



# SALES ORDER PROCESSING MANUAL

Version 1.0

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# MiniPOS® Sales Order Processing (SOP) System

## Introduction

The MiniPOS® SOP system is an additional back office module that handles sales order entry and processing. The fully integrated SOP solution has been designed to cater for mail order and tele-sales order entry with quotation, picking list, invoices, credit notes, delivery notes and packing label printing. The SOP system can be configured to operate in a variety of ways to suit your particular order processing requirements, please refer to the MiniPOS® SOP Configuration Manual for further details.

The SOP system integrates to the MiniPOS® Customer Database and this must be registered for use in order to operate SOP. Sales orders can be entered for standard retail customer (product pricing is inclusive of any VAT) or for trade customers (product pricing excludes VAT). MiniPOS® SOP system supports sales promotions as setup in the MiniPOS® Stock Control module and Customer Discount Bands as setup in the MiniPOS® Customer Database module. You can edit product descriptions, change product pricing, add item discounts and apply a global discount to the whole sales order as required. The product description editing allows for comment lines in the order, which are printed on the picking lists, invoices, credit notes and delivery notes. New customer records can be created within the SOP system and automatically added to the MiniPOS® Customer Database.

All sales orders are fully integrated to the MiniPOS® Stock Control system which records product quantities on SOP and provides real-time, free stock level information as orders are entered and processed. Full product searching by code, barcode or description is supported. The SOP system is multi-store enabled and you can select which store or stock control location you are processing sales orders for, this is ideal for entering web orders or orders that are serviced from a warehouse etc. SOP can even be configured to process sales from a store that does not have EPoS. This is achieved by scanning or typing in product tickets for a particular store and processing these sales to achieve stock control and sales analysis.

All sales orders are listed in the Sales Order Tracker, which can be filtered by customer, user, dates and order status making it fast and easy to select an order to progress. Sales orders can be printed as a quotation and then edited before processing as required. Sales orders can be saved as Order Templates, which can be recalled again and again, to produce repeat ordering.

MiniPOS® SOP handles account and non-account customers. SOP supports invoicing and cash or credit card payments for orders with the ability to have a fully integrated, on-line credit card authorisation facility, (additional credit card authorisation software and services are required). When Account customers have their sales orders processed, an invoice is printed with the values being transferred to the MiniPOS® Sales Ledger. Invoice details can be viewed with the SOP screens and re-printed as required. Part despatched orders have a separate invoice produced for each delivery and all invoices created against an order are listed on screen. Available credit is checked for every sales order entered and order processing is prevented for customer on 'Hold', however customers on 'Hold' can make payment by cash or credit card and the order processed on a non-credit basis. In addition to invoicing, the MiniPOS® SOP system can generate Credit Notes (Credit Orders) which are transferred to the MiniPOS® Sales Ledger for complete account control. Non-account customers must make payment either by cash or credit card, which is recorded on the SOP screens. Invoices can be produced for non-account customers but these are not added to the MiniPOS® Sales Ledger.

### Entering a Sales Order

Navigate to *Customers / Sales Orders* to display the *Sales Order Tracker* screen which should appear similar to the following:

Order No.	Customer Search	Status	Created	Quoted	Picked	Closed	Outstanding
600059	Judd	CLOSED	7/9/2006			7/9/2006	£0.00
600058	Judd	OPEN	10/8/2006				£9.90
600056	James	CLOSED	7/8/2006	7/8/2006		7/8/2006	£0.00
600055	James	CLOSED	7/8/2006			7/8/2006	£0.00
600054	James	CLOSED	4/8/2006			4/8/2006	£0.00
600053	James	CLOSED	4/8/2006			4/8/2006	£0.00
600051	James	CANCELLED	4/8/2006			4/8/2006	£0.00
600050	Peters	CLOSED	4/8/2006			4/8/2006	£0.00
600049	Judd	CLOSED	4/8/2006			4/8/2006	£0.00
600048	Peters	PART DES.	3/8/2006	3/8/2006			£16.80
600047	Judd	CLOSED	3/8/2006	3/8/2006		4/8/2006	£0.00
600046	Rogerson	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600045	Rogerson	OPEN	13/7/2006				£184.10
600044	Rogerson	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600043	Rogerson	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600042	Rogerson	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600041	Rogerson	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600040	Peters	PART DES.	13/7/2006		13/7/2006		£208.40
600039	Peters	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600038	Peters	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600037	Peters	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600036	Peters	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600035	Peters	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600034	Peters	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600033	Peters	CANCELLED	13/7/2006		13/7/2006	13/7/2006	£0.00
600032	Peters	CANCELLED	12/7/2006		13/7/2006	13/7/2006	£0.00
600030	Peters	CANCELLED	12/7/2006		12/7/2006	12/7/2006	£0.00
600029	Peters	PART DES.	26/6/2006		26/6/2006		£0.00
600028	Peters	CANCELLED	16/6/2006		26/6/2006	13/7/2006	£0.00
600027	Peters	CANCELLED	16/6/2006		16/6/2006	16/6/2006	£0.00
600026	Jones	CANCELLED	16/6/2006	16/6/2006	16/6/2006	16/6/2006	£0.00
600024	Peters	CANCELLED	12/6/2006	12/6/2006	12/6/2006	12/6/2006	£0.00
600021	Rogerson	CANCELLED	6/6/2006		6/6/2006	6/6/2006	£0.00
600020	Rogerson	CANCELLED	6/6/2006		6/6/2006	6/6/2006	£0.00
600019	Peters	CANCELLED	6/6/2006		6/6/2006	6/6/2006	£0.00
600018	Peters	CANCELLED	6/6/2006		6/6/2006	6/6/2006	£0.00
600017	Rogerson	CANCELLED	6/6/2006		6/6/2006	6/6/2006	£0.00
600016	Peters	CANCELLED	6/6/2006		6/6/2006	6/6/2006	£0.00
600015	Peters	Standard B	6/6/2006		6/6/2006	6/6/2006	£454.40
600014	Rogerson	CANCELLED	5/6/2006		5/6/2006	5/6/2006	£0.00
600013	Jones	CANCELLED	5/6/2006		5/6/2006	5/6/2006	£0.00

If you are entering sales orders for the first time, the list of orders in the tracker will be clear. The Sales Order Tracker list all orders entered showing each order status and other headline information to assist in filtering the list and selecting any order for processing.

To enter a new sales order, click on the *New Order Button* at the bottom of the tracker screen. The sales order entry screen will now display:

**Sales Order Entry Screen.**

**Sales Order No.** - Each new sales order is automatically assigned a unique sales order number which is displayed at the top of the screen in the *Sales Order No. field*. This sales order number is permanently assigned to the order irrespective of the number of deliveries and invoices generated from this order. The sales order number is printed on picking notes, invoices and delivery notes.

**Status.** - All sales orders have an order status that changes as the order is processed. New sales orders start with a status of **OPEN** as shown above. The various status levels are:

**OPEN** - New order that has not been processed in anyway. You can create an order without any products listed and the status will show OPEN until the order is progressed. Products added to an OPEN order have the quantity ordered allocated to SOP.

**QUOTE** - This status signifies that a quotation has been printed for this order and now awaits amendment or progressing to the next stage. Orders that have a QUOTE status can be cancelled at anytime. Stock is not allocated to SOP for an order that has a QUOTE status.

**PART DES.** - This status signifies that an order has been part despatched and some products remain on the sales order for future delivery. These 'back order' quantities can be cancelled at anytime and the sales order closed.

**CLOSED** - A CLOSED status means that the order has been fully despatched and invoiced.

**CANCELLED** - If an order is cancelled before any deliveries have been made then the status will show CANCELLED and the order is closed.

**Branch** - If you operate a multi-store installation of MiniPOS® you can select any store or stock control location to process sales orders for. By default the *Branch field* is set to the store you are currently working at. For single site installations the default branch will be 'Head Office', however, even on a single site installation you may require additional stock control locations such as a Warehouse or Web stock holding and it is possible to set a workstation running MiniPOS® to start up as a different store automatically. *(As an example you may operate a retail outlet where the tills are controlling stock locally, you have one workstation that takes mail orders and effects the stock for the local store along with the tills but you want to operate another workstation to handle web orders for which you hold stock in a different location. This additional workstation can be configured to always start up as the web store. - For further information on multi-store / stock locations please consult your dealer.)*

**Sale Date** - This is the date on which the sales order was first created.

**Customer No.** - If you are entering a sales order for an existing customer, you can type in the MiniPOS® customer number in this field to automatically assign that customer to the sales order.

