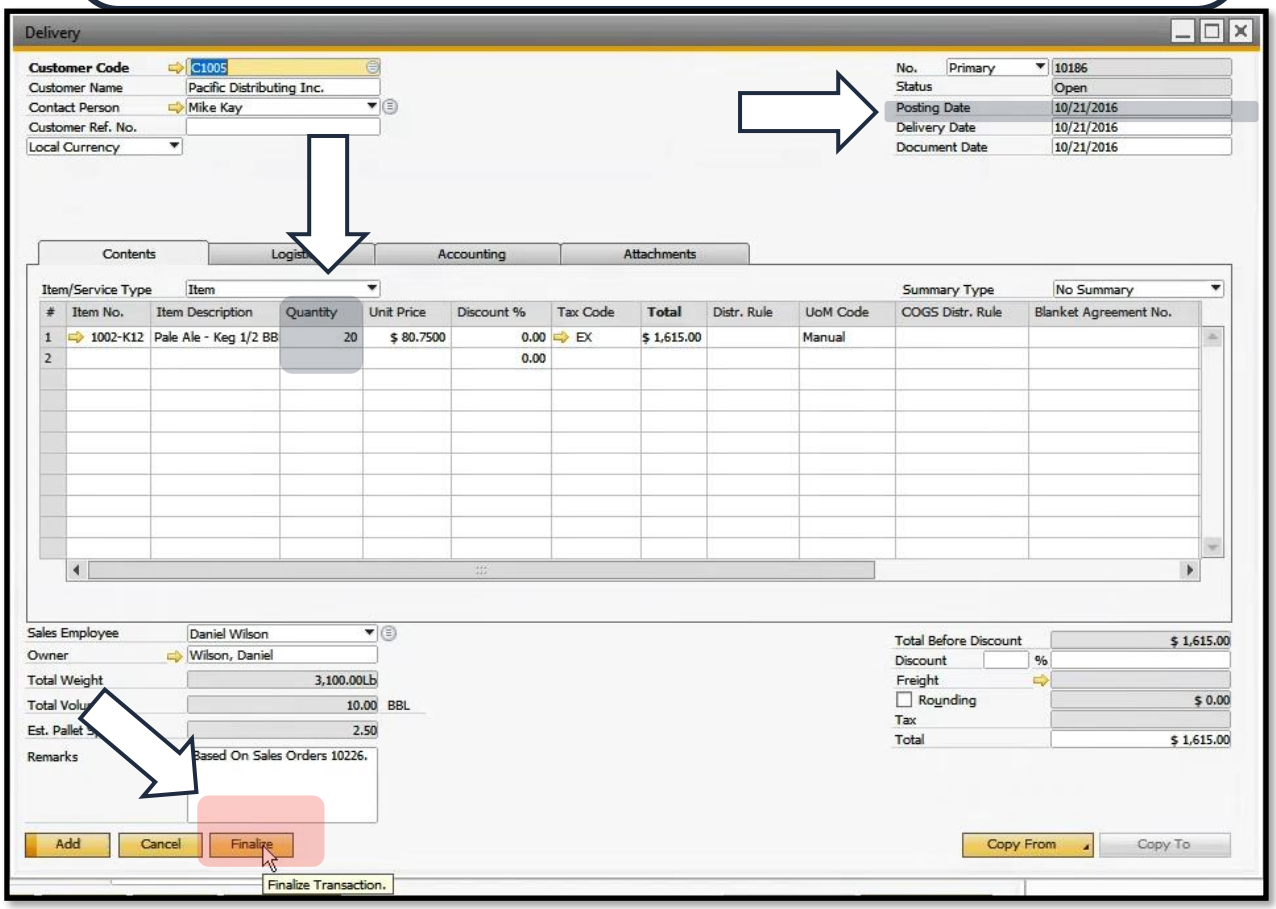


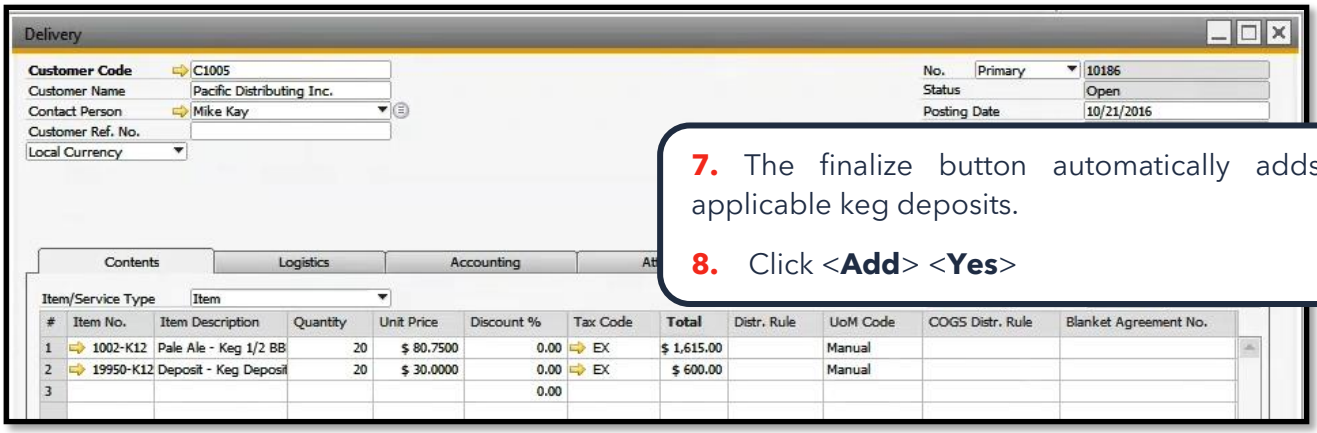
3. In the lower right corner, click <**Copy To**> and select 'delivery'

