

## **JD Edwards EnterpriseOne Applications**

Sales Order Management Implementation Guide

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Describes the sales order management system, that enables you to coordinate order management across multiple channels and customer service and distribution centers.

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# Contents

<b>Preface .....</b>	<b>xxix</b>
Audience.....	xxix
JD Edwards EnterpriseOne Products .....	xxix
JD Edwards EnterpriseOne Application Fundamentals .....	xxix
Documentation Accessibility .....	xxx
Related Information .....	xxx
Conventions .....	xxx
 <b>1 Introduction to JD Edwards EnterpriseOne Sales Order Management</b>	
1.1 JD Edwards EnterpriseOne Sales Order Management Overview .....	1-1
1.2 JD Edwards EnterpriseOne Sales Order Management Business Processes .....	1-2
1.3 JD Edwards EnterpriseOne Sales Order Management Integrations .....	1-3
1.3.1 JD Edwards EnterpriseOne Accounts Receivable.....	1-4
1.3.2 JD Edwards EnterpriseOne Address Book .....	1-4
1.3.3 JD Edwards EnterpriseOne Bulk Stock Inventory .....	1-4
1.3.4 JD Edwards EnterpriseOne General Accounting.....	1-4
1.3.5 JD Edwards EnterpriseOne Inventory Management .....	1-4
1.3.6 JD Edwards EnterpriseOne Procurement .....	1-4
1.3.7 JD Edwards EnterpriseOne Transportation Management .....	1-4
1.4 JD Edwards EnterpriseOne Sales Order Management Implementation .....	1-5
1.4.1 Global Implementation Steps.....	1-5
1.4.2 Sales Order Management Implementation Steps.....	1-6
1.5 Business Interface Integration Objects .....	1-8
 <b>2 Configuring the Sales Order Management System</b>	
2.1 Understanding System Configuration for Sales Order Management.....	2-1
2.2 Setting Up UDCs.....	2-2
2.2.1 Auto TP Rollback Level - (00/AT) .....	2-2
2.2.2 Status Codes for Prepayments (00/SP) .....	2-2
2.2.3 Payment Instruments (00/PY).....	2-3
2.2.4 Prepayment Special Handling Codes for 00/PY .....	2-3
2.2.5 Blanket/Quote Order Types (40/BT) .....	2-3
2.2.6 On Hand Quantity Relief (40/IU) .....	2-3
2.2.7 Order Templates (40/OT).....	2-4
2.2.8 Cross Reference Type Code (41/DT).....	2-4

2.2.9	Hold Codes (42/HC).....	2-4
2.3	Setting Up Constants.....	2-4
2.3.1	Understanding Constants for Sales Order Management.....	2-4
2.3.1.1	Item Availability.....	2-4
2.3.1.2	System Constants.....	2-5
2.3.1.3	Batch Control Constants.....	2-5
2.3.1.4	Location Control.....	2-5
2.3.1.5	Location Format.....	2-5
2.3.1.6	Locations in Branch/Plants.....	2-6
2.3.2	Understanding System Setup for Taxed Prices.....	2-6
2.3.3	Prerequisites.....	2-6
2.3.4	Forms Used to Set Up Constants.....	2-7
2.3.5	Setting Up Branch/Plant Constants.....	2-8
2.3.6	Setting Up Item Availability.....	2-13
2.3.7	Setting Up System Constants.....	2-14
2.3.8	Setting Up Batch Control Constants.....	2-16
2.3.9	Setting Up Location Formats.....	2-17
2.3.9.1	Location Format Specification.....	2-17
2.3.9.2	Warehouse Control.....	2-17
2.3.10	Setting Up Locations in Branch/Plants.....	2-18
2.4	Setting Up AAIs for Sales Order Management.....	2-20
2.4.1	Understanding AAIs for Sales Order Management.....	2-20
2.4.1.1	Search Sequence for AAIs.....	2-20
2.4.1.2	AAIs for Sales Order Management.....	2-21
2.4.2	Forms Used to Set Up AAIs for Sales Order Management.....	2-22
2.4.3	Setting Up AAIs for Sales Order Management.....	2-23
2.5	Setting Up Order Line Types.....	2-24
2.5.1	Understanding Order Line Types.....	2-24
2.5.1.1	Adding a Message Using a Text Line Type.....	2-24
2.5.1.2	Assigning a Line Type for Nonstock Items.....	2-24
2.5.2	Forms Used to Set Up Order Line Types.....	2-25
2.5.3	Setting Up Order Line Types.....	2-25
2.6	Setting Up Order Activity Rules.....	2-28
2.6.1	Understanding Order Activity Rules.....	2-28
2.6.2	Prerequisites.....	2-28
2.6.3	Forms Used to Set Up Order Activity Rules.....	2-29
2.6.4	Setting Up Order Activity Rules.....	2-29
2.7	Setting Up Sales Order Automation (RTE Filtering).....	2-30
2.7.1	Understanding Real-Time Events.....	2-30
2.7.2	Understanding Real-Time Event Filtering.....	2-30
2.7.3	Forms Used to Set Up Real-Time Event Filtering.....	2-31
2.7.4	Reviewing and Activating RTE Filters.....	2-31
2.7.5	Setting Up RTE Filter Details.....	2-31
2.8	Setting Up Revenue Recognition for Sales Order Invoices.....	2-32

### 3 Setting Up Order Processing Information

3.1	Understanding Order Processing Information.....	3-1
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3.2	Understanding Record Reservations .....	3-2
3.3	Setting Up Commission Information .....	3-3
3.3.1	Understanding Commission Information .....	3-3
3.3.2	Understanding Commission Assignments .....	3-3
3.3.3	Understanding Commission Constants .....	3-4
3.3.4	Prerequisites .....	3-5
3.3.5	Forms Used to Set Up Commission Information .....	3-5
3.3.6	Setting Up Commission Constants .....	3-6
3.3.7	Setting Up Sales Groups .....	3-7
3.4	Setting Up Branch Sales Markups .....	3-8
3.4.1	Understanding Branch Sales Markups .....	3-8
3.4.2	Forms Used to Set Up Branch Sales Markups .....	3-9
3.4.3	Setting Up Branch Sales Markups .....	3-9
3.5	Defining Flexible Account Numbers.....	3-9
3.5.1	Understanding Flexible Account Numbers .....	3-9
3.5.1.1	Example: Flexible Account Number .....	3-11
3.5.1.2	Base Sales Order Management AAls .....	3-12
3.5.1.3	Advanced Pricing AAls .....	3-12
3.5.1.4	Locating Account Information from the AAl.....	3-12
3.5.2	Prerequisites .....	3-13
3.5.3	Forms Used to Define Flexible Account Numbers .....	3-13
3.5.4	Defining Flexible Account Numbers .....	3-14
3.6	Creating Order Templates .....	3-15
3.6.1	Understanding Order Templates .....	3-16
3.6.1.1	Standard Templates .....	3-16
3.6.1.2	Maintaining Templates .....	3-16
3.6.2	Prerequisites .....	3-16
3.6.3	Forms Used to Create Order Templates .....	3-17
3.6.4	Setting Processing Options for the Customer Template Revisions Program (P4015) .....	3-17
3.6.4.1	Display .....	3-17
3.6.4.2	Versions.....	3-18
3.6.5	Creating a Standard Template .....	3-18
3.6.6	Setting Processing Options for the Customer History Template Rebuild Program (R42815) 3-18	
3.6.6.1	Process 1 .....	3-18
3.6.6.2	Process 2 .....	3-19
3.6.7	Creating a System-Generated Template.....	3-19
3.7	Setting Up Order Hold Information.....	3-19
3.7.1	Understanding Order Hold Information .....	3-19
3.7.1.1	Order Hold Codes .....	3-20
3.7.1.2	Order Hold Codes for Minimum and Maximum Order Amounts.....	3-20
3.7.1.3	Order Hold Codes for Credit Checking .....	3-20
3.7.1.4	Order Hold Codes for Inactive Customers .....	3-21
3.7.1.5	Order Hold Codes for Margin Checking .....	3-21
3.7.1.6	Order Hold Codes for Partial Order Holds .....	3-22
3.7.1.7	Order Hold Codes for Prepayments.....	3-22

3.7.2	Understanding the Assignment of Hold Codes to Orders .....	3-22
3.7.3	Understanding the Assignment of Hold Codes to the Customer Billing Instructions.....	3-23
3.7.4	Forms Used to Set Up Order Hold Information .....	3-23
3.7.5	Setting Up Order Hold Codes.....	3-24
3.8	Setting Up Self-Service Information for Sales Order Management.....	3-25
3.8.1	Understanding Self-Service Setup for Customers .....	3-25
3.8.2	Understanding Security Issues .....	3-25
3.8.3	Understanding Processing Options for Customer Self-Service .....	3-26
3.8.4	Understanding Product Hierarchy Setup for Self-Service Order Entry .....	3-26
3.8.5	Prerequisites .....	3-26
3.8.6	Forms Used to Set Up Self-Service Information for Sales Order Management.....	3-27
3.8.7	Setting Processing Options for the Item Hierarchy Program (P4101H) .....	3-27
3.8.7.1	Defaults .....	3-27
3.8.7.2	Process.....	3-28
3.8.8	Setting Up Product Hierarchies.....	3-28

## 4 Setting Up Customer Information

4.1	Understanding Customer Information.....	4-1
4.1.1	Mobile Enterprise Applications for Search Sales Order .....	4-2
4.2	Setting Up Related Addresses.....	4-2
4.2.1	Understanding Related Addresses .....	4-3
4.2.1.1	Defining the Invoicing Address .....	4-3
4.2.1.2	Defining Default Address Types.....	4-3
4.2.2	Prerequisites .....	4-3
4.2.3	Forms Used to Set Up Related Addresses.....	4-4
4.2.4	Setting Up Related Addresses .....	4-4
4.2.5	Defining the Invoicing Address.....	4-5
4.2.6	Defining Default Address Types.....	4-6
4.3	Setting Up Customer Billing Instructions .....	4-7
4.3.1	Understanding Customer Billing Instructions .....	4-7
4.3.1.1	Credit Information.....	4-7
4.3.1.2	Tax Information .....	4-7
4.3.1.3	Taxed Prices.....	4-8
4.3.2	Prerequisites .....	4-8
4.3.3	Forms Used to Set Up Customer Billing Instructions .....	4-8
4.3.4	Setting Up Customer Billing Information .....	4-9
4.3.4.1	Billing Page 1.....	4-9
4.3.4.2	Billing Page 2.....	4-11
4.3.5	Entering Freight and Delivery Information.....	4-12
4.3.5.1	Billing Page 1.....	4-12
4.3.5.2	Billing Page 2.....	4-13
4.3.6	Entering Item Restrictions .....	4-14
4.3.7	Entering Commission Information .....	4-14
4.3.8	Entering Credit Information .....	4-15
4.3.8.1	Credit.....	4-15
4.4	Converting Customer Limit Amounts.....	4-16

4.4.1	Understanding Currency Conversion for Customer Limit Amounts.....	4-16
4.4.1.1	Example: Rounding Converted Limit Amounts.....	4-16
4.4.2	Setting Processing Options for the Address Book Conversion - F03012 Program (R8903012E) 4-17	
4.4.2.1	Update.....	4-17
4.4.2.2	Currency .....	4-18
4.4.2.3	Rounding .....	4-18
4.4.3	Running the Address Book Conversion - F03012 Program.....	4-18
4.5	Setting Up Date-Sensitive Customer Sets.....	4-18
4.5.1	Understanding Date-Sensitive Customer Sets .....	4-18
4.5.2	Prerequisites .....	4-19
4.5.3	Forms Used to Set Up Date-Sensitive Customer Sets.....	4-19
4.5.4	Setting Up Date-Sensitive Customer Sets .....	4-19
4.6	Setting Up Customer Buying Segments .....	4-21
4.6.1	Understanding Customer Segment Based Selling.....	4-21
4.6.1.1	Assigning Buying Segment Codes to Customers .....	4-21
4.6.1.2	Updating Buying Segment Codes.....	4-22
4.6.1.3	Building Customer Segment Items .....	4-22
4.6.1.4	Prerequisites .....	4-22
4.6.2	Forms Used to Assign Buying Segments to Customers.....	4-23
4.6.3	Setting Processing Options for the Customer Segment Items Program (P42440)...	4-23
4.6.3.1	Defaults .....	4-23
4.6.4	Assigning Buying Segment Codes to Customers .....	4-23
4.6.5	Setting Processing Options for the Update Buying Segment Codes Program (R42442)...	4-23
4.6.5.1	Defaults .....	4-24
4.6.6	Running the Update Buying Segment Codes Program .....	4-24
4.6.7	Setting Processing Options for the Build Customer Segment Items Program (R42441)...	4-24
4.6.7.1	Defaults .....	4-24
4.6.8	Running the Build Customer Segment Items Program.....	4-25

