



ANTHOLOGY

Customer Order (CO) Module

Customer Order (CO) Module.....	1
CO Overview.....	1
Customer Order options	2
Basic Technique for Customer Order Sales.....	4
Working with backorders.....	6
Processing shipments or payments	7
<i>Generating a Quote (Pro Forma)</i>	7
<i>Paying in full / retaining a deposit</i>	7
<i>Ship first & pay later</i>	8
<i>Processing payments on partial shipments</i>	8
Processing CO Returns	9
Processing Customer Orders using credit cards	9
Processing Customer Orders from an Anthology WebStore	10

CO Overview

The Customer Order module is designed to accommodate those types of sales not generally associated with “walk-in” customers. Customer Order sales may come from any number of sources such as an Anthology Webstore web site, school orders, phone, fax, or mail. Generally these types of sales require more information than is supplied in the Cash Register module. Additional fields for billing and shipping information, invoicing information, printing options, and even special handling of deposits are available in Customer Order.

The screen is separated into three tabbed pages: List, Header, and General. The List tab gives a complete listing of all Customer Orders, searchable and filterable by various criteria. The Header tab is an expanded header for the currently selected Customer Order, giving detail on the customer and the order itself. The General tab shows some of the header information at the top of the screen, but its primary function is to show the line items on the order, allowing for their creation, editing and (sometimes) deletion.

Customer Orders may exist in one of four states or "statuses". These are Draft, Open, Shipment, and Complete.

- **Draft:** These orders are possible orders in progress (not posted). They have no bearing on system data such as on-hand or on-order quantities (except in certain cases, described below.)

- **Open:** These are orders that have been fully created and posted and are considered to be “live” orders. Open orders may have been posted but not yet shipped; or a shipment may have been made that did not complete the order (e.g. because it contains back ordered items).
- **Shipment:** Each time you ship or cancel an item or items, a Shipment document is created. On some orders, a single shipment completes the order. In such cases, only a single Shipment document would be associated with the order. Other orders may take two or more shipments to complete and will have multiple Shipment documents associated. Every Customer Order where items have been shipped will have an accompanying Shipment record for historical reference.
- **Complete:** When all items on an order have been either shipped or canceled, the order is said to be completed. These records are historical documents; they may not be edited or deleted.

When used in conjunction with Anthology Webstore, orders are generated automatically when a download is processed from the web site. These orders are left in draft mode so edits may be made prior to posting.

Customer Order options

The Tools, Options, COs screen allows you to set various business rules such as whether to ship only complete orders, or to never allow items to be back ordered; others have to do with the handling of payments and deposits. Setting these options correctly is vital to how Visual Anthology determines which action to take during a transaction.

- **Last CO #:** Shows the last Customer Order number that was auto-generated by the system. You may edit this value if needed. For example, you may be coming from another inventory management system and already have a number of Customer Orders created. Rather than repeat these numbers, simply start the numbering at a point higher in the sequence.

- **Allow Partial Shipments:** Sets the default behavior of new Customer Orders to allow partial shipments. This means if a Customer Order contains a backordered item you will be allowed to ship the ones that are available for shipment and wait for the backordered items to arrive. This process can take as many shipments as necessary to complete the order.

Note: “Allow partial shipments” only provides for a reminder. Leaving this option unchecked will not prevent you from actually shipping a partial order. It will only prevent the reminder screen from coming up.

The next two options directly affect each other.

