



Adminsoft Accounts User Guide

SALES ORDER PROCESSING

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INTRODUCTION

Like Sales Prospecting, this module is not available when the accounts system is running in Basic mode.

This module handles all sales orders/jobs, and works hand in hand with Sales Prospecting. Orders/jobs can be created directly from a sales prospect record, or from an estimate. An order/job doesn't actually need to be associated with a prospect or an estimate, and so can also be created directly from the customer account details in the A/c Receivable Ledger (Sales Ledger). An order/job must be associated with a customer account.

Orders/jobs are referred to in this way because different businesses call them different things. But most businesses will refer to them as an 'order' or as a 'job', and so in Adminsoft Accounts they're referred to as 'orders/jobs'. Mostly, in some places where space is tight, they may just be referred to as 'order', or 'job' if space is particularly tight. But the terms are interchangeable, they mean the same thing.

Sales Order Processing allows you to create an order/job (if created from an estimate it will use the estimate details), raise any Purchase Orders that may be necessary, raise any Sales Invoices, print Delivery Notes, and allow you to record the quantities delivered to the customer. If the items being delivered are stock items, it will also maintain stock levels. You can operate an order/job that just contains service items, or a mix of service and goods. An order/job can be edited at any time, and items can be added to it (or removed if none have been delivered). So, it's flexible, and could be used to monitor a process that may take weeks or even months. There are limits, of course. It would be impractical to use it as the basis for controlling the costs involved in the construction of a building, for example. There would be just too many items, it would be far too complex. This module was designed to handle business processes that involve the purchase of one or more items which are then supplied to the customer, perhaps not all at once. Sometimes a customer may want the delivery to take place in stages, and the Sales Order Processing module could handle that. It can also handle other things. For example, if your business is putting up fences, then an order/job could be created that would include fence panels, posts, cement, maybe plinths, on the costs side, and on the charge to customer side might simply say X feet or yards of fencing erected. As the customer may not require a breakdown of the job item by item, they just want some fencing put up.

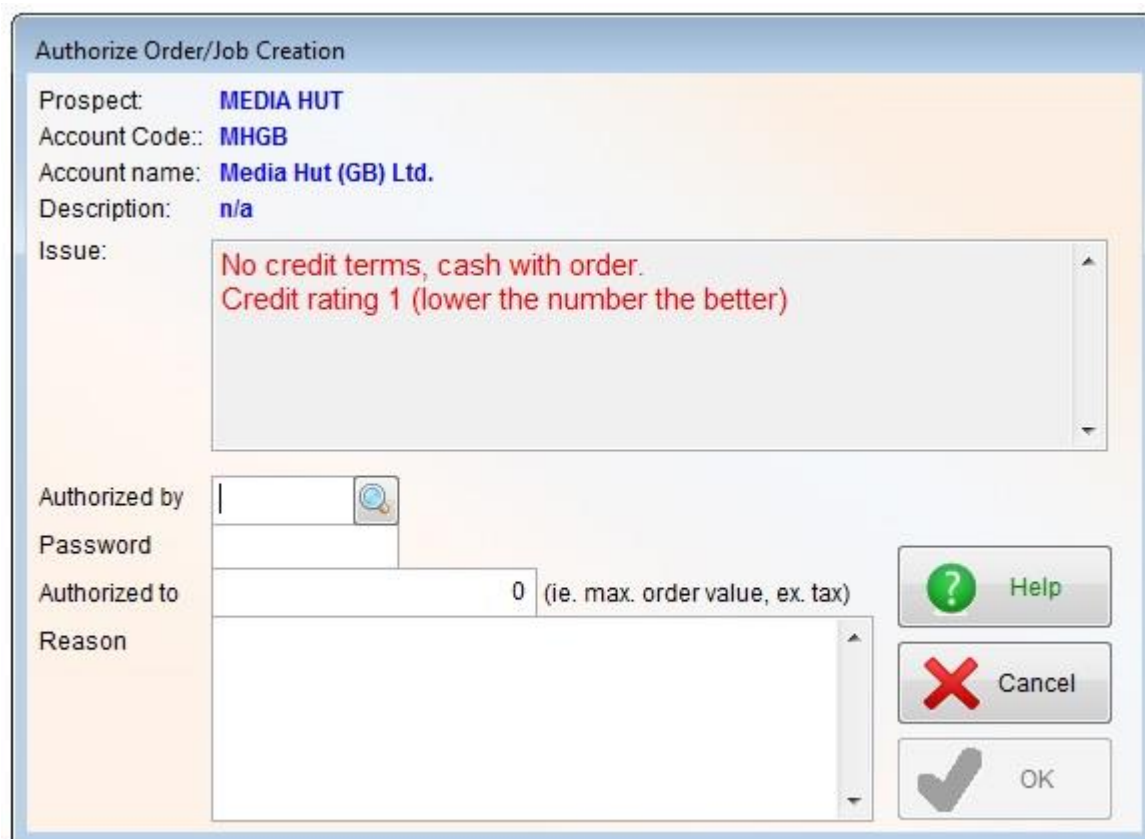
Sales Invoices can be created directly from a sales order/job. The invoice automatically gets posted into the customer's account. Any Purchase Orders raised from a sales order/job go into the Purchase Order Processing system. Also, any orders/jobs can be listed in the customer's account details. So, Sales Order Processing is fully integrated with the other modules.

This guide will assume you have already read the guide on using Sales Prospecting. In which case, you'll be aware there are two types of estimate in Sales Prospecting: single product/quantity and multiple product/quantity. A sales order/job can be created from either, but there is only one type of order/job. Regardless of the type of estimate used.

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CREATING AN ORDER/JOB

If an order/job is created from a prospect record or customer account record, the details in the new order/job will be minimal. If it's created from an existing estimate, it will inherit the details in the estimate – in which case, most, perhaps nearly all the work is already done. When creating a new order/job, this can appear:



Authorize Order/Job Creation

Prospect: MEDIA HUT
Account Code:: MHGB
Account name: Media Hut (GB) Ltd.
Description: n/a
Issue: No credit terms, cash with order.
Credit rating 1 (lower the number the better)

Authorized by:
Password:
Authorized to: 0 (ie. max. order value, ex. tax)
Reason:

Help
Cancel
OK

The reason for the window above is the customer account that's linked to the prospect record has an issue. In this case, the account has no credit terms setup, it's a cash account. The 'Credit rating' is good, but only because it's a cash account, so invoices have always been paid on time, they've probably been paid upfront (i.e. before they were even raised). So, the credit rating is good, but as they don't have credit terms, their credit status has been flagged as an issue. To get past this, either the account needs to be given credit terms, or someone needs to authorize the order/job. Who can provide this authorization is setup in the Adminsoft Accounts users Security Profile. If the user logged in can provide clearance, this window will still appear. This is so they can provide a reason for authorizing the order/job.