**Customer Search** - You can search for an exiting customer in the MiniPOS® customer database by entering part or all of their name or company name into the *Customer Search field* and then pressing the **SPACE BAR** on your keyboard. The SOP system will display a list of all customers that match the text you enter. You can then click on a customer in the list to assign it to the sales order. If the customer cannot be found in the database, you can cancel the search list by clicking on the *Cancel Search Button* at the bottom of the search screen.

If a customer is selected from the Customer Search List, the list will close and the customer's number and name will appear in the relevant fields. In addition the full customer details can be viewed by clicking on the *Customer Details Tab* as follows:

The screenshot displays the MiniPOS BackOffice Professional 6.3.6.50 interface. At the top, the window title is "MiniPOS BackOffice Professional 6.3.6.50". The main header shows "Sales Order 600061" and "Default Head Office". Below this, there are several input fields and dropdown menus for order details: Sales Order No. (600061), Status (OPEN), Branch (Default Head Office), Sale Date (8/9/2006), Sales Department Ref., Customer No. (810000011), Customer (Books United, James David), User Reference, and Sales Order Template. A tabbed interface is visible with "Customer Details" selected. This tab contains two columns of fields: the left column includes Surname (James), Name (David), Company Name (Books United), Mailing Address (The Dutch Elm, High Street, Didcot, Oxon), Post Code, Telephone Number, Mobile Telephone Number, and Email; the right column includes Category (TRADE NEW), Title, Gender (Male), Delivery Contact (Books United), Delivery Address (The Dutch Elm, High Street, Didcot, Oxon), Post Code, Telephone Number, Mobile Telephone Number, and Email. On the far right, there are checkboxes for "Run Account", "On Hold", "Print Receipt", "Print Invoice", "Custom Flag 1", and "Custom Flag 2", along with a "Credit Limit" field set to £20,000.00 and "Custom Info 1", "Custom Info 2", and "Custom Date 1" fields. At the bottom, a navigation bar contains buttons for "Prior", "Next", "Cust Search", "Add", "Delete", "Save", and "Close".

**Creating New Customer Details.** If you are entering a sales order for a new customer you must first add the customer details using the *Customer Details Tab*:

Click on the *Customer Details Tab* as shown above.

Click on the *Add Button* at the bottom of the *Customer Details page*.

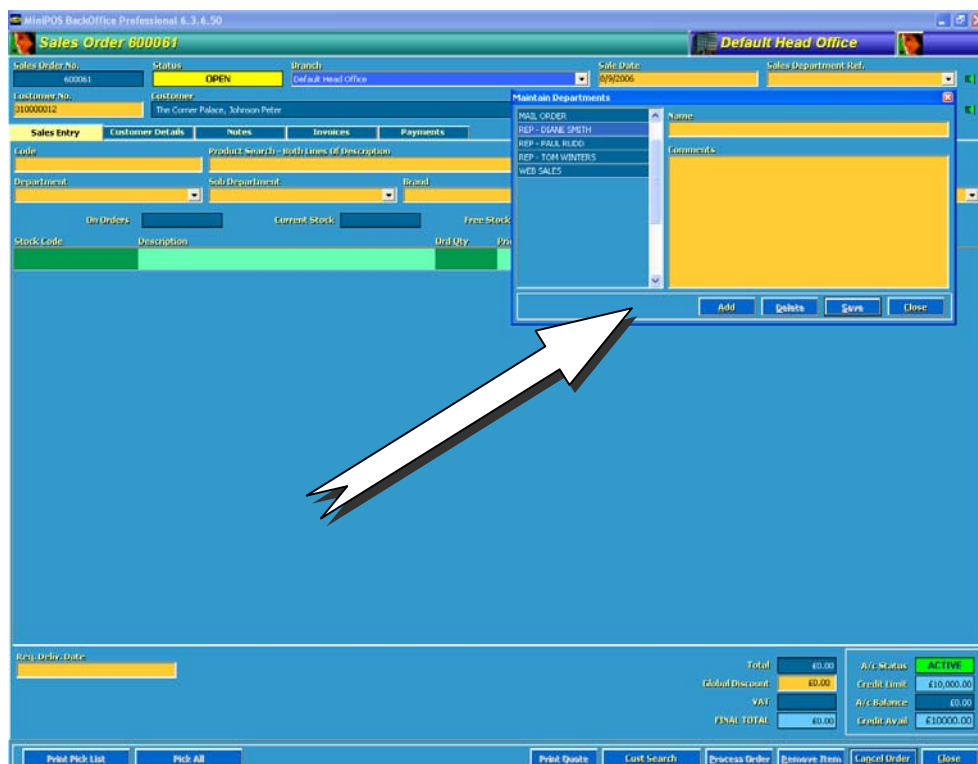
Enter all of the customer details as required including the *Category, VAT Mode* and any account settings needed. The *Customer Details Tab* can integrate to the *QAS* post code lookup database to automatically fill in address details. Once *QAS* is installed on the workstation, you can click on the *Lookup Button* next to the *Post Code Fields* to bring up the address lookup system. (*Please consult your Dealer for further information on the QAS database.*)

When you have finished entering the customer details click on the *Save Button* and then click on the *Sales Entry Tab* to return to the sales entry screen.

**Sales Department Ref.** You may wish to assign your own internal reference to each sales order for future analysis. These Sales Department References could include sales reps, sales origin (advert), and sales promotions or to identify mail order verses web sales. This field is useful for creating reports to monitor your sales information. (*You can force users to select one of the Sales Departments for each sales order entered to ensure that Sales Departments are always recorded. Please refer to the SOP Configuration Manual.*)

Sales Departments are added and maintained as follows:

Click on the Green *Field Edit Button* next to the *Sales Department Ref. Field*. The *Maintain Departments Pop-Up* will appear:



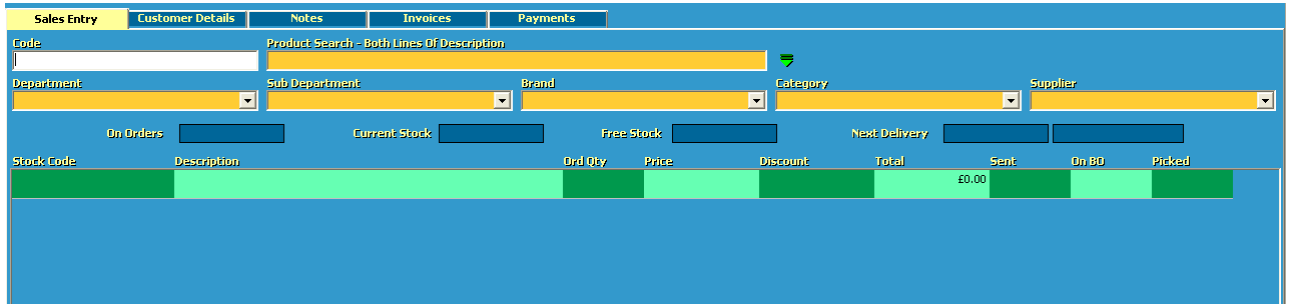
To add a Sales Departments, click on the *Add Button* on the *Maintain Departments Pop-Up* panel and enter sales department description in the *Name field*.

Click the *Save Button* to save your new sales department description and then click on the *Close Button* to close the *Maintain Departments Pop-Up*.

**User Reference.** If you want to record a user reference for the sales order you can enter a free text reference into the **User Reference field**. This field is often used to record customers own purchase order numbers or references and this text will be printed on Picking Lists, Delivery Notes and Invoices. *(You can force users to enter a **User Reference** for each sales order entered. Please refer to the SOP Configuration Manual.)*

### Entering Products on a Sales Order

There are a number of ways to add products to a sales order as follows:



Product input section of the Sales Order Screen.

**Code.** The **Code field** can be used to scan in barcodes via an attached barcode scanner or you can type in PLU / stock codes via the keyboard followed by the **Enter Key**. The product details will appear in the sales order list and the **cursor** will return to the **Code field** ready for the next input.

