

CAPITAL V8

Capital Business Software Tutorial Series

Sales Orders Using Capital Business Manager V8 1.1

CAPITAL OFFICE BUSINESS SOFTWARE

Capital Business Software Tutorial Series



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Basic Navigation

Various Techniques You Can Use To Navigate Through Sales Orders

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.

DATA ENTRY



For example, to start a new sales order, click on the **Transaction** band and view the various transaction types you can create.

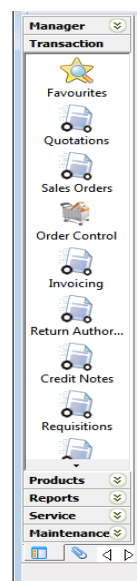
To begin a sales order click on the **Sales Orders** icon.

The Explorer Bar remains to the left of the application even when a new sales order transaction is opened. You can open another transaction at this point while leaving the sales order transaction open, by clicking again on the Explorer Bar. For example, click on the **Quotations** icon to open a quotation.

You now have two transactions open at the same time. To return to the sales order transaction press the **green** go back button on the tool bar above the transaction.



Continue to press the go back and go forward area buttons to toggle



DATA ENTRY

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 application.

To open the same area more than once hold down the SHIFT key and click on the area with your mouse. For example, to open two sales orders at once, click on the **Sales Orders** icon and then hold down the SHIFT key to open further sales orders. (If you don't hold down the SHIFT key, clicking on the icon will just take you back to whatever area is already open that is represented by that icon.)



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.

Entering a Sales Order

Three Steps To Create A Sales Orders

There are three basic steps involved in creating a sales order. This section will cover the main data entry activity necessary before the transaction can be saved.

1. Select a customer.
2. Enter the product items or service codes that have been ordered.
3. Enter other details such as dates, order numbers, salesperson codes, etc.

When you first open a sales order the following screen appears:

CAPITAL Business Manager - [Sales Order 1045 (new)]

Record Edit View Discount Options Templates Toolbox Window Help

Manager Transaction

Favourites Quotations Sales Orders Order Control Invoicing Return Auth... Credit Notes Requisitions

Products Service Reports Maintenance

Account Items Charges/Settings Info Customer Notes Back Orders Open

Code: Status: 1 - On Order 1045

Name: Address: Address: Suburb: State: Postcode: Delivery: Address: Address: Suburb: State: Postcode:

Save Open New... Convert... Find... Discount... Zoom... Related... History... Insert Remove Print... Fax... Email... Help

Documents Close

Fabio Sample

SAVING YOUR DATA

Selecting a Customer

At this point, press F12 to present a list of your customers, or click on the binoculars button next to the word **Code** or just type in the customer's account code if you know it.

Code: 



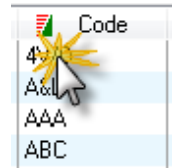
An 'account code' is a short unique reference to a customer's account record. It can be up to 8 characters long. Account codes are handy because you can type them in quickly if you happen to know what the customer's account code is.

If you press F12 or click on the binoculars to display a list of customers, you can use the up and down arrow keys or the PGUP and PGDN keys to scroll through the list. Once you find the customer you want, press the **Select** button found on the right side of the list, or double-click with your mouse. This list is called "the record list."

At times it may be difficult to find the customer you want if the customer list is not sorted in the way you need it to be.

Ways To Sort A Record List

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.



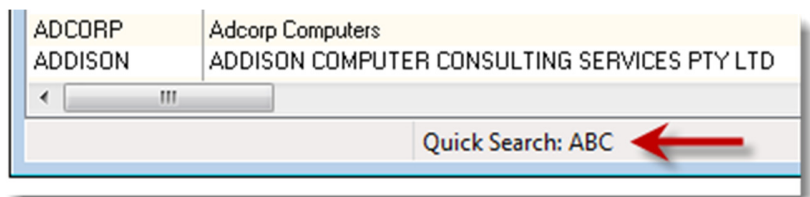
When the bottom block turns a solid green the list is sorted by that column in ascending sequence. Click on the column heading again to reverse the sorting. The top block will turn a solid red and the record list will be sorted in descending sequence.