- **Auto fill ship and BO qtys?:** Sets the default behavior of the Customer Order screen to automatically check inventory levels when line items are entered to see if the item is in stock and shippable, and automatically fills the Ship, B/O, and Cancel fields. This check is only made at the time the line item is entered and is not updated thereafter. Because stock levels may change between the time an order is created and the time it ships, you should probably pick the books before posting and then edit the line items if necessary. This is the only sure way to know that an item is on-hand and shippable.
- **Backorder OK?:** Sets the default behavior to allow backordered items. If this option is unchecked, then at the time of posting, all items not marked as shipping will be canceled. Again, pick books before posting for maximum accuracy.
- **Customer service contact:** This option is a drop down list of the users currently defined in your Visual Anthology system. The information is defined in your **Master Files | Users** screen. Please refer to "Setting Up Users" for detailed information. This option is primarily used in conjunction with the email templates of the Customer Order screen. The Visual Anthology user selected here will be the contact person shown on any email correspondence generated by Visual Anthology.
- **Include drafts in CBO quantities:** Anthology displays the quantities of customer back orders (CBOs) on a number of screens, like Purchase Orders where it may influence buying decisions. CBOs include books that are on back order for the customer on a Customer Order as described above, as well as Special Orders taken at the Cash Register. Some users prefer to have back orders that appear on draft Customer Orders included in the number for CBOs even though the COs in question have not yet been “made official” by posting.
- **Give change or retain deposit:** This section has three options, of which you must choose one and only one. It is used to determine handling of over payments on Customer Orders. See "Partial Shipments in Customer Order" or "Taking Deposits in Customer Order" for detailed information on these subjects. Your options are as follow:
 - **Always Query:** Tells the Customer Order screen to always ask which of the following two options you prefer in the case where the tender amount is more then the total of shipped items.
 - **Always give change:** If the primary use of your Customer Order system is for “in-store” sales, you may want to have this option set. You will not be prompted for an option. If the amount tendered is greater than the amount due the system will automatically give change.
 - **Always store as deposit:** If the amount tendered is greater than the amount due the system will always retain the balance as a deposit.

Basic Technique for Customer Order Sales

The Customer Order module was designed to handle a variety of possible situations such as paying first and then shipping later, or shipping now and paying later, or a mix of both. The basic Customer Order requires very little input and may consist of nothing more than entering a customer on the Header page, adding a book on the Detail page and taking tenders. More complex orders may involve backordered items, multiple shipments and deposits.

Note: A word about defaults. Some of the fields we will discuss are influenced by default settings made during your original setup. They are being mentioned here because their settings can have a profound effect on the Customer Order you are creating. You may change the default behaviors by accessing the appropriate screen (Vendor, Taxes, etc.) and making the changes there.

1. Open Customer Order by selecting the **Sales | Customer Order** menu option.
2. Click the *F4 New CO* button on the toolbar.

First let's fill in the Header page information. As mentioned above not all fields are necessary and many will be populated from other files, such as the customer's address, tax and discount information.

3. Enter a customer name in the customer field or click the ellipsis button  to launch the Customer Assistant screen. Once a customer is selected the tax and discount profile fields are populated based on the customer selected. If the customer does not exist in the system, you will be given the opportunity to create a record for them. Continue populating the fields based on the information below:

- **Tax profile:** This field will default to the tax profile you have assigned to the chosen customer in their customer record. If you have not assigned a tax profile to the customer the default tax profile will be used. Please refer to [Tax Profile Configuration](#) and [Tax Table Configuration](#) topics for more information. You may change the tax information for this order only without affecting either the default behavior or the customer's record. Choose a different profile from the drop down list or leave it as is if the current settings are correct.
- **Discount profile:** This field will default to the Customer Discount profile, if any, you have assigned to the chosen customer in their customer record. You may change this information without affecting the default behavior. This discount will apply to all items sold on the current order.
- **Ship via:** This is a reference field that displays the method of shipment to be used for the Customer Order. Setting a value here will have no effect on how the order is shipped - that is, it is not linked to the ship method file and therefore shipping charges must be manually calculated and applied on the Details screen.

Special Note: Orders generated from an AWS web site will already have the ship via field filled in, as the web customer has the option of selecting the method of shipment they desire at the time of the order.

- **Terms:** This field will default to the terms specified for this customer, if any that have been assigned in their customer record.
- **Pro forma Invoice:** Having this option selected will cause the program to print a pro forma invoice that you can send to the customer. Such pro forma invoices cannot be posted. Once

you have received an approval from the customer, you can uncheck this box and the order will be postable.

- **Allow BO:** This is an important field. If left unchecked all items not shipped will be canceled. The default setting is checked (allow BO) when Visual Anthology ships. You may choose to change the default (See [Customer Order Options](#) for detailed information) or change the current setting on an ad hoc basis. Remember that changing the current setting will have no affect on the default setting.
- **Allow partial shipments:** This field is informational only (e.g. it will not stop you from shipping partial orders; only warn you if unselected.)
- **Shipping address:** this information should be populated from the customer's file. You need only to make any necessary edits. If no data appears first check the customer file - the shipping information may not exist.

