

# ENTERPRISE RESOURCE PLANNING SYSTEMS

## Documentation: Sales Order Processing

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## 1 INTRODUCTION

The Exercise described here is to document the processing of sales orders with MS Dynamics NAV, in a imaginary company.

The scenario of this exercise is:

*You are a salesman at Cronus AG. You have got a sales lead: add this **Contact** to the ERP-System of your company.*

*A couple of days later, you get a query for 100 units of copy paper from this contact. Create a quote and send it to FH Köln.*

*Later on, this quote is accepted. Turn it to an order. Two weeks later commissioning and shipments happens. Die FH pays the bill. Finally post the payment.*

## 2 SALES ORDER PROCESS EPC DIAGRAMS

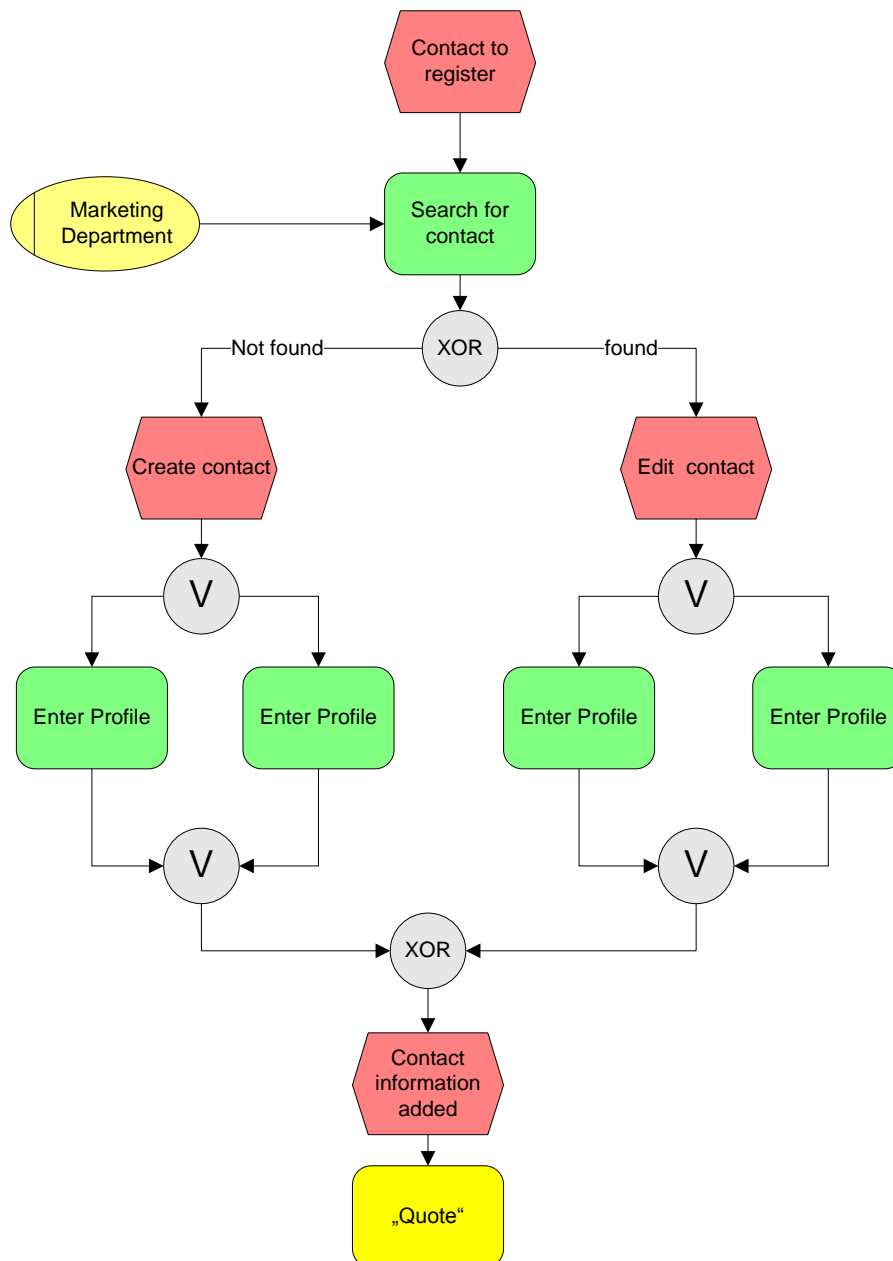
The process describe can be summarized with the following image:



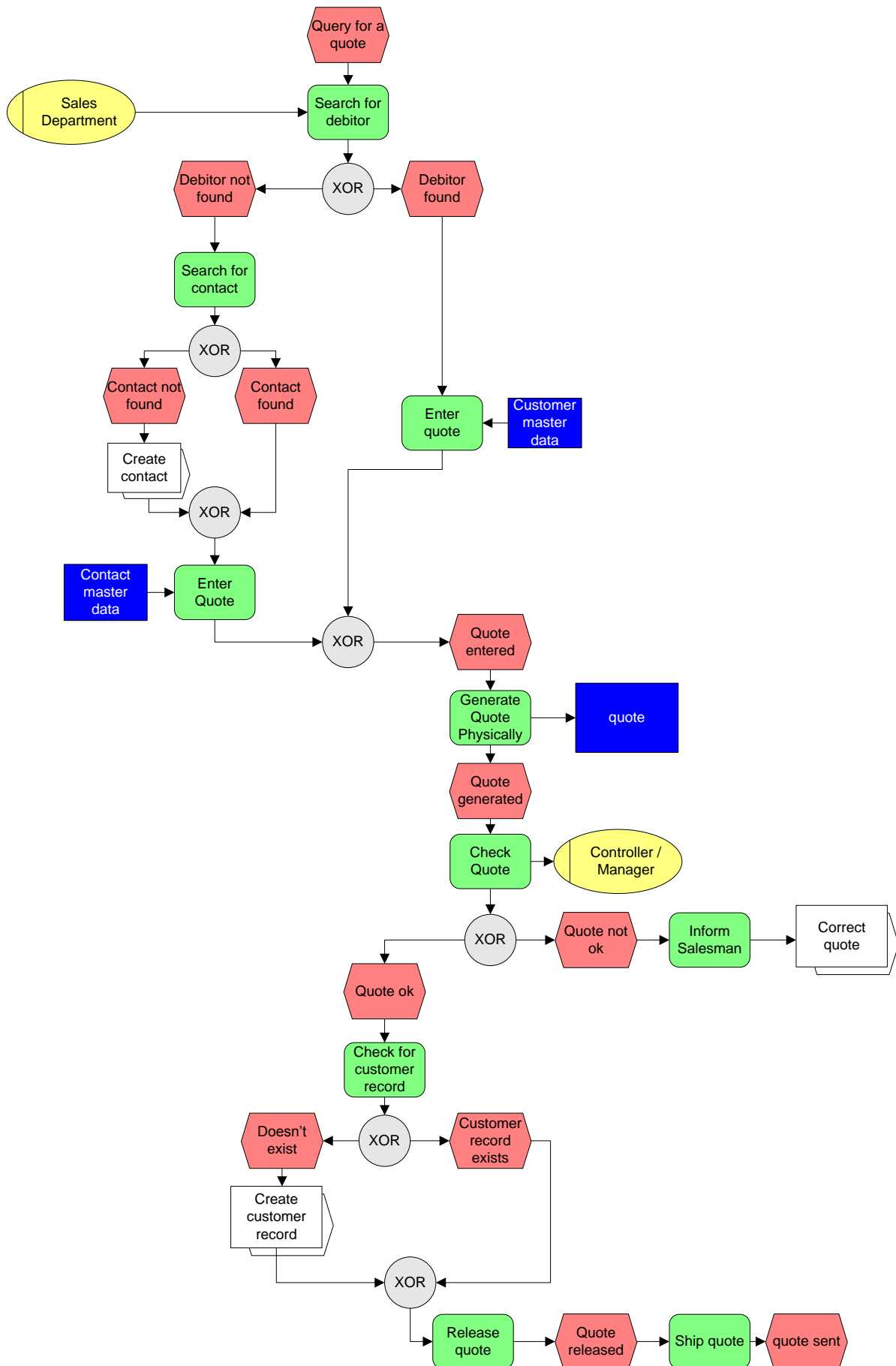
These five parts of the whole process will be described in two ways, first with an EPC diagram, then by describing the steps which need to be done in MS Dynamics NAV.

While the first two EPCs were created in class, the rest were to be created as part of this assignment.