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 name, then as you type, the software will try to find the customer by searching for a match under the customer name column.

For example, if you typed 'ABC' using your keyboard the Quick Search



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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.

Global Text Search

If the information you are looking for cannot be found in a specific column on the record list, you can press the **Find** button on the left side of the list. The Find button can be used to match *any* information within the record itself, such as a phone number, contact, street and so on. This is referred to as a 'Global Text Search'.



A Global Text Search can be slow if your record list is large. It may also produce too many matches to search through if the information you are looking for is not very specific. This is usually not a problem for a customer list, but some businesses do have a very large number of customers!

Nonetheless, it is a good method to use when you are searching for a specific and relatively unique set of letters or numbers. (Such as a phone number, or person's full name.)

A Global Text Search will select the first record that matches the string of characters you have entered. If this is not the record you are seeking, press the F3 button to continue the search for the next match.



Don't use the Global Text Search function to locate a transaction number. Besides being slow, it will also probably match information you are not looking for or not find the transaction number anyway. Always use Quick Search to search by transaction number.

The Accounts Panel

Once you have selected a customer account, the address details of that customer will be placed in the address area automatically.

You should experiment by pressing the binocular buttons next to the various address lines to see what they do. Some will take you to a contacts area where you can enter additional delivery addresses if required. Other buttons will open the National Postcodes list, which displays all the suburbs and postcodes for Australia.

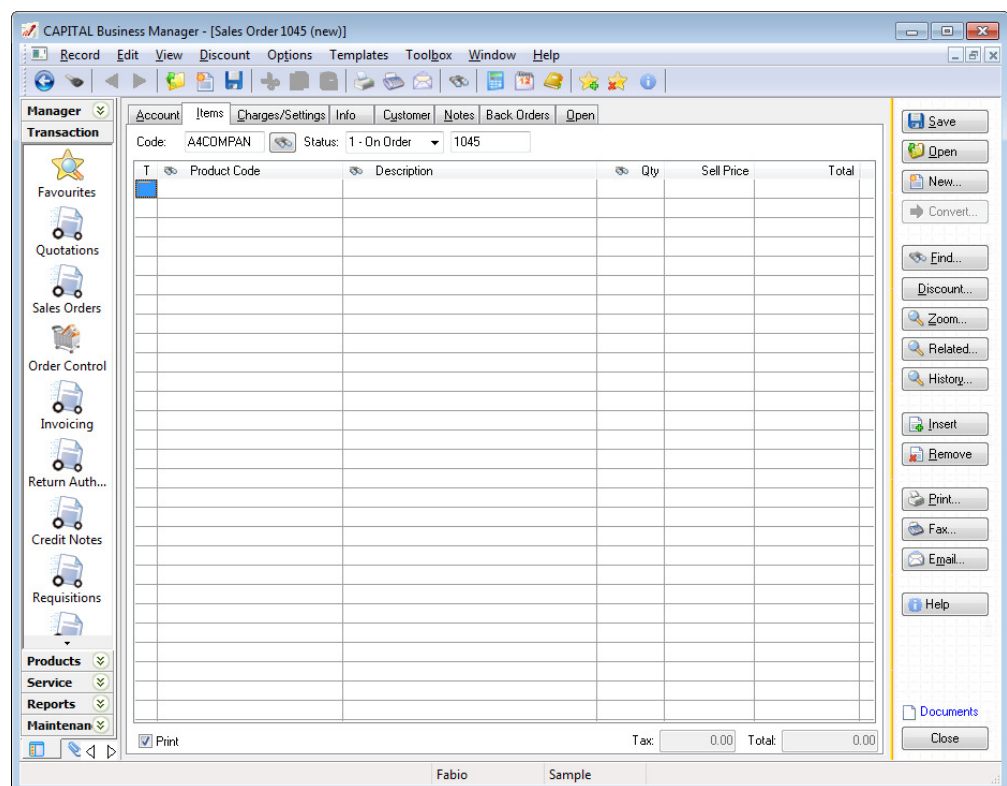
If the information is correct leave it as it is. However, if anything needs to be changed for this particular sales order, type the correct information over the information that is wrong or missing. If you want to permanently change the information for every sales order for your customer, then it is probably better to change the account details on the Customer Record instead. (How to do this is discussed in a separate tutorial.)