4. Move to the Details page. Some of the more important customer information from the Header page is also shown here. This section is used to enter the sale items.

Please note the setting of the Auto Fill checkbox about two-thirds of the way down the page. As discussed above on the Options page, this setting determines whether or not the program automatically calculates the quantities to ship, back order, or cancel.

5. To enter an line item, please take the following steps:

- **ISBN/SKU:** Scan or otherwise enter the book you want to sell. If the item is located in the inventory file the field will populate. If not the inventory assistant will load and you will need to select the title. If the item is not in your inventory but can be fetched from the external database, you will be given the opportunity to add it here.
- **Ord:** This field specifies the quantity of this item to be ordered. Enter a value here and press enter.
- **Ship:** if auto-fill is on this field will be populated based on the current on-hand quantity in the inventory file. If not you will need to enter a value here. Remember that ship quantities can not exceed order quantities.
- **BO:** This is a calculated field. If backorders are allowed, the value of the order and ship fields determine the value of the backorder field (i.e., $\text{Ord} - \text{Ship} = \text{BO}$). If backorders are not allowed, and Ship is less than Ord, the Cancel will be populated with the difference.
- **Price:** This field is automatically populated by information supplied from the inventory table. You may edit this field to either increase or decrease the price of an item. Any change made here will have no affect on the original record in inventory.
- **Disc%:** This allows you to discount an item on a line by line basis. This will overwrite any existing discounts - it does not add to them. As mentioned before Customer Discount set in the header apply to all items on the order by default.

6. Pressing Return or clicking on Enter Line adds the line to the detail grid.

7. Repeat 4 & 5 above to add additional books. Remember to F10 Save periodically.

8. When you are ready to finalize the order you will need to take tenders (receive payment). Click the F3 Tenders button.

9. Select the method of payment. The information in this display is found in the Tenders screen. See [Setting Up Tenders](#) for detailed information. Selection is made by double-clicking on the desired method. Selection is shown by a checkmark next to the chosen method.
10. The amount field is populated with the total for the sale. Visual Anthology is assuming that the customer is paying with the correct change. If you are taking a greater amount than is due, then enter that amount here (e.g. Total due \$8.95 and the customer gives you \$10).
11. Visual Anthology asks if you want to post. This means finalize the order. Remember that posting does not mean ship. You need to post the order so the tenders will be part of the Ztape information at the end of day. This action also commits the items in inventory as being sold which reduces the on hand quantities accordingly.
12. Visual Anthology next asks if you want to ship the items being sold. Remember if you have items on the order that are being backordered you may want to hold the order until all items have been received. You also have the option to ship a partial order - this will be discussed in the next section. For now lets assume all orders are ready to be shipped and answer yes.
13. Remember that once these defaults are set to your liking many of the steps above will be eliminated. If the results are not what you expected - first look at the default settings. Often times these are the culprit.

Working with backorders

When you first create your draft CO, you may not have every item on hand and ready to ship. If you have the "Auto-Fill" setting enabled in Options or enable it on the specific CO, the program will attempt to mark the possible qty to ship based on the current OnHand of the selected item. Or perhaps you find when you pick the order a given item is unavailable in the quantity you need. If you have allowed for backorders, these quantities will be reflected in the CBO (customer back order qty) for the item in question.

If you Auto Generate your POs you can have it pick up any outstanding Special Orders, as well as outstanding Customer Backorders from the CO module, and place these items on a PO. When the books come in they will be flagged as associated with a CBO, and the CBO tab at the bottom of the screen will tell you just which orders they are associated with. When you return back to the CO, use the Actions menu option of "Auto Fill All Items" to have the program automatically update the Ship/BO qty's based on current on hand amounts.

Processing shipments or payments

SubTotal	149.85
Shipping	0.00
Tax	13.49
Total	163.34

how completed items

By default, Visual Anthology calculates the Total field (displayed in the lower right corner of the Customer Order screen) based on the quantities actually shipping. Back ordered items will not be included in this total. This is considered by many to be the preferred method of charging for orders that cannot ship in their entirety. Most merchants only bill for merchandise that is actually shipped.

However, if you prefer to charge for the entire order even if it contains back ordered items, you can simply use the value in the Order Total field as the amount tendered. The Order Total field is shown in the upper left corner of the Customer Order screen. The “unused” portion of the Order Total will be retained as a deposit to be applied against the subsequent shipments.