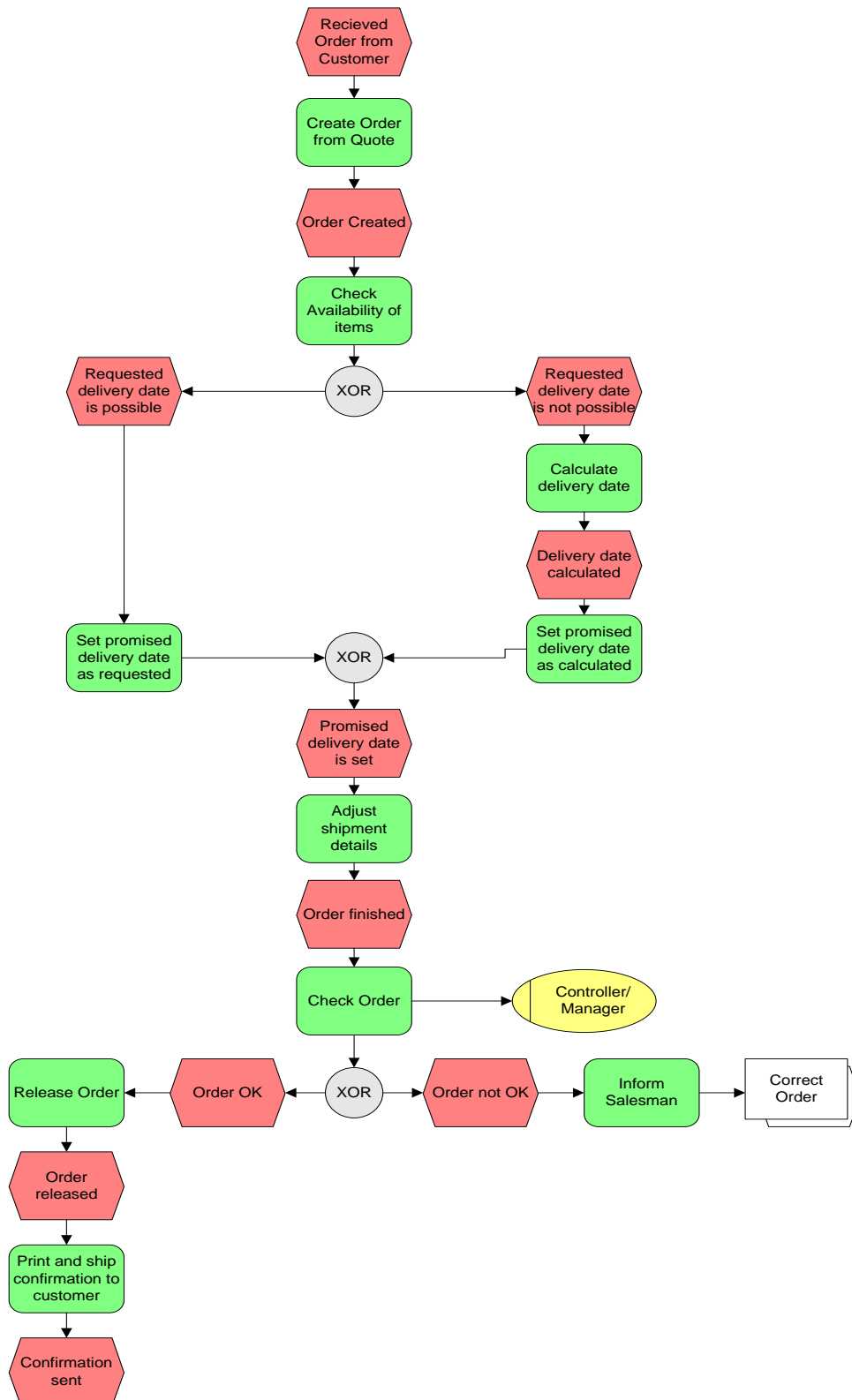
## 2.1 CONTACT PROCESS



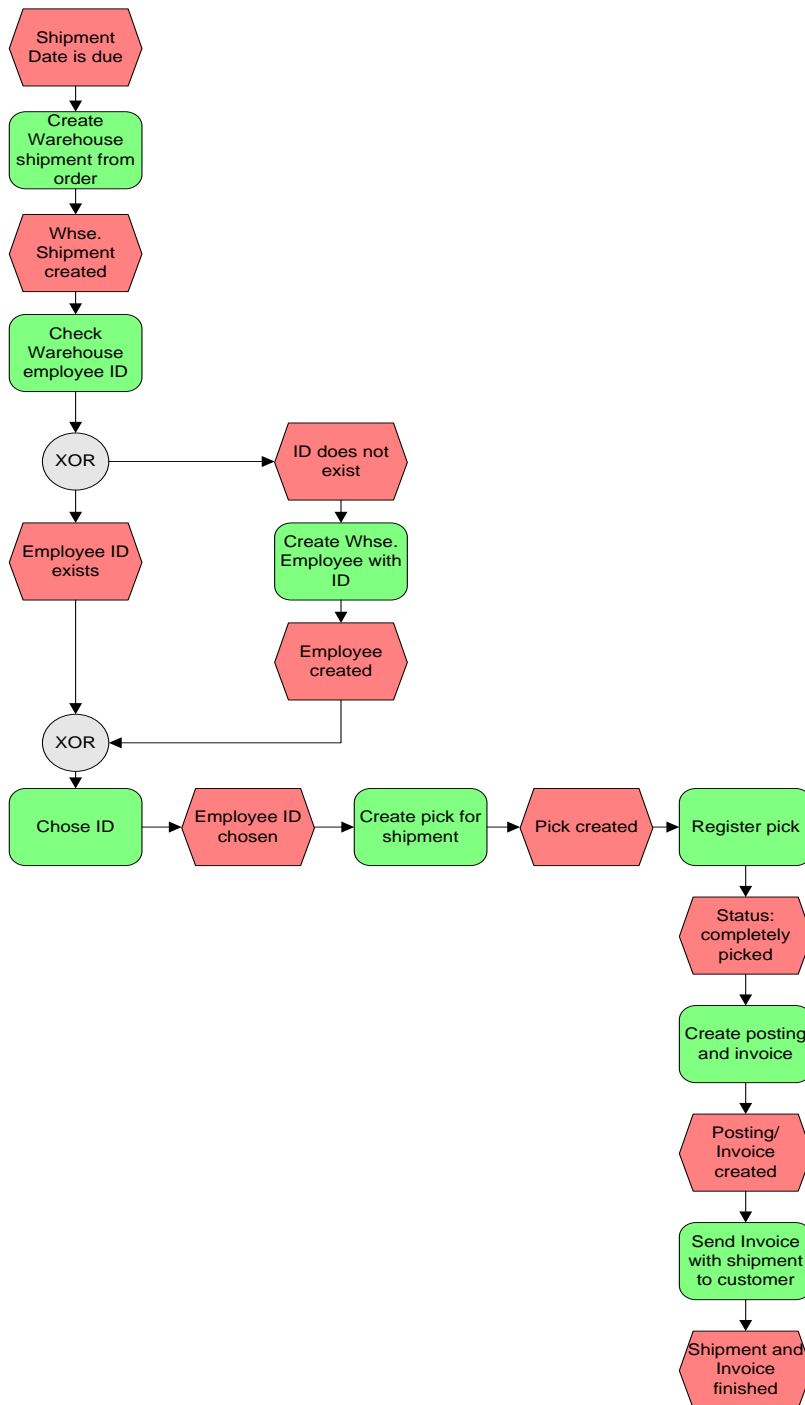
## 2.2 QUOTE PROCESS



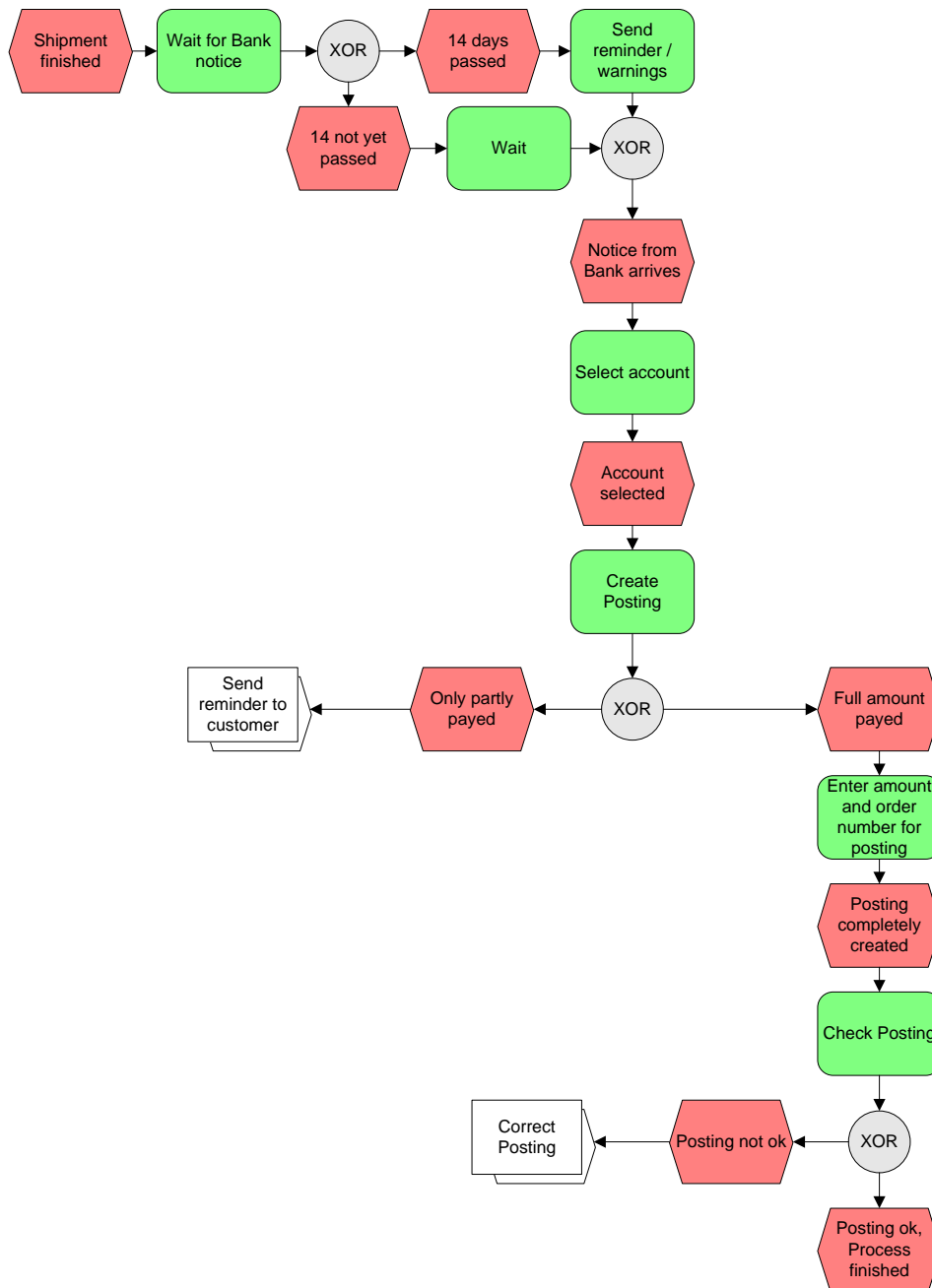
## 2.3 ORDER PROCESS



## 2.4 SHIPMENT PROCESS



## 2.5 PAYMENT PROCESS



## 3 SALES ORDER PROCESS IN MS DYNAMICS NAV 2009

In this chapter the steps in MS dynamics NAV are described for the above shown EPC diagrams.

### 3.1 CONTACT PROCESS

To handle the contact, we have to chose the according sites of the "departments" page, as our "home" is set for a sales employee, who can not directly add a contact. So we have to go to Departments->Sales and Marketing->Marketing->Contacts

If a contact is encountered in a business process, first a check if the contact exists has to be done, both for the person and the company. For doing so one can do a contact search after creating a search index, or directly use the filter in the contact list.

Two important commands for the search/filter:

\*: arbitrary number of unknown characters

@: ignore upper/lower case

In this case it is to be assumed the contact does not exist, so the search will be negative. So with pressing "New" we can first create the company. The number of this document will be chosen automatically if we leave this field empty, other entries have to be filled in manually, like the Type (Company), Address, Phone. No., VAT Registration Number, etc..

Also, with hitting the "Related Information" Button, and then choosing profiles, a number of questions about the company can be answered. Those information will be added in a list form to this contact document. When finished filling out the known information about the company, the same steps can be repeated for the person. The main difference however is that by choosing a company for the person, many information about the company will be used to fill out fields of the person-contact.

- Company contact\_no assigned by system for this exercise: KT000147
- Person contact\_no assigned by system for this exercise: KT000148

### 3.2 QUOTE PROCESS

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Once contacts for company and person are entered, the next step is to create a quote for the contact. To do so, simply click on "New Sales Quote" in the contact list, when the right contact is selected.

A number will again be chosen automatically, and also a customer number if the customer is known to the system. If not, the "show more fields" button has to be clicked, and then a "Sell-to-Customer Template Code" has to be selected. (e.g. DE-klein).