SAVING YOUR DATA

The Product Items Panel

To access the product items panel click on the **Items** button at the top of the transaction. The items grid will be displayed.

The items grid follows the concept of a 'spreadsheet' so as to allow you to rapidly enter product information associated with the order. A transaction typically displays 5 columns, although there may be more or less depending on how your software has been set-up.



The T (tag) Column The **T** column is an advanced feature that lets you 'tick' line items on a transaction so that they can be copied elsewhere, or deleted in bulk, etc. Tagging is discussed further in a separate tutorial. For now it is best to ignore it so we can focus on the most important elements.

Product Code Column The Product Code column is where you enter your product codes. Click on the 'cell' directly below this column and type in the product code you wish to add to the sales order. If you're unsure what the product is, you can press F12 or click on the Product Code column heading to open the **Stock PowerFind** window. This is a window that will help you search for products and it works a bit differently from the way other search windows work. PowerFind will be discussed in more detail in the next section.

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To practice with entering product codes, try typing the letter **A** and pressing the TAB key. The first product code that begins with the letter A should automatically be added to the transaction's list of line items. The description, quantity and other information associated with the product item will also be retrieved from the product's stock record.

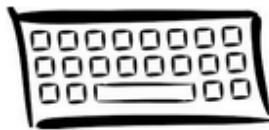
Description Column The Description column is similar to the Product Code column. Here you enter the description instead of the item's product code, which is handy if you don't know what the item's product code is. Or if you have already entered the product code, you can change the product description here for this transaction.

How To Edit

If you make a mistake at this point you have numerous options. To edit what you have just typed, press the INS key or double-click on the 'cell' you wish to change using your mouse. Next type into the cell what you wish to change.

If you want to delete the entire entry, one way is to press the **Remove** button found on the right side of the grid.

Qty Column The Qty column is short for 'quantity' and this is where you enter the number of units that your customer has ordered. Depending on how your software has been set-up, you may enter fractions here. For example 20 or 5 or 2.5.



Remember to press the TAB key to move to the next column to the right. If you wanted to move in the other direction, press the SHIFT+TAB combination instead. (Hold down the SHIFT key then while still held down, also press TAB.) If you did not want to move away from the 'cell', you could press ENTER or RETURN. This would just accept the input you made. You could also press ENTER or RETURN to move down the grid one product item at a time.

Sell Price Column The sell price is filled in automatically for you if it's available. This information is sourced from the product's stock record. If a sell price is not available you will need to type one in. If the correct 'cell' under this column is highlighted, just type the number into it. If there is a cents component, type the dollar amount, then a full stop, then the cents amount. Then press ENTER or RETURN to move to the next row.

Total Column The Total column is the line item total. This is simply the quantity multiplied by the sell price. This column cannot be directly changed by you, as it is determined by a calculation.

When you have moved to the next row (you can also use the up and down arrow keys to navigate around the grid as well), you are ready to enter your next product item. Simply repeat the above steps for adding additional items to your transaction.

Stock PowerFind

The Stock PowerFind window is a tool that is used to help you locate product items found in your stock control area. To open this window move to the **Product Code** or **Description** columns and press F12.

The PowerFind window will also open automatically if you type in an item's product code that is not recognized. But if you enter a description that is not recognized the software will assume that you are entering a comment instead.

In the Words To Find area type part of the product code you are looking for and then press ENTER or RETURN. A list of any matches will be displayed. To select the correct item, highlight it with your mouse and double-click or press ALT+E (hold down the Alt key then press E).

If you're unsure what the product code is, you could try searching by description instead. To do this, tab down to the "Search On" list and select Description. Then repeat your search by pressing ENTER or RETURN again.

For example, if you don't know the product code but you do know that the word Odyssey appears somewhere in the description, then do the following:

1. Press F12 to open the PowerFind window
2. Type Odyssey into the Words To Find area.

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3. Press TAB to move to the “Search On” list and press the letter D.

Note: If “Description” is not selected right away, keep pressing D until the word “Description” does appear.