**Product Search.** You can search for a product to add to the sales order by entering text into the **Product Search field** and pressing the **Space Bar** on the keyboard. By default, the system will list all products that have the search text you entered somewhere in their description. *(For example if you enter Red into the product search field, then all products that have the text Red anywhere in both lines of description will list.)* You can add additional text to the **Product Search field** followed by the **Space Bar** to narrow down the list to show a specific range of products to choose from. *(For example, if you type in; Red [Space Bar] Size [Space bar] 12 [Space Bar], then only those products will all three sections of text will list.)*

**Department, Sub-Department, Brand, Category and Supplier.** These **Drop-Down Lists** allow you to select any particular **Department, Sub-Department, Brand, Category or Supplier** and a list of products that match your selection will appear.



Example: List of products displayed when **BOOKS** has been selected in the **Department Drop-Down**. You can further limit the list by selecting additional **Drop-Down Entries**

To select a product from the list, **Double Click** on a product and it will be added to the sales order and the list will close. To close the list without selecting a product simply click on the **Cancel Search Button** at the bottom of the screen.

After entering a product code or selecting a product from a list, the sales order will show the product details as follows:

Stock Code	Description	Ord Qty	Price	Discount	Total	Sent	On BO	Picked
100425	THE FRENCH CAFE THE FRENCH CAFE	1	£14.99		£14.99	0	0	0

You can now edit the details for each product on a sales order as follows:

**Description.** Click in the **Description field** and the first line of description will become highlighted ready for editing. You can now type in a replacement description or if you want to add to the existing first line description then click again at the end of the highlighted text and add additional text as required. *(Any product description changed in a sales order will be recorded permanently with the order as it is processed and will be recorded in sales history. The main stock file will not be effected and the original product description will be retained)*

The ability to edit product descriptions is particularly useful for adding comment lines to the sales order. If you create a product in the main stock file, say you call it **Comment**, and it is without any price, then when ever you add this product to a sale order you can edit the description to the comment you wish to add to the sales order.

Stock Code	Description	Ord Qty	Price	Discount	Total	Sent	On BO	Picked
100425	THE FRENCH CAFE THE FRENCH CAFE	1	£14.99		£14.99	0	0	0
100426	MOST BEAUTIFUL VILLAGES OF PROVENCE MOST BEAUTIFUL VILLAGES OF PROVENCE	1	£24.95		£24.95	0	0	0
100427	SPIRIT OF THE SEA SPIRIT OF THE SEA	1	£15.95		£15.95	0	0	0
100762	CANDLES 200 GRS CANDLE BAR GRAPEFRUIT BOUGIE 200 GRS CANDLE BAR PAMPLEMOUSSE	1	£16.94		£16.94	0	0	0
100764	** COMMENT ** NEW PUBLICATIONS	1		FREE	£0.00	0	0	0
100463	NEW TEA BOOK	1	£12.99		£12.99	0	0	0
100516	ORCHIDS ORCHIDS	2	£14.99		£29.98	0	0	0
100440	SAHARA	1	£25.00		£25.00	0	0	0

The 5<sup>th</sup> product in the list is a comment line, the 'NEW PUBLICATIONS' text has been added to the description.

**Ord Qty.** The **Ord Qty field** (Order Quantity) defaults to 1 but you can click in this field and change the quantity as required. The sales order processing system does not automatically sum the same product if added on different lines. If a product is added to a sales order 3 times then there will be 3 separate lines all showing the same item.

**Price.** The **Price field** shows the standard retail price of each product entered. If the customer has VAT exclusive pricing as set in the MiniPOS® customer database, then the price shown will exclude VAT.

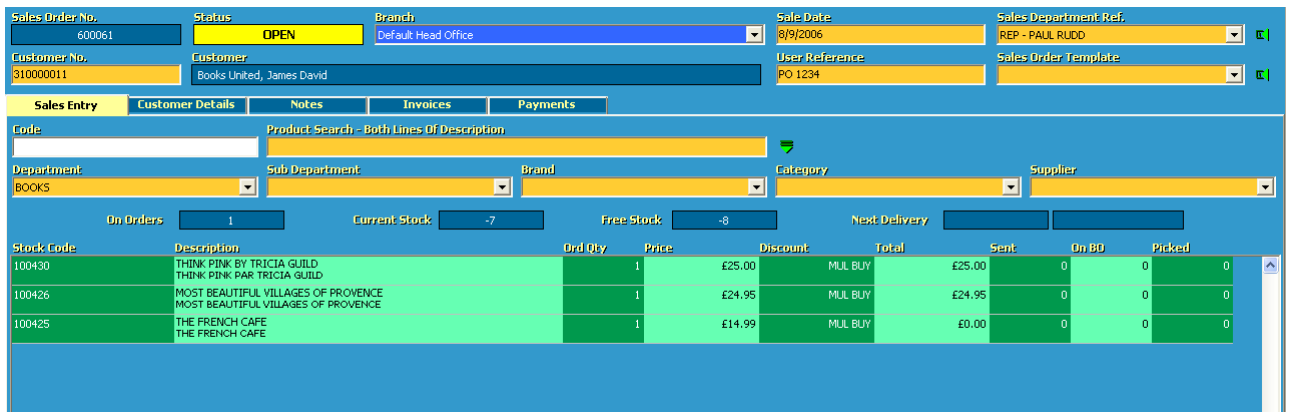
**Discount.** You can enter an item discount amount in the *Discount field* and the amount of discount entered will be deducted from the amount in the *Price field* to give a *Total* for that line of the sales order. (You may need to setup security rights in order to change the *Price and Discount fields* as described in the *SOP Configuration Manual*.)

If the customer selected for this sales order has a Discount Band setup in the MiniPOS® customer database, then the *Discount field* will automatically show the amount of discount set.

**Total.** You can enter a figure in the *Total field* that is different from that automatically displayed and the system will calculate the amount of discount automatically. This is useful if you are negotiating a total price for a quantity of a particular item.

**Sale Promotions.**

The MiniPOS® SOP system supports all types of Sales Promotions as setup in the MiniPOS® *Stock / Promotions Manager*.



The above screenshot shows a **Multi-Buy Promotion** where a 'Buy Any 3 Books and Get the Cheapest Free' promotion is active. When a quantity of 3 of any books are entered, the system automatically applies the discount and indicates at **MUL BUY** in the *Discount field*. Special Offer and Quantity Discount promotions work in a similar manner.

**Finishing the Sales Order**

Once all the products have been added to the sales order and before we process the order to produce a Picking List, Delivery Note or Invoice (depending on the configuration setup), you can add further order details as follows:

**Req. Deliv. Date.** This field is at the bottom of the screen on the left and allows you to enter a Required Delivery Date for the items on this order. This date field can be printed on Picking Lists, Delivery Notes and Invoices and can additionally be used to filter SOP reports as required.

**Global Discount.** When products are added to a sales order the value of the order is automatically calculated and displayed at the bottom of the order screen in the **Total field**. You can apply a Global Discount figure to the **Total** amount by entering a value in the **Global Discount field**. This amount will be deducted from the **Total** amount to give a sales order total value in the **FINAL TOTAL field**.

MiniPOS BackOffice Professional 6.3.6.50

**Sales Order 600061** Default Head Office

Sales Order No. 600061 Status **OPEN** Branch Default Head Office Sale Date 8/9/2006 Sales Department Ref. REP - PAUL RUDD

Customer No. 31000011 Customer Books United, James David User Reference PO 1234 Sales Order Template

Sales Entry Customer Details Notes Invoices Payments

Code Product Search - Both Lines Of Description

Department: BOOKS Sub Department Brand Category Supplier

On Orders 0 Current Stock 0 Free Stock 0 Next Delivery

Stock Code	Description	Ord Qty	Price	Discount	Total	Sent	On BD	Picked
100428	COASTLINE LK COASTLINE LK	1	£24.95		£24.95	0	0	0
100426	MOST BEAUTIFUL VILLAGES OF PROVENCE MOST BEAUTIFUL VILLAGES OF PROVENCE	2	£24.95		£49.90	0	0	0
100425	THE FRENCH CAFE THE FRENCH CAFE	1	£14.99		£0.00	0	0	0
100435	HIMALAYA	3	£35.00		£105.00	0	0	0
100432	PASTA THE ESSENTIAL COOKBOOK PASTA THE ESSENTIAL COOKBOOK	1	£12.90		£0.00	0	0	0
100430	THINK PINK BY TRICIA GUILD THINK PINK PAR TRICIA GUILD	1	£25.00		£25.00	0	0	0
100440	SAHARA	2	£25.00		£50.00	0	0	0

Req. Deliv. Date

Total	£254.85	A/c Status	ACTIVE
Global Discount	£34.85	Credit Limit	£20,000.00
VAT	£0.00	A/c Balance	£383.16
FINAL TOTAL	£220.00	Credit Avail	£19616.84

Print Pick List Pick All Print Quote Cust Search Process Order Remove Item Cancel Order Close

If the customer selected for the sales order has VAT exclusive pricing as set in the MiniPOS® customer database, then the Global Discount amount entered should be exclusive of VAT. If the customer is a standard customer and prices are show with VAT, then the Global Amount entered must include VAT.

