

Application	ChreosClient – Chreos 3
Module	Clients
Access	“Clients Client orders”
Minimum service pack	SP37
This document	Client Orders Ref 3.15 Published May 2004

Overview

“Client orders” allows an order received by a client to be entered into Chreos.

Details Displayed

- **Client Code & Sort Code.** Select the required client. An order can not be saved if a client has not been selected. Refer to “Client search (1.3)”.
- **Activity.** ‘Order’ will automatically be selected. However the transaction can be changed to ‘Invoice’, ‘Packing slip’, or ‘Packing slip to invoice’. Refer to “Debtor Invoices (3.2)”, “Debtor packing slips (3.8)” and “Convert packing slip to invoice (3.10b)”. Note: ‘Packing slip to invoice’ can only be selected when a client has been selected in ‘Client code’ and ‘Sort code’.
- **Date.** The current client date. This can be edited but can not be prior to the current client period.
- **Order #.** Enter the order number provided by the client.
- **Deliver By.** Enter the date that the goods are required by. This date can not be prior to the current client period.
- **1 x User-defined combo.** This can be defined in “Maintenance | Setup | System”, refer to “Setup (9.1)”. Options can be added to this field in “Maintenance | Support tables”, refer to “Support Table Maintenance (9.2)”.
- **Delivery Address** Select the address that the goods are to be delivered to. This will default to the address set in “Setup (9.1)”. Each address can be edited. To clear the displayed address and manually enter one, click the [Delete] button.
- **Current.** The client’s current balance.
- **1 Month** – The 1 month balance (i.e. 1 month overdue).
- **2 Months** – The 2 months balance (i.e. 2 months overdue).
- **3 Months** – The 3(+) months balance (i.e. 3+ months overdue).

- **Warning.** Any warning or comment that has been entered about the client in “Client Management (3.1)”. This will be displayed in red.
- **Not Before.** Enter the date that the client does not want the items before.
- **Quote.** Whether or not the price is a quoted price. When giving any form of discount to an order this check box must be ticked. If it is not, once the order is converted into a packing slip, invoice or point of sale transaction the original pricing will be used.
- **Charge Freight.** Whether or not freight is included in the order.
- **Contact.** Select the contact person for the client. To add a new contact click the [New Contact] button and the ‘Contact’ tab page on “Client management (3.1)” will be displayed.
- **If Order is Late.** Select what action is to be taken if the order is late.
- **How to Supply.** Select what action is to be taken once the order has arrived.
- **Pre-Payments.** The amount that the client is paying in advance. This field will only be activated if the Chreos is licensed for “Point of Sale”. When a ‘Pre-payment has been entered and the [Save] button on the “Order” screen is clicked, the “Point of Sale” screen will be displayed and ready to process the payment. Refer to “Point of Sale (5.3)”. Once the payment is saved, the balance will be saved into an ‘Order’ trust account for the client.
- **Items.** As each item is selected the following details about each are displayed on the grid:
 - **Item Ref** – The unique identifier of the item.
 - **Item Code** – The item code of the item.
 - **Description** – The description of the item. This is usually the ‘Name’ however it can be edited and changed. Refer to ‘To edit an order item’ on this information sheet.
 - **Quantity** – The quantity of the item ordered.
 - **Unit Amount** – The price per unit.
 - **Total Incl** – The total price including tax.
 - **Total Tax** – The total amount of tax.
- **GST Inclusive Price.** The total of the order including tax.
- **Total Qty.** The total quantity of all of the items that have been ordered.
- **Total \$.** The total of the order. Note: Whether this is tax inclusive or exclusive will depend on how the company has been set up. Refer to “Setup (9.1)”.
- **Item Find.** Select the required item/s. Refer to “Item search (1.5)”.
- **Freight.** Click this button to enter freight onto the order. To activate the functionality of this button ensure that it is set up correctly in “Stock | Stock table maintenance | Stock linking”. Refer to “Linking in a freight item (15.4)”.
- **Discount.** Click this button to enter a discount for the order. This can be entered as a figure that will reduce the total price of the order by that dollar

amount, or it can be entered as a percentage that will come off the total price of the order. To activate the functionality of this button ensure that it is set up correctly in “Stock | Stock table maintenance | Stock linking”. Refer to the ‘Manual discounting’ section of “Discounts (15.8)”.