## 5 Setting Up UCC 128 Compliance

5.1	Understanding UCC 128 Compliance.....	5-1
5.2	Understanding UCC Identification Codes .....	5-2
5.2.1	Universal Product Code.....	5-2
5.2.2	Shipping Container Code .....	5-3
5.2.3	Serial Shipping Container Code .....	5-4
5.3	Understanding Bar Code Labels.....	5-4
5.3.1	Bar Code Labels for UPC/EAN-13 .....	5-4
5.3.2	Bar Code Labels for SCC-14/EAN-14.....	5-5
5.3.3	Bar Code Labels for SSCC-18 .....	5-5
5.4	Setting Up Hierarchical Configurations .....	5-6
5.4.1	Understanding Hierarchical Configurations.....	5-6
5.4.2	Form Used to Set Up Hierarchical Configurations.....	5-8
5.4.3	Setting Up Hierarchical Configurations .....	5-8
5.5	Setting Up Shipping Information .....	5-9

5.5.1	Understanding Shipping Labels.....	5-9
5.5.2	Form Used to Set Up Shipping Information.....	5-11
5.5.3	Setting Up Shipping Information.....	5-11
5.6	Setting Up Item Information for UCC 128 .....	5-12
5.6.1	Understanding Item Information for UCC 128 .....	5-12
5.6.1.1	Package Indicators.....	5-12
5.6.1.2	Aggregate SCCs .....	5-13
5.6.2	Prerequisites .....	5-13
5.6.3	Forms Used to Set Up Item Information for UCC 128 .....	5-13
5.6.4	Setting Up Item Information for UCC 128 .....	5-13

## 6 Setting Up Base and Standard Pricing

6.1	Understanding Pricing .....	6-1
6.2	Setting Up a Base Pricing Structure.....	6-3
6.2.1	Understanding Base Pricing Structure .....	6-3
6.2.1.1	Customer Price Groups .....	6-3
6.2.1.2	Item Price Groups.....	6-4
6.2.1.3	Pricing Hierarchy.....	6-4
6.2.2	Prerequisites .....	6-5
6.2.3	Forms Used to Set Up a Base Pricing Structure .....	6-6
6.2.4	Assigning a Customer Pricing Group to a Customer.....	6-6
6.2.5	Assigning an Item Pricing Group to an Item.....	6-6
6.2.6	Setting Up the Pricing Hierarchy .....	6-6
6.3	Setting Up Base Prices.....	6-7
6.3.1	Understanding Base Prices.....	6-7
6.3.2	Prerequisite .....	6-8
6.3.3	Forms Used to Set Up Base Prices .....	6-8
6.3.4	Setting Up Base Prices.....	6-8
6.4	Setting Up Complex Price Groups .....	6-9
6.4.1	Understanding Complex Price Groups .....	6-9
6.4.1.1	Customer Groups .....	6-9
6.4.1.2	Item Groups.....	6-10
6.4.1.3	Price Group Relationship Generation .....	6-10
6.4.2	Prerequisite .....	6-10
6.4.3	Forms Used to Set Up Complex Price Groups .....	6-11
6.4.4	Setting Up Complex Price Groups .....	6-11
6.4.5	Assigning a Customer to a Price Group .....	6-12
6.4.6	Setting Up Complex Item Groups.....	6-12
6.4.7	Assigning an Item to an Item Group .....	6-12
6.4.8	Generating Price Group Relationships .....	6-12
6.5	Setting Up Standard Price Adjustments .....	6-12
6.5.1	Understanding Standard Price Adjustments.....	6-12
6.5.1.1	Inventory Pricing Rules .....	6-13
6.5.1.2	Trade Discounts .....	6-14
6.5.1.3	Contract Pricing .....	6-14
6.5.2	Prerequisites .....	6-14
6.5.3	Forms Used to Set Up Standard Price Adjustments.....	6-15

6.5.4	Setting Up Standard Pricing Adjustments.....	6-15
6.5.5	Setting Up Inventory Pricing Rules .....	6-17
6.5.6	Assigning Pricing Rules to Customers and Customer Groups.....	6-17
6.5.7	Setting Up Trade Discounts .....	6-17

## 7 Entering Sales Orders

7.1	Understanding Sales Order Entry .....	7-1
7.1.1	Sales Order Entry Programs.....	7-2
7.1.2	Sales Order Information .....	7-2
7.1.2.1	Alternate Tax Rate/ Area Assignment for Sales Orders .....	7-3
7.1.3	Multicurrency.....	7-5
7.1.4	Order Holds.....	7-6
7.1.5	Sales Proposals .....	7-6
7.1.6	Taxed Prices.....	7-6
7.1.7	Prerequisites .....	7-6
7.2	Entering Sales Order Header and Detail Information.....	7-7
7.2.1	Understanding Sales Order Header Information .....	7-7
7.2.1.1	Related Addresses .....	7-8
7.2.1.2	Reviewing Credit Information.....	7-8
7.2.1.3	Entering Commission Information .....	7-8
7.2.2	Understanding Sales Order Detail Information.....	7-8
7.2.2.1	Enter Item Information .....	7-9
7.2.2.2	Retrieve Base Price .....	7-9
7.2.2.3	Change Tax Information.....	7-10
7.2.2.4	Process Serial Number Requirements .....	7-10
7.2.2.5	Enter Commission Information.....	7-11
7.2.2.6	Enter Default Line Information .....	7-11
7.2.2.7	Assign Agreements to a Sales Order .....	7-11
7.2.2.8	Zero Cost and Zero Price.....	7-12
7.2.2.9	Override Order Address.....	7-12
7.2.2.10	Hard Commit Inventory.....	7-12
7.2.3	Understanding Workflow Processing During Sales Order Entry .....	7-12
7.2.4	Understanding Activating Subsystem Processing.....	7-13
7.2.5	Understanding Customer Self-Service Order Entry .....	7-14
7.2.6	Prerequisites .....	7-14
7.2.7	Forms Used to Enter Sales Order Header and Detail Information .....	7-14
7.2.8	Setting Processing Options for Sales Order Entry (P4210) .....	7-16
7.2.8.1	Defaults .....	7-16
7.2.8.2	Duplication .....	7-19
7.2.8.3	Order Holds.....	7-20
7.2.8.4	Display .....	7-23
7.2.8.5	Commitment .....	7-25
7.2.8.6	Currency .....	7-26
7.2.8.7	Process.....	7-27
7.2.8.8	Cross Ref (cross-reference).....	7-32
7.2.8.9	Versions.....	7-33
7.2.8.10	Preference .....	7-36

7.2.8.11	Transfers .....	7-37
7.2.8.12	Order Inquiry .....	7-38
7.2.8.13	Warehouse .....	7-39
7.2.8.14	Store & Fwd (Store and Forward) .....	7-40
7.2.8.15	Workflow .....	7-40
7.2.8.16	Multiples .....	7-40
7.2.8.17	Interbranch .....	7-41
7.2.8.18	Interop (interoperability) .....	7-41
7.2.8.19	Prepayment .....	7-41
7.2.8.20	Audit Log .....	7-42
7.2.8.21	Volume Upsell .....	7-43
7.2.8.22	Profit Margin .....	7-43
7.2.8.23	Promotion ID .....	7-44
7.2.8.24	Global Order Promising .....	7-44
7.2.8.25	Product Variants .....	7-44
7.2.8.26	Fulfillment Management .....	7-44
7.2.8.27	Style .....	7-45
7.2.8.28	Production No. ....	7-46
7.2.9	Entering Sales Order Header Information .....	7-46
7.2.10	Entering Sales Order Item Information .....	7-48
7.2.11	Entering Default Line Information .....	7-51
7.2.11.1	Line Defaults .....	7-51
7.2.12	Entering Cross-Docking Information .....	7-52
7.2.12.1	Cross Dock Order .....	7-52
7.3	Entering Sales Orders with Taxed Prices .....	7-52
7.3.1	Understanding Taxed Prices for Sales Orders .....	7-53
7.3.2	Understanding Taxed Prices Calculations .....	7-53
7.3.2.1	Example 1: Sales Order with a Unit Price .....	7-53
7.3.2.2	Example 2: Sales Order in which the Taxed Unit Price is Entered by the User	7-54
7.3.2.3	Example 3: Sales Order in which the Taxed Extended Price is Entered by the User .	7-54
7.3.2.4	Example 4: Sales Order with a Foreign Unit Price .....	7-54
7.3.2.5	Example 5: Sales Order in which the Foreign Taxed Unit Price Entered by the User	7-55
7.3.2.6	Example 6: Sales Order in which the Foreign Taxed Extended Price is Entered by the User	7-55
7.3.3	Understanding System Validations when Using Taxed Prices for Sales Orders ....	7-56
7.3.4	Understanding Considerations when Using Taxed Prices for Sales Orders .....	7-56
7.3.4.1	Audit Logging and Approval Processes .....	7-56
7.3.4.2	Calculating Profit Margins .....	7-57
7.3.4.3	Calculating the Sales Order Total .....	7-57
7.3.4.4	Setting Advanced Preferences .....	7-57
7.3.4.5	Setting Processing Options For the Sales Order Entry Programs .....	7-57
7.3.4.6	Copying a Sales Order with Taxed Prices .....	7-57
7.3.4.7	Entering Kit and Configured Items .....	7-57
7.3.4.8	Entering Transfer and Intercompany Orders .....	7-58
7.3.4.9	Entering Blanket Orders .....	7-58
7.3.4.10	Credit Order from History .....	7-58

7.3.4.11	Vertex Quantum (Q Series) Sales and Use Tax .....	7-59
7.3.5	Prerequisites .....	7-59
7.3.6	Form Used to Work with Taxed Prices in the Sales Order Entry Program (P42101) .....	7-59
7.3.7	Setting Up Taxed Prices for Sales Orders.....	7-59
7.3.8	Reviewing Taxed Prices on a Summarized Sales Order Header .....	7-60
7.4	Updating and Copying Sales Order Information.....	7-61
7.4.1	Understanding the Process to Update Header Information to the Detail Form .....	7-61
7.4.2	Understanding Copying Sales Orders.....	7-61
7.4.3	Understanding Repricing .....	7-62
7.4.3.1	Taxed Prices in the Order and Basket Level Pricing Report (R42750).....	7-63
7.4.3.2	Record Reservation .....	7-63
7.4.4	Prerequisite .....	7-63
7.4.5	Form Used to Update and Copy Sales Order Information.....	7-63
7.4.6	Updating Header Information.....	7-63
7.4.7	Copying Sales Orders.....	7-64
7.4.8	Setting Processing Options for the Order and Basket Level Repricing Program (R42750) .....	7-64
7.4.8.1	Record Selection.....	7-64
7.4.8.2	Default Values.....	7-64
7.4.8.3	Update Options.....	7-64
7.4.8.4	Process.....	7-65
7.5	Entering Sales Orders with Templates .....	7-66
7.5.1	Understanding the Use of Templates with Order Processing .....	7-66
7.5.2	Prerequisites .....	7-66
7.5.3	Forms Used to Enter Sales Orders with Templates .....	7-67
7.5.4	Entering Sales Orders Using Templates.....	7-67
7.6	Entering Substitute, Associated, and Promotional Items .....	7-67
7.6.1	Understanding Substitute, Associated, and Promotional Items.....	7-67
7.6.2	Prerequisites .....	7-68
7.6.3	Forms Used to Enter Substitute, Associated, and Promotional Items .....	7-68
7.6.4	Entering Substitute, Associated, and Promotional Items .....	7-69
7.7	Using Customer Segment Based Selling.....	7-69
7.7.1	Understanding How to Use Customer Segment Based Selling on Sales Orders ....	7-70
7.7.2	Prerequisites .....	7-70
7.7.3	Form Used to Add Customer Buying Segment Items to Sales Orders .....	7-70
7.7.4	Adding Customer Buying Segment Items to Sales Orders .....	7-70
7.8	Creating Volume-Based Upselling Prices .....	7-71
7.8.1	Understanding Volume-Based Upselling .....	7-71
7.8.1.1	Creating Volume-Based Upselling Prices .....	7-71
7.8.2	Prerequisites .....	7-71
7.8.3	Forms Used to Create Volume-Based Upselling Prices .....	7-72
7.9	Generating the Audit Log and Approval Processing .....	7-72
7.9.1	Understanding the Audit Log.....	7-72
7.9.2	Understanding Approval Processing .....	7-73
7.9.3	Prerequisites .....	7-74
7.9.4	Forms Used to Generate the Audit Log and Approval Processing.....	7-74

