Procedure Manual

Dealership Name

Parts Module

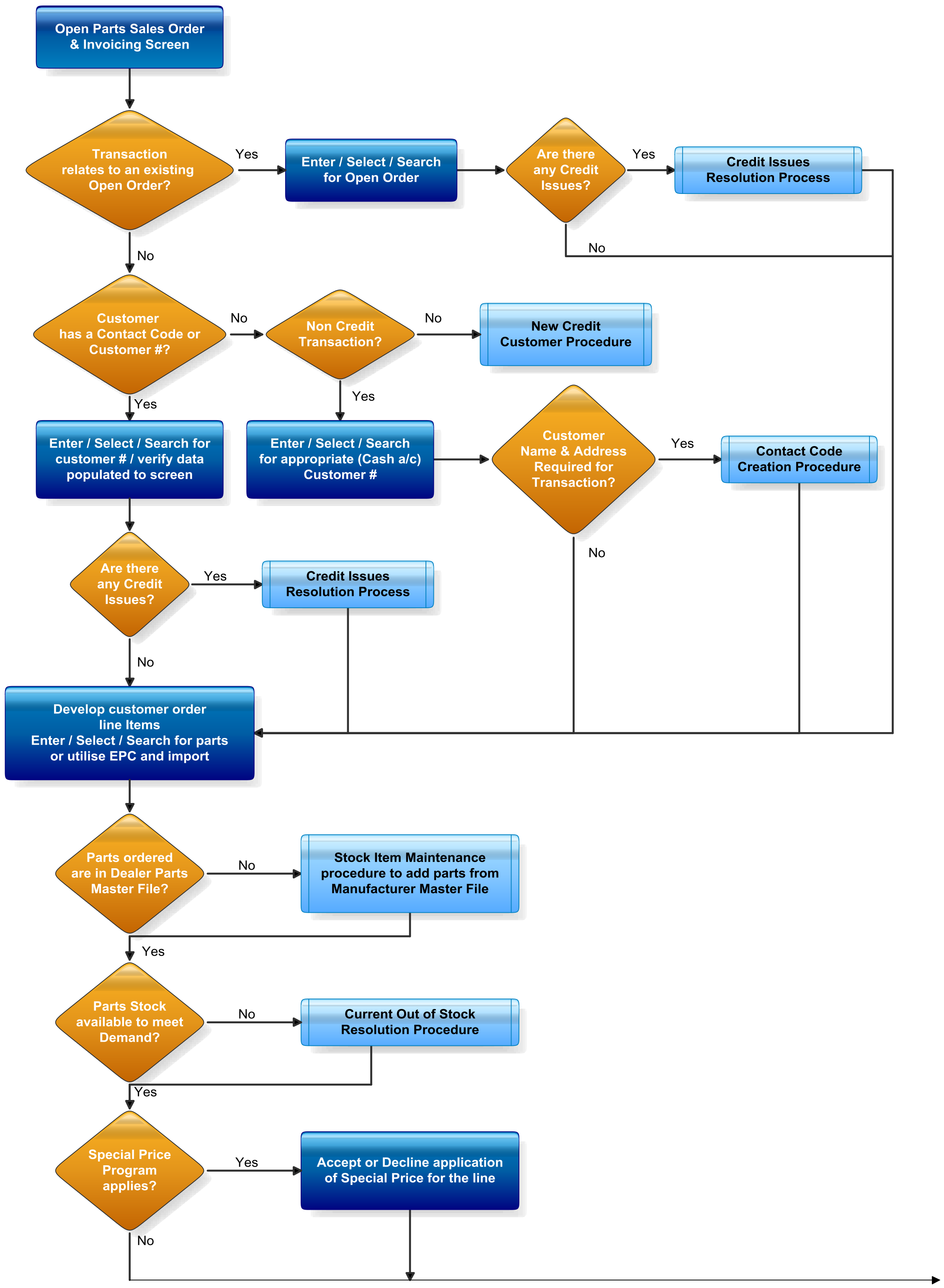
Process Code: P100 Parts Sales Order & Invoicing

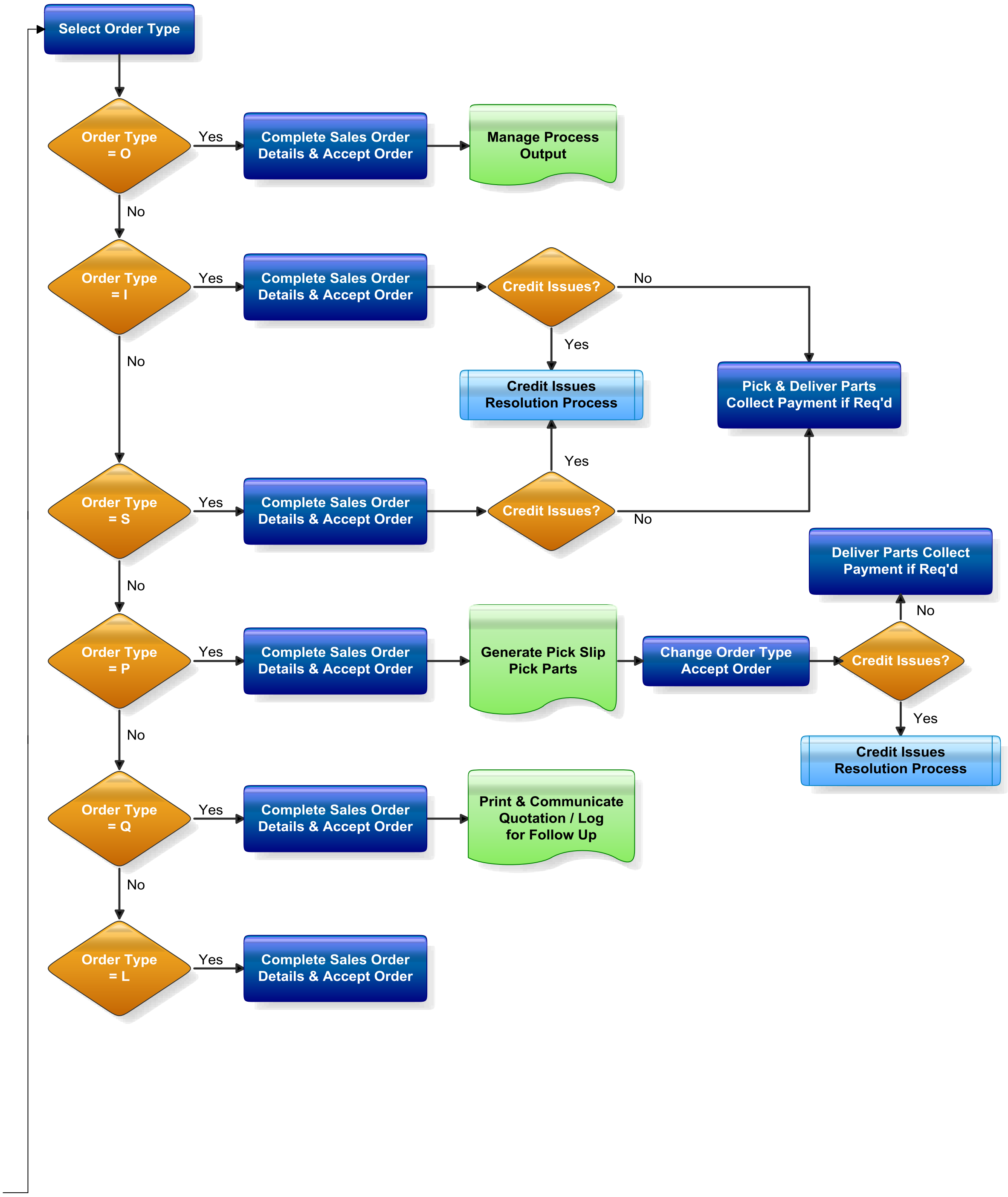
Contents

High Level Process Definition

Process Name	**Parts Sales Order and Invoicing**
Process Intent	To successfully conduct and conclude a Parts Front Counter or Telephone Room Sale
Process Owner	Parts Manager
Process User	Parts Counter Staff Parts Telephone Room Staff
Process Starts with	Customer Demand for Parts and Accessories recognised by personnel
Process Ends with	Transaction completed – customer requirements met
Process Customer	Parts Department Customer – Cash / Credit Sales, Front Counter / Phone Room

Process Flowchart




Select Order Type
Order Type = O
Yes
Complete Sales Order Details & Accept Order
Manage Process Output
No
Order Type = I
Yes
Complete Sales Order Details & Accept Order
Credit Issues?
No
Yes
Credit Issues Resolution Process
Pick & Deliver Parts Collect Payment if Req'd
No
Order Type = S
Yes
Complete Sales Order Details & Accept Order
Yes
Credit Issues?
No
Deliver Parts Collect Payment if Req'd
No
Order Type = P
Yes
Complete Sales Order Details & Accept Order
Generate Pick Slip Pick Parts
Change Order Type Accept Order
Credit Issues?
Yes
Credit Issues Resolution Process
No
Order Type = Q
Yes
Complete Sales Order Details & Accept Order
Print & Communicate Quotation / Log for Follow Up
No
Order Type = L
Yes
Complete Sales Order Details & Accept Order

Process Map

Process Description: Process an Order for an ***Existing*** Customer

Process (Major) Steps	Procedure	Internal Policy
1. Prepare for the Transaction ***Objective:*** *initiate the transaction and prepare for Order development*	a. Open the Parts Sales Order & Invoicing window b. Select Parts Branch (if required) c. Identify the customer - awareness of the terms and conditions applicable to the transaction (Account, Cash etc.) d. Enter / Select / Search for the appropriate Customer Number – *utilise Smartsearch if required. If the transaction is for Cash / Cheque / Credit Card and Customer Name & Address is required for invoice ensure that customer contact Code is selected after the Customer No.* e. Respond to Credit Warning Message – if displayed – *refer below to 'Response to System Messages and Prompts' Process Step 1* f. Verify the Customer Data as displayed before proceeding	

Process Description: Process an Order for an ***Existing*** Customer

Process (Major) Steps	Procedure	Internal Policy
2. Develop Order Requirements ***Objective:*** *Develop customer Order Line items, resolve issues as applicable*	a. Open a line in the *Parts on Order* panel b. Populate Part N°. (*Enter / Select or Search for Part N°. or utilise an EPC (PMPRO) with Shopping Basket importation to EQUIP®*) c. If Part N°. is not present on Dealer Part Master File respond to *New Part Found* message – *refer below to 'Response to System Messages and Prompts' Process Step 2* if initial data input is correct and Part is to be added. d. Respond to *Current Out of Stock Resolution window* if full supply is not available OR if there are *Related Parts* associated with the Part ordered *– refer below to 'Response to System Messages and Prompts' Process Step 3* e. Modify *Qty#* (*which defaults to 1*) if required (may have already been changed in Out of Stock Resolution process – refer below to *'Response to System Messages and Prompts'*) f. Respond to any Special Pricing Message –*at the same time consider whether the Special Pricing warning should be displayed for other line items in this order* g. Adjust selling price if required and authorised – *Parts with Selling Price to achieve GP% less than a predetermined level will be highlighted in **bold red type**. Price Changes that are below minimum sell prices or Replacement Cost (if parameters are set) will generate a **Check ex GST** message – refer below to 'Response to System Messages and Prompts' Process Step 5* h. Add any Notes (Serial Number) or Comments to the Line Item – *will be printed on the Invoice* – and enter / select / search for the Machine ID (*if required – does not print on invoice*) i. Repeat process until all Order Line Item requirements are complete.	

