

CAPITAL V8

Capital Business Software Tutorial Series

The Back Order Control Centre
In Capital Business
Manager V8 1.0

CAPITAL OFFICE BUSINESS SOFTWARE

Capital Business Software Tutorial Series



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Basic Navigation

Various Techniques You Can Use To Navigate Through The Back Order Control Centre

To save time in the future, print a copy of this document. Click **Print** on the **File** menu. With the printed document in hand, position yourself in front of the software and work through the following exercises.

Begin by launching the software and then return to this tutorial.

The Explorer Bar

The Explorer Bar is the primary means to open new areas of the software. Such as the customers area, stock area, cash manager, and the various transactions found in the system. The Explorer Bar is found on the left of the application's main work area. To open a new area click on the applicable icon.

The Explorer Bar is divided into a series of bands. The standard band titles include:

Transactions
Products
Reports
Service
Maintenance

To view the grouping of functions associated with each band, click on the band name with your mouse.

NAVIGATION BASICS



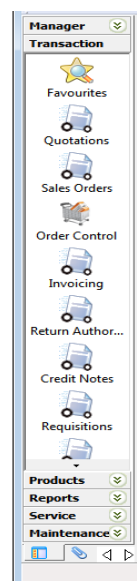
For example, to open the Back Order Control Centre click on the **Transaction** band and then click on **Order Control**.

The Explorer Bar remains to the left of the application even when the Back Order Control Centre is open. You can open transactions at this point while leaving the Back Order Control Centre open, by clicking again on the Explorer Bar. For example, click on the **Sales Orders** icon to open a sales order.

You now have two areas of the software open at the same time. To return to the Back Order Control Centre press the **green** go back button on the tool bar above the open area.



Continue to press the go back and go forward area buttons to toggle through all open areas in the software. You can also view the list of all open areas by selecting **Window** from the menu at the top of the



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application.

To open the same area more than once hold down the SHIFT key and click on the area with your mouse.



To close an area, locate the **blue** arrow close button in the top left hand corner of the application and click on it. To close all open areas select Close All from the **Window** menu at the top right of the application. To then close the application locate the **blue** arrow close button in the top left hand corner of the application and click on it.

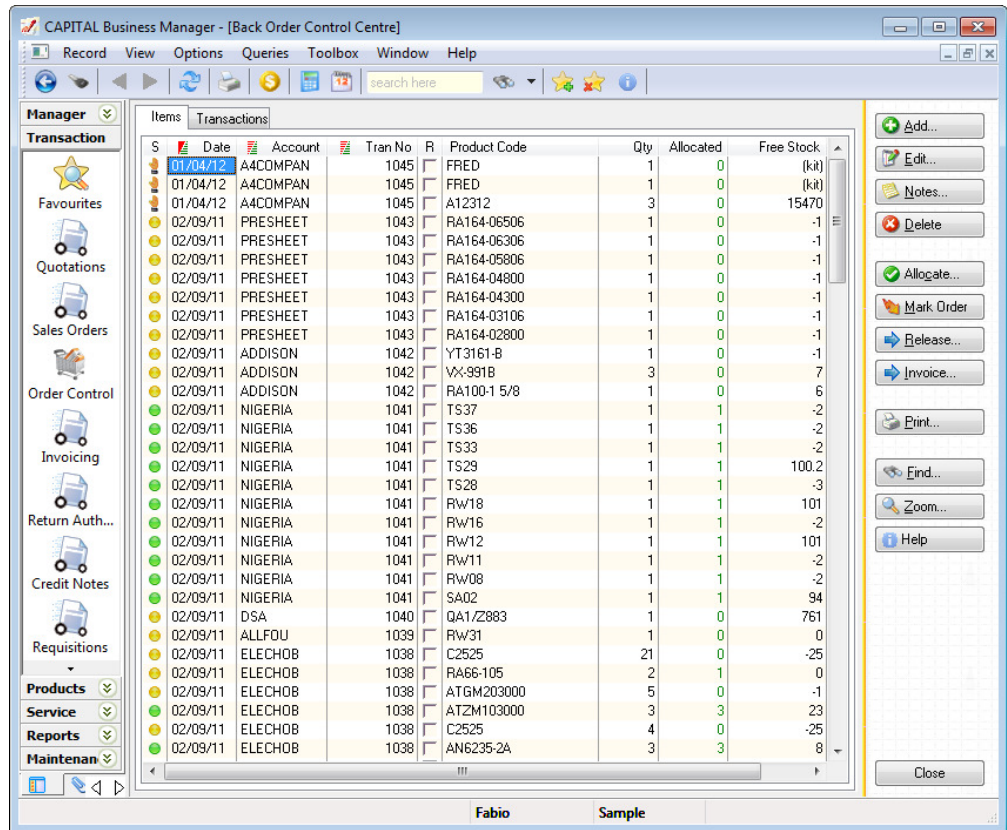
Using the keyboard you can also press ALT+F4 to close the application.