7.9.5	Reviewing the Audit Log .....	7-74
7.10	Entering Orders for Kits and Configured Items.....	7-74
7.10.1	Understanding Kits .....	7-75
7.10.1.1	Kit Components .....	7-75
7.10.1.2	Kit Example: Feature.....	7-75
7.10.1.3	Item Cross-Reference .....	7-76
7.10.1.4	Blanket and Quote Orders.....	7-76
7.10.1.5	Pricing .....	7-77
7.10.1.6	Work Orders for Kits.....	7-77
7.10.1.7	Kit Restrictions .....	7-77
7.10.2	Understanding Kit Processing .....	7-78
7.10.2.1	Individually Processing Components .....	7-79
7.10.2.2	Canceling Kits .....	7-80
7.10.2.3	Kit Work Order Processing .....	7-80
7.10.3	Understanding Configured Items .....	7-80
7.10.3.1	Configured Item Orders .....	7-80
7.10.4	Prerequisites .....	7-81
7.10.5	Forms Used to Enter Orders for Kits and Configured Items .....	7-81
7.10.6	Selecting Kit Components .....	7-82
7.10.7	Selecting Configured Item Attributes.....	7-82
7.11	Processing Recurring Sales Orders.....	7-82
7.11.1	Understanding Recurring Sales Orders.....	7-83
7.11.2	Understanding Taxed Prices in Recurring Sales Orders.....	7-83
7.11.2.1	Taxed Prices in the Recurring Orders Edited Creation Report (R40211Z) .....	7-84
7.11.3	Forms Used to Process Recurring Sales Orders .....	7-84
7.11.4	Setting Processing Options for the Recurring Orders Program (P4004Z).....	7-85
7.11.4.1	Defaults .....	7-85
7.11.4.2	Versions.....	7-86
7.11.4.3	Process.....	7-86
7.11.4.4	Customer Self Service .....	7-86
7.11.5	Creating Recurring Sales Orders .....	7-87
7.11.6	Entering Recurring Sales Order Information.....	7-87
7.11.7	Setting Processing Options for the Recurring Orders Edit and Creation Program (R40211Z) 7-87	
7.11.7.1	Process.....	7-87
7.11.7.2	Versions.....	7-88
7.11.7.3	Configurator .....	7-88
7.11.8	Processing Recurring Orders .....	7-88
7.12	Entering Sales Orders for Matrix Items .....	7-88
7.12.1	Understanding Entering Sales Orders for Matrix Items .....	7-88
7.12.2	Prerequisite .....	7-89
7.12.3	Forms Used to Enter Sales Orders for Matrix Items.....	7-89
7.12.4	Entering Sales Orders for Matrix Items.....	7-89

## 8 Entering Sales Orders for Customer Service Representatives

8.1	Understanding Sales Order Entry for Customer Service Representatives.....	8-1
8.2	Prerequisites .....	8-2



8.3	Entering Sales Order Header and Detail Information.....	8-3
8.3.1	Understanding Sales Order Header Information .....	8-3
8.3.1.1	Edit Full Header.....	8-3
8.3.2	Understanding Sales Order Detail Information.....	8-3
8.3.3	Understanding Workflow Processing During Sales Order Entry .....	8-4
8.3.4	Forms Used to Enter Sales Order Information .....	8-4
8.3.5	Setting Processing Options for the Sales Order Entry Program (P42101) .....	8-5
8.3.5.1	Display .....	8-5
8.3.5.2	Order Inquiry .....	8-7
8.3.5.3	Versions.....	8-8
8.3.5.4	Task Flow.....	8-8
8.3.6	Using Real-Time Summarization in the Sales Order Entry Program (P42101) .....	8-8
8.3.7	Entering Sales Order Header Information.....	8-9
8.3.8	Entering Sales Order Item Information.....	8-9
8.3.9	Entering Default Line Information.....	8-9
8.4	Copying Sales Orders.....	8-9
8.4.1	Understanding Copying Sales Orders.....	8-9
8.4.2	Forms Used to Copy Sales Order .....	8-10
8.4.3	Copying Sales Orders.....	8-10
8.5	Entering Sales Orders with Templates .....	8-10
8.5.1	Understanding the Use of Templates with Order Processing .....	8-10
8.5.2	Forms Used to Enter Sales Orders with Templates for Customer Service Representatives 8-10	
8.6	Entering Substitute, Associated, and Promotional Items .....	8-11
8.6.1	Understanding Substitute, Associated, and Promotional Items.....	8-11
8.6.2	Forms Used to Enter Substitute, Associated, and Promotional Items .....	8-11
8.7	Activating Notifications for Volume-Based Upselling.....	8-12
8.7.1	Understanding Volume-Based Upselling .....	8-12
8.7.2	Forms Used to Activate Notifications for Volume-Based Upselling for Customer Service Representatives 8-12	
8.8	Activating Subsystem Processing in Sales Order Entry .....	8-13
8.8.1	Understanding Activating Subsystem Processing for Customer Service Representatives 8-13	
8.9	Promising Orders in Sales Order Entry.....	8-13
8.9.1	Understanding Global Order Promising.....	8-13
8.10	Generating the Audit Log and Approval Processing.....	8-13
8.10.1	Understanding the Audit Log.....	8-13
8.10.2	Forms Used to Generate the Audit Log and Approval Processing for Customer Service Representatives 8-14	
8.11	Entering Orders for Kits and Configured Items.....	8-14
8.11.1	Understanding Kits and Configured Items .....	8-14
8.11.2	Forms Used to Manage Kit and Configured Item Orders .....	8-14

## 9 Entering Additional Orders

9.1	Understanding Additional Order Entry.....	9-1
9.2	Entering Credit Orders.....	9-2
9.2.1	Understanding Credit Orders.....	9-2

9.2.1.1	Create a Version for Credit Orders .....	9-3
9.2.1.2	Entering System-Generated Credit Orders.....	9-3
9.2.1.3	Working with Taxed Prices.....	9-3
9.2.2	Prerequisite .....	9-3
9.2.3	Forms Used to Enter Credit Orders .....	9-3
9.2.4	Setting Processing Options for the Sales Ledger Inquiry Program (P42025).....	9-4
9.2.4.1	Defaults .....	9-4
9.2.4.2	Credit Memo .....	9-5
9.2.4.3	Versions.....	9-5
9.2.5	Entering Credit Orders from History .....	9-5
9.3	Entering Transfer Orders.....	9-6
9.3.1	Understanding Transfer Orders .....	9-6
9.3.2	Prerequisite .....	9-7
9.3.3	Forms Used to Enter Transfer Orders.....	9-7
9.3.4	Entering Transfer Orders.....	9-7
9.4	Entering Direct Ship Orders .....	9-7
9.4.1	Understanding Direct Ship Orders .....	9-7
9.4.2	Understanding Integrity Between Related Sales and Purchase Orders .....	9-8
9.4.2.1	Receipts .....	9-9
9.4.2.2	Voucher Match.....	9-9
9.4.3	Prerequisites .....	9-9
9.4.4	Forms Used to Enter Direct Ship Orders.....	9-10
9.5	Entering Blanket Orders .....	9-10
9.5.1	Understanding Blanket Orders.....	9-10
9.5.1.1	Blanket Orders for Kits .....	9-11
9.5.2	Prerequisites .....	9-11
9.5.3	Forms Used to Enter Blanket Orders .....	9-12
9.6	Entering Quote Orders.....	9-12
9.6.1	Understanding Quote Orders .....	9-12
9.6.1.1	Quote Orders for Kits.....	9-13
9.6.2	Prerequisites .....	9-13
9.6.3	Forms Used to Enter Quote Orders.....	9-13
9.7	Entering Interbranch and Intercompany Orders .....	9-14
9.7.1	Understanding Interbranch and Intercompany Orders.....	9-14
9.7.2	Understanding Default Information for Interbranch Orders.....	9-15
9.7.3	Understanding Interbranch Order Entry .....	9-15
9.7.3.1	Creating Intercompany Orders During Shipment Confirmation.....	9-16
9.7.4	Prerequisites .....	9-16
9.7.5	Forms Used to Enter Interbranch and Intercompany Orders .....	9-17
9.7.6	Entering Interbranch Orders.....	9-17

## 10 Integrating with Oracle Global Order Promising

10.1	Understanding JD Edwards EnterpriseOne Integration with Oracle Global Order Promising	10-1
10.2	Activating the JD Edwards EnterpriseOne Integration to Oracle Global Order Promising ...	10-2

10.2.1	Understanding the Activation of JD Edwards EnterpriseOne Integration to Oracle Global Order Promising	10-2
10.2.2	Form Used to Activate JD Edwards EnterpriseOne Integration with Oracle Global Order Promising	10-2
10.2.3	Activating JD Edwards EnterpriseOne Integration with Oracle Global Order Promising	10-2
10.3	Understanding JD Edwards EnterpriseOne Configuration	10-3
10.4	Setting Up Resources	10-3
10.4.1	Forms Used to Set Up Resources	10-3
10.4.2	Attaching Work Center Resources to Routing Steps	10-4
10.4.3	Revising Routing Master Resource Set Definition Detail	10-4
10.4.4	Editing Work Center Resources	10-4
10.4.5	Setting Processing Options for the VCP Planning BOM Creation Program (R34A1020PB)	10-4
10.4.5.1	Process	10-4
10.5	Setting Up Items for GOP Processing	10-5
10.5.1	Understanding Item Setup for GOP Processing	10-5
10.5.2	Form Used to Setup Items for GOP Processing	10-6
10.5.3	Setting Up Items for GOP Processing	10-6
10.5.4	Configured Items	10-7
10.6	Setting Up ATP Rules	10-7
10.6.1	Understanding ATP Rules	10-7
10.6.2	Form Used to Set Up ATP Rules	10-7
10.6.3	Setting Up ATP Rules	10-7
10.7	Reviewing Global Order Promising Results	10-9
10.7.1	Form Used to Review Global Order Promising Results	10-9
10.7.2	Reviewing Global Order Promising Results	10-9
10.8	Setting Up GOP Business Services	10-9
10.8.1	Understanding Web Services (WSC) Callout	10-10
10.8.2	Configuring the GOP Processor	10-10
10.8.2.1	GOP JAXRPC Processor Business Service (JC34A010)	10-10
10.8.2.2	GOP JAXWS Processor Business Service (JC490020)	10-11
10.8.3	Setting Up Soft Coding Templates	10-12
10.8.4	Setting Up Web Service Soft Coding Records	10-13

## 11 Holding, Releasing, and Reviewing Orders

11.1	Understanding Order Holds and Releases	11-1
11.1.1	Prerequisite	11-1
11.2	Holding Orders	11-1
11.2.1	Understanding Holding Orders	11-1
11.2.1.1	Record Reservation	11-2
11.2.2	Setting Processing Options for the Batch Credit Hold Program (R42542)	11-2
11.2.2.1	Defaults	11-2
11.3	Releasing Held Orders	11-3
11.3.1	Understanding Order Releases	11-4
11.3.2	Prerequisites	11-4
11.3.3	Forms Used to Release Held Orders	11-5

11.3.4	Setting Processing Options for the Release Holds Program (P43070) .....	11-5
11.3.4.1	Defaults .....	11-5
11.3.4.2	Display .....	11-5
11.3.4.3	Versions.....	11-5
11.3.4.4	Process.....	11-6
11.3.4.5	Warehouse .....	11-6
11.3.4.6	Prepayment .....	11-7
11.3.5	Releasing Orders on Hold .....	11-7
11.3.6	Setting Processing Options for the Batch Release Credit Holds Program (R42550) .....	11-7
11.3.6.1	Defaults .....	11-7
11.3.6.2	Print .....	11-8
11.3.7	Releasing Credit Holds in Batch.....	11-8
11.3.7.1	Record Reservation .....	11-9
11.4	Releasing Backorders.....	11-9
11.4.1	Understanding Backorder Releases .....	11-9
11.4.1.1	Releasing Backorders in a Batch.....	11-9
11.4.1.2	Releasing Backorders for Kits .....	11-10
11.4.1.3	Releasing Backorders with Taxed Prices.....	11-10
11.4.2	Forms Used to Release Backorders Online .....	11-10
11.4.3	Setting Processing Options for the Release Backorders - Online Program (P42117) .....	11-11
11.4.3.1	Defaults .....	11-11
11.4.3.2	Display .....	11-11
11.4.3.3	Edits .....	11-12
11.4.3.4	Process.....	11-12
11.4.3.5	Order Holds.....	11-13
11.4.3.6	Print .....	11-14
11.4.3.7	Versions.....	11-14
11.4.3.8	Warehouse .....	11-15
11.4.4	Releasing Backorders Online .....	11-15
11.4.5	Setting Processing Options for the Backorder Release and Report Program (R42118) .....	11-15
11.4.5.1	Defaults .....	11-15
11.4.5.2	Edits .....	11-16
11.4.5.3	Process.....	11-16
11.4.5.4	Order Holds.....	11-17
11.4.5.5	Print .....	11-17
11.4.5.6	Versions.....	11-18
11.4.5.7	Warehousing .....	11-18
11.4.6	Releasing Backorders in Batch .....	11-19
11.5	Releasing Blanket Orders.....	11-19
11.5.1	Understanding Blanket Order Release .....	11-19
11.5.1.1	Releasing Blanket Order for Kits.....	11-20
11.5.1.2	Releasing Blanket Orders with Taxed Prices.....	11-20
11.5.2	Forms Used to Release Blanket Orders .....	11-22
11.5.3	Setting Processing Options for the Sales Blanket Order Release Program (P420111) .....	11-22
11.5.3.1	Default.....	11-22

