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Welcome to Distribution Management!

The Distribution Management application from Data Specialists, Inc. (DSI) helps you to report on all sales activity in your dairy business. Distribution includes Customers, Pricing, Order Processing, Invoicing and Sales Analysis in one comprehensive package designed to provide accurate information for determining inventory requirements, order fulfillment, and shipping. By integrating Distribution with Microsoft Dynamics GP, you not only have a system tailored to the dairy industry, but also the means to run a full complement of financial reports.
Overview of basic navigation

Logging In
When you log into the DSI system, please note that both login name and password are case sensitive.

The Application Menu tree

The DSI Application Menu tree view, displayed in the left side of the console, lists and provides access to all menus and sub-menus within Distribution Management. To expand menu items on the tree to view submenu items, you can double click on a menu item, click on the + sign to the left of the menu item, or enter the first letter of the menu item you wish to access and click enter. All Process Accountability and Reconciliation (PAR) software is accessed through the same tree view.
Change Company/Division

Upon logging in, the system opens the user’s default company or division. To select a different company or division, click the Change Company/Division button on the PAR Main Menu.

All companies and divisions for which a user has been granted security rights are displayed in the Change Current Company Division window. To identify a selected company as the new default company, click the Make Default button.

To change users, select the Change Logged in User button and log in under a different user name and password.

Icons, Buttons and Conventions

Icons

Distribution Management uses a variety of icons. Most have singular functions within DSI. However, a few specialized icons have variable attributes that change depending on the window you have open. To give users quick and easy access to a description of an icon’s function, most icons display tool tips when you move the cursor over the icon.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description/Tool Tip</th>
<th>Icon</th>
<th>Description/Tool Tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Refresh Icon]</td>
<td>Refresh</td>
<td>![T Icon]</td>
<td>Transfer route content</td>
</tr>
<tr>
<td>![Print Icon]</td>
<td>Print</td>
<td>![S Icon]</td>
<td>Maintain routes stop order</td>
</tr>
<tr>
<td>Icon</td>
<td>Description/Tool Tip</td>
<td>Icon</td>
<td>Description/Tool Tip</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------------------------------------</td>
<td>------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Post or re-post if corrected</td>
<td><img src="image" alt="icon" /></td>
<td>Open expected customer Ship-tos</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Show details</td>
<td><img src="image" alt="icon" /></td>
<td>Manual picking</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Edit details</td>
<td><img src="image" alt="icon" /></td>
<td>Auto-allocate unshipped on route</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Filter</td>
<td><img src="image" alt="icon" /></td>
<td>Direct ship manual picking</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Edit group</td>
<td><img src="image" alt="icon" /></td>
<td>Auto-allocate direct ships on route</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Edit users</td>
<td><img src="image" alt="icon" /></td>
<td>Unpick route</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Copy data</td>
<td><img src="image" alt="icon" /></td>
<td>Ship route</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Look up / zoom to</td>
<td><img src="image" alt="icon" /></td>
<td>Unship route</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Return selected items</td>
<td><img src="image" alt="icon" /></td>
<td>Reset or delete</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Show / hide posted records</td>
<td><img src="image" alt="icon" /></td>
<td>Change route information</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Add record/zones</td>
<td><img src="image" alt="icon" /></td>
<td>Invoice route</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Reset invoices for route</td>
<td><img src="image" alt="icon" /></td>
<td>Delivery date entry by order</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Adjust quantity of direct shipped items</td>
<td><img src="image" alt="icon" /></td>
<td>Route selector</td>
</tr>
<tr>
<td><img src="image" alt="icon" /></td>
<td>Add direct shipped item to an order</td>
<td><img src="image" alt="icon" /></td>
<td>See More (this is a context-sensitive button)</td>
</tr>
</tbody>
</table>
Buttons

In DSI applications, commonly used buttons and check boxes include the Apply, New, Delete, and Refresh buttons and the Continue New check box.

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply</td>
<td>Allows the user to save new records or edited existing records.</td>
</tr>
<tr>
<td>New</td>
<td>Clears all fields to allow entry of new records.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes the selected record.</td>
</tr>
<tr>
<td>Refresh</td>
<td>Returns the screen to the original entries when records have been edited. Please note that if you have already clicked the Apply button, your changes were saved.</td>
</tr>
<tr>
<td>Continue new checkbox</td>
<td>Allows multiple entry of new records without refreshing the record list, resulting in faster data entry.</td>
</tr>
</tbody>
</table>

Conventions

The Tab key on your keyboard jumps to the next available field in a clockwise direction so you can enter data quickly.

The Enter button on your keyboard lets you enter data into the system after all required fields are complete. Red fields indicate required fields that were not completed. An error message appears, requesting additional information.

Columns within DSI window grids offer several options:

- Within a grid, you can sort all columns by ascending or decending order by clicking the column description.
- You can modify the order in which columns are displayed by clicking a column heading with the left mouse button, holding down the shift key and the left mouse button simultaneously, and dragging the column to the left or right. When the shift key and mouse button are released, the column moves to the position to which it was dropped. The system saves this layout locally, which allows users who consistently work from the same computer to save their preferred version of a grid.
• You can resize column widths by dragging the right edge of the description field.
• Scroll bars appear on the right and the bottom of grids to offer you rapid access to additional records or fields.
• Arrow keys move up or down to other records within a grid.

**Error Messages**

If you enter invalid data during maintenance, or if a required field is missing data, the field containing the error turns red and generates an appropriate error message.
Reports

When you select the Reporting Services Menu button from the DSI Application menu, a selection screen appears, allowing you to choose which report to open.

System Tailor File

PAR Applications include a variety of locks, switches, and instructions called System Tailors. The System Tailor file dictates how DSI applications run in your environment. This helps you to configure optimum workflows to meet your reporting requirements. See DSI's Administration manual for details on this file and its maintenance.
Master File Set Up

Master File Set Up allows the user to create individual distribution centers, territories, terms, customers, customer classes, multiple ship-to addresses, order processing, and invoicing. By taking advantage of these configuration options, you can leverage DSI Distribution’s comprehensive management and analytical tools that handle the specifics of daily distribution tasks while providing detailed sales analysis reports.

Master files may appear in any order your company chooses. This guide describes them in alphabetical order.
Customer Master
Distribution > Master Files > Customer Master

The Customer Master contains details about a customer including information on contacts, terms and credit, shipping, contracts, customer items, and much more. You will create and maintain a Customer Master for each customer.

Information is entered into the main window (Edit Customer Master) and two secondary windows (Additional Fields and Customer Details).

**Edit Customer Master window**

To create or edit a Customer Master, open the Edit Customer Master window from the Distribution application of the main DSI menu.
Enter data as necessary and click Apply to save.

**Note:** If using Microsoft Dynamics GP general ledger, restrict customer ID to 15 characters and do not use punctuation in Customer Codes. Do not use separators or punctuation in telephone/fax number fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain Customer Details icon</td>
<td>Opens the Customer Details panel.</td>
</tr>
<tr>
<td>Customer field</td>
<td>Customer ID. If using Microsoft Dynamics GP general ledger, restrict the Customer ID field to 15 characters and do not use separators or punctuation.</td>
</tr>
<tr>
<td>Customer name field</td>
<td>This is typically identical to Customer ID, but can capture a longer name.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Allow New Activity checkbox</td>
<td>This is checked for active customers. Uncheck this box to inactivate a customer. Unlike deleting a customer (which we do not recommend), this preserves data and history.</td>
</tr>
<tr>
<td>Abbreviation field</td>
<td>A short abbreviation for the customer. Can be letters and/or numerals. Must be unique from other company abbreviations.</td>
</tr>
<tr>
<td>See More icon</td>
<td>This icon opens up the master file for that field. For instance, clicking the See More icon next to the Terms field opens the Maintain Terms master file.</td>
</tr>
<tr>
<td>Checkboxes</td>
<td>The Allow Backorders, Print Bills of Lading, Print Manifests, Print Lab Tests, Print Packing Slips, Print Invoices, and Print Price on Acknowledgement checkboxes may be grayed out according to your company’s system tailors as defined in the Security application. Similarly, boxes may be checked or unchecked according to system tailors, but you can override them here at the customer level.</td>
</tr>
<tr>
<td>More button</td>
<td>Opens the Additional Fields for [Customer] window.</td>
</tr>
<tr>
<td>Decimal selection box</td>
<td>This determines how many decimals the system rounds to for that customer.</td>
</tr>
<tr>
<td>Customer class</td>
<td>Determines the customer’s class. <strong>Please note that in order to create intercompany orders, you must assign the Intercompany customer class.</strong></td>
</tr>
<tr>
<td>Copy Data icon</td>
<td>Copies all data from the selected company so you can quickly create a new one with similar rules or data.</td>
</tr>
<tr>
<td>Refresh Data icon</td>
<td>Refreshes all fields on the window.</td>
</tr>
<tr>
<td>Address fields</td>
<td>To capture a non-USA address, we recommend entering address information in the City field and setting the State selection box to Unknown.</td>
</tr>
</tbody>
</table>

**Additional Fields for [Customer] window**

Open the Additional Fields for [Customer] window by clicking the button from the Edit Customer Master panel. Enter data as needed. There are no required fields.
DUNS# stands for Data Universal Number System, which is a unique nine-digit numbering system used to identify businesses. Numbers are obtained through Dun and Bradstreet.

<table>
<thead>
<tr>
<th>Data</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DUNS#</strong></td>
<td>DUNS# stands for Data Universal Number System, which is a unique nine-digit number used to identify businesses. Numbers are obtained through Dun and Bradstreet.</td>
</tr>
<tr>
<td><strong>Group Customer</strong></td>
<td>Double-click this field to open the Select Group Customer window.</td>
</tr>
<tr>
<td><strong>Order Hold</strong></td>
<td>Selecting the See More icon next to this field opens the <em>Edit Order Hold Reasons</em> master file.</td>
</tr>
<tr>
<td><strong>State ID Code</strong></td>
<td>The customer’s state ID code.</td>
</tr>
</tbody>
</table>
### Data Description

<table>
<thead>
<tr>
<th><strong>Data</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>District, Region, &amp; Zone</strong></td>
<td>Double-click the District field to open the Select Territories window. Navigate using the + and - buttons to locate the right zone, region, or district to assign. Double-click your selection. Once a district is identified, you can select an applicable region and zone. For instructions on creating and maintaining zones, regions, and districts, see the <strong>Maintain Territories</strong> chapter of this guide.</td>
</tr>
<tr>
<td><strong>Freight On Board</strong></td>
<td>Freight on Board (FOB) indicates that the purchaser pays freight from the selected point of transfer. The legal title of the goods passes to the buyer as soon as this requirement is met. If FOB is set up in the customer master, that setup supersedes this setting. For more information on FOB, see the <strong>Maintain Freight on Board</strong> chapter of this guide.</td>
</tr>
<tr>
<td><strong>Freight</strong></td>
<td>The payment option for freight. For more information on freight, see the <strong>Maintain Freight</strong> chapter of this guide.</td>
</tr>
<tr>
<td><strong>Ship Via</strong></td>
<td>Ship Via codes designate the transport type or carrier used for shipping. For more information, see the <strong>Maintain Ship Via</strong> chapter of this guide.</td>
</tr>
<tr>
<td><strong>Remittance Address</strong></td>
<td>The system can maintain multiple remittance addresses. Select the remittance address to be printed on all invoices for this customer. For more information, see the <strong>Maintain Remittance Addresses</strong> chapter of this guide.</td>
</tr>
</tbody>
</table>

### Customer Details for [Customer] window

From the Edit Customer Master window, click the Maintain Customer Details icon 📊 to open the Customer Details for [Customer] window, which includes multiple tabs for capturing detailed customer information. These tabs are described below.
ShipTo Tab

On the ShipTo tab, you can enter and maintain single or multiple Ship To addresses for customers. Each Ship To address can have its own Market, Price, and Promo dates, as well as separate shipping/freight details.

<table>
<thead>
<tr>
<th>Data</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copy Data icon</td>
<td>Copies all data from the selected Ship To so you can quickly create a new one with similar rules or data.</td>
</tr>
<tr>
<td>Refresh Data icon</td>
<td>Refreshes all fields on the window.</td>
</tr>
<tr>
<td>Ship To field</td>
<td>Ship To ID. The name of the customer.</td>
</tr>
<tr>
<td>Name field</td>
<td>Ship To name. Same as Ship To field, but can hold more characters.</td>
</tr>
<tr>
<td>Allow New Activity checkbox</td>
<td>Indicates an active customer when checked.</td>
</tr>
<tr>
<td>Abbreviation field</td>
<td>Must be a unique identifier at this level.</td>
</tr>
<tr>
<td>Data</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Same Address as Customer checkbox</td>
<td>Check this to identify the customer and Ship To addresses as the same.</td>
</tr>
<tr>
<td>Trans Number</td>
<td>An unused field; you may use this to track additional information.</td>
</tr>
<tr>
<td>State ID Code</td>
<td>The state identification code.</td>
</tr>
<tr>
<td>Store Code</td>
<td>The store code.</td>
</tr>
<tr>
<td>Market Date to Use</td>
<td>The date the system uses when looking up the market price for items purchased by this ship-to. Choose from the following selections:</td>
</tr>
<tr>
<td></td>
<td>• Actual Ship</td>
</tr>
<tr>
<td></td>
<td>• Delivery</td>
</tr>
<tr>
<td></td>
<td>• Order</td>
</tr>
<tr>
<td></td>
<td>• Production</td>
</tr>
<tr>
<td></td>
<td>• Requested Ship</td>
</tr>
<tr>
<td>Price Date to Use</td>
<td>This indicates the date that the system uses when looking up price records for this ship-to. The following selections have a distribution tailor associated with them.</td>
</tr>
<tr>
<td></td>
<td>• Actual Ship</td>
</tr>
<tr>
<td></td>
<td>• Delivery</td>
</tr>
<tr>
<td></td>
<td>• Inventory Value</td>
</tr>
<tr>
<td></td>
<td>• Order</td>
</tr>
<tr>
<td></td>
<td>• Production</td>
</tr>
<tr>
<td></td>
<td>• Requested Ship</td>
</tr>
<tr>
<td></td>
<td>If the distribution tailor is set to No for any of these selections, you receive an error when trying to update the record.</td>
</tr>
<tr>
<td>Promo Date to Use</td>
<td>This indicates the date that the system uses when searching for order-level and item-level promotions for an order. The following selections have a distribution tailor associated with them.</td>
</tr>
<tr>
<td></td>
<td>• EstDelivery</td>
</tr>
<tr>
<td></td>
<td>• Order</td>
</tr>
<tr>
<td></td>
<td>• Requested Ship</td>
</tr>
<tr>
<td></td>
<td>If the distribution tailor is set to No for any of these selections, you receive an error when trying to update the record.</td>
</tr>
<tr>
<td>Data</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Sold/Hold? field</strong></td>
<td>The Sold/Hold dropdown list has two options: Not Allowed or Only. This is grayed out if your system settings do not permit Sold &amp; Hold. If you are using Sold and Hold processing, specific customer Ship Tos must be set up for Sold and Hold shipments in order to accommodate differences in invoicing functionality. In Sold and Hold order processing, the initial order records the sale and movement of stock to a company Sold and Hold warehouse, generating a customer invoice. This impacts sales, inventory, cost of goods sold, and accounts receivable. When stock is shipped to a customer from the designated Sold and Hold warehouse, it prevents the creation of another invoice, releases customer product, and creates appropriate shipping documents.</td>
</tr>
<tr>
<td><strong>Target Company</strong></td>
<td>The company that will receive the inventory. This field only appears when you are viewing a customer with a customer class defined as Intercompany.</td>
</tr>
<tr>
<td><strong>Whse field</strong></td>
<td>The warehouse that will receive the inventory. This field only appears when you are viewing a customer with a customer class defined as Intercompany.</td>
</tr>
<tr>
<td><strong>District, Region, and Zone fields</strong></td>
<td>Double-click the District field to open the Select Territories window. Navigate using the + and – buttons to locate the right zone, region, or district to assign. Double-click your selection. Once a district is identified, you can select an applicable region and zone. For instructions on creating and maintaining zones, regions, and districts, see the Maintain Territories chapter of this guide.</td>
</tr>
</tbody>
</table>
### Data Description

<table>
<thead>
<tr>
<th>Data</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Freight on Board</strong></td>
<td>FOB indicates that the purchaser pays freight from the selected point of transfer. The legal title of the goods passes to the buyer as soon as this requirement is met. If FOB is set up in the customer master, that setup supersedes this setting. For more information on FOB, see the <a href="#">Maintain Freight on Board</a> chapter of this guide.</td>
</tr>
<tr>
<td><strong>Freight</strong></td>
<td>The payment option for freight. For more information on freight, see the <a href="#">Maintain Freight</a> chapter of this guide.</td>
</tr>
<tr>
<td><strong>Ship Via</strong></td>
<td>Ship Via codes designate the transport type or carrier used for shipping. For more information, see the <a href="#"> Maintain Ship Via</a> chapter of this guide.</td>
</tr>
<tr>
<td><strong>See More icon</strong></td>
<td>This icon opens up the master file for that field. For instance, clicking the See More icon next to the Terms field opens the <a href="#">Maintain Terms</a> master file.</td>
</tr>
</tbody>
</table>

To access item aliases, customer-specific notes, tax codes, and route information, select a Ship To and click the Maintain Ship To details icon. The Details for Customer [X] ShipTo [Y] window appears.