4. Double check to ensure delivery date is correct

5. Verify the actual quantities are delivered to your customer (this **will** impact your inventory)

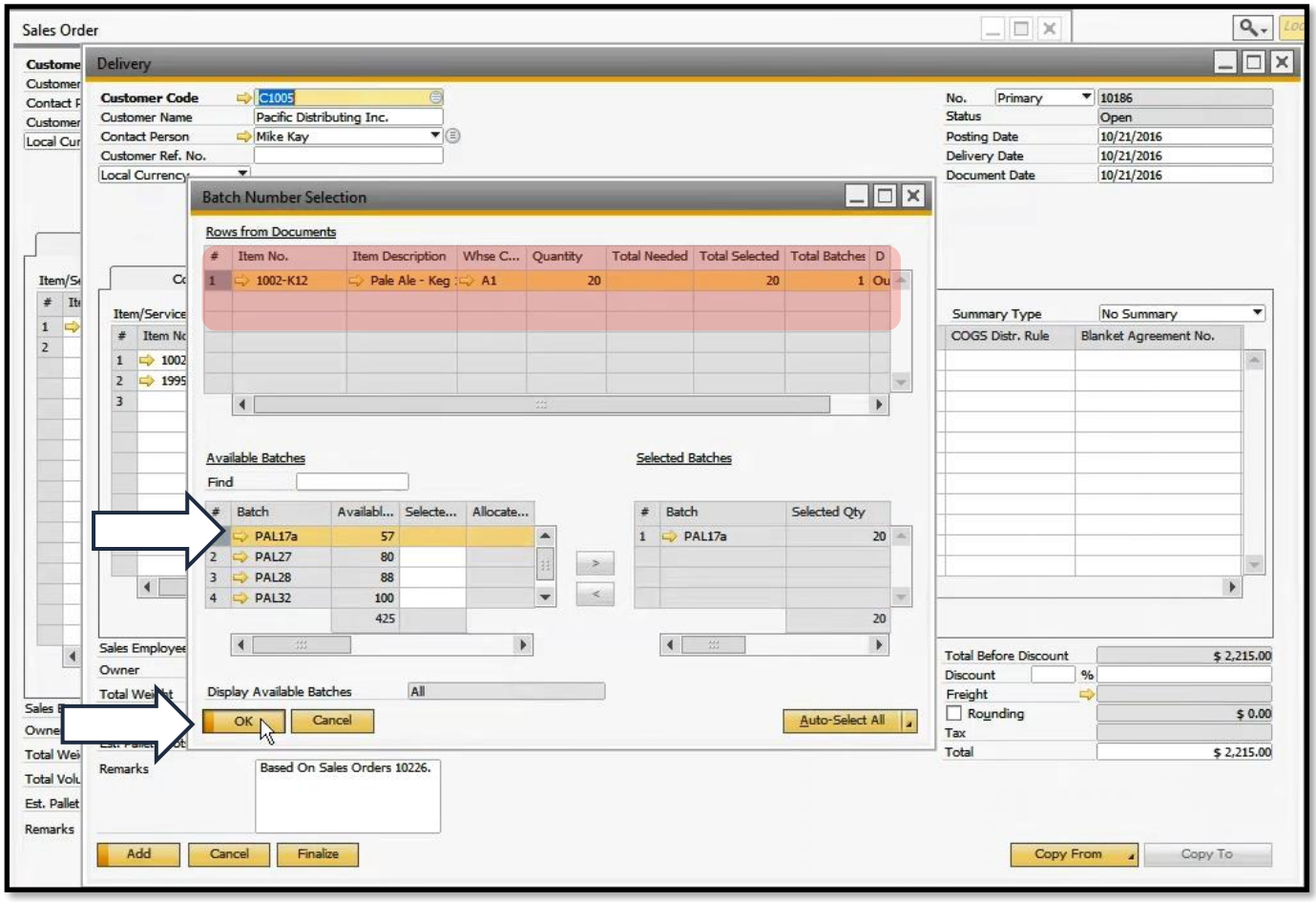
6. Click <**Finalize**>





7. The finalize button automatically adds any applicable keg deposits.

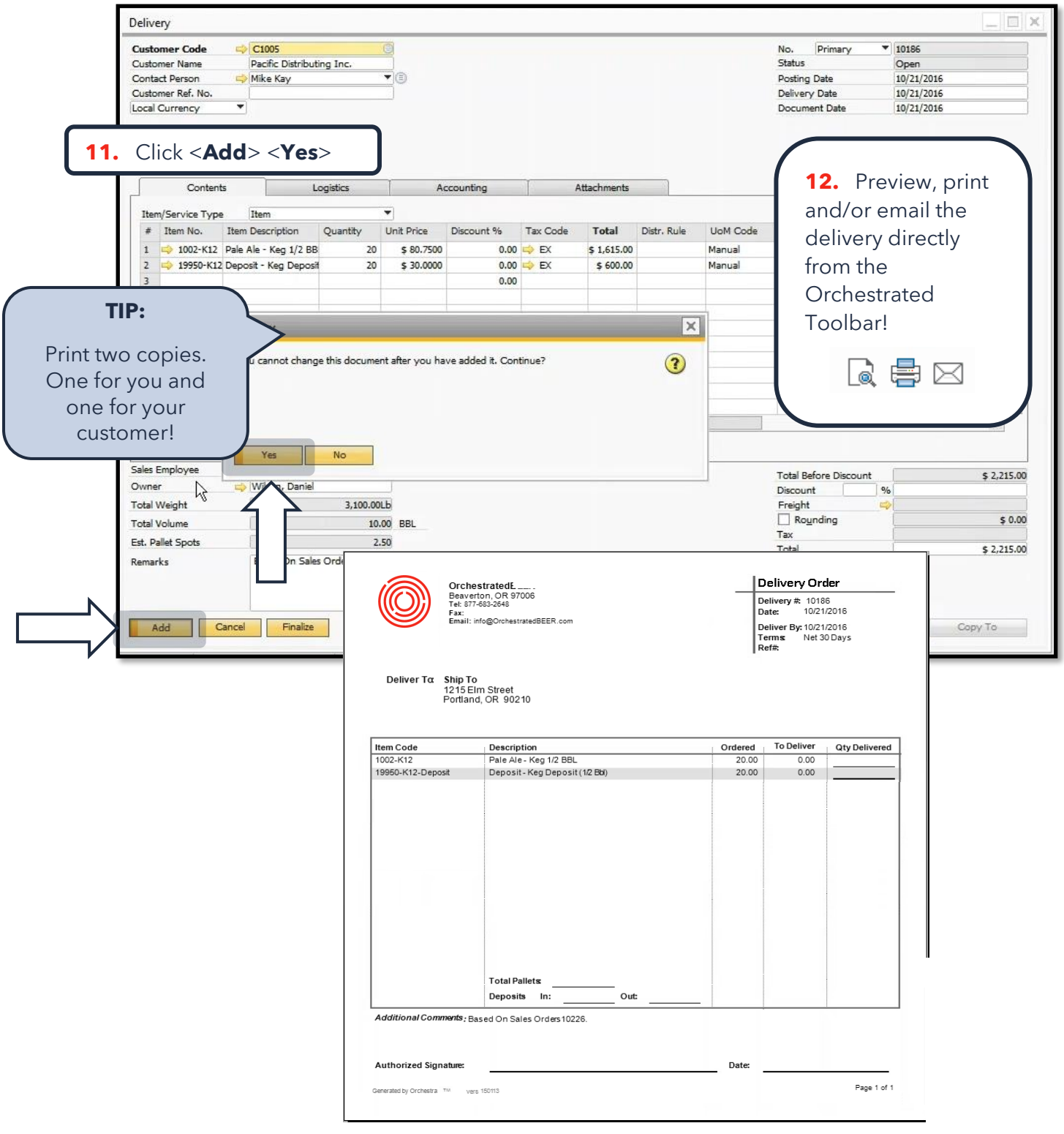
8. Click <**Add**> <**Yes**>



9. Choose which batch(es) is/are being delivered

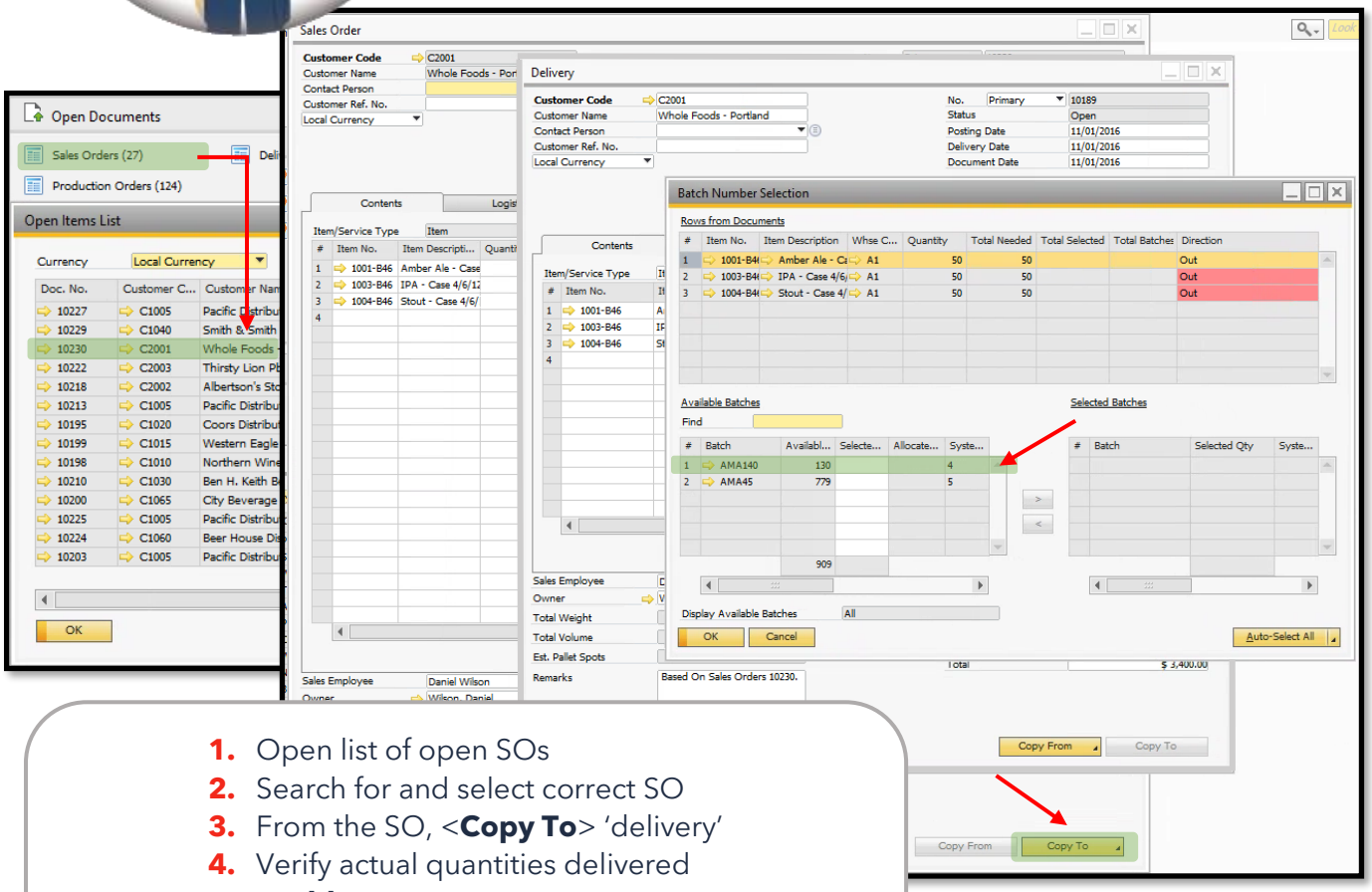
- Can click <**Auto-Select All**> to automatically pull from the oldest batch first
- If item delivered is consumable, a batch number will be required
- If multiple items, highlight rows one by one, select the batch number and click <**Update**> after each one

10. Click <**OK**>


Delivery
Customer Code C1005
Customer Name Pacific Distributing Inc.
Contact Person Mike Kay
Customer Ref. No.
Local Currency
No. Primary 10186
Status Open
Posting Date 10/21/2016
Delivery Date 10/21/2016
Document Date 10/21/2016
11. Click <Add> <Yes>
12. Preview, print and/or email the delivery directly from the Orchestrated Toolbar!
TIP:
Print two copies. One for you and one for your customer!
Contents
Logistics
Accounting
Attachments
Item/Service Type Item
Item No. Item Description Quantity Unit Price Discount % Tax Code Total Distr. Rule UoM Code
1 1002-K12 Pale Ale - Keg 1/2 BB 20 $ 80.7500 0.00 EX $ 1,615.00 Manual
2 19950-K12 Deposit - Keg Deposit 20 $ 30.0000 0.00 EX $ 600.00 Manual
3 0.00
cannot change this document after you have added it. Continue?
Yes
No
Sales Employee
Owner
Total Weight 3,100.00Lb
Total Volume 10.00 BBL
Est. Pallet Spots 2.50
Remarks
Total Before Discount $ 2,215.00
Discount %
Freight
Rounding $ 0.00
Tax
Total $ 2,215.00
Add
Cancel
Finalize
Copy To
Delivery Order
Delivery #: 10186
Date: 10/21/2016
Deliver By: 10/21/2016
Terms: Net 30 Days
Ref#:
Beaverton, OR 97006
Tel: 877-683-2648
Fax:
Email: info@OrchestratedBEER.com
Deliver To
Ship To
1215 Elm Street
Portland, OR 90210
Item Code Description Ordered To Deliver Qty Delivered
1002-K12 Pale Ale - Keg 1/2 BBL 20.00 0.00
19950-K12-Deposit Deposit - Keg Deposit (1/2 Bbl) 20.00 0.00
Total Pallets:
Deposits In: Out:
Additional Comments: Based On Sales Orders 10226.
Authorized Signature: Date:
Generated by Orchestra ™ vers 150113
Page 1 of 1

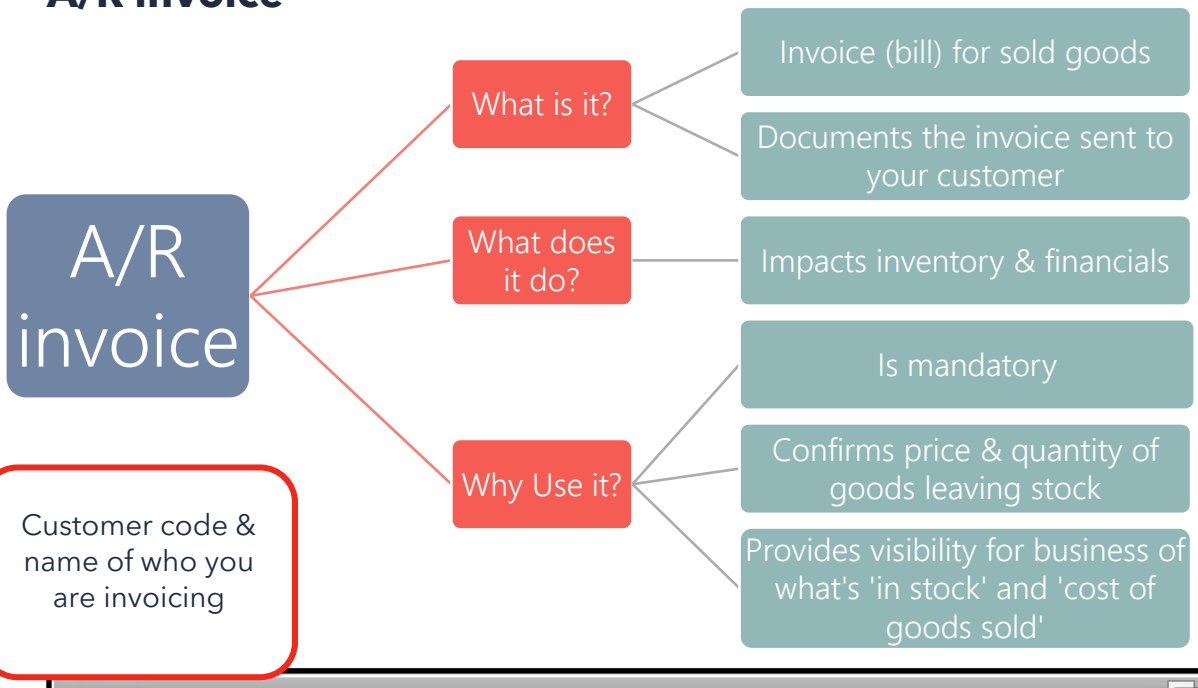
Real life practice scenario

Peter handles deliveries for the brewery, and the order of 50 cases of IPA, amber ale & stout has been delivered! He has yet to send an invoice to Whole Foods, but he does want to ensure his brewery's finished goods inventory is up to date and decremented. After double-checking the outgoing shipment, he notes he delivered everything as ordered on the SO. Can you help him enter the delivery into Orchestrated?

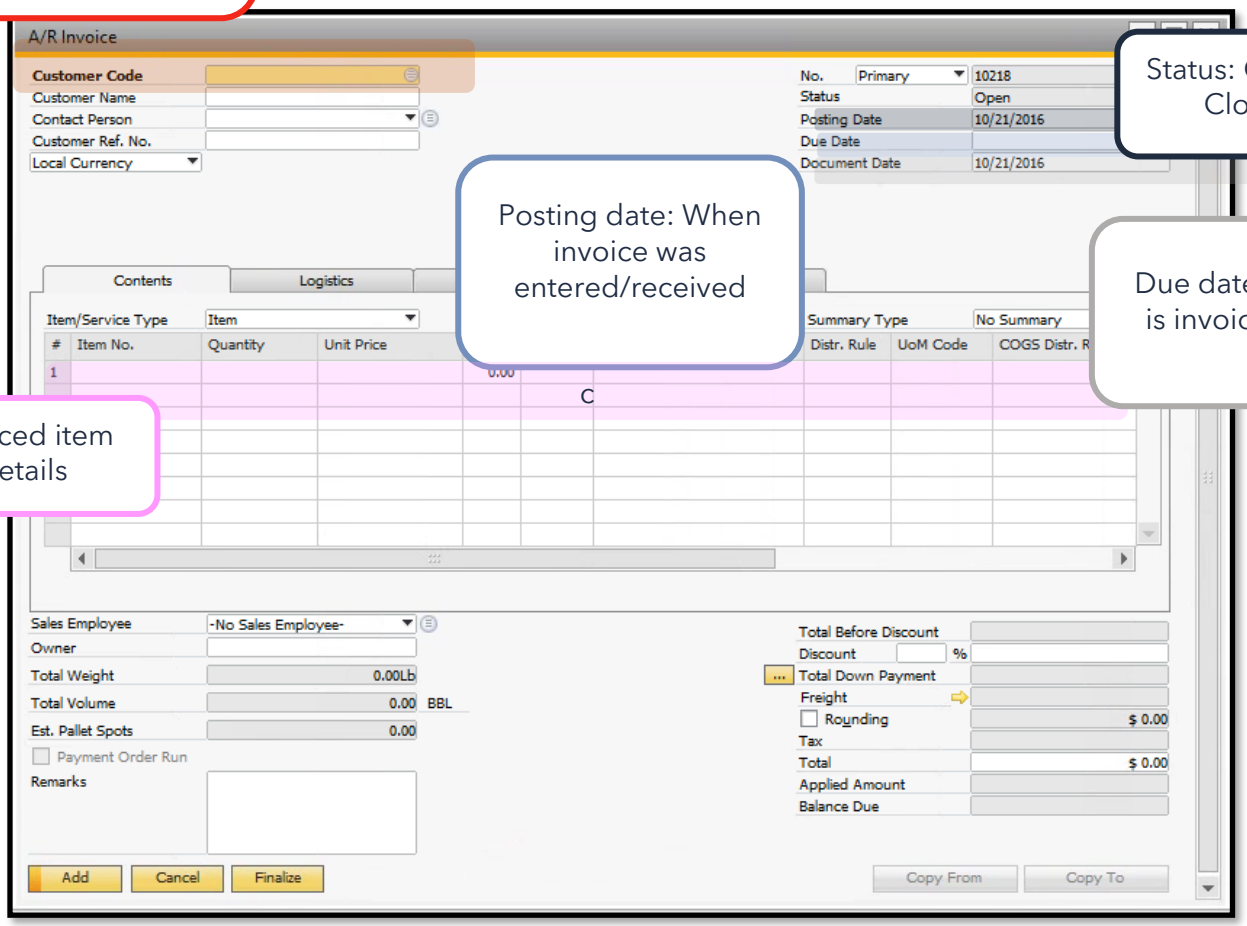


1. Open list of open SOs
2. Search for and select correct SO
3. From the SO, <**Copy To**> 'delivery'
4. Verify actual quantities delivered
5. <**Add**><**Yes**>
6. Enter Batch No. (for any consumable item) <**Update**><**OK**>
7. <**Add**><**Yes**>

A/R invoice



Customer code & name of who you are invoicing



Status: Open or Closed

Posting date: When invoice was entered/received

Due date: When is invoice due?

