OCloud Sales Practice Lab

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OnDemand Lab- Sales

Objective: To sell goods to your customers

- Step 1: Create sales order
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- Create A/R invoice to include two delivery notes
- Create credit memo

Create Sales Order

Sell goods to a customer by creating a 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 multiple items by pressing Ctrl and clicking each one

- Click **Choose**
- Quantity: enter qtys for each row
- 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 you 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

<u>Rows from documents</u>

- Item #1 is already selected
- Manually selecting batches
    - Select the batch under Available Batches
    - Selected qty: enter the qty from the Row in the upper table

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 from the upper table
    - 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 > deliery

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 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@sales.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**
- Quantity: enter a quantity less than the original order
- 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: enter the name of the customer you created deliveries for
- Click **Copy From** and choose **Deliveries**
- Click the 1st delivery note and ctrl click the 2nd 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**