Timing and Agenda

June 20, 2023 -10 AM -11 AM

Day 1

Lesson 1: Sales of Stock Items

Lesson 2: Direct Sales

Lesson 3: Sales from Multiple Warehouses

June 21, 2023 -10 AM -11 AM

Day 2

Lesson 4: Sales with Drop Shipment

Lesson 5: Direct Returns

Timing and Agenda

June 22, 2023 -10 AM -11 AM

Day 3

Lesson 6: Returns for Credit with Receipts

Lesson 7: Returns for Replacement at the Same Price

Lesson 8: Purchases of Stock Items

Lesson 9: Purchases for Sale

June 23, 2023 -10 AM -11 AM

Day 4

Lesson 10: Purchases with Billing Before Receipt

Lesson 11: Prepayments for Purchase Orders

Lesson 12: Purchase Returns

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Part 1: Sales

Part 2: Customer Returns

Part 3: Purchases

Part 4: Purchase Returns

Company Story

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. The company consists of the following branches:

- SweetLife Head Office and Wholesale Center: This branch of the company consists of a jam factory and a large warehouse where the company stores fruit (purchased from wholesale vendors) and the jam it produces. Warehouse workers perform warehouse operations by using barcode scanners or mobile devices with barcode scanning support.

- SweetLife Store: This branch has a retail shop with a small warehouse to which the goods to be sold are distributed from the company's main warehouse. This branch is also planning on selling goods via a website created on an e-commerce platform to accept orders online. The e-commerce integration project is underway.

- SweetLife Service and Equipment Sales Center: This branch is a service center with a small warehouse where juicers are stored. This branch assembles, sells, installs, and services juicers, in addition to training customers' employees to operate juicers.

Company Story

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 and migrated all data of the main office and retail store to Acumatica ERP. The equipment center has begun its operations in 01-2023 in response to the company's growth.

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.

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Company Story

SweetLife Company Sales and Services

Each SweetLife company's branch has its own business processes, as follows:

• SweetLife Head Office and Wholesale Center: In this branch, jams and fruit are sold to wholesale customers, such as restaurants and cafes. The company also conducts home canning training at the customer's location and webinars on the company's website.

• SweetLife Store: In the store, retail customers purchase fresh fruit, berries, and jams, or pick up the goods they have ordered on the website. Some of the goods listed in the website catalog are not stored in the retail warehouse, such as tropical fruits (which are purchased on demand) and tea (which is drop-shipped from a third-party vendor).

• SweetLife Service and Equipment Sales Center: This branch assembles juicers, sells juicers, provides training on equipment use, and offers equipment installation, including site review and maintenance services. The branch performs short-term service provision.

The company has local and international customers. The ordered items are delivered by drivers using the company's own vehicle. Customers can pay for orders by using various payment methods (cash, checks, or credit cards).

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Company Story

Company Purchases

The company purchases fruits and spices from large fruit vendors for sale and for jam production. For producing jams and packing jams and fruits, the company purchases jars, labels, and paper bags from various vendors. For the internal needs of the main office and store, the company purchases stationery(printing paper, pens, and pencils), computers, and computer accessories from various vendors.

The company also purchases juicers and juicer parts from large juicer vendors, and it either purchases the installation service for the juicers or provides the installation service on its own, depending on the complexity of the installation.

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Day 1

Lesson 1: Sales of Stock Items

Learning Objectives

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

• Create a sales order with stock items

• Create the shipment for the sales order

• Confirm the shipment

• Create the invoice for the sales order

• Process the sales invoice and the related inventory and accounts receivable documents

Figure: Workflow of a Sale of Stock Items

Inventory sale with shipping
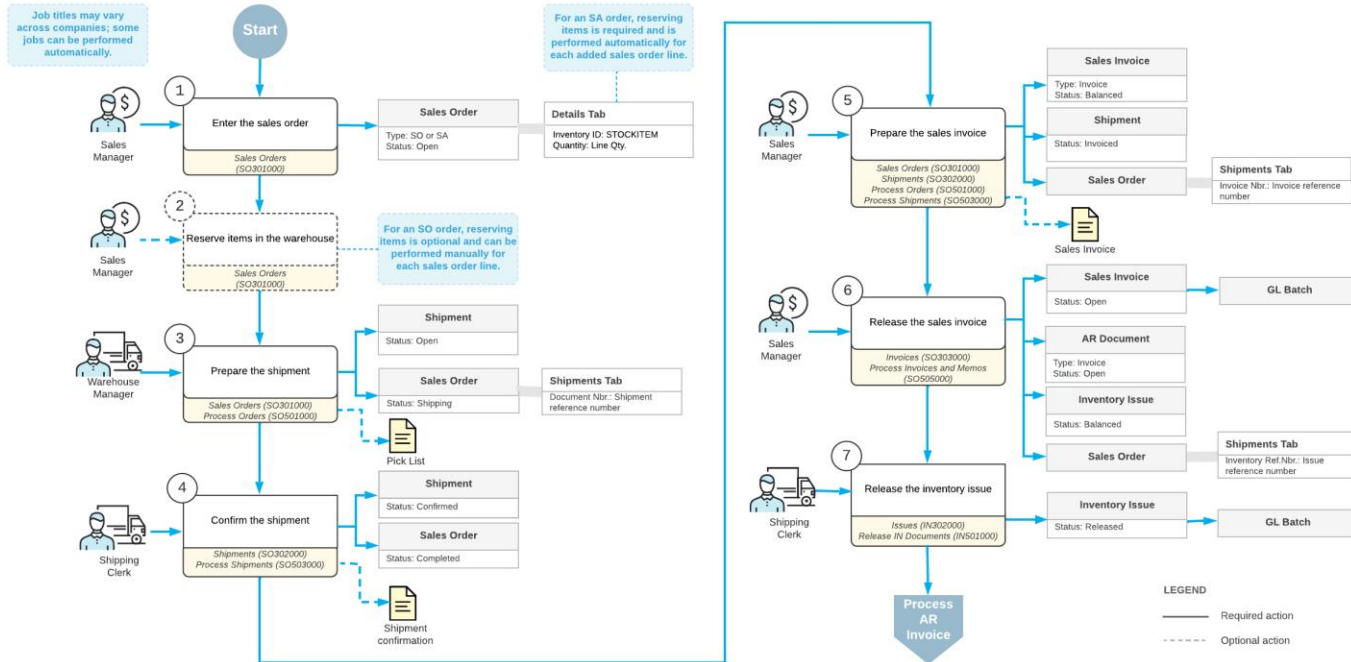
Sales of Stock Items: Process Activity

Suppose that you are Grace Norman, a sales manager of the SweetLife Fruits & Jams company. On January 30, 2023, the GoodFood One Restaurant wholesale customer has ordered a large amount of orange and apple jams in 96-ounce jars from the main office of SweetLife, where you are employed, for the café's baking needs. The ordered jams are stored in the warehouse of the SweetLife's main office. You, as a sales manager, need to enter and process the appropriate documents.