Section
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Viewing Back Orders

How To Find Out What's On Back Order

Determining what items are on back order is easy. Just open the Back Order Control Centre! You will first be presented with a back ordered product line item list.



You can also view all orders on back order, by clicking on the **Transactions** tab button found at the top of the list.



At this point it's worth defining what is meant by 'back order' in the context of your software. A 'back order' is any item that has not yet been *shipped* to your customer. So items can be back ordered for different reasons. The most common one is that the items have not yet been picked, packed and dispatched because the order is new.

FINDING & VIEWING BACK ORDERS

Another reason might be because you're not carrying stock and are waiting on the goods to arrive from your supplier. A third possibility (among many others) could be that you are waiting on payment from your customer..

Uses Of The Back Order List

The Back Order Control Centre will tell you various useful things about each back order in your system. Such as:

- The date and/or age of the order and if the order is overdue.
- If there is a problem of some type with the order.
- Who the order is for.
- What quantity of stock is available to fulfill the order.

The Back Order Control Centre can also be used for other useful tasks such assisting you in ordering goods that you're not currently carrying in stock by automatically creating purchase orders, printing picking lists, and managing your stock levels.

However, this tutorial will focus on its main goal, which is to confirm that you have the stock you need to ship the goods, and to produce the documents required for shipping, such as delivery dockets or invoices. How to do these things is explained in the next section of this tutorial.

Where Do Back Orders Come From?



One question to ask is where do back orders come from? All items found on sales orders get automatically transferred to the back order list. And invoices too, can produce back orders, if stock is not available at the time.

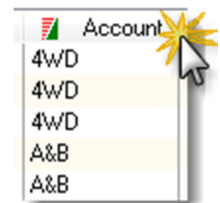
Navigating The Back Order List

There are several ways you can navigate around the back order list. Use the PGUP and PGDN keys to scroll through the list a page at a time, or the up and down arrow keys one item at a time.

It may be difficult to find the back order you want if the back order list is not sorted in the way you need it to be. For example, by customer or by transaction number.

Fortunately, the sorting of the record list can be changed by clicking on the column heading of the column you wish to sort the list by. The column heading must have a red/green block next to the column heading name for it to be sortable that way.

When the bottom block turns a solid green the list is sorted by that column in ascending sequence. Click on the column heading again to reverse the sorting. The top block will turn a solid red and the record list will be sorted in descending sequence.



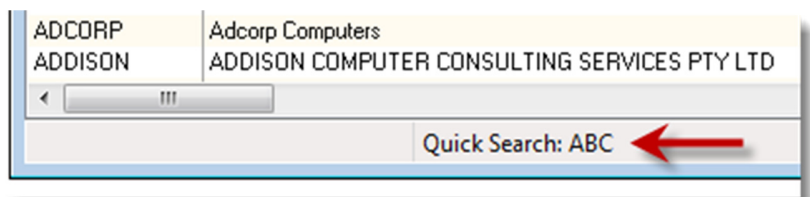
FINDING & VIEWING BACK ORDERS

You can also change the sorting of the record list by using the keyboard. Press SHIFT+F10 and then select the applicable “Sort by” method from the pop-up menu.