- The **Item Alias tab** allows you to record instances where a Ship To’s name or item code differs.
- The **ShipTo Notes tab** helps you set up seasonal, anniversary, shipping, or other specific notes to the Ship To customer. You can determine the type of note, its content, and when it prints on documents.
- The **Tax Codes tab** lets you set up federal, state, city, and county taxes for this Ship To.
• The Default Routes tab allows you to set up specific route information. You can even determine route patterns that differ by day of the week.

Templates Tab

You can generate standing orders for certain items by creating customer order templates. You can create templates in this tab or in Order Entry. To see instructions on generating standing orders during the order entry workflow, see (depending on your workflow) Add an Order – Standard, Add an Order – Direct Shipping, or Add an Order – Sold and Hold).

Click the Maintain Template Items button to open the Items window. Double-click the Items field in order to open the items list and select items to include in the standing order.

Items selected for orders can have split Ship To destinations. Click the Maintain Ship To Split button to open the Ship To split for [Ship To]/[Order]/[Item] window. From here, you can allocate items to specific Ship To addresses.
Contracts Tab

Customer pricing contracts are set up to allocate prices to specific items for specific customers. Pricing is date-sensitive and therefore requires a contract start and end date.

Click the Maintain Contract Detail button to open the Contract Details for [Item] window. Items are assigned contract prices from here.
Select items for contract pricing by double-clicking the Item field.

**Items tab**

The Items tab documents the customer’s item specifications, including price/price class, expiration parameters, lab test limits, and freight.

Clicking the Maintain Lab Test Limits icon opens the Test Limits Details for [Item]. Test parameters (Minimum, Target, and Maximum) can be entered for all relevant tests with subsequent values printed on manifests.

**Customer Notes Edit tab**

You can create multiple note types and notes for use in tracking customer issues and comments.
Create a new note by selecting a note type, entering note text in the Notes field, and clicking Apply. Click New to begin creating a new note.

For information about creating Note Types, see the Maintain Note Type chapter on this guide.

**Credit Cards tab**

The Credit Cards tab provides storage and access for credit card information.

Enter credit card and credit card company information and click Apply to save the record.
Maintain Broker/Salesperson
Distribution > Master Files > Maintain Broker/Salesperson

You can set up Brokers or Salespeople to track sales by broker or sales staff in conjunction with sales analysis reporting. You can generate Reporting Services reports by broker/salesperson, giving you sales details in both dollars and product quantities.

To create a broker or salesperson, open the Maintain Broker/Salesperson window by selecting Maintain Broker/Salesperson under Master Files on the Distribution menu.

Enter a Broker/Salesperson name and fill out other relevant fields. Click the Broker checkbox if this entry is for a broker. Your options for the Pay Commissions On field are:

- Never
- Invoice Post
- Full Payment
- Partial Payment.

Click Apply to save changes.

**Maintain Charges**

Distribution > Master Files > Maintain Charges

The Maintain Charges master file creates miscellaneous, non-inventory charges used in invoicing. These charges also assist in general ledger account number assignment. Charges can be categorized as freight, miscellaneous, or other.

To create and edit charges, open the Edit Charges window by double-clicking the Maintain Charges master file in Distribution.

**Note:** You may use the Transmission and Transmission Extension fields to capture additional notes.
Enter a Charge ID and abbreviation. Select a charge type from the following options: freight, miscellaneous, or other. Select the Taxable checkbox to indicate that this charge is a taxable item. Choose the Consolidate on Invoice option if the charge is a buried freight promotion. Click Apply to save changes.

**Maintain Credit Card Company**

_Distribution > Master Files > Maintain Credit Card Company_

To set up or edit credit card companies used in your billing system, open the Edit Credit Card Company window.

Enter data in required fields:

- Credit Card Company
- Name
• Abbreviation (must be unique at this level)
• Address Line 1
• City
• State
• Zip
• Merchant Code (assigned by the credit card company).

Some credit card service providers may also require a routing code, accounting code, or accounting type.

Enter any additional data and click Apply to save.

**Maintain Credit Limit**

**Distribution > Master Files > Maintain Credit Limit**

Use the Maintain Credit Limit option to create and maintain credit limits. Credit limits are enforced in Microsoft Dynamics GP with matching limits established in Sales setup. DSI validates this limit during order entry, when open orders and the customer’s current Microsoft Dynamics GP Receivables Management balance are calculated and compared to the credit limit.

To create or edit a credit limit, open the Edit Credit Limit window by double-clicking the Maintain Credit Limit master file. Enter a credit limit name, amount, and abbreviation. Click Apply to save changes.

*Tip: An unlimited credit limit would have a system credit limit amount of $999,999,999.99.*
Maintain Customer Class
Distribution > Master Files > Maintain Customer Class

Use the Maintain Customer Class option to define and maintain various customer class codes. Customer class codes categorize or group like customers together in the customer master file and accommodate pricing for different types of customers. These customer class codes are used when determining the unit price of items on an order in conjunction with the special price detail file and promotion file. They also are used in broker/salesperson assignment.

Note: To use intercompany functionality, you must set up a Customer Class marked Intercompany. If using Microsoft Dynamics GP, an identical class ID must exist in GP.

To create a customer class, open the Edit Customer Class window by double-clicking Maintain Customer Class under Master Files in Distribution.
Enter a Class ID. To designate an intercompany customer, select the Intercompany check box. Enter a unique customer class abbreviation. Click Apply to save.

**Note:** If you use customer classes in DSI, you must also set them up in Microsoft Dynamics GP. (Tools > Setup > Sales > Customer Class)
Maintain Distribution Company
Distribution > Master Files > Maintain Distribution Company

The Edit Distribution Company window lets you edit, copy, or create distribution companies.

When you select the Maintain Distribution Company master file, the Edit Distribution Company opens. From here, you can create and maintain distribution companies.

To create a Distribution Company, open the Edit Distribution Company window by double-clicking the Maintain Distribution Company master file. Enter a Company ID and company contact information. Click Apply to save your changes.

To copy a distribution company, click on a company from the list on the left. The fields on the right automatically populate with required data. Click on the Copy the Data button. Enter a new Company ID and adjust any other data that might not be identical. Click Apply to save the new record.
Maintain Distribution Item
Distribution > Master Files > Maintain Distribution Item

The Maintain Distribution Item window lets you create and edit Distribution Items in order to assign price classes and list prices to items.

To create a new distribution item, enter an item ID, select a price class, and click Apply to save the record.

To set prices for items, select the item and click the Maintain Item List icon to open the Items List.
Enter an effective date and a price. Click Apply to save the record.

**Maintain Freight**
**Distribution > Master Files > Maintain Freight**

Freight records assist with setting up pricing and promotions. Freight can be specific to a carrier or to payment terms.
To edit or create a Freight record, enter a Freight ID and a unique abbreviation. Click Apply to save the record.

**Maintain Freight on Board**

**Distribution > Master Files > Maintain Freight on Board**

Freight on Board contributes to pricing and promotions. It also appears on reports that track ownership of items sold.

To edit or create a Freight on Board record, enter a Freight on Board name and a unique abbreviation.
Maintain Note Type
Distribution > Master Files > Maintain Note Type

Note types can be edited and created using the Edit Note Type window.

To edit/create a note type, open the Edit Note Type window.
Enter a Note Type ID and a unique abbreviation. Click Apply to save record. You can choose a note type and create specific associated text from the ShipTo Notes tab of the Details for [Customer] [ShipTo] window of the Customer Master file.

**Maintain Order Cancel Reasons**

**Distribution > Master Files > Maintain Order Cancel Reasons**

To create a list of order cancellation reasons, open the Edit Order Cancel Reasons window by double-clicking the Maintain Order Cancel Reasons master file.
Enter an order cancellation reason and a unique abbreviation. Click Apply to save the record. Click the New button to begin entering a new order cancel reason.

**Maintain Order Hold Reasons**

**Distribution > Master Files > Maintain Order Hold Reasons**

To create a list of order hold reasons, open the Edit Order Hold Reasons screen by double-clicking the Maintain Order Hold Reasons master file.
Enter an order hold reason and a unique abbreviation. Click Apply to save the record. Click the New button to begin entering a new order hold reason.

**Maintain Order Text**

**Distribution > Master Files > Maintain Order Text**

The Maintain Order Text master file lets you create notes to attach to orders or order items. These notes are also printed on various distribution forms.

Open the Edit Order Text window by double-clicking the Maintain Order Text master file.
Enter an Order Text name. Compose the note’s text in the Notes field. Enter a unique abbreviation. Click Apply to save the record.

**Assigning Order Text to an order**

To assign text to an order, select the order and click the Maintain Order Text Assignment icon.  

Enter the assignment effective and expiration dates. Choose at least one of the following: division, customer class, or customer. Select a Ship To address. In the checkboxes near the bottom of the window, select the documents that should include printed order text:
• Acknowledgements
• Pick Tickets
• Packing Slips
• Manifests
• Bills of Lading
• Invoices

Click Apply to save the record.

Assigning Order Text to an item

To open the Order Text Assignment screen, select the order you want to work with by clicking once on it and then click the Maintain Order Item Text Assignment icon.

Select at least one of the following:
• Division
• Customer Class
• Customer

Select a Ship To address. Select any number or combination of documents where the text should print. Your choices include Acknowledgements, Pick Tickets, Packing Slips, Manifest, Bill of Lading, and Invoices. Click Apply to save record.
Maintain Price Class
Distribution > Master Files > Maintain Price Class

The Maintain Price Class option helps you create or maintain various price class codes to classify different markets and their associated values. This table helps to drive the pricing engine.

Creating a price class

Open the Edit Price Class window by double-clicking the Maintain Price Class master file in the Distribution menu.

Enter a price class ID and a unique abbreviation. Click Apply to save.
The Maintain Market Price icon above the window grid allows you to maintain market prices for each price class. Please see the Creating a market price chapter for details on this option.

The Maintain Standard Price icon allows you to maintain standard prices for each price class. Standard pricing uses effective dates, quantity breaks, and pricing discounts/surcharges in percentage or dollar increments. Use this option to set up standard pricing breaks based on the price class code. For more details, see the Maintaining a standard price chapter.

Creating a market price

Open the Edit Price Class window by double-clicking the Maintain Price Class master file.

Select a price class from the Price Class list. Click the Maintain Market Price icon. The Market Prices for [Market] window opens. From this screen, you can define market prices for the established price class code. The system’s pricing engine runs during the processes of order entry, order maintenance, and invoice creation, checking the market price file to determine which price to use for items on orders.

Enter effective and expiration dates. Enter a market price. Click Apply to save your data.
The system determines which effective/expiration dates to use by checking the Market Date to Use field located in the Special Pricing and/or Customer Master-Ship-To screens. If both screens have a Market Date to Use value, the system uses the value on the Special Pricing screen.

**Maintaining a standard price**

Standard pricing uses effective dates, quantity breaks, and pricing discounts/surcharges in percentage or dollar increments. Use this option to set up standard pricing breaks based on the price class code.

From the Edit Price Class window, select a price class from the Price Class list. Open the Standard Prices for [Price Class] window by clicking the Maintain Standard Price icon.

Enter appropriate information and click Apply to save.
Maintain Remittance Addresses
Distribution > Master Files > Maintain Remittance Addresses

Use the Maintain Remittance Addresses option to create or maintain your remittance addresses. You can assign these remittance address codes in the customer master so they print on the invoice.

To create a remittance address, open the Edit Remittance Address window by double-clicking the Maintain Remittance Address master file.

![Edit Remittance Address Window]

Enter Remittance Address information and click Apply to save.
Ship Via codes designate the transport type or carrier used for shipping. The Customer and Ship To masters use them. They can specify a transportation type (trucking or rail, for instance), a third party shipper, or a specific vehicle in a company’s fleet. This information prints on all distribution documents.

To create a Ship Via, open the Edit Ship Via window by double-clicking the Maintain Ship Via master file.

Enter a ship via code and an abbreviation. Click Apply to save.
Maintain Tax Code

Distribution > Master Files > Maintain Tax Code

Tax codes are assigned to customer’s ship-to addresses and include:

- Federal Tax
- State Tax
- City Tax
- County Tax.

To create a tax code, open the Edit Tax Code window by double-clicking the Maintain Tax Codes master file.

Note: If you use Ship Via in DSI, you must also set up shipping methods in Microsoft Dynamics GP. (Tools > Setup > Company > Shipping Methods)
Enter a tax code and select the tax code type (federal, state, city, or county). Enter a unique abbreviation. Click Apply to save.

When you have created a tax code, click on the Maintain Tax Rates icon to enter/edit associated tax rates.

Enter the tax rate effective date and the tax percentage. Click Apply to save.
The Maintain Terms option helps you maintain valid terms codes, which are assigned in the customer master. (Examples of terms could be 2%, 10 Days, Net 30, Net 30 Days, etc.) The terms code print on the invoice. Payment due date are calculated based on the terms.

**Note:** All terms created in DSI must also be entered into Microsoft Dynamics GP in exactly the same way. Additionally, terms are limited to 20 characters.

To create a term, double-click the Maintain Terms master file to open the Edit Terms window.
Enter a Term ID in the Terms field. Indicate the number of days that terms are good for in the Terms Days field. Enter the terms discount and associated days. Finally, enter a term abbreviation and click Apply to save your changes.

To copy an existing term, highlight the term you want to copy and click the Copy the Data icon. Rename it using the Terms field and adjust any other necessary data. Click Apply to save.

**Maintain Territories**

*Distribution > Master Files > Maintain Territories*
The Maintain Territories window has a three-tiered hierarchical structure:

- **Zone**
- **Region**
- **District**

Zones, Regions and Districts can be added, deleted or updated. The functionality of the Description/Abbreviation field changes depending on 1) whether the user clicks the Add Zone icon and 2) which level of the hierarchy the user selects from the territory tree.

**Creating a territory or zone**

To create a territory/zone, double-click the Maintain Territories master file to open the Edit Territories window.

Click the Add Zone icon. The window displays only those fields relevant to creating a new zone.
Enter a description and a unique abbreviation for the new zone. Click Add to save.

**Editing a zone or adding a region**

To edit a Zone and/or add a Region, click on a Zone icon in the territory tree.

Make changes to the Zone description and abbreviation.

Input values for a new Region.

Click Update/Add to save.

**Editing a region or adding a district**

To edit a Region and/or add a District, click on a Region icon in the territory tree.
Make changes to the Region’s description and abbreviation.

Input values for the new District.

Click Update/Add to save.

**Editing a district**

To edit a District, click on the District icon in the territory tree.

Make changes to the District description and abbreviation. Click Update to save.

**Order Processing Overview**

Order processing involves a three-pronged approach to order fulfillment that depends on whether finished goods are in inventory, in end stages of processing, or are stored for a customer. An overview of each distinct Order Processing method follows, with specific instructions provided in subsequent sections.
Standard Ship Ordering is used when product is in inventory. The standard shipping process includes the following steps:

- Adding an order
- Picking — Manual or Auto Allocate
- Printing pick ticket (if required by a system tailor set up in the DSI Security application)
- Shipping
- Invoicing

For more detailed Standard Shipping instructions, please see the Order Processing – Standard Shipping chapter of this guide.

Direct Ship Ordering is used when product has not been entered into inventory but is available for shipping. Direct Ship Ordering includes:

- Adding an order
- Shipping
- Picking — Direct Ship
- Invoicing

For an explanation of Direct Ship Ordering, please see the Order Processing – Direct Shipping chapter of this guide.
Sold and Hold Ordering is used when product is ordered, invoiced and stored for a customer. The product is then released in applicable increments per the customer’s specifications.

For the initial order that designates stock as sold and hold (in which inventory is characterized as sold but not released), these steps are required:

- Adding an order
- Picking – Manual or Auto Allocate
- Printing pick ticket (if required by a system tailor set up in the DSI Security application)
- Shipping to internal Sold and Hold warehouse
- Invoicing

For the secondary order that releases stock to customer, these steps are involved:

- Adding an order
- Picking – Manual or Auto Allocate
- Printing pick ticket
- Shipping from customer Sold and Hold warehouse
- Inventory is relieved.

For more information on Sold and Hold ordering, see the Order Processing – Sold and Hold chapter of this guide.
Order Processing – Standard Shipping

Standard Ship Ordering is used when product is in inventory.