The Global Discount entered will be applied Pro-Rata to all the products on the sales order when the order is processed and the details are recorded in sales history.

**Sales Order Notes.** You add free text notes to a sales order by clicking on the **Notes Tab** at the top of the order screen. The order screen should appear as follows:

MiniPOS BackOffice Professional 6.3.6.50

**Sales Order 600061** **Default Head Office**

Sales Order No. 600061	Status <b>OPEN</b>	Branch Default Head Office	Sale Date 8/9/2006	Sales Department Ref. REP - PAUL RUDD
Customer No. 310000011	Customer Books United, James David	User Reference PO 1234	Sales Order Template	

Sales Entry | Customer Details | **Notes** | Invoices | Payments

**Internal Comments**  
 \*\* ONLY DISPATCH COMPLETE ORDER \*\*  
 CUSTOMER DOES NOT WISH PART DELIVERY  
 PLEASE ADVISE OF ANY SHORTFALL

**Customer Comments**  
 PLEASE DELIVER PRE 10AM ON SPECIAL DELIVERY

Close

You can enter **Internal Comments** for notes that are for internal use only. These can be printed on Picking Lists etc as required.

In addition you can enter **Customer Comments** for notes that are specifically requested by the customer and these can be printed on Picking Lists, Delivery Notes and Invoices as required.

To close the **Notes Tab** simply click on the **Sales Entry Tab** to return to the sales order entry screen.

### Saving a Sales Order

You can exit a sales order at anytime by clicking on the **Close Button** at the bottom right of the screen. All the details entered for the sales order will be saved and the order header information will appear in the **Sales Order Tracker**.

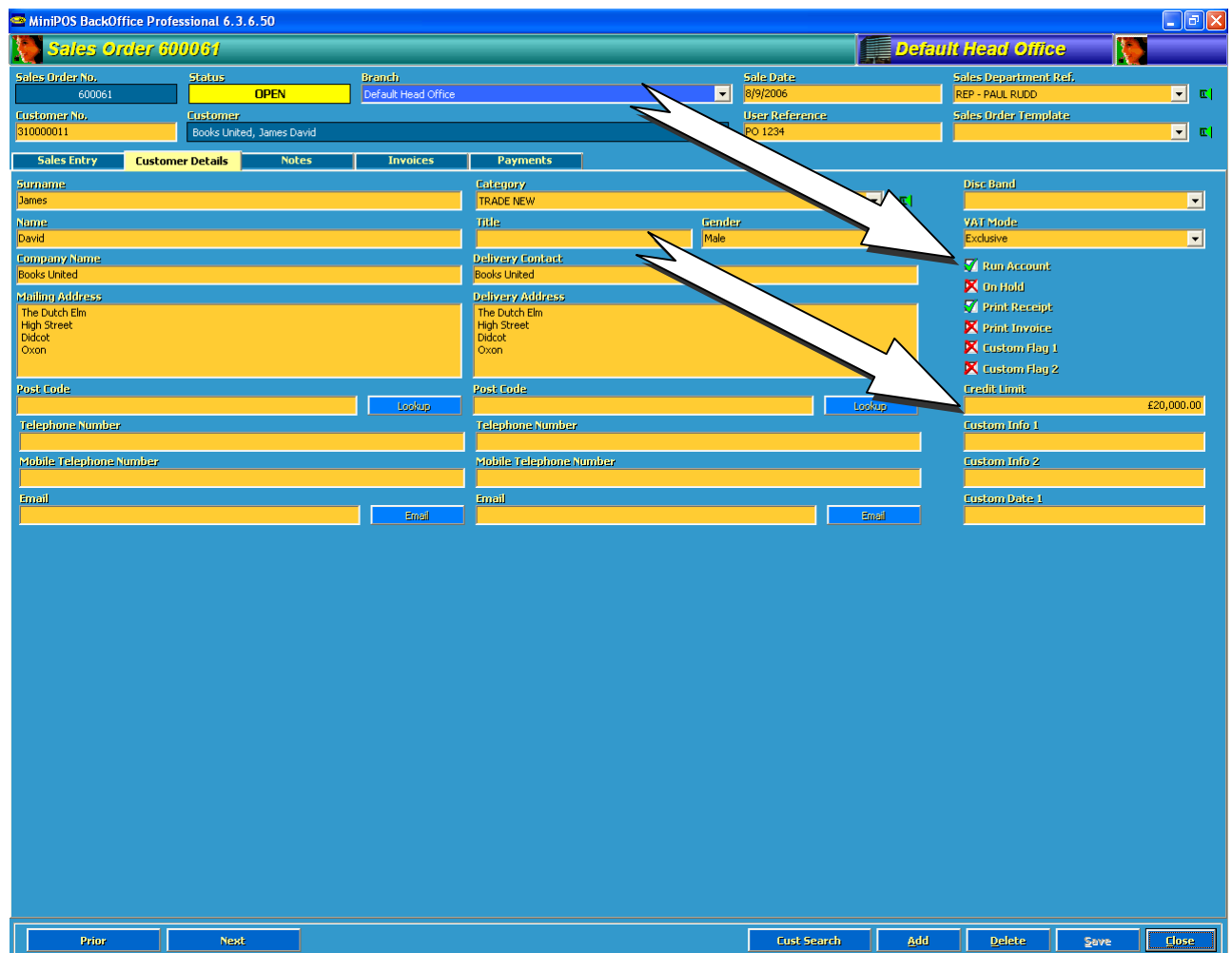
### Progressing a Sales Order

There are a number of ways that a sales order can be progressed depending on the SOP configuration settings. *(Please refer to the SOP Configuration Manual or consult your dealer for further information.)* You can operate the MiniPOS® SOP system as a standard trade ordering solution, producing invoices for account customers or you may want to operate a tele-sales service for standard retail customers that make payment before goods are despatched. The following text will explain the various processes for handling the different uses of the MiniPOS® SOP system.

#### Sales Orders for Account Customers with Invoicing:

The conventional use of an SOP system is to process sales orders for account customers where an invoice is printed and the amount of the invoice is added to the customer’s sales ledger. To process sales orders for account customers the following applies:

**Account Customer.** The customer selected from the existing MiniPOS® customer database or created from within the SOP order entry screen, must have the **Run Account** flag set and have a **Credit Limit** with sufficient **Credit Available** remaining. See screen shot below:



Note there is an **On Hold flag** below the **Run Account flag**, if ticked this will prevent sales orders being processed for the customer.



**Credit Available** amount is shown at the bottom right of the **Sales Order Entry Screen** along with **A/c Status**, **Credit Limit** and **A/c Balance** information.

### Picking the Sales Order

If you have configured your SOP system to ignore the picking stage (automatically pick orders) then please skip the following section and move to the **Despatch and Invoicing** section.