Invoiced item details

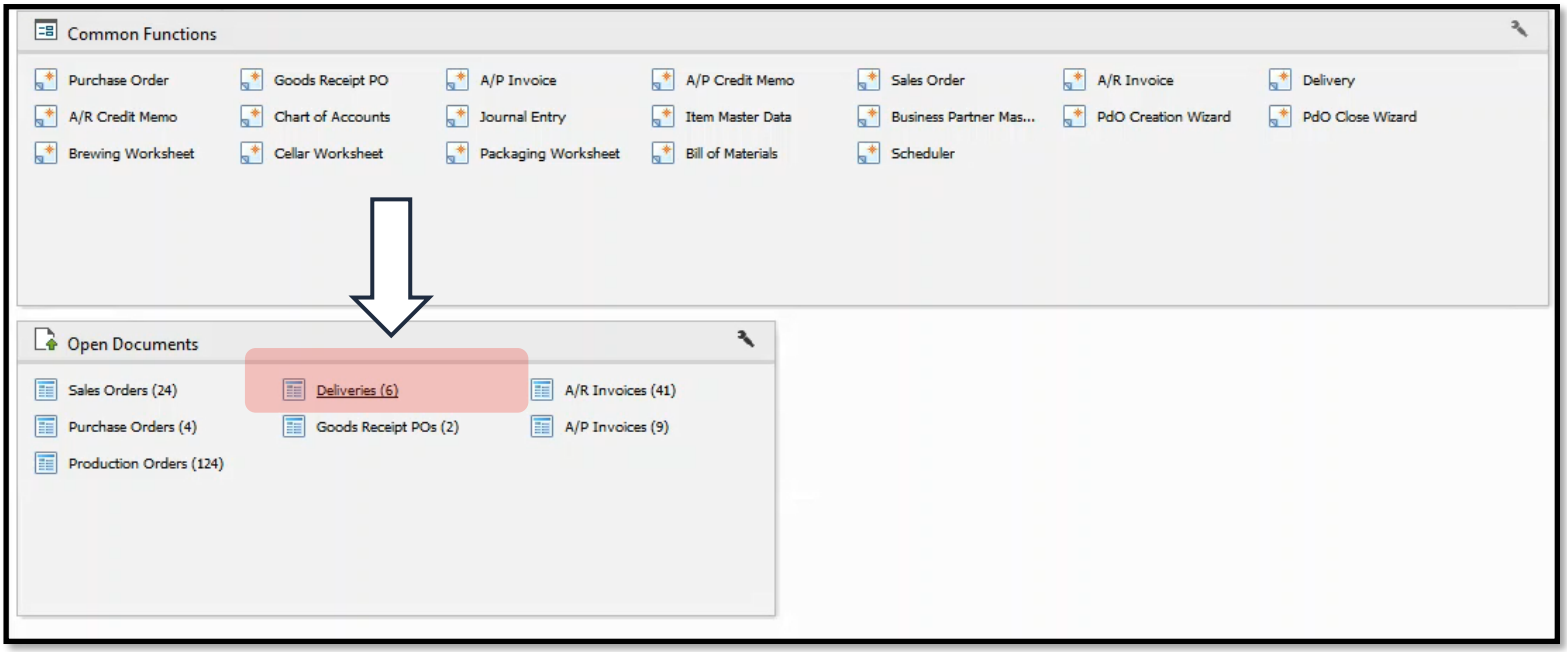
Adding and A/R invoice

Modules > Sales – A/R > A/R invoice

Cockpit > Open documents > Deliveries

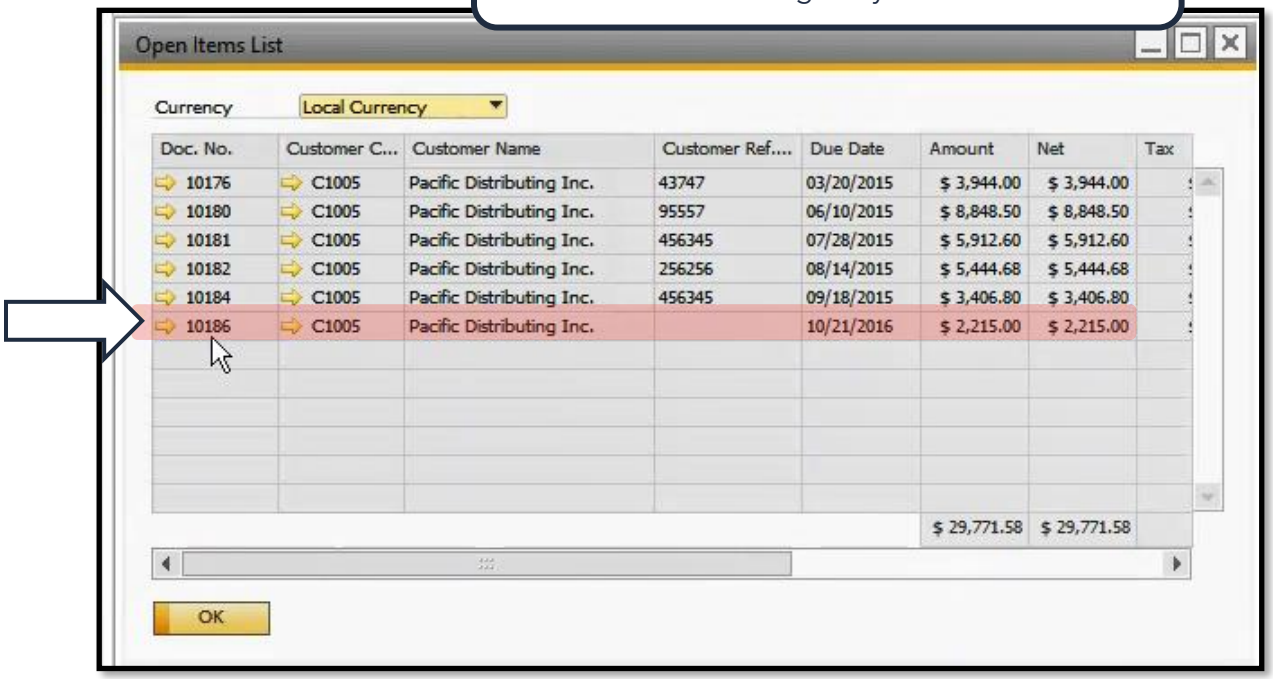
In the following scenario, we will be invoicing Pacific Distributing Inc. for the BBLS of pale ale we delivered to them

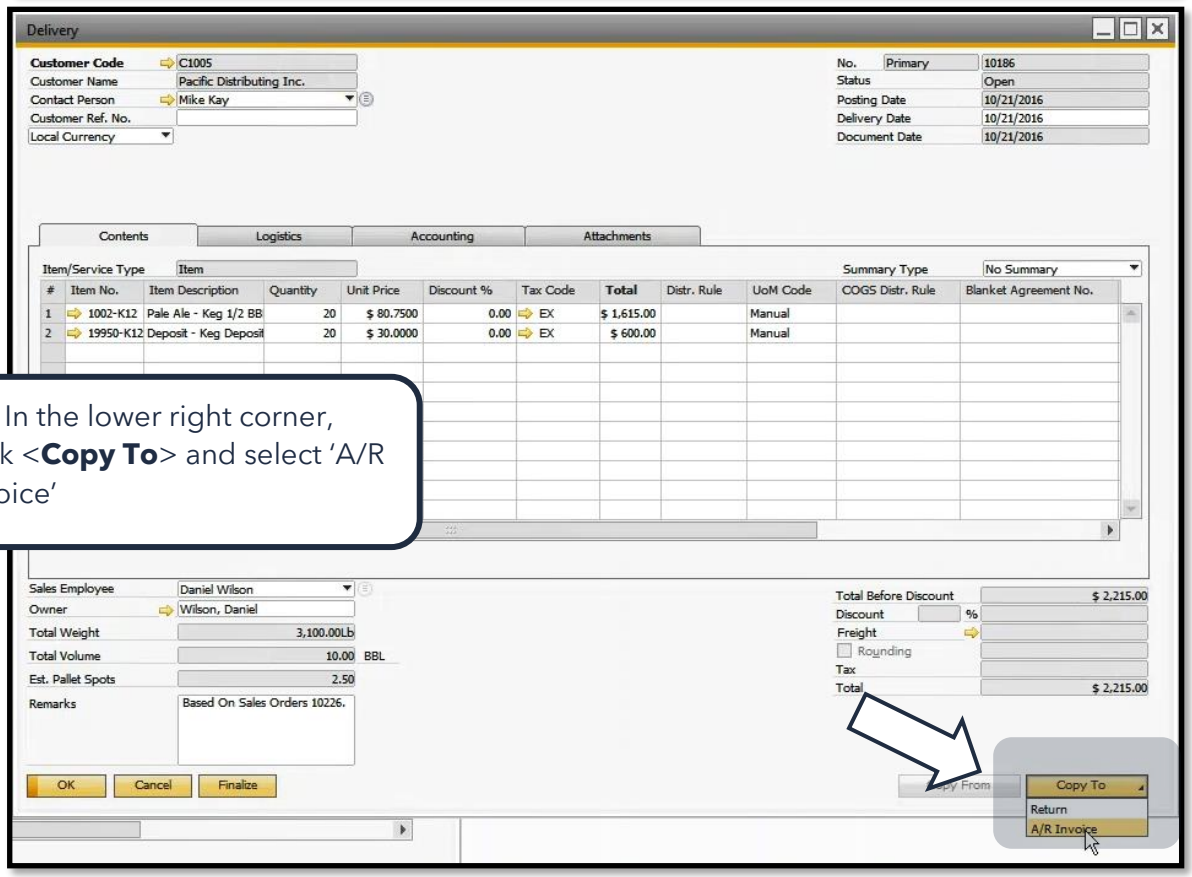
1. Open the delivery related to the goods being invoiced
   - Find the delivery via open documents



2. Select the delivery from the open items list

- Drill in using the yellow arrow





3. In the lower right corner, click <**Copy To**> and select 'A/R Invoice'

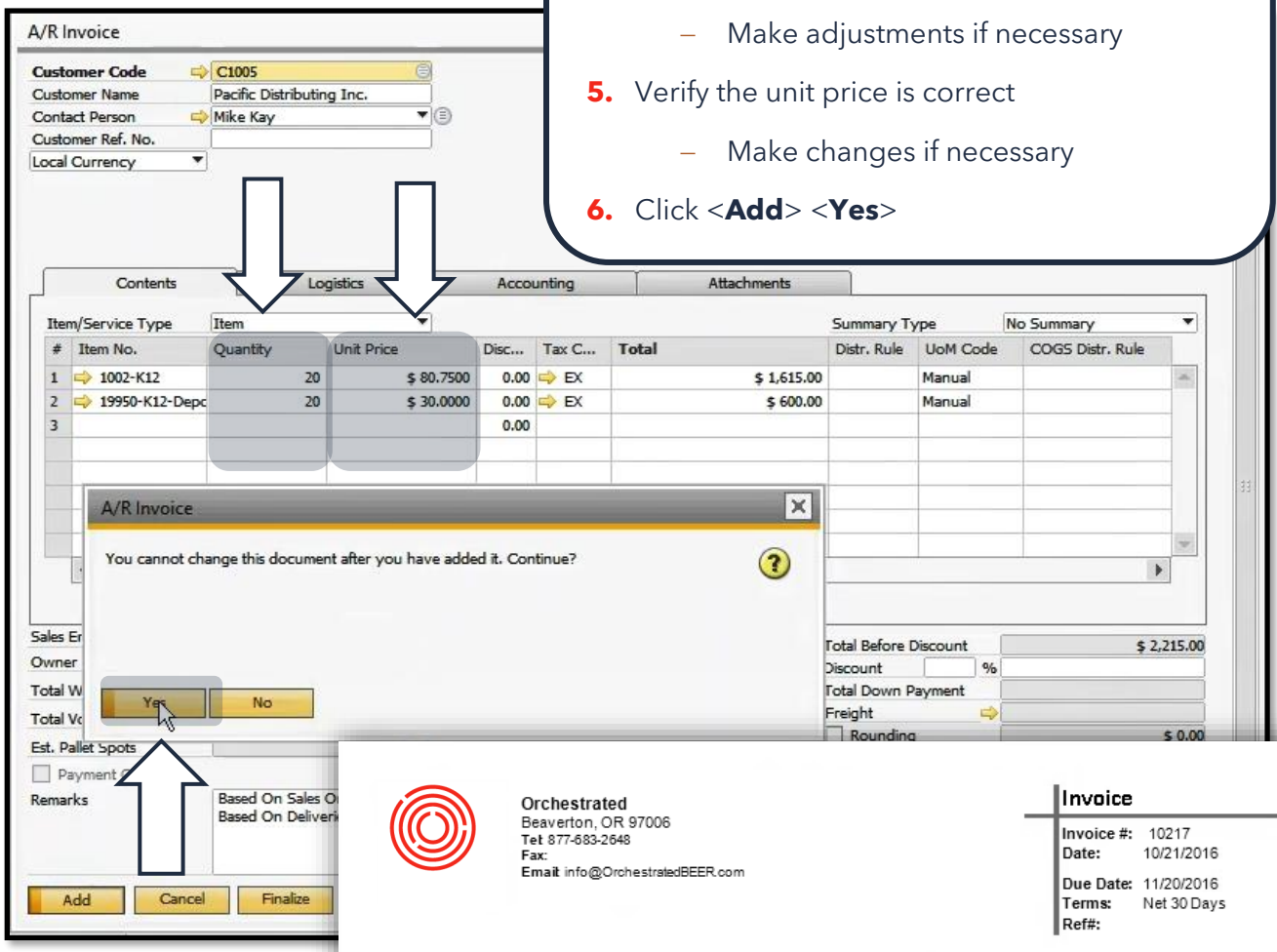
4. Verify the quantities being invoiced match with what you delivered