Add an Order

Distribution > Order Processing > Add an Order

To create a new customer order, open the Order Entry: 1 of 3 Order Header window by double-clicking Add an Order under Order Processing in the DSI menu.
Enter or select values for required fields:

- Customer ID
- Ship To ID
- Warehouse
- Terms

The Bill To/Ship To addresses default in according to settings established in the customer masters. To edit the Bill To/Ship To fields, click the Modify Bill To/Ship To button(s) and edit fields as needed. Address modifications made in Order Entry do not change customer master setups.

Click the button to open the Select Order for Ship To Item Basis screen, which lets you select one of the last five orders with this Ship To as the basis for these items.

Enter an order date or accept the system default date.

Enter a requested ship date or accept the system default date (as established in the system tailors).

Enter an estimated delivery date.

Enter a reference code (this is a searchable field used in shipping).

Enter the customer purchase order number (a searchable field used in shipping).

Select an order template.

Select a warehouse.

Select payment terms or accept the default.

Edit Ship To details or accept the default settings.

Click the Notes button to enter notes for order. The Notes screen offers you the option of including these notes on manifests, pick tickets, bills of lading, and other printed forms.

Click the Promos button to enter promotions for the order.

Click Next to enter order items. This opens the Order Entry 2 of 3 Order Item window.
Verify the Ship To address.

Select the item.

Enter ordered quantity.

Enter or verify the following information:

- Suggested price
- Unit price
- Extended price
- UOM type
- Unit of measure specific to type
- Requested ship date.

Click the Edit Order Bill To button to open the Maintain Orders window.

Note: Order entry does not use a Back button. To edit Bill To and Ship To information, use the Edit Order Bill To or Edit Orders Ship To buttons.
Edit as needed. Click Confirm to save changes and close the Maintain Order window.

Click the Edit Order Ship Tos button to open the Maintain ShipTo Address window.

Edit this window as needed. Click Exit to save your changes and close the window.

Back on the Order Entry: 2 of 3: Order Items window, click Apply to save all changes to the order item. Click Finish to proceed to Order Entry: 3 of 3: Confirmation.
Verify the order totals.

If this is a standing order, click Create Template to open the Maintain Order Template Header window.

Name the template and enter an abbreviation that is unique at the standing order level. Click OK to save the template and close the window.

Click Finish to confirm the order, save the record, and open the order confirmation window.
From the Order Confirmation window, you can:

- Select the Payments button to enter order payments received.
- Select the Confirm & Exit button to confirm the order and exit order entry.
- Select the Confirm & New button to confirm the order and enter a new order.

### Order Acknowledgement

**Distribution > Order Processing > Order Acknowledgement**

To generate an order acknowledgement, open the Request Order Acknowledgements window by double-clicking Order Acknowledgement from the Distribution menu.
Enter a start order number and stop order number. Select a warehouse. Click Confirm to generate an order acknowledgement in Microsoft Word Viewer.
Maintain Orders
Distribution > Order Processing > Maintain Orders

The Maintain Orders option edits open orders that have not had invoices posted. Once the order is in the invoice process, you cannot change an item’s quantity and price.
Cancelling an order

To cancel an order, open the Maintain Orders window by double-clicking Maintain Orders under Order Processing in the Distribution menu.

Enter an order number or scroll through the order list to select an order.

Click the Cancel order icon to open the Select Order Cancel Reason window.
Highlight a cancellation reason from the list. If the order cannot be cancelled, you receive an error message.

![Maintain Orders window]

To enter or edit a new cancellation reason, click on the lookup icon to open the Edit Order Cancel Reason window.

![Edit Order Cancel Reasons window]

Click on the Select button to cancel the order. The order no longer appears in the Maintain Orders window.
Maintaining an order

Open the Maintain Orders window by double-clicking Maintain Orders under Order Processing in the Distribution menu.

<table>
<thead>
<tr>
<th>Order Number</th>
<th>Order Status</th>
<th>Order Date</th>
<th>Customer</th>
<th>Division</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Entered</td>
<td>09/15/11</td>
<td>Fastest Fame USA</td>
<td>10</td>
<td>Net 30</td>
</tr>
<tr>
<td>11123004</td>
<td>Entered</td>
<td>12/28/11</td>
<td>Fastest Fame USA</td>
<td>10</td>
<td>Net 30</td>
</tr>
<tr>
<td>120124001</td>
<td>Entered</td>
<td>01/24/12</td>
<td>DSI</td>
<td>10</td>
<td>Net 30</td>
</tr>
</tbody>
</table>

Enter an order number or scroll through the order list to select an order.

Order Maintenance

Open the Maintain Order window by double-clicking on the order number or clicking the Maintain Order icon.

Enter or edit information as needed.

- If you need to update the Bill To address, click the Modify Address button. This opens the address fields for editing.
• Update the reference code.
• Update the purchase order number.
• Update the terms.
• Click on Notes to update notes.
• Click on Promos to update promotions.
• Click on Payments to update payments.

Click the Confirm button to save changes and close the window, returning you to the central Maintain Orders window.

Order Inquiry

Click the Inquiry icon to open the Order Inquiry window. Order Inquiry displays orders in a tree view on the left side of the window. By clicking on members of the tree, you can see details specific to:

1. Order Bill To
2. Order Ship To (this screen appears as read-only)

3. Order items
4. Order promotions

5. Order notes (under Texts)
6. Order Payments

Maintaining items

Click the Maintain Items button. The Maintain Order Items window opens.

From here, you can:

- Add an item by clicking New, entering details, and clicking Apply.
- Delete an item by selecting it and clicking Delete.
• Edit an item by highlighting it and updating associated fields.
• Edit Bill To and Ship To addresses by selecting the appropriate button from the top of the window.
• Modify commissions, lab tests, notes, and promotions.

Choose the Commission button to open the Maintain Commission Information screen.

Click the Lab Tests button to open the Edit screen and assign lab tests to print on manifests.
Click the Notes button to open the Maintain Item Notes window.

Choose the Promos button to open the Maintain Promotions for an Item window.

Choosing the ReCreate button on this window lets you delete and rebuild an item promotion. The system offers a soft warning before you continue:
When you have made necessary changes to information on the Maintain Order Items window, click Apply to save the record. Close the window by clicking on the X in the upper right corner.

When the Maintain Order Items window closes, the order confirmation window appears.

If there are any credit limitation issues with the order, a warning appears.

Click Yes, No, or Cancel.
The Display Cancelled Orders option lets you review cancelled orders, including their promotions and notes.

Open the Display Cancelled Orders window by double-clicking Display Cancelled Orders under Order Processing in the Distribution menu.
Select an order and click the Order Inquiry Button. The Order Inquiry window appears.

Navigate through the Order Inquiry tree menu to see shipping, item, promotion, and note information. All information in the Order Inquiry window is read-only.

**Picking - Manual**

**Distribution > Order Processing > Picking Manual**

Use the Picking Manual option to pick and unpick stock. The order list in the Select Order window includes Purchase Order and Reference Code columns to assist in order identification.

To pick stock for shipping, open the Select Order window.
Data Specialists, Inc.

Enter an order number and click the position button or scroll to locate a particular order.

To view an order, double-click to select it. You can also view an order by clicking on the Show Items for Picking icon. The Item for [Order] window opens.

Double-click an item or click the Select Stock to Pick icon to open the Stock for Order [Item] window.
Stock reserved for a different order or customer does not appear.

Stock status appears under the Status column of the main window in the following circumstances:

- The stock is reserved for this order.
- The stock is reserved for this customer.
- The displayed stock test results are outside the range of the customer’s limits.
- The stock has expired or will expire prior to requested shipment.

Even if the record is flagged for one of the above issues, you are still allowed to pick it.

Lab tests can be verified for stock by clicking on the View Current Test Results icon. This opens the Test Results for [Stock] window, which displays lab test results as well as expiration warnings.
Close the window by selecting the X in the upper right. You will return to the Stock for Order window.

Click the Manual Adjustment Entry icon to open the Manual Adjustment Entry window.

Adjust the information as needed and click Apply to save your changes. Close the window by selecting the X in the upper right. You will return to the Stock for Order window.

Click Confirm to mark the stock as picked and close the Stock for Order window.

To unpick all order items, select the order to work with and click the Unpick All Items icon.

**Auto Allocate**

*Distribution > Order Processing > Auto Allocate*
Use the Auto Allocate option to automatically pick items to fill an order.

The hierarchy used to pick items is:

- Inventory reserved for order.
- Inventory reserved for customer/Ship To.
- Inventory reserved for customer.
- Inventory that meets customer lab test requirements.
- LIFO/FIFO (last in first out; first in first out), as determined by the Inventory Autopick Sequence distribution tailor in the Security application.

After confirmation, the system may generate a report identifying items that remain unpicked. This report appears due to one or more of the following reasons:

- Customer minimum expiry days were not met.
- Customer lab test results are outside the range of acceptable limits.
- Product will expire before requested ship date.
- Inventory is assigned to a different customer.
- Inventory is assigned to a different order.
- Inventory is in a different warehouse.
- Inventory is on hold for lab analysis.
Print Pick Ticket
Distribution > Order Processing > Print Pick Ticket

Pick tickets may be printed to assist in picking inventory for shipment.

To generate a pick ticket, double-click Print Pick Tickets under Order Processing in the Distribution menu to open the Request Pick Tickets window.

Enter the start and stop range for order numbers. If you use DSI’s Dairy Tracker application, leave the Transmit to Dairy Tracker checkbox checked. Click Confirm to generate the Microsoft Work Viewer report.
Reset Pick Tickets

Distribution > Order Processing > Reset Pick Tickets

The Reset Pick Tickets option reverts picked status inventory to an unpicked status. Only those orders with picked status appear in this window.

To reset pick tickets, open the Reset Pick Tickets window.
Select an order to reset and click the Reset icon. (For clarification, please note that the icon’s mouseover text reads “All lines on selected orders with status of picked will have picked status reset.”) The order is removed from the list view.

**Shipping**

_Distribution > Order Processing > Shipping_

The Shipping option covers all shipping functions, including printing all shipping documents, entering shipping charges, editing/validating shipping quantities/units, reprinting documents, and adding shipping notes.

To initiate shipping, double-click Shipping on the Distribution menu to open the Find Orders window.
There are three ways to select an order on the Find Orders window.

1. Enter an order number and click the Use this Order button.
2. Enter search criteria and click Search.
3. Scrolling through the order list and double-clicking on the order number.

Clicking the Auto Ship button pushes a picked order all the way through the shipping process. If Dairy Tracker is installed, integration between the two ships the order there as well.

When you select an order, the Order Shipping Information window appears.
The Order Shipping Information window provides detailed order information by warehouse (since DSI’s order routing occurs at the warehouse level) including:

- Bill To address
- Ship To location name and address
- Freight/route details
- Quantities/units dispatched
- Item details
- Item status (picked/drop shipped)
  - Shipped, Units, Actual Weight, and Shipped Weight are editable.

From the Order Shipping Information window, you can access additional windows that allow you to:

- Print shipping documents like bills of lading, packing slips, and manifests
- Reprint shipping documents
- Reset shipping
- Review/edit shipping charges
- Add notes to shipments.
- Manually adjust order entry.
- Select stock identifiers.
Editing order shipping information

Edit shipping quantities/units, actual net weight, and shipped weight directly in the fields (see larger circled area in the screenshot above). Save changes to shipping quantities by clicking the Update button (see smaller circle in the screenshot above), which is enabled when fields are edited. The numeric columns in the window default from orders and picking, except in the case of direct shipping. See the following table for more detail on each column.

### Standard Ship Unit of Measure and Weight Details

<table>
<thead>
<tr>
<th>Weight Type*</th>
<th>Shipped Units (ordered UOM)</th>
<th>Units (physical UOM)</th>
<th>Actual Net Weight</th>
<th>Shipped Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Used on even weight items for relieving inventory.</td>
<td>Used as carton count on shipping documents.</td>
<td>Not editable.</td>
<td>Will auto-calculate and auto-fill when shipped, units, and actual net weight are entered.</td>
</tr>
<tr>
<td>Weight Type*</td>
<td>Shipped (ordered UOM)</td>
<td>Units (physical UOM)</td>
<td>Actual Net Weight</td>
<td>Shipped Weight</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------------------</td>
<td>----------------------</td>
<td>------------------</td>
<td>----------------</td>
</tr>
<tr>
<td></td>
<td>If ordered UOM is not the same as physical UOM, you must maintain both Shipped and Units.</td>
<td>If ordered UOM is not the same as physical UOM, you must maintain both Shipped and Units.</td>
<td>Used on random weight items to relieve inventory.</td>
<td>Used on random weight items to relieve inventory.</td>
</tr>
<tr>
<td></td>
<td>If ordered UOM is the same as physical UOM and you edit shipped, units will auto-fill.</td>
<td>If ordered UOM is the same as physical UOM and you edit units, shipped will auto-fill.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Weight type is established in the Inventory Item master files during set-up.

**Print shipping documents**

To print shipping documents, open the Print Documents window in one of two ways:

1. Click on the Ship... button which is located in the green Ship To region near the upper left of the window.
2. Go to Ship To > Ship… from the top menu bar.

The Print Documents window opens.

Enter print specifications and click Confirm Print Selection to generate documents.
**Reprinting documents / Resetting a shipment**

To reprint shipping documents or reset a shipment, start at the top menu bar of the Order Shipping Information screen and navigate to Order > Advanced.

This opens the Dispatched Shipments for Order [Number] screen.

Highlight a shipment and click the Reprint Documents or Reset Shipment buttons.
Assigning or editing shipping charges

To assign or edit shipping charges, open the Shipping Charges window in one of two ways:

1. Click the Charges button located in the green Ship To region near the upper left of the window.

2. Navigate to Ship To > Charges… from the top menu bar.

The Shipping Charges window shows you current and available charges.
To modify a charge, enter the charge amount directly in the Charge Amount field. Click the Add Charge button to save your modification.

**Adding shipping notes**

To add shipping notes to an order open the Maintain Order Notes window in one of two ways:

1. Click the Notes button located in the green Ship To region near the upper left of the window.
2. Navigate to Ship To > Notes… from the top menu bar.

Either option opens the Maintain Order Notes window.

Choose the Note to be included. When highlighted, Note text displays in the right-hand Notes window. Verify note content and select documents on which the note should appear. Click Apply to save your changes. Exit the window by clicking the X in the upper right.
Manually adjusting entry

Click the Manual Adjustment Entry icon to open the Manual Adjustment Entry window.

Adjust the information as needed and click Apply to save your changes. Close the window by selecting the X in the upper right.

Selecting stock identifiers

Identified Inventory is only relevant to your workflow if Dairy Tracker is installed.

Should you need to select identified stock for an order, the Identifiers button opens the Select Stock Identifiers window. From here you can work with identified stock. Note that this takes place after shipping.
Order Processing – Direct Shipping

Direct Ship Ordering is used when product has not been entered into inventory but is available for shipping.

Add an Order
Distribution > Order Processing > Add an Order

The Add an Order option assists you in creating a new customer order via direct shipping.

To create a new customer order, open the Order Entry: 1 of 3 Order Header window by double-clicking Add an Order under Order Processing in the DSI menu.
Enter or select values for required fields:

- Customer ID
- Ship to ID
- Warehouse
- Terms

The Bill To/Ship To addresses will default in according to settings established in the customer masters.

To edit the Bill To/Ship To fields, click the Modify Bill To/Ship To button(s) and edit fields as needed. Address modifications made in Order Entry do not change customer master setups.

Click the button to open the Select Order for Ship To Item Basis screen, which lets you select one of the last five orders with this Ship To as the basis for these items.

Enter an order date or accept the system default date.

Enter a requested ship date or accept the system default date (as established in the Security application’s system tailors).

Enter an estimated delivery date.

Enter a reference code (this is a searchable field used in shipping).

Note: Order entry does not use a back button. To edit Bill To and Ship To information, use the Edit Order Bill To or Edit Orders Ship To buttons.
Enter the customer purchase order number (a searchable field used in shipping).

Select an order template.

Select a warehouse.

Select payment terms or accept the default.

Edit Ship To details or accept the default settings.

- Click the Notes button to enter notes about the order. The Notes screen offers you the option of including these notes on manifests, pick tickets, bills of lading, and other printed forms.
- Click the Promos button to enter promos for the order.
- Click Next to enter order items. This opens the Order Entry 2 of 3 Order Item window.

Verify the Ship To address.

Select the item.

Enter ordered quantity.

Enter or verify:

Note: The Commission, Lab Tests, Notes and Promos buttons are disabled if the applicable features are not used in prior windows or setups. Changes made using these buttons only affect the current order.
• Suggested price
• Unit price
• Extended price
• UOM type
• Unit of measure specific to type
• Requested ship date.

Click the Edit Order Bill To button to open the Maintain Orders window.