11.5.3.2	Display .....	11-23
11.5.3.3	Version .....	11-23
11.5.3.4	Customer Self Service .....	11-23
11.5.4	Releasing Blanket Orders .....	11-24
11.6	Releasing Quote Orders .....	11-24
11.6.1	Understanding Quote Order Release .....	11-24
11.6.1.1	Quote Order Release for Kits .....	11-25
11.6.2	Mobile Enterprise Applications for Quote Review and Release .....	11-25
11.6.3	Forms Used to Release Quote Orders .....	11-25
11.6.4	Releasing Quote Orders .....	11-26
11.7	Reviewing Item Information .....	11-26
11.7.1	Mobile Enterprise Applications for Reviewing Customer Order Information .....	11-27
11.7.2	Understanding Item Information .....	11-27
11.7.3	Understanding Supply and Demand .....	11-27
11.7.4	Prerequisite .....	11-28
11.7.5	Forms Used to Review Item Information .....	11-28
11.7.6	Setting Processing Options for the Check Price and Availability Program (P4074) .....	11-28
11.7.6.1	Process .....	11-28
11.7.7	Reviewing Standard Price and Availability Information .....	11-29
11.7.8	Setting Processing Options for the Item Availability Program (P41202) .....	11-30
11.7.8.1	Versions .....	11-30
11.7.8.2	Display .....	11-31
11.7.8.3	Lot Options .....	11-32
11.7.9	Locating Quantity Information .....	11-32
11.7.10	Reviewing Availability Calculations .....	11-33
11.7.11	Setting Processing Options for the Supply and Demand Inquiry Program (P4021) .....	11-33
11.7.11.1	Process .....	11-33
11.7.11.2	Display .....	11-36
11.7.11.3	Versions .....	11-37
11.7.12	Reviewing Supply and Demand Information .....	11-39
11.8	Reviewing Customer and Sales Information .....	11-39
11.8.1	Understanding Customer Account Information .....	11-39
11.8.2	Understanding Sales Order Information .....	11-40
11.8.2.1	Sales Orders in an As If Currency .....	11-40
11.8.3	Understanding Sales Ledger Information .....	11-40
11.8.4	Prerequisites .....	11-41
11.8.5	Forms Used to Review Customer and Sales Information .....	11-41
11.8.6	Reviewing Customer Account Information .....	11-42
11.8.7	Reviewing Sales Orders .....	11-42
11.8.8	Setting Processing Options for the Delivery Notes Inquiry Program (P42290) ....	11-43
11.8.8.1	Versions .....	11-43
11.9	Reviewing Commission Information .....	11-43
11.9.1	Understanding Commission Information .....	11-44
11.9.2	Prerequisites .....	11-44
11.9.3	Forms Used to Review Commission Information .....	11-44

11.9.4	Reviewing Commission Information.....	11-45
11.9.5	Reviewing Commission Accruals .....	11-45

## 12 Processing Sales Orders

12.1	Understanding Sales Order Information.....	12-1
12.2	Understanding Sales Order Processing .....	12-2
12.3	Understanding Transaction Processing.....	12-3
12.4	Working with Billing Information.....	12-3
12.4.1	Understanding Online Invoices.....	12-4
12.4.1.1	Taxed Prices.....	12-4
12.4.2	Understanding Order Acknowledgment Printing .....	12-5
12.4.3	Forms Used to Work with Billing Information .....	12-5
12.4.4	Setting Processing Options for the Online Invoice Inquiry Program (P42230) .....	12-6
12.4.4.1	Defaults .....	12-6
12.4.4.2	Freight .....	12-7
12.4.4.3	Versions.....	12-7
12.4.4.4	Commissions .....	12-7
12.4.5	Printing Order Acknowledgements.....	12-7
12.5	Updating Status Codes.....	12-7
12.5.1	Understanding Status Codes.....	12-7
12.5.2	Prerequisite .....	12-8
12.5.3	Forms Used to Update Status Codes .....	12-8
12.5.4	Setting Processing Options for the Status Code Update Program (P42040) .....	12-8
12.5.4.1	Defaults .....	12-8
12.5.4.2	Versions.....	12-9
12.5.4.3	Warehouse .....	12-9
12.5.5	Updating Status Codes .....	12-10
12.6	Printing Picking Documents .....	12-10
12.6.1	Understanding Types of Picking Documents.....	12-10
12.6.1.1	Taxed Prices.....	12-12
12.6.1.2	Transaction Processing .....	12-13
12.6.2	Setting Processing Options for the Print Pick Slips Program (R42520) .....	12-13
12.6.2.1	Edits .....	12-13
12.6.2.2	Display .....	12-14
12.6.2.3	Process.....	12-16
12.6.2.4	Currency .....	12-16
12.6.2.5	Versions.....	12-17
12.6.3	Printing Pick Slips.....	12-17
12.7	Processing Serial Number Information .....	12-17
12.7.1	Understanding Serial Number Processing.....	12-17
12.7.2	Understanding Serial Number Processing in the Distribution System .....	12-18
12.7.2.1	Serial Number Requirements During Initial Item Entry .....	12-18
12.7.2.2	Serial Number Access During Purchase Order Receipts.....	12-18
12.7.2.3	Serial Number Entry During Order Entry .....	12-19
12.7.2.4	Serial Number Entry During Shipment Confirmation .....	12-19
12.7.3	Understanding Serial Number Setup for a Branch/Plant .....	12-19
12.7.4	Forms Used to Process Serial Number Information .....	12-20

12.7.5	Setting Processing Options for the Serial Number Inquiry Program (R4220) .....	12-20
12.7.5.1	Defaults .....	12-20
12.7.5.2	Versions.....	12-20
12.8	Confirming Shipments .....	12-20
12.8.1	Understanding Shipment Confirmations.....	12-20
12.8.1.1	Partial Order Quantities for Kits and Configured Items .....	12-21
12.8.1.2	JD Edwards EnterpriseOne Transportation and Kits.....	12-22
12.8.1.3	Ship Ascending Dates .....	12-23
12.8.1.4	In-Transit Accounting for Transfer Orders in Shipment Confirmation .....	12-23
12.8.1.5	Taxed Prices.....	12-23
12.8.1.6	Alternate Tax Rate/ Area Assignment Functionality in the Shipment Confirmation Process 12-24	
12.8.2	Understanding Additional Order Processing During Ship Confirm.....	12-24
12.8.2.1	Updating On-Hand Inventory .....	12-25
12.8.2.2	Load and Delivery Confirmation .....	12-25
12.8.2.3	Entering Serial Number Information During Confirmation.....	12-26
12.8.2.4	Confirming Test Results for Shipped Items.....	12-26
12.8.3	Understanding Tare and Pack Information .....	12-27
12.8.4	Understanding the Ship Confirm Batch Application .....	12-27
12.8.5	Prerequisites .....	12-28
12.8.6	Forms Used to Confirm Shipments.....	12-29
12.8.7	Setting Processing Options for the Shipment Confirmation Program (P4205) .....	12-29
12.8.7.1	Selection .....	12-29
12.8.7.2	Defaults .....	12-30
12.8.7.3	Display .....	12-31
12.8.7.4	Edits .....	12-33
12.8.7.5	Process.....	12-34
12.8.7.6	Freight .....	12-36
12.8.7.7	Print .....	12-37
12.8.7.8	Versions.....	12-37
12.8.7.9	Warehouse .....	12-37
12.8.7.10	Quality.....	12-38
12.8.7.11	Agreements.....	12-39
12.8.7.12	Interop .....	12-39
12.8.7.13	Bulk.....	12-40
12.8.7.14	InterBranch .....	12-40
12.8.7.15	Prepayment .....	12-40
12.8.7.16	Carton Detail .....	12-41
12.8.8	Confirming Shipments .....	12-41
12.8.9	Setting Processing Options for the Ship Confirm Batch Application Program (R42500) . 12-42	
12.8.9.1	Rec Selection.....	12-42
12.8.9.2	Process.....	12-42
12.8.10	Running the Ship Confirm Batch Application .....	12-43
12.9	Printing Shipping Documents.....	12-43
12.9.1	Understanding Bills of Lading.....	12-43
12.9.2	Understanding Delivery Notes.....	12-44

12.9.3	Prerequisites .....	12-44
12.9.4	Setting Processing Options for the Print Shipping Documents Program (R42530) .....	12-44
12.9.4.1	Default 1 .....	12-44
12.9.4.2	Defaults 2 .....	12-44
12.9.4.3	Process .....	12-45
12.9.4.4	Print .....	12-45
12.9.4.5	Currency .....	12-45
12.9.5	Printing Bills of Lading .....	12-46
12.9.6	Setting Processing Options for the Print Delivery Notes Program (R42535) .....	12-46
12.9.6.1	Defaults .....	12-46
12.9.6.2	Display .....	12-46
12.9.6.3	Display 1 .....	12-46
12.9.6.4	Item Number .....	12-47
12.9.6.5	Process .....	12-47
12.9.6.6	Currency .....	12-47
12.9.7	Printing Delivery Notes .....	12-47
12.10	Processing Shipments According to UCC 128 .....	12-47
12.10.1	Understanding Shipment Processing According to UCC 128 .....	12-47
12.10.1.1	Prepare the Shipment .....	12-48
12.10.1.2	Create Shipments for Sales Orders .....	12-48
12.10.1.3	Confirmation Information for Packaging, UCC 128, and Shipments .....	12-48
12.10.2	Prerequisites .....	12-48
12.10.3	Forms Used to Process Shipments According to UCC 128 .....	12-49
12.10.4	Setting Processing Options for the Work with Shipments Program (P4915) .....	12-49
12.10.4.1	Display .....	12-49
12.10.4.2	Process .....	12-50
12.10.4.3	Approval .....	12-50
12.10.4.4	Versions .....	12-52
12.10.4.5	Manual Shipment Consolidation .....	12-53
12.10.5	Entering Information for Shipment, Packaging, and UCC 128 Shipments .....	12-53

## 13 Processing Prepayments

13.1	Understanding Prepayment Processing .....	13-1
13.1.1	Prerequisites .....	13-2
13.2	Understanding Prepayment Processing Setup .....	13-2
13.2.1	Prepayment Status Codes .....	13-2
13.2.2	Prepayment Types .....	13-3
13.2.2.1	Hard-Coded Codes .....	13-3
13.2.2.2	Soft-Coded Codes .....	13-3
13.2.2.3	Special Handling Codes .....	13-4
13.2.3	Prepayment Hold Codes .....	13-4
13.2.3.1	Authorization Hold Codes .....	13-4
13.2.3.2	Settlement Hold Codes .....	13-4
13.3	Authorizing Credit Card Transactions .....	13-4
13.3.1	Understanding Credit Card Authorization .....	13-5



13.3.2	Setting Processing Options for the Authorize Prepayment Transactions Program (R004201)	13-5
13.3.2.1	Defaults .....	13-5
13.3.2.2	Holds .....	13-5
13.3.3	Running the Authorize Prepayment Transactions Program.....	13-5
13.4	Updating Prepayment Transactions .....	13-5
13.4.1	Work with Prepayment Information During Order Entry .....	13-6
13.4.2	Release Held Orders for Authorization and Settlement .....	13-6
13.4.3	Update Transaction Status During Shipment Confirmation.....	13-6
13.4.4	Print Prepayment Information on Invoices .....	13-6
13.4.5	Update Prepayment Information at Sales Update .....	13-6
13.4.6	Using Taxed Prices .....	13-7
13.5	Updating the Transaction Status Manually .....	13-7
13.5.1	Understanding Updates to the Transaction Status.....	13-7
13.5.1.1	Examples: Impact of Setting Processing Options .....	13-8
13.5.2	Forms Used to Update the Transaction Status .....	13-8
13.5.3	Updating Transaction Status Codes.....	13-8
13.6	Settling Prepayment Transactions .....	13-9
13.6.1	Understanding Settling Prepayment Transactions.....	13-9
13.6.2	Setting Processing Options for the Settle Prepayment Transactions Program (R004202)	13-9
13.6.2.1	Defaults .....	13-9
13.6.2.2	Holds .....	13-9
13.6.3	Running the Settle Prepayment Transactions Program.....	13-9
13.7	Working with Drafts for Prepayments .....	13-9
13.7.1	Understanding Draft Collection .....	13-10
13.7.1.1	Data Selection for Draft Collection with Status Update .....	13-11
13.7.2	Understanding Preauthorized Drafts .....	13-11