Process Description: Process an Order for an ***Existing*** Customer

Process (Major) Steps	Procedure	Internal Policy
3. Review and adjust Sales Order Detail ***Objective:*** *Prepare for finalisation of Order*	a. Review / Select Order Type – *parameter settings may default the Order Type and / or restrict the Order Types available to the user* b. Use the 'tab forward' key to i. Enter Salesperson PIN ii. Enter the Customer Order N°. iii. Freight Value iv. Template Note v. Delivery Note vi. Payment Method vii. Deposit Amount viii. Indicate B/O Pre-pay (if available & no default setting) c. Set Print Options	

Process Description: Process an Order for an ***Existing*** Customer

Process (Major) Steps	Procedure	Internal Policy
4. Finalise the Order ***Objective:*** *Complete the transaction*	a. Complete final validation of the transaction b. Click 'Accept Order' c. Respond to Emergency Order Confirmation warning (if displayed). If 'Yes' action the PMLink interface displayed d. Respond to System Messages and Prompts – if applicable i. Credit Warning Message – *refer below to 'Response to System Messages and Prompts' Process Step 1* ii. Check Ex GST Message - *refer below to 'Response to System Messages and Prompts' Process Step 5* d. If 'Print Preview' Print Option has been selected review output as displayed and complete appropriate sensibility checks e. Collect and action output as follows: i. Order Type 'O' – in line with internal procedures ii. Order Type 'I' or 'S' – Pick and deliver Parts as per order. Provide Invoice for Customer and, where transaction is Cash / Cheque / Credit Card collect payment utilising the *Counter Receipt Entry* process iii. If the Order Type is 'P' initiate parts picking and when complete refer below to procedure *Process an Existing Open Order* iv. If the Order Type is 'Q' deliver Quotation to Customer and ensure appropriate follow up is scheduled v. If the Order Type is 'L' – no further action required f. Deliver Parts to Customer	

Process Description: Process an Order for a ***New*** Customer

Process (Major) Steps	Procedure	Internal Policy
1. Prepare for the Transaction ***Objective:*** *initiate the transaction and prepare for Order development*	a. Open the Parts Sales Order & Invoicing window b. Select Parts Branch (if required) c. Identify the customer and the terms and conditions applicable to the transaction (Account, Cash etc.) i. If Customer wishes to conduct business with Credit Facilities ensure appropriate Credit Applications etc. are completed and approved. When customer record is established follow *Process an Order for an Existing Customer* d. Enter / Select / Search for the appropriate Customer Number to support the transaction – *utilise Smartsearch if required.* e. Collect Customer Name and Address etc. data if required – establish a new Contact Record f. Verify the Customer Data as displayed before proceeding	
2. Develop Order Requirements ***Objective:*** *Develop customer Order Line items, resolve issues as applicable*	a. Open a line in the *Parts on Order* panel b. Populate Part N°. (*Enter / Select or Search for Part N°. or utilise an EPC with Shopping Basket importation to EQUIP®*) c. If Part N°. is not present on Dealer Part Master File respond to *New Part Found* message – *refer below to 'Response to System Messages and Prompts' Process Step 2* d. Respond to *Current Out of Stock Resolution window* if full supply is not available OR there are *Related Parts* associated with the Part ordered – *refer below to 'Response to System Messages and Prompts' Process Step 3* j. Modify *Qty#* (*which defaults to 1*) if required (may have already been changed in Out of Stock Resolution process – refer *'Response to System Messages and Prompts'*) e. Respond to any Special Pricing Message –*at the same time consider whether the Special Pricing warning should be displayed for other line items in this order - refer below to 'Response to System Messages and Prompts' Process Step 4* f. Adjust selling price if required and authorised – *Parts with Selling Price to achieve GP% less than a predetermined level will be highlighted in* ***bold red type****. Price Changes that are below minimum sell*	

Process Description: Process an Order for a ***New*** Customer

Process (Major) Steps	Procedure	Internal Policy
	prices or Replacement Cost (if parameters are set) will generate a ***Check ex GST*** *message – refer below to 'Response to System Messages and Prompts' Process Step 5* k. Add any Notes (Serial Number) or Comments to the Line Item – *will be printed on the Invoice* – and enter / select / search for the Machine ID (*if required – does not print on invoice*) l. Repeat process until all Order Line Item requirements are complete.	
3. Review and adjust Sales Order Detail ***Objective:*** *Prepare for finalisation of the Order*	a. Review / Select Order Type – *parameter settings may default the Order Type and / or restrict the Order Types available to the user* b. Use the 'tab forward' key to i. Enter Salesperson PIN ii. Enter the Customer Order N°. iii. Freight Value iv. Template Note v. Delivery Note vi. Payment Method vii. Deposit Amount viii. Indicate B/O Pre-pay c. Set Print Options	
4. Finalise the Order ***Objective:*** *To complete transaction*	a. Complete final validation of the transaction b. Click 'Accept Order' c. Respond to Emergency Order Confirmation warning (*if displayed*). If 'Yes' action the PMLink interface displayed d. Respond to System Messages and Prompts – if applicable i. Credit Warning Message – *refer below to 'Response to System Messages and Prompts' Process Step 1* ii. Check Ex GST Message - *refer below to 'Response to System Messages and Prompts' Process Step 5* e. If 'Print Preview' Print Option has been selected review output as displayed and complete appropriate sensibility checks f. Collect and action output as follows: i. Order Type 'O' – in line with internal procedures ii. Order Type 'I' or 'S' – Pick and deliver	

Process Description: Process an Order for a ***New*** Customer

Process (Major) Steps	Procedure	Internal Policy
	Parts as per order. Provide Invoice for Customer and, where transaction is Cash / Cheque / Credit Card collect payment utilising the *Counter Receipt Entry* process iii. If the Order Type is 'P' initiate parts picking and when complete refer below to procedure *Process an Existing Open Order* iv. If the Order Type is 'Q' deliver Quotation to Customer and ensure appropriate follow up is scheduled v. If the Order Type is 'L' – no further action required f. Deliver Parts to Customer	

Process Description: Process an ***Existing Open*** Order	

Process (Major) Steps	Procedure	Internal Policy
1. Prepare for the Transaction ***Objective:*** *Initiate the transaction and prepare to process the Order*	a. Open the Parts Sales Order and Invoicing window b. Select the Parts Branch (if required) c. Identify and select the Open Order to be processed *– either identify and select the customer and then view open orders associated with the customer OR Enter / Select / Search for the open order in the Sales Order No. field which is highlighted in green when open orders are present* d. Respond to Credit Warning Message – if displayed - *refer below to 'Response to System Messages and Prompts' Process Step 1* Verify that Order Selection is correct	
2. Review and Finalise Open Order Detail ***Objective:*** *to complete development of Order Lines (if Required) and resolve issues as applicable*	a. Review and adjust Order Line items as required b. Add or delete line items as required c. Respond to and resolve any issues associated with Order Line Items – *refer to 'Process an Order for an Existing Customer' and to 'Response to System Messages and Prompts'*	
3. Review and Adjust Sales Order Detail ***Objective:*** *Prepare for finalisation of the Order*	a. Review / Select Order Type – *parameter settings may default the Order Type and / or restrict the Order Types available to the user* b. Use the 'tab forward' key to i. Enter Salesperson PIN ii. Enter the Customer Order N°. iii. Freight Value iv. Template Note v. Delivery Note vi. Payment Method vii. Deposit Amount viii. Indicate B/O Pre-pay ix. Set Print Options	

Process Description: Process an ***Existing Open*** Order	

Process (Major) Steps	Procedure	Internal Policy
4. Finalise the Order ***Objective:*** *to complete the transaction*	a. Complete final validation of the transaction b. Click 'Accept Order' c. Respond to Emergency Order Confirmation warning (if displayed). If 'Yes' action the PMLink interface displayed d. Respond to System Messages and Prompts – if applicable i. Credit Warning Message – *refer below to 'Response to System Messages and Prompts' Process Step 1* ii. Check Ex GST Message - *refer below to 'Response to System Messages and Prompts' Process Step 5* e. If 'Print Preview' Print Option has been selected review output as displayed and complete appropriate sensibility checks f. Collect and action output as follows: i. Order Type 'O' – in line with internal procedures ii. Order Type 'I' or 'S' – Pick and deliver Parts as per order. Provide Invoice for Customer and, where transaction is Cash / Cheque / Credit Card collect payment utilising the *Counter Receipt Entry* process iii. If the Order Type is 'P' initiate parts picking and when complete refer below to procedure *Process an Existing Open Order* iv. If the Order Type is 'Q' deliver Quotation to Customer and ensure appropriate follow up is scheduled v. If the Order Type is 'L' – no further action required g. Deliver Parts to Customer	

Process Description: Response to System Messages and Prompts

Process (Major) Steps	Procedure	Internal Policy
1. **Credit Issues**	a. Credit issue Warning Message displayed b. Verify that correct customer has been selected c. Consider options to respond to situation i. Reject Order ii. Apply for Credit Over-ride iii. Increase Credit Limit iv. Change Payment Method d. Respond accordingly	
2. **Part not on Dealer Part Master**	a. New Part found message displays b. Verify input accuracy c. If input is inaccurate click NO and re-key Part Number d. If input is accurate and sale is to proceed click YES e. Stock Item Maintenance window is displayed i. Review displayed information for accuracy etc. ii. Select Franchise iii. Select or modify Supplier – *Supplier Code default set up in Sysconfig Maintenance* iv. Modify other data as required – *e.g. Pricing* f. Click Save and return to Parts Sales Order and Invoicing window	

Process Description: Response to System Messages and Prompts

Process (Major) Steps	Procedure	Internal Policy
3. Partial / Nil Supply / Related Parts	a. Current Out of Stock Resolution window displays b. Review Resolution Status Panel to determine if display relates to a Supply Issue OR Related Parts c. If a Supply Issue consider if it is to be resolved Now or Later and if the Out of Stock Resolution window display should be suppressed for the balance of lines in the Order i. If later resolution is required and the Out of Stock Resolution window suppression is required tick the 'Don't show again….' Box then 'Select' and follow system prompts ii. If immediate resolution is required resolve supply issues using options available i. Alternate Parts ii. Stock Ordering iii. PO Reservation iv. Inter Branch Transfer Click Select to return to Sales Order & Invoicing window d. If display relates to Related Parts consider if all or some Related Parts are to be included in the Order and respond e. Click Select for Related Parts to be populated to the Sales Orders and system to return to the Sales Order and Invoicing window	
4. Special Price Applicable	a. Special Pricing warning message appears b. Determine application of Special Price to the Line item c. Consider if initial decision re Special Price will apply for balance of Order – *if Special Price parameter is set user will have the option to suppress the Special Price Warning for the balance of the order* d. Respond to Special Pricing warning in line with decision at 'c' above e. If applicable and required tick the 'Don't show this message…..' box	