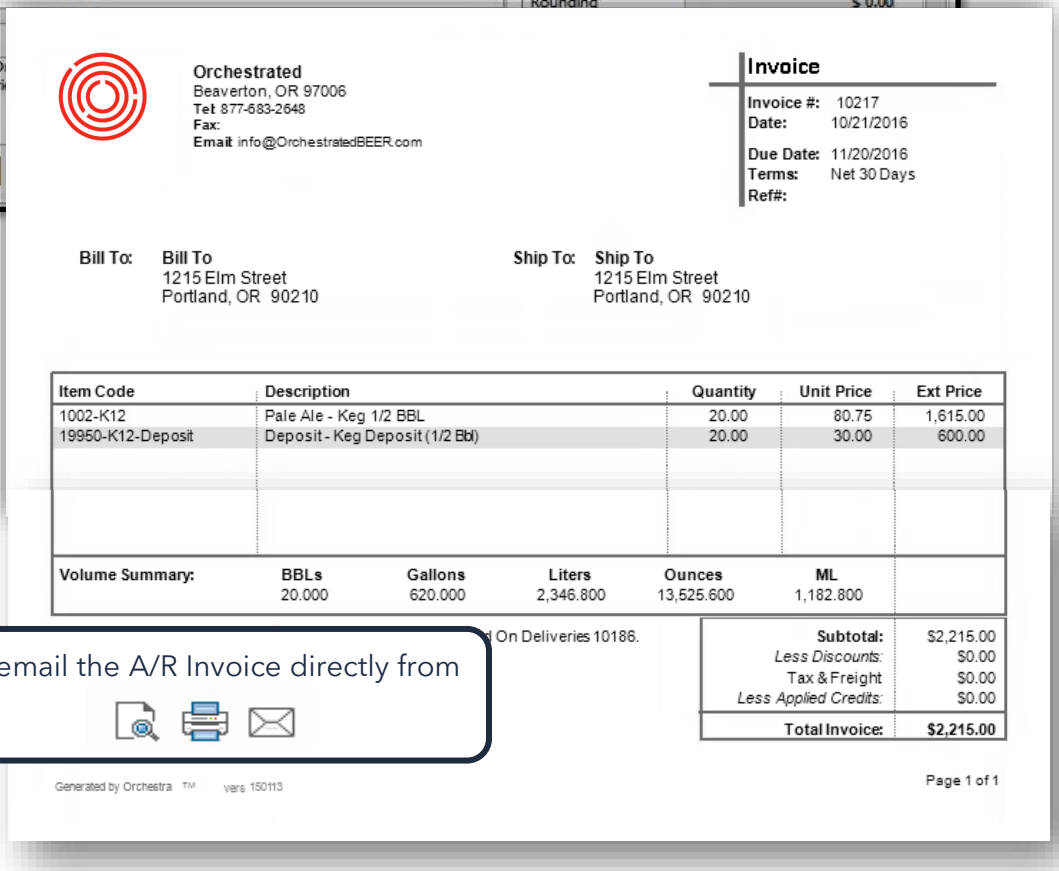
- Make adjustments if necessary

5. Verify the unit price is correct

- Make changes if necessary

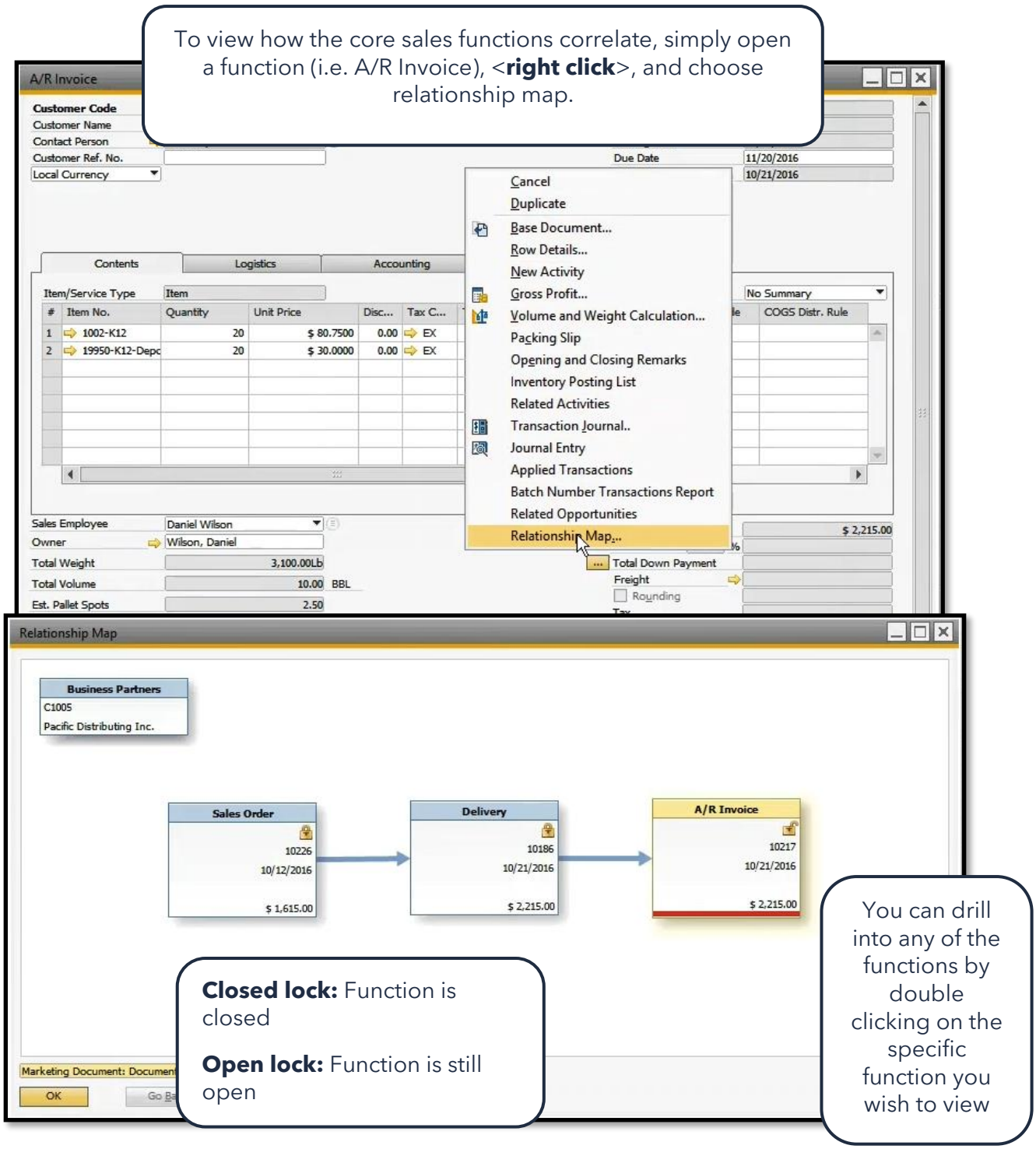
6. Click <**Add**> <**Yes**>





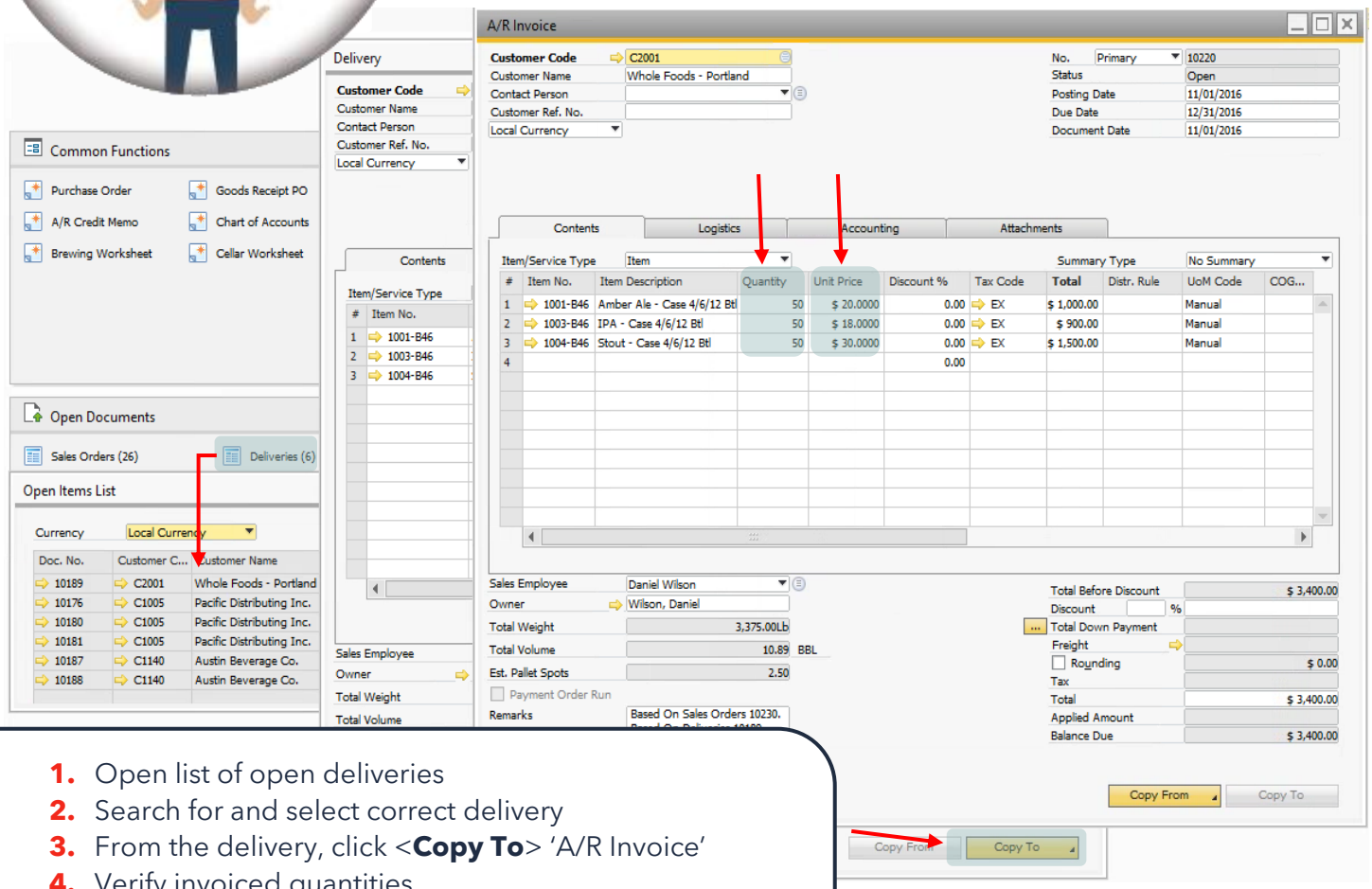
7. Preview, print and/or email the A/R Invoice directly from the Orchestrated toolbar.

Relationship map



Real life practice scenario

Penny handles accounting for the brewery. She just started reviewing her list of deliveries and notices she needs to invoice Whole Foods for the 50 4/6/12 cases of amber ale, IPA & stout beer. Can you help her create an Orchestrated A/R Invoice?

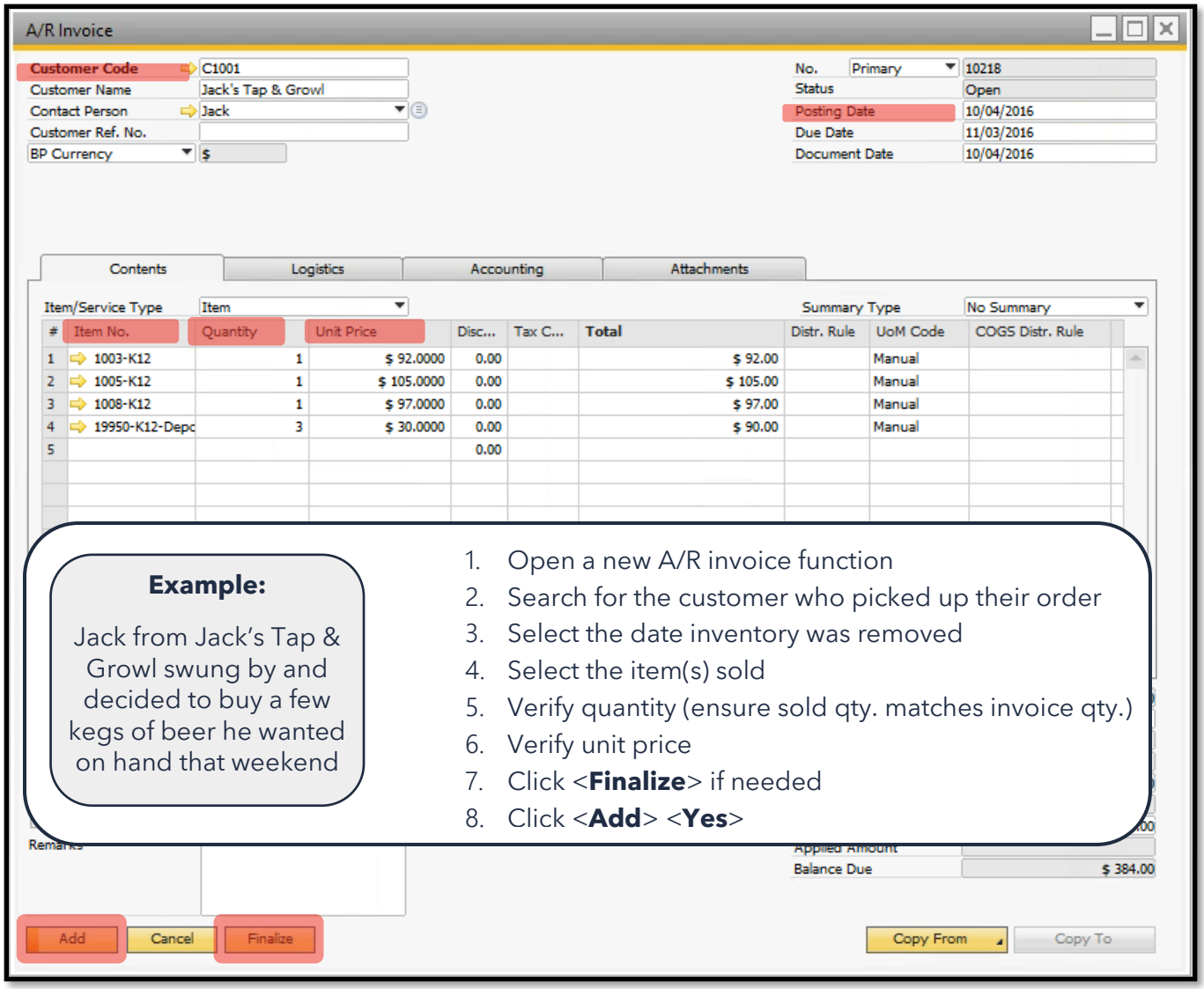


1. Open list of open deliveries
2. Search for and select correct delivery
3. From the delivery, click <**Copy To**> 'A/R Invoice'
4. Verify invoiced quantities
   a. Make changes if necessary
5. Verify unit price
   a. Make changes if necessary
6. <**Add**> <**Yes**>