Figure: Inventory issue generated on release of the invoice

Issues
000066

Reference Nbr.:	000066	External Ref.:		Total Qty.:	40.00
Status:	Released			Total Amount:	1,622.80
Date:	1/30/2023			Total Cost:	0.00
Post Period:	01-2023	Description:			

DETAILS   FINANCIAL

LINE DETAILS   ADD ITEMS   INVENTORY SUMMARY

			Tran. Type	Inventory ID	Warehouse	Location	Quantity	UOM	Unit Price	Ext. Price	Unit Cost	Ext. Cost	Description
>			Invoice	APJAM96	WHOLESALE	MAIN	20.00	PIECE	45.1500	903.00	0.0000	0.00	Apple jam 96 oz
			Invoice	ORJAM96	WHOLESALE	MAIN	20.00	PIECE	35.9900	719.80	0.0000	0.00	Orange jam 96 oz

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Lesson 2: Direct Sales

Learning Objectives

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

• Create a sales invoice for a direct sale

• Add to the sales invoice a sale line not linked to a previously prepared sales order

• Add to the sales invoice a line with a link to a previously prepared sales order

• Process the direct sale to completion

Figure: Workflow of a Direct Sale
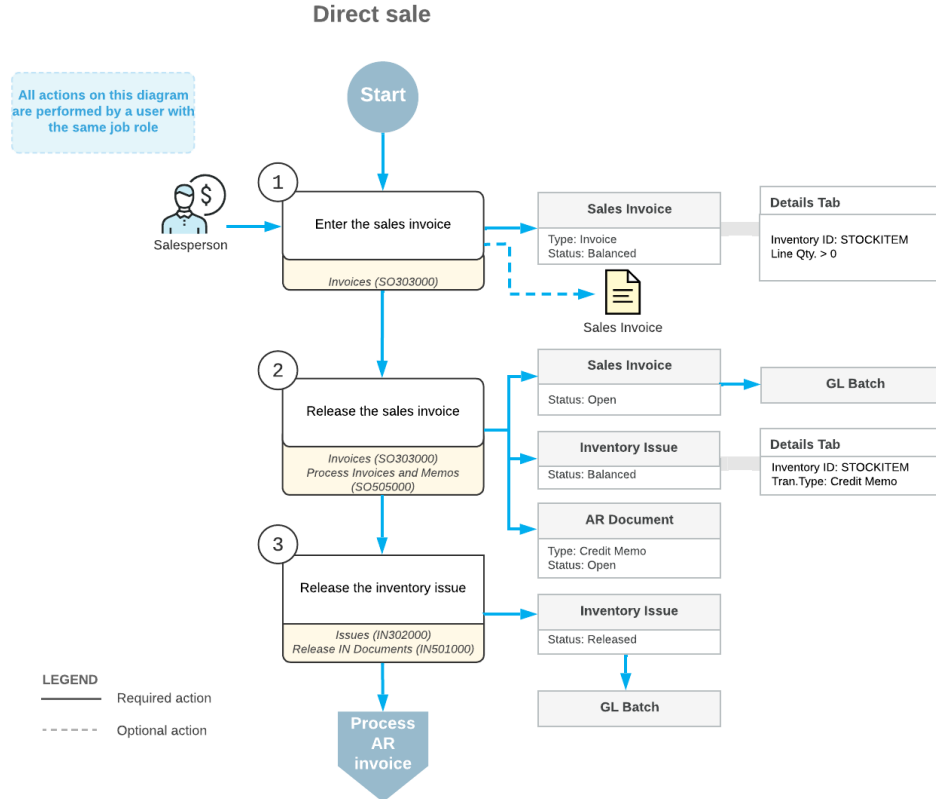
Direct Sales: Process Activity

Suppose that on January 29, 2023, an individual customer (that is, a customer purchasing items for personal use rather than for a company) ordered five small jars of apple jam and 15 pounds of oranges on the company's website, and selected the option to pick up the jars and pay for them in the SweetLife retail store. When the customer submitted the order on the website, a sales order was created in Acumatica ERP.

Then on January 30, 2023, the customer comes to SweetLife store and picks up ordered apple jam (five small jars) from the store shelves; the customer also picks up one small jar of orange jam (which was not in the online sales order). For the remainder of the website order, the customer asks to have the items shipped to the customer's address. The sales manager of the SweetLife store needs to scan the goods that the customer has picked up, enter them by using the POS terminal, and collect a payment from the customer. After the customer pays for the picked goods, sales manager Regina Wiley needs to give him a receipt. You will act as the sales manager in performing the needed actions in the system.

# Figure: Partial shipment of the sales order via the sales order invoice

Lesson 3: Sales from Multiple Warehouses

Learning Objectives

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

• Create a sales order with items allocated in different warehouses.

• Prepare a transfer order for a sales order.

• Process a transfer order to completion to transfer the included items.

• Process a sales order after the items have been transferred to the destination warehouse.