Process Description: Response to System Messages and Prompts

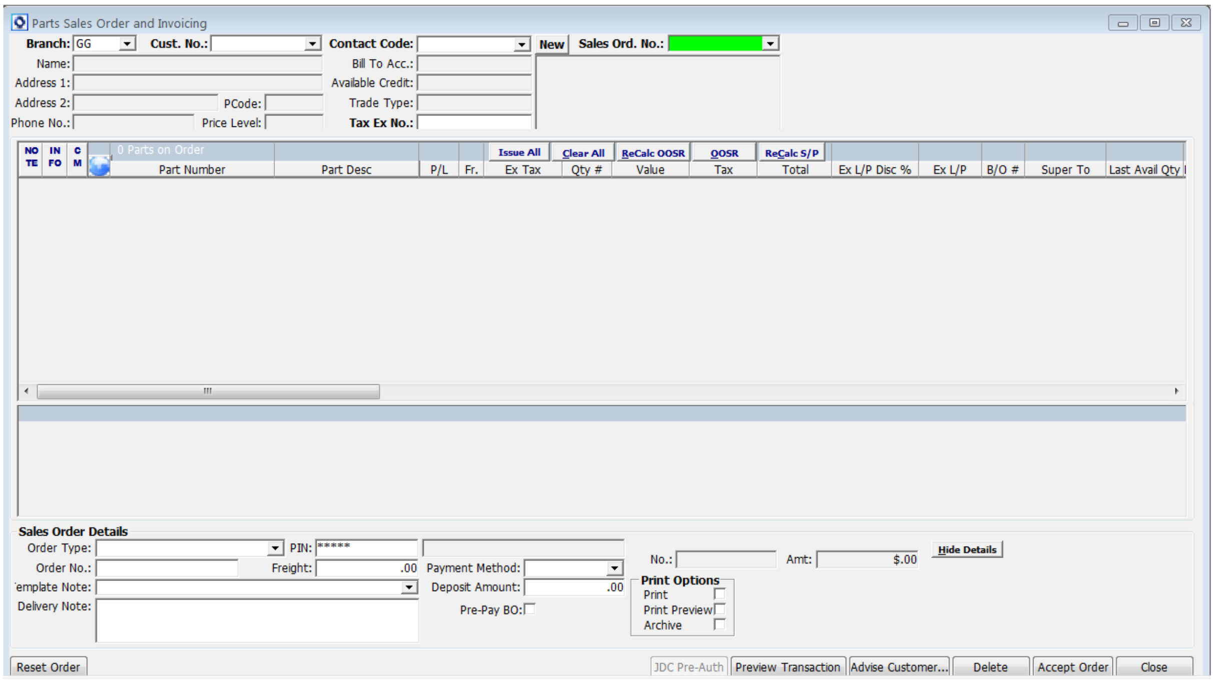
Process (Major) Steps	Procedure	Internal Policy
5. **Selling Prices below minimum**	a. Check Ex GST message appears b. Consider required action i. If NO response system resets previous values if applicable and returns user to Sales Order & Invoicing window ii. If YES response user is able to proceed EXCEPT if selling price set in the Sales Order is below In-Stock Cost the transaction will not proceed until the issue is rectified	

Statement of Work

Process an Order for an Existing Customer

1. Prepare for the Transaction

Open the Parts Sales Order and Invoicing window

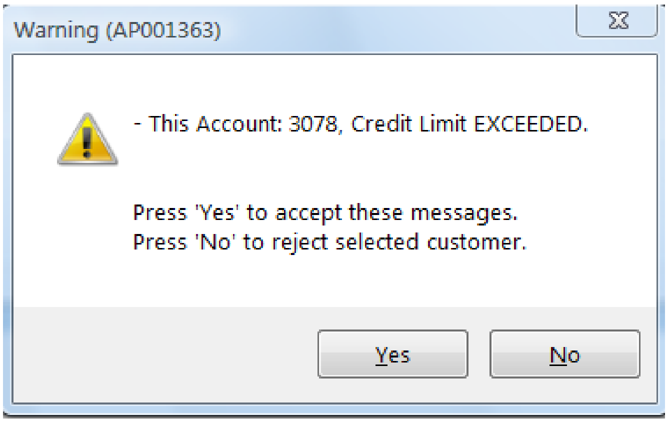


Select the Parts Branch (if required / allowed)

Identify the customer and Enter / Select / Search for either the Customer Number or Contact Code to populate the Customer Details to the window. *All data selected and subsequently populated to the window should be validated for accuracy and appropriate action taken where required*

> If the regular customer deals with Cash, Cheque or Credit Card the Customer Number will be the appropriate Cash Sale Account Number and after its selection the Customer's 'Contact Code' must be entered to populate Customer Detail to the order. Only where the dealership accepts Sales Transactions without customer detail can the selection of a specific customer related Contact Code be bypassed.

Respond to any Credit Warning Message that may appear



Refer to 'Response to System Messages and Prompts' below for specific instructions relating to Credit Issues.

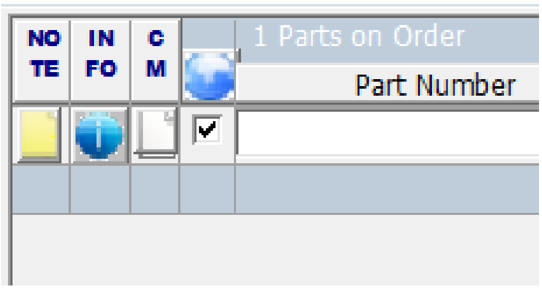
The existence of Open Orders is indicated when the Sales Ord. No.: box (refer above) is ***GREEN****. Refer to Process and Existing Order below for specific instructions in dealing with the Processing of existing Open Orders (including Quotations).*

2. Develop Order Requirements

Parts can be added to an order only if there is a blank Parts Order Line displayed in the Parts on Order panel of the window. To add a Parts Order Line either

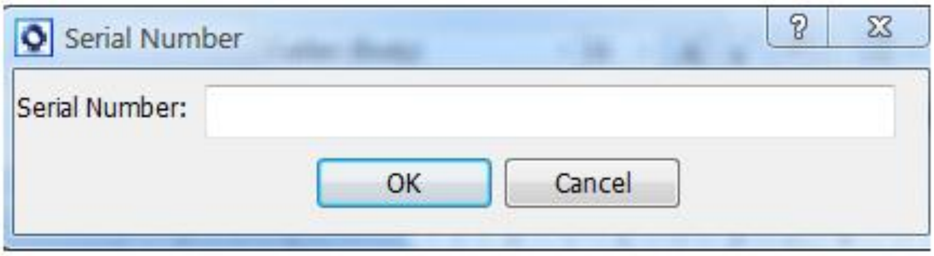
- Position the cursor in the body of the panel, right click and select Add – OR
- Tab forward from the Customer detail section of the window, on reaching the Parts On Order panel a fresh line will be added to the panel[1]

At the beginning of each Parts Order Line there are four (4) buttons as follows

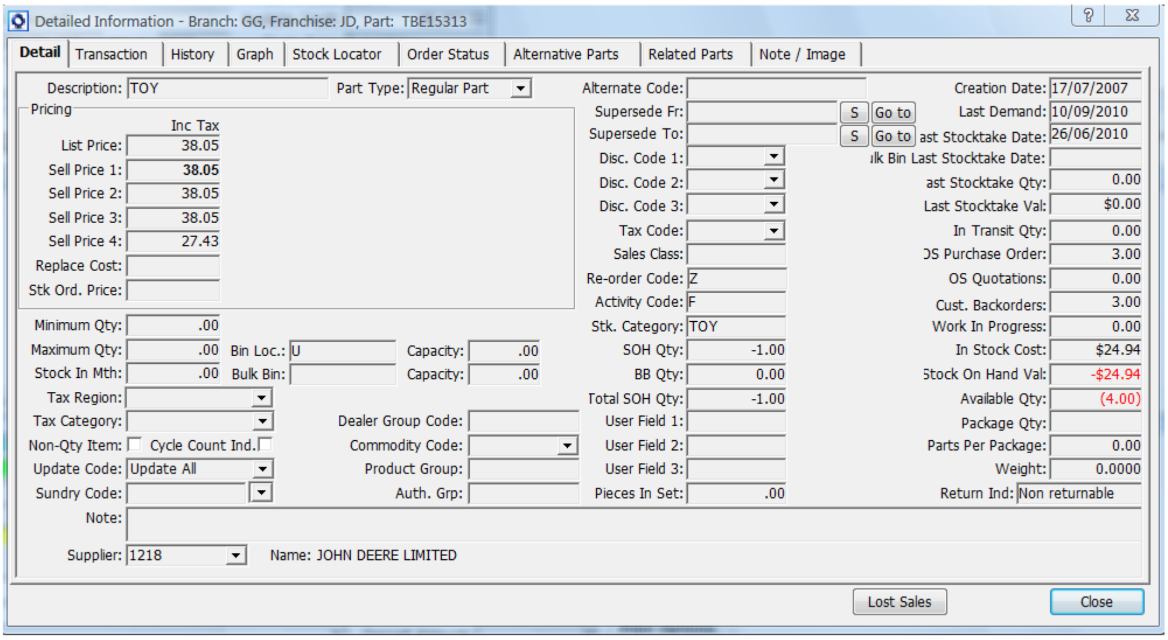


[1] Note – if at least one (1) Order line Item is present in the Parts On Order Panel additional lines can be added with the F8 key

Selecting the 'Note' button allows the recording of the Serial Number[2] of the Part being sold or some other relevant detail specific to the line item. This information will be printed on the Sales Invoice.