![Maintain Order Window]

Edit as needed. Click on Confirm to save changes and close the Maintain Order window. This returns you to the Order Entry 2 of 3 – Order Items window.

Click the Edit Order Ship Tos button to open the Maintain ShipTo Address window.

![Maintain ShipTo Address Window]

Edit this window as needed. Click Exit to save your changes and close the window.

Back on the Order Entry: 2 of 3: Order Items window, click Apply to save all changes to the order item. Click Finish to proceed to Order Entry: 3 of 3: Confirmation.
Verify the order totals.

If this is a standing order, click Create Template to open the Maintain Order Template Header window.

Name the template and enter an abbreviation that is unique at the standing order level. Click OK to save the template and close the window.

Click Finish to confirm the order, save the record, and open the Order Confirmation window.
From the Order Confirmation window, you can:

- Select the Payments button to enter order payments received.
- Select the Confirm & Exit button to confirm the order and exit order entry.
- Select the Confirm & New button to confirm the order and enter a new order.

**Order Acknowledgement**

**Distribution > Order Processing > Order Acknowledgement**

To generate an order acknowledgement, open the Request Order Acknowledgements window by double-clicking Order Acknowledgement from the Distribution menu.
Enter a start order number and stop order number. Select a warehouse. Click Confirm to generate an order acknowledgement in Microsoft Word Viewer.
Maintain Orders
Distribution > Order Processing > Maintain Orders

The Maintain Orders option edits open orders that have not had invoices posted. Once the order is in the invoice process, you cannot change an item’s quantity and price.
Cancelling an order

To cancel an order, open the Maintain Orders window by double-clicking Maintain Orders under Order Processing in the Distribution menu.

Enter an order number or scroll through the order list to select an order.

Click the Cancel order icon to open the Select Order Cancel Reason window.
Highlight a cancellation reason from the list. If the order cannot be cancelled, you will receive an error message.

![Maintain Orders]

To enter or edit a new cancellation reason, click on the lookup icon to open the Edit Order Cancel Reason window.

![Edit Order Cancel Reasons]

Click on the Select button to cancel the order. The order no longer appears in the Maintain Orders window.
Maintaining an order

Open the Maintain Orders window by double-clicking Maintain Orders under Order Processing in the Distribution menu.

Enter an order number or scroll through the order list to select an order.

Order Maintenance

Open the Maintain Order window by double-clicking on the order number or clicking the Maintain Order icon.

Enter or edit information as needed.
Modify bill to address.

- If you need to update the Bill To address, click the Modify Address button. This opens the address fields for editing.
- Update the reference code.
- Update the purchase order number.
- Update the terms.
- Click on Notes to update notes.
- Click on Promos to update promotions.
- Click on Payments to update payments.

Click the Confirm button to save changes and close the window, returning you to the central Maintain Orders window.

Order Inquiry

Click the Inquiry icon to open the Order Inquiry window. Order Inquiry displays orders in a tree view on the left side of the window. By clicking on members of the tree, you can see details specific to:

1. Order Bill To
2. Order Ship To (this screen appears as read-only)

3. Order items
4. Order promotions

5. Order notes (under Texts)
6. Order Payments

Maintaining items

Click the Maintain Items button. The Maintain Order Items window opens.

From here, you can:

- Add an item by clicking New, entering details, and clicking Apply.
- Delete an item by selecting it and clicking Delete.
- Edit an item by highlighting it and updating associated fields.
- Edit Bill To and Ship To addresses by selecting the appropriate button from the top of the window.
- Modify commissions, lab tests, notes, and promotions.

Choose the Commission button to open the Maintain Commission Information screen.

Click the Lab Tests button to open the Edit screen and assign lab tests to print on manifests.
Click the Notes button to open the Maintain Item Notes window.

Choose the Promos button to open the Maintain Promotions for an Item window.
Choose the ReCreate button to delete and rebuild an item promotion. The system offers a soft warning before you continue:

When you have made necessary changes to information on the Maintain Order Items window, click Apply to save the record. Close the window by clicking on the X in the upper right corner.

When the Maintain Order Items window closes, the order confirmation window appears.

If there are any credit limitation issues with the order, a warning appears.

Click on Yes, No, or Cancel.
Displaying Cancelled Orders
Distribution > Order Processing > Display Cancelled Orders

The Display Cancelled Orders options helps you review cancelled orders along with their promotions and notes.

Open the Display Cancelled Orders window by double-clicking Display Cancelled Orders under Order Processing in the Distribution menu.

Select an order and click the Order Inquiry Button. The Order Inquiry window appears.
Navigate through the Order Inquiry tree menu to see shipping, item, promotion, and note information. All information in the Order Inquiry window is read-only.

**Shipping**

*Distribution > Order Processing > Shipping*

The Shipping option covers all shipping functions, including printing all shipping documents, entering shipping charges, editing/validating shipping quantities/units, reprinting documents, and adding shipping notes.

To initiate shipping, double-click Shipping on the Distribution menu to open the Find Orders window.
There are three ways to select an order on the Find Orders window.

1. Enter an order number and click the Use this Order button.
2. Enter search criteria and click Search.
3. Scrolling through the order list and double-clicking on the order number.

Clicking the Auto Ship button pushes a picked order all the way through the shipping process. If Dairy Tracker is installed, integration between the two ships the order there as well.
When you select an order, the Order Shipping Information window appears.

The Order Shipping Information window provides detailed order information by warehouse (since DSI’s order routing occurs at the warehouse level) including:

- Bill To address
- Ship To location name and address
- Freight/route details
- Quantities/units dispatched
- Item details
- Item status (picked/drop shipped)
  - Shipped, Units, Actual Weight, and Shipped Weight are editable.

From the Order Shipping Information window, you can access additional windows that allow you to:

- Print shipping documents like bills of lading, packing slips, and manifests.
- Reprint shipping documents.
- Reset shipping.
- Review/edit shipping charges.
- Add notes to shipments.
- Manually adjust order entry.
- Select stock identifiers.
Editing order shipping information

Edit shipping quantities/units, actual net weight, and shipped weight directly in the fields (see larger circled area in the screenshot above). Save changes to shipping quantities by clicking the Update button (see smaller circle in the screenshot above), which is enabled when fields are edited. The numeric columns in the window default from orders and picking, except in the case of direct shipping. See the following table for more detail on each column.

**Direct Ship Unit of Measure and Weight Details**

<table>
<thead>
<tr>
<th>Weight Type*</th>
<th>Shipped (ordered UOM)</th>
<th>Units (physical UOM)</th>
<th>Actual Net Weight</th>
<th>Shipped Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Even</td>
<td>Data entry required.</td>
<td>Optional. Editable.</td>
<td>Data autofills after Shipped is entered.</td>
<td>Data autofills after Shipped is entered.</td>
</tr>
<tr>
<td></td>
<td>Used to auto-calculate actual net weight.</td>
<td>Used as carton count on shipping documents.</td>
<td>Not editable.</td>
<td>Editable to change tare weight.</td>
</tr>
<tr>
<td></td>
<td>Used on even weight items to relieve inventory.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weight Type*</td>
<td>Shipped (ordered UOM)</td>
<td>Units (physical UOM)</td>
<td>Actual Net Weight</td>
<td>Shipped Weight</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------------------</td>
<td>----------------------</td>
<td>-------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Random</td>
<td>Data entry required.</td>
<td>Data entry required.</td>
<td>Data entry required.</td>
<td>Data will autofill when shipped, units, and actual weight are entered. Editable for changes in tare weight.</td>
</tr>
</tbody>
</table>

If ordered UOM is not the same as physical UOM, you must maintain both shipped and units. If ordered UOM is the same as physical UOM, you must enter the same number in units.

Inventory is not relieved until the invoice is posted.

*Weight type is established in the Inventory Item master files during set-up.

**Print shipping documents**

To print shipping documents, open the Print Documents window in one of two ways:

1. Click on the Ship… button which is located in the green Ship To region near the upper left of the window.
2. Go to Ship To > Ship… from the top menu bar.

The Print Documents window opens.

Enter print specifications and click Confirm Print Selection to generate documents.
Reprinting documents / Resetting a shipment

To reprint shipping documents or reset a shipment, start at the top menu bar of the Order Shipping Information screen and navigate to Order > Advanced.

This opens the Dispatched Shipments for Order [Number] window.

Highlight a shipment and click the Reprint Documents or Reset Shipment buttons.

Assigning or editing shipping charges

To assign or edit shipping charges, open the Shipping Charges window in one of two ways:
1. Click the Charges button located in the green Ship To region near the upper left of the window.

2. Navigate to Ship To > Charges… from the top menu bar.

The Shipping Charges window shows you current and available charges.
To modify a charge, enter the charge amount directly in the Charge Amount field. Click the Add Charge button to save your modification.

**Adding shipping notes**

To add shipping notes to an order open the Maintain Order Notes window in one of two ways:

1. Click the Notes button located in the green Ship To region near the upper left of the window.
2. Navigate to Ship To > Notes… from the top menu bar.

Either option opens the Maintain Order Notes window.

Choose the Note to be included. When highlighted, Note text displays in the right-hand Notes window. Verify note content and select documents on which the note should appear. Click Apply to save your changes. Exit the window by clicking the X in the upper right.
Picking - Direct Ship
Distribution > Order Processing > Picking – Direct Ship

Use the Picking – Direct Ship option to manually pick stock for a direct shipped order. In this workflow, only direct ship orders are available in the Select Orders window. The Unpick All Items icon is disabled because items cannot be unpicked if they are already shipped. Additionally, the system does not generate picking documents. A Bill of Lading (BOL) column appears in the Select Order window to help identify shipments.

To pick stock for direct shipped order, select Picking – Direct Ship to open the Direct Ship Picking by Order window.
Enter an order number and click the position button to bring it to the top of the list, or scroll to locate it.

To view an order, double-click to select it. You can also view an order by clicking on the Show Items for Picking icon. The Item for [Order] window opens.

Double-click on an item or click the Select Stock to Pick icon to open the Stock for Order [Item] window.
Stock that is reserved for a different order or customer does not appear.

Stock status appears under the Status column of the main window (not visible in the above screenshot) in the following circumstances:

- The stock is reserved for this order.
- The stock is reserved for this customer.
- The displayed stock test results are outside the range of the customer’s limits.
- The stock has expired or will expire prior to requested shipment.

Even if the record is flagged for one of the above issues, you are still allowed to pick it.

Lab tests can be verified for stock by clicking on the View Current Test Results icon. This opens the Test Results for [Stock] window, which displays lab test results as well as expiration warnings.
Close the window by selecting the X in the upper right. You will return to the Stock for Order window.

Click Confirm to mark the stock as picked and close the Stock for Order window.

**Price Inquiry**

*Distribution > Order Processing > Price Inquiry*

Use the Price Inquiry window to view item prices by customer or company.
Order Processing – Sold and Hold

Sold and Hold Ordering is used when product is ordered, invoiced and stored for a customer. The product is then released in applicable increments per the customer’s specifications.

Entering Sold and Hold orders is a two-part process. In part one of the process, you create the order, pick the stock, and invoice the customer. The product itself remains in your warehouse until part two, when the customer requests you to ship it to them or another location. Behind the typical order process during this second part, the software does all the work in moving the pallets picked from the “live” warehouse where they sat waiting to be assigned to a customer to the Sold and Hold location.

Sold and Hold Ordering necessitates two additional setup requirements:

- A customer must have a Sold and Hold Ship To address (Distribution > Master Files > Customer Master > Maintain Customer Details).
- You must set up specific Sold and Hold warehouses in inventory (Inventory > Master Files > Maintain Warehouses).

Note: A system tailor called “Sold and Hold Auto Transfer” governs receiving behaviors in the movement of stock. It is defined in DSI’s Security application.

- If this tailor is set to No, stock must be manually received at a Sold and Hold warehouse after an order is created. The advantage of setting the tailor to No is that if a change is needed, the order can be reset and edited as needed (Distribution > Order Processing > Maintain Orders) before the stock is manually received.
- If the tailor is set to Yes, Auto Transfer creates a receiving in the Hold and Sold warehouse, thereby eliminating your ability to Maintain Orders. (Although you can transfer stock out of a Sold and Hold warehouse, you cannot transfer stock into this type of warehouse. Sold and Hold stock can only be moved to a Sold and Hold warehouse through a Sold and Hold order.) If stock has been auto-transferred erroneously and not invoiced, it is necessary to reset the order and then delete it. The correct order is then re-entered, picked, shipped, invoiced, et cetera.
Add an Order, part 1 (Initial order to pick stock and invoice customer)

This section explains how to add an initial order to designate stock as sold and hold.

The Add an Order option lets you create an initial Sold and Hold customer order. To do so, open the Order Entry: 1 of 3 Order Header window by double-clicking Add an Order under Order Processing in the DSI menu.

Enter or select values for required fields:

- Customer ID
- Warehouse
• Terms
• A Ship To ID that is designated as Sold and Hold

When a Sold and Hold Ship To address is selected, the Sold and Hold checkbox is checked and “To storage order” displays to the right.

The Bill To/Ship To addresses defaults in according to settings established in the customer masters. To edit the Bill To/Ship To fields, click the Modify Bill To/Ship To button(s) and edit fields as needed. Address modifications made in Order Entry do not change customer master setups.

Click the button to open the Select Order for Ship To Item Basis screen, which lets you select one of the last five orders with this Ship To as the basis for these items.

Enter an order date or accept the system default date.

Enter a requested ship date or accept the system default date (as established in the system tailors).

Enter an estimated delivery date.

Enter a reference code (this is a searchable field used in shipping).

Enter the customer purchase order number (a searchable field used in shipping).

Select an order template.

Note: Order entry does not use a back button. To edit Bill To and Ship To information, use the Edit Order Bill To or Edit Orders Ship To buttons.
Select a Sold and Hold warehouse.

Select payment terms or accept the default.

Edit Ship To details or accept the default settings.

Click the Notes button to enter notes about the order. The Notes screen offers you the option of including these notes on manifests, pick tickets, bills of lading, and other printed forms.

Click the Promos button to enter promos for the order.

Click Next to enter order items. This opens the Order Entry 2 of 3 Order Item window.

Verify the Ship To address.

Select the item.

Enter ordered quantity.

Enter or verify:
- Suggested price
- Unit price
- Extended price
- UOM type

Note: The Commission, Lab Tests, Notes and Promos buttons are disabled if the applicable features are not used in prior windows or setups. Changes made using these buttons affect only the current order.
- Unit of measure specific to type
- Requested ship date.

Click the Edit Order Bill To button to open the Maintain Orders window.

![Maintain Orders Window](image)

Edit as needed. Click on Confirm to save changes and close the Maintain Order window. This returns you to the Order Entry 2 of 3 – Order Items window.

Back at the Order Entry 2 of 3 – Order Items window, click the Edit Orders Ship To's button to open the Maintain Ship To Address window.

![Maintain Ship To Address Window](image)

Edit this window as needed. Click Exit to save your changes and close the Maintain Ship To Address window. You will return to the Order Entry 2 of 3 – Order Items window.

Back on the Order Entry: 2 of 3: Order Items window, click Apply to save all changes to the order item. Click Finish to proceed to Order Entry: 3 of 3: Confirmation.

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Verify the order totals.

If this is a standing order, click Create Template to open the Maintain Order Template Header window.

Name the template and enter an abbreviation that is unique at the standing order level. Click OK to save the template and close the window. Click Finish to confirm the order, save the record, and open the Order Confirmation window.

From the Order Entry 3 of 3 – Confirmation window, click Finish. This confirms the order, saves the record, and opens the Order Confirmation window.
From the Order Confirmation window, you can:

- Select the Payments button to enter order payments received.
- Select the Confirm & Exit button to confirm the order and exit order entry.
- Select the Confirm & New button to confirm the order and enter a new order.

**Order Acknowledgement**

**Distribution > Order Processing > Order Acknowledgement**

To generate an order acknowledgement, open the Request Order Acknowledgements window by double-clicking Order Acknowledgement from the Distribution menu.
Enter a start order number and stop order number. Select a warehouse.

If DSI’s Dairy Tracker application is installed, check the Transmit to Dairy Tracker box to inform Dairy Tracker about this order.

Click Confirm to generate an order acknowledgement in Microsoft Word Viewer.
Maintain Orders (Sold and Hold)
Distribution > Order Processing > Maintain Orders

The Maintain Orders option lets you edit open orders that have not been received in a Sold and Hold warehouse. You may only use Maintain Orders if the system tailor “Sold and Hold Auto Transfer” is set to No in the Security application. Once the order is received at the Sold and Hold warehouse, you cannot change an item’s quantity and price.
Cancelling an order

To cancel an order, open the Maintain Orders window by double-clicking Maintain Orders under Order Processing in the Distribution menu.

Enter an order number or scroll through the order list to select an order.