Additional scenarios

No SO or delivery? No problem

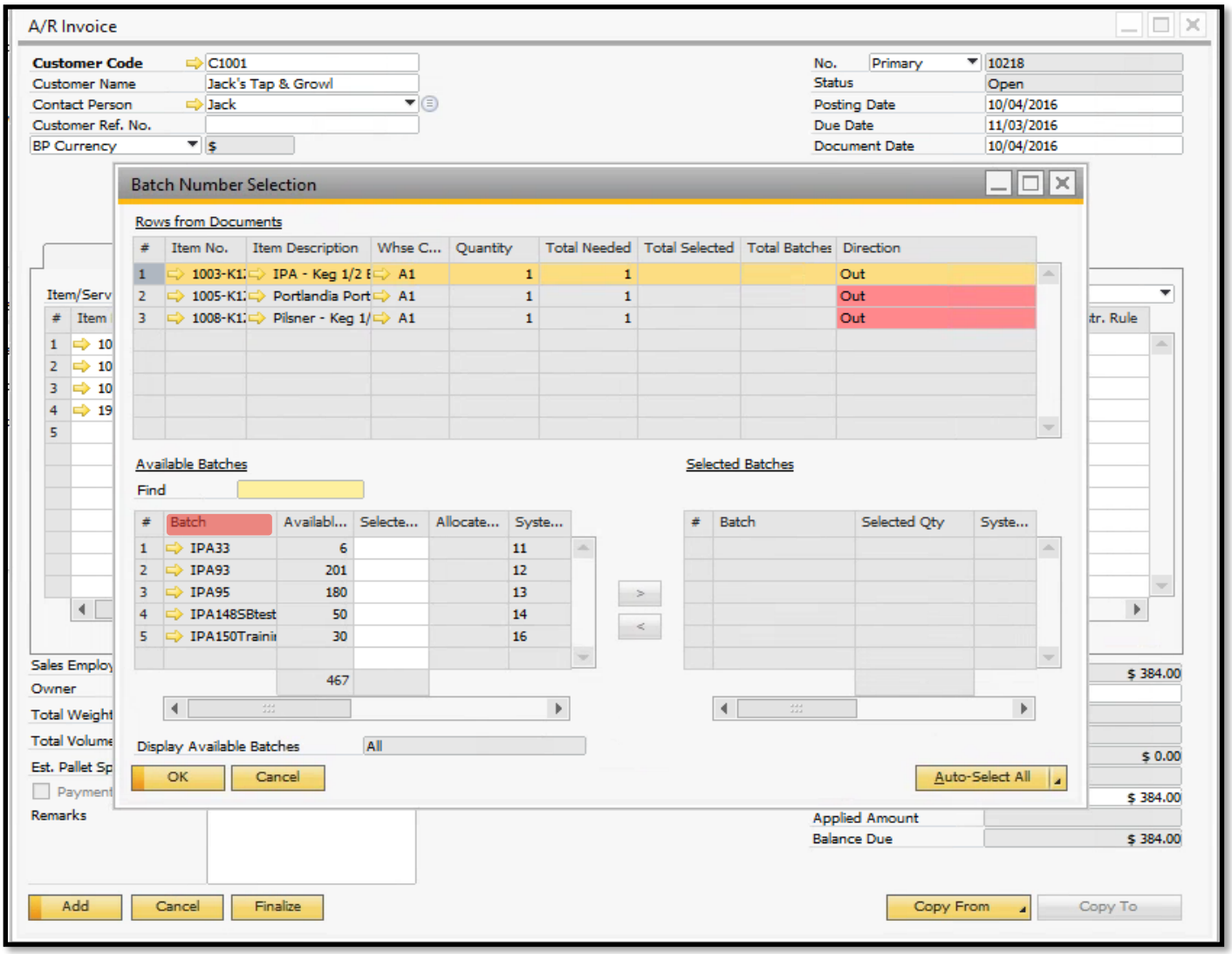
During real life, there may be times that a SO or delivery may not be needed or might duplicate work. Perhaps a local customer dropped by and picked up a few kegs of beer. Maybe the A/R invoice was prepped and sent out at the same time as the delivery. So, in case these one-off scenarios occur, no problem. We want the software to match what happens in your day to day. The important (mandatory) step is to capture the A/R invoice.



Example:

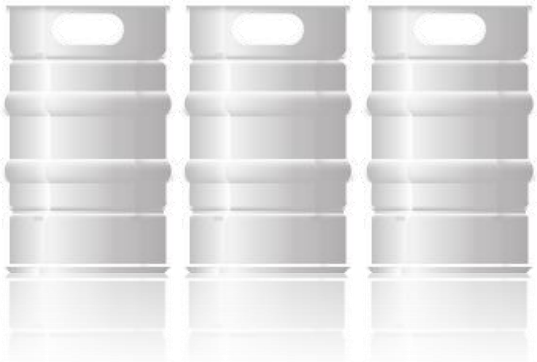
Jack from Jack's Tap & Growl swung by and decided to buy a few kegs of beer he wanted on hand that weekend

1. Open a new A/R invoice function
2. Search for the customer who picked up their order
3. Select the date inventory was removed
4. Select the item(s) sold
5. Verify quantity (ensure sold qty. matches invoice qty.)
6. Verify unit price
7. Click <**Finalize**> if needed
8. Click <**Add**> <**Yes**>



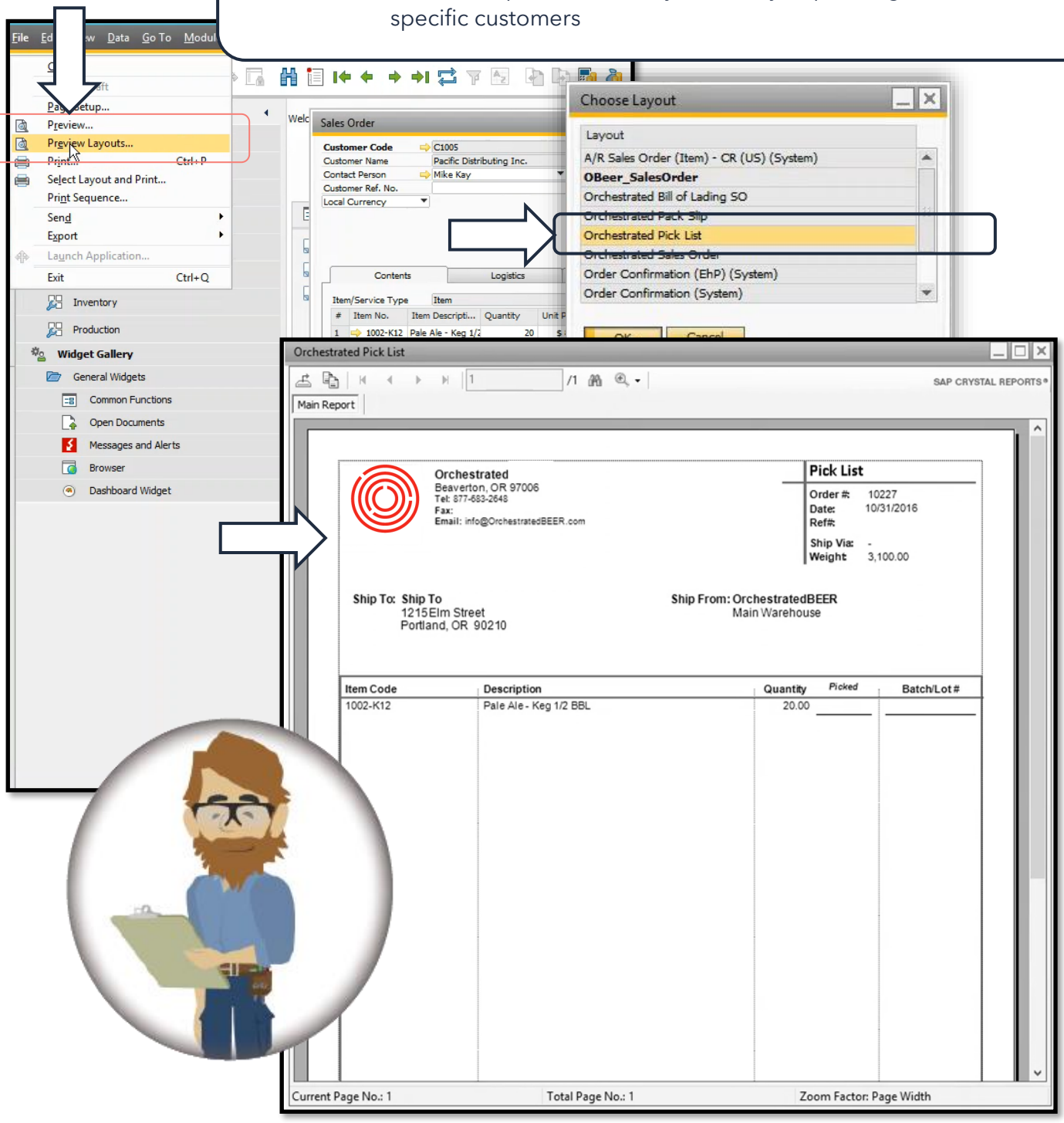
1. Enter batch numbers (if inventory is consumable)
2. Click <**Update**> <**OK**>
3. Click <**Add**> <**Yes**>

3 kegs of beer have now been removed from stock and the cost has been booked on the financial side!



Pick list

1. Open the SO you'd like to create a pick list for
2. File > preview layouts > Orchestrated pick list
   - List can be printed out daily or weekly depending on SO for specific customers

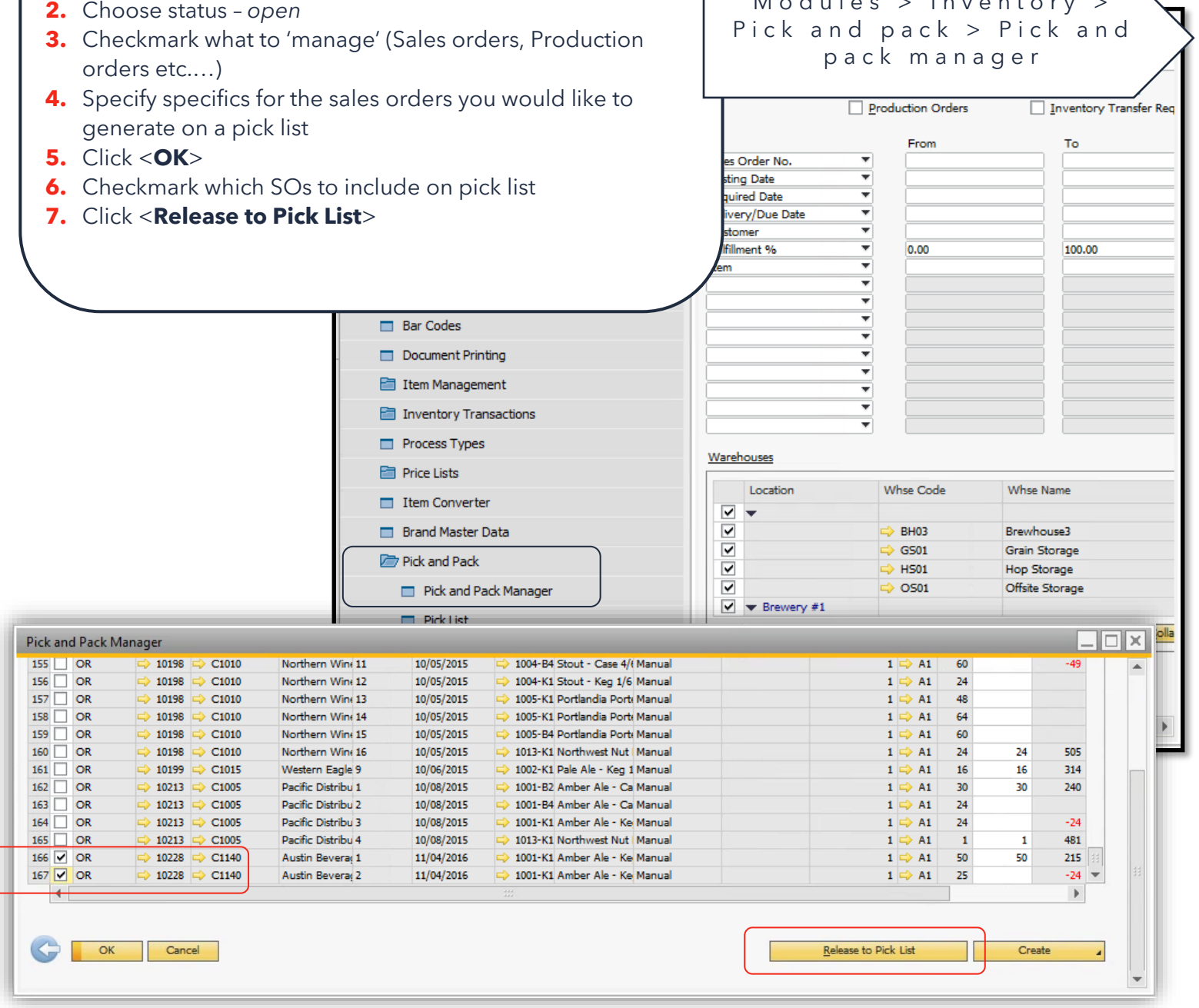


Pick and pack manager

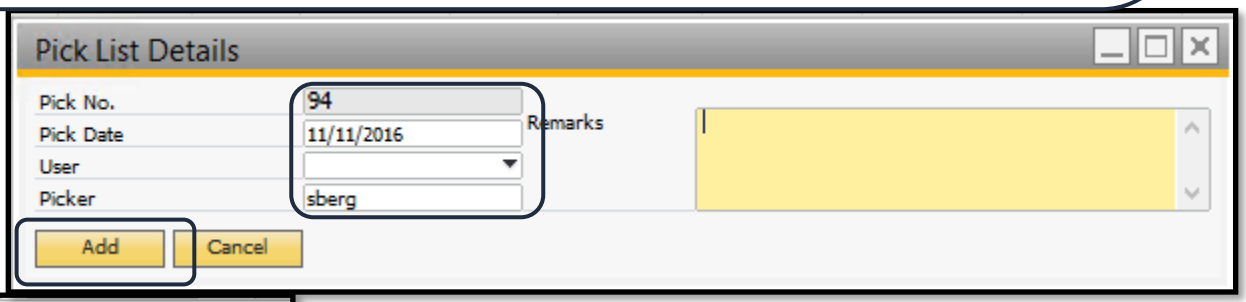
Instead of creating a pick list based on individual sales order, why not generate a pick list based upon a time-period (to include multiple customers & sales orders)?

