In an increasingly competitive marketplace, customers demand rapid response to their orders. Your ability to process these orders in a timely and effectual manner is essential to winning and retaining your customers' business.

AccountMate's Sales Order module delivers the power of a complete order entry, customer and inventory management system so that you can always provide your customers with prompt and accurate service.

When integrated with AccountMate's Accounts Receivable module, you get a complete billing-and- receivable system that will further enhance your ability to manage your customer base and Inventory.

AccountMate Enterprise 2021
Sales Order Module

Instant Access to Customer Information

Readily Accessible Customer Summary Information

Customer transaction information can be quickly accessed with a click of a button while processing a sales quote or order. Information such as customer's outstanding balances, past due totals, payment history on outstanding invoices, open credit, available credit, open orders and year-to-date (YTD) and accumulated-to-date (ATD) sales totals are readily accessible giving you an overview of the customer's current situation.

Customer Maintenance – Information Page

Track and View Year-To-Date Sales

You can view details of each customer's year-to-date sales to facilitate negotiations for more competitive pricing and credit terms or to process sales orders. Year-to-date sales information is calculated based on total sales made to a customer within a user-defined year.

Customer Ledger Detail Analysis

Drill down to a screen that displays details of a customer's outstanding invoices and the related payment information, applied customer credits or deposits, invoice line items, finance charges, taxes and freight.

Activity Page

Record and track details about your interactions with the customer in the Activity page. Create an unlimited number of activity records with unlimited status values to represent different phases of each activity. Assign a sales order number to each activity entry that pertains to a specific customer order to make it easier to identify all communications about customer transactions. User access rights to view and/or update Activity page entries can be set per AccountMate user.

Customer Credit Limit Validation

You have the flexibility to permit transactions to be created for customers who exceed their credit limit. This setting is defined separately for each stage of the sales process giving you the option to authorize the creation of sales orders for customers who exceed their credit limit but not allow order shipments to them. You also have the option to include sales order shipments that are not yet invoiced during credit limit validation. All these give you the necessary tools to enforce your customer credit policies.

Credit Hold Option Helps Enforce Customer Credit Limits

You have the option to put sales orders on credit hold for customers who have exceeded their credit limit. Sales orders on credit hold are monitored separately from regular sales orders. Credit hold orders increase the inventory items' booked quantities so that the company knows the actual demand for its products; however, these orders cannot be shipped until they are released from their credit hold status.

Customize Kit Formula on Each Sales Order

When integrated with the Kitting module, you can reconfigure the composition of kit items on each sales order. This provides the required flexibility to adapt the kit to each customer's preference or to replace kit components that are not available with an acceptable substitute. You have an option to use as the customized kit unit price the sum of the kit components' prices. The customized kit formula is tracked to facilitate processing of customer returns.

Blanket Sales Orders

Set up and authorize customer orders for a pre-agreed quantity of inventory items within a specified period of time. This allows you to lock in any special price and/or discount offered to a customer. Blanket sales orders are automatically converted into sales orders when released and can be shipped as easily as regular sales orders. End dates can be established for each blanket sales order to set an expiration date for the contract.

Recurring Sales Order

Multiple recurring sales order templates can be created for each customer. Sales orders can be set to recur at different intervals with a defined limit to the number of recurring cycles and/or a recurring end date. This saves valuable time and reduces data entry errors. You can use this feature to process standing orders for fixed quantities of an item or a service.

Shipping Sales Orders is Easy

With the Sales Order module, you can see each item's open order (i.e. booked) quantity. You can either click a button to ship all the open order quantities or manually enter each shipment quantity. During shipment, the system checks the available units and warns if shipment will result in a negative on-hand quantity. A default bin is selected based on the quantity that is stored in each bin. You can also ship the same line item from multiples bins.

When integrated with the Inventory Control module, you can scan the items' barcodes to speed up data entry and minimize user errors. You can specify one or a range of serial numbers of the serialized items to be shipped and print their serial numbers on the packing slip.

When integrated with the Lot Control module, you can choose which lot numbers to ship and print the lot numbers on the packing slip.

When integrated with the Kitting module, you can choose which kits to ship and print the kit numbers and components on the packing slip. Shipments of on-the-fly kit items automatically reduce the total costs and quantities of their components to ensure real- time and accurate inventory data.

Track Lost Sales Opportunities

Sales quotes can be approved and converted into orders for a portion of the order quantity. Sales orders can be cancelled for the portion that is not shipped. In both scenarios, you have the option to keep a record of the portion that was not approved or not shipped and provide a reason for the lost sales opportunity. This information is available in a report and can be analyzed later. Lost sales quotes or cancelled sales orders can also be retrieved and copied into a new quote or order.

Comprehensive Inventory Information

Easily accessible inventory information such as on-hand quantities, on-order quantities, booked quantities, item classes and product lines are visible on the sales order and sales quote screens. You can attach an image of the product to each inventory item record and enter product notes in the accompanying inventory notepad. These tools can be quickly accessed while processing customer orders to minimize the risk of placing a sales order for the wrong item.