Click the Cancel order icon to open the Select Order Cancel Reason window.

Highlight a cancellation reason from the list. If the order cannot be cancelled, you will receive an error message.
To enter or edit a new cancellation reason, click on the lookup icon to open the Edit Order Cancel Reason window.

Click on the Select button to cancel the order. The order no longer appears in the Maintain Orders window.

**Maintaining an order**

Open the Maintain Orders window by double-clicking Maintain Orders under Order Processing in the Distribution menu.
Enter an order number or scroll through the order list to select an order.

**Order Maintenance**

Open the Maintain Order window by double-clicking on the order number or clicking the Maintain Order icon.  

![Maintain Order Window](image)

Enter or edit information as needed.

- If you need to update the Bill To address, click the Modify Address button. This opens the address fields for editing.
- Update the reference code.
- Update the purchase order number.
- Update the terms.
- Click on Notes to update notes.
- Click on Promos to update promotions.
- Click on Payments to update payments.

Click the Confirm button to save changes and close the window, returning you to the central Maintain Orders window.

**Order Inquiry**

Click the Inquiry icon to open the Order Inquiry window. Order Inquiry displays orders in a tree view on the left side of the window. By clicking on members of the tree, you can see details specific to:
1. Order Bill To

2. Order Ship To (information on this screen is read-only)
3. Order items

4. Order promotions
5. Order notes (under Texts)

6. Order Payments
**Maintaining items**

Click the Maintain Items button. The Maintain Order Items window opens.

![Maintain Order Items window](image)

From here, you can:

- Add an item by clicking New, entering details, and clicking Apply.
- Delete an item by selecting it and clicking Delete.
- Edit an item by highlighting it and updating associated fields.
- Edit Bill To and Ship To addresses by selecting the appropriate button from the top of the window.
- Modify commissions, lab tests, notes, and promotions.

Choose the Commission button to open the Maintain Commission Information screen.
Click the Lab Tests button to open the Edit screen and assign lab tests to print on manifests.
Click the Notes button to open the Maintain Item Notes window.

Choose the Promos button to open the Maintain Promotions for an Item window.

Choosing the ReCreate button on this window lets you delete and rebuild an item promotion. The system offers a soft warning before you continue:

When you have made necessary changes to information on the Maintain Order Items window, click Apply to save the record. Close the window by clicking on the X in the upper right corner.
When you close the Maintain Order Items window, the order confirmation window appears.

If there are any credit limitation issues with the order, a warning appears.

Click on Yes, No, or Cancel.

Displaying Cancelled Orders
Distribution > Order Processing > Display Cancelled Orders

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The Display Cancelled Orders option lets you review cancelled orders along with their promotions and notes.

Open the Display Cancelled Orders window by double-clicking Display Cancelled Orders under Order Processing in the Distribution menu.

Select an order and click the Order Inquiry Button. The Order Inquiry window appears.

Navigate through the Order Inquiry tree menu to see shipping, item, promotion, and note information. All information in the Order Inquiry window is read-only.
Picking - Manual
Distribution > Order Processing > Picking Manual

Use the Picking Manual option to pick and unpick stock. The order list in the Select Order window includes Purchase Order and Reference Code columns to assist in order identification.

To pick stock for shipping, open the Select Order window.

Enter an order number and click the position button to bring it to the top of the list or scroll to locate it.
To view an order, double-click to select it. You can also view an order by clicking on the Show Items for Picking icon. The Item for [Order] window opens.

![Image of Item for Order window]

Double-click an item or click the Select Stock to Pick icon to open the Stock for Order [Item] window.

![Image of Stock for Order window]

Stock reserved for a different order or customer does not appear.

Stock status appears under the Status column of the main window in the following circumstances:
• The stock is reserved for this order.
• The stock is reserved for this customer.
• The displayed stock test results are outside the range of the customer’s limits.
• The stock has expired or will expire prior to requested shipment.

Even if the record is flagged for one of the above issues, you are still allowed to pick it.

Lab tests can be verified for stock by clicking on the View Current Test Results icon. This opens the Test Results for [Stock] window, which displays lab test results as well as expiration warnings.

Close the window by selecting the X in the upper right. You will return to the Stock for Order window.

Click the Manual Adjustment Entry icon to open the Manual Adjustment Entry window.
Adjust the information as needed and click Apply to save your changes. Close the window by selecting the X in the upper right. You will return to the Stock for Order window.

Click Confirm to mark the stock as picked and close the Stock for Order window.

To unpick all order items, select the order to work with and click the Unpick All Items icon.

Auto Allocate
Distribution > Order Processing > Auto Allocate

Use the Auto Allocate option to automatically pick items to fill an order.

The system uses the following hierarchy to pick items:

- Inventory reserved for order.
- Inventory reserved for customer/Ship To.
- Inventory reserved for customer.
- Inventory that meets customer lab test requirements.
- LIFO/FIFO (last in first out; first in first out) as defined in the Security system’s Inventory Autopick Sequence distribution tailor.
After confirmation, the system may generate a report identifying items that remain unpicked. This report appears due to one or more of the following reasons:

- Customer minimum expiry days were not met.
- Customer lab test results are outside the range of acceptable limits.
- Product will expire before requested ship date.
- Inventory is assigned to a different customer.
- Inventory is assigned to a different order.
- Inventory is in a different warehouse.
- Inventory is on hold for lab analysis.

**Print Pick Ticket**

Distribution > Order Processing > Print Pick Ticket

Pick tickets can help pick inventory for shipment. You can choose whether to enable this option in system tailors.

To generate a pick ticket, double-click Print Pick Tickets under Order Processing in the Distribution menu to open the Request Pick Tickets window.
Enter the start and stop range for order numbers. If you use DSI’s Dairy Tracker application, leave the Transmit to Dairy Tracker checkbox checked. Click Confirm to generate the Microsoft Work Viewer report.

Reset Pick Tickets
Distribution > Order Processing > Reset Pick Tickets

The Reset Pick Tickets option reverts picked inventory to an unpicked status. Only those orders with a status of “picked” appear.

To reset pick tickets, open the Reset Pick Tickets window.
Select an order to reset and click the Reset icon. (For clarification, note that the icon’s mouseover text reads “All lines on selected orders with status of picked will have picked status reset.”) The order drops off the list view.

**Shipment** (during part one of the Sold and Hold process)

**Distribution > Order Processing > Shipping**

The shipping option covers all shipping functions including printing shipping documents, entering shipping charges, editing/validating shipping quantities/units, reprinting documents, and adding shipping notes.
To initiate shipping, double-click Shipping on the Distribution menu to open the Find Orders window.

There are three ways to select an order on the Find Orders window.

1. Enter an order number and click the Use this Order button.
2. Enter search criteria and click Search.
3. Scrolling through the order list and double-clicking on the order number.

Clicking the Auto Ship button pushes a picked order all the way through the shipping process. If Dairy Tracker is installed, integration between the two ships the order there as well.

When you select an order, the Order Shipping Information window appears.

Remember: The Ship To used in Sold and Hold’s original order points to an internal Sold and Hold warehouse. Product ships to the customer when the secondary order is processed.
The Order Shipping Information window provides detailed order information by warehouse (since DSI’s order routing occurs at the warehouse level) including:

- Bill To address
- Ship To location name and address
- Freight/route details
- Quantities/units dispatched
- Item details
- Item status (picked/drop shipped)
  - Shipped, Units, Actual Weight, and Shipped Weight are editable.

From the Order Shipping Information window, you can access additional windows that allow you to:

- Print shipping documents like bills of lading, packing slips, and manifests
- Reprint shipping documents
- Reset shipping
- Review/edit shipping charges
- Add notes to shipments.
- Manually adjust order entry.
- Select stock identifiers.
Editing order shipping information

Edit shipping quantities/units, actual net weight, and shipped weight directly in the fields (see larger circled area in the screenshot above). Save changes to shipping quantities by clicking the Update button (see circle in the screenshot above), which is enabled when fields are edited. The numeric columns in the window default from orders and picking, except in the case of direct shipping. See the following table for more detail on each column.

### Standard Ship Unit of Measure and Weight Details

<table>
<thead>
<tr>
<th>Weight Type</th>
<th>Shipped (ordered UOM)</th>
<th>Units (physical UOM)</th>
<th>Actual Net Weight</th>
<th>Ship Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight Type*</td>
<td>Shipped (ordered UOM)</td>
<td>Units (physical UOM)</td>
<td>Actual Net Weight</td>
<td>Ship Weight</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------------------</td>
<td>----------------------</td>
<td>------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Random</td>
<td>Data default.Editable. If ordered UOM is not the same as physical UOM, you must maintain both Shipped and Units. If ordered UOM is the same as physical UOM and you edit shipped, units will auto-fill.</td>
<td>Data default.Editable. Used on random weight items to relieve inventory. If ordered UOM is not the same as physical UOM, you must maintain both Shipped and Units. If physical UOM is the same as ordered UOM and you edit units, shipped will auto-fill.</td>
<td>Data default.Editable. Used on random weight items to relieve inventory.</td>
<td>Data default. Tare weight is editable. Auto-calculates and auto-fills when shipped, units, and actual net weight are entered.</td>
</tr>
</tbody>
</table>

*Weight type is established in the Inventory Item master files during set-up.

**Print shipping documents**

To print shipping documents, open the Print Documents window in one of two ways:

1. Click on the Ship… button which is located in the green Ship To region near the upper left of the window.
2. Go to Ship To > Ship… from the top menu bar.

The Print Documents window opens.

Enter print specifications and click Confirm Print Selection to generate documents.
Reprinting documents / Resetting a shipment

To reprint shipping documents or reset a shipment, start at the top menu bar of the Order Shipping Information screen and navigate to Order > Advanced.

![Order Shipping Information - Order N screen](image)

This opens the Dispatched Shipments for Order [Number] screen.

![Dispatched Shipments For Order 89414001 screen](image)

Highlight a shipment and click the Reprint Documents or Reset Shipment buttons.
Assigning or editing shipping charges

To assign or edit shipping charges, open the Shipping Charges window in one of two ways:

1. Click the Charges button located in the green Ship To region near the upper left of the window.

2. Navigate to Ship To > Charges… from the top menu bar.

The Shipping Charges window shows you current and available charges.
To modify a charge, enter the charge amount directly in the Charge Amount field. Click the Add Charge button to save your modification.

**Adding shipping notes**

To add shipping notes to an order open the Maintain Order Notes window in one of two ways:

1. Click the Notes button located in the green Ship To region near the upper left of the window.
2. Navigate to Ship To > Notes… from the top menu bar.

Either option opens the Maintain Order Notes window.

Choose the Note to be included. When highlighted, Note text displays in the right-hand Notes window. Verify note content and select documents on which the note should appear. Click Apply to save your changes. Exit the window by clicking the X in the upper right.
Receipt of Transfer
Inventory > Work With Stock > Receipt of Transfers

If you set the Sold and Hold Auto Transfer system tailor to No in the Security application, stock that is shipped to a Sold and Hold warehouse must be received into the warehouse.

Open the Receipt of Transfers window. Note that this option is located under Inventory rather than Distribution.

This workflow involves drag and drop functionality, in which you click on your selection and move it to a new destination while holding down the mouse key.

Select the Receipt of Transfer. Drag and drop your selection to the designated warehouse listed in the right-hand window. The Confirm Receipt Quantity window opens.
Verify or edit transfer quantities. Click Apply to complete the transfer.

**View Stored Inventory**

Inventory > Work With Stock > View Stored Inventory

The View Stored Inventory option does exactly what its name implies: helps you view all sold and hold inventory. You can filter data Customer, Warehouse, and Item.
Select the See More icon \(\text{See More}\) next to the Item field to open the Distribution Selector window.

Select an item by double-clicking, or highlight it and choose the Select button. To bring a particular order to the top of the list, enter its number in the Item field and click Position. Choose the See More icon \(\text{See More}\) to open the Edit Items screen.
To assign substitutions for an item, select the item and click the Edit Item Substitutions icon to open the Substitution Items for [Item] window.

Double-click the Substitute Item field to launch the Item Selector window.
Assign items and click Apply. Exit the Substitution Items for [Item] window by selecting the X in the upper right. You will return to the Edit Items screen.

To adjust an item’s units of measurement, click the Edit Item Units of Measure icon at the top of the Edit Items screen to open the Units of Measure for [Item] window.
Save any changes by clicking Apply. Click the X in the upper right to close the window.

**Invoicing**
After stock is received in a Sold and Hold warehouse, you can invoice the customer. Please see the **Invoicing** chapter for complete details on the invoicing processes.

**Add an Order, part 2 (Secondary order to release stock to customer)**

The process of creating a secondary order to release stock to a customer typically involves adding an order, picking (either manual or auto allocation), printing the pick ticket, and shipping to the customer. This relieves the inventory without creating a customer invoice.

To create a secondary Sold and Hold customer order, open the Order Entry: 1 of 3 Order Header window by double-clicking Add an Order under Order Processing in the DSI menu.

![Order Entry: 1 of 3 Order Header](image)

Enter or select values for required fields:

- Customer ID.
- Warehouse.
- Terms.
- A Ship To ID that is **not** designated as Sold and Hold
- When you select a **non**-Sold and Hold Ship To address, the Sold and Hold box is marked with a check and “Release from storage order” appears to its right.
Bill To and Ship To addresses default in according to settings established in the customer masters.

- To edit the Bill To/Ship To fields, click the Modify Bill To/Ship To button(s) and edit fields as needed. Address modifications made in Order Entry do not change customer master setups.

Click the button to open the Select Order for Ship To Item Basis screen, which lets you select one of the last five orders with this Ship To as the basis for these items.

Enter an order date or accept the system default date.

Enter a requested ship date or accept the system default date as established in the system tailors.

Enter an estimated delivery date.

Enter a reference code (this is a searchable field used in shipping).

Enter the customer purchase order number (a searchable field used in shipping).

Select an order template.

Select a Sold and Hold warehouse.

Select payment terms or accept the default.

Edit Ship To details or accept the default settings.
Click the Notes button to enter notes for the order. The Notes screen offers you the option of including these notes on manifests, pick tickets, bills of lading, and other printed forms.

Click the Promos button to enter promos for the order.

Click Next to enter order items. The Order Entry 2 of 3 Order item window opens.

Verify the Ship To address.

Select the item.

Enter ordered quantity.

Enter or verify the following information:

- Suggested price
- Unit price
- Extended price
- UOM type
- Unit of measure specific to type
- Requested ship date.

Click the Edit Order Bill To button to open the Maintain Orders window.
Edit as needed. Click on Confirm to save changes and close the Maintain Order window.

Click the Edit Order Ship Tos button to open the Maintain ShipTo Address window.

Edit this window as needed. Click Exit to save your changes and close the window.

Back on the Order Entry: 2 of 3: Order Items window, click Apply to save all changes to the order item.

Click Finish to proceed to Order Entry: 3 of 3: Confirmation.
Verify the order totals.

If this is a standing order, click the Create Template button to open the Maintain Order Template Header window.

Name the template and enter an abbreviation that is unique at the standing order level.

Click OK to save the template and close the window.

Click Finish to confirm the order, save the record, and open the order confirmation window.
From the Order Confirmation window, you can:

- Select the Payments button to enter order payments received.
- Select the Confirm & Exit button to confirm the order and exit order entry.
- Select the Confirm & New button to confirm the order and enter a new order.

The system asks you to confirm that this is a release from a storage order.
Manual Picking
Distribution > Order Processing > Picking Manual

After the secondary order is created, proceed to Manual Picking as you would for any other orders.

The Picking Manual option helps you pick and unpick stock. The order list in the Select Order window includes Purchase Order and Reference Code columns to assist in order identification.

To pick stock for shipping, open the Select Order window.
Enter an order number and click the position button to bring it to the top of the list, or scroll to locate it.

To view an order, double-click to select it. You can also view an order by clicking on the Show Items for Picking icon. 

The Item for [Order] window opens.

Double-click an item or click the Select Stock to Pick icon to open the Stock for Order [Item] window.

Stock reserved for a different order or customer does not appear.
Stock status appears under the Status column of the main window in the following circumstances:

- The stock is reserved for this order.
- The stock is reserved for this customer.
- The displayed stock test results are outside the range of the customer’s limits.
- The stock has expired or will expire prior to requested shipment.

Even if the record is flagged for one of the above issues, you are still allowed to pick it.

Lab tests can be verified for stock by clicking on the View Current Test Results icon. This opens the Test Results for [Stock] window, which displays lab test results as well as expiration warnings.

Close the window by selecting the X in the upper right. You will return to the Stock for Order window.
Click the Manual Adjustment Entry icon to open the Manual Adjustment Entry window.

Adjust the information as needed and click Apply to save your changes. Close the window by selecting the X in the upper right. You will return to the Stock for Order window.

Click Confirm to mark the stock as picked and close the Stock for Order window.