Many other information will just be pulled from contact-document.

However we have to specify the requested items for the quote. This is done in the "Lines" list. We first have to search for the right Item-number (go to Home->Items), and then also tell the system the location and quantity for this item. (To find out how much is where: Go to related information->Item->Item availability by->location)

Also we have to enter a requested delivery date (some date in the future), a "shipment method code" of FCA (freie Fracht), and under "Invoicing" chose 14Tage as "Payment Terms Code".

If everything is done, the quote document can be closed, and we set the workdate to one day later.

We will now send the quote to the customer. This will usually done by a different person, but as we only have one role for our Testenvironment, everything is done by the same. So to ship (i.e. release) the quote go to "Home->Sales Quotes - Open", then select the quote, then do "Actions->Functions->Release". The status of the quote will change to "Released" and will no longer be found under "Sales Quotes- Open". It could now be printed and sent.

- Item number for "Kopierpapier": 80100
- Location of "Kopierpapier": GRÜN

- Availability: >>100
- Quote Number given chosen by system: 1005
- Customer Number created by system: D00030

### 3.3 ORDER PROCESS

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The next step is to make an order from the quote. However we assume some time has passed since the quote, so we first set the work date to a few days later.

Then select the quote from the "Sales Quotes" list, and press "Make Order". The created order can be found under "Sales Orders - Open". If we open the order, most information are allready there, pulled from the quote.

We now chose "complete" as "shipment advive".

What is not there, is the shipment date, which has to be promised. To do so go to "Related Information -> Order -> Promising". The planned date shown in this page will be empty, but can be calculated by now going to "Related Information->Calculate-> Available to Promise". This will automatically check the availability of our item for the requested dates, and calculate the related shipment date. Press "Accept" to verify this date.

The order can now be release, simply click "Release" button in the order document. (Or: actions->functions->release). The order is now ready to ship, and we can change the work date to one day before promised delivery.

- Order Number: 1003

### 3.4 SHIPMENT PROCESS

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At first a warehouse employee might have to be created, if this employee does not exist yet. To do so one selects "Departments"->"Administration"->"Application Setup"->"Warehouse"->"Warehouse Employees". Then just create a "New" employee with ADMINISTRATOR as ID, and "Grün" as Location. ("Grün" is the identifier of the warehouse used in our examplary company)

The first thing to do then, is to create a warehouse shipment. To do so the "Home"-> "Sales orders" tab has to be opened, and in there the previously released order has to be selected.

After this follow these instructions:

- Press "Actions" Button
- Select "Functions"
- Select "Create Whs. Shipment"

This creates the shipment for the warehouse.

The next step is to create the pick. This can be done in the warehouse shipment tab, which is reached by clicking on "Departments" -> "Warehouse" -> "Planning and Execution". The previously created shipment should be in this list, and can be opened with a double click. The pick is simply created by clicking "create pick". In the window that opens the user has in this case only to chose ADMINISTRATOR as the employee to handle the pick, then just press ok. The created pick can be found at "Departments"->"Warehouse"->"Goods Handling Multiple Orders"->"Picks".



For the third step of the Shipment process, the user can open the pick with a double click, and simply press "Register Pick". This should change the status of the warehouse shipment to "completely picked".

At this point we now also create the posting/invoice for the warehouse shipment (reopen the warehouse shipment to do so, click "post shipment"), and if everything is done correctly the according postings should be created, and can be checked in the general ledger history.

- Warehouse Shipment Number: AUSG000006
- Pick Activity Number: KOMM000004
- Invoice Number: 103023

### 3.5 PAYMENT PROCESS

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This last step is triggered again a few days later (--> Change workdate), when the bank sends notice that payment arrived.

Now first go to "Home ->Cash Reciept Journal" and double click BANK. Then a account number for the customer has to be entered, in this case the number of our customer. After that an "applies to document" Number can be chosen. This opens a new page where the invoice created in the step before this one can be selected. This automatically enters the amount that is payed. (negative, since it decreases customer account) Now we can post that journal line, so click "Post".

This actually finishes the whole Sales process.

Finally we can look up the results of this in "Departments->Financial Management->Receivables->G/L Registers". The two newest entries there should be related to our process. By pressing "General Ledger" we get details about them. The first entry was created in the shipment process, the second one in the payment process.

- G/Register numbers: 113, 114