Figure: Workflow of a Sale from Multiple Warehouses

Sales from multiple warehouses
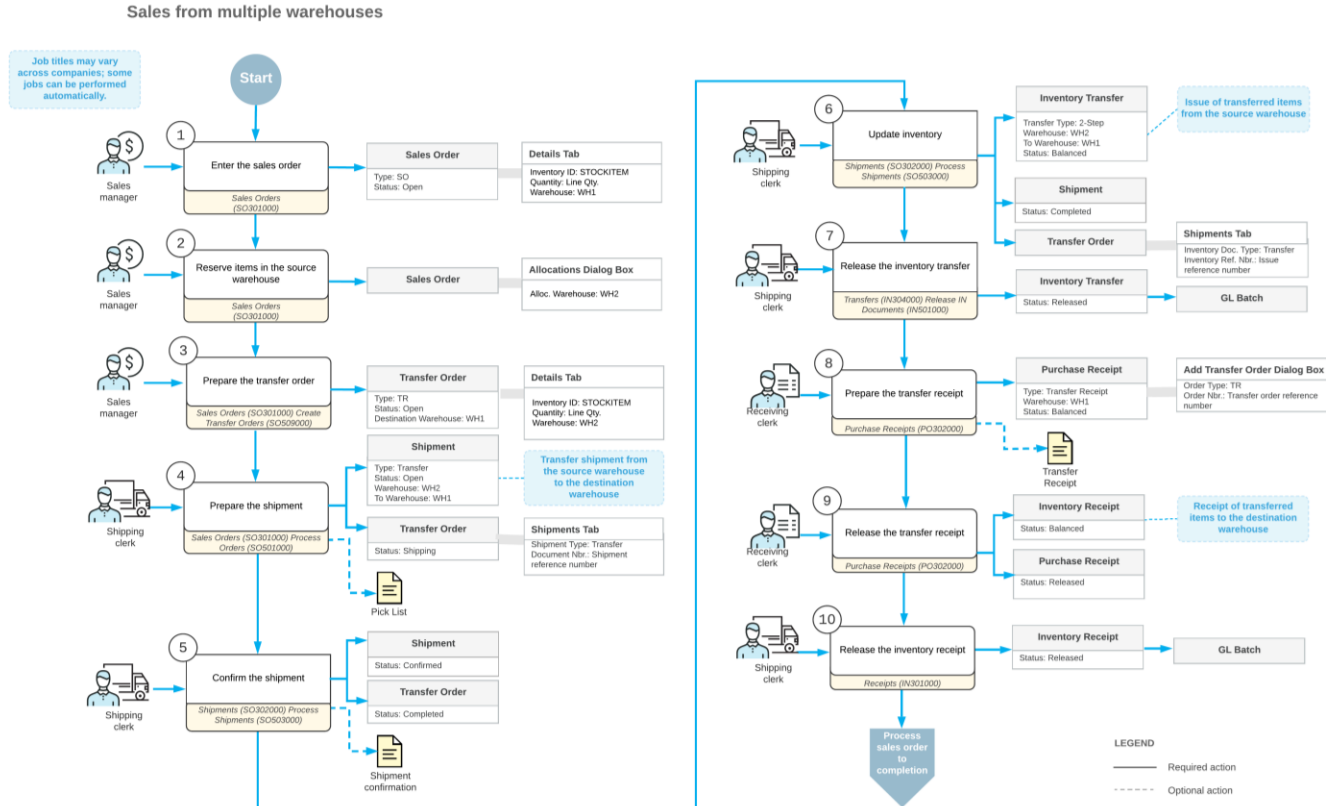
Sales from Multiple Warehouses: Process Activity

Suppose that the FourStar Coffee & Sweets Shop customer ordered cherry jam in 32-ounce jars and lemon jam in 96-ounce jars at SweetLife's retail store. When entering this sales order, a sales manager has noticed that the 32-ounce jars of cherry jam are currently out of stock in the retail warehouse, and has decided to allocate the unavailable quantity of jam in the SweetLife's wholesale warehouse.

To complete the customer's request, acting as sales manager of the SweetLife store Regina Wiley, you need to enter the sales order and allocate the needed items, process a transfer of cherry jam from the wholesale warehouse to the SweetLife store's warehouse, and then process the sales order to completion.

Figure: Sale from multiple warehouses completed

Sales Orders
SO 000077 - FourStar Coffee & Sweets Shop

NOTES   ACTIVITIES   FILES   TOOLS ▾

* Order Type:	SO	Customer:	COFFEESHOP - FourStar Coffee & Swee ✎	Ordered Qty.:	13.00
Order Nbr.:	000077	Location:	MAIN - Primary Location ✎	Discount Total:	0.00
Status:	Completed	Contact:	Andrea A. Weaver ✎	Tax Total:	28.17
Date:	4/8/2023	Project:	X - Non-Project Code. ✎	Order Total:	345.54
Requested On:	4/8/2023	Description:	Sale of cherry jam and lemon jam		
Customer Ord...					
External Refer...					

DETAILS   TAXES   FINANCIAL   SHIPPING   ADDRESSES   SHIPMENTS   PAYMENTS   RELATIONS   TOTALS

ADD ITEMS   ADD MATRIX ITEMS   ADD INVOICE   ADD BLANKET SO LINE   LINE DETAILS   PO LINK   ITEM AVAILABILITY

			* Branch	* Inventory ID	Free Item	Warehouse	Line Description	* UOM	Quantity	Qty. On Shipments	Open Qty.	Unit Price	Manual Price	Ext. Price
>	𝒰	▢	RETAIL	CHERJAM32	☐	RETAIL	Cherry jam 32 oz	PIECE	10.00	10.00	0.00	16.8900	☐	168.90
	𝒰	▢	RETAIL	LEMJAM96	☐	RETAIL	Lemon jam 96 oz	PIECE	3.00	3.00	0.00	49.4900	☐	148.47

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Day 2
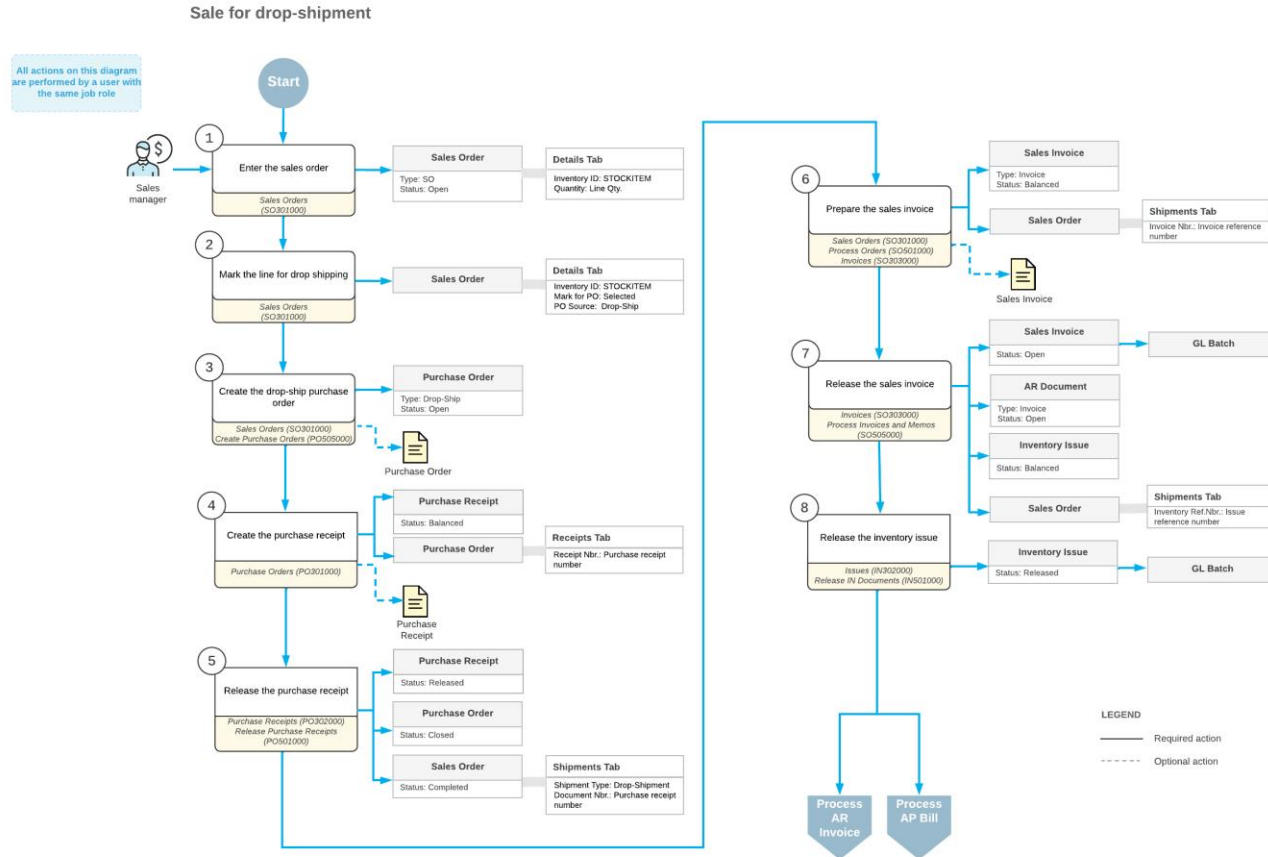
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Lesson 4: Sales with Drop Shipment