Quick Search

Rather than use the arrow and PGUP and PGDN keys to scroll through the record list, there is a faster way to find what you are looking for: Just begin to type. The information that most closely matches what you have typed will come into view. But it’s important to remember that information is searched for, based on the currently sorted column. If your column is sorted by customer account code, then as you type, the software will try to find the customer by searching for a match under the customer account column.

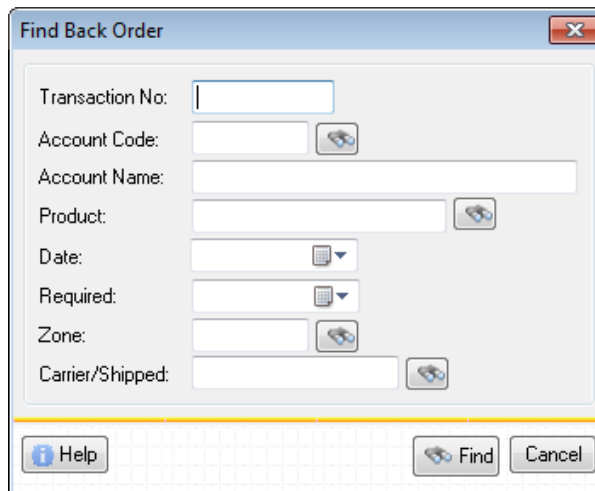
For example, if you typed ‘ABC’ using your keyboard the Quick Search feature would display these characters below the record list.



To erase what you have typed and re-start the Quick Search, hold down the CTRL key and press Backspace. Then restart your search by typing again.

The Find Window

Another option for finding information is to press the **Find** button found on the panel to the right of the back order list.

A screenshot of a dialog box titled 'Find Back Order'. It contains several input fields: 'Transaction No.', 'Account Code', 'Account Name', 'Product', 'Date', 'Required', 'Zone', and 'Carrier/Shipped'. Each field has a small icon to its right. At the bottom, there are three buttons: 'Help', 'Find', and 'Cancel'.

Use this window to find a specific transaction number, account code, product item, order date or required date. If you have the Enterprise or Corporate Editions of the software, then you can also use it to locate back orders by delivery zone or carrier (shipping method). Enter the information you’re looking for and press **Find**. The software will find the first match.

FINDING & VIEWING BACK ORDERS

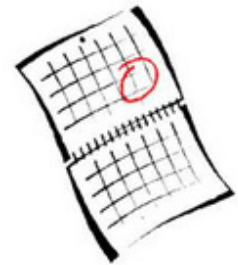


Your software is rather strict about the way dates are entered into the system so it is worthwhile to spend a few minutes to point out some things about entering dates.

Firstly, you can clear a date and start over by pressing the DEL key. This will erase what you have typed so you can type a new date from scratch. To paste today's date back into a date field press F2.

When entering dates you must enter them in DD / MM / YY format if you are in the Australian region. For example, if you were entering the 2nd of March 2013, you would enter on your keyboard 2 followed by slash (/) followed by 3 followed by slash (/) followed by 13.

If you made a typing mistake press the up and down arrow keys to increment or decrement the number. For example, if you typed 12 instead of 13, press the up arrow key to increment the year by 1.



You can also use the left and right arrow keys to move between segments of the date. If the day is selected, pressing the right arrow key will move you to the month, and pressing right arrow again will move you to the year. Pressing left arrow will move you in the opposite direction.

When you are finished with the date, press the TAB key to complete the entry.

And of course, you can click on the calendar symbol next to the date to open the calendar. From the calendar you can click on the day you want or use the arrow keys to navigate around the calendar. Another quick way to open the calendar from within a date is to press F12.

Allocating Stock

Telling Your Ordering System What You Are Able To Dispatch

When items appear within the Back Order Control Centre, two important things need to occur:

- The system needs to know what stock is available and to be assigned (reserved) for your back orders.
- Once the goods have been picked, invoices need to be produced to go with those goods.

This section will explain the process of allocating stock quantities to your back orders.