## 14 Updating Prices

14.1	Updating Base Prices.....	14-1
14.1.1	Understanding Base Price Updates.....	14-1
14.1.1.1	Change Existing Prices .....	14-2
14.1.1.2	Create Future Prices .....	14-2
14.1.2	Setting Processing Options for the Base/Price Maintenance - Batch Program (R41830)..	14-2
14.1.2.1	Update.....	14-2
14.1.2.2	Adjustments .....	14-2
14.1.2.3	Date.....	14-3
14.1.3	Running the Base/Price Maintenance - Batch Program .....	14-3
14.2	Updating Taxed Prices .....	14-3
14.2.1	Understanding Taxed Price Updates.....	14-3
14.2.2	Setting Processing Options for the Sales Order Batch Tax Update Report Program (R45650)	14-4
14.2.2.1	Process.....	14-4
14.2.2.2	Versions.....	14-4
14.2.3	Running the Sales Order Batch Tax Update Report Program (R45650) .....	14-4

14.3	Updating Prices for a Customer .....	14-4
14.3.1	Understanding Customer Price Updates .....	14-4
14.3.1.1	Taxed Prices.....	14-5
14.3.1.2	Record Reservation .....	14-6
14.3.2	Setting Processing Options for the Sales Order Batch Price/Cost Update Program (R42950) 14-7	
14.3.2.1	Process.....	14-7
14.3.2.2	Price Process.....	14-7
14.3.2.3	Display/Calculation.....	14-8
14.3.2.4	Versions.....	14-8
14.3.3	Running the Sales Order Batch Price/Cost Update Program.....	14-9
14.4	Converting Price Levels .....	14-9
14.4.1	Understanding Price Level Conversions.....	14-9
14.4.2	Setting Processing Options for the Item Sales Price Level Conversion Program (R41816) 14-9	
14.4.2.1	Process.....	14-9
14.4.3	Running the Item Sales Price Level Conversion Program.....	14-10
14.5	Generating New Base Prices in a Different Currency .....	14-10
14.5.1	Understanding New Base Prices in a Different Currency .....	14-11
14.5.1.1	Example: Generating New Base Prices.....	14-11
14.5.1.2	Data Selection for Generate Base Price/Currency Program .....	14-12
14.5.2	Setting Processing Options for the Base Price Generation by Currency Program (R410601) 14-12	
14.5.2.1	Run Modes.....	14-12
14.5.2.2	Currency .....	14-13
14.5.3	Generating New Base Price or Currency.....	14-13

## 15 Invoicing

15.1	Understanding Invoicing.....	15-1
15.2	Printing Standard Invoices .....	15-2
15.2.1	Understanding the Print Invoices Program.....	15-2
15.2.1.1	Invoice Types .....	15-2
15.2.1.2	Currencies .....	15-3
15.2.1.3	Taxes .....	15-3
15.2.1.4	Taxed Prices.....	15-4
15.2.1.5	Intercompany Invoices .....	15-4
15.2.2	Understanding Kit Component and Parent Invoicing .....	15-5
15.2.2.1	Example: Partial Ship Component and Full Ship Parent.....	15-5
15.2.2.2	Example: Partial Ship Component and Partial Ship Parent.....	15-6
15.2.2.3	Foreign Currency .....	15-8
15.2.3	Prerequisites .....	15-8
15.2.4	Setting Processing Options for the Print Invoices Program (R42565).....	15-8
15.2.4.1	Default.....	15-8
15.2.4.2	Print .....	15-9
15.2.4.3	Cost/Price Update.....	15-13
15.2.4.4	Prepayment .....	15-13
15.2.4.5	Process.....	15-14

15.2.4.6	EDI .....	15-14
15.2.4.7	Demand Scheduling.....	15-15
15.2.4.8	E-mail .....	15-15
15.2.5	Running the Print Invoices Program .....	15-16
15.3	Setting Up Invoice Cycles .....	15-16
15.3.1	Understanding Invoice Cycle Setup .....	15-16
15.3.1.1	Invoice Cycle Preference .....	15-16
15.3.1.2	Invoice Cycle Calculation Rules.....	15-17
15.3.1.3	Example: Scheduled Invoice Date Calculation .....	15-17
15.3.1.4	Automatic Accounting Instructions for Invoice Cycles.....	15-18
15.3.1.5	UDCs for Invoice Cycles.....	15-18
15.3.2	Forms Used to Set Up Invoice Cycle Preferences .....	15-18
15.3.3	Creating Invoice Cycle Preferences.....	15-19
15.3.4	Adding Scheduled Invoice Date Ranges.....	15-20
15.4	Running Cycle Billing .....	15-20
15.4.1	Understanding Cycle Billing.....	15-20
15.4.1.1	Non-Cycle Billing Journal Entries.....	15-21
15.4.1.2	Cycle Billing Journal Entries .....	15-21
15.4.1.3	Review the Cycle Billing Transaction Report.....	15-22
15.4.2	Prerequisite .....	15-22
15.4.3	Setting Processing Options for the Cycle Billing Program (R49700).....	15-22
15.4.3.1	Defaults 1 .....	15-22
15.4.4	Running the Cycle Billing Program .....	15-23

## 16 Running the End of Day Processes

16.1	Understanding End Of Day Processing.....	16-1
16.2	Understanding Journal Entry Batch Review and Approval.....	16-2
16.3	Understanding Journal Entry Batch Posting.....	16-3
16.3.1	Posting Interbranch Sales .....	16-3
16.3.2	Making Changes During the Post Process .....	16-3
16.3.3	Verifying the Post of Journal Entries .....	16-3
16.3.4	Reviewing Electronic Mail for Messages.....	16-4
16.3.5	Reviewing the General Ledger Post Report.....	16-4
16.4	Updating Customer Sales .....	16-4
16.4.1	Understanding the Sales Update Program .....	16-4
16.4.1.1	Updating Tables.....	16-5
16.4.1.2	Selecting Versions and Modes for Update Customer Sales .....	16-6
16.4.1.3	Transaction Processing .....	16-7
16.4.1.4	Kit Processing.....	16-7
16.4.1.5	On-Hand Inventory .....	16-7
16.4.1.6	Bulk Stock Information .....	16-7
16.4.1.7	Taxed Prices.....	16-8
16.4.1.8	Interactive Versions in the Sales Update Program .....	16-8
16.4.1.9	Review Electronic Mail for Sales Update Errors.....	16-8
16.4.2	Understanding Interbranch and Intercompany Transactions .....	16-8
16.4.2.1	Example: Accounts Receivable and Accounts Payable Entries .....	16-9
16.4.2.2	Example: Accounts Receivable Entries.....	16-9

16.4.3	Understanding AAIs Used by the Sales Update Program .....	16-9
16.4.4	Prerequisites .....	16-11
16.4.5	Setting Processing Options for the Sales Update Program (R42800) .....	16-11
16.4.5.1	Defaults .....	16-12
16.4.5.2	Update .....	16-13
16.4.5.3	Versions.....	16-16
16.4.5.4	Print .....	16-16
16.4.5.5	Summarization.....	16-17
16.4.5.6	Cost Update .....	16-18
16.4.5.7	Interbranch .....	16-18
16.4.5.8	Flex Acctg.....	16-19
16.4.5.9	Bulk Product.....	16-19
16.4.5.10	Agreements.....	16-19
16.4.5.11	Performance.....	16-20
16.4.5.12	Prepayment .....	16-20
16.4.6	Running the Sales Update Program.....	16-20
16.5	Reviewing Sales Update Reports.....	16-21
16.5.1	Understanding Sales Update Reports.....	16-21
16.5.2	Reviewing the Invoice Journal.....	16-21
16.5.3	Reviewing the Sales Journal.....	16-21
16.5.4	Setting Processing Options for the Print Sales Journal Program (R42810).....	16-21
16.5.4.1	Default 1 .....	16-22
16.5.4.2	Default 2 .....	16-22
16.5.4.3	Print .....	16-22
16.6	Reposting Orders .....	16-22
16.6.1	Understanding the Process to Repost Orders.....	16-22
16.6.1.1	Recommitting Future Sales Orders.....	16-23
16.6.1.2	Restoring Active Orders .....	16-23
16.6.1.3	By-Pass Orders .....	16-23
16.6.1.4	Combining Recommit and Repost in One Version .....	16-24
16.6.1.5	Taxed Prices.....	16-24
16.6.1.6	Transaction Processing .....	16-24
16.6.2	Setting Processing Options for the Repost Active Sales Orders Program (R42995) .....	16-24
16.6.2.1	Recommit.....	16-24
16.6.2.2	Repost.....	16-25
16.6.3	Running the Repost Active Sales Orders Program.....	16-26
16.7	Purging Data.....	16-26
16.7.1	Understanding the Purge Programs for Sales Order Management .....	16-26
16.7.2	Understanding the Sales Order Text Lines Purge Program .....	16-26
16.7.3	Prerequisites .....	16-27
16.7.4	Purging Sales Order Text Lines .....	16-27
16.7.5	Purging Processed Batch Sales Orders .....	16-27
16.7.6	Setting Processing Options for the Purge Sales Order Header (F4201) Program (R4201P) 16-27	
16.7.6.1	Purge.....	16-27
16.7.7	Purging Sales Order Header Records .....	16-28
16.7.8	Setting Processing Options for the Purge Detail to History Program (R42996) ...	16-28

16.7.8.1	Process.....	16-28
16.7.9	Purging Sales Order Detail Lines .....	16-28
16.7.10	Setting Processing Options for the Purge Audit Log Program (R42420) .....	16-29
16.7.10.1	Purge Options .....	16-29
16.7.11	Purging Audit Log Transactions .....	16-29
16.7.12	Purging Sales Order Transactions .....	16-29

## 17 Generating Returned Material Authorization

17.1	Understanding RMA .....	17-1
17.1.1	Generic Business Example.....	17-1
17.2	Setting Up RMA Defaults .....	17-2
17.2.1	Understanding RMA Defaults .....	17-2
17.2.2	Form Used to Set Up RMA Defaults.....	17-2
17.2.3	Setting Up RMA Defaults .....	17-3
17.2.4	Determining the Search Sequence .....	17-3
17.3	Creating RMAs.....	17-4
17.3.1	Understanding RMA Entry .....	17-4
17.3.1.1	Taxed Prices.....	17-4
17.3.1.2	Credit Memos.....	17-5
17.3.2	Prerequisites .....	17-5
17.3.3	Form Used to Create RMAs .....	17-6
17.3.4	Setting Processing Options for the Return Material Authorization Revisions Program (P400511) 17-7	
17.3.4.1	Defaults .....	17-7
17.3.4.2	Edits .....	17-8
17.3.4.3	Process.....	17-8
17.3.4.4	Versions.....	17-9
17.3.5	Setting Processing Options for the Work with Return Material Authorization Program (P40051) 17-10	
17.3.5.1	Default.....	17-10
17.3.5.2	Versions.....	17-10
17.3.6	Entering Returned Material Authorizations .....	17-11
17.4	Running the RMA - Update Sales Order Status Program.....	17-13
17.4.1	Understanding the RMA - Update Sales Order Status Program.....	17-13
17.4.1.1	Taxed Prices.....	17-13
17.4.2	Setting Processing Options for RMA - Update Sales Order Status (R400502) .....	17-14
17.4.2.1	Process.....	17-14
17.4.2.2	Versions.....	17-14
17.4.3	Running the RMA - Update Sales Order Status Program .....	17-14
17.5	Running the RMA Purge Program.....	17-14
17.5.1	Understanding RMA Purge .....	17-14
17.5.2	Setting Processing Options for the RMA Purge Program (R400510) .....	17-15
17.5.2.1	Purge.....	17-15
17.5.3	Running the RMA Purge Program (R400510) .....	17-15