Learning Objectives

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

• Configure the processing of drop shipments in Acumatica ERP

• Mark items for drop shipment in a sales order

• Create a drop-ship purchase order for a sales order and process the drop shipment to completion

• Mass-process drop shipments

• Process the sales order and related purchase documents, inventory documents, and accounts payable documents

• Find the information about documents related to drop shipment

Figure: Workflow of a Sale with Drop Shipment

Sale for drop-shipment

All actions on this diagram are performed by a user with the same job role

Start

Sales manager

1 Enter the sales order
Sales Orders (SO301000)

Sales Order
Type: SO
Status: Open

Details Tab
Inventory ID: STOCKITEM
Quantity: Line Qty.

2 Mark the line for drop shipping
Sales Orders (SO301000)

Sales Order

Details Tab
Inventory ID: STOCKITEM
Mark for PO: Selected
PO Source: Drop-Ship

3 Create the drop-ship purchase order
Sales Orders (SO301000)
Create Purchase Orders (PO505000)

Purchase Order
Type: Drop-Ship
Status: Open

Purchase Order

4 Create the purchase receipt
Purchase Orders (PO301000)

Purchase Receipt
Status: Balanced

Purchase Order

Receipts Tab
Receipt Nbr.: Purchase receipt number

Purchase Receipt

5 Release the purchase receipt
Purchase Receipts (PO302000)
Release Purchase Receipts (PO501000)

Purchase Receipt
Status: Released

Purchase Order
Status: Closed

Sales Order
Status: Completed

Shipments Tab
Shipment Type: Drop-Shipment
Document Nbr.: Purchase receipt number

6 Prepare the sales invoice
Sales Orders (SO301000)
Process Orders (SO501000)
Invoices (SO303000)

Sales Invoice
Type: Invoice
Status: Balanced

Sales Order

Shipments Tab
Invoice Nbr.: Invoice reference number

Sales Invoice

7 Release the sales invoice
Invoices (SO303000)
Process Invoices and Memos (SO505000)

Sales Invoice
Status: Open

GL Batch

AR Document
Type: Invoice
Status: Open

Inventory Issue
Status: Balanced

8 Release the inventory issue
Issues (IN302000)
Release IN Documents (IN501000)

Sales Order

Shipments Tab
Inventory Ref.Nbr.: Issue reference number

Inventory Issue
Status: Released

GL Batch

Process AR Invoice

Process AP Bill

LEGEND
—— Required action
- - - - Optional action

Sales with Drop Shipping: Process Activity

Suppose that the FourStar Coffee & Sweets Shop (COFFEESHOP) customer ordered a variety of green, black, and fruit teas at the SweetLife's retail store. Although the tea varieties are presented in SweetLife's website catalog, the company does not keep tea in the wholesale or retail warehouse. When a customer orders tea, SweetLife dropships it from the Tea & Spices (TEACOMPANY) vendor directly to the customer who ordered the tea. To complete the customer's request, acting as the sales manager of the SweetLife store, you need to process a drop shipment.

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Figure: Sales order with drop shipment processed to completion

Lesson 5: Direct Returns

Learning Objectives

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

• Create a credit memo (an invoice of the Credit Memo type) for a direct return

• Add to the credit memo a return line with a link to an original sales document

• Add to the credit memo a replacement line

• Process the direct return to completion

Figure: Workflow of a Direct Return

Direct return

Start

All actions on this diagram are performed by a user with the same job role

Salesperson

1 Enter the credit memo
Invoices (SO303000)

Credit Memo
Type: Credit Memo
Status: Balanced

Details Tab
Inventory ID: STOCKITEM
Orig. Inv. Nbr.: Invoice reference number
Line Qty. > 0

Sales Invoice

2 Release the credit memo
Invoices (SO303000)
Process Invoices and Memos (SO505000)

Credit Memo
Status: Open

GL Batch

Inventory Issue
Status: Balanced

Details Tab
Inventory ID: STOCKITEM
Tran.Type: Credit Memo

AR Document
Type: Credit Memo
Status: Open

3 Release the inventory issue
Issues (IN302000)
Release IN Documents (IN501000)

Inventory Issue
Status: Released

GL Batch

Process AR credit memo

LEGEND
——— Required action
- - - - - Optional action

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Direct Returns: Process Activity

Suppose that on January 30, 2023, an employee of the small retail customer FourStar Coffee & Sweets Shop came to the SweetLife store and asked for an exact replacement of a large jar of apple jam that is leaking. This jar is one of ten jars that were bought two days ago, on January 28, 2023.

Acting as the sales manager of the SweetLife company, you need to process the return of the jar and the sale of the new jar by using the POS terminal. The previous sale, dated January 28, 2023, was recorded through the sales order invoice (created automatically through the integration of the POS system and Acumatica ERP), which was paid in full and now has the Closed status. You need to replace the inventory item with the same item at the same price, so that no payment needs to be processed.