To unpick all order items, select the order to work with and click the Unpick All Items icon.

**Shipping** (during part two of the Sold and Hold process)

**Distribution > Order Processing > Shipping**

![Distribution Menu](image)
The Shipping option covers all shipping functions including printing associated shipping documents, entering shipping charges, editing/validating shipping quantities/units, reprinting documents, and adding shipping notes.

To initiate shipping, double-click Shipping on the Distribution menu to open the Find Orders window.

There are three ways to select an order on the Find Orders window.

1. Enter an order number and click the Use this Order button.
2. Enter search criteria and click Search.
3. Scrolling through the order list and double-clicking on the order number.

Clicking the Auto Ship button pushes a picked order all the way through the shipping process. If Dairy Tracker is installed, integration between the two ships the order there as well.

When you select an order, the Order Shipping Information window appears.
In the upper left, select a Sold and Hold warehouse where the stock has been stored.

The Order Shipping Information window provides detailed order information including:

- Bill To address
- Ship To location name and address (this should not be a Sold and Hold warehouse)
- Freight/route details
- Quantities/units dispatched
- Item details
- Item status (picked/drop shipped)
  - Shipped, Units, Actual Weight, and Shipped Weight are editable.
Editing order shipping information

Edit shipping quantities/units, actual net weight, and shipped weight directly in the fields (see larger circled area in the screenshot above). Save changes to shipping quantities by clicking the Update button (see circle in the screenshot above), which is enabled when fields are edited. The numeric columns in the window default from orders and picking, except in the case of direct shipping. See the following table for more detail on each column.

### Standard Ship Unit of Measure and Weight Details

<table>
<thead>
<tr>
<th>Weight Type</th>
<th>Shipped (ordered UOM)</th>
<th>Units (physical UOM)</th>
<th>Actual Net Weight</th>
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<td>-------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Random</td>
<td>Data default. Editable. If ordered UOM is not the same as physical UOM, you must maintain both Shipped and Units. If ordered UOM is the same as physical UOM and you edit shipped, units will auto-fill.</td>
<td>Data default. Editable. Used on random weight items to relieve inventory. If ordered UOM is not the same as physical UOM, you must maintain both Shipped and Units. If physical UOM is the same as ordered UOM and you edit units, shipped will auto-fill.</td>
<td>Data default. Editable. Used on random weight items to relieve inventory.</td>
<td>Data default. Editable to change tare weight. Will auto-calculate and auto-fill when shipped, units, and actual net weight are entered.</td>
</tr>
</tbody>
</table>

*Weight type is established in the Inventory Item master files during set-up.

**Print shipping documents**

To print shipping documents, open the Print Documents window in one of two ways:

1. Click on the Ship... button which is located in the green Ship To region near the upper left of the window.

![Ship button](image)

*Revised November 2012 Distribution Management 182*
2. Go to Ship To > Ship… from the top menu bar.

The Print Documents for [Order] window opens.

Enter or verify the Ship To and Warehouse fields. Make sure the warehouse is a designated Sold and Hold warehouse (this is set up in the Customer Master). Enter print specifications and click Confirm Print Selection to generate documents.
**Reprinting documents / Resetting a shipment**

To reprint shipping documents or reset a shipment, start at the top menu bar of the Order Shipping Information screen and navigate to Order > Advanced.

This opens the Dispatched Shipments for Order [Number] screen.

Highlight a shipment and click the Reprint Documents or Reset Shipment buttons.
Assigning or editing shipping charges

To assign or edit shipping charges, open the Shipping Charges window in one of two ways:

1. Click the Charges button located in the green Ship To region near the upper left of the window.

2. Navigate to Ship To > Charges… from the top menu bar.

The Shipping Charges window shows you current and available charges.
To modify a charge, enter the charge amount directly in the Charge Amount field. Click the Add Charge button to save your modification.

**Adding shipping notes**

To add shipping notes to an order open the Maintain Order Notes window in one of two ways:

1. Click the Notes button located in the green Ship To region near the upper left of the window.
2. Navigate to Ship To > Notes… from the top menu bar.

Either option opens the Maintain Order Notes window.
Choose the Note to be included. When highlighted, Note text displays in the right-hand Notes window. Verify note content and select documents on which the note should appear. Click Apply to save your changes. Exit the window by clicking the X in the upper right.

Note: After shipping, the Close Release Order button is enabled. You may close the order immediately upon shipping; however, it is strongly recommended that you close Release Orders after an order has been received by the customer. By not closing a Release Order, you retain the ability to edit an order as needed due to shipping or customer considerations (i.e., damaged or incorrect goods).

After product is shipped to a customer, inventory is relieved. There are no additional invoicing procedures since all invoicing took place when the initial order was entered into the system.
Inventory-Based Orders

The inventory-based orders option is for customers who use DSI’s Dairy Tracker application in conjunction with Sold and Hold orders.

Entering Sold and Hold orders is a two-part process. In part one of the process, you create the order, pick the stock, and invoice the customer. The product itself remains in your warehouse until part two, wherein the customer requests you to ship it to them or another location. DSI calls part two “the back-end process.” Behind the typical order process, the software does all the work in moving the pallets picked from the “live” warehouse where they sat waiting to be assigned to a customer to the Sold and Hold location.

Part one: the front-end process

Launch the inventory-based order process by selecting Add Inventory Based Order under Distribution’s Order Processing menu. The Add Inventory Based Order window opens.
Click the Start button (or use the keyboard shortcut Alt+S) to open the Add Order window and begin the process.

Note that the template combo box does not appear, as templates have no relevance in this context. Inventory-based ordering involves building orders from stock selections up versus the typical top-down order creation process.

Enter data into all relevant fields.

For example, when creating a Sold and Hold Order make sure to identify:

1. The warehouse that items are currently in.
2. The correct Ship To, which in this case is the Sold and Hold warehouse to which the items are being sent. You should see the text and check box appear if a Sold and Hold warehouse was selected.

Click the Next button to return to the initial Add Inventory Based Order screen. Enter an item selection through the prompt selector or by entering a valid item. Exit the field. Following successful item selection, the grid fills with potential stock for the given item. Potential stock is pulled from the warehouse you chose on the Add Order screen. If you didn’t select a warehouse, the system pulls stock from the default warehouse as established in system tailors.

Each row represents a single stock detail record (just like the manual picking workflow). If the stock is not a front end sold/hold order, you can enter ordered quantity into each row or check the All checkbox to indicate that all available quantity should be taken. As quantity is changed you will see that the Ordered Qty field near the top of the screen automatically updates, keeping a running tally for the given item selection. To the right of that field is a field that displays the selling unit of measure applicable to the available quantity. Note that inventory quantity available also displays, though its unit of measure does not.

Grid values and the location filter work just as they do in manual picking.

If the order is a front-end Sold and Hold order, only the All checkbox is used to select or de-select a row of stock. Transfer of the stock to the Sold and Hold warehouse occurs on a pallet basis, so selecting partial stock is not possible.
Similarly, if Dairy Tracker is installed, only the All checkbox is available for user action in the grid. This is because Dairy Tracker operates at the pallet level. Whenever the All checkbox is the only actionable grid column, the system validates the order to ensure that all available stock on any pallet has been selected.

Selection or entry of a different item repopulates the grid based on that item. Prior selections are maintained. At any point in order stock selection, click the View button [View] to open the View Order Selected Content window and see all stock that has been selected on the order.

Rows in the grid are ordered by item, lot number, and location.

When you have selected all stock for all items, click the Finish button. The system checks that at least one selection has been made. If Dairy Tracker is installed, the system runs a validation check to ensure that for each pallet involved in the order, all available stock on the pallet has been included on the order.

Click the Finish button to allocate all selected stock. If an error occurs in the allocation process, the system informs you and de-allocates any successful allocations. In the unlikely event of errors in the de-allocation process, you receive a warning message and must remedy the error through manual picking.
After allocation, behind-the-scenes system logic prices the order lines. You will see a standard confirmation screen. At this point you can cancel the order if necessary. If you confirm the order, shipping occurs in the background.

If the order is a front-end Sold and Hold order and you have Dairy Tracker installed, the system transfers each pallet on the order into the Sold and Hold warehouse based on the customer Ship To. This occurs with no user intervention (though users will receive error messages should any errors occur). This background transfer does not occur for intercompany orders.

**Part two: the back-end process**

The second part of inventory-based orders involves creating and shipping out of the Sold and Hold warehouse. Order fulfillment of inventory in the Sold and Hold warehouse closely resembles the [standard order fulfillment process](#).
Create an order using the standard order entry screen (Distribution > Order Processing > Add an Order).

Order Entry screen 1 opens.

Double-check the warehouse. The default warehouse appears in the Warehouse field. If you are shipping from a warehouse that is not the default, you must select the relevant warehouse.

Once the warehouse is selected, a “Release from storage order” message appears in the lower right. The Sold and Hold checkbox is checked automatically.

Select Next to continue. Order Entry screen 2 opens.
Select items for this fulfillment and their order quantity.

Unlike the standard order entry workflow, you will note that this screen lacks pricing-related fields. This is because the order has already been sold to the customer when the inventory was first transferred into the Sold and Hold warehouse.

Click Finish to continue.

The subsequent order confirmation screen displays the message “Sold/Hold Release From Storage Order.” This message provides additional confirmation that this is a release of product.

Click Confirm & Exit to complete this transfer and exit or Confirm & New to complete it and begin a new one.
Order acknowledgement

Opening and printing the Order Acknowledgment helps shipping personnel schedule and pick orders.

To generate an order acknowledgement, open the Request Order Acknowledgements window by double-clicking Order Acknowledgement from the Distribution menu.

Enter a start order number and stop order number. Select a warehouse.

If DSI’s Dairy Tracker application is installed, check the Transmit to Dairy Tracker box to inform Dairy Tracker about this order.

Click Confirm to generate an order acknowledgement in Microsoft Word Viewer.
### Order picking and shipping in DSI and Dairy Tracker

The next steps mirror standard order picking and shipping workflows.

```plaintext
Open the Select Order window and select the order you wish to pick.
```

---

**Details**

<table>
<thead>
<tr>
<th>Customer Name</th>
<th>Order No.</th>
<th>Order Date</th>
<th>Estimated Delivery Date</th>
<th>FOB</th>
<th>Ship Via</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12041702</td>
<td>04/17/12</td>
<td></td>
<td>DSI FOB</td>
<td>CUSTOMER'S MAILED</td>
</tr>
</tbody>
</table>

**Item Details**

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
<th>Type</th>
<th>B/L</th>
<th>Unit</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>A0013200</td>
<td>Animal Feed Not at Dry Mix 20000 65% Tote</td>
<td></td>
<td></td>
<td></td>
<td>1.0000</td>
</tr>
</tbody>
</table>

**Total**

- Total Estimated Net Weight: 2200.0022
- Total Estimated Gross Weight: 2200.0022
- Total Estimated Gross Weight: 2200.0022

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**Distribution**

- Credit/Debit Memo
- Invoicing
- Master Files
- Order Processing
  - Order Acknowledgment
  - Maintain Orders
  - Pick/Pack Tickets
  - Member Order Item Shipping Date
  - Display Cancelled Orders
  - Reset Pick Tickets
  - Auto Allocate
  - Change Entry via Order/Invoice
  - Price Inquiry
  - Add an Order

**Picking/Adding**

- Picking, Direct Ship
- Shipping
- Electronic Order Release
- Print Shipping Documents
- Remove Dairy Tracker Order
The Item for [Order] window opens.

Double-click an item or click the Select Stock to Pick icon to open the Stock for Order [Item] window.
Just above the window are explanations of color-coding. For example, pallets highlighted in green are reserved for the customer for whom this order was written. Pallets highlighted in gray are reserved for other customers and contain the same item numbers as pallets for this order.

Enter the Pick Quantity for all pallets needed to fulfill this order. Once selected, click Confirm to attach them to the order.

As with a standard order, you must print a Pick Ticket and check the Transmit to Dairy Tracker checkbox in order to transmit the order and its associated pallets to Dairy Tracker.

Click Confirm to generate the Microsoft Work Viewer report.
Continuing with Dairy Tracker

If you have Dairy Tracker installed, it takes over the process of fulfilling the order.

Follow the Dairy Tracker workflow to continue the order. See the Dairy Tracker manual for instructions.

Intercompany Setup and Order Processing without Dairy Tracker

Intercompany addresses the workflow of transferring inventory to other facilities within your organization. You maintain ownership of the transferred inventory at all times.

- Orders to track this type of transfer are created using the Intercompany customer class set up in Distribution.
- Intercompany generates all shipping documents (manifests, bills of lading, etc.).
- Accounts receivable transactions are not created.

Intercompany is a cross-application function of both Inventory and Distribution Management. As such, it requires setup in both modules.
Maintain Warehouse
Inventory>Master Files>Maintain Warehouse

Use this option to create the Warehouse for intercompany transfer. This Warehouse will be the designated destination shipping location on the Customer Master Ship To panel.

To create or maintain a Warehouse, open the Maintain Warehouses master file under Inventory.

Enter information.

If the Allow New Activity checkbox is unchecked, check it. This activates the new warehouse. (In the Security application, you can set a system tailor to automatically check this box.)
Maintain Customer Class
Distribution > Master Files > Maintain Customer Class

The Maintain Customer Class option defines and maintains various customer class codes. Customer class codes categorize or group like customers together in the customer master file and accommodate pricing for different types of customers. These customer class codes are used when determining the unit price of items on an order in conjunction with the special price detail file and promotion file. They also are used in broker/salesperson assignment.

Note: To use intercompany functionality, you must set up a Customer Class marked Intercompany. If using Microsoft Dynamics GP, an identical class ID must exist in GP.

To create a customer class, open the Edit Customer Class window by double-clicking Maintain Customer Class under Master Files in Distribution.
Enter a Class ID. To designate an intercompany customer, select the Intercompany check box. Enter a unique customer class abbreviation. Click Apply to save.

Note: If you use customer classes in DSI, you must also set them up in Microsoft Dynamics GP. (Tools > Setup > Sales > Customer Class)
Customer Master
Distribution > Master Files > Customer Master

To create an intercompany order, you must first create a Customer Master and assign the Intercompany Customer Class to it. All standard Customer Master setup rules apply (see the Customer Master chapter of this guide for detailed information).

To create an Intercompany class customer, you will enter information into the main window (Edit Customer Master) and a secondary window (Customer Details) of the Customer Master workflow.

**Edit Customer Master window**

To create or edit a Customer Master, open the Edit Customer Master window from the Distribution application of the main DSI menu.
Enter or select data in these required fields.

- Customer field (this is the Customer ID) and Name field (customer name). If using Microsoft Dynamics GP general ledger, restrict the customer ID to 15 characters. Do not use special characters like apostrophes, periods, commas, quotes, and so forth. These characters ARE allowed in the Name field, which also holds more than 15 characters.
  - Name
  - Abbreviation
  - Address 1
  - City
  - State
  - Zip
  - Terms.

Select the Intercompany class.

All backorder and print options (Allow Backorders, Print Bills of Lading, Manifests, Lab Test, Packing Slips, and Invoices) are tailor-controlled. They may be grayed out according to your company’s system tailors as defined in the Security application.

Click Apply to save.

**Customer Details for [Customer] window**

From the Edit Customer Master window, click the Maintain Customer Details icon to enter customer details.
When you designate a Customer Class of Intercompany on the Customer Master, two unique fields display on the ShipTo tab of the Customer Details window (accessed by clicking the Maintain Customer Details icon):

- **Target Company.** The company that will receive the inventory
- **Whse.** The warehouse that will receive the inventory.

Enter all applicable Ship To information.

Enter a Target Company to receive the inventory.

Enter a Warehouse to receive the inventory.

**Intercompany Processing**

**Adding an order**

Add an order for the intercompany customer and proceed through picking and shipping as normal. (For instructions on these workflows, please see the subchapters [Add an Order](#), [Picking](#), and [Shipping](#) under [Order Processing - Standard Shipping](#).) Note that “Intercompany Transfer” displays on various order windows.
Once the order has been shipped in the system, a Transfer record is created and must be received in Inventory.

**Receiving intercompany inventory**

Inventory > Work with Stock > Receipt of Transfers

Open the Receipt of Transfers window under the Work with Stock option in Inventory.
Select the transfer record to receive. Drag and drop your selection to the designated warehouse listed in the right-hand window. (Only valid warehouses appear on the right side of the window.) The Confirm Receipt Quantity window opens.

Click Apply to complete the transfer and move the inventory to the designated warehouse. Please note that all inventory must be received — no partial receipts are allowed.
Once the inventory is received, the Intercompany Order proceeds through the invoicing process. No Accounts Receivable transactions are created.

Sales of the Inventory may take place directly from this warehouse. Inventory can be allocated, picked, and shipped for orders directly from this “storage/intercompany” warehouse.

Customer orders, processed as standard orders, create Accounts Receivable transactions.