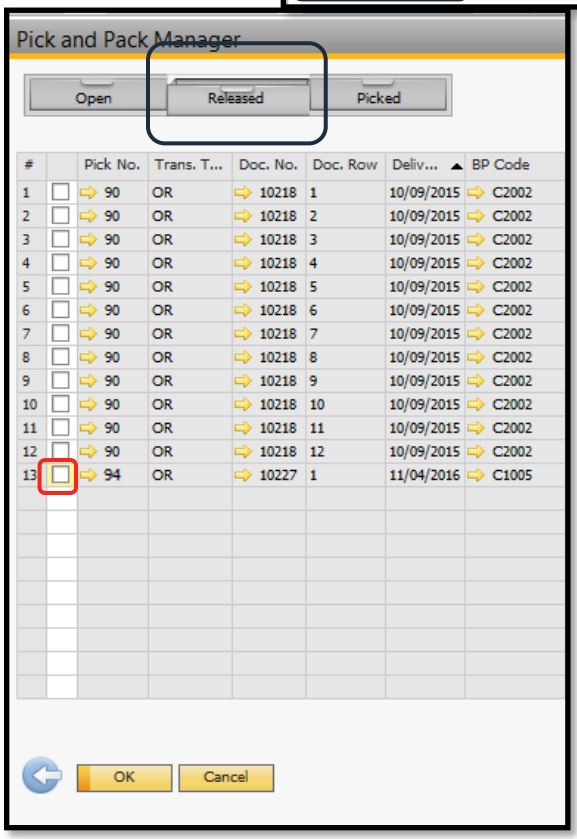
1. Open pick and pack manager function
2. Choose status – *open*
3. Checkmark what to 'manage' (Sales orders, Production orders etc.…)
4. Specify specifics for the sales orders you would like to generate on a pick list
5. Click <**OK**>
6. Checkmark which SOs to include on pick list
7. Click <**Release to Pick List**>

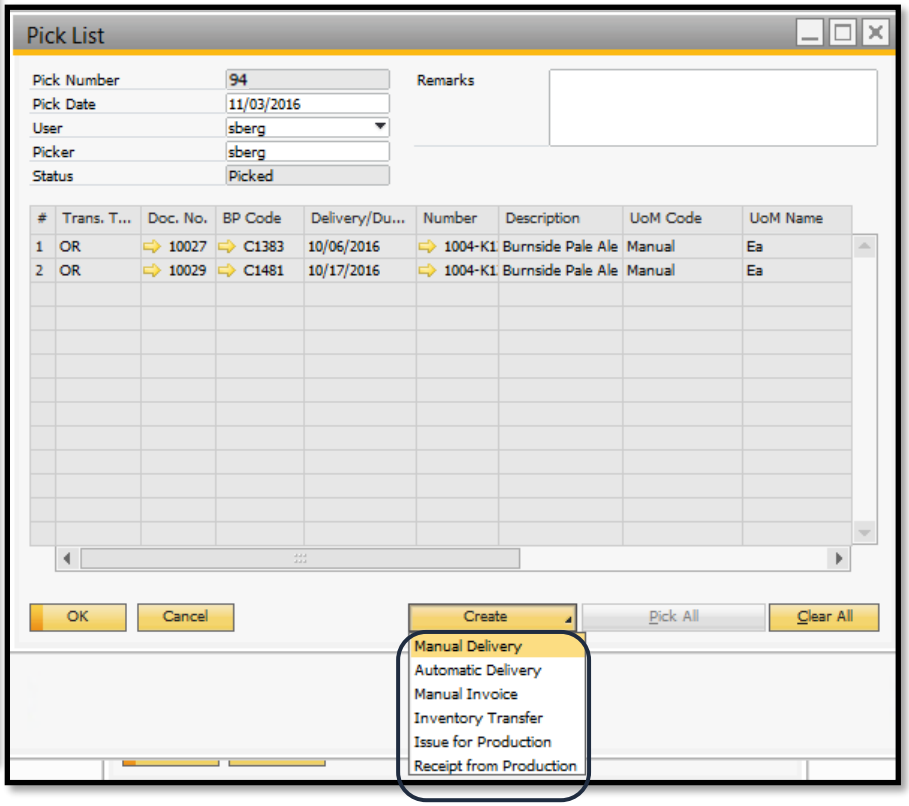
Modules > Inventory > Pick and pack > Pick and pack manager



8. Add pick list details
   - Click <**Add**>
     - Now a single pick list has been created for multiple SOs!
9. Head back into pick and pack manager and open the 'Released' drawer
10. Search for the list you're looking for (or just created)
11. Drill in via yellow arrow to the pick no.
12. From the 'Pick List', print out for your items to be picked!
13. Also, once items have been picked, you can click <**Create**> to spin off and handle delivery functions…if you so choose.





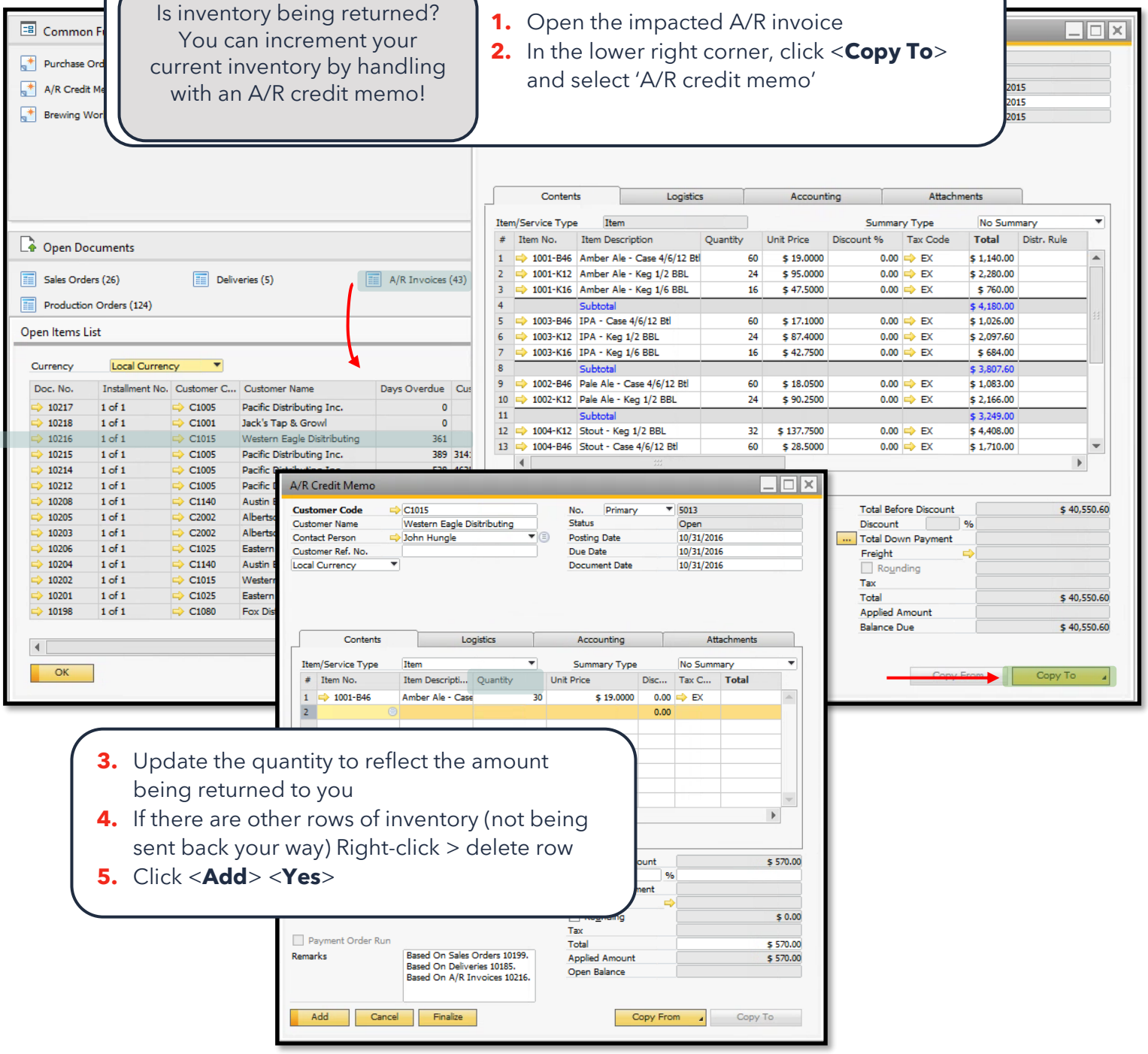


A/R credit memo- item

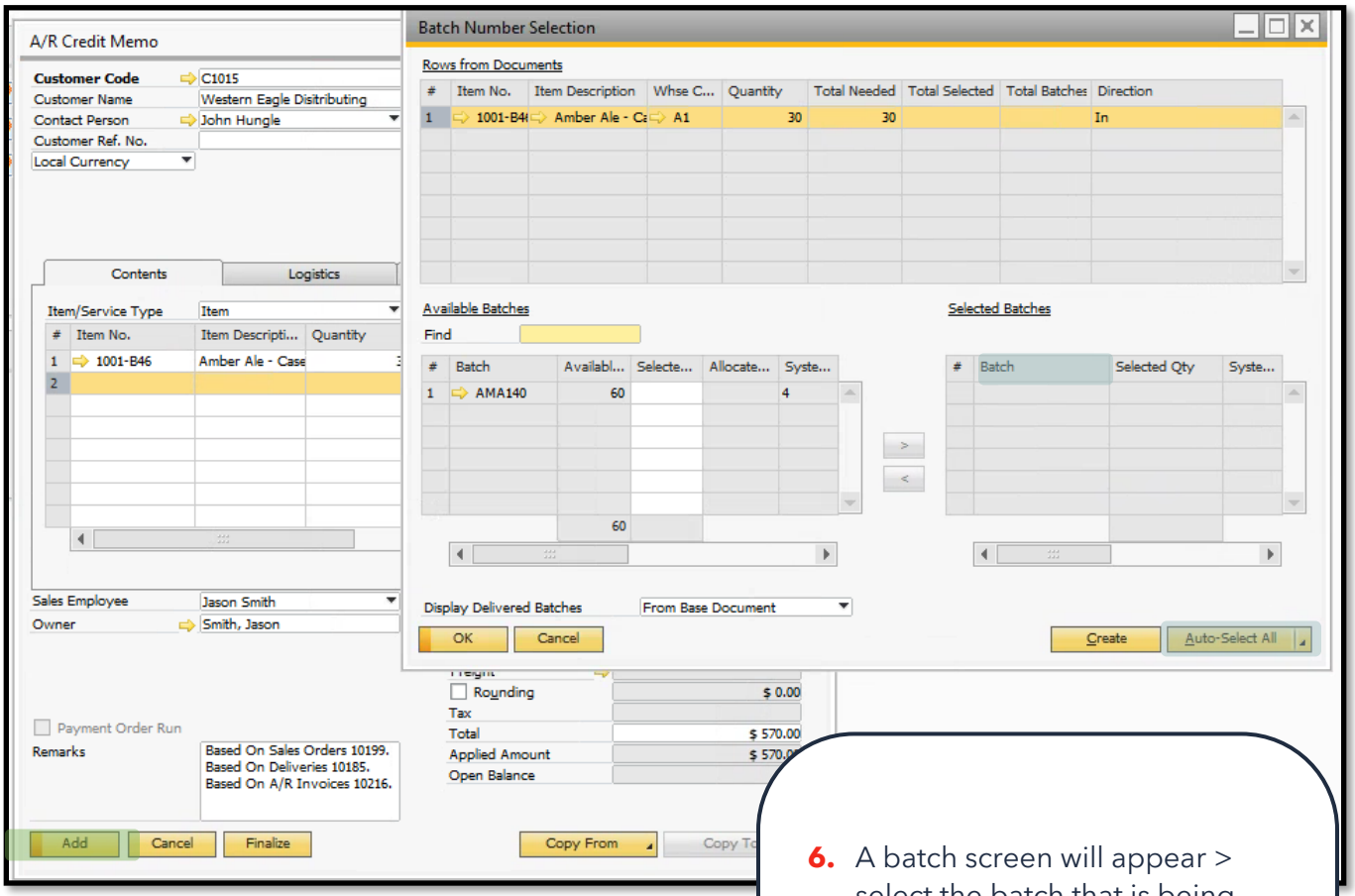
Cockpit > Open documents > A/R invoices

Is inventory being returned? You can increment your current inventory by handling with an A/R credit memo!