## 18 Activating Preferences

18.1	Understanding Preferences .....	18-1
18.1.1	Preference Master and Hierarchy .....	18-2
18.2	Understanding the Difference Between Basic and Advanced Preferences .....	18-2
18.2.1	Basic Preferences .....	18-2
18.2.2	How the System Uses Basic Preferences .....	18-3
18.2.2.1	Example: Applying a Basic Preference .....	18-3
18.2.3	Advanced Preferences .....	18-4
18.3	Understanding Preference Types .....	18-4
18.4	Understanding Custom Preference Types .....	18-10
18.4.1	Carrier Preference .....	18-11
18.4.2	Customer Currency Preference .....	18-11
18.4.3	Customer Freight Preference .....	18-11
18.4.4	Delivery Date Preference .....	18-12
18.4.4.1	Example: Applying Dates for Products with the Delivery Date Preference...	18-12
18.4.5	Document Set Preference .....	18-13
18.4.5.1	Example: Document Set Preference .....	18-14
18.4.6	End Use Preference .....	18-14
18.4.7	Extended Terms Deal Preference .....	18-15
18.4.8	Freight Preference .....	18-15
18.4.9	Grade and Potency Preference .....	18-15
18.4.10	Gross Profit Margin Pricing Preference .....	18-16
18.4.11	Inventory Commitment Preference .....	18-16
18.4.11.1	Percent-To-Fill Value and Related System Actions .....	18-17
18.4.11.2	Technical Considerations .....	18-18
18.4.11.3	Transaction Processing .....	18-18
18.4.12	Line of Business Preference .....	18-18
18.4.13	Mode of Transport Preference .....	18-19
18.4.14	Multiple Shipping and Receiving Locations Preference .....	18-19
18.4.15	Next Order Status Preference .....	18-20
18.4.16	Options and Equipment Preference .....	18-20
18.4.17	Order Preparation Days Preference .....	18-21
18.4.17.1	Example: Applying Dates for Products with the Order Preparation Days Preference	18-21
18.4.18	Payment Terms Preference .....	18-22
18.4.19	Payment Terms (Branch) Preference .....	18-22
18.4.20	Price Adjustment Schedule Preference .....	18-22
18.4.21	Pricing Unit of Measure Preference .....	18-22
18.4.22	Pricing Unit of Measure (Branch) Preference .....	18-23
18.4.23	Product Allocation Preference .....	18-24
18.4.23.1	Technical Considerations .....	18-24
18.4.24	Product Allocation (Branch) Preference .....	18-25
18.4.24.1	Technical Considerations .....	18-26
18.4.25	Quality Management Preference .....	18-27
18.4.26	Revenue Business Unit Preference .....	18-27
18.4.26.1	Example: Revenue Business Unit Preference .....	18-27
18.4.27	Revenue Business Unit Preference (Branch) .....	18-27

18.4.27.1	Example: Revenue Business Unit (Branch) Preference .....	18-27
18.4.28	Sales Commission Preference .....	18-28
18.4.29	Sales Price Based on Date Preference.....	18-28
18.4.30	User Defined Price Code Preference.....	18-28
18.5	Setting Up Preference Master Information .....	18-29
18.5.1	Understanding Preference Master Setup .....	18-29
18.5.2	Form Used to Set Up Preference Master Information .....	18-29
18.5.3	Setting Up Preference Master Information .....	18-29
18.6	Arranging the Preference Hierarchy.....	18-30
18.6.1	Understanding Arranging the Preference Hierarchy.....	18-30
18.6.2	Form Used to Arrange the Preference Hierarchy .....	18-31
18.6.3	Arranging the Preference Hierarchy.....	18-31
18.7	Setting Up Basic Preference Information.....	18-32
18.7.1	Understanding Setting Up Basic Preferences .....	18-32
18.7.2	Forms Used to Enter Basic Preference Information.....	18-32
18.8	Setting Up Advanced Preferences .....	18-41
18.8.1	Understanding Setting Up Advanced Preferences.....	18-41
18.8.1.1	Advanced Preference Types .....	18-41
18.8.1.2	Advanced Preference Schedules .....	18-42
18.8.1.3	Advanced Preference Details.....	18-42
18.8.1.4	Advanced Preference Processing .....	18-42
18.8.2	Forms Used to Set Up Advanced Preferences .....	18-43
18.8.3	Setting Up Preference Definitions .....	18-43
18.8.4	Setting Up Preference Schedules .....	18-44
18.8.5	Setting Up Preference Details .....	18-44
18.8.6	Setting Up Preference Detail Values.....	18-44
18.9	Assigning Customers and Items to Groups.....	18-44
18.9.1	Understanding Assigning Customers and Items to Groups.....	18-45
18.9.1.1	Assign a Customer to a Preference Group.....	18-45
18.9.2	Prerequisite .....	18-45
18.9.3	Forms Used to Assign Customers and Items to a Group .....	18-45
18.9.4	Assigning a Customer to a Preference Group .....	18-46
18.9.5	Assigning an Item to a Preference Group .....	18-46
18.10	Activating Preferences .....	18-46
18.10.1	Understanding How to Activate Preferences.....	18-46
18.10.2	Understanding How to Select Preferences.....	18-47
18.10.2.1	Locating Preferences .....	18-47
18.10.3	Prerequisites .....	18-47
18.10.4	Setting Processing Options for Preferences Selection (R40400) .....	18-47
18.10.4.1	Process Ctl .....	18-47
18.10.4.2	Process Ctl 2 .....	18-48
18.10.4.3	Process Ctl 3 .....	18-48
18.10.4.4	Process Ctl 4 .....	18-48
18.10.5	Running the Preferences Selection Program.....	18-48

## **A Delivered Workflow for JD Edwards EnterpriseOne Sales Order Management**

A.1	Delivered Workflow for JD Edwards EnterpriseOne Sales Order Management.....	A-1
-----	---	-----

A.1.1	JDESOENTRY Workflow Process .....	A-1
A.1.1.1	Description .....	A-1
A.1.1.2	Workflow Objects .....	A-2
A.1.2	Acknowledgment Workflow .....	A-2
A.1.2.1	Description .....	A-2
A.1.2.2	Workflow Objects .....	A-2
A.1.3	Sales Order Change Approval .....	A-3
A.1.3.1	Description .....	A-3
A.1.3.2	Workflow Objects .....	A-3

## **B JD Edwards EnterpriseOne Sales Order Management Reports**

B.1	JD Edwards EnterpriseOne Sales Order Management Reports.....	B-1
B.2	JD Edwards EnterpriseOne Sales Order Management Reports: A to Z .....	B-1
B.3	JD Edwards EnterpriseOne Sales Order Management: Selected Reports .....	B-2
B.4	R004203 - Prepayment Transaction Report .....	B-2
B.5	Processing Options for Prepayment Transaction Report (R004203) .....	B-2
B.5.1	Purge.....	B-3
B.6	R42600 - Sales Ledger Report.....	B-3
B.7	Processing Options for Sales Ledger Report (R42600) .....	B-3
B.7.1	Dates .....	B-3
B.8	R42611 - Sales Analysis Summary .....	B-4
B.9	Processing Options for Sales Analysis Summary (R42611) .....	B-4
B.9.1	Print .....	B-4
B.10	R42620 - Open Orders by Customer Reports.....	B-4
B.11	Processing Options for Open Orders by Customer Reports (R42620) .....	B-5
B.11.1	CURRENCY PROC.....	B-5
B.12	R42632 - Open Orders by Item Reports.....	B-5
B.13	R42640 - Held Orders Reports.....	B-5



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# Preface

Welcome to the JD Edwards EnterpriseOne Applications Sales Order Management Implementation Guide.

## Audience

This guide is intended for implementers and end users of the JD Edwards EnterpriseOne Sales Order Management system.

## JD Edwards EnterpriseOne Products

This implementation guide refers to these JD Edwards EnterpriseOne products from Oracle:

- JD Edwards EnterpriseOne Accounts Payable.
- JD Edwards EnterpriseOne Accounts Receivable.
- JD Edwards EnterpriseOne Bulk Stock Inventory
- JD Edwards EnterpriseOne Foundation – Address Book.
- JD Edwards EnterpriseOne Configurator.
- JD Edwards EnterpriseOne General Accounting
- JD Edwards EnterpriseOne General Ledger.
- JD Edwards EnterpriseOne Inventory Management.
- JD Edwards EnterpriseOne Procurement Management
- JD Edwards EnterpriseOne Requirements Planning.
- JD Edwards EnterpriseOne Sales Order Management.
- JD Edwards EnterpriseOne Transportation Management.
- JD Edwards EnterpriseOne Warehouse Management.

## JD Edwards EnterpriseOne Application Fundamentals

Additional, essential information describing the setup and design of the system appears in a companion volume of documentation called *JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide*

Customers must conform to the supported platforms for the release as detailed in the JD Edwards EnterpriseOne minimum technical requirements. In addition, JD Edwards EnterpriseOne may integrate, interface, or work with other Oracle products. Refer to

the cross-reference material in the Program Documentation at <http://oracle.com/contracts/index.html> for Program prerequisites and version cross-reference documents to assure compatibility of various Oracle products.

**See Also:**

- *JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.*

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

### Access to Oracle Support

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## Related Information

For additional information about JD Edwards EnterpriseOne applications, features, content, and training, visit the JD Edwards EnterpriseOne pages on the JD Edwards Resource Library located at:

<http://learnjde.com>

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>Italics</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
Monospace	Monospace type indicates commands within a paragraph. URLs, code in examples, text that appears on the screen, or text that you enter.

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# Introduction to JD Edwards EnterpriseOne Sales Order Management

This chapter contains the following topics:

- [Section 1.1, "JD Edwards EnterpriseOne Sales Order Management Overview"](#)
- [Section 1.2, "JD Edwards EnterpriseOne Sales Order Management Business Processes"](#)
- [Section 1.3, "JD Edwards EnterpriseOne Sales Order Management Integrations"](#)
- [Section 1.4, "JD Edwards EnterpriseOne Sales Order Management Implementation"](#)

## 1.1 JD Edwards EnterpriseOne Sales Order Management Overview

Sales order management involves much more than taking and shipping orders. To ensure that customers are satisfied, and that they return for additional business, the business and the system must be flexible. Today's sales order system requirements include the ability to:

- Process both simple and complex orders.
- Integrate closely with inventory systems, and allocate inventory at the time of order entry.
- Create sales orders for kits and configured items.
- Set up and use promotional pricing.

Using the JD Edwards EnterpriseOne Sales Order Management system from Oracle, you can enhance customer service using system features like:

- Order templates.  
You can create order templates that include lists of items that are typically sold. Using a template during order entry can significantly decrease data entry time and errors.
- Standing and blanket orders.  
You can create recurring orders for customers who order items on a regular basis. For example, a customer can order a large quantity of an item due to pricing discounts. However, they might want only portions of the total quantity to be delivered intermittently. You accomplish this using blanket orders.
- Quote orders.

You can create quote orders, which enable you to give a customer or prospective customer a quote for the goods in which they are interested. You can then convert the quote to a sales order if the customer decides to purchase the items.

- **Country-specific compliance.**

Many countries, including Brazil, Chile, and Peru, have specific legislation that regulates on how you process and tax sales orders. Using the JD Edwards EnterpriseOne Sales Order Management system, you can process the necessary information to ensure that sales orders in these countries are in compliance with local requirements.

The JD Edwards EnterpriseOne Sales Order Management system provides additional customer service support through online displays that provide:

- Pertinent order, inventory, transportation, and financial information.
- Net profitability of a product line when you apply promotions, discounts, and allowances.

You must manage pricing efficiently, given the complexity of customer- and market-specific contracts, special promotions, allowances, and date effectiveness. The JD Edwards EnterpriseOne Sales Order Management system enables you to set up a flexible base pricing structure. You can then define price adjustments to revise and update prices when necessary.

## 1.2 JD Edwards EnterpriseOne Sales Order Management Business Processes

This process flow illustrates the standard JD Edwards EnterpriseOne Sales Order Management business processes:

**Figure 1–1 Sales Order Management Process Flow**



The sales order business process lets you effectively manage the order process and capture important business data for analysis. You must be able to effectively manage the process from the time a customer service representative takes an order to the time you receive payment from the customer.

### **Enter Sales Order**

Order entry enables you to record information about your customers and the items that they order. When you enter an order, the system automatically enters pertinent information that exists for the customer, item, preference, and pricing records. Sales order processing begins as soon as you complete this step.

### **Print Pick Slip**

After entering the sales order, you can print pick slips to authorize your warehouse personnel to pull the merchandise from inventory to fill the quantities and prepare the order for shipping. This step is optional.

### **Confirm Shipment**

You confirm that all of the items on the sales order have been correctly picked from the warehouse and packaged appropriately for shipping.

**Print Invoice**

After processing a sales order through shipment confirmation, you print and send an invoice to the customer for the goods.