If your SOP configuration is setup to manage picking of sales orders (*Please refer to the SOP Configuration Manual or consult your dealer for further information.*), then you are able to print a picking list which can be used to confirm that all products ordered have been located and are ready for despatch. (*If you do not want a picking list you can enter picked quantities on the sales order screen at anytime.*)

To print a picking list click on the **Print Pick List Button** at the bottom of the sales order screen. A pop-up will appear for you to confirm which printer you are using and the number of copies required. When the printing options have been confirmed the picking list is printed. A pop-up will now display asking you to confirm that the picking list was printed ok or if not whether you want to print again. The picking list should appear similar to the following:

		<b>The MiniPOS Bookstore</b> 173 Curle Avenue Didcot Oxon OX11 0QG 01235 203087      sales@nicheinternational.com		<h2>Picking List: 600061</h2>  600061	
<b>Books United</b> The Dutch Elm High Street Didcot Oxon		<b>David James</b> Tel 1: Tel 2: Email:		Date: 08/09/2006      Ref: PO 1234 Dept: REP - PAUL RUDD      User: BOSS	
Order No. 600061				Page 1 of 1	
Stock code	Product Description	Quantity	Qty Picked		
100425	THE FRENCH CAFE      THE FRENCH CAFE	1			
100426	MOST BEAUTIFUL VILLAGES OF PROVENCE      MOST BEAUTIFUL VILLAGES OF PROVENCE	1			
100427	SPIRIT OF THE SEA      SPIRIT OF THE SEA	1			
100762	CANDLES 200 GRS CANDLE BAR GRAPEFRUIT      BOUGIE 200 GRS CANDLE BAR PAMPLEMOUSSE	1			
100764	** COMMENT ** NEW PUBLICATIONS	1			
100463	NEW TEA BOOK	1			
100516	ORCHIDS      ORCHIDS	2			
100440	SAHARA	1			
<b>Internal Notes</b> _____ _____ _____					
<b>Picking Notes</b> _____ _____ _____					

This is the default MiniPOS® SOP Picking List report layout. The barcode under the picking list number (SOP No.) can be used if you have a barcode scanner connected to your workstation to quickly find the sales order in the Sales Order Tracker.

When a picking list has been printed, the **Status** of that sales order changes to **Picking**. The **Picking Status** can be used to filter sales orders in the Sales Order Tracker.

You can now exit the sales order entry screen by clicking on the **Close Button** at the bottom of the screen. The order will be saved in the Sales Order Tracker for selection and progressing when required.

When the picking list has been returned you can now recall the sales order and enter the picked quantities for each product. *(You may want to operate a mail order or tele-sales facility where orders are entered and the Picking List printed immediately in a warehouse or stock room. In this case you would configure the report to print over a network to a remote printer. Then you can exit each order to process new ones. When the Picking Lists are returned from the Warehouse or Stock Room, you can then call up the order in the Sales Order tracker and progress it.)*

To enter a picked quantity on the Sales order Entry Screen, click in the **Picked Field** against a product and type in a picked quantity followed by the **Enter Key** or the **Up / Down Cursor Keys** to move to the next **Picked Field**. You have the option to click on the **Pick All Button** at the bottom of the screen to automatically fill in each of the **Picked Fields** with the **Ord Qty**. This fully picks the products for you.

**Sales Order 600068** | Default Head Office

Sales Order No. 600068 | Status: **OPEN** | Branch: Default Head Office | Sales Date: 15/9/2006 | Sales Department Ref: REP - DIANE SMITH

Customer No. 310000011 | Customer: Books United, James David | User Reference: PO 23-456 | Sales Order Template: [dropdown]

Code	Product Search - Both Lines Of Description	Department	Sub Department	Brand	Category	Supplier	
On Orders	0	Current Stock	10	Free Stock	10	Next Delivery	14/9/2006
Stock Code	Description	Ord Qty	Price	Discount	Total	On BO	Picked
100425	THE FRENCH CAFE	1	£14.99		£14.99	0	1
100426	MOST BEAUTIFUL VILLAGES OF PROVENCE	1	£24.95		£24.95	0	1
100427	SPIRIT OF THE SEA	1	£15.95		£15.95	0	0
100762	CANDLES 200 GRS CANDLE BAR GRAPEFRUIT	1	£16.94		£16.94	0	0
100764	** COMMENT ** NEW PUBLICATIONS	1		FREE	£0.00	0	0
100463	NEW TEA BOOK	1	£12.99		£12.99	0	0
100516	ORCHIDS	1	£14.99		£14.99	0	0
100440	SAHARA	1	£25.00		£25.00	0	0

Req. Deliv. Date: [input field]

Total: £125.81 | A/c Status: **ACTIVE**

Global Discount: £0.00 | Credit Limit: £20,000.00

VAT: £2.96 | A/c Balance: £528.55

FINAL TOTAL: £128.77 | Credit Avail: £19471.45

Buttons: Print Pick List, Pick All, Print Quote, Cust Search, Process Order, Remove Item, Cancel Order, Close

If the products cannot be fully picked, you enter the actual picked quantity and the difference (shortfall) will be automatically entered into the **On Bo Field** (On Back Order). *(You can prevent Back Orders in SOP Configuration. Please refer to the SOP Configuration Manual or consult your dealer for further information.)*

Sales orders can be edited before and after picking, however once a sales order has been processed for despatch and Invoicing, no further changes to the order can be made.

## Despatch and Invoicing

This section details processing a sales order for Despatch and producing an Invoice for account customers. If you have configured SOP for Picking Sales Orders, you must have first entered some picked quantities before a sales order can be invoiced and Delivery Notes or Packing Labels printed. If your SOP configuration has been set for 'Automatically Pick Whole Order' then the system will automatically fill in the picked quantities for you when you process the order. Processing a sales order makes changes to stock levels, prints invoices, updates customer's accounts and creates sales history records.

To process a sales order click on the **Process Order Button** at the bottom of the Sales order Entry Screen.

A pop-up will display for you to confirm that you wish to process the order. Click on the **Yes Button** on the pop-up display to continue.

The system will process the sales order and print Delivery Notes, Invoices and Packing Labels as set in the SOP Configuration. *(Please refer to the SOP Configuration Manual or consult your dealer for further information.)*

If the sales order has been fully despatched and Invoiced, the sales order status will change to **CLOSED**. If the sales order has been part shipped and Invoiced accordingly, then the sales order status will change to **PART DES**. Part Despatched sales orders can be processed once the products on Back Order have been picked.

**4<sup>th</sup> Item Not Picked**

Stock Code	Description	Ord Qty	Price	Discount	Next Des	On BO	Picked
100425	THE FRENCH CAFE	1	£14.99		30	0	1
100426	MOST BEAUTIFUL VILLAGES OF PROVENCE	1	£24.95		30	0	1
100427	SPIRIT OF THE SEA	1	£15.95		30	0	1
100762	CANDLES 200 GRS CANDLE BAR GRAPEFRUIT	1	£16.94		30	0	0
100764	** COMMENT ** NEW PUBLICATIONS	1	FREE		30	0	0
100463	NEW TEA BOOK	1	£12.99		30	0	1
100516	ORCHIDS	1	£14.99		30	0	1
100440	SAHARA	1	£25.00		30	0	0

**Process Order Button**

Total	£125.81	A/c Status	ACTIVE
Global Discount	£0.00	Credit Limit	£20,000.00
VAT	£2.96	A/c Balance	£528.55
FINAL TOTAL	£128.77	Credit Avail	£19471.45

*(The 4<sup>th</sup> item on this sales order could not be picked and therefore the Picked quantity shows zero. When this sales order is processed the 4<sup>th</sup> item will be on Back Order, On BO, and the order status will become PART DES.)*

### Delivery Notes

If you have configured the SOP system to produce Delivery Notes automatically on processing a sales order, the system will print the default SOP Delivery Note similar to the following: *(Please refer to the SOP Configuration Manual or consult your dealer for further information.)*

<div style="border: 1px solid black; padding: 5px; width: 80px; margin: auto;">                 Your Logo Here             </div>	<b>The MiniPOS Bookstore</b> 173 Curle Avenue Didcot Oxon OX11 0QG T: 01235 203087 F: 01235 206642 Email: sales@nicheinternational.com	<h2 style="margin: 0;">Delivery Note</h2> <h3 style="margin: 0;">10000030150906</h3> Inv No: 10000030    Inv Date: 15/09/2006																												
To: David James Books United The Dutch Elm High Street Didcot Oxon	Cust No. 310000011 Order No: 600068 Your Ref: PO 23-456 Sale Info: SOP Dept. REP - DIANE SMITH User: BOSS																													
Invoice No. 10000030 <span style="float: right;">Page 1 of 1</span>																														
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100516	ORCHIDS	1	1																											
100440	SAHARA	1	1																											
All goods supplied remain the property of: <i>The MiniPOS Bookstore</i> until paid for in full.																														
Received By: <input style="width: 150px; height: 20px;" type="text"/> Signature: <input style="width: 150px; height: 20px;" type="text"/> Date: <input style="width: 80px; height: 20px;" type="text"/>																														

The **Delivery Note Number** is made up from the Invoice Number plus the date to give a unique number for each Delivery Note printed. The barcode represents the **User Reference** on the original sales order and may be useful to your customer when inputting the delivery to their system.