Whether authorization is required for any orders/jobs can be specified in the 'Settings' option in the Sales Prospecting and Processing setup menu. In there, click the 'General 1' tab, and near the bottom is an input selection 'Require authorization for new order'. The options are 'Never' (which is the default, so unless you've changed this, you're unlikely to see the above authorization window), 'If issues with credit', 'If customer account stopped', and 'Always'.

If an authorization window appears, an order/job cannot be raised until a valid user ID and password have been entered, and a reason for the authorization provided.

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Anyway, when a new order/job appears on screen, it will look like this:

The screenshot shows the 'Sales Order/Job: 10285' window. The left-hand pane contains fields for Prospect (MEDIA HUT), Customer Account (MHGB), Contact (Media Hut (GB) Ltd.), Sales Person (HSE), Order Type (PROMO), Event, Stand, Order Status (New order), Customers P/O, Date Ordered (04/08/2022), Completion Req. (//), Anticipated Comp. (//), Actually Completed (//), Currency (GBP), Overall Discount (0.00 %), Order/Job Value (0.00), Discount Amount (0.00), Value of Order/Job (0.00), Total Costs (0.00), Profit (0.00), and Total Invoiced (0.00). The right-hand pane shows 'Costs from Suppliers' and 'Charges to Customer' tables. The bottom of the window features a toolbar with buttons for 'New Cost', 'Cost Details', 'Copy Cost to Charges', 'Create P/O', 'P/O Details', 'Book Out of Stock', 'Cost Change History', 'Duplicate Cost', 'Delete Cost', 'Copy ALL Costs to Charges', 'Create P/O for one Supplier', 'Create P/O's for ALL items', 'Return to Stock', 'List Links', 'New Charge', 'Charge Details', 'Delete Charge', 'Duplicate Charge', 'Items Delivered to Customer', 'Items Rcvd Back from Customer', 'Charge Change History', 'Email Order Confirmation', 'Email Thank You', 'Email Order Status', 'View Email History', 'Images', 'Documents and Files', 'Tracked Documents', 'Help', 'Delete', 'New', 'Copy Order', 'Save', 'Cancel', and 'OK'.

From this option you can handle all aspects of an order/job. If the order/job has been created from an estimate, the estimate details will be used as the basis for the order/job, including all the costs from suppliers and charges to customer.

The option is really broken down into five different sections. There is the section on the lefthand side, which presents the basic details of the order/job. This includes the '**Order Status**'. When an order/job is first created, whether from an estimate or directly from the prospect details or customer account, the status will be set to '**New**'. Once you start doing any work on the order/job, we recommend you set the '**Order Status**' to '**Production**'. Some events, such as raising a Purchase Order can automatically change the status of the order/job. Maintaining the status of an order/job is important, because it provides a useful indicator of the position of a job at a glance.

For an order/job to proceed, it must be linked to a customer account. Usually, it will use an account that is linked to the prospect record, but it is possible to change the prospect for an order/job. The new prospect record may not have a customer account linked to it. If there is no customer account, no Purchase Orders can be raised. Though any existing Purchase Orders are not affected. We recommend extreme caution if the order/job is to be transferred from one prospect to another.

The lefthand section can be minimised in order to reduce the amount of space the order/job is taking on screen. Simply click the lefthand arrow (to the right of the order/job number). To maximise the lefthand side information section, click the righthand arrow that will be sat just below the '**Cost Change History**' button (it only becomes visible is the lefthand arrow is clicked).

The buttons along the bottom of the order/job window are as follows:

'**Add Diary Reminder**' allows you to enter a reminder into your diary, perhaps to contact the customer, or chase up a supplier, etc.

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'**Order Confirmation**' will output an Order Confirmation. This is provided mainly to allow the Order Confirmation to be printed or output into a different application, such as Microsoft Word. For the most part, we would anticipate Order Confirmations being sent by email using the '**Send Order Confirmation**' button.

'**Order/Job Sheet**' outputs details of the order/job to a printer, PDF file, or into another application. This is for internal staff use, and it is not intended to be sent to the customer. It does include cost details. When you click this button, the details first appear on screen, allow you to then redirect if/as necessary.

'**Email Order Confirmation**' will output an Order Confirmation as HTML, into the body of an email. You can edit the email, perhaps adding a personal message, before sending it.

'**Email Thank You**' will create an email thanking the customer for their business. The email is based on a standard HTML layout (user defined). The button is only available when the status of an Order/Job is set to 'All Delivered'. Until then, it's greyed out. It will not be available if the status is set to 'Completed'

'**Email Order Status**' will create an email showing the status of the order/job, possibly including things like events and any deliveries made. The exact detail provided depends on the layout of the Order Status, which can be edited, and being HTML is quite versatile. The idea of this option is to have something you can present to your customer to reassure them their order/job is progressing. Obviously, whether you use it or not is optional.

'**Email History**' will display a list all emails sent out in respect of this order/job.

'**Images**' allows you to add any images to the order/job that may be required to carry out the work. It also allows documents to be scanned in. The images in here are not reproduced in any documents such as the Order Confirmation or Order Status.

'**Documents and Files**' allows you to add any kind of file to the order/job. This may include technical specifications, any files the customer or supplier has sent, etc.

'**Tracked Documents**' allows you to add a document to the order/job, and then track any changes that are made to it. It doesn't record *what* changed, but records when and who made the change, and keeps a new copy of the document each time.

'**Delete**' will allow you to delete the order/job. If any Purchase Orders have been created, this button will be greyed out.

'**New**' will create a new order/job, using the details of the current order. It does NOT include the costs from suppliers or charges to customer.

'**Copy Order**' will create a new order/job, using the details of the current order, INCLUDING the costs from suppliers and charges to customer. Useful when a customer wants to re-order.

'**Save**' will save the details on the lefthand side of the window, and allow you to continue to work on the order/job.

'**Cancel**' will exit the order/job, and any changes made to the details on the lefthand side of the

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window will be lost. With the exception of '**Overall Discount**', any value entered into that input field is saved right away. Any changes made above in one of the other sections, such as '**Order Charges / Costs**' will not be affected, as any additions or changes are saved as soon as they are made.

'OK' will save everything and then exit the order/job.

Input Fields

Most of the input fields down the lefthand side are self explanatory. In the screen image a couple of pages back, the field '**Event**' is a user defined coded field. It says '**Event**' in this example, but you can change the description to anything you wish in Settings. The input field '**Stand**' is also user definable, but not coded. Anything can be entered into this field. It too can be changed to any prompt you wish.