4. Press ENTER or RETURN to execute the search.
5. All matching items will now appear in the list of matches. You can use the up and down arrow keys at this point to select the item you wish to paste into your transaction. Then double-click with your mouse or press ALT+E.
6. This last action will automatically close the PowerFind window and your selected item should appear in the grid.



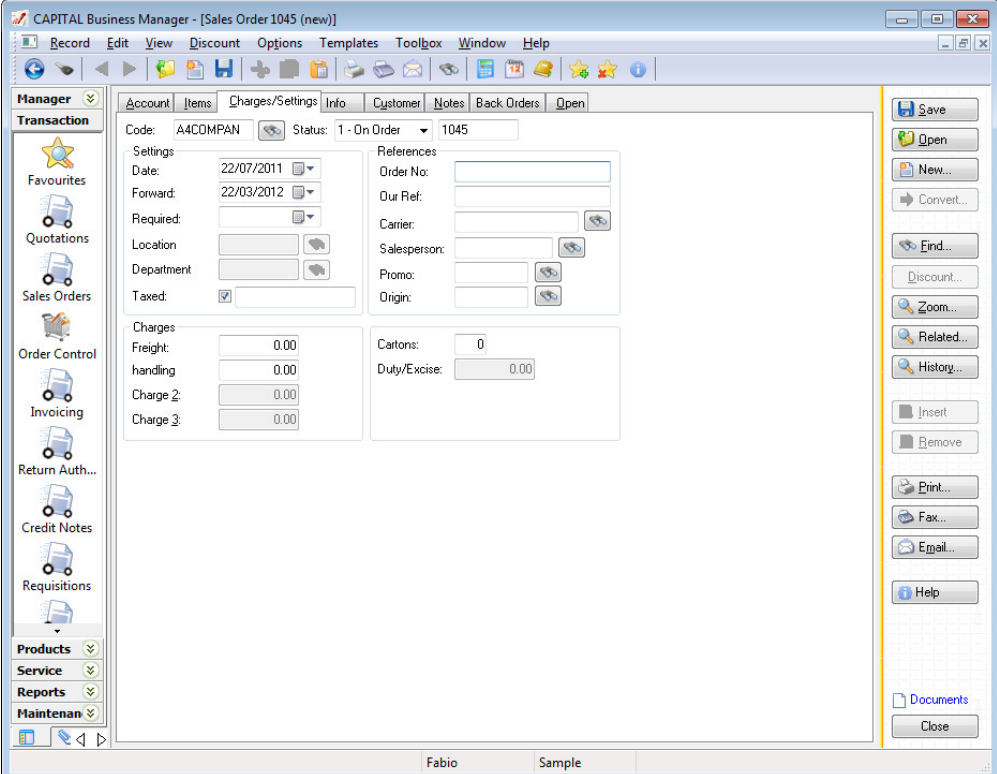
The PowerFind window is very powerful. You can search on all sorts of criteria. You can also limit your search to particular product groups, or suppliers, and so on. Narrowing down what you are looking for can make it easier to find the right match. However, it's not necessary that you understand every advanced feature at this stage. It's best to use it for basic searches, such as product codes and description key words, and learn about its other capabilities as your confidence builds.

The Charges / Settings Panel

To access the Charges and Settings panel click on the **Charges/Settings** button at the top of the transaction.

In this area you can review and alter other important information about the sales order, such as its date, order number, and whether any freight or other charges apply.

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Date

The Date is of course the date of the sales order. This will default to today's date but if you need to back date or forward date an order, you can do so here by changing it.

Forward

The Forward Date is the date at which the ordering system “pays attention” to the transaction. For example, your customer may place an order now but not actually need the goods for 3 months. If that was the case, you might forward the processing date of the sales order to two months and two weeks. This would give you 2 weeks to organize the ordering or building of the required goods.



Because most customers want their goods as soon as they are ordered, it's important not to change this date inadvertently as doing so can prevent the goods from being ordered sooner rather than later. The best policy here is that if you are unsure, don't change this date or ensure that the Forward date is the same as your sales order's Date.