Figure: Inventory document generated for processing the direct return

Day 3

Lesson 6: Returns for Credit with Receipts

Learning Objectives

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

• Create a return order that is linked to the sales order in which the returned items were sold

• Create an incoming shipment (receipt) of the returned item or items, and confirm the shipment

• Create a credit memo for the original sales order

• Process the credit memo and the related inventory and AR documents

Figure: Workflow of a Return for Credit with a Receipt
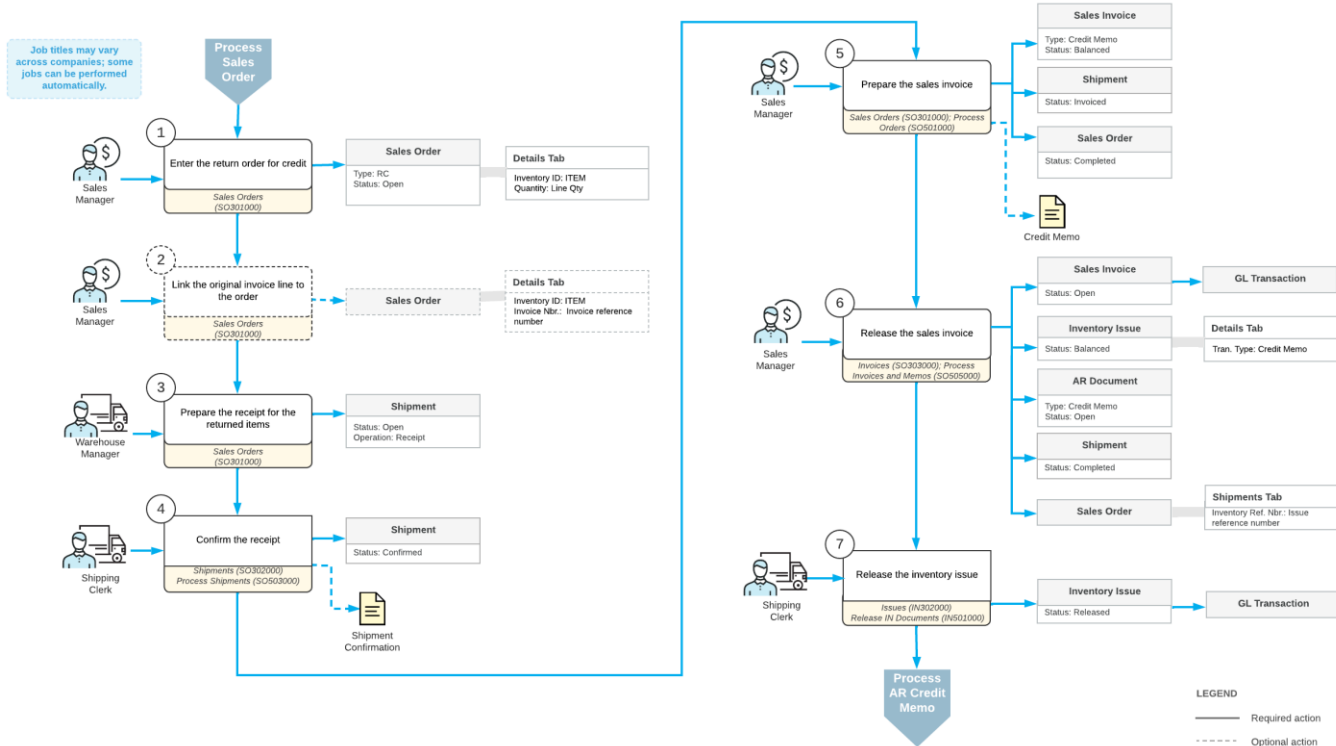
Returns for Credit with Receipts: Process Activity

Suppose that you are Grace Norman, a sales manager in the SweetLife Fruits & Jams company. On January 30, 2023, the FourStar Coffee & Sweets Shop customer requests authorization for the return of the oranges ordered on January 29, 2023, because the customer was not satisfied with the quality of the shipped fruits. You authorize the return with shipping of the returned items to SweetLife's main warehouse. Acting as the sales manager, you need to process this return.

Figure: Credit memo prepared for the return order

Invoices
Credit Memo 000126 - FourStar Coffee & Sweets Shop

NOTES   ACTIVITIES   FILES   TOOLS ▾

Type:	Credit Me... ▾	Customer:	COFFEESHOP - FourStar Coffee & Swee ✎	Detail Total:	64.50
Reference Nbr.:	000126 🔍	Location:	MAIN - Primary Location	Discount Total:	0.00
Status:	Open	Terms:		Tax Total:	5.72
Date:	1/30/2023	Due Date:		Write-Off Total:	0.00
Post Period:	01-2023	Cash Discount...		Balance:	70.22
Customer Ord...				Amount:	70.22
Project/Contract:	X - Non-Project Code.		✎	Cash Discount:	0.00
Description:	Return of unconditional fruits				

DETAILS   TAXES   FREIGHT   FINANCIAL   ADDRESSES   APPLICATIONS

ADD ORDER   ADD SO LINE   ADD RETURN LINE   RESET ORDER

			Shipment Nbr.	Order Type	Order Nbr.	Inventory ID	Transaction Descr.	Warehouse	Location	Quantity	UOM	Unit Price	Manual Price	Ext. Price	Discount Percent	Discount Amount	Amount
>	🔗	🗋	000063	RC	000125	ORANGES	Fresh oranges 1 lb	WHOLESALE	MAIN	30.00	LB	2.1500	☑	64.50	0.000000	0.00	64.50

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Lesson 7: Returns for Replacement at the Same Price

Learning Objectives

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

• Create a return order that is linked to the invoice that was used to record the sale of the returned items

• Create an incoming shipment (receipt) of the returned items, and confirm the shipment