The '**Currency**' input field always defaults to the currency given in the prospect record, the customer account record, or the estimate, whichever place the order/job was created from. Costs will always be in the ledger currency. If you change the currency, the charges to customer will not change to reflect a new currency. So, for example, if we had an item selling at \$100.00 and changed the currency to Great British Pounds, it would then be £100.00. **NOTE: when raising a sales invoice or proforma invoice, it will be in the currency as specified in the customer's account. So, be very careful when dealing with multiple currencies. We recommend you only use the accounts system default currency, if possible.**

The '**Overall Discount**' input field will default to whatever is in the prospect record, estimate, or the customer account, depending on where the order/job was generated. This, as the name suggests, provides an overall discount to the order/job. It does not change the individual charge items, the discount is knocked off the order/job total. When a sales invoice or proforma invoice is raised, the overall discount on the order/job will be applied, regardless of any discount setting in the customer's account. It's worth noting, this discount field can be changed part way through handling an order/job. It won't affect any sales invoices or proforma invoices already raised, but any future invoices raised from the order/job will carry the new discount.

Before getting into the next sections, we need to mention the various lists. Most sections have two or more lists, often one above the other. If the order/job window is dragged higher, the lists will also grow in height, each list by an equal amount. If one list contains more lines than the other, you may want that to be higher than the other list. So, you can click the header in the list (i.e. the column labels just above the data being listed), a small red block should appear in the righthand side of the header. This indicates the list has been given priority. Now, when the window is dragged higher, the list without priority will not change its height, whereas the list with priority will increase in height, taking full advantage of the increase in height of the window. Click the list header again to remove the priority.

Order Charges / Costs

In this section, as you can see, you can maintain the costs that are expected to be incurred from suppliers, and the charges anticipated to be made to the customer. While the order/job is active (i.e. the status is not '**Completed**' or '**Cancelled**') any of the charges can be changed/added/deleted at any

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time (a charge cannot be deleted if any have been delivered). The costs can always be changed regardless of order/job status. This is because quite often, costs can change, or new costs come to light, well after an order/job has been delivered to client, invoiced and paid for.

The function of most of the buttons in this section are obvious. But some may require a little explanation:

Costs from Suppliers

'Create P/O' will create a Purchase Order for the selected cost item. If the item already has an open P/O, or some items have already been delivered, the P/O will automatically be for the balance remaining. The P/O can be edited.

'Create P/O for one Supplier' will create a P/O for the supplier of the selected item. All items in the order/job to be purchased from that one supplier will be added to the P/O. Quantities will be adjusted, depending on any existing P/Os and any items already delivered.

'Create P/O's for ALL items' will create one or more P/O's for every cost item in the order/job. Quantities will be adjusted, depending on any existing P/Os and any items already delivered. If there are a lot of cost items, you could end up with quite a few P/O's appearing on the screen at the same time. So, this option is perhaps best avoided where there are lots of costs from lots of different suppliers.

'Duplicate Cost' will duplicate the selected cost, but without the P/O or items received details. The item created will be a new item.

'Copy Cost to Charges' will copy the selected cost to the **'Charges to Customer'** list. You will, of course, need to edit the charge amount.

'Copy ALL Costs to Charges' will do exactly that. However, be aware this option will add to whatever charges are already there. Even if it's obvious that a cost item is exactly the same as an existing charge item, it will still be added.

'Book Out of Stock' and **'Return to Stock'** operate in the same way. But the first is booking out items that have been used for this order/job, while the second is booking items (perhaps unused) back in. If the cost items are stock items, stock/inventory control will be updated. This is not necessarily items delivered to the customer, or returned from the customer (there are options in the **'Charges to Customer'** section for that). Although if you're not linking costs to charges, and are using stock items, then in order to update stock/inventory control, you may want to use this option. Mainly, it is for instances where stock is used, perhaps in the course of doing a job (such as erecting fencing, building something that will be delivered whole to the customer when complete, repairing something, etc.). A Delivery Note can be printed out from this option, if required.

'Cost Change History' will display a list of changes to the currently selected cost item.

'List Links' as in estimates, will display a list of the costs, and any charge items they are linked to. If you use one of the **'Copy...'** buttons, the charges created will be automatically linked to the costs they were created from. If costs and charges are linked, delivery notes can be created from the costs section, and be registered in the charges section, and vice versa. This also means when raising a

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delivery note from the charges section, it can record the cost of the items delivered, and take them out of stock (if they're stock items). Without the link into costs, that would not be possible. In some businesses, this may not be possible anyway, as what goes into the charges section may bear little resemblance to what goes into the costs section. So, the use of links is optional.

Charges to Customer

'Order Delivered to Customer' will open up a window that will display all the items that can be delivered, you can then remove items and edit quantities as required. You can also select and/or edit any linked cost items. A Delivery Note can be printed off from this option. If any of the items are stock items, the stock levels will be adjusted. You can see what option looks like in the following image:

Sales Order Processing - Order/Job Charged Items Delivered

Delivery Address: A Test Company, GBR [Add Address]

Date Delivered: 09/08/2024 Friday [Any stock items will be updated from the 'Costs' section of this option.]

Charges		Costs	
Qty. Required	Description	Already Delivered	Delivered
1	5.00 Large Red Widgets		
2	1.00 Delivery		
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

SCROLL

Buttons: Help, Print Del.Note, View (text), Notes General, Notes for Del.Note, All Delivered, Cancel, OK

As you can see, the charge items displayed are the same items as in our test order/job on previous pages. It will allow you to enter any number into the '**Delivered**' input field (provided it's a positive number), even if it means more items have been delivered than were ordered. As sometimes, an over supply is necessary, and common in some industries. What you enter into the '**Delivered**' input field, will also be automatically allocated against any linked costs.

In the window above, I entered a 3, and then clicked the '**Costs**' tab near the top of the window, the window now looks like the next image:

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Charges		Costs		
Stock Item/Description	Required	AlreadyDel	Delivered	
Large Red Widgets	5.00	0.00	3.00	
Delivery	1.00	0.00	0.00	

As you can see, a 3 has appeared in the **'Delivered'** column. If necessary, I can click on a cost item, and edit the number delivered (note: this did not work in v4.280).

'Items Rcvd Back from Customer' will open up a window that will display all the items the customer has received, and allow you to edit the quantities of those that have been returned as required. It works in a similar way to **'Order Delivered to Customer'**, but of course in reverse.

'Charge Change History' will display a list of changes to the currently selected charge item.

The order/job window can be dragged wider. If it is, it will reveal details of the numbers of items in stock, on order and received/delivered.

Cost items can be linked to charge items. A charge item can have any number of cost items linked to it. But a cost item can only be linked to one charge item. If the order/job has been created from an estimate, any existing links in the estimate will be carried over. It is quite possible to operate an order/job without linking costs to charges. But the system of links is useful. For example, if you enter a delivery of items to the customer using the **'Items Delivered to Customer'** button in the **'Charges to Customer'** section, any cost items linked to the charge items delivered can be automatically updated too. You can edit which costs are updated in the delivery option, if necessary. If any of the cost items are stock items, that will also update stock/inventory control.