Required

The Required Date is the date at which the customer has specified he requires the goods. Not all customers will specify a Required date as they

SAVING YOUR DATA

will want the goods as soon as possible anyway. However, if a customer does specify a Require date, it is useful to enter it here. This will tell those responsible for shipping the goods, if there might be a problem due to dispatching delays.

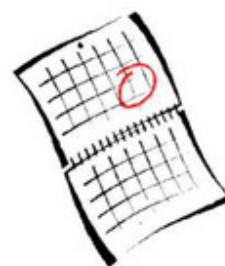


Your software is rather strict about the way dates are entered into the system so it is worthwhile to spend a few minutes to point out some things about entering dates.

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 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 so on. 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.

Freight	Enter a freight amount here if applicable and this amount will be carried onto the final invoice when the goods or services are shipped.
Order No.	Enter the customer's order number here.
Our Ref	If you had another references (besides the order number) applicable to the sales order, it could be entered here.
Carrier	If your customer has nominated a particular way to have goods shipped, then the Carrier's code would be entered here.

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Salesperson If a commission applies then it's important to enter a salesperson's code. Every salesperson in your business can be assigned a code, in order to relate the sale back to the salesperson responsible.

Product Codes & Comments

Not every line item on a sales order transaction need be assigned a Product Code. You can move directly to the Description column and enter a comment line. A comment line is basically a line of text under the Description column that does not have a Product Code next to it.

A comment may also extend over more than one line. If your comment doesn't fit on a single line, the system will automatically split the entry over multiple lines for you.

T	Product Code	Description	Qty	Sell Price	Total
<input type="checkbox"/>	442CW	Ballentine 2004 Block 11 Pocai Vineyards	1	8.10	8.10
<input type="checkbox"/>					
<input type="checkbox"/>		This is the last item on this run.			
<input type="checkbox"/>		Further orders cannot be accepted.			

These types of comments are referred to as 'free floating' comment lines because they do not carry over onto invoices. They belong only to the sales orders they are entered on.

A 'free floating' comment is therefore to be used when the comment is relevant to the order (such as when confirming the contents of the order with the customer) but not necessarily relevant to the final invoice – since it won't appear on the final invoice.

You *can*, however, carry a comment onto an invoice by linking that comment to a product item. These are referred to as 'linked' comments.

To create a 'linked' comment, move to the description of a line item that has a product code and press the INS key.

Now type your comment under the product's description and press ENTER or RETURN. Your comment will be 'linked' to item 442CW as per the example above. When the item is eventually invoiced, its description and 'linked' comment will carry through to the resulting transaction.

T	Product Code	Description	Qty	Sell Price	Total
<input type="checkbox"/>	442CW	Ballentine 2004 Block 11 Pocai Vineyards	1	8.10	8.10
<input type="checkbox"/>					
<input type="checkbox"/>		This is the last item on the run.			
<input type="checkbox"/>		Further orders cannot be accepted.			

Observe that a 'free floating' and a 'linked' comment do not necessarily look any different from one another. It is the method of entry that determines how the comment is treated, and this has no necessary effect on how the comment appears.

Saving Orders

What To Do Once The Order Has Been Entered

Saving the order is the easiest part of the process! All you need to do is press the **Save** button found on the right side of the transaction window.

At this stage you could be prompted to print the sales order or the sales order may print automatically, or no printing may take place. What happens exactly here depends on how your software has been set-up.

If you are prompted to print then press the **Print** button.

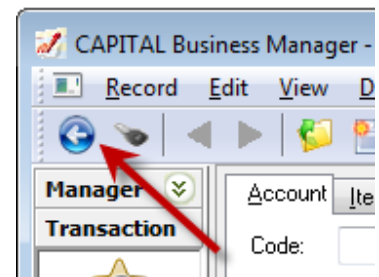
Again, depending on how your software has been set-up you may be prompted further, such as which printer to print to. If you aren't asked these questions, then a printed copy of the sales order would be sent directly to its designated printer.

At this stage, the software has done several things:

1. It has sent a copy of the order to the "Back Order Control Centre"
2. It has saved the sales order to your database.
3. It has opened a new, blank, sales order, ready for you to repeat the entry process for the next order.