### Packing Labels

Packing labels can be printed after a sales order has been processed. The default SOP Packing Label is defined in the SOP Configuration settings. *(Please refer to the SOP Configuration Manual or consult your dealer for further information.)*

**Mr David James**  
 The Dutch Elm  
 High Street  
 Didcot  
 Oxon

---

Your  
Logo  
Here

**The MiniPOS Bookstore**  
 173 Curle Avenue  
 Didcot  
 Oxon  
 OX11 0QG

Ref: PO 23-456  
 Ord: 600068  
 Tel: 01235 203087

**Mr David James**  
 The Dutch Elm  
 High Street  
 Didcot  
 Oxon

---

Your  
Logo  
Here

**The MiniPOS Bookstore**  
 173 Curle Avenue  
 Didcot  
 Oxon  
 OX11 0QG

Ref: PO 23-456  
 Ord: 600068  
 Tel: 01235 203087


This is the default SOP Packing Label. Your company logo and information is printed at the bottom of each label including the customers reference (**User Reference**) and the Sales Order Number.

*(You can create your own Packing Label Report to suit your own requirements and printer setup. Please consult your Dealer for further information.)*

**Invoices**

Invoices for account customers are automatically entered into the MiniPOS® Sales Ledger. Each Invoice created has a unique Invoice number, which is recorded against the sales order information.

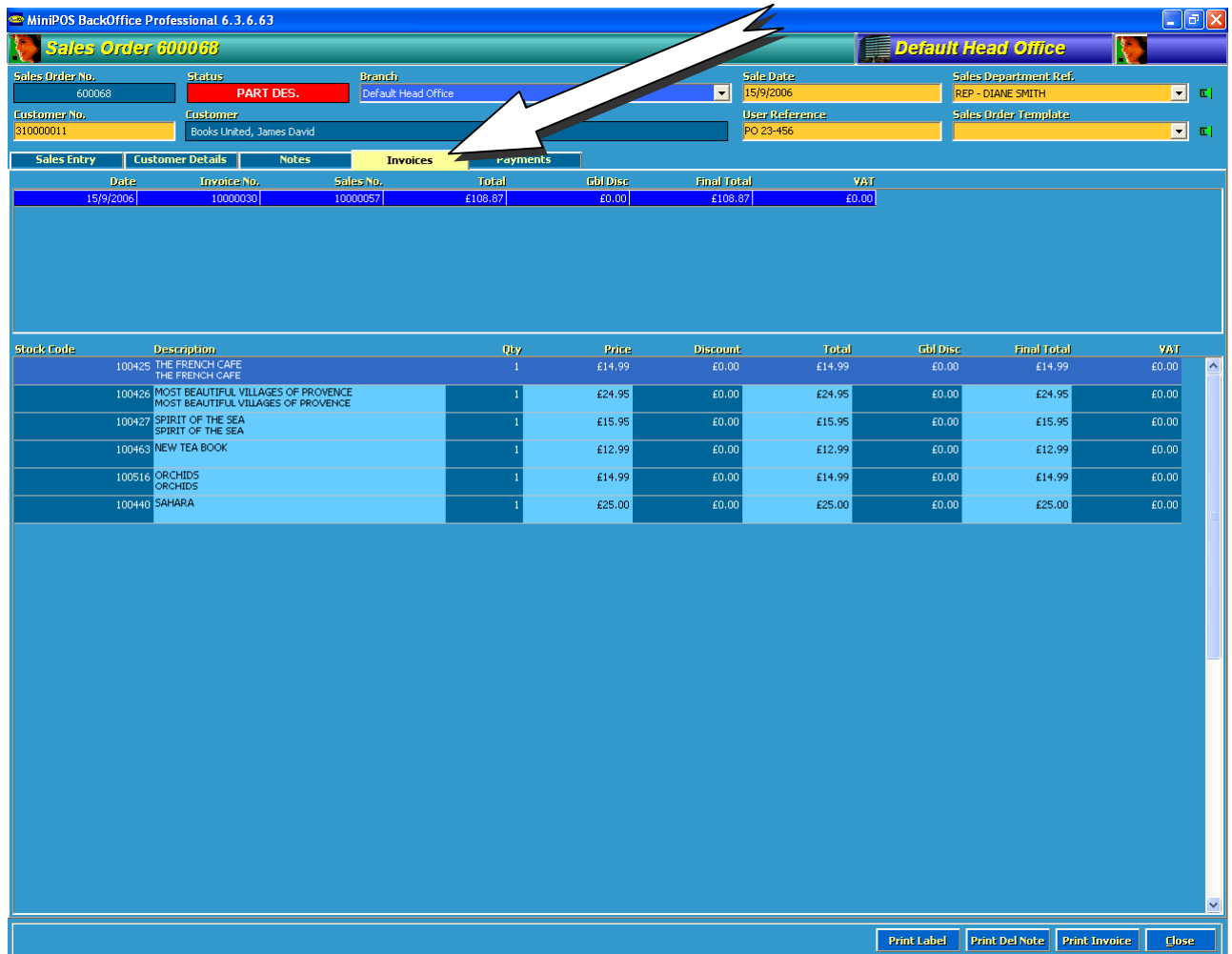
Invoices to customers that have **VAT Exclusive Pricing** will show prices excluding VAT with the VAT amount shown separately in addition to the VAT Analysis.

	<p><b>The MiniPOS Bookstore</b>                  173 Curie Avenue                  Didcot                  Oxon                  OX11 0QG</p> <p>T: 01235 203087    F: 01235 206642                  Email: sales@nichelinternational.com</p>	<p><b>Invoice</b>    10000030</p> <p>Date: 15/09/2006</p> <hr/> <p>VAT No. 123776 554    Co. Reg No. 1234 567</p>																																														
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		VAT:	£	0.00																																												
		Invoice Total:	£	108.87																																												

VAT is calculated on a line-by-line basis and not just as a percentage of the Total value shown.

## Viewing Invoice Details

Invoice details created from a sales order can be viewed by clicking on the *Invoices Tab* on the Sales Order Entry Screen:



The screenshot displays the MiniPOS BackOffice Professional 6.3.6.63 interface. The main window title is "Sales Order 600068". The status is "PART DES." (Part Despatched). The branch is "Default Head Office". The sale date is "15/9/2006". The sales department reference is "REP - DIANE SMITH". The customer number is "310000011" and the customer is "Books United, James David". The user reference is "PO 23-456". The sales order template is also visible.

The "Invoices" tab is selected, showing a table with the following data:

Date	Invoice No.	Sales No.	Total	GBJ Disc	Final Total	VAT
15/9/2006	10000030	10000057	£108.87	£0.00	£108.87	£0.00

Below the invoice table, the items list is displayed:

Stock Code	Description	Qty	Price	Discount	Total	GBJ Disc	Final Total	VAT
100425	THE FRENCH CAFE THE FRENCH CAFE	1	£14.99	£0.00	£14.99	£0.00	£14.99	£0.00
100426	MOST BEAUTIFUL VILLAGES OF PROVENCE MOST BEAUTIFUL VILLAGES OF PROVENCE	1	£24.95	£0.00	£24.95	£0.00	£24.95	£0.00
100427	SPIRIT OF THE SEA SPIRIT OF THE SEA	1	£15.95	£0.00	£15.95	£0.00	£15.95	£0.00
100463	NEW TEA BOOK	1	£12.99	£0.00	£12.99	£0.00	£12.99	£0.00
100516	ORCHIDS ORCHIDS	1	£14.99	£0.00	£14.99	£0.00	£14.99	£0.00
100440	SAHARA	1	£25.00	£0.00	£25.00	£0.00	£25.00	£0.00

At the bottom of the screen, there are buttons for "Print Label", "Print Del Note", "Print Invoice", and "Close".

This screenshot shows that one invoice has been created for the sales order. The sales order *status* is however *PART DES.* (*Part Despatched*) which indicates that there are still items left to despatch. When these remaining items are despatched another invoice is produced and its details will also appear under the *Invoices Tab*. When the sales order has been fully despatched and Invoiced, the sales order status will show *CLOSED*. You can still view all of the details of a 'CLOSED' order and reprint Invoices, Delivery Notes and Packing Labels as required.

## Reprinting Invoices, Delivery Notes & Packing Labels

To reprint an Invoice, click on the *Invoice Header Details* in the top list and click the *Print Invoice Button* at the bottom of the screen.