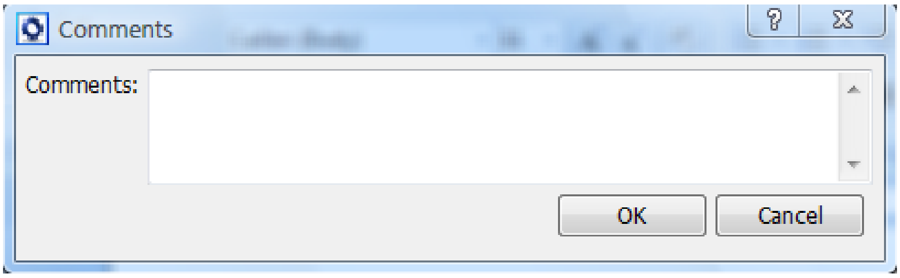


Selecting the 'Info' button will cause the Parts Detail window to display

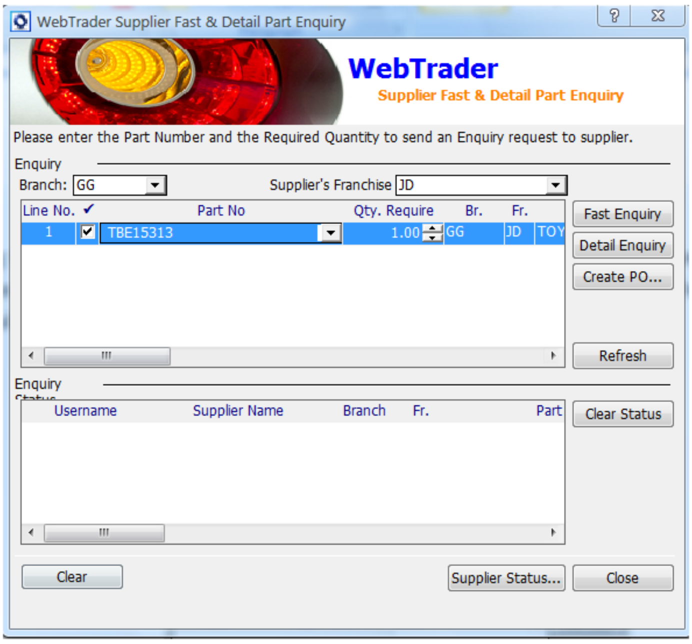


2 The Serial Number Enquiry program can be utilised to identify and view data entered to the Serial Number text box as well as the Invoice associated with the particular transaction.

Selecting the ‘Comments’  button allows the recording of Comments relevant to the Line Item (e.g. ‘Part specifically ordered’) and which will be printed on the invoice.



Selecting the ‘Web Trader’  button will cause the Web Trader window to display. If the ✓ box is active the Part Number will be populated to the Web Trader window otherwise the Part Number details will be left blank in that window *(not to be confused with PM Link).*

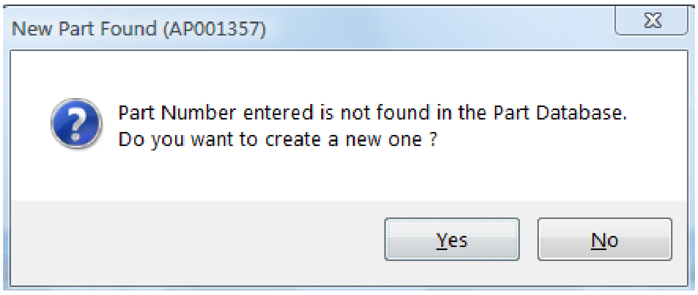


The following example shows both Comments and Serial Number information contained in an Invoice.

Supplied Quantity	Back Order Quantity	Part Number	Part Description	Bin Loc	List Price	Net Price	Extended Price	Tax Ind
Machine ID:								
1.00	0.00	01297687153	*NLA INSTRUC	607C	3.00	3.00	$3.00	N
Comments: Firm Order Part - No Refund Policy Applies			Serial Number: SER No 9988543					

Enter, Select or Search for the Part Number Required[3]

In the event that the Part Number entered is not recorded in the Dealer Part Master File the system will return a message to that effect, as follows:

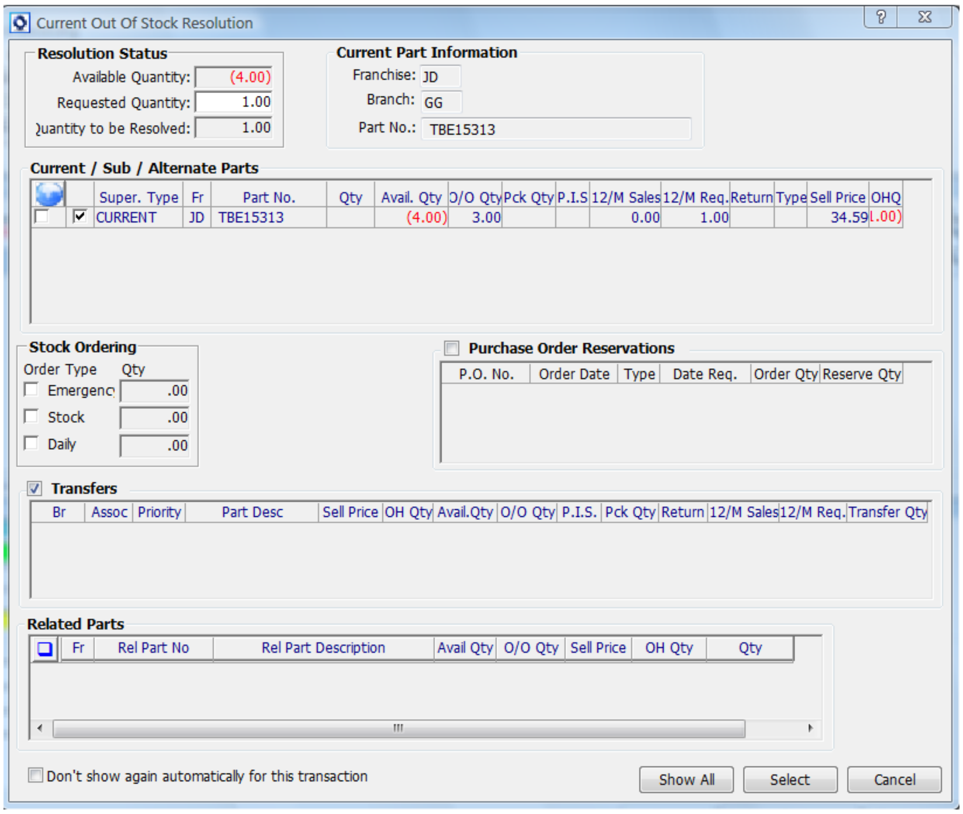


Data input must first be verified before the 'YES' option is selected to trigger the process to add the part to the Dealer Parts Master file thereby allowing the sales process to continue.

Refer to 'Response to System Messages & Prompts' below, for specific instructions relating to the addition of parts to the Dealer Parts Master file.

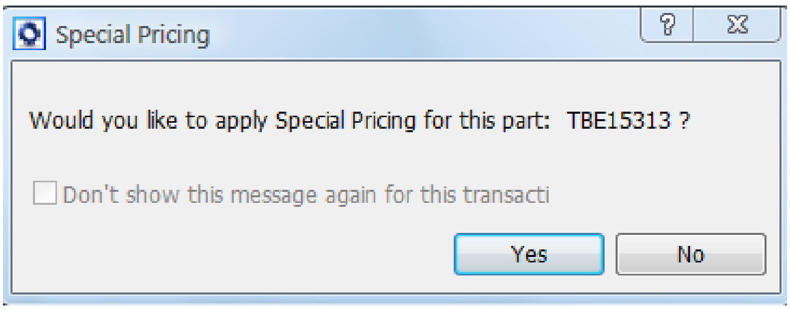
[3] Part requirements may be identified in an Electronic Parts Catalogue (PMPRO) and the 'Shopping Basket' of parts identified can be imported to the Parts Sales and Invoicing window.

If the Part Number entered has insufficient available stock to meet demand the system will display the Current Out of Stock Resolution window for action.



Refer Alternative Process 3 below for specific instructions relating to Current Out of Stock Resolution procedure.

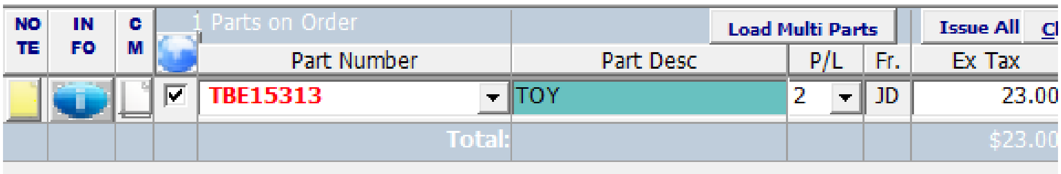
Parts may have Special Selling Prices set up and where these are identified by EQUIP® the user will be alerted with the following message:



Refer to 'Response to System Messages & Prompts' below, for specific instructions relating to the application of Special Pricing.

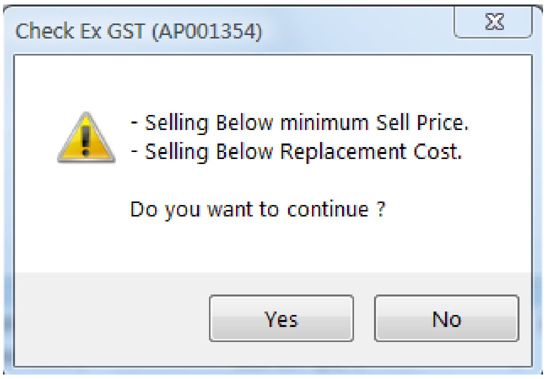
Accept, modify or adjust (as required and authorised) the Selling Price Level, Ex Tax value, Quantity Required, Ex Tax Total Value or Tax Inclusive Total Value (refer to the Business Rules regarding adjustments to selling prices etc.).

If the Part is being sold below the minimum target profit level the Part Number will be high-lighted in red as follows to trigger appropriate action in line with internal policies.



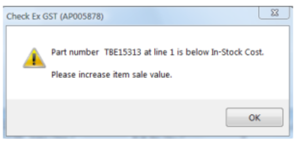
Parts are able to be sold at prices generating less than a preset target profit level. However, where selling prices are below the Parts Replacement Cost the system will generate a warning message and completion of the transaction may be prevented, if not immediately, then at the time the order is finalised.[4]

Where a parts selling price is altered and the modified price generates less than the target profit and / or is less than the replacement cost the system will warn the operator accordingly.