Order/Production Control

'Production Tasks to be Done' lists all the task that are still required to be completed. When an order/job is created, some tasks can be generated automatically. They can set up in Setup -> Sales Prospecting and Processing -> Order/Job Type Codes, the tasks that are generated will depend on

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the order/job type. Tasks can be added manually using the '**Add Task**' button. If you know a task will never be done/completed, you can select it and click the '**Not Done**' button.

'**Production Events and Tasks Completed**' as the name suggests, lists all the tasks that are now done. However, it can also list things/events that have been done but were not scheduled or expected. Click the '**Add Note**' button to describe the event.

'**Purchase Orders**' lists all the Purchase Orders, regardless of status. The status of each P/O is displayed. You can view the details of a P/O. If there are items outstanding, it will allow you to receive those items.

Invoices / Proformas / Notes

This lists all Sales Invoices, Credit Notes and Proformas created for the order/job. There is no practical limit to the number of invoices, credit notes or proformas that can be created.

You can also enter some general notes about the order/job in this section. These notes are for internal use only, and are not output anywhere, except in the Order/Job Sheet (also for internal use only). Buttons in this section:

'**New Proforma**' allows you to create a Proforma Invoice. If you have authority to create customer transactions, the invoice will appear on screen, allowing you to edit it if necessary, and print and post it to the customer account. If you do not have the authority to create customer transactions, a Proforma Invoice will be created and automatically saved to the customer account for someone else to work on. If set it up to do so, an email will be sent to notify someone, or some department, that a Proforma Invoice requires completing (you will not get to see this email, it's sent in the background).

'**New Invoice**' works in a similar way to '**New Proforma**'. In both cases, you are presented with a window that offers you a number of options to allow you to dictate what it to appear in the invoice. More of this later on.

Delivery Addresses

'**Deliveries to Customer**' will list all the deliveries (including any returns) that have been recorded going to the customer. Deliveries are based on the items listed under '**Charges to Customer**'.

'**Delivery Addresses**' are the customers required delivery addresses. These can be used when entering the details of a delivery to the customer (the '**Order Delivered to Customer**' button in the '**Order Charges / Costs**' section).

Setting up an Order/Job

Although this section and '**Charges to Customer**' talk about 'items', it could equally apply to services. The quantity could be time, or simply 1 where the service provide is quite specific.

So, usually the first thing to do is to enter the costs. In the '**Costs from Suppliers**' section, click

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the ‘**New Cost**’ button. The following window will appear:

‘**Status**’ is the status of the item. The software may automatically change this from time to time. Whereas the status of an item in the charges section reflects the position regarding delivery of an item to the customer, this status reflects the position regarding the order of the item from supplier (via a P/O). You can manually change the status here (this won't stop the software changing it again later on, unless you set it to '**On Hold**' or '**Cancelled**'). If you set the status to '**On Hold**' or '**Cancelled**' the item/service will no longer appear in the '**Book Out of Stock**' or '**Return to Stock**' options. It will also NOT appear in the costs section of a delivery to customer, Sales Invoice or Proforma Invoice subsequently created. Putting an item '**On Hold**', is kind of like a temporary cancel. Nothing will happen to the item until the status is changed. Though if there are any items outstanding on one or more Purchase Orders, they can still be received into stock. But the '**On Hold**' (or '**Cancelled**') status would not be changed.

If any items have already been delivered or received, the software will still allow you to set the status to '**Cancelled**'. When raising a sales invoice, if the status of a cost has been set to '**On Hold**' or '**Cancelled**', it will NOT get included into the costs section of the invoice. Regardless of deliveries to customer.

None of the status settings except '**On Hold**' and '**Cancelled**' affect the way the cost is processed.

‘**Include in Production Control**’ can be selected, to indicate the cost item should appear in the Production Control option. You may not always want all items appearing in that option, because they may be costs incurred that do not require any kind of monitoring. By default, if the quantity is larger than 1, this will be automatically selected. If the quantity is 1, it assumes the cost is a courier charge or something similar. You can select (or unselect) it manually.

‘**Quantity**’ is of course the required number of items. The format of this number is fixed, and will always be to 2 decimal places.

‘**Date required**’ is the date the items are required. This is not necessarily the date the customer requires them. It's the date YOU need to take delivery.

‘**Stock Code**’ is the SKU of the item if it's a stock item. If it's a stock item, some of the other input fields below this one will be filled in automatically from the stock item details. This input field is optional, if it's none a stock item, just ignore it.

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‘Description’ is a description of the item. This can be over multiple lines, and it will appear in the order/jobs details and documents such as an Order Confirmation over several lines if that is what is entered. Note: any empty lines will be ignored.

‘Analysis Code’ refers to the Purchase Analysis code. This input is optional, but strongly recommended.

‘Supplier’ is the account code of the supplier of this item. This is used if a Purchase Order needs to be raised. This input field is optional.

‘Cost Each’ is the unit cost of an item, to six decimal places. So, you can cost items down to 10,000th of a penny/cent! Note: there is no ‘cost per’ option. The cost is always per 1 item (hence the number of decimal places for the cost).

‘Notes’ allows you enter any notes you wish regarding the item. These notes do not appear in any documents that are likely to be sent to the customer. They are for internal use only.

‘Linked Charge Item Details’ section will show the details of an item in the **‘Charges to Customer’** section of the order/job that may be linked to this item. If there is none, you can link to an item in the **‘Charges to Customer’** section using the **‘Add Link’** button. You can remove a link using the **‘Remove’** button, this simply removes the link, it does not remove any items from the **‘Costs from Supplier’** or **‘Charges to Customer’** sections. Note: if you are creating a new cost and **‘Create a linked new charge item from this new cost item’** is selected, the **‘Add Link’** button will not be available, as the charge item created will be automatically linked to the cost. If the cost item is a stock item, some of the details will be automatically filled in when you select the stock item.

When editing a cost item, you can also edit the charge item by clicking on the **‘Link to charge’** stock code/SKU/description text.

If a cost item is linked to a charges item, then any deliveries to customer recorded against a charge can also update any costs linked to that charge item.

‘Notes’ allows you to enter any notes about this item. You can enter as much information as you wish. These notes are for internal use only, and do not appear in any documents that may be sent to the customer.

Creating a charge item is very similar to creating a cost item above, including automatically creating a cost item. Though if you subsequently view the charge item details, instead of the detail of just one cost item (on the righthand side of the window), there will be a list. This list can contain any number of cost items. You can add or remove items from this list as required.

