



# D300 Order Management Basics

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# Timing and Agenda

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**June 29, 2023 -10 AM -11 AM**

**Day 1**

**Lesson 1: Configuring Order Management**

**Lesson 2: Configuring Sales Order Types**

**Lesson 3: Creating Customers**

**Lesson 4: Creating Vendors**

**Lesson 5: Configuring Units of Measure**

**Lesson 6: Creating Non-Stock Items**

**June 30, 2023 -10 AM -11 AM**

**Day 2**

**Lesson 7: Processing Sales of Services**

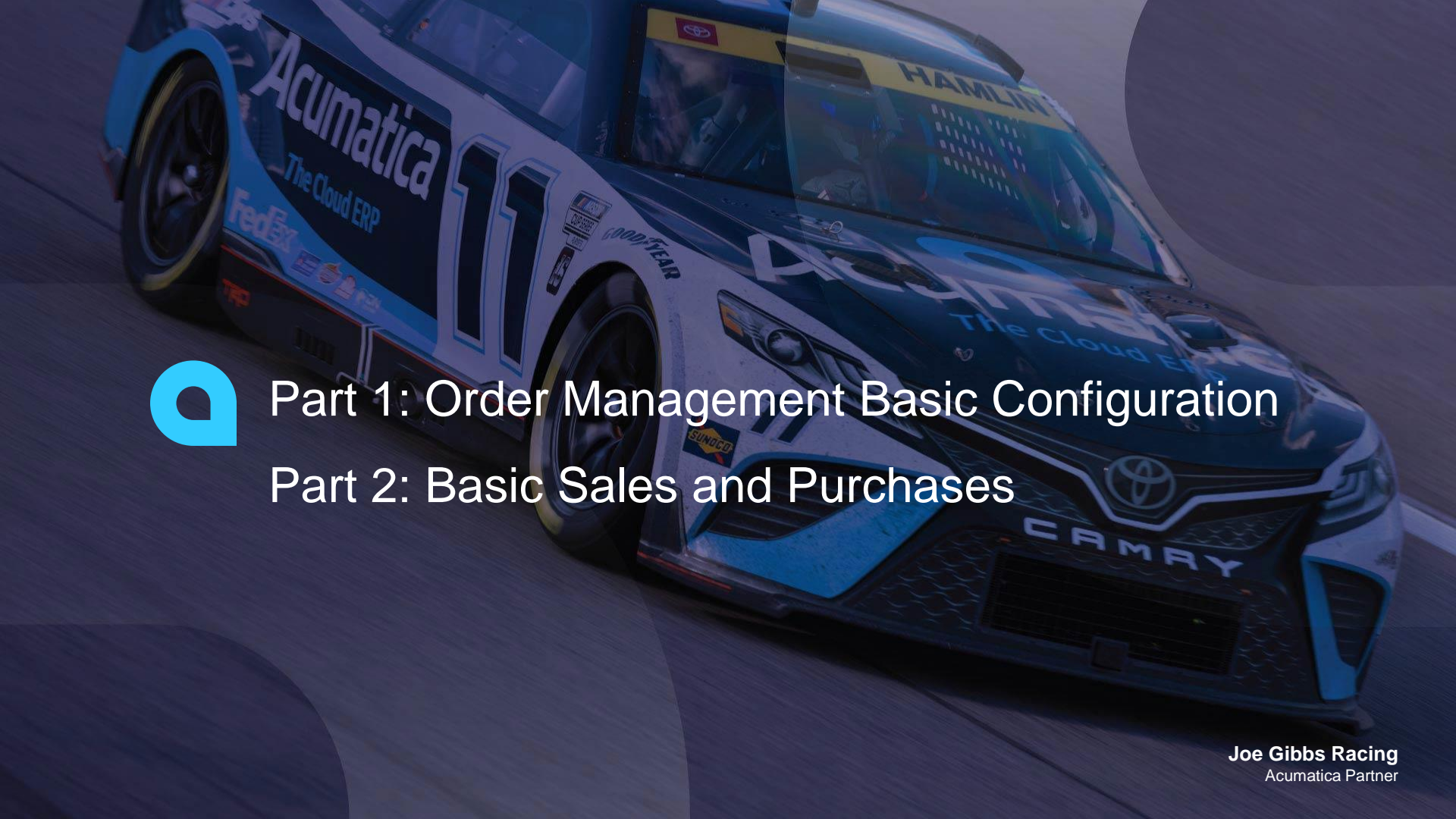
**Lesson 8: Processing Purchases of Services**