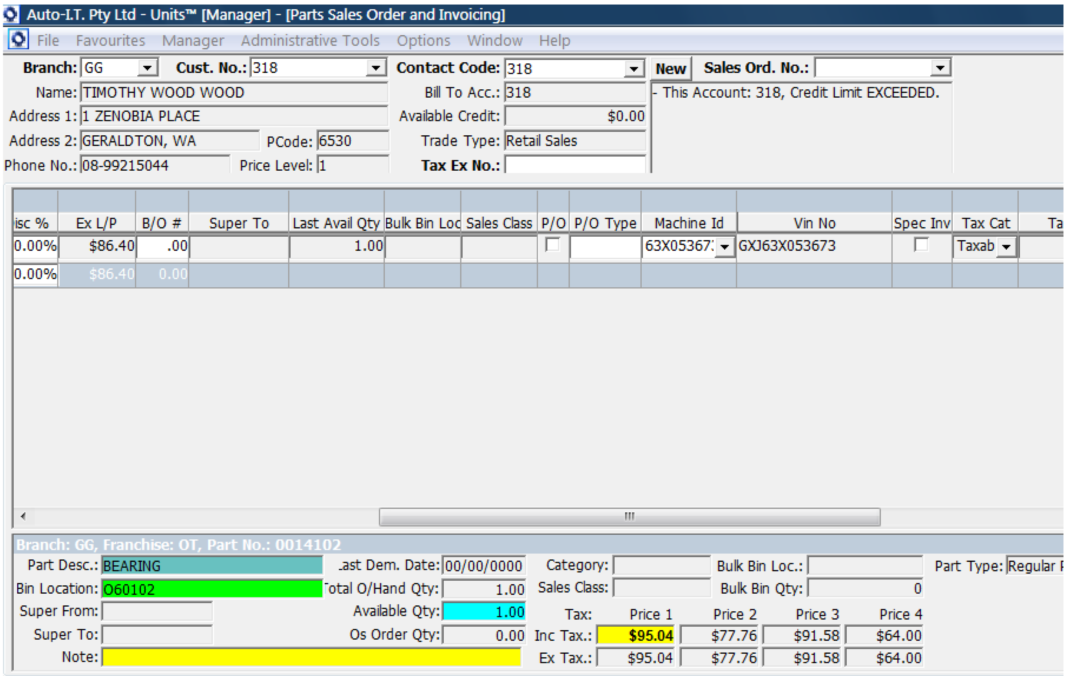


Refer to 'Response to System Messages and Prompts' for specific instructions relating to Parts Sales below Minimum Sell Price / Profit Target or below Replacement Cost

[4] The EQUIP® product permits the setting of a parameter whereby sales that are below the replacement cost of the specific item may be stopped.

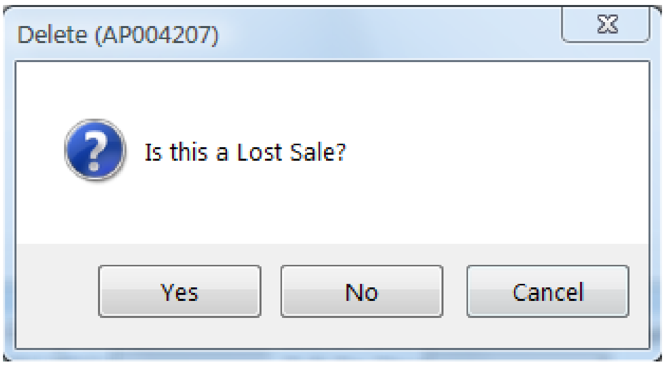


Record, on the appropriate line, the Machine ID[5] (*if this information is required and available*).



Repeat this procedure until all required Parts have been entered to the order.

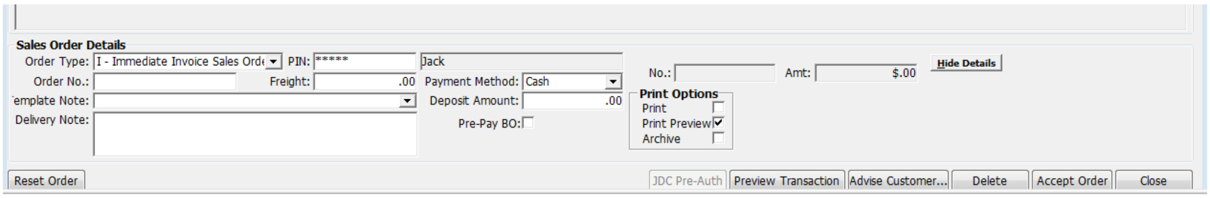
Parts may be removed from a Sales Order by right clicking on the Part Number and selecting 'Delete'. This will cause the 'Lost Sale' query to display



Click 'Yes' to record a Lost Sale or 'No' if the removal does not represent a Lost Sale. The Delete function can be aborted by selecting 'Cancel'.

[5] Machine ID relates to Workshop Vehicles and in the Service Module is represented by the Registration Number of the Unit

3. Review and Adjust Sales Order Detail



Select the Order Type, if required, from the 'Order Type' field drop-down list.

Use the 'tab' key to move through and complete (as required) the following fields in the Sales Order Details panel

- Salesperson PIN[6]
- Customer Order Number
- Freight Value
- Template Note
- Delivery Note
- Payment Method
- Deposit Amount
- Back Order Pre-Pay Indicator
- Print Options

4. Finalise the Order

Before taking any further action perform a final review of the Order and its detail. This is able to be performed by selecting the 'Preview Transaction' button (if available to the user) and, when satisfied that everything is ready to proceed, click the 'Accept Order' button.

If there are any unresolved Credit Issues or Price Issues (Parts selling below Replacement Cost) these matters must be resolved before the transaction will be allowed to proceed. *Refer to 'Response to System Messages & Prompts' below, for specific instructions relative to these matters.*

If the 'Print Preview' Print Option has been selected the output will be displayed for review prior to completing the transaction.

Order output should be dealt with in line with internal procedures or as follows

Order Type 'O' – in line with Internal Procedures

Order Type 'I' or 'S' – pick and deliver as per the order. Provide the invoice to the customer and where the transaction terms are non-credit collect payment utilising the Counter Receipt Entry procedure

Order Type 'P' – initiate parts picking and when complete finalise the order as per Process an Existing Open Order procedure – *see below*

[6] Salesperson PIN is assigned in the Salesperson Maintenance application

Order Type 'Q' – deliver the quotation to the customer and ensure appropriate follow up is scheduled

Order Type 'L' – no further action is required

Deposits and Pre-Payment for Back Orders

EQUIP® provides for the collection of deposits on Orders or for the prepayment of Parts placed on Back Order and how the system reacts will depend on the configuration that reflects the corporate policy.

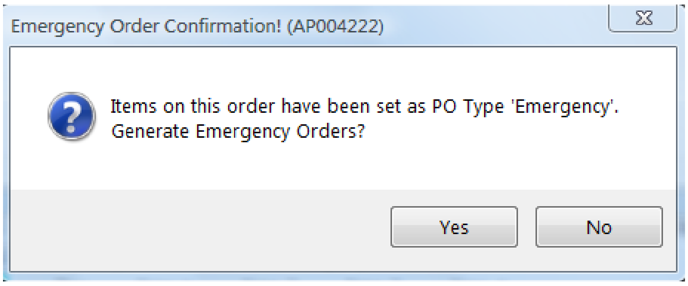
If Back Order Pre-Payment is a condition of sale the system parameters should be set to default the 'Pre-pay BO' field as follows Pre-Pay BO: ☑ with no access for users to over-ride the setting.

Alternatively the field may be displayed and the user able to ✓ the indicator to calculate the value of Back Orders in the Sales Order and display that value.

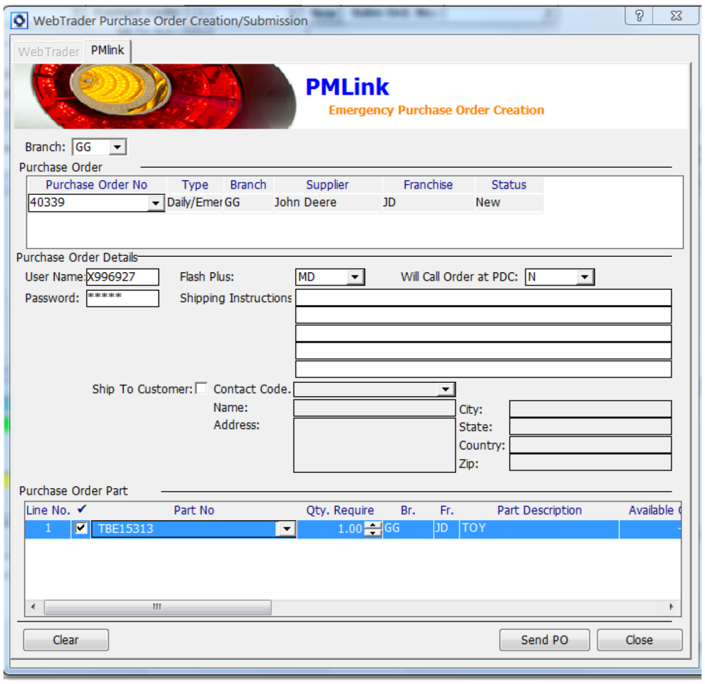
In the absence of the Pre-Pay BO option being activated the user is able to enter a value in the Deposit Amount field and to collect that value via the Counter Receipt application.

PMLink Interface

Where the PMLink Interface is in place and the Current Out of Stock Resolution process has nominated the supply issue(s) be resolved by way of Emergency Purchase Order the activation of the 'Accept Order' button will cause the following message to appear.



Clicking the 'NO' button will remove the message and allow the order to proceed. Procurement of the applicable parts must then be managed via the 'Generate Purchase Orders' process (refer separate chapter) whereas selecting 'YES' will activate the PM Link interface.



The PMLINK interface will allocate the Purchase Order Number and detail the parts nominated for inclusion in the Order.

The user is able to modify default information, add Shipping Instructions and Ship To Customer details as well as deselect parts to be excluded from the order.

Selecting 'Send PO' will transmit the Purchase Order to John Deere and enter it to their Order Management system in real time. Note that the Purchase Order Number is displayed on the PMLink window.

Process an Order for a New Customer

1. Prepare for the Transaction

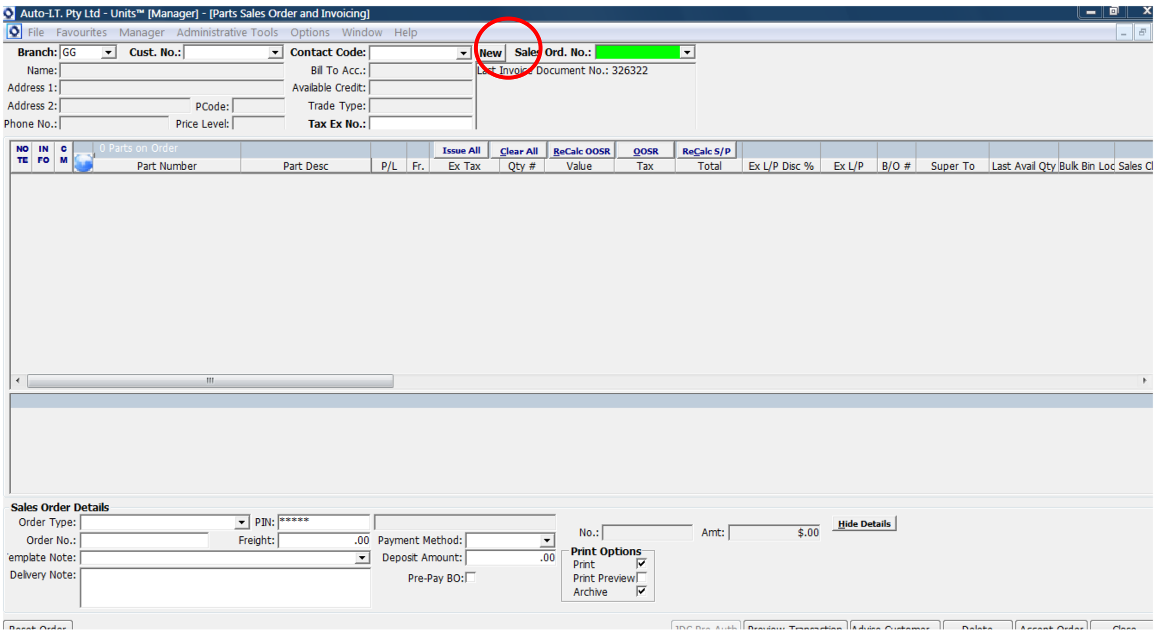
Open the Parts Sales Order & Invoicing window and select the Parts Branch (if required / allowed) – *refer Process an Order for an Existing Customer above.*

Establish the customers identity and determine the 'terms and conditions' under which this and future transactions are to be conducted.