Approaches To Reserving Stock

Depending on the way your software has been set-up, several different things might happen when an item is placed in the Back Order Control Centre. These include:

- The back order may appear ‘unallocated’. This is referred to as a ‘manual allocation’ and means that the software assumes that there is no stock available to assign to the back order until a user tells the system to assign it.
- The back ordering system performs a ‘forced allocation’. This means that the software will allocate the stock – it will assume the stock is available – irrespective of what stock may actually be available.
- The system performs an ‘automatic allocation’ - which means it will check what stock is available according to your stock records, and allocate whatever it can based on the levels specified in your stock system.



Which approach is best and which applies to me? This will depend on how your business operates and what method your business system administrator has chosen.

These different allocation methods affect the way the **Allocation** column on the back order record list is treated. In ‘forced’ mode the allocated quantity is made equivalent to the order quantity. In ‘manual’ mode the allocated quantity is always set to zero. And in

ALLOCATING STOCK

'automatic' mode the software assumes that your stock levels are reasonably accurate and allocates available stock based on what *should* be there.

Tran No	R	Product Code	Qty	Allocated	Free Stock
1044	<input type="checkbox"/>	RA164-05806	5	0	22
1044	<input type="checkbox"/>	RA164-04800	2	2	3
1044	<input type="checkbox"/>	RA164-04300	1	1	0
1044	<input type="checkbox"/>	RA164-03106	1	0	0

In the above screen you can compare the **Qty** column, which is the quantity your customer has ordered, with the **Allocated** column (circled in red), which holds the quantity you intend to invoice.

While the allocation mode will determine what quantity is initially placed in the **Allocated** column, you can always change this by manually overriding what the computer has assigned here.

You do this by selecting the applicable 'cell' under the **Allocated** column using your mouse or keyboard, and pressing the INS key. Or you can just type the number in this column to replace the quantity already there.



However, if you enter more stock than you have available according to the item's stock record, you will receive a warning message that you have allocated more than you (apparently) have. If you're sure you really do have the stock when this occurs, just press OK and continue.

You can also double-click with your mouse on any line item in the Back Order Control Centre and this will provide more detailed information on the current order line, such as its date, order number, and so on. You can also change the allocated quantity from here as well.

Allocating From Pick Lists

Irrespective of whether the **Allocation** column has been assigned a quantity or not, the number that appears here must be checked against the quantities that will actually be shipped to your customer.

Typically this is done by reviewing a "pick list" that has been inspected by your warehouse staff. They will check the goods as per the order list, pack the items and mark any items that were not shipped on their pick forms. In this scenario, these forms are returned to you, and you can then allocate the correct quantity by making any necessary adjustments to the **Allocation**.



If your business is making use of CAPITAL Warehouse Manager, then the procedure is a little different, as items will be scanned automatically as they are packed, and there will be less manual review for you to perform. Note that this tutorial assumes you are *not* making use of the warehousing system.

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Automatic Allocations

If your stock control system has very accurate stock quantity holding levels, then you may decide to rely more heavily on the allocations determined by your software. If you will be doing this, then there is a tool you can use called Automatic Allocations. It will compare your pending back orders against your stock levels, and adjust the **Allocation** quantity for you.

This tool will never decrease quantities you have already allocated, but it will try to allocate more if it can. This is useful if more stock has arrived into your system after your sales orders were created and assigned quantities.

To access this function press the **Allocate** button found on the right side of the back order item list. The default settings on this window are appropriate most of the time, so to execute it, simply press **Allocate** again.



Any extra stock that has become available since the order was created will be allocated to your back orders automatically.



Check with your business system administrator *before* you decide to try this feature. If other staff within your organization have already manually adjusted the **Allocated** quantity and you then press **Allocate**, you may tamper with the work they have just performed!

Free Stock & Stock On Hand

Now that you have reviewed and adjusted your **Allocated** quantities you are ready to create invoices. How to do this is explained in the next section.

ALLOCATING STOCK

However, before wrapping up it's worth covering a few technical terms that you will come across as you use the software. The first term is "stock on hand". This is usually also referred to as "Stock In". This is the physical quantity of stock you are holding on your premises or in your warehouse.

The second term, which has already been discussed, is your *allocated* quantity. This is the quantity of stock you have assigned to your back orders. Once stock has become allocated it's no longer available to be sold to other customers. This quantity might also be referred to as your 'reserved stock'.