**Lesson 9: Processing Purchase Receipts Without Inventory**

**Lesson 10: Processing Direct Sales**

**Lesson 11: Processing Sales with Payments**

**Lesson 12: Processing Sales of Related Items**



# Part 1: Order Management Basic Configuration

## Part 2: Basic Sales and Purchases

# Company Story

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This topic explains the organizational structure and operational activity of the company you will work with during this training.

## Company Structure

The SweetLife Fruits & Jams company is a midsize company located in New York City.

## Operational Activity

The company has been operating starting in the 01-2022 financial period. In November 2022, the company started using Acumatica ERP as an ERP and CRM system.

The base currency of the company and its subsidiaries is the U.S. dollar (USD). All amounts in documents and reports are expressed in U.S. dollars unless otherwise indicated.

Day 1

# Lesson 1: Configuring Order Management

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## Learning Objectives

In this lesson, you will learn how to do the following:

- Learn about the system features that are required for order management
- Specify the minimum required configuration for the purchase order and sales order management functionality
- Become familiar with the recommended settings that you can specify to make the system fit your business requirements

# Order Management: Implementation Activity

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Suppose that you are an implementation manager for the SweetLife Fruits & Jams company, and you need to configure the system for the processing of sales and purchases of non-stock items through orders.

# Lesson 2: Configuring Sales Order Types

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## Learning Objectives

In this lesson, you will learn how to do the following:

- Become familiar with the predefined order types and processing of orders of these types
- Activate an order type with the minimum required settings
- Specify optional settings that affect how an order of the type is processed



## Sales Order Types: Implementation Activity

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Suppose that you are an implementation manager for the SweetLife Fruits & Jams company, and you need to configure the sales orders for processing sales of items without shipping. You need to configure and activate the IN order type in the system.

# Lesson 3: Creating Customers

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## Learning Objectives

In this lesson, you will learn how to do the following:

- Create a new customer based on the default customer class
- Review the default settings that the system has inserted from the customer class

## Customers: Implementation Activity

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Suppose that the SweetLife Fruits & Jams company wants to create a customer account for a local cafe, Prime Cafe, to make it possible to record sales for the SweetLife services to this customer.

Acting as a SweetLife implementation manager, you need to create the needed customer account in the system.

# Lesson 4: Creating Vendors

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## Learning Objectives

In this lesson, you will learn how to do the following:

- Create a new vendor based on the default vendor class
- Review the default settings that the system has inserted from the vendor class

## Vendors: Implementation Activity

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Suppose that the SweetLife Fruits & Jams company has found a vendor, the SEO World company, that provides website promotion services. The SEO World company also sells office supplies. This vendor has agreed to sell its services and goods on credit, with payments due in 30 days and a 3% discount if the services are paid within 10 days.

Acting as a SweetLife implementation manager, you need to create the new vendor in the system.

# Lesson 5: Configuring Units of Measure

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## Learning Objectives

In this lesson, you will learn how to do the following:

- Create units of measure that can be used system-wide
- Create conversion rules for system-wide units of measure

## Units of Measure: Implementation Activity

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Suppose that the SEO World agency provides website promotion services to SweetLife Fruits & Jams. According to the terms of the contract with the SEO World agency, the financial documents must have the DAY unit of measure. The predefined units of measure in Acumatica ERP include only MINUTE and HOUR.

Acting as an implementation manager, you need to define a new unit of measure.

# Lesson 6: Creating Non-Stock Items

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## Learning Objectives

In this lesson, you will learn how to do the following:

- Create non-stock items.



# Creating Non-Stock Items: Implementation Activity

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Suppose that the SweetLife Fruits & Jams company sells a training course on home canning for the employees of its customer, Prime Cafe. The course is conducted online, and no shipping needs to occur.