If you don't wish to enter another sales order, press the [blue](#) close button found at the top right hand corner of the application window.

This will return you back to the main window where you can commence some other action, or to the last window you had open.



From Order To Invoice

On How To Turn A Sales Order Into An Invoice

There are two ways to turn a sales order into an invoice. One way is to perform a simple “conversion” of the order. The second method is to use the Back Order Control Centre.

The method you are most likely to use in the long run is the Back Order Control Centre. But the Back Order Control Centre is very powerful and its use is covered in a different tutorial. So this tutorial will focus on the simpler “conversion” approach.

Once an order has been entered into the system you will at some stage wish to turn the order into an invoice. There is no need to retype the invoice. All you will need to do is find the original order, and then “convert” it. This process will keep the original order in place (in case you ever need to refer back to it) and create a new transaction called an invoice.



You can also create invoices directly and skip entering the sales order altogether, if a sales order is not needed. The steps involved in creating an invoice are similar to those involved in creating a sales order. Creating invoices directly is a topic covered in a separate tutorial.

Finding The Order

Assuming you already have a sales order in your system that has been entered previously, your first step will be to retrieve it. (If you have not already done so, then review Sections 1-3 on how to create sales orders.)

First begin by opening a new sales order. If you are unsure on how to do this, review Section 1 of this tutorial.

Next, click on the **Open** button found at the top of the sales order. The list of all sales orders in the system will appear.

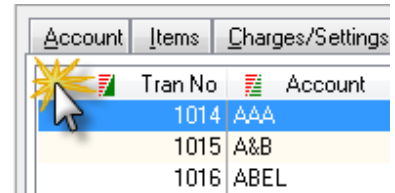
If you do not know the sales order number, type in the account code of the customer directly onto the grid. The list of orders relating to that customer will come into view.

But if you do know the sales order number, first click on the **Tran No.** column using your mouse. Then directly type the sales order number you are looking for onto the

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grid. The transaction will then come into view. Once the order has been selected, press ENTER or RETURN, or press the **Open** button or double-click with your mouse.

The order will now open.

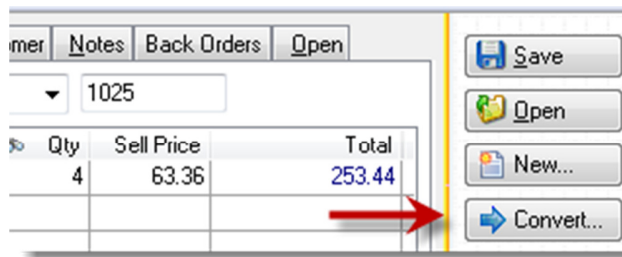


Account	Items	Charges/Settings
1014	AAA	
1015	A&B	
1016	ABEL	

Converting The Order

The last step is to “convert” the order into an invoice.

To do this, press the **Convert** button found on the right side of the transaction.



Provided that goods have been allocated to the order, an invoice will open ready for you to inspect and save.

To complete the conversion process, press the **Save** button.

At this point you may also be prompted for other information, such as being asked to confirm the salesperson assigned to the transaction, any payment deposits received, the freight amount to charge, and so on. Whether you are prompted to answer many questions or confirm the information related to your order, will depend on how the software has been setup.

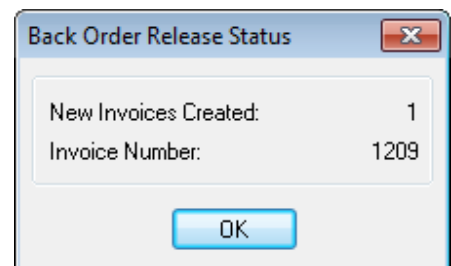
When the invoice is being saved you may also be prompted to print a copy of the invoice, or printing may occur automatically depending on your software's settings.

After the invoice is saved your sales order's status will ideally be changed from “on order” to “delivered”. But if not the items shipped - possibly because you did not have sufficient stock - the status may only change to “partial fill”.