- If the customer wishes to establish Credit Facilities with the dealership ensure that appropriate Credit Applications and associated documentation is available for completion and subsequent processing. *Note- in the event that credit facilities are established the customer will then become an 'Existing Customer' and further processing will proceed in line with the Process an Order for an Existing Customer above.*
- If the transaction is to be finalised with Cash, Cheque or Credit Card payment arrange necessary identification and approvals to proceed[7].

Enter, select or search for the appropriate Customer Number to support the proposed transaction[8].

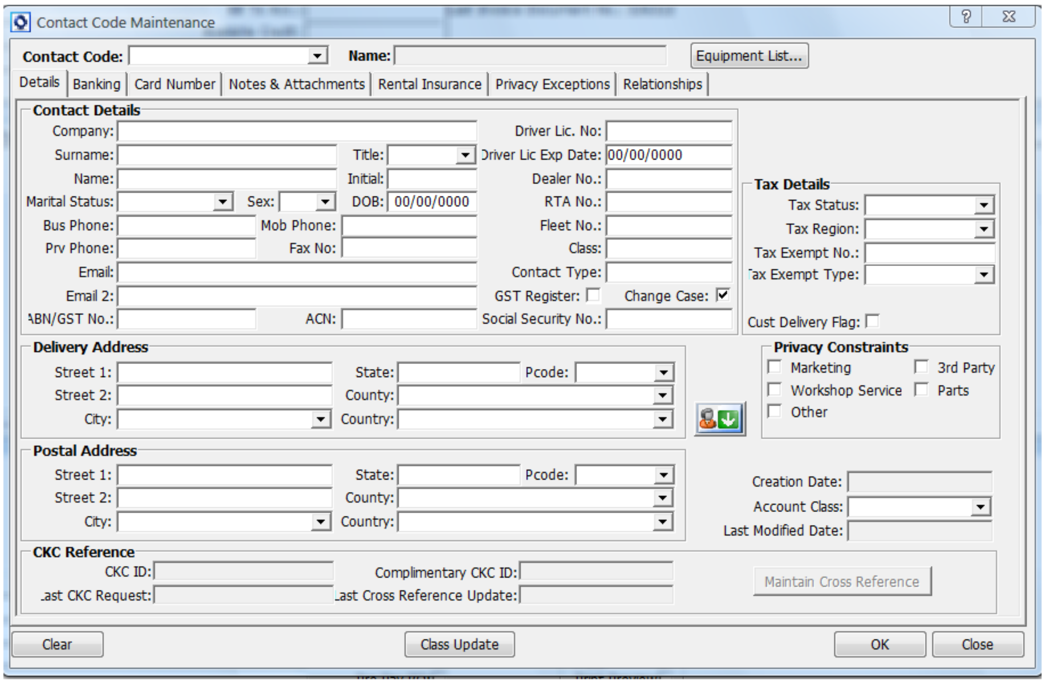
If the dealership policy is to collect Customer Name and address data for Invoicing purposes (and other uses as determined within the business e.g. Marketing) establish a Contact Record for the Customer by clicking the 'NEW' button beside the Contact Code field in the Parts Sales and Invoicing window.



[7] Where the transaction is to be finalised with payment by cheque it may be a requirement of the business to obtain Management approval. For both Cheque and Credit Card transactions satisfactory proof of identity will doubtless be a requirement

[8] The business should have an account or series of accounts set up to support various sales types such as Cash Sales or Cash on Delivery etc.

This displays the Contact Code Maintenance window as follows:



Complete the minimum data requirements as defined by the dealership and when complete click the 'OK' button to save the data and populate new customer details to the Parts Sales Order and Invoicing window.

The Customer Contact Code should be advised to the Customer with a request it be quoted for all future business with the dealership.

Perform a final check for accuracy of the customer data displayed.

2. Develop Order Requirements

Refer to this topic in 'Process an Order for an Existing Customer' section above

3. Review and Adjust Sales Order Detail

Refer to this topic in 'Process an Order for an Existing Customer' section above

4. Finalise the Order

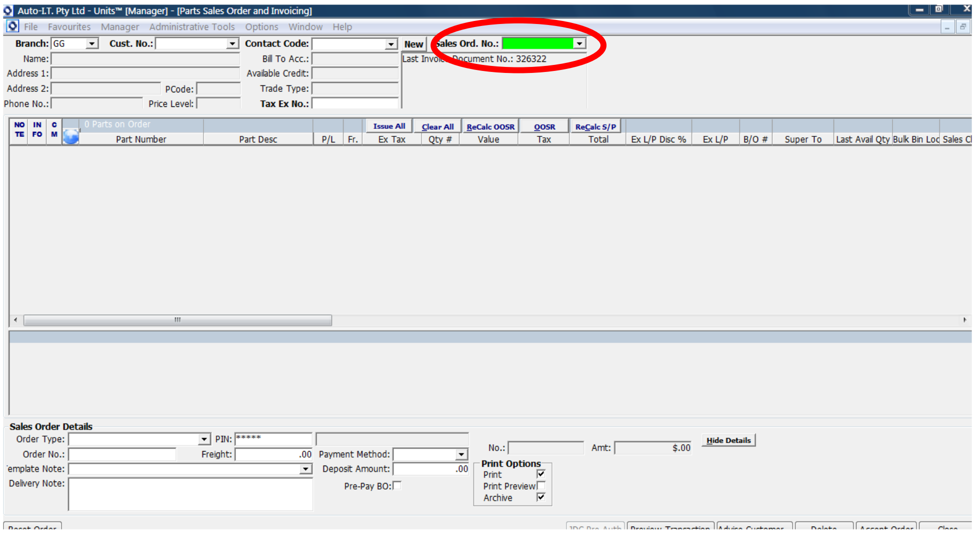
Refer to this topic in 'Process an Order for an Existing Customer' above

Process an Existing Order

1. Prepare for the Transaction

Open the Parts Sales Order & Invoicing window and select the Parts Branch (if required / allowed) – *refer 'Process an Order for an Existing Customer' above.*

An Open Order is signified when the 'Sales Ord. No,:' field (indicated below) is highlighted in **GREEN**

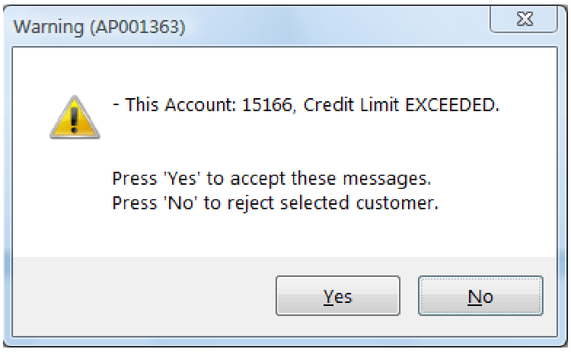


If no Customer Number or Contact Code is entered the drop-down list attached to the Sales Order Number field will contain ALL open orders currently in the system. The appropriate Order can be selected from this list, alternatively the SmartSearch feature of EQUIP® can be utilised to find the correct order for action.

Selection of an Open Order Number will cause all data (Customer, Line Item and Sales Order Detail) to be populated to the Parts Sales Order and Invoicing window.

If a Customer Number or Contact Code is entered before the Open Order is selected then the associated Open Order drop-down list will contain order numbers associated ONLY with the customer details already displayed.

Respond to any Credit Warning Message that may appear:



Refer to 'Response to System Messages and Prompts' below for specific instructions relating to Credit Issues.

Displayed data should be verified before proceeding further.

2. Review and Finalise Open Order Detail

Order Line Items associated with the Open Order will be displayed and can be deleted, modified or added.

Refer to the 'Process and Order for an Existing Customer' notes above - section 2. Develop Order Requirements' for specific instructions relative to Serial Number recording, Comments recording, accessing Part Detailed information, accessing Web Trader, responding to Out of Stock Resolution dialogue, Pricing issues (sales below minimum etc. and special price application) and Lost Sale recording.

3. Review and Adjust Sales Order Detail

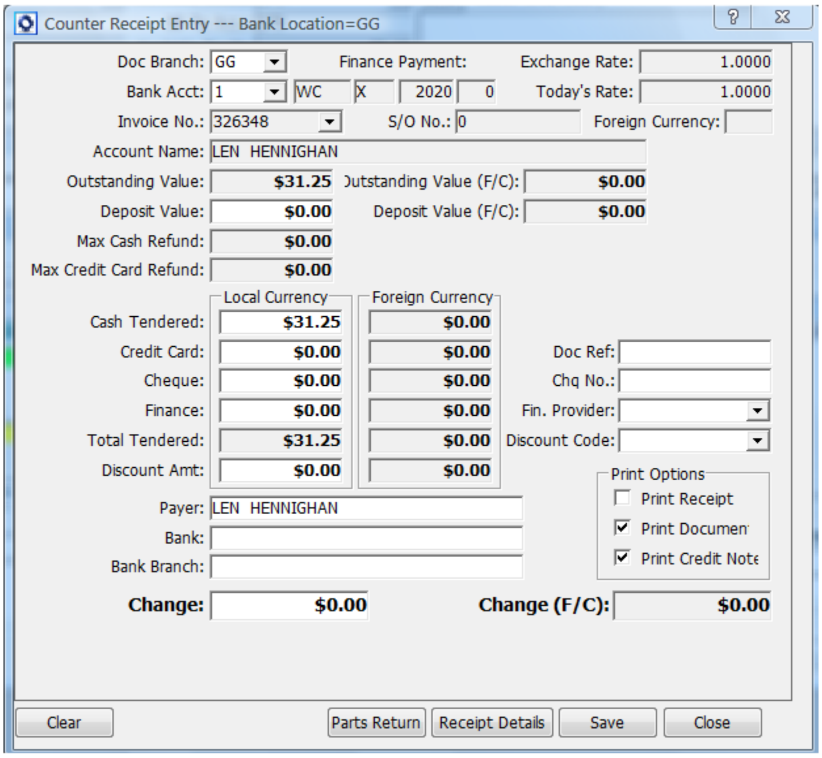
Refer to this topic in 'Process an Order for an Existing Customer' section above

4. Finalise the Order

Refer to this topic in 'Process an Order for an Existing Customer' section above

Counter Receipt Entry

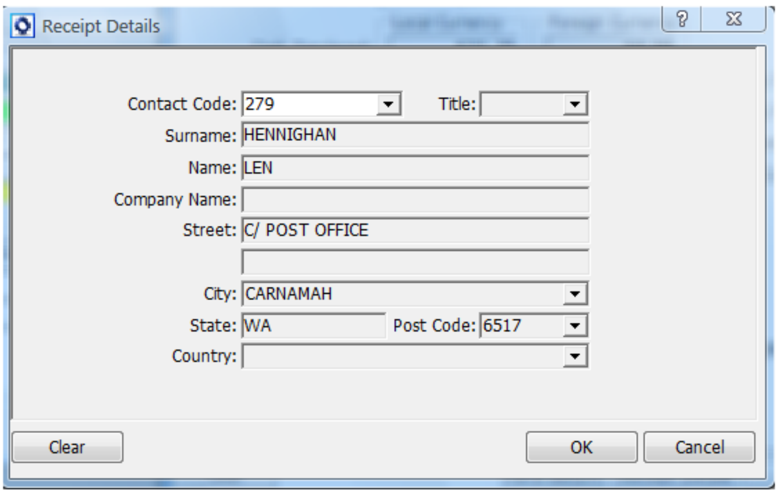
Where the transaction 'Payment Terms' are Cash, Cheque or Credit Card the action of Accepting the Order will activate the Counter Receipt Entry program and the following pop up will be displayed showing the Outstanding Amount and the manner of payment.