SweetLife Fruits & Jams also needs to create a landing page that will promote its products and services on the internet. The website must be visible in the search results of all popular search engines so that the customers can find it easily. To achieve these goals, the company signs a contract with the SEO World agency.

You, as the implementation manager of the SweetLife Fruits & Jams company, need to create non-stock items for the services that you will sell to the Prime Cafe customer, as well as the services you will buy from the SEO World vendor.

## Day 2

# Lesson 7: Processing Sales of Services

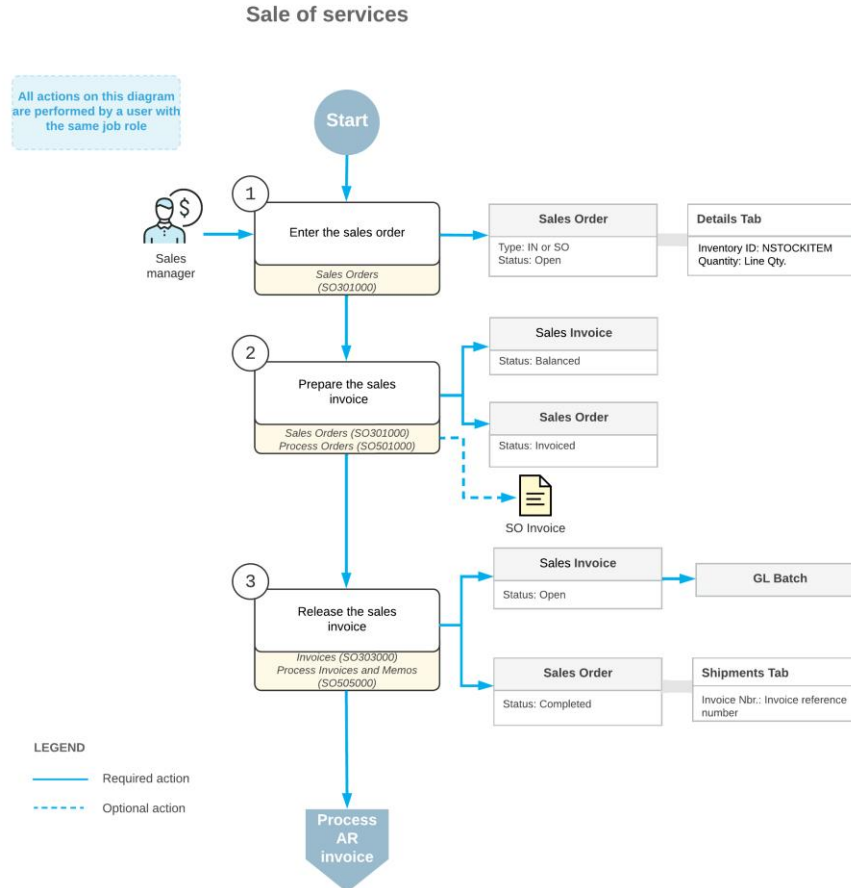
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## Learning Objectives

In this lesson, you will learn how to do the following:

- Create a sales order for a sale of services
- Prepare the invoice that corresponds to the sales order

# Figure: Workflow of Sales of Services



## Sales of Services: Process Activity

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Suppose that the Prime Cafe manager has ordered a three-day training course on home canning for the restaurant's employees. The course is conducted online.

You need to reflect these details in the system by entering and processing the appropriate documents.

# Figure: Sales order completed on release of the invoice

Sales Orders

IN 000001 - Prime Cafe



* Order Type:	IN	Customer:	PRIME - Prime Cafe	Ordered Qty.:	0.00
Order Nbr.:	000001	Contact:	Scott L Kennedy	Discount Total:	0.00
Status:	Completed			Tax Total:	0.00
Date:	4/27/2023			Order Total:	720.00
Requested On:	4/27/2023	Description:	Home canning training		
Customer Ord...					
External Refer...					