- **E-mail this document.** Whether or not the order is e-mailed directly to the client. Refer to “E-Mailing Reports (15.19)” for setting up this functionality.
- **# To Print Now.** Select the number of copies of the order to be printed when the order is saved. This will default to the number setup in “Printing setup (9.3)”.

To Enter an Order

- Select the required client.
- Enter the order details.
- Select the item/s to be ordered.
- Enter any discount or freight required.
- Tick the ‘E-mail this document’ checkbox if required and select the numbers of copies to be printed.
- Click the [Save] button.
- A confirmation message will appear asking if you want to process the order. Click the [Yes] button.
- Note: When a pre-payment is made on an order, once the order is saved the ‘Point of sale’ screen will appear to process the payment. Refer to “Point of sale (5.3)”.

To Change the Quantity of an Item

- Select the required item.
- Click the the [+] and [-] buttons or press the <+> and <-> keys.
- To enter a larger quantity, a fractional quantity or a negative quantity refer to ‘To edit an item’ on this information sheet.

To Change the Order of an Item

- Select the item to be moved.
- Click the [UP] and [DN] buttons to change the item’s position on the order.

To Delete an Item

- Select the item to be deleted.
- Click the [Delete] button or the <Delete> key.

To Edit an Order Item

- Select the required item from the grid.
- Go to the “Edit item details” screen by pressing the <Ctrl> and <Enter> keys together, double clicking the selected item or clicking the [Edit item] button.
- This screen will display various the ‘Item ref’, ‘Item code’, ‘Description’, ‘Quantity’, ‘Tax inclusive/exclusive unit price’, ‘Tax rate’, ‘Tax unit amount’, ‘Total tax’ and ‘Tax inclusive/exclusive total’, ‘List price’, ‘Discount %’.

Only the ‘Description’, ‘Quantity’, ‘Tax inclusive/exclusive unit price’ and ‘Tax rate’ can be edited. Special editing options include:

- **Description** – This will initially display the name of the item. However, you can add more information about the item or change the description. This can be on one line or multiple lines. A spell check can be accessed for this field by right-clicking and selecting ‘Spell check’. The spell check is based on the Microsoft Word dictionary and required a compatible version of MS Word to be installed on the client machine.
- **Tax Inclusive/Exclusive Unit price** – The price of the item can manually be changed in this field but it is also possible to give a percentage discount here. This is done by overwriting the unit price with a percentage discount. This can be used when an item, but not the entire order, requires a percentage discount. Once the [Save] button has been clicked the price of the item will be automatically adjusted.
- **Tax Rate** – The ‘Auto-calc tax’ check box must be ticked to display the ‘Tax rate’ entry field and allow editing.
- Edit the required details.
- Click the [Save] button.

To Show Only Total Lines

Under ‘Description’ on the order there is the ability to have multiple lines displayed. These can be entered in the ‘Edit item details’ screen. Refer to ‘To edit an order’ on this information sheet. When an item is selected the order will automatically show all of the available lines. However, to view only one description line (the bottom line) click the [Show only total lines] button. This will only change while viewing the order within Chreos. Any copies of the order that are printed will show all of the lines.

Related Issues

- It is possible to have separate and multiple instances of the “Debtor order” screen open at one time for entering many transactions simultaneously. The caption of the screen will display the selected client.

- “View client orders (3.17)” has further functionality associated with client orders:
 - View the details of client orders.
 - Convert an order into a packing slip, invoice or point of sale transaction.
 - View the contact details of the company and person who placed an order.
 - Cancel an order.
 - Change the quantity of an item on order.
- “Order completion (3.24)” also has further functionality associated with client orders:
 - View the details of client orders through a coded colour legend.
 - Select all filled orders to convert into a packing slip or invoice.
 - Select all filled and partially filled orders to convert into a packing slip or invoice.
 - Select multiple orders as required to convert into a packing slip or invoice.

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