**Update/Post Sales**

At the end of the day, you update sales information to maintain current and accurate records in:

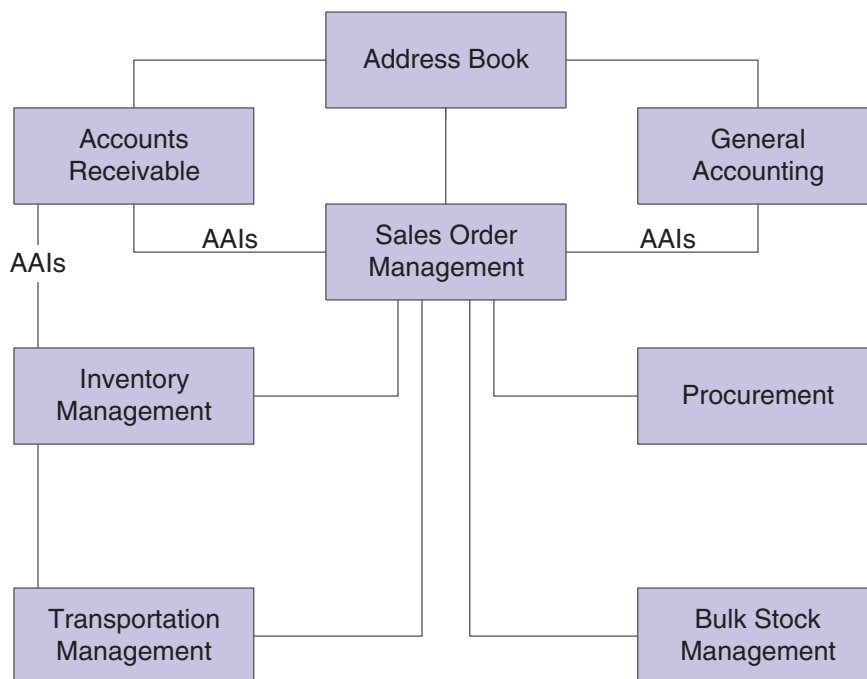
- Accounts receivable.
- Inventory on-hand balances.
- Sales and commissions information.
- Pricing.

After updating sales, you must post the sales journal and invoice batches to the general ledger. This step completes the sales order processing cycle.

## 1.3 JD Edwards EnterpriseOne Sales Order Management Integrations

JD Edwards EnterpriseOne Sales Order Management integrates with these JD Edwards EnterpriseOne systems from Oracle:

**Figure 1–2 Systems that integrate with JD Edwards EnterpriseOne Sales Order Management**



The JD Edwards EnterpriseOne Sales Order Management system works with other financial, distribution, logistics, and manufacturing systems to ensure that customer demand is met. Supply and demand components must balance to ensure that demand is met. The key is integration and the proactive use of distribution and logistics information.

### **1.3.1 JD Edwards EnterpriseOne Accounts Receivable**

By integrating with the JD Edwards EnterpriseOne Accounts Receivable system from Oracle, you can access information about customer accounts during the sales order process. For example, you can use the Credit Check program (P42050) to compare a customer's total accounts receivable and open orders with their credit limit. You update the sales information on a daily basis to keep accounts receivable records current.

### **1.3.2 JD Edwards EnterpriseOne Address Book**

The JD Edwards EnterpriseOne Address Book system from Oracle stores current information about customers, such as address, contact information, phone and fax numbers, billing instructions, and default shipping and invoicing information.

### **1.3.3 JD Edwards EnterpriseOne Bulk Stock Inventory**

You can integrate JD Edwards EnterpriseOne Sales Order Management with the JD Edwards EnterpriseOne Bulk Stock Inventory system from Oracle. You can set up different document types to identify orders for bulk products. The system automatically creates a shipment for a sales order based on the order type and line type combination that you define. From there you can revise or add to the shipment or even create loads with the shipments on them.

### **1.3.4 JD Edwards EnterpriseOne General Accounting**

The central point of integration is the JD Edwards EnterpriseOne General Accounting system from Oracle which stores and tracks all accounting information related to sales. When you create and post orders, journal entries are made to the general ledger to ensure that account balances are updated for cash recognition and financial reporting. All distribution systems interface with the general ledger with automatic accounting instructions (AAIs).

### **1.3.5 JD Edwards EnterpriseOne Inventory Management**

The JD Edwards EnterpriseOne Inventory Management system from Oracle stores item information for the JD Edwards EnterpriseOne Sales Order Management system, JD Edwards EnterpriseOne Procurement system from Oracle, and JD Edwards EnterpriseOne Manufacturing and Supply Chain Management systems from Oracle. JD Edwards EnterpriseOne Inventory Management also stores sales and purchasing costs and quantities available by location and tracks holds for locations from which items should not be sold. Any change in inventory valuation, count variances, or movement updates the general ledger.

### **1.3.6 JD Edwards EnterpriseOne Procurement**

The JD Edwards EnterpriseOne Procurement system supports direct ship order and transfer order processing. You can use the system to release receipts for items on backorder.

### **1.3.7 JD Edwards EnterpriseOne Transportation Management**

You can closely integrate the JD Edwards EnterpriseOne Sales Order Management with the JD Edwards EnterpriseOne Transportation Management system from Oracle to provide carrier, shipment, and advanced sales order bulk stock functionality.

If you set up the JD Edwards EnterpriseOne Sales Order Management system to interface with JD Edwards EnterpriseOne Transportation Management, you process sales orders to:

- Build trips.
- Load and deliver bulk and packaged items.
- Calculate freight charges.

At load and delivery confirmation, the system retrieves cost information and relieves inventory from the JD Edwards EnterpriseOne Inventory Management system. The cost retrieval information is based on any sales orders that are load and delivery confirmed as reported by the JD Edwards EnterpriseOne Sales Order Management system.

In addition, the system updates the general ledger based on these scenarios:

Scenario	Task performed
Load confirmed only with an invoice date in the future.	<ul style="list-style-type: none"> <li>■ Creates in-transit entries.</li> <li>■ Cycle billing creates deferred costs of goods sold, revenue, and accounts receivable entries.</li> </ul>
Load confirmed only without a future invoice date.	Creates in-transit entries.
Load and delivery confirmed with an invoice date in the future.	Cycle billing creates inventory, deferred costs of goods sold, and accounts receivable entries.

## 1.4 JD Edwards EnterpriseOne Sales Order Management Implementation

This section provides an overview of the steps that are required to implement the JD Edwards EnterpriseOne Sales Order Management system.

In the planning phase of an implementation, take advantage of all JD Edwards EnterpriseOne sources of information, including the installation guides and troubleshooting information.

When determining which electronic software updates (ESUs) to install for JD Edwards EnterpriseOne Sales Order Management, use the EnterpriseOne and World Change Assistant. EnterpriseOne and World Change Assistant, a Sun Microsystems, Inc. Java-based tool, reduces the time required to search and download ESUs by 75 percent or more and enables you to install multiple ESUs simultaneously.

See *JD Edwards EnterpriseOne Tools Software Updates Guide*.

For information about the Oracle Business Accelerator (OBA) solution for implementation of JD Edwards EnterpriseOne Sales Order Management, review the documentation available.

### 1.4.1 Global Implementation Steps

This table lists the suggested global implementation steps for the JD Edwards EnterpriseOne Sales Order Management system:

1. Set up global user-defined codes (UDCs).  
See *JD Edwards EnterpriseOne Tools Foundation Guide*.
2. Set up companies, fiscal date patterns, and business units.

- See "Setting Up Organizations" in the JD Edwards EnterpriseOne Applications Financial Management Fundamentals Implementation Guide.
3. Set up next numbers.  
See "Setting Up Next Numbers" in the JD Edwards EnterpriseOne Applications Financial Management Fundamentals Implementation Guide.
4. Set up accounts and the chart of accounts.  
See "Creating the Chart of Accounts" in the JD Edwards EnterpriseOne Applications Financial Management Fundamentals Implementation Guide.
5. Set up the General Accounting constants.  
See "Setting Up Constants for General Accounting" in the JD Edwards EnterpriseOne Applications General Accounting Implementation Guide.
6. Set up multicurrency processing, including currency codes and exchange rates.  
See "Setting Up General Accounting for Multicurrency Processing" in the JD Edwards EnterpriseOne Applications Multicurrency Processing Implementation Guide.  
See "Setting Up Exchange Rates" in the JD Edwards EnterpriseOne Applications Multicurrency Processing Implementation Guide.
7. Set up ledger type rules.  
See "Setting Up Ledger Type Rules for General Accounting" in the JD Edwards EnterpriseOne Applications General Accounting Implementation Guide.
8. Set up inventory information such as branch/plant constants, default locations and printers, manufacturing and distribution AAls, and document types.  
See "Setting Up the Inventory Management System" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.
9. Set up shop floor calendars.  
See "Setting Up Shop Floor Management" in the JD Edwards EnterpriseOne Applications Shop Floor Management Implementation Guide.
10. Set up customers in the Address Book.  
See "Entering Address Book Records" in the JD Edwards EnterpriseOne Applications Address Book Implementation Guide.
11. Set up the customer in the Customer Master by Line of Business.  
See "Setting Up Customer Master Information" in the JD Edwards EnterpriseOne Applications Accounts Receivable Implementation Guide.
12. Set up branch/plants.  
See "Entering Branch/Plant Information" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide  
See "Setting Up Business Units" in the JD Edwards EnterpriseOne Applications Financial Management Fundamentals Implementation Guide.

## 1.4.2 Sales Order Management Implementation Steps

This table lists the suggested application-specific implementation steps for JD Edwards EnterpriseOne Sales Order Management:

1. Set up UDCs for JD Edwards EnterpriseOne Sales Order Management.



- See [Setting Up UDCs](#).
2. Set up constants.  
See [Setting Up Constants](#).
  3. Set up AAIs for JD Edwards EnterpriseOne Sales Order Management.  
See [Setting Up AAIs for Sales Order Management](#).
  4. Define order line types.  
See [Setting Up Order Line Types](#).
  5. Define order activity rules.  
See [Setting Up Order Activity Rules](#).
  6. Set up commission information.  
See [Setting Up Commission Information](#).
  7. Define branch sales markups.  
See [Setting Up Branch Sales Markups](#).
  8. (Optional) Define flexible account numbers.  
See [Defining Flexible Account Numbers](#).
  9. Create order templates.  
See [Creating Order Templates](#).
  10. Set up order hold information.  
See [Setting Up Order Hold Information](#).
  11. (Optional) Set up self-service information.  
See [Setting Up Self-Service Information for Sales Order Management](#).
  12. Set up record reservation.  
See [Understanding Record Reservations](#).
  13. Set up related addresses.  
See [Setting Up Related Addresses](#).
  14. Set up customer billing instructions.  
See [Setting Up Customer Billing Instructions](#).
  15. Set up date-sensitive customer sets.  
See [Setting Up Date-Sensitive Customer Sets](#).
  16. Set up UCC 128 compliance information.  
See [Setting Up UCC 128 Compliance](#).
  17. Set up base prices, base pricing structures, complex price groups, and standard price adjustments.  
See [Setting Up Base and Standard Pricing](#).
  18. Set up return material authorization defaults and return material authorizations.  
See [Generating Returned Material Authorization](#).
  19. Set up basic and advanced preferences.

See [Activating Preferences](#).

## 1.5 Business Interface Integration Objects

A business interface is a set of components that implementation teams can use to create an integration between JD Edwards EnterpriseOne and an external system. Business interfaces can include one or more of these business interface components:

- Business Services
- Real-Time Events
- Batch Import and Export Programs

For additional information about business interfaces, and the business objects available for this product area, see these topics in the *JD Edwards EnterpriseOne Applications Business Interface Reference Guide*:

- Business Interfaces Overview
- Sales Invoice
- Sales Order

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# Configuring the Sales Order Management System

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This chapter contains the following topics:

- [Section 2.1, "Understanding System Configuration for Sales Order Management"](#)
- [Section 2.2, "Setting Up UDCs"](#)
- [Section 2.3, "Setting Up Constants"](#)
- [Section 2.4, "Setting Up AAIs for Sales Order Management"](#)
- [Section 2.5, "Setting Up Order Line Types"](#)
- [Section 2.6, "Setting Up Order Activity Rules"](#)
- [Section 2.7, "Setting Up Sales Order Automation \(RTE Filtering\)"](#)
- [Section 2.8, "Setting Up Revenue Recognition for Sales Order Invoices"](#)

## 2.1 Understanding System Configuration for Sales Order Management

Before you use JD Edwards EnterpriseOne Sales Order Management, you must define certain information that the system uses during processing. You use this information to configure the system to meet the company's business needs.

This table describes the information that you must set up for this system:

Setup Information	Description
UDCs	You can set up UDCs to configure the system for order processing.

Setup Information	Description
Constants	<p>You set up constants to provide the system with these types of default information:</p> <ul style="list-style-type: none"> <li>■ System constants determine which functions to perform.</li> <li>■ Batch control constants determine whether an application requires management approval and batch control.</li> <li>■ Branch/plant constants control day-to-day transactions within a branch/plant.</li> <li>■ Location format determines how you identify item storage locations in a branch/plant.</li> <li>■ Item availability defines how the system calculates the number of items that each branch/plant contains.</li> </ul>
Order line types	You can define codes that determine how the system processes a detail line in an order.
Order activity rules	You can establish the sequence of steps to process an order.
AAIs	You set up AAIs to provide JD Edwards EnterpriseOne Sales Order Management with accounting information and general ledger relationships that are necessary to interact with JD Edwards EnterpriseOne General Accounting.