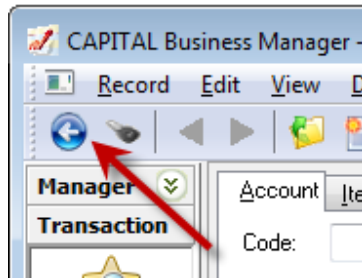
The system will also display a message to tell you that the invoice was successfully created.

Press **OK** to skip past this message.

At this point you will be returned back to the sales order area, where you may continue to “convert” other sales orders, or where you may wish to exit.



CONVERTING ORDERS



If you don't wish to process another sales order, 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.

Amending Orders

At times you may need to amend a sales order before converting it into an invoice. (Although you can also amend the resulting invoice before saving it.)

Changing a sales order is as simple as finding it, opening it, altering it as required, and then re-saving it. All these topics have been discussed in Sections 1-4.



But what hasn't been discussed is what can happen if you change an order when the goods for that order have already been put aside or allocated. When you re-save a sales order, that order is treated as a 'new' order again.

In other words, any stock that has been allocated to it will be cleared or re-issued. Exactly what happens here depends on how your software has been setup.

If you re-save an order, it may be important for you to bring this to the attention of the relevant individuals responsible for allocating that stock, so that they can review what they may have already reserved. Of course, this is not an issue if you enter a sales order and then amend it more or less immediately afterwards. And it may not be an issue if the stock for that order has not already been picked.

Practical Considerations

However, problems could arise if part of your order has been shipped. This could result in you shipping some of the same goods more than once to the same customer – and also double-invoicing them for those goods.

Rather than amend a sales order after processing on it has started, it is best to review the order from within the Back Order Control Centre, and selectively amend parts of the order as may be applicable.

For example, if a customer no longer requires a particular widget or needs an extra 3, you can amend the particular items of the order without reissuing the whole order. Selective amendments can be done from within the Back Order Control Centre.



And the other advantage of using the Back Order Control Centre is that it can permit you to selectively release only certain items belonging to an order.

The use and operation of the Back Order Control Centre is covered in a separate tutorial in this series.

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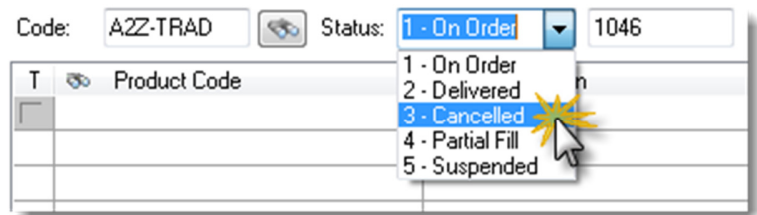
Cancelling An Order

If a customer cancels an order, the easiest way to cancel that order from within the software is as follows:

1. Find and open the order.
2. Change the **Status** of the order from “On Order” to “Cancelled”.
3. Re-save the order.

The **Status** of the order is found near the top of the sales order transaction, to the right side of the account code. Click on the down arrow and select “Cancelled” from the list of available choices.

Finally, press the **Save** button to commit your changes.



The screenshot shows a software interface for managing orders. At the top, there is a 'Code' field with the value 'A2Z-TRAD' and a 'Status' dropdown menu. The dropdown menu is open, showing a list of status options: '1 - On Order', '2 - Delivered', '3 - Cancelled', '4 - Partial Fill', and '5 - Suspended'. The '3 - Cancelled' option is highlighted with a blue background and a yellow starburst effect. To the right of the status dropdown is a text field containing the number '1046'. Below these fields is a table with a header row containing 'T' and 'Product Code'. The table has several empty rows below the header.

Quick Review

Important Points To Remember

- When clicking on the Explorer Bar hold down the SHIFT key to open the same area more than once.
- When using Quick Search, press CTRL+<backspace> to clear what you have typed and start the search over.
- Press F3 to continue a Global Text Search.
- Don't change the **Forward** date of an order unless you have a really good reason for wanting to do this.
- You shouldn't amend orders from within the Sales Orders area if the goods have already been put aside or partially shipped. Use the Back Order Control Centre (discussed in a separate tutorial) to inspect the order's status instead.
- You can cancel an order by opening it and changing its **Status** to "Cancelled". Then re-save the order.
- The quickest way to close the whole application is to press ALT+F4



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