1. Open the impacted A/R invoice
2. In the lower right corner, click <**Copy To**> and select 'A/R credit memo'



3. Update the quantity to reflect the amount being returned to you
4. If there are other rows of inventory (not being sent back your way) Right-click > delete row
5. Click <**Add**> <**Yes**>



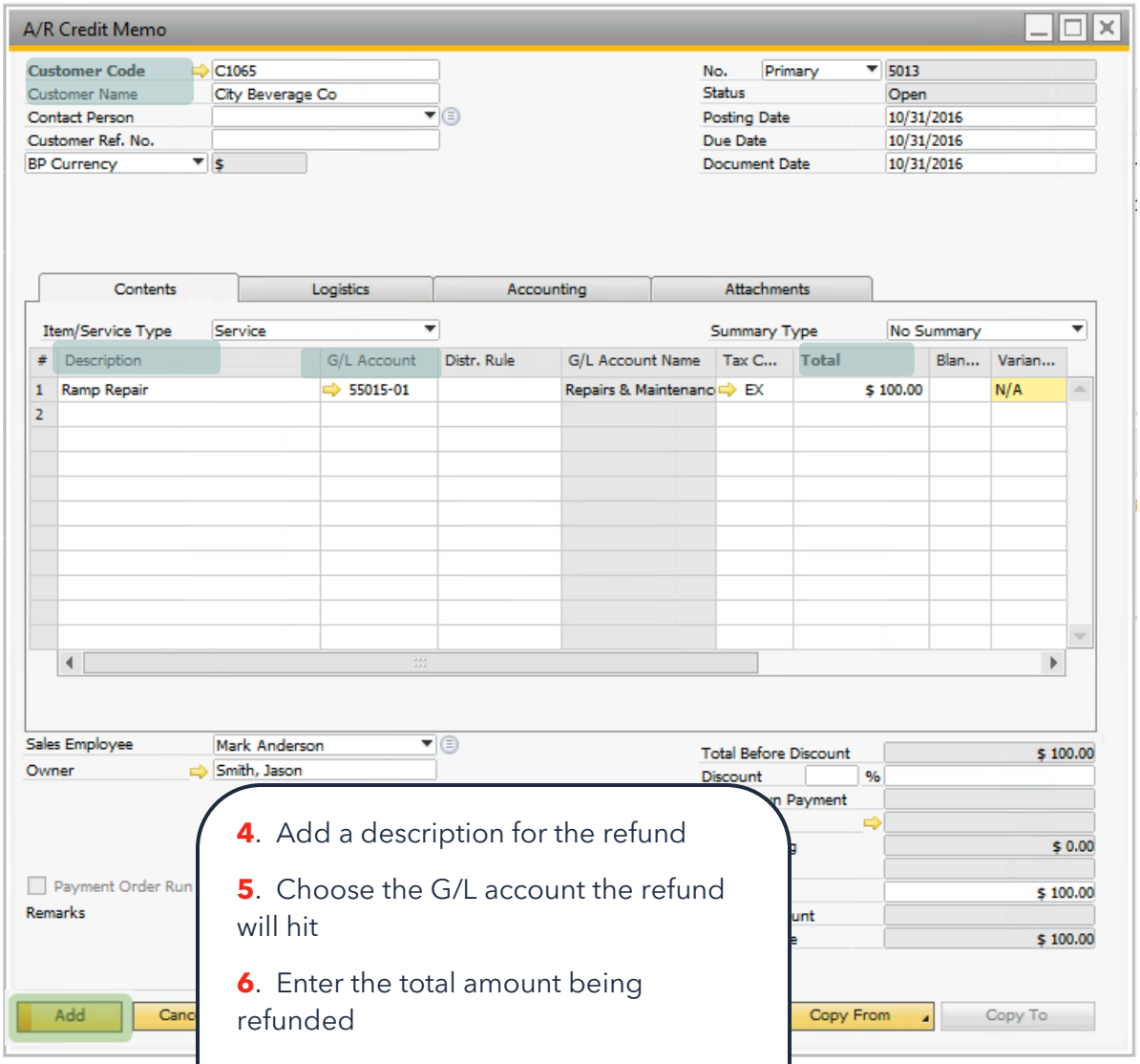
6. A batch screen will appear > select the batch that is being returned to you
   - Available batches will appear in the bottom section
7. Click <**Auto-Select All**>
8. Click <**OK**>
9. Click <**Add**> <**Yes**>

A/R credit memo- service

Modules > Sales – A/R > A/R credit memo

Need to refund a customer, and won't be bringing anything back into inventory? Handle it with an A/R credit memo.

1. Open a new A/R credit memo
2. Select the applicable customer
3. Define as type **service**
   a. Item: Affects inventory
   b. Service: Doesn't affect inventory



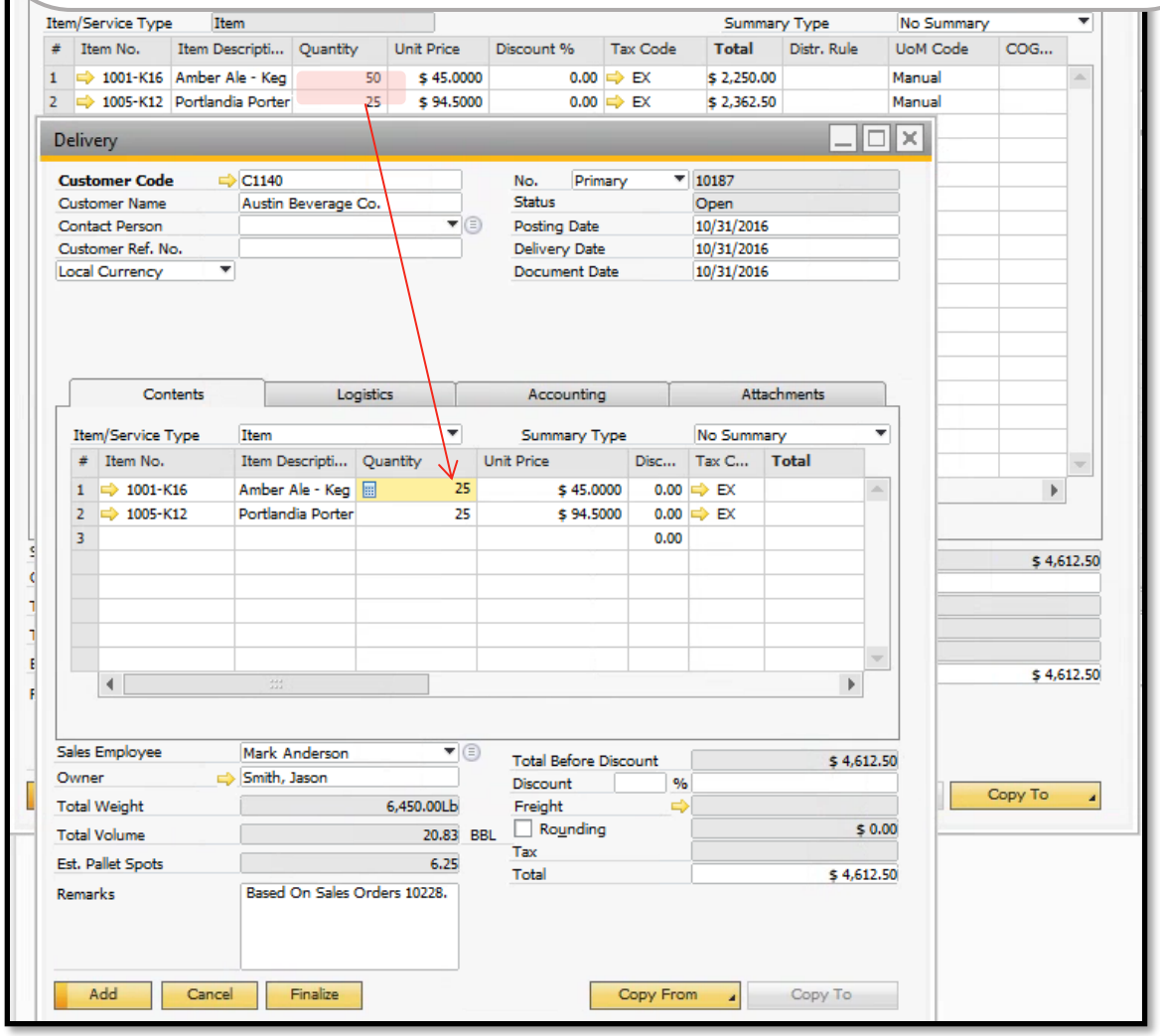
4. Add a description for the refund
5. Choose the G/L account the refund will hit
6. Enter the total amount being refunded
7. Click <**Add**> <**Yes**> to add the A/R credit memo

Partial delivery

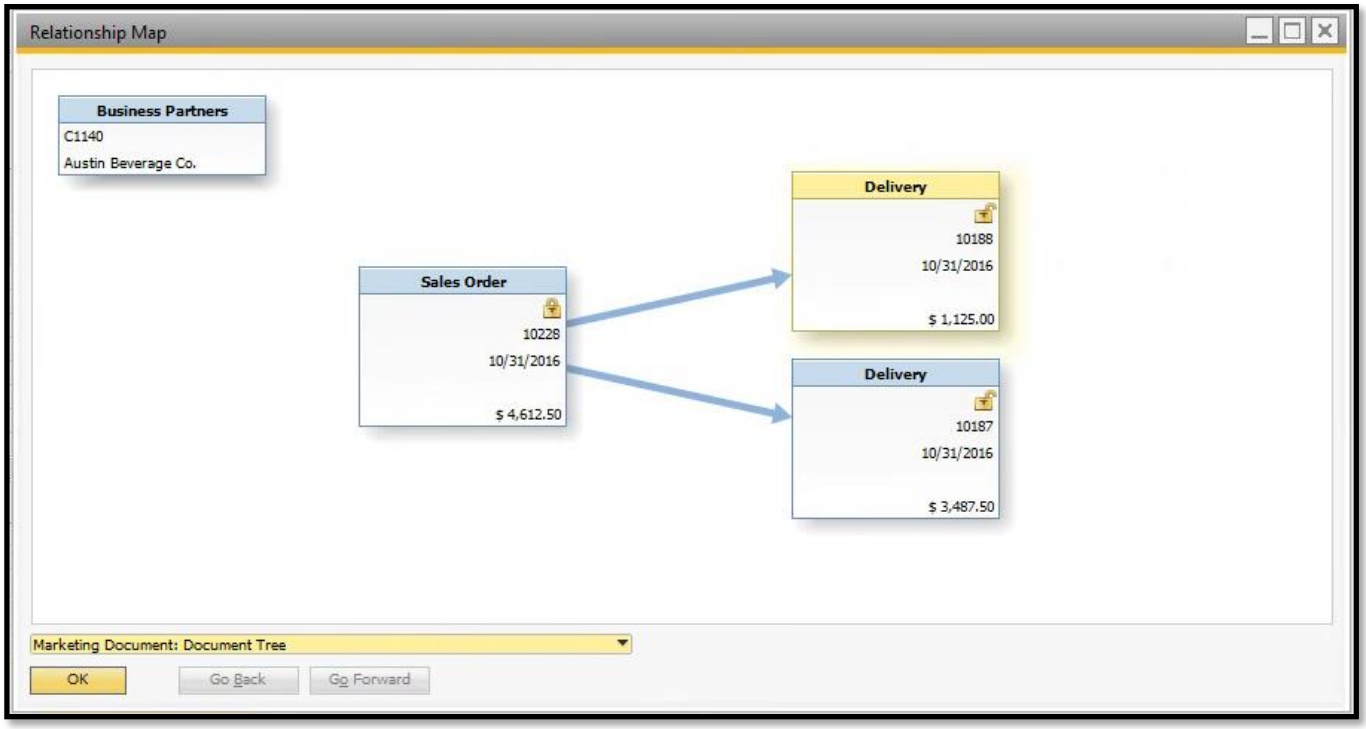
Cockpit > Open documents > Sales orders

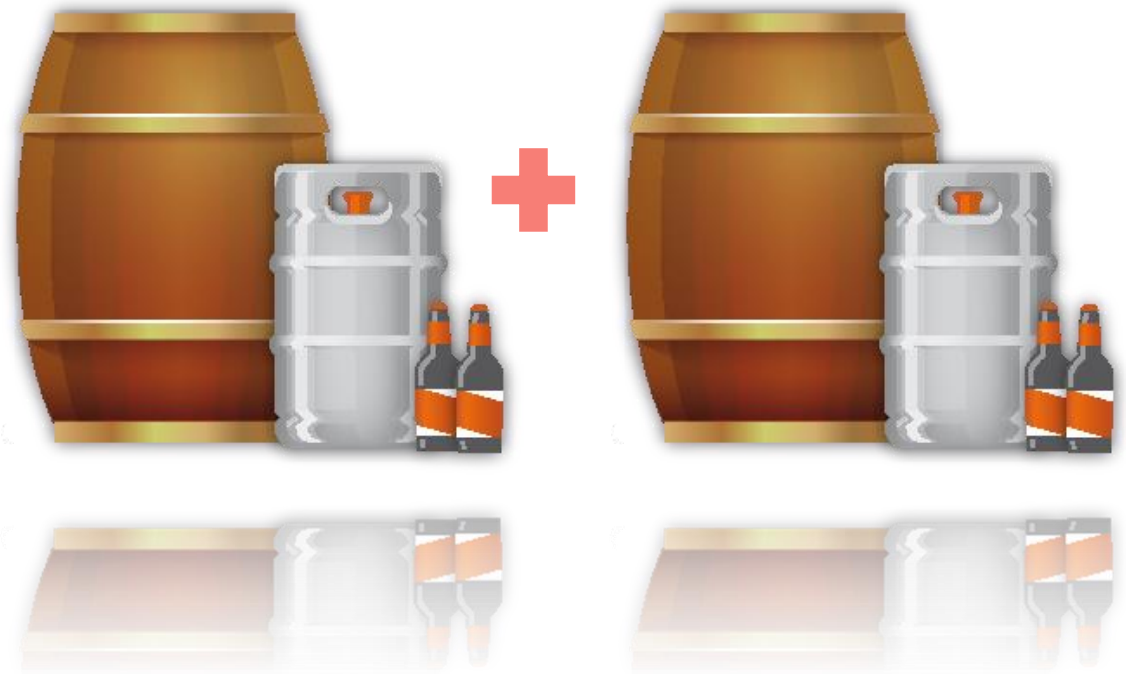
Made a partial delivery? Account for the correct delivery amounts and inventory additions via the Delivery function!