For cheque or Credit Card payments the amount tendered will be that shown however for Cash the amount tendered may be greater than the amount outstanding in which case that amount must be entered in the Cash Tendered field. The amount to be issued by way of change will be calculated and displayed.

Additional information will be required where payment is by way of cheque or credit card and the user must record the required detail – Cheque Number, Bank, Branch etc before proceeding.

Clicking the 'Receipt Details' button will display the following pop up enabling the details to be modified (if required).



The user should review and set (if required) the Print Options and then click ‘Save’. If required a Receipt will be printed for attachment to the Invoice and delivered to the customer with the parts.


RECEIPT

Received from:

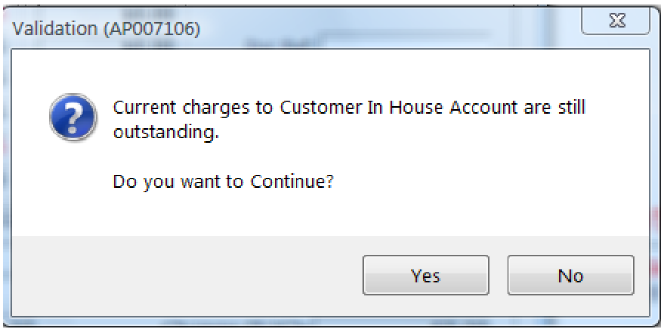
LEN HENNIGHAN
C/ POST OFFICE
CARNAMAH WA 6517

Receipt No.:	22838
Receipt Date:	16/12/2010
Acct. No:	279
Debtor Code:	279

Description:

Ref.	326348		
		$31.25	Cash
		$0.00	Cheque
		$0.00	Cr. Card
Total:		$31.25	

If the person processing the transaction is not authorised to handle payment collection (e.g. Central Cashier is employed) the user should select the Close button causing EQUIP™ to display the following message:



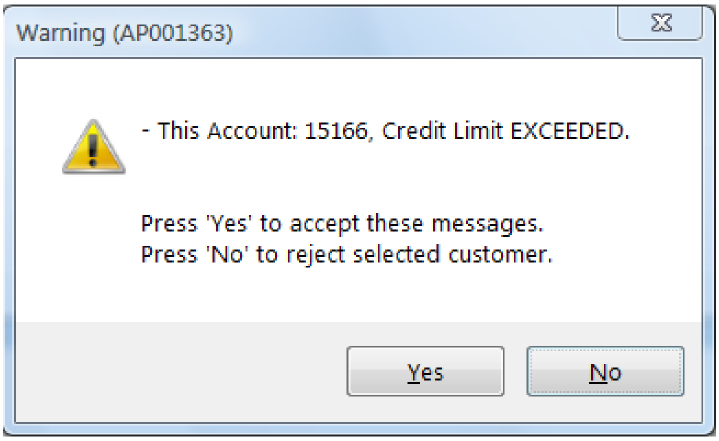
Click ‘Yes’ and the Invoice will print. This document and the customer should then be referred to the Cashier for payment to be made.

Be aware that any failure to finalise the Cash / Cheque / Credit Card transaction, in other words to extend Credit Terms without proper authorisation, is an event that will be closely monitored and action by all business enterprises.

Response to System Messages and Prompts

i. Credit Issues

Order processing where the customer has credit issues will result in a message similar to the following being displayed[9].



The user will need to consider the appropriate action to be taken when this dialogue box appears. These actions may include, but not be limited to, the following:

- Reject the Order and advise the customer of the action
- Apply for a Credit Over-ride
- Initiate the process to increase the Customer's Credit Limit
- Change the Payment Method – if authorised (refer Sales Order Details Payment Method field)

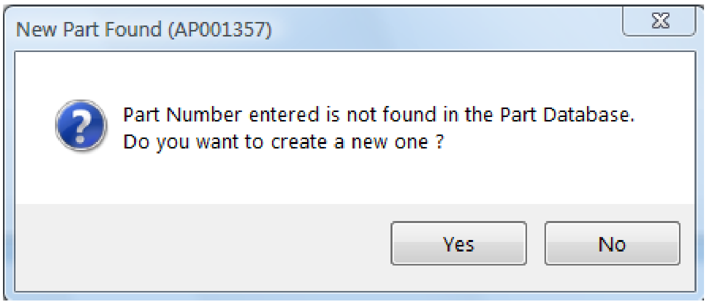
Depending on the action determined select the 'YES' or 'NO' buttons in the dialogue box.

Selecting YES will allow the transaction to proceed BUT when the Order is finalised further Credit Checking will occur and the warning may be presented again.

[9] A credit Message may be specifically added to the Customer Record and will display each time business is transacted for the customer. Consequently it is possible that the dialogue box displayed above will contain multiple messages which must be considered.

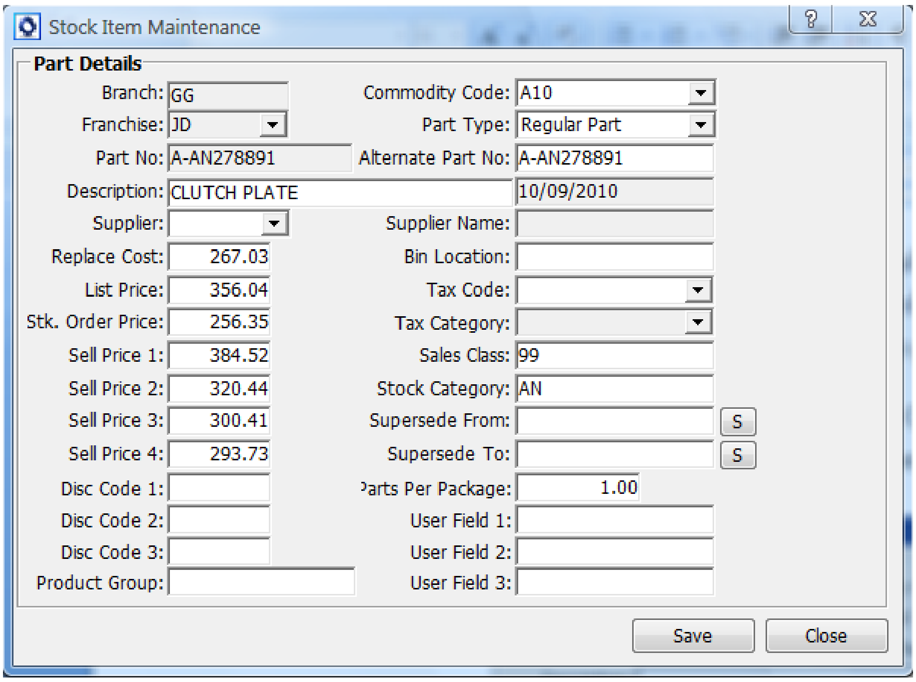
ii. Part not on Dealer Part Master

If the Part Number entered to the Parts Sales Order and Invoicing window is not recorded in the Dealer Parts Master file[10] the system will generate the following message:



The initial reaction to this message should be to validate that the data entered by the user is correct (if not then click 'NO' and correct the error) and only after this step, determine whether the part is to be added to the Dealer Part Master File in order to proceed with the transaction.

Clicking 'No' will return the user to the Parts Sales Order and Invoicing window but clicking 'YES' will result in the Stock Item Maintenance window appearing.



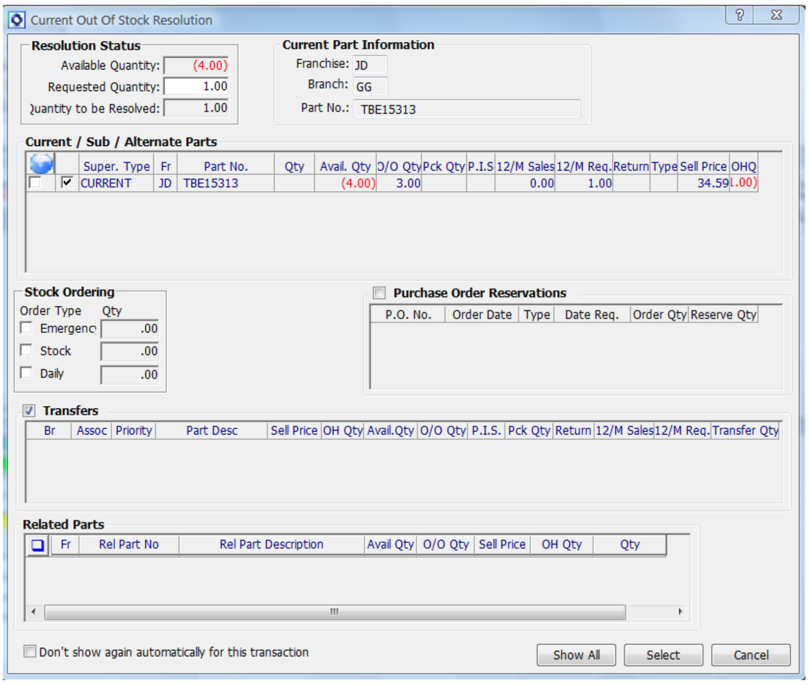
[10] Users should be aware of the existence of two (2) Part Master Files in EQUIP®. The Manufacturer Part Master is created and maintained from Manufacturer Price Updates and will contain all parts and accessories serviced by the Manufacturer. The Dealer Part Master file contains records of parts currently sold by the Dealer and is updated from the Manufacturer Master file.