The screenshot shows the 'Customer Orders' window with the 'Header' tab selected. The order details are as follows:

CO #	000015	Customer	ADAM
Status	Draft	Organization	
Deposit	0.00	Last Shipped	/ /
Order Total	195.93	Source	

Below the header, there is a table with columns: Type, ISBN / SKU, Title / Description, UOM, Ord, Open, S.

Generating a Quote (Pro Forma)

Often when a school or other organization wishes to place an order with you, they will want a quote first. In some cases the teacher may have to present the quote back to the school for approval. They may then return with the accepted quote and ask you note their own purchase order number on their final invoice. To handle this situation:

The screenshot shows the 'Customer Orders' window with the 'Header' tab selected. The 'Pro forma invoice' checkbox is checked. The order details are as follows:

CO #	000015	Customer	ADAMS, LARRY
Status	Draft	Organization	PASS
Deposit	0.00	Last Shipped	/ /
Order Total	195.93	Source	

Other fields visible include: Id Web Sale (0), Sales Rep, Web create (/ /), Customer PO, Weight, Quote expires (/ /), Ship no later (/ /), Catalog/Promo, Ship no earlier (/ /), Customer Notes, and Allow partial shipments.

1. On the Draft CO Header tab, check the box marked “Pro Forma Invoice”. When you print the Draft CO the full order total will be calculated and displayed, including taxes, shipping charges, and all items regardless of BO status. The printed CO will indicate this is a pro forma invoice.
2. Once the school has accepted the quote, uncheck the option to continue with the order. A Draft CO cannot be posted to an Open/Complete status with the pro forma option left checked.
3. If the school provides their own purchase order number, store this value on the CO Header tab in the “Customer PO” field. This value will be included on the printed invoice.

Paying in full / retaining a deposit

In Visual Anthology, all payments received are applied to the merchandise that is being shipped. Deposits result from over-payment, typically from items being backordered. Remember that Visual Anthology calculates the Total due based on the ship quantities. Deposits are maintained by Visual Anthology and don't need manual calculation. However, in order for deposits to be applied properly at the time of shipment, a Deposit tender must be setup in the Tenders file prior to using. See "Setting Up Tenders - Deposit" for detailed information.

1. Let's assume you have a Customer Order containing two books. Book A costs \$21.95 and book B costs \$16.01. Let's also assume that book B is backordered. Your customer has sent you a check for the full amount.
2. To complete this order, click the *F3 Take Tenders* button on the Customer Order screen. Select a tender type. In this example, select check and replace the number in the **Amount** field with the total due for the order - **Order Total** field in this example \$40.24.
3. Click the *Accept*  button to accept the amount shown.
4. **Post?** - You will then be asked by Visual Anthology if you want to post the record. We do. This action formalizes the order.
5. **Ship Now?** - You are now asked if you want to ship the item(s). In this case, we'll assume that the customer requested that each item be shipped as it becomes available, so we will answer Yes. A shipment document to be created with the original Customer Order number plus an extension like -01. This document will contain all information concerning the items that were shipped, and the tender information for this shipment. The subsequent shipment will be numbered with the original Customer Order plus -02, and so on.
6. **Give change or Retain deposit?** - Because we have accepted a greater amount in tenders than is necessary to pay for the shipped items, Visual Anthology asks what you want to do with the left-over money. You can retain it as a deposit or give change (remember, the default behavior here can be controlled on the Tools, Options, COs screen). We want to retain these funds a deposit so they can be used when the remaining items are shipped.

The order will remain in an Open state, showing a number in the "TotShip" field to indicate the items previously shipped. When the backordered items arrive, edit the number being shipped for each line item in the Customer Order → Details of the "Open" Customer Order. When you post this shipment the deposit will be automatically applied. If all items have been either shipped or canceled the order will be marked "Complete". If there are items remaining "unshipped" on the order the Customer Order will remain "Open" and the deposit retained.

Ship first & pay later

In this scenario, you may have an order that will ready to ship but you plan on invoicing the customer afterwards. A common example is a school order:

1. When the CO is completely populated with the correct Ship qty's, tax, and any shipping charges, press F3 Take Tenders.
1. Select the Account Sale tender and verify the Amount field matches the Order Total in the top left of the details tab.
2. Complete the order, choosing to Ship and print as indicated.
3. Later when the school sends in their payment go to the Sales | PayIn menu. There you can set the Customer, type of tender, \$ amount, and indicate if the amount is for payment on an account sale.