DETAILS TAXES FINANCIAL SHIPPING ADDRESSES SHIPMENTS PAYMENTS TOTALS

ADD ITEMS ADD INVOICE

* Inventory ID	Free Item	Line Description	* UOM	Quantity	Open Qty.	Unit Price	Ext. Price
TRAINING	<input type="checkbox"/>	Canning Trainings	HOUR	24.00	0.00	30.0000	720.00

# Lesson 8: Processing Purchases of Services

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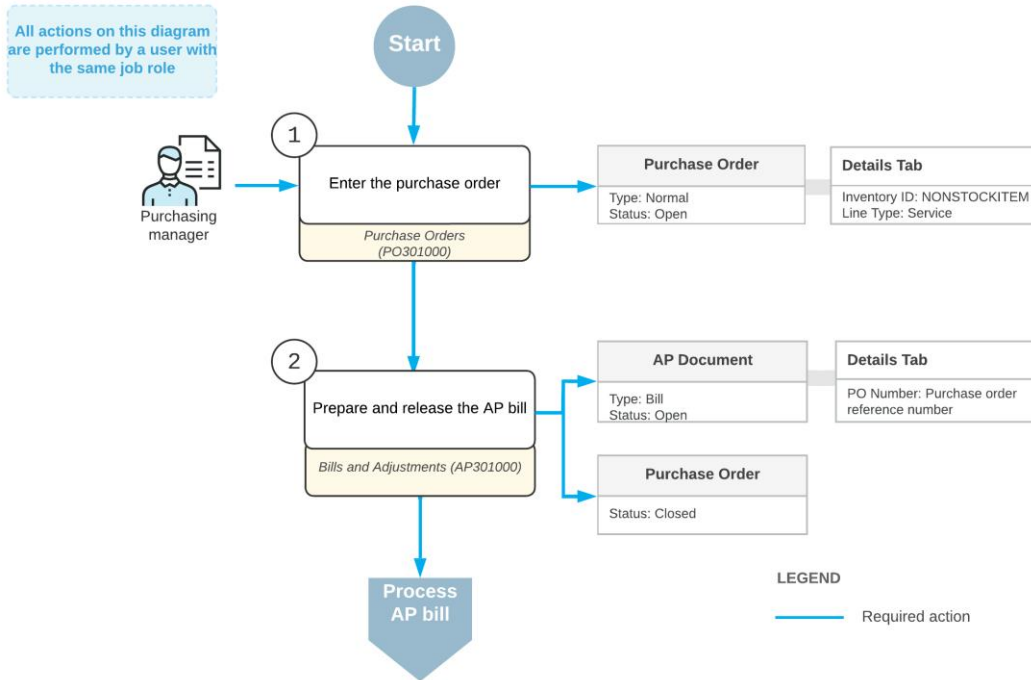
## Learning Objectives

In this lesson, you will learn how to do the following:

- Enter a purchase order for a purchase of a service that does not need to be included in the applicable purchase receipt
- Prepare an AP bill that corresponds to the purchase order

# Figure: Workflow of a Purchase of Services Without a Purchase Receipt

## Purchase of services without receipt





# Purchases of Service Items Without Receipts: Process Activity

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Suppose that the SEO World agency has created the landing page for the SweetLife Fruits & Jams company and started promoting the page on the internet. The agency reports that the company needs to pay it for five working days.

You need to process a purchase order and prepare an AP bill for the services provided by SEO World.

# Figure: The corresponding purchase receipt and AP bill for the closed purchase order

## Purchase Orders

Normal 000001 - SEO World Co.



Type:	Normal	Vendor:	SEOWORLD - SEO World Co.	Line Total:	2,500.00
Order Nbr.:	000001	Owner:		Discount Total:	0.00
Status:	Closed	Vendor Ref.:		Tax Total:	0.00
Date:	4/27/2023			Order Total:	2,500.00
Promised On:	4/27/2023				
Description:	Creation and promotion of the website				

**DETAILS** TAXES SHIPPING VENDOR INFO PO HISTORY PREPAYMENTS OTHER

Inventory ID	Line Type	Line Description	UOM	Order Qty.	Qty. On Receipts	Unit Cost	Ext. Cost
WEBSITESEO	Service	Creation and promotion of a website	DAY	5.00	0.00	500.0000	2,500.00