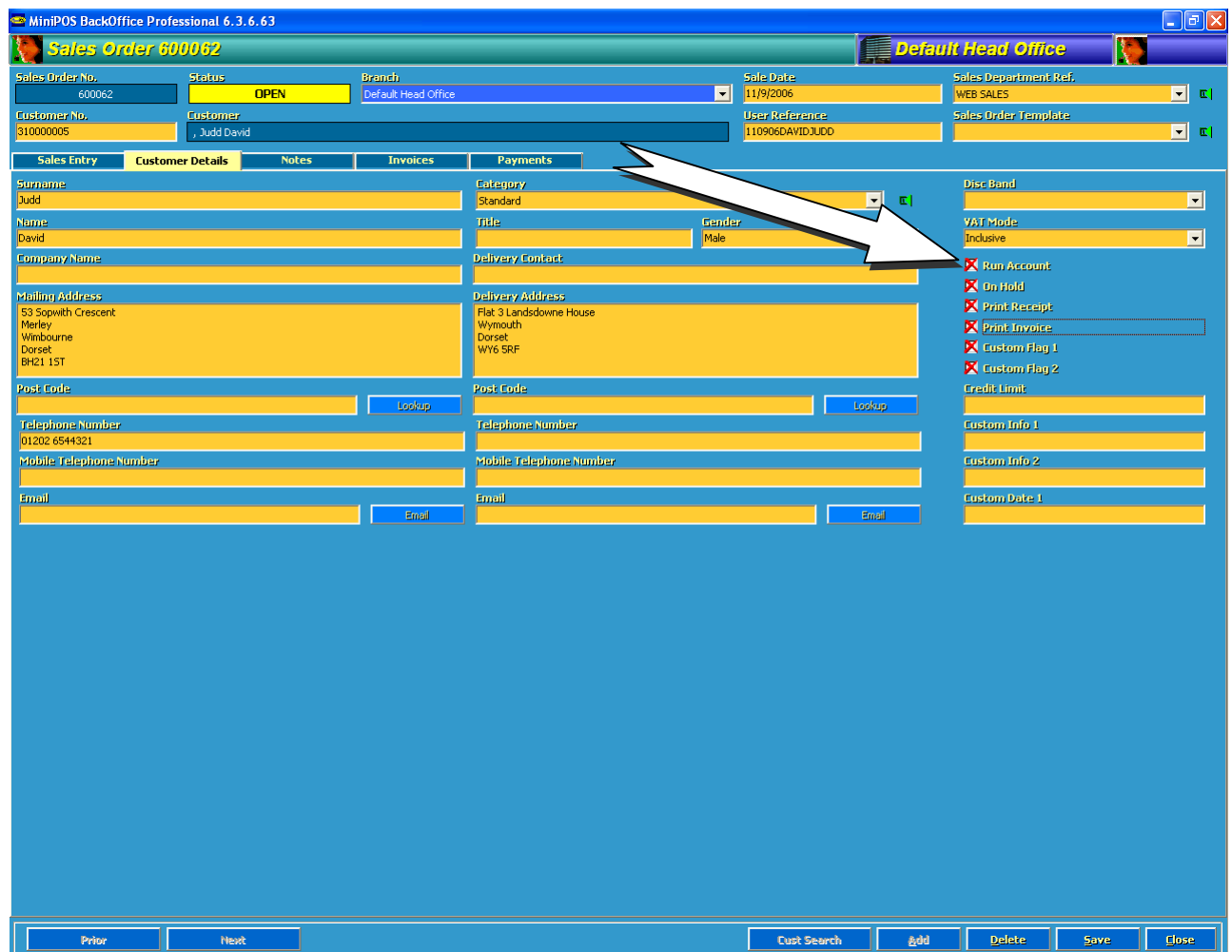
To reprint a Delivery Note, click on the *Invoice Header Details* in the top list and click the *Print Del Note Button* at the bottom of the screen.

To reprint a Packing Labels, click on the *Invoice Header Details* in the top list and click the *Print Pack Labels Button* at the bottom of the screen.

### Sales Orders For Non-Account Customers (Retail)

You can use the MiniPOS® SOP System to take orders from customers that do not have a credit account but pre-pay their order by cash, cheque, credit card or any other payment method you choose. Non-account customers should have the **Run Account Flag, un-ticked X**, in their account details as shown below. *(To enter sales orders for non-account customers you must have the SOP configuration settings to allow this. Please refer to the SOP Configuration Manual for further details.)*

This typical mail order or tele-sales operation allows the SOP user to check if the customer already exists in the MiniPOS® Customer Database or create the customer from new. *(Please refer to the **Creating New Customer Details** section earlier in this manual.)* The order details are added and then a pre-payment is entered before the sales order can be processed.



When the non-account customer has been selected or added, entering products to the sales order is the same as described earlier in this manual.

Before a sales order to a non-account customer can be processed, a pre-payment must be entered on to the **Payments Tab** as follows:

Click on the **Payments Tab**, the screen should appear similar to the following:

Method	Payment	Reference	Allocated
Cash	£0.00		£0.00
Credit Card	£0.00		£0.00
Cheque	£75.80	100345 - 15/9/2006	£0.00
Voucher	£0.00		£0.00

**Method.** The entries listed under the **Method** column are the various payment types defined elsewhere in MiniPOS.

**Payment.** Click in a **Payment Field** against the Payment Type you are receiving for this order. Type in the payment amount. You can have multiple payments if required, for example the customer may pay part of the order value by a Voucher and the balance by Cheque. The **Payment** amounts entered must cover the total value of the sales order.

**Reference.** The reference field against each payment type id for recording details such as cheque number etc as required.

**Allocated.** The **Allocated Field** records how much of a payment has been used in processing the order. If the order is fully despatched and invoiced then the total amount of the payment or payments will show in the **Allocated Field**. If an order is part despatched then only the amount of payment required for the part despatched invoice will be allocated.

Click on the **Sales Entry Tab** to return to the Sales Entry Screen and you can now process the order for despatch.