Processing payments on partial shipments

Partial shipments are Customer Orders that are shipped as items become available. This is generally the result of items being on backorder at the time the order is processed.

Special Note: The checkbox on the Header page - "Allow partial shipments" does not restrict you from shipping partial orders. It is merely a reminder that either the customer has requested only complete shipments or it is a policy of your store to only ship complete.

The CO can have some items paid and shipped now, while back order items are shipped and paid for later. As with the two previous examples of ship now or ship later the Total value (right hand side) is calculated at the time of F3 Take Tenders based on the items marked as shippable. You can choose to accept this total value instead of changing it to the Order Total (top left). This allows you to have the customer pay in small portions spread out over multiple shipments.

Processing CO Returns

Unlike the Cash Register where both sales and returns may show on the same transaction, the Customer Order screen only allows either sale or returns but not both on a single transaction.

To return an item handled through the CO module:

1. Create a new CO for the customer.
2. Identify the customer as usual on the Header screen.
3. Switch to the Details page.
4. Before selecting the item to Return, go to the Action menu and choose "Accept Return" or "Return Manger". Which one will be available depends on your credit card system.
5. Once the desired return item has been selected, fill in the qty to be returned, as a positive number. Once the line item has been entered the program will assume a negative dollar amount as the balance.
6. Select F3 Take Tenders and select the tender to be paid out.

Note that if you are using the Element credit card system you can only return items by selecting the original CO transaction using the Returns Manager from the Actions menu.

Processing Customer Orders using credit cards

Paying for a Customer Order with a credit card does not differ essentially from using a credit card at the Cash Register. When you take tenders, you will have the opportunity to enter credit card information just as you do in the Cash Register.

However, there is one special case. Credit card sales in Customer Order differ from those being made via the Cash Register screen. It is generally assumed that Cash Register sales result from customers browsing your store, selecting items to purchase and checking out at a point-of-sale (POS) station. Customer Orders differ in the sense that the customer is generally not present in the store but rather ordering from a catalog, Anthology WebStore, or some other means.

Credit cards present special problems in dealing with orders that contain backorders. In what follows, we will assume that you are using Element Payment Services, the recommended Anthology solution for accepting credit cards as payments.

If at the time the order is placed, some items are not in stock and will require a backorder to fill you have several options.

- Option one is to accept the credit card payment for the entire order. The unused portion will be saved as deposit and used when the backordered items ship as described above.
- Option two is to use a PASS (Payment Account Secure Storage) account. If you have Anthology WebStore, you have the ability to use PASS accounts. Or, if you want to be able to store customer credit card information securely outside the context of Anthology WebStore, you can arrange with Element to have the PASS functionality (charges apply). The credit card information is securely stored in a PASS account until all the items on the CO have either shipped or been cancelled, at which time the PASS account associated with this order is deleted.

Processing Customer Orders from an Anthology WebStore

When sales generated by an AWS web site are downloaded, Customer Orders are automatically created. After the download is complete, the list view of the Customer Order screen will show the new orders in bold print. At this time, you will need to review the order and make any necessary changes. Processing of these orders is no different than any other type of sale in Customer Order with some notable details.

- **Tender:** The type of tender is determined by the "web customer". While on the WebStore checkout screen, they can choose either accept Credit Card (Element Hosted Payments) or "No Web Payment". If they have selected "No Web Payment" then the customer must make payment arrangements with you (e.g., paying at pickup or sending a check) before the order can be completed. If the tender selected by the web customer is a credit card, then a PASS account will be created as described above and can be used to complete the order.
- **Taxes:** If you have a default tax profile established for new orders it may not be appropriate for all web orders. For example, if the default tax profile is set for "resident" and the customer is from another state, you may not want the state/local taxes to be applied.
- **Discounts:** This customer could also be an in-store customer or for some reason have a discount assigned to their account. If you offered special pricing to web purchases you may not want this discount to be applied to this sale as you would be over discounting the items.
- **Address Information:** You should check the address fields for correctness. For example, you could be looking at a joke order to some fictitious location.