After selecting the appropriate Franchise Code Part Data will be extracted from the Manufacturer Master File and displayed for review and adjustment as required.[11]

When the data is considered correct click the ‘SAVE’ button to add the part to the Dealer Part Master file and return to the Sales Order and Invoicing window.[12]

iii. Partial / Nil Supply / Related Parts

When a part, entered to the Parts Sales Order & Invoicing window, does not have sufficient available stock to meet demand in full OR has related parts the following window will display:



It is important to recognise the reason for the display of this window and in this regard:

- If the Quantity to be Resolved = 0 the window is alerting you to the fact that there are ‘Related Parts’ associated with the ordered line item and you should determine whether these parts are to be added to the order
- If the Quantity to be resolved is greater than 0 then there is a stock shortage issue that needs to be resolved.[13]

[11] A later version of EQUIP® should include a default value for the Franchise Code. The Supplier Code will always default to the value stored in the System Configuration Table. If Parts Pricing is maintained in line with Manufacturer advice there should be no requirement to adjust displayed pricing. Other information should be added as required or as directed internally.
[12] When a Part is added to the Dealer Part Master File there will be no stock on hand therefore on returning to the Sales Order and Invoicing window EQUIP® will detect the out of stock situation and initiate the Current Out of Stock Resolution procedure.
[13] Be aware that both conditions could be present.

The user must be aware that resolution of out of stock situations can be achieved other than through the Current Out of Stock Resolution application. Under normal circumstances the window will appear every time a line item is entered where there is insufficient stock and / or related parts.

There is provision for the user to elect to suppress the display of this window by ✓ing the 'Don't show again automatically for this transaction' but in so doing there must be recognition that resolving Out of Stock Resolution issues becomes essentially a manual process. Be aware that the Out of Stock Resolution window will also stop related parts prompting.

Always review, and adjust as necessary, the requested quantity (EQUIP® defaults the Quantity required at Order Entry to 1) before determining how the Stock Out situation is to be resolved. Next consider how this matter will be resolved and in this regard there are a number of options, all of which will be subject to internal policy and levels of authorisation.

They are:

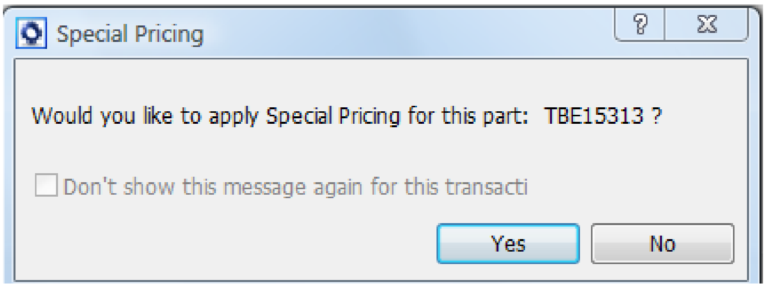
- Use Substitute, Alternate or Superseded parts
- Reserve stock included in an existing inbound Purchase Order
- Order specifically on either Emergency, Stock or Daily Order on the Supplier
- Initiate an Inter Branch Transfer
- A combination of the above

When the issue has been resolved click the 'SELECT' button to return to the Parts Sales Order & Invoicing window to continue processing.

iv. Special Price Applicable

From time to time special prices may be applicable for specific Parts and these may be restricted by Sales Class, Franchise or Debtor Discount.

When Sales Processing encounters a Part Number to which Special Pricing applies the following message will be displayed for the users to action.



If Special Pricing is to be applied to the Part Sale the user clicks 'YES' and the system will make and apply the appropriate calculations to the line item price. IF 'NO' is selected standard pricing will apply.

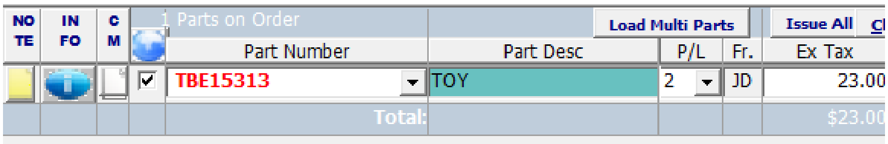
The user may be given the opportunity to suppress the special price warning for the balance of the Order by ✓ing the 'Don't show the message…..' indicator in the dialogue box – refer above.[14]

If the Special Price suppression function is available to the user they must be aware that whatever option is exercised at the time the suppress option is selected WILL APPLY FOR THE REMAINDER OF THE ORDER.

v. Selling Prices below Minimum

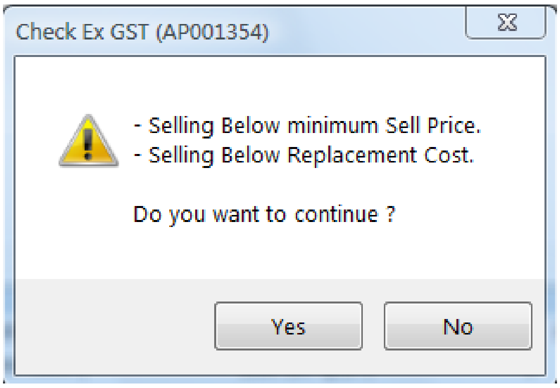
Within EQUIP® there is a feature enabling a minimum Gross Profit percentage for Parts Sales to be set and for all instances of a breach of the target to be highlighted for the user. In addition sales at prices which are below the Replacement Cost of the Part are able to be stopped if desired via a parameter setting.

Where a part is added to an order and the part's sale price, extracted from the Dealer Part Master file, generates a Gross Profit percentage below the set target this fact will be communicated through the highlighting, in red, of the Part Number.



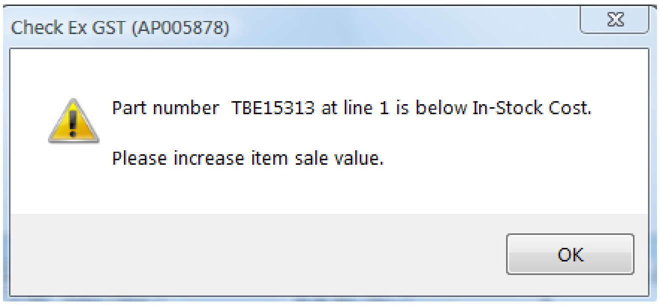
Where this condition exists the order processing may continue and the transaction finalised – *note however that all instances where gross profit percentage target is not achieved will be reported together with the user id of the salesperson.*

In the event that a selling price is adjusted and the Selling Price generates a Gross Profit percentage below the preset minimum or the Price falls below the Replacement Cost of the Part the system will immediately signal the fact with the following warnings:



[14] The ability to suppress the dialogue box is parameter controlled – if the parameter is not set 'ON' the user will be presented with the Special Price dialogue box for all lines applicable in the transaction. Effective October 2010 (Version 206037) the system provides a parameter allowing Special Pricing to be applied in all cases with no user prompting as detailed above.

If the user selects 'YES' and the parameter preventing sale below replacement cost is set 'on' the system will prevent further transactions and display the following message:



The pricing issue must be resolved in order to proceed with the particular item.

Program Parameters

The following notes define the parameters applicable to applications described in this Procedure Manual (refer to Procedure Manual P000 – Tailoring EQUIP™ to Site / User Requirements for more information)

Parts Sales Order & Invoicing

Parameter Name	Parameter Function
AllowNegativeQuantities	To allow negative quantities validations
AllowOpenCounterReceipt	To open or not open the "Counter Receipt Entry" window when user clicks the "Accept Order" button.;
AutoCalcDeposit	Allows (USA) users to indicate whether the system should calculate the difference between the Ordered Value and Invoice Value into the Deposit Amount.
AvailableOrderType	Allow user to select Order Type(s) available
Branch	To specify a default Branch.
CreateEmergencyPO	To indicate to the system to initiate the 'Generate Emergency Orders' prompt and the subsequent orders functionality.
DefaultEPCFranchise	To specify the default franchise when using the EPC Import function.
DefaultEPCVendor	To specify the default vendor when using the EPC Import function.
DefaultOrderType	To specify the default Order Type.
DepositWriteOffLimit	Allows (USA) users to specify a tolerance limit (dollar value) in which the difference between the deposit value and the total invoice value is written off into the Sales Tax value.

Parameter Name	Parameter Function
DisableBranchSel	To prevent branch selection from being changed
DisableDeleteButton	To dislay or hide the ‘Delete’ button
EnqIncGST	To specify Inc GST or Exc GST for the prices shown when the Information box on each parts line is clicked.
HidePartPrices	To hide or display parts prices in the Parts Details Panel.
MultiCurrency	To enable invoices and credit notes to be processed in foreign currency
NoOfPartsToInvoice	To limit the number of parts that can be invoiced and printed per fiscal document
ShowPrePayBO	To allow the setting of the Pre-pay BO checkbox to be visible/ invisible
StkItmMntEnquiryMode	To determine if the Parts Detailed Information program should be opened in Update or Enquiry mode when the Info button is clicked for the selected line item in the parts grid view of the parent program
StopLossSale	To prevent invoicing of parts with sale price below In-Stock Cost
StopNegQty	To prevent invoicing of parts that would lead to negative available quantity
TransPreview	To allow / disallow display of and access to the ‘Preview Transaction’ button which gives the user the chance to produce the order and choose to discard the order or not.
UpdateExLPDisc	To allow / disallow the update of the ‘Ex L/P Disc %’ field
UpdateExTax	To allow / disallow the Field on screen - Ex Tax (part price - based on Price Level selected) to be updated
UpdatePricelevel	To allow / disallow update of the ‘P / L’ field
UpdateTaxCat	To allow/ disallow the update of the ‘Tax Cat’ field

Web Trader Part Enquiry

Parameter Name	Parameter Function
Branch	To specify a default Branch.

Contact Code Maintenance

Parameter Name	Parameter Function
BankingProtected	Allow / disallow the user to access the Banking details
IncludeAftermarketSurvey	To hide / display the Aftermarket Survey tab.
MergePassword	To specify the Password to allow the merger of contacts

Parameter Name	Parameter Function
WkshpVehEnqOnly	To define if Workshop Vehicle Maintenance response window is opened in inquiry or Maintenance mode when it is accessed from the Customer Equipment List Inquiry window.

Counter Receipt Entry

Parameter Name	Parameter Function
PrintReceipt	To default the Print Receipt checkbox.
BankDetailsMandatory	To make the entry of bank details, if a cheque amount is entered, mandatory or optional – by default details are required
FinancePayments	To display / hide the Finance Payment checkbox – by default the checkbox is hidden
AuthorityGroup	To show only, and allow use of, the Write Off accounts attached to the Authority Group specified.
RefundControl	To ensure that any refund is by the same method as used in the original invoice OR allow a refund value to any payment type but limited the value to the value of the credit note
WriteOffCode	The Sundry code links to a GL Account in Sundry Code Maintenance for the purpose of write offs.
GainLossAuthorityGroup	Must be set if foreign currency involved. Used to select a sundry account when Foreign Currency Exchange Gain / Loss Write-Off window pops up
DocBranch	To specify the default Branch for the Doc Branch dropdown.
GainLossSundryCode	Used to default the sundry account when Foreign Currency Exchange Gain / Loss Write-Off window pops up.
BankAccount	To specify a default Bank Account.
Location	To specify a default location.

User Notes