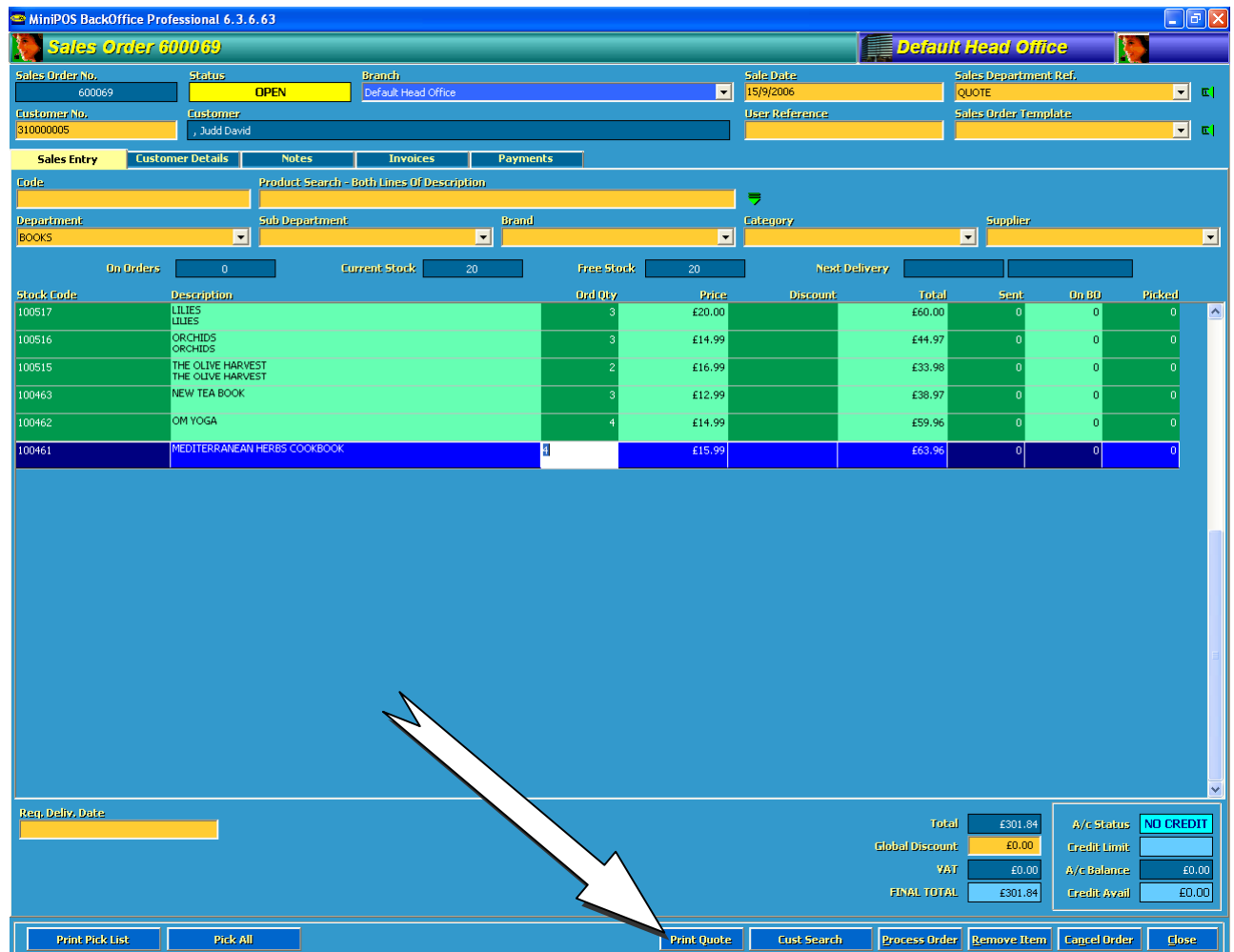
### Quotations

The MiniPOS® SOP System can be used to produce quotations for customers. A quotation can be edited at anytime and either reprinted or progressed as a normal sales order for picking, despatch and invoicing.

You can produce a quotation as follows:

Create a new Sales Order, add the customer’s details and enter the products to be quoted. *(You can close and save the Sales Order at anytime and return to it later as required.)*

Click on the **Print Quote Button** at the bottom the Sales Order Entry Screen:



The default SOP Quotation will now print with the usual print confirmation pop-up. The quotation type printed is defined in the SOP Configuration settings. *(Please refer to the MiniPOS® SOP Configuration Manual or consult your Dealer for alternative quotation layouts.)*

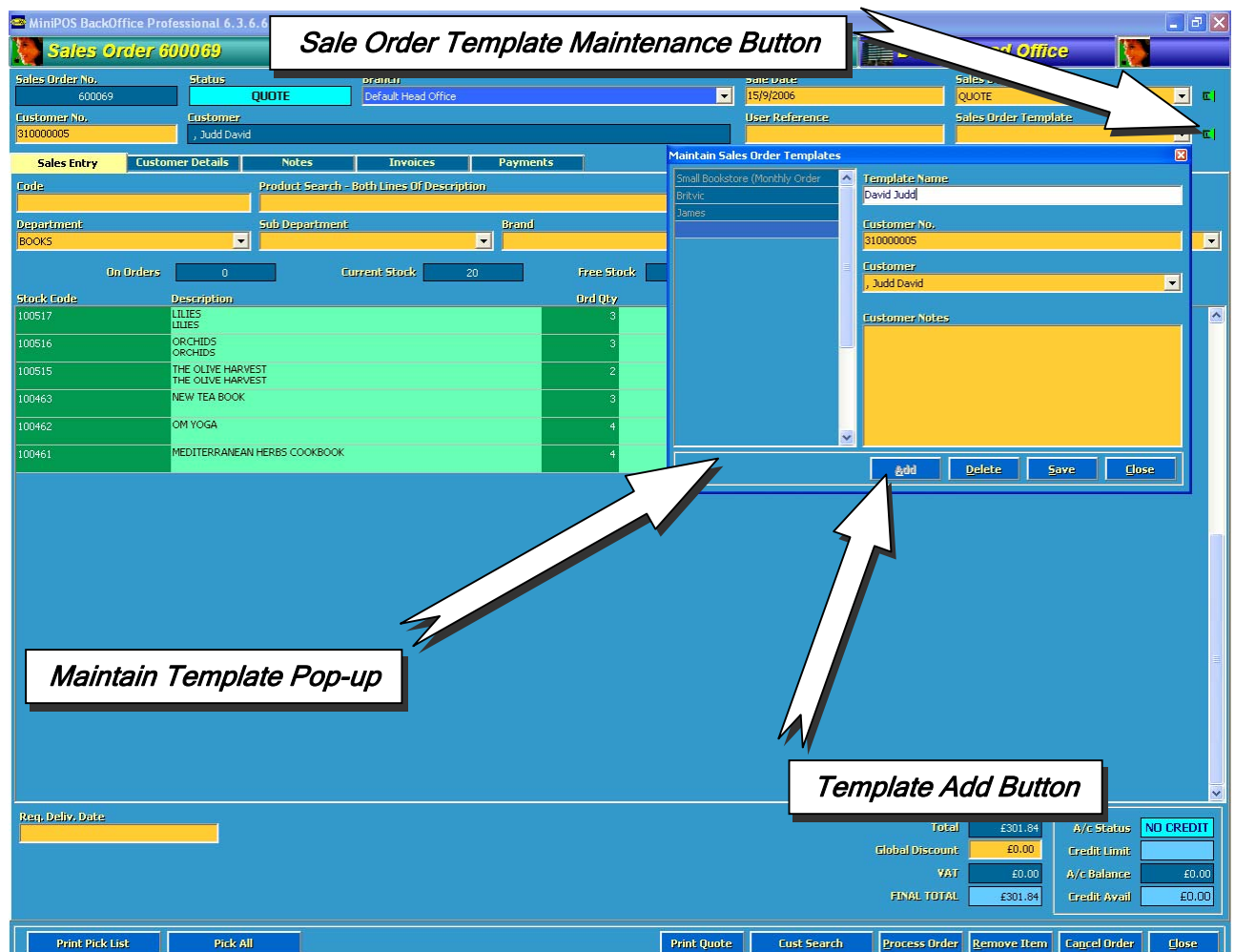
The Sales Order Status will now show **QUOTE** to identify those orders in the Sales Order Tracker that are quotations as opposed to actual sales orders being processed. Product quantities on a Quotation are not used to calculate the **On SOP** and **Free Stock** figures shown on the Sales Order Entry Screen.

## Sales Order Templates

MiniPOS® SOP can save sales orders as Sales Order Templates which can be used to create new orders with all the details of the original order that was used to produce the template. This facility is useful where you have repeat orders from customers or perhaps you have monthly billing where the order details are the same each month. Another use for Order Templates is in Quotations where you can create a standard quotation and save this as a template. This quotation template can be used to quickly display a standard quote, which can be edited, and a specific quotation printed.

Templates can be created at anytime, irrespective of an orders status, even **CLOSED** orders can be used. An Order Template saves the order details and any changes made to product descriptions, pricing and discounts. If a customer is assigned to an order that is used for a Template then the customer's details are also saved, however the customer can be changed when a new order is created from the Template. To create an Order Template;

Click on the **Sales Order Template Maintenance Button** next to this field on the **Sales Order Entry Screen**. The **Maintain Sales Order Templates Pop-up** will appear as follows:



Click on the Template **Add Button** on the pop-up and type in a name for this template in the **Template Name Field**. If a customer is assigned to the original sales order, the customer's number and name will appear in the relevant fields.

Click on the **Save Button** to save the template and close the Template pop-up.

## Credit Orders (Credit Notes)

There may be occasions when a customer has been incorrectly invoiced or products are returned for some reason. It is possible to generate a Credit Order and either produce a Credit Note or give a refund as required.

In the case of account customers, a Credit Order would generate a Credit Note that would reduce the customers balance on their MiniPOS® Sales Ledger. Product quantities on a Credit Order will be returned into stock and the stock levels increased and sales history would be updated.

Non-account customers would have a refund recorded by entering credit payments on the ***Payments Tab***.

To create a Credit Order, navigate to **Customers / Credit Orders** from the MiniPOS® Main Screen. You will now see the ***Credit Orders Tracker***.

Creating and entering a Credit Order is identical to that for entering Sales Orders except that a ***Credit Note*** is printed instead of an ***Invoice***. (*Credit Note numbers follow in sequence to Invoice numbers.*)

The ***Credit Note*** printed is defined in the MiniPOS® SOP Configuration settings. (*Please refer to the MiniPOS® SOP Configuration Manual or consult your Dealer for alternative quotation layouts.*)