‘Add Link’ allows you to select an existing charge item to link to the cost item you’re creating. You can skip this and come back to it later (using the **‘Cost Details’** or **‘List Links’** buttons). Adding links between costs and charges is optional. If the option **‘Create a linked new charge item from this new cost item’** is selected, the **‘Add Link’** button will not be present, as it’s not required. The same is true when creating a charge item.

After entering costs, you might want to enter the **‘Charges to Customer’** next. The process is very similar to above. Except there is no **‘Supplier’** input field, instead, there is an input field asking for the Sales Tax/VAT code. This code will be used when raising a sales invoice. There is the

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opportunity to edit the sales invoice before it's posted. So, if there's an error made here, there's an opportunity to correct it later on. Although, costs and charges can be edited at any time (up until the order/job is completed in the cash of charges).

In the next screen image, you can see I've now entered some basic costs and charges:

The screenshot shows the 'Enter New Cost' window. The 'Status' is set to 'New'. The 'Quantity' is 5.00. The 'Date Required' is 20/09/2024 (Friday). The 'Stock Code' is empty. The 'Description' is 'Large Red Widgets'. The 'Analysis Code' is PAR2 (Parts). The 'Supplier' is AND001 (A Supplier Ltd.). The 'Cost Each' is 23.000000. The 'Total Cost' is 115.00. The 'Qty per Charge' is 1.00. The 'Linked Charge Item Details' section shows 'Link to charge:' with 'Analysis Code' PAR3 (Parts) and 'VAT Code' 1 (STANDARD RATE). The 'Charge Each' is 35.760000 and the 'Profit Margin %' is 35.68. The 'Total Charge' is 178.80. There is a checkbox for 'Create a linked new charge item from this new cost item' which is checked. The 'Notes' section contains a message: 'Here are some notes I've entered. They will not appear in any documents that would usually be seen by the customer or supplier.' The bottom of the window has buttons for 'Help', 'Event Log', 'Cancel', and 'OK'.


This has now been filled in. Note the input fields 'Date Required', 'Stock Code', 'Supplier', and 'Charge Each' are optional.

The screenshot shows the 'Sales Order/Job: 30' window. The 'Brief Description' is 'Test 2 - check to see if links follow in'. The 'Prospect' is 'Test Prospect 1'. The 'Customer Account' is AGR002 (A Test Company). The 'Contact' is Fred Tester. The 'Sales Person' is MT (Mike Towle). The 'Order Type' is CD (CD's). The 'Expo' is empty. The 'Order Status' is 'New order'. The 'Lead' is 'Estmt: 22'. The 'Customers P/O' is empty. The 'Date Ordered' is 07/08/2024. The 'Completion Req.' is '//'. The 'Anticipated Comp.' is '//'. The 'Actually Completed' is '//'. The 'Currency' is GBP (Great Britain Pound). The 'Overall Discount' is 0.00%. The 'Order/Job Value' is 188.30. The 'Discount Amount' is 0.00. The 'Value of Order/Job' is 188.30. The 'Total Costs' is 122.50. The 'Profit' is 65.80. The 'Margin' is 34.94%. The 'Total Invoiced' is 0.00. The 'Charges to Suppliers' table shows: Quantity 5, Stock Item/Description Large Red Widgets, Each 23.00, Amount 115.00, Supplier AND001, P/O 20/09/24, Required. Quantity 1, Stock Item/Description Delivery, Each 7.50, Amount 7.50. The 'Charges to Customer' table shows: Quantity 5, Stock Item/Description Large Red Widgets, S/A PAR3, VAT 1, Each 35.76, Amount D 178.80. Quantity 1, Stock Item/Description Delivery, S/A CAR, VAT 1, Each 9.50, Amount D 9.50. The bottom of the window has buttons for 'New Cost', 'Cost Details', 'Copy Cost to Charges', 'Create P/O', 'P/O Details', 'Book Out of Stock', 'Cost Change History', 'Duplicate Cost', 'Delete Cost', 'Copy ALL Costs to Charges', 'Create P/O for one Supplier', 'Create P/O's for ALL items', 'Return to Stock', 'List Links', 'New Charge', 'Charge Details', 'Delete Charge', 'Duplicate Charge', 'Items Delivered to Customer', 'Items Rcvd Back from Customer', 'Charge Change History', 'Email Order Confirmation', 'Email Thank You', 'Email Order Status', 'View Email History', 'Images', 'Documents and Files', 'Tracked Documents', 'Help', 'Delete', 'New', 'Copy Order', 'Save', 'Cancel', and 'OK'.

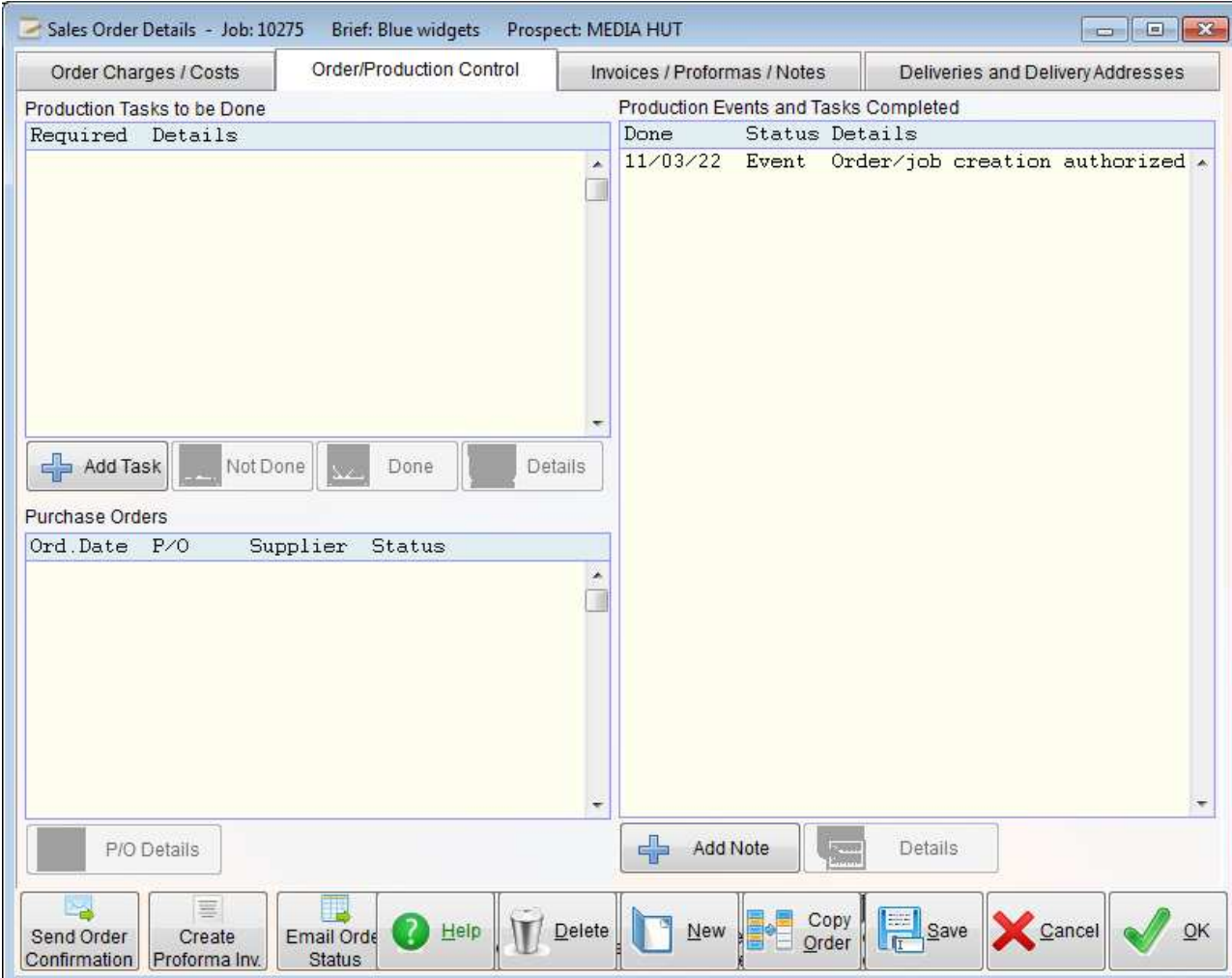
This shows the cost item I created, along with the charge item that was automatically created (and linked to it). I also created a cost item for delivery, and automatically created a charge item for delivery.