Maintain Substitute Items List

Multiple substitutes can be assigned to an inventory item. Substitute items can be used to fill orders if an inventory item has insufficient quantities on-hand. When entering orders, the substitute icon will appear in the grid toolbar if the line item has substitute item records. You can select another item from a list of substitutes that is displayed on the screen if the item being ordered does not have enough units available.

Maintain Sales Tax Entities

Multiple sales tax entities can be set up and assigned to one or more sales tax codes. You can designate a tax rate, set the status to active or inactive, and assign sales tax payable and sales tax cost GL Account IDs to each sales tax entity. You can also set minimum and maximum taxable and tax amounts and assign a rounding method to tax entities that have more complex tax policies.

Bill Customers Before Order Shipment

Easily create advance bills you can use to bill the customer before shipping the sales order. Multiple advance bills can be created for a line item in a sales order. You can then send the bill to your customer to acknowledge the sale and to collect payment before the order is shipped. Once an advance bill is shipped, it means the advance billing is approved and the pro-forma invoice is converted into a regular accounts receivable invoice which carries forward any payments previously applied to it.

Mass Cancel Open Orders

Cancel open orders easily from a range of sales order records making your inventory's booked quantity reflect actual outstanding orders only. This "clean-up" of old sales orders facilitates the scheduling of purchases and material requirements planning. This feature allows you to set the parameters for cancelling multiple open orders at the same time. Each qualified open sales order is displayed onscreen along with the line items and quantities that are not yet shipped to easily select the ones to be cancelled.

Mass Cancel Open Quotes

Easily cancel open quotes from a range of sales quotes. This feature allows you to set the parameters for simultaneously canceling multiple open quotes. Select one or a range of customer numbers, salesperson numbers, order numbers and/or quote dates. Each qualified open sales quote is displayed onscreen with the line items and quantities that are not converted to orders for easy selection. You can further save the cancelled line items to the Lost Sales Quote file and provide the reason for cancellation.

Built-in Multi-Currency Feature

When multi-currency is activated, a foreign currency code can be assigned to customers allowing you to bill them in their own currency. The system automatically translates the selling price of items sold to foreign customers into the corresponding foreign currencies. This eliminates the need to manually calculate the foreign price values.

Automatically View Customer Notes Page

Set the system to automatically display the Notes screen when creating or amending customer transactions. This feature is set up per vendor. When activated, it allows sales staff to be immediately alerted if there are notes, important comments, or reminders you might have about the customer and/or any customer related transactions. This helps ensure that users get the chance to read these notes before proceeding with the transactions they are working on.

Integration with Other Modules

- Integration with the General Ledger module allows you to post journal entries for sales order shipments.

- Integration with the Accounts Receivable module allows you to create invoice for sales order shipments, record and apply payments to invoices. This helps you to effectively manage your customer base and inventory. You can generate invoices as soon as a shipment is made or combine multiple shipments into one invoice thus giving you the flexibility to tailor invoice generation to each customer's requirements.

- With the Inventory Control module, you can set up multiple warehouses and bins for inventory items and use cost methods other than Average. Comprehensive inventory information is available during sales order processing. Furthermore, this module helps streamline data entry by allowing you to scan bar codes when entering or shipping orders.

- With the Inventory Specification module, you can maintain one inventory record for all variations of an item. Create your own specification types (e.g. size, color, make or model) and set up an unlimited number of specification codes (e.g. small, medium or large) for each specification type. You can assign up to five specification types per item.

Inventory quantities, costs and prices are tracked at the inventory specification level which gives you the flexibility you need without the inconvenience of maintaining numerous inventory item records.

- This module integrates with the Lot Control module to let you see the lot numbers and expiration dates of the units that are on-hand. It also allows you to select the lot number of items that will be shipped.

- With the Kitting module, you can record orders for kit items and view the standard formula for each. You can further customize the kit formula on each sales order to meet the customer's requirements.

- With the Pricing Control module, you can enhance inventory item pricing feature to support a multi-level price structure including different prices for each unit-of-measurement for each item specification. You can also set up minimum price, list price, special prices and pricing based on last sales order price for your inventory items. It further enables the establishment of customer-specific contract prices as well as the automatic update of these prices. This allows you better control on item pricing when creating sales orders or processing sales returns.

Other Features

- Ability to change the warehouse assigned to un-shipped sales order line items.

- Warns against duplicate sales orders for the same customer.

- Customers can have unlimited shipping/billing addresses and contact records.

- Authorize only specific users or group of users to access and create transactions for certain customers.

- Preview and print documents after creating or amending certain transactions.

- Maintains unlimited data history thereby enabling users to reprint any sales order or review it on-screen.

- Inactive setting assigned to customer, salesperson and inventory records prevents further use in transactions.