What you allocate will become what you end up dispatching and invoicing


The final term to consider is 'free stock'. This is the stock that is available for you to sell to new customers. It is your physical stock less your allocated (reserved) stock. If you had 100 units of physical stock but had allocated 20 of those to back orders, then you have $100 - 20 = 80$ units left over that you can sell to new customers.

Whenever you see the term 'free' or 'free stock' in the system, this simply means your physical stock less anything that is being reserved for customers.

When an invoice is produced, your physical stock is reduced by the quantity that has been allocated, and your allocated quantity goes back down to zero. It's really as simple as that.

Traffic Lights

Another useful concept in your software is that of the 'traffic light' status. This is a coloured symbol that provides information on the records on your record list.

 The best way to find out what a traffic light symbol means is to click on it using your mouse. A floating window will open explaining what the status colour represents.

Some of the more common colour meanings are:

- **Green** – Item is ready to be shipped.
- **Yellow** – the item is waiting to be allocated.
- **Red** - The order is overdue or there is a serious problem.

Invoicing From Back Orders

Turning Your Orders Into Sales

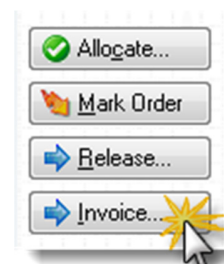
After you've allocated your stock to your back orders the final step in the process is to create your invoices. Once your back orders have been invoiced they will be removed from the Back Order Control Centre automatically.

It is possible to create invoices for all the stock allocated to your back orders, or for a particular order, or for particular combinations of items found on particular orders. The Back Order Control Centre is very flexible and has many features available to let you achieve the result you are after.

This section of the tutorial will cover a few typical requirements.

Releasing a Single Order

To release a single order, click on any line item that belongs to that order (it does not matter which) and then press the **Invoice** button. An invoice will open and be presented for you to confirm its contents.

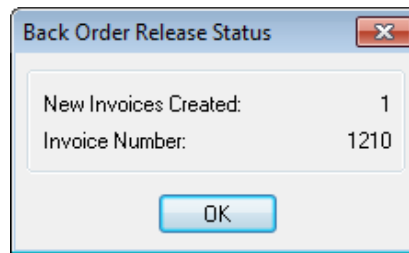


If the Back Order Control Centre has any concerns about the order you are about to convert into an invoice, it will alert you to them at this point. For example, it might warn you if the account is C.O.D and no payment has been received, or, that the account has exceeded its credit limit. If you don't wish to proceed, press No to cancel the invoicing process. If an account has been placed on hold, you will not be given an option and will be unable to produce an invoice.

Assuming that you have proceeded, then if you're satisfied that the invoice is what you expected, press **Save** to save and print it as applicable.

At this stage you may also be prompted to confirm the salesperson, freight charges and other settings. What you are prompted to confirm will depend on how your software has been set-up. Once you have stepped through these prompts you will be returned to the Back Order Control Centre, and the following status window will appear:

INVOICING YOUR BACK ORDERS



Just press OK to return to the back order record list. You may repeat this action as many times as you wish, in order to create other invoices. This procedure is called “releasing back orders”. When you do this the following happens:

- The invoice is created.
- The customer’s account balance is updated.
- Your stock levels are reduced according to what was invoiced.
- Any fulfilled back orders are removed from the Back Order Control Centre
- The status of the original order is changed from “on order” to “delivered” if its items have been fully shipped, or “partial” if some items remain on back order.

Releasing Marked Items

You can selectively mark the items you want to invoice and ship by using the “mark” feature of the Back Order Control Centre. This will allow you to selectively invoice multiple orders at the same time, and/or only specific items on specific orders.

To mark items selectively, using your mouse tick the box next to the item’s product code found under the **R** column.

Tran No	R	Product Code	Qty	Allocated	Free Stock
1044	<input type="checkbox"/>	RA164-03106	1	0	0
1044	<input checked="" type="checkbox"/>	RA164-04300	1	1	-1
1044	<input checked="" type="checkbox"/>	RA164-04800	2	2	3
1044	<input checked="" type="checkbox"/>	RA164-05806	5	0	22
1044	<input type="checkbox"/>	RA164-06306	12	0	-1

If you make a mistake, just click again to untick the item you just ticked. Once you are sure you have ticked only the items you want to invoice, press the **Release** button.