The order/job window can be dragged wider in order to display more information about each cost and charge item. This order/job window contains a lot of information and options, and is one of the

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largest widows in the accounts system. We try to keep most windows down to no more than 800 pixels wide. Some windows will become wider if they have the space to do so. But the minimum size of this window is 1190 pixels (as of v4.280). This may be too wide for some smaller PC monitors, so you can click the  button to reduce the width (it can be restored to its default size).

This order/job is now done, in so far as setting it up is concerned. Some orders/jobs may require you to raise one or more Purchase Orders, the buttons to do this are covered a few pages back. Some orders/jobs are a little more complicated than just ordering an item, and then when it arrives, forwarding it to the customer. An order/job can have ‘tasks’. These are things that need to be done in order to complete the order. For example, if you’re a printer, you’re going to require some artwork, you may need to send a proof to the customer, and then the customer needs to accept the proof. You can add tasks manually to an order/job, you can also setup tasks based on ‘**Order Type**’. So, which tasks appear will depend on what the ‘**Order Type**’ is set to. To see what tasks there are, and/or to work on them, click the ‘**Order/Production Control**’ tab at the top of the order/job window. It looks like this (note, I’ve hidden the information on the lefthand side of the order/job in order for you to see the window more clearly):



The screenshot shows the 'Sales Order Details' window for Job: 10275, Brief: Blue widgets, Prospect: MEDIA HUT. The 'Order/Production Control' tab is active. The window is divided into two main sections: 'Production Tasks to be Done' on the left and 'Production Events and Tasks Completed' on the right. The left section has a table with columns 'Required' and 'Details', and buttons for 'Add Task', 'Not Done', 'Done', and 'Details'. The right section has a table with columns 'Done', 'Status', and 'Details', showing one event: '11/03/22 Event Order/job creation authorized'. Below these sections are buttons for 'Add Note' and 'Details'. At the bottom is a toolbar with buttons for 'Send Order Confirmation', 'Create Proforma Inv.', 'Email Order Status', 'Help', 'Delete', 'New', 'Copy Order', 'Save', 'Cancel', and 'OK'.

Required	Details
----------	---------

Done	Status	Details
11/03/22	Event	Order/job creation authorized

In the example above, no task have been added, except the event of the order/job being created. Any tasks not done would appear in the left hand list. When a task is complete, you would click on it, and then click the ‘**Done**’ button. It would then appear in the right hand list as being done. If a task is not likely to be done for any reason, you can select it and click the ‘**Not Done**’ button. It

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will then get listed in the right hand list, with a 'Status' of 'Not done'.

If something has been done to the order/job that is not listed as a task, the event can be recorded by clicking the 'Add Note' button below the righthand list.

Creating a Sales Invoice, Credit Note or Proforma Invoice

Click the 'Invoices / Proformas / Notes' tab at the top of the order/job window, and you'll see the options for creating these transactions (it will almost list any existing Sales Invoices, Credit Notes, or Proforma Invoices). If you click the 'New Invoice' (or 'New Proforma' button, as they operate the same way), you'll see a window that looks like the following image:

Sales Order/Job Details - Create a Sales Invoice

Sales Order/Job: 30
Customer A/c Code: AGR002
Customer A/c Name: Total Costs

Select the method to use to create the invoice

- 1 ☒ Invoice taking deliveries and any previous invoices into account.
- 2 ☐ Invoice regardless of deliveries, but taking previous invoices into account.
- 3 ☐ Invoice regardless of previous invoices, but taking deliveries into account.
- 4 ☐ Invoice regardless of deliveries or previous invoices.

Select where the invoice should obtain costs

- A ☒ If a charge to customer links to a cost, use that, else find a cost for the charge from stock.
- B ☐ Use cost price in order/job for any costs linked to a charge.
- C ☐ Use cost price from stock control for any costs linked to a charge.
- D ☐ Obtain costs from stock control based on charge item (ignore cost items).
- E ☐ Use costs independently of charges, based on selected rule for charging.
- F ☐ Do not include any costs.

☒ Preview invoice only

Help

Create Invoice

Cancel

There are two sections that allow you to specify how you want the invoice to be created. One section has numbers against each option, and the other section has letters against each option. These are purely to make it easier and quicker to reference them in this help text. The numbers and letters have no bearing at all on the creation of the invoice. The default settings for these options can be set up in the Sales Prospecting and Processing Settings option. Once setup, you can also prevent users from changing the settings in this option, to avoid different people raising invoices using different settings.

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Once you click the button '**Create Invoice**' the software will create the invoice. There is no going back at that point. You cannot cancel it once it's created (unless you delete it). Though if you click the 'Cancel' button in the invoice itself, it will save the invoice details, and not post them to the ledger, or update the Sales Order/Job. If you're not sure which setting you require, you can click '**Preview invoice only**'. this will create an invoice which will be displayed, and then forgotten once you exit it. You can even select '**review invoice only**'. when creating a Proforma Invoice. As that would be an unusual thing to do (as Proforma's don't update anything anyway), the invoice may say 'Unknown?' in the top left corner. But will still vanish when you exit, the same as when previewing a Sales Invoice.