• Create a shipment of the replacement items to the customer

• Update inventory to reflect the replacement of the returned items

Figure: Workflow of a Return for Replacement at the Same Price

Return for replacement at the same price
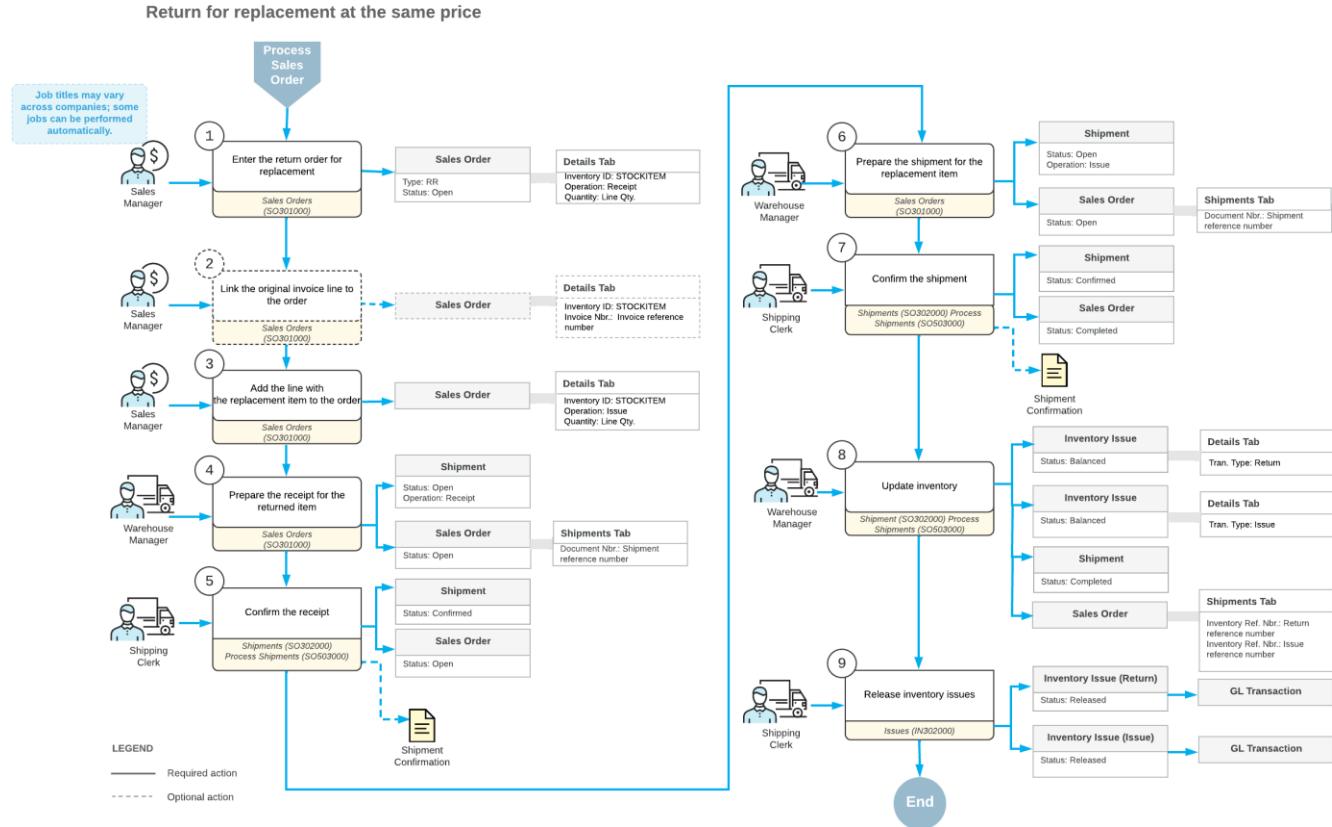
Returns for Replacement at the Same Price: Process Activity

Suppose that you are Grace Norman, a sales manager in the SweetLife Fruits & Jams company. On January 30, 2023, the GoodFood One Restaurant customer asks for the replacement of five small jars of orange jam (ordered on January 25, 2023) with the same number of the same jam jars because the lids appeared to be dented. The returned jars must be temporarily placed to inventory so that the quality assurance would assess them to track the source of the damage. You authorize the return.

Acting as the sales manager, you need to process the return of items to inventory with shipping the exact replacement of the returned items to the customer.

Figure: Return order processed to completion

Lesson 8: Purchases of Stock Items

Learning Objectives

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

- Create a purchase order with stock items

- Prepare a purchase receipt for an existing purchase order

- Release a purchase receipt

- Enter the accounts payable bill for the receipt

- Process the purchase order and the related inventory documents and accounts payable documents

Figure: Workflow of Purchasing Stock Items

Purchase with processing a receipt before the AP bill
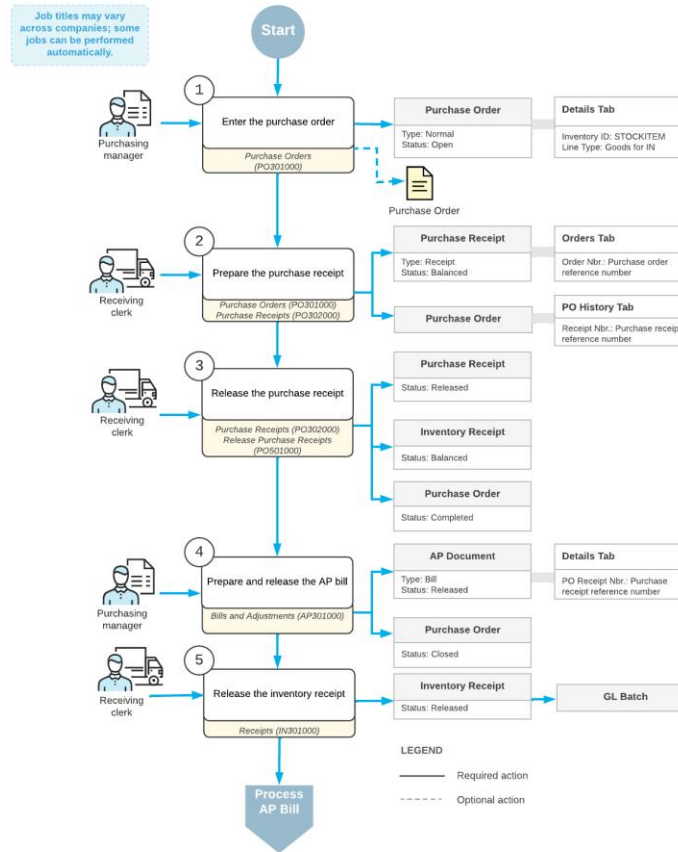
Purchases of Stock Items: Process Activity

Suppose that you are Regina Wiley, a purchasing manager in the SweetLife Fruits & Jams company. On January 30, 2023, you are purchasing the following fruits from the Glory Fruit Case vendor: 100 pounds of apples, 200 pounds of oranges, and 50 pounds of lemons. The purchased fruits are to be delivered to the main office's warehouse. As the purchasing manager, you need to enter and process a purchase order, process a purchase receipt, and create a bill that should be paid to the vendor for the received fruits.