# Lesson 9: Processing Purchase Receipts Without Inventory

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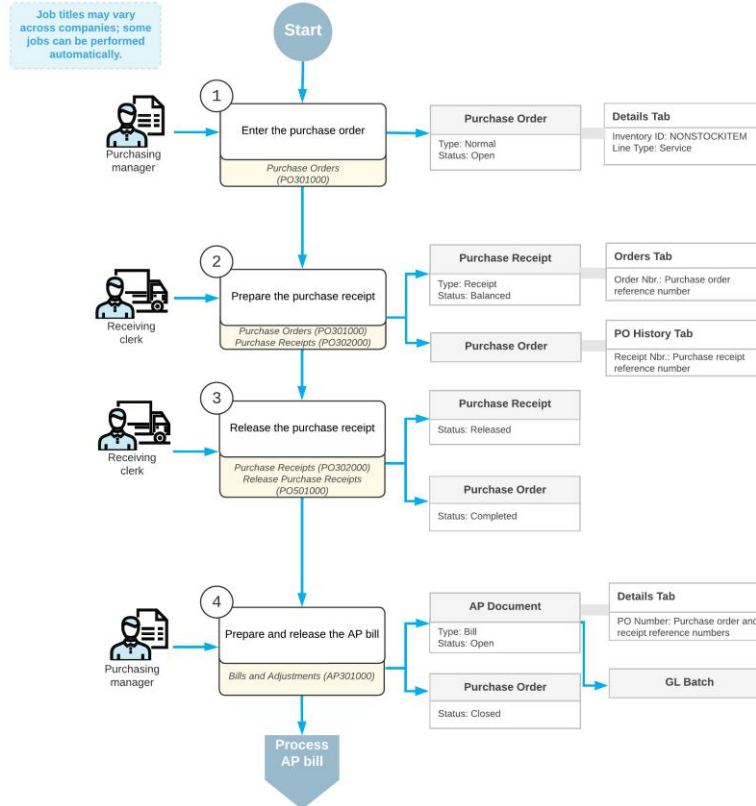
## Learning Objectives

In this lesson, you will learn how to do the following:

- Enter a purchase order for a purchase of non-stock items
- Prepare a purchase receipt for a purchase of non-stock items without the Inventory feature
- Prepare an AP bill that corresponds to a purchase order

# Figure: Workflow of a Purchase of Non-Stock Items with a Receipt

Purchase of non-stock items with receipt without the Inventory feature enabled



# Purchase Receipts Without Inventory: Implementation Activity

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Suppose that SweetLife Fruits & Jams does not have the warehouse to store goods, so it uses Acumatica ERP without the Inventory feature being enabled. However, some items should be recorded in purchase receipts.

Acting as the implementation manager of the SweetLife Fruits & Jams company, you will configure the system to make it possible for users to process purchases of non-stock items with purchase receipts.

# Purchase Receipts Without Inventory: Process Activity

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Suppose that SweetLife Fruits & Jams started buying pens and office paper for its staff's needs from the SEO World company. The receipt of items should be documented with purchase receipts.

You need to enter and process a purchase order for the SEO World, from which SweetLife buys office supplies. You also need to process the corresponding purchase receipt and AP bill.

# Figure: The corresponding purchase receipt and AP bill for the closed purchase order

## Purchase Orders

Normal 000002 - SEO World Co.

NOTES ACTIVITIES FILES CUSTOMIZATION TOOLS

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Type:	Normal	Vendor:	SEOWORLD - SEO World Co.	Line Total:	2,229.00
Order Nbr.:	000002	Owner:		Discount Total:	0.00
Status:	Closed	Vendor Ref.:		Tax Total:	0.00
Date:	4/27/2023			Order Total:	2,229.00
Promised On:	4/27/2023				
Description:	Purchase of pens and paper				

DETAILS TAXES SHIPPING VENDOR INFO **PO HISTORY** PREPAYMENTS OTHER

Type	Receipt Nbr.	Date	Status	Received Qty.
Receipt	000001	4/27/2023	Released	70.00

Type	Reference Nbr.	Date	Status	Billed Qty.	Billed Amt.	Currency
Bill	000002	4/27/2023	Open	70.00	2,229.00	USD

# Lesson 10: Processing Direct Sales

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## Learning Objectives

In this lesson, you will learn how to do the following:

- Create a sales invoice for a direct sale
- Add a sales line to the sales invoice
- Process the direct sale to completion



## Direct Sales: Implementation Activity

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Suppose that SweetLife Fruits & Jams will start selling items in the SweetLife retail store. In the retail store, the customer will purchase and immediately receive these items, all of which are kept in the store.