NOTE: A sales invoice when created from Sales Order Processing never updates stock. Even if you edit the quantities in the invoice, remove stock items, OR ADD stock items. When posted to the customer's account, it will update the quantity invoiced fields for both charges and cost items in the order/job. So, if you created a sales invoice and saved it, you could go back to the order/job and create exactly the same invoice again. There would then be nothing to prevent you from posting both invoices! The quantity invoiced in the order/job would be updated from both invoices, so it would become clear at some point that the order/job had been invoiced twice.

Select the method to use to create the invoice

This section is about how the charge items in an order/job are used to create the body of the invoice (i.e. the charges to the customer).

The available options are:

1 - Invoice taking deliveries and any previous invoices into account.

This may be the most common setting (and is the default when the software installs). If an order/job does not have any deliveries to the customer entered into the order/job, no invoice would be produced. If a delivery was entered, and invoice raised and posted, trying to raise a further invoice would fail, as there is nothing to invoice. Unless further deliveries are entered into the order/job. Or a credit note is raised, which would reduce the 'quantity invoiced' figure for each charge (and cost) items involved.

2 - Invoice regardless of deliveries, but taking previous invoices into account.

This will allow you to produce an invoice that ignores any deliveries to the customer that may (or may not) be entered into the order/job. If you do not want to book deliveries of goods/services out to the customer via the order/job, then you may want to select this setting. It will invoice the quantity required, less any quantity already invoiced.

3 - Invoice regardless of previous invoices, but taking deliveries into account.

This will allow you to produce an invoice that ignores any previous invoices, it will raise an invoice based on deliveries. If nothing has been delivered, an invoice cannot be raised. This setting can be useful in situations where you want to raise an invoice for the same order/job multiple times.

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4 - Invoice regardless of deliveries or previous invoices.

With this setting, any invoice raised will contain the full quantity required for each charge item, regardless of whether any items have been delivered or already invoiced. It may be useful in situations where an order/job needs to be invoiced multiple times.

None of the above settings in this option have any bearing on what costs are added to the invoice.

Select where the invoice should obtain costs

Costs can be automatically added to the invoice, and the actual cost of an item obtained from the order/job cost item, or from stock/inventory control.

The available options are:

A - If a charge to customer links to a cost, use that, else find a cost for the charge from stock.

In an order/job, a charge item is linked to one or more cost items. Using this selection, those costs items will be added to the invoice, along with whatever cost is on the item. But, if a charge is not linked to any cost items, if it's a stock item, it will add a cost into the invoice based on the stock item details in stock/inventory control, including a cost. This will probably be the most used setting.

B - Use cost price in order/job for any costs linked to a charge.

This will use any cost items in an order/job, along with the cost on the item, that may be linked to a charge. Unlike setting **A** above, if a charge has no costs linked to it, then no cost for that charge will be added into the invoice. The charge itself will still appear in the main body of the invoice. This setting is useful if you want the profit in each invoice to be the same as the profit as given in the order/job. Which may not always be the actual profit, as the cost of stock items can change. But, if you tend to buy in the stock specifically for each order/job, then you may want to use this setting.

C - Use cost price from stock control for any costs linked to a charge.

This will use any cost items in an order/job that may be linked to a charge. But, it will always obtain the costs for those charges from stock/inventory control. Unlike setting **A** above, if a charge has no costs linked to it, then no cost for that charge will be added into the invoice. The charge itself will still appear in the main body of the invoice. If you hold stock, and most orders/jobs are covered by existing stock, you may want to select this setting, as it will generate an invoice with the most up to date costs. It does mean though, there could be differences between the profit shown on an order/job and the profit on any invoices associated with it.

D - Obtain costs from stock control based on charge item (ignore cost items).

As the setting indicates, any costs in an order/job, whether they are linked to a charge or not, are ignored. If a charge is a stock item, then a cost will be added into the invoice with details, including a cost, taken from stock/inventory control. This option can be useful where you tend to supply your customers with stock items. You can then ignore the costs section in an order/job. However, while

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using this option may be convenient that instance, it will NOT update stock/inventory control. This may be a problem, depending on how your business admin operates.

E - Use costs independently of charges, based on selected rule for charging.

Charges will be applied to the body of the invoice, as per the rule selected in the top section about creating the invoice. But any links to costs are ignored. All costs in the order/job will be applied (based on the rule selected in the top section) using the cost stated in the order/job. This can be useful for orders/jobs that are on-going for a long time. Where you may be booking items out in both the charges and costs sections of the order/job.

F - Do not include any costs.

As the setting indicates, this will ignore any costs in the costs section of an order/job. Also, it will NOT generate any costs from any charges that are stock items. So, when an invoice is created, it will not contain any costs. This may be suitable in cases where you would rather add the costs into an invoice manually. But don't forget, stock will not be maintained from any sales invoices created from an order/job. Regardless of any of the settings selected here.

The quantity of cost items that will appear in the invoice will be the same as the quantity of the charge item to which they relate. Bear in mind, while it will be mostly a 1:1 relationship, that may not always be the case. It is possible to set up a cost, such that multiple cost item units will be applied to each charge unit. For example, if we set up a charge and set the quantity required to 10, we could then set up a cost, and set the quantity required to 40 and the quantity required per charge item to 4, and then link it to the charge item. So, if 5 charge items were booked out, 20 of the linked cost items would be automatically booked out with it. If an invoice was raised, depending on the settings, 5 charge items would be invoiced, and 20 of the cost items would appear in the invoice costs.

The above settings are all based on the assumption that each charge and cost will be a stock item. But of course, in many cases (especially for charges to the customer) that is not true. So, where a setting suggests a cost can be obtained from stock/inventory control, if the charge or cost item is not a stock item, then that setting is ignored. It would always use the cost in the cost item in the order/job. This affects settings: **A**, **C**, and **D**. If you frequently have charges or cost items that are not stock items, then we would advise you to avoid settings **C** and **D**.

In the order/job if you click the '**New Credit Note**' button, you will not get a window like the above, it will simply ask if you want to preview the Credit Note. A Credit Note will be created based on what has been invoiced so far. You may need to edit it before posting. If nothing has been invoiced, you will not be able to generate a Credit Note from an order/job.