Figure: Purchase order processed to completion

Lesson 9: Purchases for Sale

Learning Objectives

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

• Become familiar with the processing of purchases for sale in Acumatica ERP

• Create a sales order, and mark the items to be purchased for the sale

• Create a purchase order linked to a sales order

• Mass-create purchase orders

• Process the sales order and related purchase documents, inventory documents, and accounts payable documents

• Find information about documents related to a purchase for sale

Figure: Workflow of a Purchase for Sale
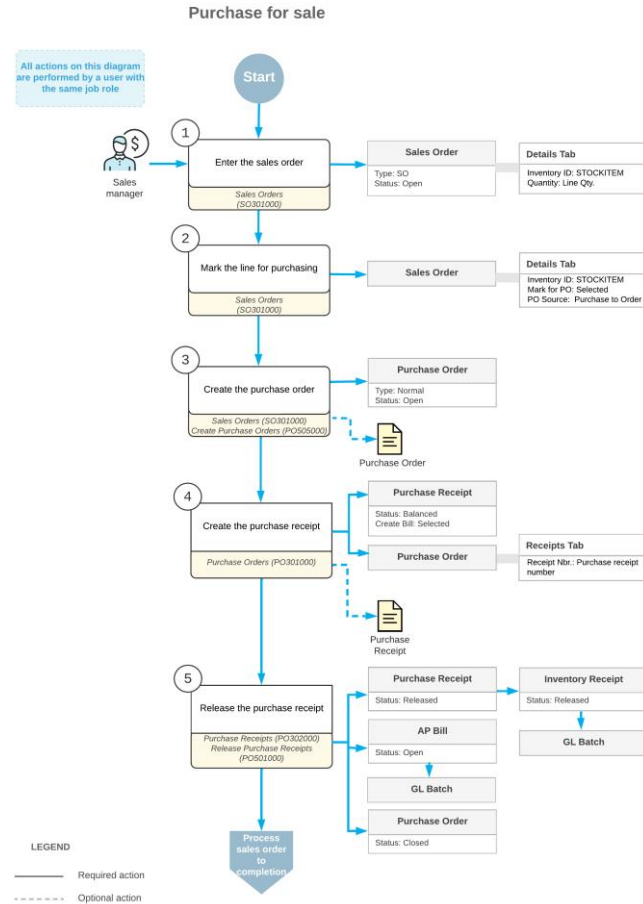
Purchase for sale

Purchases for Sale: Process Activity

Suppose that the GoodFood One Restaurant customer has ordered tropical fruits (15 pounds of papayas and 10 pounds of lychees) on SweetLife's website. SweetLife's warehouses do not have the appropriate conditions for keeping delicate tropical fruits; also, these fruits are ordered rarely and in small quantities. To provide fresh and high-quality fruits to the customers, the sales manager purchases these tropical fruits on demand from the All Fruits Mall company, and once the fruits are delivered to the retail warehouse of the SweetLife store, they are immediately shipped to the customer that ordered them.

Acting as sales manager Regina Wiley, you need to process the sales order and the related purchase order in the system.

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Figure: Sales order processed to completion

Day 4

Lesson 10: Purchases with Billing Before Receipt

Learning Objectives

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

• Create a purchase order with stock items

• Prepare an accounts payable bill for the purchase order

• Prepare and release a purchase receipt and the related inventory documents

Figure: Workflow of a Purchase with Billing Before Receipt

Purchase with billing before receipt
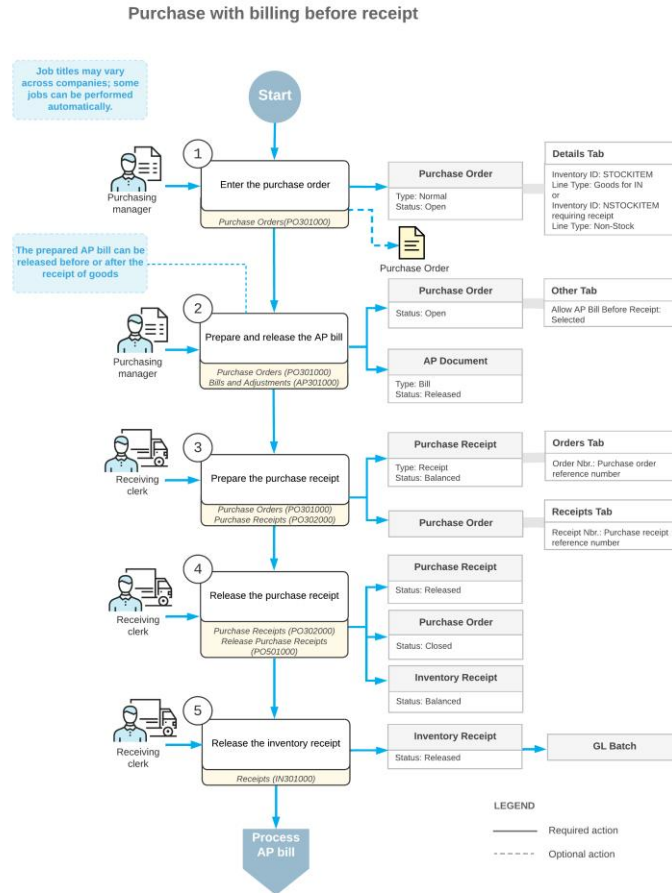
Purchases with Billing Before Receipt: Process Activity

Suppose that you, acting as purchasing manager Regina Wiley, order a large quantity of labeled paper bags and jar labels for SweetLife's needs. The Wingman Printing Company vendor, from which these goods were purchased, sent a bill to SweetLife, which received the original paper bill before the goods were delivered to the warehouse of the company's main office. You need to enter the purchase order, enter the accounts payable bill for the purchase order, and later, when the goods arrive to the wholesale warehouse, create and process a purchase receipt related to the purchase order.

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Figure: The line with the closed purchase order on the Purchase Receipts form