This will open the Back Order Release window. There are many options on this window. Some of the more common and important ones will be covered in this section.



INVOICING YOUR BACK ORDERS

Back Order Release

Release

All Accounts

Selected Account

Marked Items On All Accounts

Marked Items On Selected Account

Warehouse

Only Picked Quantities

Filters

For Date:

From Zone:

To Zone:

Carrier:

Invoice

Date:

Manually Inspect Invoices

Print Invoices Immediately

Consolidate Back Orders

Printing

Form:

Copies:

Pricing

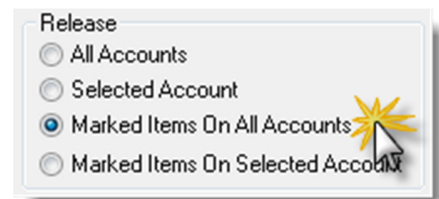
Method:

Buttons: Release..., Cancel, Save, Reset, Help

Because you only want to release the items that you have marked for release, it's important that you ensure that the option **Mark Items On All Accounts** is selected.

Once you have selected this setting, press the **Release** button to “release” your back orders and convert them into invoices.

Each invoice in turn will be presented for you to inspect.



The invoice inspection process is controlled by the **Manually Inspect Invoices** setting. When ticked, each invoice to be created is shown to you first. If you are satisfied that the result is what you expected, pressing **Save** will produce the invoice and then open the next invoice for review. And after your invoices have been created the back orders relating to them will be removed from the Back Order Control Centre.

INVOICING YOUR BACK ORDERS

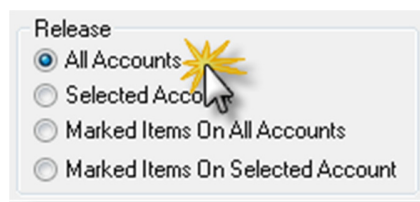


Please review the tutorial “Invoicing Using Capital Business Manager V8” for more information on invoicing procedures using your software.

Releasing All Allocated Items

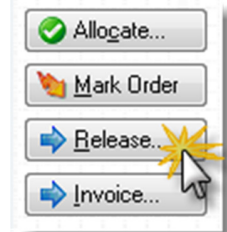
If you wish to produce invoices for all items in the Back Order Control Centre for which stock has been allocated, then press the **Release** button found on the right side of the back order record list.

The Back Order Release window will open.



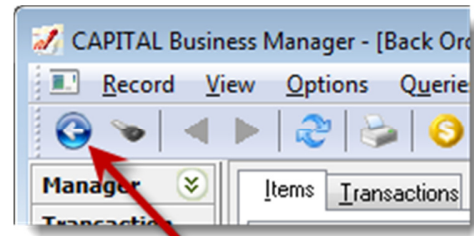
Next select **All Accounts** and press the **Release** button again.

All items that have been allocated stock will be presented to you on invoices.



As you become more confident in the use of the Back Order Control Centre, you may wish to untick the **Manually Inspect Invoices** setting. When you do this, invoices will be created without first offering you to inspect them. This is a faster way to create invoices but you should only take this approach once you are confident that the software is going to do what you're expecting.

Once you are finished working inside the Back Order Control Centre press the blue close button found at the top right hand corner of the application window. You will be returned to the main area or to the area you were previously working in.



Section
5

Quick Review

Important Points To Remember

- When using Quick Search, press CTRL+<backspace> to clear what you have typed and start the search over.
- Pressing F12 will open a look-up list or calendar when available.
- A back order refers to any item that has been ordered from a customer but not yet shipped (invoiced).
- Managing back orders is a two step process: check that what has been allocated is correct, then invoice the goods.
- “Allocated” stock is stock that has been reserved for one or more back orders.
- “Physical stock” is the total of the stock available to you, including any stock you may have reserved for customer orders.
- “Free stock” is your physical stock level less any quantity that has been allocated.
- The quickest way to close the whole application is to press ALT+F4



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