CONTROLLING ORDERS/JOBS

There are various reports and lists in Sales Order processing to help you find out what's going on. There is one option in particular that you may find very useful. In the Sales Order Processing drop down menu, the option is called '**Production Control**'. Select this option, and you'll see a window looking something like this:

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Order/Job	Required	Expo	Customer	Order/Job Description	Supplier	P/O Ref.	Goods/Service	Quantity
30	/ /		A Test Company	Test 2 - check to see if / A Supplier Ltd.			Large Red Widgets	5.00
29	/ /		A G EGG LTD.	Test disc 1 - 10%			00-0021 BODY, FR BRAKE ASS, T140, 85 ON	2.00
28	/ /		Test Customer AAA	edit tst 1	WOODBOROUGH TEST LTD.		00-0024TEST LEVER, FR BRAKE, HARRIS T140,Extra Desc 1	2.00
					ALEXANDER BEER SUPPLIES		00-0013C WASHER, TOP BOLT, GEARBOX, MK3	2.00
26	/ /		A Test Company	Costs test 1			00-0021 BODY, FR BRAKE ASS, T140, 85 ON	2.00
25	/ /		A G EGG LTD.	Test disc 2 - 7.67%	CAFFERKY Ltd.		00-0024TEST Some item or other	100.00
24	/ /		A G EGG LTD.	Res test 1	AIRPORT SUPPLIES CO LTD		00-0075 WASHER, FIBRE, TAP SEAL, T140, 85>	85.00
					ALEXANDER BEER SUPPLIES		00-0021 BODY, FR BRAKE ASS, T140, 85 ON	25.00
23	/ /		A G EGG LTD.	Res test 1	AIRPORT SUPPLIES CO LTD		00-0075 WASHER, FIBRE, TAP SEAL, T140, 85>	80.00
					ALEXANDER BEER SUPPLIES		00-0021 BODY, FR BRAKE ASS, T140, 85 ON	20.00
22	/ /		Test Customer AAA	Edit tst 2	ALEXANDER BEER SUPPLIES		00-0021 BODY, FR BRAKE ASS, T140, 85 ON	12.00
					WOODBOROUGH TEST LTD.		00-0024TEST LEVER, FR BRAKE, HARRIS T140,Extra Desc 1	20.00
					ALEXANDER BEER SUPPLIES		00-0021 BODY, FR BRAKE ASS, T140, 85 ON	5.00
					AIRPORT SUPPLIES CO LTD		00-0027 SEAL, PISTON KIT, M/CYL, T140 85>,Extra desc line	10.00
							00-0013 WASHER, TOP BOLT, GEARBOX, MK3	6.00
					AIRPORT SUPPLIES CO LTD		00-0075 WASHER, FIBRE, TAP SEAL, T140, 85>	10.00
15	/ /		Test Customer AAA	Edit tst 2			00-0024TEST LEVER, FR BRAKE, HARRIS T140	2.00
							Test item added after inv	5.00
14	/ /		A Test Company	Stock test 1	ALEXANDER BEER SUPPLIES	2160	00-0021 BODY, FR BRAKE ASS, T140, 85 ON	100.00
					AIRPORT SUPPLIES CO LTD		00-0075 WASHER, FIBRE, TAP SEAL, T140, 85>	250.00
					AUTO MANAGEMENT		00-0034 some item or other - test	25.00
11	/ /		Test Customer AAA	SHOP SALES			00-0024TEST LEVER, FR BRAKE, HARRIS T140	1.00

This lists each cost item in a job, where the job status is not 'Completed' or 'Cancelled', and the option '**Include in Production Control**' has been selected in the cost item details. If an order/job only has items in the 'Charges to Customer' section, it will not appear in Production Control.

This is the main option for monitoring all items being supplied as part of an order/job. It lists all orders/jobs that do not have a status of 'Completed' or 'Cancelled'. An order/job will consist of one or more lines, as it uses a separate line for each cost item in the order/Job. Setting the status to 'All Delivered' will not remove the item from this option, only setting it to 'Completed' or 'Cancelled' will do that. Even then, the item will remain displayed until you exit the Production Control option and then re-enter it, or click the '**Reload Data**' button. This is to allow you the opportunity to check you have set the correct items to 'Completed', before they vanish from view.

Most changes made to any orders/jobs listed will not automatically update this option. You would need to click the '**Reload Data**' button available at the bottom of the window, that will refresh the data. Any changes made directly through this option, such as changing the status of an item, will appear straight way, and will also update the item record straight away, as will any changes to cost items (by clicking on the item description of quantity). Changes to the order/job, customer details, supplier details or Purchase Order will not update right away, but will require clicking the '**Reload Data**' button.

If you single left click into a particular data item (or 'cell' if it were a spreadsheet), full details will appear in a window. Clicking on '**Order/Job**', '**Required**', '**Order/Job Description**' or the user defined code (if present) will bring up the order/job details. This will happen even if the cells appear empty, as it only displays the order/job number, required date, and user defined code once (for each job).

Clicking on 'Customer' will display the customer account details. Clicking on '**Supplier**' will display the supplier account details (provided you have access rights). Clicking on '**P/O Ref.**' will display the Purchase Order (again, provided you have access rights), clicking on the '**Item Status**' will allow you to change the item status (note, this is the status of the cost item, not the order/job itself), and clicking on either of the '**List Item Event**', '**Event History 1**' or '**Event History 2**' data cells will display a list of events for that item, and will allow you to add an event.

The orders/jobs are displayed in the order in which they are required, with the order/job that is

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required the soonest at the top of the list (it's assumed they will have the greatest priority).

This Production Control option can be dragged wider/narrower, higher/shorter as required. If the window is too small to display all the data, you will notice one or two scroll bars will be available to allow you to navigate the available information without changing the overall size of the window. Some columns may not be wide enough to display all text available to them. If you position the mouse cursor into the header (where each column has its title) in between two columns and hold down the left mouse button, you can drag the column wider (or narrower). Any changes you make to the column widths will be remembered. So, when you exit the Production Control option and then go back in some time later, it will display the column widths just as they were left. Note: this is not user specific. Any changes to the column widths will affect all other users of the Production Control option.

'**Filter by supplier**' when clicked will display a list of all the suppliers in use in the current list of orders/jobs. If you select one, only the items to be supplied by the selected supplier will appear. If you click '**Filter by supplier**' again, the filter will be removed, and items for all suppliers will appear.

If the user defined code is in use, there will also be a filter for this, which works in the same way as the '**Filter by supplier**'. Both filters can be used at the same time, if required.

There is also a '**Filter by item status**' that will display only the cost items that have the selected status. Clicking the '**Filter by item status**' again will unselect the filter.

More than one filter at a time can be used, if required.

There are options to output the contents of Product Control to a Microsoft Excel or OpenOffice Calc spreadsheet (whichever one you select, the software must be installed on your PC).

FINALLY

Sales Order Processing, although there are lots of options in the menu, it basically consists of two things: an order/job, and the Production Control option. Handling an order/job may at first appear complex due to the flexibility necessarily built into the software. It may take a little time to learn your way around it. But once in use, it's an invaluable tool for many businesses.

End of document