Acting as the implementation manager of the SweetLife Fruits & Jams company, you will configure the system for direct sales that can be performed without creating sales orders. You will also create the required non-stock items.

## Direct Sales: Process Activity

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Suppose that the employees of Prime Cafe regularly come to the SweetLife Fruits & Jams retail store and purchase quantities of goods for their personal use. Prime Cafe has agreed to reimburse those purchases; to simplify the process, the sales are recorded for the PRIME customer. The employees need a printed invoice in order to account for the purchased goods.

A Prime Cafe employee has decided to buy two 32-ounce jars and one 96-ounce jar of apple jam. You need to create and print a sales invoice.

# Figure: The sales invoice for a direct sale

Invoices

## Invoice 000003 - Prime Cafe

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Type:	Invoice ▾	Customer:	PRIME - Prime Cafe ✎	Detail Total:	78.35
Reference Nbr.:	000003 🔍	Terms:	30D - 30 Days	Discount Total:	0.00
Status:	Open	* Due Date:	5/27/2023 ▾	Tax Total:	0.00
Date:	4/27/2023	* Cash Discount...:	5/27/2023 ▾	Write-Off Total:	0.00
Post Period:	04-2023			Balance:	78.35
Customer Ord...:				Amount:	78.35
Description:	Retail sale #1, Prime Cafe			Cash Discount:	0.00

**DETAILS** TAXES FREIGHT FINANCIAL ADDRESSES APPLICATIONS

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📄	🔍	📄	Order Type	Order Nbr.	Inventory ID	Transaction Descr.	Quantity	UOM	Unit Price	Ext. Price
	🔍	📄			<a href="#">APJAM32</a>	Apple jam 32 oz	2.00	PIECE	16.6000	33.20
>	🔍	📄			<a href="#">APJAM96</a>	Apple jam 96 oz	1.00	PIECE	45.1500	45.15

# Lesson 11: Processing Sales with Payments

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## Learning Objectives

In this lesson, you will learn how to do the following:

- Create a sales order
- Create a prepayment or payment for the sales order
- Create an invoice for a sales order
- Process the invoice

## Sales with Prepayments and Payments: Process Activity

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Suppose the Prime Cafe customer has ordered a large quantity of apple jam in 96-ounce jars. For this quantity of apple jam, SweetLife Fruits & Jams requires a payment of the order amount to be made before the sale. Prime Café has paid the required amount on the same day the order is placed.

You need to enter and process a sales order for Prime Cafe and record the payment made by the customer.

# Figure: The invoice processed to completion

Invoices

Invoice 000005 - Prime Cafe

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Type:	Invoice ▾	Customer:	PRIME - Prime Cafe	Detail Total:	2,257.50
Reference Nbr.:	000005 🔍	Terms:	30D - 30 Days	Discount Total:	0.00
Status:	Closed	Due Date:	5/27/2023	Tax Total:	0.00
Date:	4/27/2023	Cash Discount...:	5/27/2023	Write-Off Total:	0.00
Post Period:	04-2023			Balance:	0.00
Customer Ord...:				Amount:	2,257.50
Description:	Sale of apple jam			Cash Discount:	0.00

DETAILS TAXES FREIGHT FINANCIAL ADDRESSES APPLICATIONS

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📄	🔍	📄	Order Type	Order Nbr.	Inventory ID	Transaction Descr.	Quantity	UOM	Unit Price	Ext. Price	Amount	* Account
>	🔍	📄	IN	000004	APJAM96	Apple jam 96 oz	50.00	PIECE	45.1500	2,257.50	2,257.50	40000