1. Open the SO related to the goods being delivered
2. Click <**Copy To**>
3. Select 'delivery'
4. Adjust quantity with the actual amount delivered (or right-click, delete row of goods not delivered)
5. Click <**Add**> <**Yes**>
6. Enter the batch no.
7. Click <**Update**> <**OK**>
8. Click <**Add**> <**Yes**>



9. If remainder of goods are delivered at a different day/time, repeat steps 1-8
10. If remainder of delivery will not be delivered, right-click within the SO, choose close
11. To see how goods were delivered, right-click within the SO and choose 'relationship map'



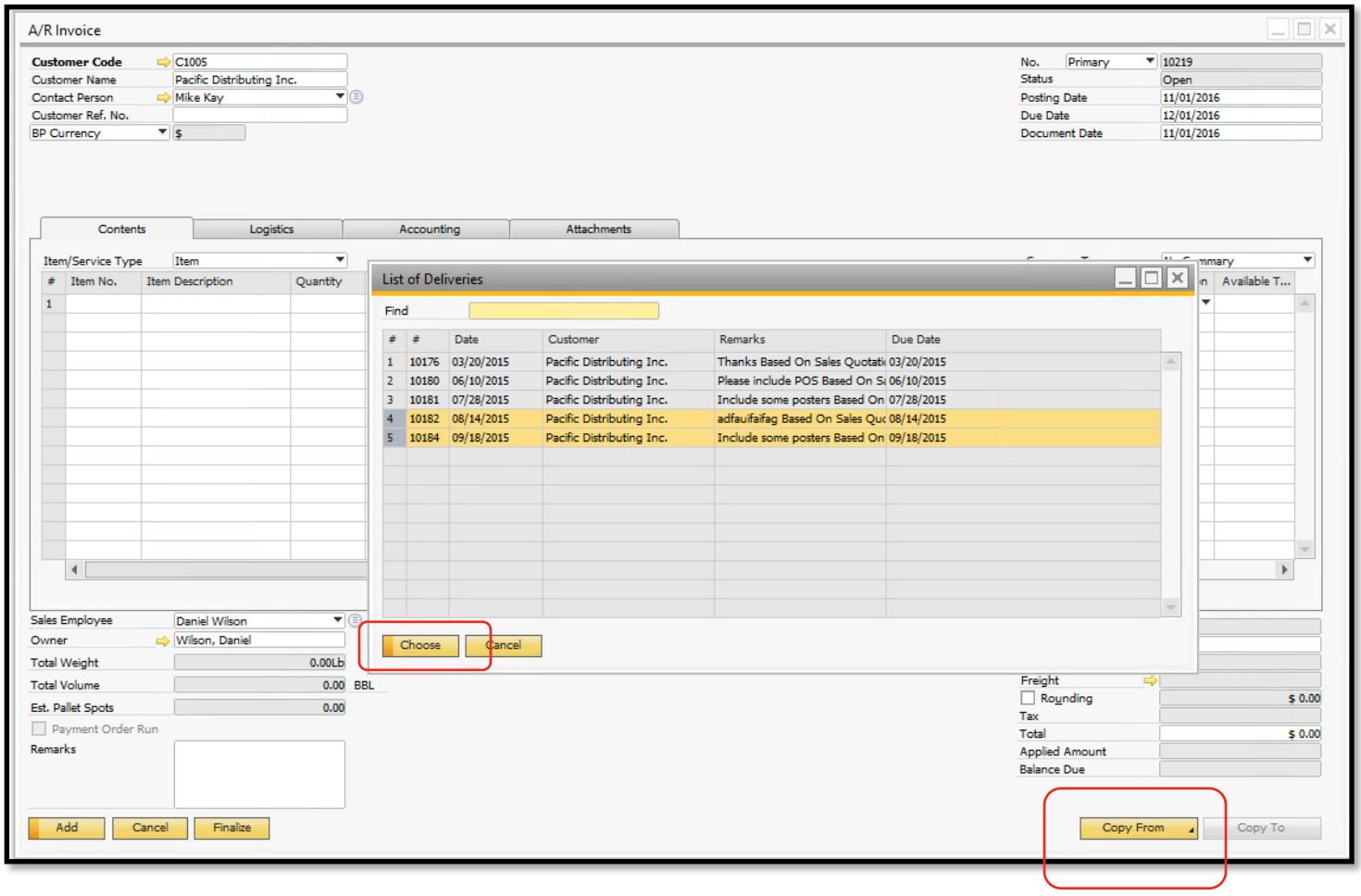


Combining multiple deliveries

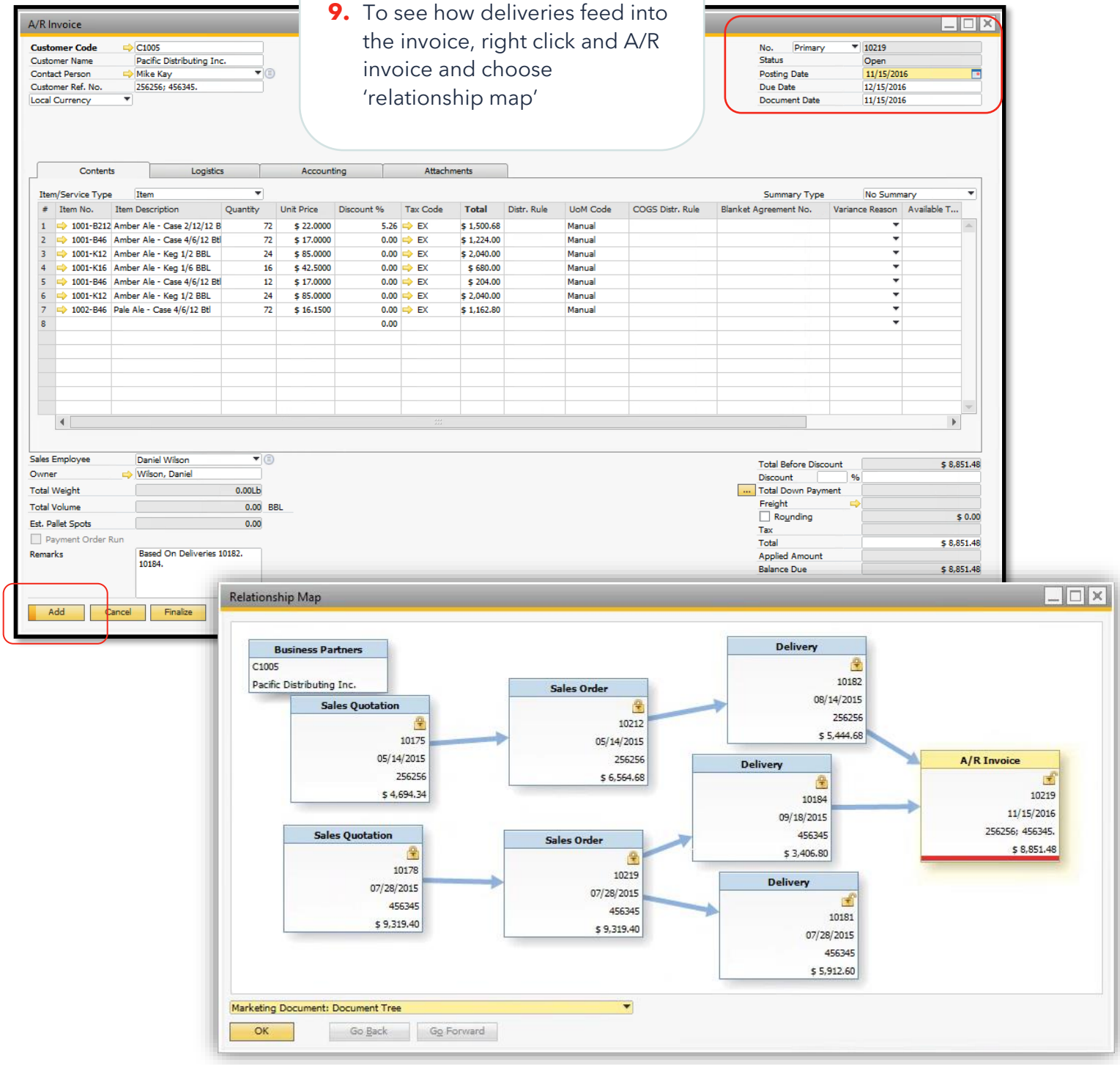
Modules > Sales – A/R > A/R invoice

Were multiple deliveries made, but only one Invoice for the total? Capture all deliveries via an A/R invoice!

1. Open a new A/R invoice function
2. Choose the customer that received goods in multiple deliveries
3. Click <**Copy From**>
4. Select 'deliveries'
5. Select the deliveries to be combined (ctrl + click to select multiples)
6. Click <**Choose**>
   - If draw document box opens, click <**Finish**>



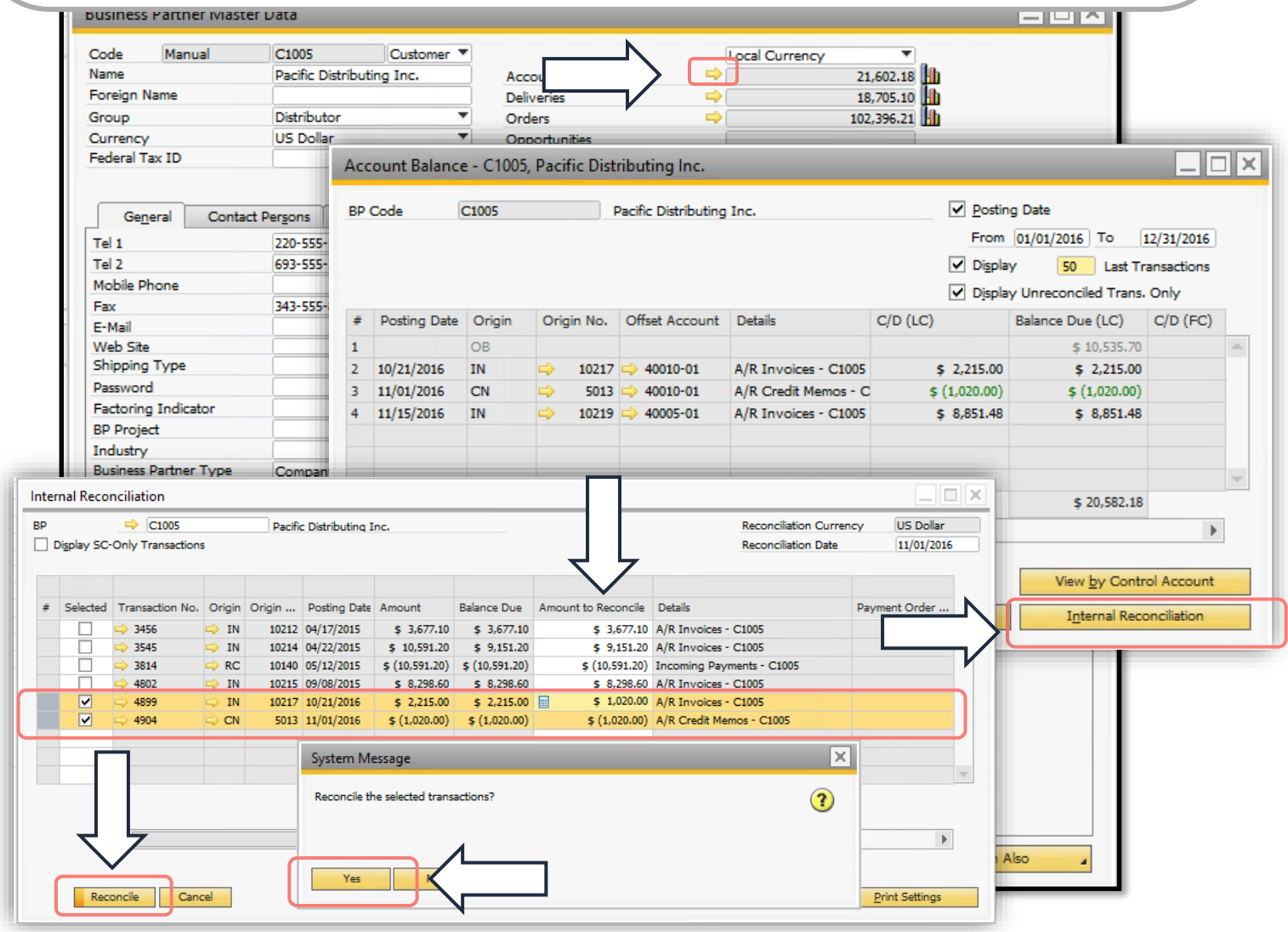
7. Enter the posting date of the invoice
8. Click <**Add**> <**Yes**>
9. To see how deliveries feed into the invoice, right click and A/R invoice and choose 'relationship map'



Reconciliation

If you need to attach an A/R credit memo a specific A/R invoice:

1. Modules > Business partners > BP master data > pull up client
2. In the upper right hand corner > Drill into account balance with yellow arrow
3. Click <**Internal Reconciliation**>
4. Select the credit memo and the A/R invoice to be reconciled
5. Ensure the amount to reconcile balances out to zero
   - Update the A/R invoice balance so it can reconcile with the A/R credit memo
6. Click <**Reconcile**> <**Yes**>
   - Invoice balance has now been changed
7. If you drill back into A/R Invoice, the applied amount now includes the credit memo amount



Reports by sales persona

http://support.orchestrated.com/hc/en-us/articles/219972028-Reports-by-Persona

Sales – A/R > Sales reports > Orchestrated reports >

Open order available to promise

- Quick view of extra ATP qty on hand for that day
- Assists with knowing if a sales order can be accepted.

Inventory > Inventory reports >

Inventory audit report

- Can be pulled via item master data (right-click)
- Find where specific items are deficient
- Quick display of all increases/decreases within inventory

Sales – A/R > Sales reports > Orchestrated reports >

Sales analysis dashboard

- 6-page snapshot of sales

Sales – A/R > Sales reports > Orchestrated reports >

Customer sales analysis

- Can sort by customer then item group. Qty, units, $amt and % of total sales will be displayed

Sales – A/R > Sales reports >

Sales analysis

- Ran by customers, Items and/or sales employees
- Displays general information plus gross profit & GP%

Sales – A/R > Sales reports > Orchestrated reports >

Item Sales Analysis

- Displays Doc#, date, item name, QTY in units/barrels, sale amount, cost amount, gross profit amt%

Sales – A/R > Sales reports > Orchestrated reports >

Regional sales summary

- Units and $ sold per BP by Country and State

Sales – A/R > Sales reports > Orchestrated reports > Taxable shipments >

Taxable shipment details by state

- Gathers the taxable shipment data for the state(s) our clients must pay excise taxes in.

Sales – A/R > Sales reports > Orchestrated reports >

Sales by brand and measure

- Brand sales by date range with units, volume sold (in $) and revenue/volume