ORDER-BASED REPORTS

There are two general types of printed material used for orders.

• **Documents** resemble a form and are usually for one order or one master order. A Purchase Order would be a common example of a document.

• **Reports** normally contain data on multiple orders. An Open Order Detail report would be an example of a report.

The documents and reports described below are the ones most commonly used. There are others that may be appropriate in special situations. Samples of most documents and reports are available by going to the following function on your main menu.

Help
Sample reports

Documents

Documents are set up using a template. We have standard layouts for each document but these are designed so that they can be easily modified to fit your requirements. Contact Technical Support to request changes to a specific document format.

The most commonly used order-based documents are as follows:

• ***Purchase Order/Acknowledgment series***

This group of documents are all requested from the same screen and have similar formats. You can print and e-mail them as well as FAX them if you have the FAX module.

The variations in layout or "copies" are as follows:

1) File copy - This copy contains all information about the order including all the addresses and both the selling price and cost. You would print this copy for your files or for a review before transmitting an order to the vendor.

2) Purchase order - This copy is the one you would send to the vendor. It shows the shipping address and the cost but no selling price.

3) Customer's acknowledgment - This copy would be sent to the customer to verify the details of the order. You would use this document for customer orders that only require one vendor. For multi-vendor orders, you may want to use the Master Order Acknowledgment.

4) Salesman's copy - You may send this copy to your salesman. The layout is usually similar to the File Copy. If you are e-mailing, the salesman's e-mail address would be the default e-mail address.

If you enter a Decorate/Ship type of order, you can also print documents for the decorator entered on the order. The following 3 variations can be used for this purpose. Generally, the Master Decoration order is used for multi-vendor orders with a separate order for the decoration vendor.

5) <u>File copy of decorator's order</u> - The office copy of the decoration order showing the DECORATION costs

6) <u>Decorator's copy</u> - Similar to the Purchase Order but says "Please decorate" at the top and shows the decoration costs.

7) <u>Salesman's copy of decorator's order</u> - Salesman copy of the decoration part of the order.

- *   ***Master order acknowledgment***
- •   ***Master Decoration Order***

These two documents are used for master orders—multi-vendor orders.

The <u>Master order acknowledgment</u> pulls lines from each order in the master order to give the customer a complete acknowledgment.

The <u>Master decoration order</u> is used to send a decoration request to the decorator. If you have an order that involves one or more orders for blank goods and one or more orders for decoration, the master decoration order can be generated and sent to the decorator. It will list the blank goods that will be shipped to the decorator as well as imprint and decoration instructions.

- •   ***Inventory/Shipment documents***

1) <u>Pick tickets</u> are used for shipments of inventory.   They are based on releases so there must be at least one item on the order that is allocated.   There are two copies—one to be used by the warehouse to "pick" the order and one to be used as a packing slip to be placed in the box.

2) <u>Packing slips</u> can be used for any type of order.   They are based on the quantity remaining to be shipped so they can be used for any **open** order of any type.

- •   ***Work order***

You may print a work order for production-oriented orders.   This is the same work order request that is available on the Work In Process menu.   It may be used by distributors also in certain situations although this may require some adjustment to the layout.

There is a feature called **Quick Send** where you can preset the list of documents you print and/or e-mail for each type of order.   So if, for example, for a drop ship order you normally print a file copy and e-mail the purchase order, acknowledgment, and salesman's copies, you can do this all in one step.   The Quick Send feature is described in more detail in the September, 2009 newsletter.   All the old newsletters are available on the Lakeshore website. Click on the Support tab.

Reports

- ***Order List***

    This is the "go to" report you will probably use most frequently.   It gives a 2-3 line summary of the order showing key pieces of information like customer, vendor, first item on the order and selling price.   You can optionally include or exclude gross profit or cost so it is a report that is suitable for giving to your customer if you wish.

    You may restrict selection of the data by up to 10 different ways as well as by order number and order date ranges.   You can sort up to 5 levels.

    You can choose the order status as well so you can restrict it to only open orders for a quick and easy open order report.   Or, you can restrict it to a specific status to get a quick list of orders on hold, under review, rush, or other special status.

    There is a recap of orders by status at the end of the report so it is also a quick way to get an order count for the week or month.

- ***Open Order Detail***
- ***Order History Detail***

    These two reports list the details of the order.   The Open Order Detail is restricted to only open orders but you may also restrict it to a single open status.

    Both reports have the same selection/sort options as the Order List.

All three of the reports above are based on the order as a whole.

- ***Order History Item Detail***
- ***Order Inventory Activity***

    These two reports are based on the line items on the order.   Pick one of these if you want to look at activity on specific item numbers.   The Order History Item Detail will include any non-blank item on any type of order that meet your other criteria.   The Order Inventory Activity is restricted to "real" inventory items.

- ***Shipments in Progress***
- ***Inventory Open Orders by Item***
- ***Inventory Backorders***

    If you manage an inventory program, these reports are very useful.

    The Shipments in Progress report lists all releases in progress.   We suggest you print and review it weekly to check for orders that get "stuck".   This would let you identify orders where the pick ticket didn't print for some reason, orders where the pick ticket was lost, etc.

    The Inventory Open Orders by Item report lists all the open orders for "ship from inventory" or "Manufacture/Ship" type of orders grouped by item number.   It shows the allocation and backorder status of each item on each order on which that item occurs.

The <u>Inventory Backorder</u> report lists all orders that have backorders. An option lets you restrict the list to only items that now have stock available.

- ***Tickler report***

  This report lists a summary of orders that may require your immediate attention. There are four parts. You can select any or all of the four.

  1)   Orders with an in-hand date in the date range you specify.

  2)   Orders with a ship date in the date range you specify

  3)   Orders with a repeat date set in the date range you specify

  4)   Orders with a follow up date set in the date range you specify

Other reporting options

In addition to the reports in the Order Processing section, there are other order-based reports available in the system.

- ***Sales history***

  There are many reports in this area including ones based on salesman, customer, and item.

- ***Create-A-Report***

  There are extensive selection/sorting options available to pull the exact order data you require. You may select just a list of orders OR a list of item-level data from orders, depending on your requirements.

  Then you have several options regarding how to use this data.

  1)   <u>Pre-defined reports</u>

     You can feed the selected order data into formats that are similar to those used on the regular order and sales history reports such as Sales History, Order History Detail, and Order History Item Detail.

  2)   <u>User-defined reports</u>

     You can lay out your own reports.

  3)   <u>Export to Excel</u>

     You can export the order data to Excel for further manipulation.