Note: You may want to establish internal procedures to ensure that you provide the appropriate shipping paperwork to the outside location.

Intercompany Setup and Order Processing with Dairy Tracker

Intercompany addresses the workflow of transferring inventory to other facilities within your organization. You maintain ownership of the transferred inventory at all times.

- Orders to track this type of transfer are created using the Intercompany customer class set up in Distribution.
- Intercompany generates all shipping documents (manifests, bills of lading, etc.).
- Accounts receivable transactions are not created.

Intercompany is a cross-application function of both Inventory and Distribution Management. As such, it requires setup in both modules.
Maintain Warehouse

Inventory>Master Files>Maintain Warehouse

Use this option to create the Warehouse for the intercompany transfer. This Warehouse will be the designated destination shipping location on the Customer Master Ship To panel.

To create or maintain a Warehouse, open the Maintain Warehouses master file under Inventory.

Enter data.

If the Allow New Activity checkbox is unchecked, check it. This activates the new warehouse.
Maintain Customer Class
Distribution > Master Files > Maintain Customer Class

Customer class codes categorize or group like customers together in the customer master file and accommodate pricing for different types of customers. These customer class codes are used when determining the unit price of items on an order in conjunction with the special price detail file and promotion file. They also are used in broker/salesperson assignment.

Note: To use intercompany functionality, you must set up a Customer Class marked Intercompany. If using Microsoft Dynamics GP, an identical class ID must exist in GP.

To create a customer class, open the Edit Customer Class window by double-clicking Maintain Customer Class under Master Files in Distribution.
Enter a Class ID. To designate an intercompany customer, select the Intercompany check box. Enter a unique customer class abbreviation. Click Apply to save.

Customer Master
Distribution > Master Files > Customer Master

To create an intercompany order, you must first create a Customer Master and assign the Intercompany Customer Class to it. All standard Customer Master setup rules apply (see the Customer Master chapter of this guide for detailed information).

To create an Intercompany class customer, you will enter information into the main window (Edit Customer Master) and a secondary window (Customer Details) of the Customer Master workflow.
Edit Customer Master window

To create or edit a Customer Master, open the Edit Customer Master window from the Distribution application of the main DSI menu.

Enter or select data in these required fields.

- **Customer field** (this is the Customer ID) and **Name field** (customer name). If using Microsoft Dynamics GP general ledger, restrict the customer ID to 15 characters. Do not use special characters like apostrophes, periods, commas, quotes, and so forth. These characters ARE allowed in the Name field, which also holds more than 15 characters.
- **Name**
- **Abbreviation**
- **Address 1**
- **City**
- **State**
- **Zip**
- **Terms.**

Select the Intercompany class.

All backorder and print options (Allow Backorders, Print Bills of Lading, Manifests, Lab Test, Packing Slips, and Invoices) are tailor-controlled. They may be grayed out according to your company’s system tailors as defined in the Security application.

Click Apply to save.
Customer Details for [Customer] window

From the Edit Customer Master window, click the Maintain Customer Details icon to enter customer details.

When you designate a Customer Class of Intercompany on the Customer Master, two unique fields display on the ShipTo tab of the Customer Details window (accessed by clicking the Maintain Customer Details icon):

- Target Company. The company that will receive the inventory
- Whse. The warehouse that will receive the inventory.

Enter all applicable Ship To information.

Enter a Target Company to receive the inventory.

Enter a Warehouse to receive the inventory.
Intercompany Processing

Adding an order

Add an order for the intercompany customer and proceed through picking and shipping as normal. (For instructions on these workflows, please see the subchapters Add an Order, Picking, and Shipping under Order Processing - Standard Shipping.) Note that “Intercompany Transfer” displays on various order windows.

As with all standard orders, the Requested Ship Date and the Warehouse “B” must be filled in. The mandatory Warehouse field specifies the warehouse from which product is picked.

- See the Dairy Tracker User Guide for detailed instructions on shipping an order with Dairy Tracker.
- See the Order Processing – Standard Shipping chapter of this Distribution User Guide for detailed instructions on shipping an order.

Future orders going out to customers are processed using standard order entry procedures. However, if you have Dairy Tracker installed, the warehouse from which the items/pallets are relieved must be designated during the workflow.
Note: If you use Dairy Tracker, an order cannot be split between two or more warehouses. Instead, you must either create a second order or transfer the items/pallets to a designated warehouse.

Once the order has been shipped in the system, a Transfer record is created and must be received in Inventory.

Receiving intercompany inventory at a secondary warehouse
Inventory > Work with Stock > Receipt of Transfers

Open the Receipt of Transfers window under the Work with Stock option in Inventory.
Select the pallet record to receive. Drag and drop your selection to the RECV2 warehouse displayed in the right-hand window.

**Note:** Do not try to receive pallets into any other location other than RECV2, or Dairy Tracker and DSI will not be able to accurately track and move pallets for future shipping on orders.

The Confirm Receipt Quantity window opens.
Carefully review the information in this window. Verify the source and target locations to confirm that the pallet being received is moving to the right position in the warehouse.

Please note that all inventory must be received — no partial receipts are allowed.

Click Apply to complete the transfer and move the inventory to the designated warehouse. If the order includes multiple pallets, you must click Apply for each pallet.

After the pallets are received into location RECV2, use Dairy Tracker to move the pallets to their final storage location in the target warehouse.

Once the inventory is received, the Intercompany Order proceeds through the invoicing process. No Accounts Receivable transactions are created.

Sales of the Inventory can take place directly from this warehouse. Inventory can be allocated, picked, and shipped for orders directly from this “storage/intercompany” warehouse.

When processed as standard orders, customer orders create Accounts Receivable transactions.

>Note: You may want to establish internal procedures to ensure that you provide the appropriate shipping paperwork to the outside location.
Stock Inquiry
Inventory > Work with Stock > Stock Detail Inquiry

The Stock Inquiry option works as usual with one exception: you can view all warehouses in the Stock Inquiry window.

Dairy Tracker sees all pallets and orders for only the user’s default warehouse. This is the warehouse that is designated when the user first logs in. To avoid confusion, DSI recommends that the user only log in to the warehouse in which the Dairy Tracker gun and user are located.

Logging into Dairy Tracker with more than one Warehouse

When a user logs in to Dairy Tracker, he or she may be asked
When Dairy Track is used with more than one warehouse, the system may ask users which warehouse they want to work with.

The screenshots below show Dairy Tracker’s login screens.

On the next screen, the system prompts the user to choose from available warehouses. In this instance, the user selects the Dry Warehouse.

After warehouse selection, the Scan Gun and Dairy Tracker work within the Dry Warehouse. For the user’s convenience, the system displays the selected warehouse on all following screens.
Invoicing

DSI’s Invoicing application offers standard invoice processes to provide a smooth billing flow following the shipment of goods. The invoice process typically includes the following steps:

- Create invoice records
- Invoice review (dependent upon the Invoice Review Required system tailor, defined in the Security application)
- Display invoices to print
- Invoice post.

Create Invoice Records

Distribution > Invoicing > Create Invoice Records
The Create Invoice Records option recalculates prices for line items that have the re-price flag checked, and also generates invoices with a specific date. This option creates invoice records from all orders that are ready for invoicing. Customer terms are applied to invoices with due dates calculated accordingly.

To create invoice records, open the Create Invoice window by selecting Create Invoice Records under Invoicing on the Distribution menu.

![Create Invoices Window]

Enter the invoice date and click the Create Invoices Button.

**Note:** The Create Invoices and Manual Invoice Selection options calculate invoices but do not print them. To review or print invoices, see Invoice Review, Display Invoice, or Reprint Invoices in subsequent subchapters.

**Orders Pending Pricing**

**Distribution > Invoicing > Orders Pending Pricing**
Upon completion of the Create Invoices workflow, use the Orders Pending Pricing option to view orders that have not been invoiced due to pricing errors. This screen shows pricing detail and allows you to print a report on pending orders and their reasons.

Common reasons for an order to retain a pending status include:

- A contract or special price for an item on the order was not entered.
- A price class (market) was not assigned to an item on the order.
- The assigned price class (market) did not have a price for the required date.
- An item on the order did not have a list price.
- It is a direct shipped order with an item or items not picked.

To review orders pending price, open the Display Orders Pending window by selecting Orders Pending Pricing under Invoicing in Distribution.

Select an Order Number for review. Click the Details button to open the Orders Pending Item Details window.
Review the details by item. When you have finished, close the window.

Back on the Display Orders Pending window, click Print to generate a printable report of orders pending and their respective reason codes in Microsoft Word Viewer.
Manual Invoice Selection
Distribution > Invoicing > Manual Invoice Selection

The Manual Invoice Selection option, like the Create Invoice Records option, recalculates prices for those line items with the re-price flag checked and also generates specific invoices. Additionally, the Item Delivery Dates window lets you enter, edit, and confirm estimated and actual delivery dates. Customer terms are applied to invoices with due dates calculated accordingly.

To create selected invoices, open the Create Invoices Selection window by selecting Manual Invoice Selection under Invoicing on the Distribution menu.

Enter an invoice date or accept the default system date. To process all orders ready to invoice, check the Process All checkbox. To process an individual order, select the order from the list. Click Create Invoices.
To review delivery dates for the order, click the Item Delivery Dates icon. The Item Delivery Dates for [Company] [Order Number] window appears.

Edit delivery dates as needed. Click the Confirm button to save changes.

**Invoice Review**

**Distribution > Invoicing > Invoice Review**

Use the Invoice Review option to print draft invoices, edit invoice prices, run invoice inquiries, confirm that records are ready to invoice, or reset/cancel invoices. The Invoice Review option is subject to a
distribution tailor that is set up in the Security application, so you may or may not see it in your workflow.

To use Invoice Review, choose Invoice Review under Invoicing under the Distribution menu. The Review Invoices window opens.

```
<table>
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<th>Invoice Number</th>
<th>Order Number</th>
<th>Invoice Status</th>
<th>Invoice Date</th>
<th>Invoice Amount</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
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<td>0.00</td>
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<td>2/20/2007</td>
<td>3,264.32</td>
<td>SCHREIBER FOODS</td>
</tr>
</tbody>
</table>
```

Select a particular invoice from the list or mark the Print All box to choose all invoices. Select a Print Option from the dropdown menu in the top left. “Preview” opens the invoice report in Microsoft Word Viewer. “Print” sends the print job to your printer.
To edit invoice prices, click the Edit Invoice Prices icon. The Edit window opens.

Edit the price if necessary. Click Apply to save your changes.

To run an invoice inquiry, click the Invoice Inquiry icon. The Invoice Inquiry window provides read-only invoice details on Ship To addresses, items, promotions, and notes.
To run an order inquiry, click the Order Inquiry button on Invoice Inquiry window.

Back on the Review Invoices window, click on the Confirm OK to Invoice icon to confirm that a record is OK to invoice. The invoice is then removed from the Review Invoice window and now appears on the Display Invoices window.
To reset invoices from the Review Invoices window, click the Reset Invoice icon. The record is removed from the Review Invoice window and is again available to edit. You must re-create the invoice.

**Note:** When invoices are reset, they are cancelled. A Reset Invoice icon is available in the Review Invoices, Display Invoices, and Reprint Invoices windows.

Cancelled invoices can be viewed in the Display Cancelled Invoices option.

**Display Invoices**

Distribution > Invoicing > Display Invoices

The Display Invoices option allows you to run invoice inquiries, reset invoices, and print unposted invoices to the screen or printer. Invoices are assigned a number based on a distribution tailor set up in DSI’s Security application.

To display invoices, open the Print Invoices window by choosing Display Invoices under Invoicing on the Distribution menu.
Select an invoice from the list by clicking on it or choose all invoices by clicking the Print All checkbox.

Select a Print Option from the dropdown menu in the top left. “Preview” opens the invoice report in Microsoft Word Viewer. “Print” sends the print job to your printer. Click the Print button.

To run an invoice inquiry, click the Invoice Inquiry icon. The Invoice Inquiry window provides read-only invoice details on Ship To addresses, items, promotions, and notes.

To run an order inquiry, click the Order Inquiry button on Invoice Inquiry window.
To reset invoices, click the Reset Invoice icon from the Print Invoices window. The record is removed from the Print Invoice window and is again available to edit. You must re-create the invoice.

**Invoice Post**

**Distribution > Invoicing > Invoice Post**

Post invoices and credit/debit memos after they have been printed using the Invoice Post option. Posted invoices and credit/debit memos cannot be reset/cancelled or changed.

To post invoices, open the Invoice Post window by choosing Invoice Post under Invoicing on the Distribution menu.
Click Yes – Post Invoices to post printed invoices. Click No or close the window to choose not to post invoices.

When posting is complete, the following window opens:

Reprint Invoices
Distribution > Invoicing > Reprint Invoices

The Reprint Invoices option gives you the ability to print posted and unposted invoices as well as invoices with errors. As with other DSI invoice printing options, Reprint Invoices includes a reset on unposted invoices and inquiry capabilities.
To reprint an invoice, open the Reprint Invoices window by choosing Reprint Invoices under Invoicing on the Distribution menu.

Select an invoice status.
- Invoiced
- Posted
- Posting Error

Select an invoice to reprint.
- Selected
  1. Select a positioning preference:
     - Order
     - Invoice
  2. Enter a position number to search for a document or scroll through the document list to select an invoice to print.
- All

Select a print option:
- Preview opens an on-screen report.
- Print sends the print job to the printer.

To run an invoice inquiry, click the Invoice Inquiry icon. The Invoice Inquiry window provides read-only invoice details on Ship To addresses, items, promotions, and notes.
To run an order inquiry, click the Order Inquiry button on the Invoice Inquiry window.

To reset invoices, click the Reset Invoice icon. The record drops off the Print Invoice window and is again available to edit. You must re-create the invoice.

**Display Cancelled Invoices**

**Distribution > Invoicing > Display Cancelled Invoices**

Use the Display Cancelled Invoices option to view cancelled invoices and credit/debit memos.

- Cancelled invoices come from use of the reset option on the Invoice Review, Display Invoices, and Reprint Invoices windows.
- Cancelled credits/debits come from use of the reset option in Maintain Memos option (Distribution > Credit/Debit Memos > Maintain Memos).

To display cancelled invoices, open the Cancelled Invoices window by choosing Display Cancelled Invoices under Invoicing on the Distribution menu.
Select an invoice from the list or use the position feature to find a particular invoice.

To review details of the cancellation, click the Invoice Inquiry icon. The View Cancelled Invoice window appears.

Click the OK button to close the window.
Credit/Debit Memos

Credit/Debit memos are used for a variety of invoice adjustments. They do not affect inventory.

Generate credit memos when:
- You need to correct the quantity sold and there has been no change to the sale price.
- You must adjust the sale price with no change to the sale quantity.
- You need to credit back both sale quantity and price.

Generate debit memos when:
- You under-billed a customer or need to add an upcharge.
- You need to bill for non-inventory items sold.

The Credit/Debit Memos workflows take place in two primary windows.
- The Maintain Memos window helps you add or delete credit/debit memos and edit memo details.
- The Display Credit/Debit Memos window displays and prints records.

Maintain Memos
Distribution > Credit/Debit Memos > Maintain Memos
To maintain credit/debit memos, choose Maintain Memos under the Credit/Debit Memos option of the Distribution menu. The Maintain Memos window appears.

Adding a credit/debit memo

Click the Add a memo icon to open the Add Memo window.

Select a memo type:
- Credit Memo
- Debit memo
Enter a Memo Date or accept the system default date. Enter an Effective Date or accept the system default date. Select a customer and a Ship To. Enter an invoice number or select an available invoice by clicking the See More icon to open a list. Mark Return Entire Order if applicable. Click the Continue button. The Maintain Memo Details window opens.

Select or confirm values for required fields like Item Type, Item, Shipped Quantity, and Price.

Click the Notes button to edit existing order notes.

Click the Promos button to edit existing promotions.

Click Apply to save your changes.

**Deleting a credit/debit memo**

Select a memo from the list in the Maintain Memos window.
Click the Delete a Memo icon. The memo no longer appears in the window.

**Editing a credit/debit memo**

From the Maintain Memos window, click the Change an Existing Memo icon to open the Maintain Memo Details window.

Edit as needed. Click the Apply button to save your changes.
Editing or adding memo promotions

From the Maintain Memos window, click the Maintain Memo Promotions icon. The Invoice Promotions window opens.

Select a Promotion Level:
- Invoice
- Ship To

Select a Price Type:
- Fixed dollar surcharge
- Fixed dollar discount
- Percent discount
- Percent surcharge
- Additional item

Enter a Price.

Click Apply to save the record.
Editing or adding memo text (notes)

From the Maintain Memos window, click the Maintain Memo Text icon. The Maintain Invoice Text window opens.

![Maintain Invoice Text window](image)

Enter text in the Notes field. Click Apply to save the record.