Lesson 11: Prepayments for Purchase Orders

Learning Objectives

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

• Change the default prepayment amount for a vendor

• Create a prepayment request for a purchase order

• Create a prepayment from a prepayment request

• Apply a prepayment to an accounts payable bill created for a purchase order

• Process a single prepayment for multiple purchase orders

• Process multiple prepayments for a purchase order

Figure: Workflow of Purchase with Prepayment
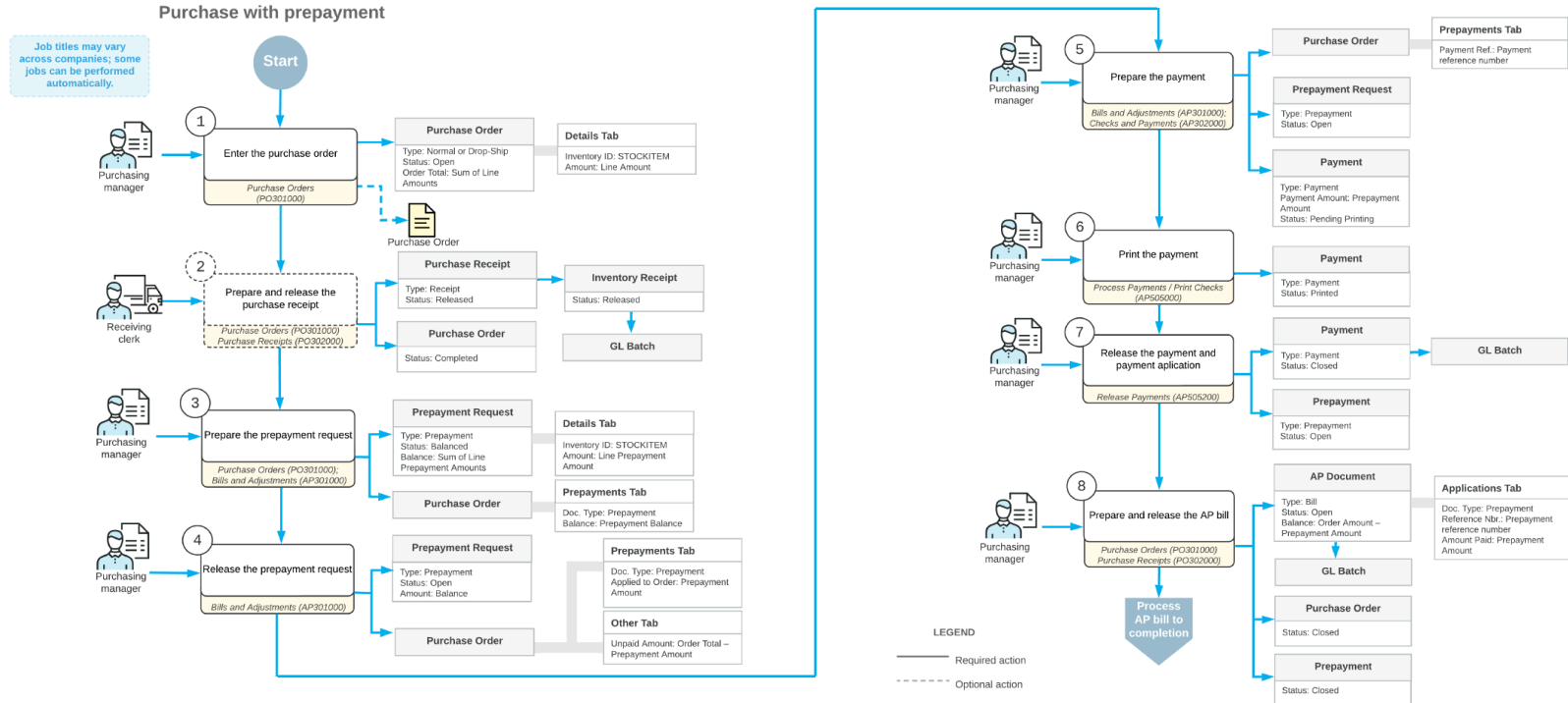
Prepayments for Purchase Orders: To Process a Prepayment

Suppose that the SweetLife Fruits & Jams company has ordered a large quantity of eco-friendly reusable bags with the company's logo for SweetLife's needs. The Ginkgo Tree Printing Company vendor has requested an advance payment in the amount of $500.

Acting as purchasing manager Regina Wiley, you have to enter the purchase order and record a request for a prepayment. You then need to make a payment for the prepayment request, process the purchase order to completion, and make sure that the prepayment was applied to the bill created for the purchase order.

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# Figure: Prepayment applied to the bill prepared for the purchase order

Lesson 12: Purchase Returns

Learning Objectives

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

• Create a purchase return document

• Specify the items to be returned and define at which cost the items will be issued from inventory

• Process the purchase return and the related inventory and accounts payable documents

Figure: Workflow of a Purchase Return

Purchase return processing
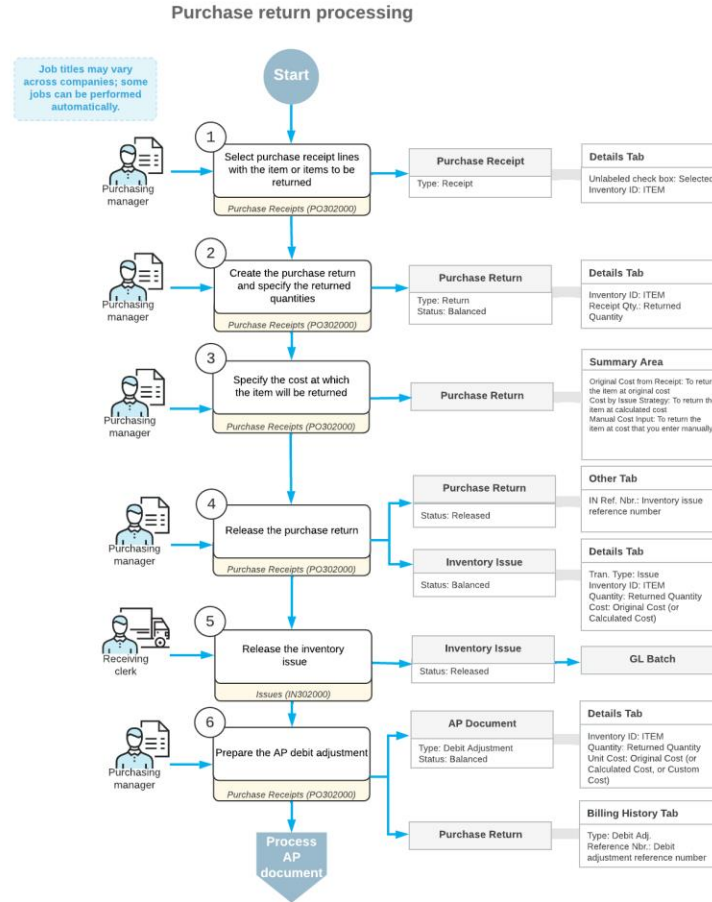
Purchase Returns: To Process a Return at the Original Cost

Suppose that you are Regina Wiley, a purchasing manager in the SweetLife Fruits & Jams company. On January 30, 2023, you have noticed that three packs of paper that were purchased and delivered on January 29, 2023 have been damaged during shipping. You have decided to return these packs to the Spectra Stationery Office vendor without requesting a replacement. You, acting as the purchasing manager, need to create and process a purchase return of the damaged items at the items' original cost.

Figure: Documents related to the purchase order

Purchase Returns: To Process a Return at the Calculated Cost

Suppose that on January 30, 2023 you, acting as purchasing manager at the SweetLife Fruits & Jams company Regina Wiley, notice that three packs of paper that were purchased and delivered on January 29, 2023 have been damaged during shipping. You have decided to return these packs to the Spectra Stationery Office vendor without requesting a replacement. You need to create and process a purchase return of the damaged items at the cost calculated by the system.

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Thank you!

Hannah Barnes