# Lesson 12: Processing Sales of Related Items

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## Learning Objectives

In this lesson, you will learn how to do the following:

- In the settings of an original item, specify items related to the original item
- Add cross-sell items to a sales order
- Replace original items in a sales order with up-sell and substitute items

## Sales of Related Items: Implementation Activity

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Suppose that the sales department of SweetLife Fruits & Jams has decided to implement the related items functionality to increase the value of sales. The sales department wants to add cinnamon as a cross-sell item for the apple jam in 96-ounce jars. Also, they want to add the apple jam in 32-ounce jars as a substitute item for this jam in 96-ounce jars in a 3-to-1 ratio because the larger jars are purchased in smaller quantities and sometimes they run out faster than the smaller jars.

Acting as the implementation manager, you need to enable the needed feature and specify related items with the Cross-Sell, and Substitute relation types for existing non-stock items.



## Sales of Related Items: To Sell a Cross-Sell Item

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Suppose that the Prime Cafe customer orders three 96-ounce jars of apple jam from the SweetLife retail store. When the sales manager enters the sales order, she notices that the apple jam has cinnamon specified as a crosssell item for the jam. The sales manager offers to add the cinnamon to the order, and the purchasing manager of Prime Cafe agrees to buy one pound of the spice.

You need to enter and process the sales order for the original item and the cross-sell item.

# Figure: The sales order with a cross-sell item

Sales Orders

IN 000006 - Prime Cafe

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* Order Type:	IN	Customer:	PRIME - Prime Cafe	Ordered Qty.:	0.00
Order Nbr.:	000006	Contact:	Scott L Kennedy	Discount Total:	0.00
Status:	Completed			Tax Total:	0.00
Date:	4/27/2023			Order Total:	148.44
Requested On:	4/27/2023	Description:	Sale of apple jam		
Customer Ord...					
External Refer...					

DETAILS TAXES FINANCIAL SHIPPING ADDRESSES SHIPMENTS PAYMENTS TOTALS

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* Inventory ID	Related Items	Substituti Required	Free Item	Line Description	* UOM	Quantity	Open Qty.	Unit Price	Ext. Price
APJAM96		<input type="checkbox"/>	<input type="checkbox"/>	Apple jam 96 oz	PIECE	3.00	0.00	45.1500	135.45
CINNAMON		<input type="checkbox"/>	<input type="checkbox"/>	Cinnamon, 1 lb can	CAN	1.00	0.00	12.9900	12.99

## Sales of Related Items: To Sell a Substitute Item

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Suppose that the Prime Cafe customer orders five 96-ounce jars of apple jam from the SweetLife retail store. When the sales manager enters the sales order, she notices that the 96-ounce jars of apple jam are sold out, but this item has 32-ounce jars, which are defined as the substitute with a one-to-three ratio (of 96-ounce jars to 32-ounce jars). The sales manager offers to replace five 96-ounce jars with fifteen 32-ounce jars, and the purchasing manager of Prime Cafe accepts this offer.

You need to enter and process the sales order with the substitute item.

# Figure: The sales order with a substitute item

Sales Orders

IN 000008 - Prime Cafe

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* Order Type:	IN	Customer:	PRIME - Prime Cafe	Ordered Qty.:	0.00
Order Nbr.:	000008	Contact:	Scott L Kennedy	Discount Total:	0.00
Status:	Completed			Tax Total:	0.00
Date:	4/27/2023			Order Total:	249.00
Requested On:	4/27/2023	Description:	Sale of apple jam		
Customer Ord...					
External Refer...					

DETAILS TAXES FINANCIAL SHIPPING ADDRESSES SHIPMENTS PAYMENTS TOTALS

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	*Inventory ID	Related Items	Substituti Required	Free Item	Line Description	*UOM	Quantity	Open Qty.	Unit Price	Ext. Price
>	APJAM32		<input type="checkbox"/>	<input type="checkbox"/>	Apple jam 32 oz	PIECE	15.00	0.00	16.6000	249.00



Thank you!

Ruchika Sharma