Display Credit/Debit Memos

Distribution > Debit/Credit Memos > Display Credit/Debit Memos

![Distribution menu](image)

Use the Display Credit/Debit Memos option to view, print, and reset the status of credit/debit memos. Credit/debit memos do not affect inventory.

To view credit/debit memos, select Display Credit/Debit Memos under Credit/Debit Memos on the Distribution menu. The Display Credits and Debits window appears.
Select an Order Type:

- All
- Credit Memo
- Debit Memo

Select a Print Option:

- “Preview” opens the memo report in Microsoft Word Viewer.
- “Print” sends the print job to your printer.

To reset (cancel) a credit/debit memo, click the Reset Memo Status icon. The Invoice Status changes from Invoice to Ready to Invoice. You cannot reset a posted invoice.

**Pricing**

Pricing hierarchies for Distribution are determined in the Security application’s system tailors. Pricing hierarchy can look to four different pricing tables; special, market, standard, and list pricing.

- **Special Pricing** can be valued on a percent, dollar, and dollar over/under. It encompasses promotions and moisture premiums. Use special pricing if you have an agreement with a customer to honor specific pricing within a given time frame.

- **Market Pricing** defines items’ market price based on the Price Class code from the item master file. Market prices are based on effective/expiration dates.
**Standard Pricing** establishes price breaks based on the Price Class code found in the item master file. Standard prices are based on effective dates with discounts/surcharges on a dollar or percentage basis.

**List Pricing** draws from the item master’s list price field. List prices are based on effective dates. Typically, list pricing is assigned the lowest priority in the pricing hierarchy.

See the [Maintain Distribution Item](#) and [Maintain Price Class](#) chapters of this guide for more information on setting up items and price classes.

---

**Process Flow Example**

1) System tailor is checked for pricing priority. Example:
   1. Special
   2. Market
   3. Standard
   4. List Price

2) Special pricing is the first priority. Moisture premiums can be overridden here.

3) If dollar amounts are used as the special pricing, that is the price used.

4) Market Price uses price class from the item master on order/ship date.

5) Standard price is searched next using the price class from customer ship to master and order/ship date.

6) If not found with one of the two previous methods (special or market), % is over/under the list price.

If all three files are checked and no match is found, the list price from the item master is used.

---

Pricing options in Distribution are extremely flexible. You can create a variety of pricing possibilities built on variables in:

- Special Pricing
- Promotions
- Moisture Premiums
Special Pricing — typically the highest pricing priority — is used with customer agreements or contracts. As a result, Special Pricing is date-sensitive. As an example, if you select the production date as the price date (Master Files > Customer Master > ShipTo tab), orders picked from multiple stock details would result in specific line items on the invoice. However, if you instead select the requested ship, actual ship, order, or inventory value options, the special price would be included in the combined price on the invoice.

To create or edit a special price, select Maintain Special Prices from Pricing on the Distribution menu. The Edit Special Price window appears.
Enter an effective date or accept the default system date. Subsequent effective dates supersede this date.

Enter a quantity break. Zero is a valid entry.

Select a Price Type. Note that these are allocated on a per unit basis.

- Percent Discount
- Percent Surcharge
- Dollar Discount
- Dollar Surcharge
- Dollar Amount

Enter a price. Price can be a dollar amount or a percentage. Percentages should be entered as whole numbers (e.g., 10% should be entered as 10.0000).

Select one of the following fields:

- Customer Class
- Customer

Select a customer Ship To if the special pricing is limited to a customer’s ship to address.

Select an Item code if this special pricing is limited to a specific item.

Select a Price Class, which determines the market used for pricing. Selection of a Price Class overrides prices established in the Distribution Item master file.

Select a Market Date to Use. This determines which date from an order is used for a Price Class. Selection of a Market Date overrides date types established in the Distribution Item master file.

Enter/select a Moisture premium table in the Moisture field. This is generally used only for cheese production.

Select a Moisture Date to Use. This determines which date to use when looking up applicable moisture premiums.
Maintain Promotions
Distribution > Pricing > Maintain Promotions

The Maintain Promotions option defines and maintains promotions. Promotion dates are specified on the Master Files > Customer Master > Ship To tab and are limited to Order or Requested Ship dates. Promotions are listed separately on invoices. They include the following types:

- Percent Discount
- Percent Surcharge
- Fixed Dollar Discount
- Fixed Dollar Surcharge
- Additional Item (promotional price or free of charge).

Promotions can be set up on the order, ship-to record or line item. They can also be defined at the level of Customer Class, Customer, Ship-To, Territory Zone, and Region. Promotion descriptions and reason codes print on pick tickets, shipping documents and invoices.

To create or edit a promotion, select Maintain Promotions under Pricing on the Distribution menu. The Edit Promotions window opens.
Creating or editing an order promotion

Click the Maintain Order Promotion icon on the Edit Promotions window. The Order Promotions for [Promotion] window opens.

Enter an Effective Date. This date does not have to be the same as the promotion’s effective date, but must fall within the date range of the originating promotion.

Enter an Expiration Date. This does not have to be the same as the promotion’s expiration date, but must fall within the date range of the originating promotion.
Select at least one of the following:

- Division
- Customer Class
- Customer

Select a Ship To address if the promotion is only available for a specific ship to address. Ship To addresses are also required if this is an Additional Item promotion type.

Select a Promotion Type:

- Percent Discount
- Percent Surcharge
- Fixed Dollar Discount
- Fixed Dollar Surcharge
- Additional Item. This promotion type allows you to specify an additional item for a promotional or free price. It requires you to enter a Ship To address in the Order Promotion window.

Enter a promotion dollar amount or percentage. Percentages should be entered as whole numbers (e.g., 10% should be entered as 10.0000).

Select a Promotion Item (this is the item used if the Additional Item promotion type was selected).

Enter a Promotion Quantity (if the Additional Item promotion type was selected, this is the quantity offered of the item).

Enter a UOM Type. This field indicates the Unit of Measure (UOM) used to specify the quantity of the promotional item. If left blank, the default is the selling UOM from the item master file in DSI’s Inventory System.

Click Apply to save the record.

**Creating or editing an item promotion**

Click the Maintain Item Promotion icon on the Edit Promotions window to open the Item Promotions for [Promotion] window.
Enter an Effective Date. This date does not have to be the same as the promotion’s effective date, but must fall within the date range of the originating promotion.

Enter an Expiration Date. This does not have to be the same as the promotion’s expiration date, but must fall within the date range of the originating promotion.

Select at least one of the following:
- Division
- Customer Class
- Customer

Select a Ship To address if the promotion is only available for a specific ship to address. Ship To addresses are also required if this is an Additional Item promotion type.

Select a Promotion Type:
- Percent Discount
- Percent Surcharge
- Fixed Dollar Discount
- Fixed Dollar Surcharge
- Additional Item. This promotion type allows you to specify an additional item for a promotional or free price. It requires you to enter a Ship To address in the Order Promotion window.
Enter a Price in dollar amount or percentage. Percentages should be entered as whole numbers (e.g., 10% should be entered as 10.0000).

Select a Promotion Item (this is the item used if the Additional Item promotion type was selected.)

Enter a Promotion Quantity (if the Additional Item promotion type was selected, this is the quantity offered of the item).

Enter a UOM Type. This field indicates the Unit of Measure (UOM) used to specify the quantity of the promotional item. If left blank, the default is the selling UOM from the item master file in the PAR Inventory System.

Select one of the following:
- Product Group
- Product
- Item

Click Apply to save the record.

**Maintain Moisture Premium**

Distributions > Pricing > Maintain Moisture Premium

The Maintain Moisture Premium option helps you create and edit moisture premium tables. This is generally used in cheese pricing that holds an inverse relationship between the cheese’s moisture content and price.

To create or edit a Moisture Premium, choose Maintain Moisture Premium under Pricing on the Distribution menu. The Edit Moisture Premium window appears.
Enter a Moisture Premium ID in the Moisture field. Enter a unique abbreviation. Click Apply to save record.

To enter moisture rates, click the Moisture Rates icon on the Edit Moisture Premium window. This opens the Moisture Premium Rates for [Moisture Premium] window.

Enter an Effective Date.

Enter a Moisture Base Line. This base line serves as the reference point in calculating moisture premiums.

Enter the Moisture Start Point. This is the highest moisture percentage allowed to generate a moisture premium.

Enter the Moisture End Point. This is the lowest moisture percentage allowed to generate a moisture premium.

Enter a Moisture Increment. This identifies the incremental change in moisture percentage that results in an additional moisture premium.
Enter the Moisture Pay Range. This field designates the test score within the bracket to be used for payment. For example, if the bracket started at 37.7 and pay range is .2, payment on all tests in the bracket would be on 37.5.

Click Apply to save the record.

**Reports**

DSI Distribution provides multiple open item reports. These include a comprehensive All Order report as well as filters for Back Orders, In Picking, In Shipping, Invoice Delayed, Invoice Standard, On Hold, and Waiting to be Picked. You can run these by item or order.

You can access reports through the Reporting Services Menu or through the DSI menu tree. Reporting Services offers dynamic rich-text views with options for filtering, refreshing, viewing additional reports, and logging in to a new company/division. The DSI menu tree requests your filters in advance and provides the report in plain text through Microsoft Word Viewer.
Open Order Reports
Distribution > Reports > Open Orders

Open orders can be printed using a variety of order and status filters.

Opening the report through the Reporting Services Menu

Highlight Open Orders under Reports in the Distribution menu. Click the Reporting Services Menu button on the right side of the DSI window.

The Reporting Services Menu button launches your selected report in a dynamic screen where you can filter, sort, run another report, and more.
Opening the report through the DSI menu

To create an open order report, select Open Orders under Reports in the Distribution menu. The Request Open Orders Reports window appears.

Make your selection from the Print Open Orders dropdown box:

- All Orders
• Backordered
• In Picking
• In Shipping
• Invoicing (Delayed)
• Invoicing (Standard)
• On Hold
• Waiting to be Picked

Select a sorting option from the Sort By dropdown box:

• Print by Item
• Print by Order

Enter a start date and an end date.

Optionally, select either or both of the following:

• Customer
• Item

Select Print Prices if applicable.

Click Confirm to print the report to screen in Microsoft Word Viewer.

### Sales Analysis

Sales Analysis options provide easy access to valuable sales information in two pre-defined reports: Sales Analysis by Customer and Item, and Sales Analysis by Salesperson, Customer, and Item. Within these reports are additional filters that allow you to evaluate sales using various Units of Measure (UOM). You can generate Word Viewer reports in detailed and summary formats for comprehensive analysis.
Sales Analysis by Customer and Item
Distributions > Sales Analysis > By Customer and Item

Opening the report through the Reporting Services Menu

To view sales analysis reports by customer and item, highlight By Customer and Item under Sales Analysis on the Distribution menu. Click the Reporting Services Menu Button.

The DSI Reporting Services Menu appears.

The DSI Reporting Services Menu appears.
Opening the report through the DSI Menu

To view sales analysis reports by customer and item, choose By Customer and Item under Sales Analysis in the Distribution menu. This opens the Sales Analysis Report window.

Select a UOM Type from the dropdown box:

- Inventory
- Physical
- Selling
- Pricing
- Purchase
- Purchase Cost

Select a Report Type:
- Detail
- Summary

Select the Date to Use
- Invoice date
- Ship date

Enter a start and end date for the report.

Select either or both of the following
- Customer
- Item

Enter a Sales Analysis Code for reporting purposes. This step is optional.

Click Confirm to generate the report. It appears on screen as a Word Viewer file.

The following screenshot is an example of the summary view:

<table>
<thead>
<tr>
<th>Item / Description</th>
<th>Ordered Qty</th>
<th>Shipped Qty</th>
<th>Sales Dollars</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Coffystop</td>
<td>3.0000</td>
<td>3.0000</td>
<td>30.00</td>
</tr>
<tr>
<td>0030</td>
<td>2.0000</td>
<td>2.0000</td>
<td>24.00</td>
</tr>
<tr>
<td>1 GALLON - PRIVATE LABEL</td>
<td>1.0000</td>
<td>1.0000</td>
<td>6.00</td>
</tr>
<tr>
<td>Customer Totals, Coffystop</td>
<td>6.0000</td>
<td>6.0000</td>
<td>60.00</td>
</tr>
</tbody>
</table>
The next screenshot is an example of the detailed view:

Sales Analysis by Salesperson, Customer and Item
Distribution > Sales Analysis > By Salesperson, Customer and Item

Opening the report through the Reporting Services Menu

To view sales analysis reports by salesperson, customer, and/or item, highlight By Salesperson, Customer, and Item under Sales Analysis on the Distribution menu. Click the Reporting Services Menu Button.
The DSI Reporting Services Menu appears.

Reporting Services Menu
After highlighting a report on the left, click here to launch the report.

Report selection
Highlight your report in the menu tree.

DSI Area Reports

Distribution  Sales Analysis  Invoice_Summary_By
Distribution  Sales Analysis  Item_Detail_By_Custo
Distribution  Sales Analysis  Item_Detail_By_Custo
Distribution  Sales Analysis  Item_Detail_Invoice_C
Distribution  Sales Analysis  Item_Detail_Invoice_C
Distribution  Sales Analysis  Promos_and_Allowances
Distribution  Sales Analysis  Sales_By_Item
Distribution  Sales Analysis  Sales_Item_Detail
Distribution  Sales Analysis  Sales_Detail_By_Work
Distribution  Sales Analysis  Sales_Summary_By_H
Distribution  Sales Analysis  Sales_Summary_By_H
Distribution  Sales Analysis  Sales_Summary_By_H

Favorite Reports

Recent Reports

DSI Reporting Services Menu

Logged in as: Ing Hawaiian
To: DSI PAR

GREAT BOTTLING COMPANY
since
11/1/2012 7:56:27 am

Change Logged in User
Change Company/Division
Reporting Services Menu
About Parent Menu
**Opening the report through the DSI Menu**

To view sales analysis reports by salesperson, customer, and item, select By Salesperson, Customer and Item under Sales Analysis on the Distribution menu. The Sales Analysis by Salesperson window appears.

![Sales Analysis by Salesperson Window](image)

Select a UOM Type from the dropdown box:

- Inventory
- Physical
- Selling
- Pricing
- Purchase
- Purchase Cost

Select a Report Type:

- Detail
- Summary

Select the Date to Use:

- Invoice date
- Ship date

Enter the start and end dates for the report.

Optionally, identify a Salesperson, Customer, Item, and/or Sales Analysis Code.

Click Confirm to generate the report. It appears on screen as a Word Viewer file.
This concludes DSI’s Distribution application guide. Please let us know if you found this manual useful and what changes would make it more helpful to you.
Change Request

If you come across functional issues within DSI software, or if you want to request an enhancement, use the Change Request Form to communicate with us. This form should be used to report issues that are not halting you from processing, but may require DSI review. For more urgent issues, please call us immediately at 1-262-723-5726.

You may send Change Requests via mail to:

Data Specialists, Inc.
1021 Proctor Drive
Elkhorn, WI 53121

You may also fax them to the attention of Customer Support at 1-262-723-5767.

Change Requests are reviewed by our change management committee.
Change Request Form

Section I: Problem/Enhancement Report

Date: _______ Application: __________________________

Problem/Enhancement Description:
Window: __________________ Fields: __________________
Details: __________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

Who Reported Problem: __________________________ Date: __________

Priority: __________________

User Priority 1= Down - Needs Solution Now    2= Needs Solution 3-5 days
3= Fix when Possible   4= Would be Nice   5= Enhancement

For DSI internal use:

Section II: Change Approval
Must be approved prior to development

Change Approved By:_____ Date:_______ Priority:____
------------------------------------------------------------------------

Section III: Program Change

Source Lib Used:_________ Date Started:___________ Pgmr:______
------------------------------------------------------------------------

Section IV: Testing

Tester: ________ Start Date: ______ Approved Date: ______
Defects See Back: ________( )
------------------------------------------------------------------------

Section V: Updates

Library Date Release Level TXTSRC

QA: 

PTF: 

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Support

DSI staff are available to you for urgent support calls. To increase the efficiency of our customer support center, all support calls are directly routed to Level I (operations) customer support staff. If Level II support (programming or advanced hardware support) assistance is necessary, your customer support representative escalates the problem to Level II personnel, and continues to work with you until a solution is reached.

Our Customer Support Center works as a cross-application unit. Therefore, while you may not always speak to the same staff member, you will benefit from our staff’s range of expertise and our ability to coordinate the right personnel to address your issue.

When you call to report an error, please have the following information ready:

1. The window, field, report, etc. where the error occurred.
2. What were you trying to accomplish at the time of the error?
3. Please capture any error message text. Take a screenshot (use the Print Screen option on your keyboard) if possible.
4. What steps had you already taken to accomplish your task?
5. Are there any mitigating circumstances like multiple users, power interruption issues, etc.?