## 2.2 Setting Up UDCs

This section provides an overview of each UDC that you should set up for JD Edwards EnterpriseOne Sales Order Management.

UDCs enable you to configure the way the system operates. You must add these code types in the UDC tables.

### 2.2.1 Auto TP Rollback Level - (00/AT)

Enter a value of **1** in the Special Handling field of this UDC to temporarily place data in the Transaction Workfile table (F41021WF). The system updates the data into the Item Location File table (F41021) and deletes data from the Transaction Workfile table after the inventory commitment is successful.

See [Understanding Transaction Processing](#).

### 2.2.2 Status Codes for Prepayments (00/SP)

You use status codes to determine the status of a prepayment. The system contains predefined statuses, which are hard-coded:

- Blank: Pre-authorization
- **01**: Sent for Authorization
- **02**: Authorized
- **03**: Ready to Settle

- **04:** Sent for Settlement
- **05:** Settled
- **06:** Authorization Declined/Error
- **07:** Settlement Declined/Error

You should not change the hard-coded statuses.

### 2.2.3 Payment Instruments (00/PY)

To identify transactions for prepayment processing, you must use payment instruments that are assigned special handling codes. These payment types are listed according to whether they are hard-coded.

Hard-coded payment instruments include:

- **X:** Use electronic data interchange (EDI) Remote Draft (AR & AP).
- **Y:** Use EDI Remote Wire (AR & AP).
- **Z:** Use EDI Remote Check (AR & AP).
- **?:** Use credit card payment.

You should not change the hard-coded payment instruments codes.

Soft-coded payment instruments include:

- **C:** Check - 8 3/4 (AR & AP).
- **D:** Draft by invoice (AR & AP).
- **N:** Print Check - Brazil.
- **T:** Electronic funds transfer (EFT) (AR & AP).
- **W:** Check - 8 1/2 (AR & AP).

### 2.2.4 Prepayment Special Handling Codes for 00/PY

Prepayment processing is driven by values in the special handling code column for the Payment Instruments UDC (00/PY). That is, if you set up a handling code for a payment type, the system processes the transaction through the authorization and settlement cycle. JD Edwards EnterpriseOne has predefined payment types with these special handling codes:

- **11:** Cash payment
- **12:** Check payment
- **13:** Credit card payment

### 2.2.5 Blanket/Quote Order Types (40/BT)

You use this UDC table to specify which order types the system uses to designate blanket orders and quote orders.

### 2.2.6 On Hand Quantity Relief (40/IU)

You use this UDC table to specify whether the system relieves on-hand inventory for an order type during shipment confirmation. If you do not set up a order type in this table, the system relieves on-hand inventory when you run the Sales Update program (R42800).

## 2.2.7 Order Templates (40/OT)

Before you can create an order template, you must add the template name to this UDC table. If you do not add the template to this table, you cannot set up the template using the Customer Template Revisions program (P4015).

## 2.2.8 Cross Reference Type Code (41/DT)

You use this UDC table to specify different cross-reference types, such as substitutes, complimentary items, and replacement items. The system also uses these codes to reference customer or supplier part numbers. To leverage these codes, you must enter cross-reference information for items using the Item Cross Reference program (P4104).

## 2.2.9 Hold Codes (42/HC)

JD Edwards EnterpriseOne provides you with a default code **AH** (Approval Hold), which is set up in this UDC, to use for approval processing. You can add other approval hold codes if you specify a special handling code of 1.

# 2.3 Setting Up Constants

This section provides an overview of constants for JD Edwards EnterpriseOne Sales Order Management, lists prerequisites, and discusses how to:

- Set up branch/plant constants.
- Set up item availability.
- Set up system constants.
- Set up batch control constants.
- Set up location formats.
- Set up locations in branch/plants.

## 2.3.1 Understanding Constants for Sales Order Management

A constant is a piece of information that you set up to define how the system processes information. The system uses constants as default information in many JD Edwards EnterpriseOne systems. After you determine the information to use throughout the system, you can enter the appropriate values or change any predefined values.

Branch/plant constants enable you to configure the processing of daily transactions for each branch/plant in the distribution and manufacturing systems.

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**Note:** If you use Oracle's JD Edwards EnterpriseOne Warehouse Management, you must define the warehouse information on the Branch Location Definition form of the Branch/Plant Constants program (P41001). Otherwise, you should at least define location length information.

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### 2.3.1.1 Item Availability

You must define how to calculate item availability for each branch/plant. Item availability affects how the system calculates back orders, cancellations, and customer delivery times.

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**Note:** If you use Oracle's JD Edwards EnterpriseOne Configurator, you must set the Check Availability field in the Configurator Constants program (P3209) to check availability during sales order entry. If the system finds the exact item and string match, a window displays all locations containing the specific configuration.

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### 2.3.1.2 System Constants

You define system constants to determine which functions the system performs. For example, assume that you have several branch/plants and you use different units of measure for the items in each branch/plant. You can set a system constant to automatically convert units of measure by branch.

System constants apply to all branch/plants. You cannot configure the settings for individual branch/plants.

### 2.3.1.3 Batch Control Constants

You define batch control constants to prevent the system from applying changes that unauthorized personnel make to the general ledger. Also, you can define a constant that requires you to enter batch control information before the system runs a batch-processing job. You can enter batch control information to compare the anticipated size of the job to the result.

You must define management approval and batch control separately for each distribution and manufacturing system.

### 2.3.1.4 Location Control

Location control is a JD Edwards EnterpriseOne feature that you activate through the branch/plant constants. You can designate location information that is specific to each branch/plant. In each branch/plant, you can set up unique information about specific item locations.

JD Edwards EnterpriseOne Warehouse Management requires location control, it is optional for all other JD Edwards EnterpriseOne distribution systems.

### 2.3.1.5 Location Format

Defining the location format enables you to determine how to set up item locations. You can define elements that contain more specific information about the actual location. For example, an element can represent an aisle, bin, shelf, or any other location that you use in a branch/plant.

You can define a location format using up to 10 different elements, such as aisle, shelf, and bin. For each element, you can define:

- Length

The total length of all elements, including separators, cannot exceed 20 characters. The system does not store separators in the tables, but uses separators to edit a location on a form or report. If you do not want to use separators, leave the separator field blank. The system displays the location as one string of characters.

- Justification

- Separator character

If you are using JD Edwards EnterpriseOne Warehouse Management, you must also define default units of measure for volumes, dimensions, and weights.

### 2.3.1.6 Locations in Branch/Plants

After you have defined the format for the locations, you must define all of the locations in a warehouse. To locate items more easily, you can create a hierarchy of locations within the warehouse and enter information about zones.

You can define a primary location to store basic information about items in a warehouse. A primary location is not an actual physical location. For example, you could designate a primary location as *Location A* and then assign every item in the warehouse to a location that begins with *A*.

You can also define a blank location as the primary location for inventory items. How the system displays the primary location depends on the location format specifications that you define for the branch/plant.

## 2.3.2 Understanding System Setup for Taxed Prices

Before you can use the taxed prices on sales orders, you must set up the system for taxed prices. Complete these setup steps in sequential order:

- Specify whether the system is set up to use taxed prices for sales orders.  
To do so, access the Branch/Plant Constants program (P41001) and select the Enable Sales Taxed Prices check box on the System Constants form. If you select this constant, then you must also select either the By Sold To or the By Ship To constant. Therefore, when you enter values in the Sold To and Ship To fields on a sales order, the system checks the setting on the System Constants form to determine whether the system is set to use the Sold To or Ship To customer.

See [Taxed Prices](#)

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**Note:** If you change the value of the Sales Taxed Prices constant, the system may produce unexpected results during sales order processing.

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- Specify whether the customer is set up to use taxed prices for sales orders.  
To do so, access the Customer Master program (P03013) and select the Use Taxed Prices check box on the Billing Information form. The system displays the Use Taxed Prices check box on the Billing Information form only when you enable taxed prices for sales orders in the system.

See [Taxed Prices](#)

## 2.3.3 Prerequisites

Before you complete the tasks in this section:

- Create an address book record for the branch/plant.
- Set up a branch/plant named ALL.
- Set up the branch/plant as a business unit.



**See Also:**

- "Setting Up System Constants" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.
- "Managing Supplier Performance Information" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.
- "Reviewing Item and Quantity Information" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.
- "Setting Up Configurator Constants" in the JD Edwards EnterpriseOne Applications Configurator Implementation Guide.
- "Entering Address Book Records" in the JD Edwards EnterpriseOne Applications Address Book Implementation Guide.

## 2.3.4 Forms Used to Set Up Constants

Form Name	Form ID	Navigation	Usage
Work With Branch/Plant Constants	W41001B	Sales Order Management Setup (G4241), Branch/Plant Constants	Review and select branch/plant constant records.
Branch/Plant Constants	W41001H	Click Add on the Work With Branch/Plant Constants form.	Set up branch/plant constants.  Add and revise branch/plant constant records.
Item Availability Definition	W41001G	Select the branch/plant constant record, and then select Availability from the Row menu on the Work With Branch/Plant Constants form.	Set up item availability.  Add and revise item availability definitions.
System Constants	W41001F	Select Sys. Constants (system constants) from the Form menu on the Work With Branch/Plant Constants form.	Set up system constants.  Add and revise system constants.
Application Constants	W41001E	Select App. Constants (application constants) from the Form menu on the Work With Branch/Plant Constants form.	Set up batch control constants.  Add and revise batch control constants.

Form Name	Form ID	Navigation	Usage
Branch Location Definition	W41001A	Select the branch/plant constant record, and then select Location Def. (location definition) from the Row menu on the Work With Branch/Plant Constants form.	Set up location formats. Add and revise location definitions.
Enter Location Information	W4100B	Select the branch/plant constant record, and then select Locations from the Row menu on the Work With Branch/Plant Constants form.	Set up locations in branch/plants. Add and revise location information for branch/plant.

### 2.3.5 Setting Up Branch/Plant Constants

Access the Branch/Plant Constants form.

#### Short Item Number Identifier

Enter a symbol to identify the eight-character short item number when you do not want to use it as the primary number.

Leave this field blank to use this item number as the primary number. That is, you use it most often to enter or review information.

If this is not the primary number, you must enter a special symbol to identify it. Use a symbol that is not significant for any other purposes of entry, such as /, \*, or &. Do not use a period or a comma as a symbol. When you enter this item number on any other form, you must include this symbol as the first character.

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**Note:** Only one field for item number symbols (SYM1, SYM2, SYM3, or SYM6) can be blank to identify it as the primary number. All others must include a unique symbol.

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#### Second Item Number Identifier

Enter a symbol to identify the 25-character second item number when you do not want to use it as the primary number.

Leave this field blank to use this item number as the primary number. That is, you use it most often to enter or review information.

If this is not the primary number, you must enter a special symbol to identify it. Use a symbol that is not significant for any other purposes of entry, such as /, \*, or &. Do not use a period or a comma as a symbol. When you enter this item number on any other form, you must include this symbol as the first character.

---

**Note:** Only one field for item number symbols (SYM1, SYM2, SYM3, or SYM6) can be blank to identify it as the primary number. All others must include a unique symbol.

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**Third Item Number Identifier**

Enter a symbol to identify the 25-character third item number when you do not want to use it as the primary number.

Leave this field blank to use this item number as the primary number. That is, you use it most often to enter or review information.

If this is not the primary number, you must enter a special symbol to identify it. Use a symbol that is not significant for any other purposes of entry, such as /, \*, or &. Do not use a period or a comma as a symbol. When you enter this item number on any other form, you must include this symbol as the first character.

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**Note:** Only one field for item number symbols (SYM1, SYM2, SYM3, or SYM6) can be blank to identify it as the primary number. All others must include a unique symbol.

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**Symbol Customer/Supplier**

Enter a character that identifies the customer's or supplier's number in the system. When you enter a number preceded by this character, the system recognizes the number as the customer's or supplier's number. The system then uses the cross-reference table to match the number to the item number. You must complete this field if you want the system to perform cross-referencing.

**Symbol to Identify Segmented Item**

Enter a character that identifies the segmented item in the system.

**Segment Separator Character**

Enter a separator character for segmented items in the system.

**Commitment Method**

Specify the method that the system uses to commit lot items from inventory. Values are:

- 1:** Normal commit method. The system commits inventory from the primary location and then from secondary locations.
- 2:** Commit method by lot number. The system commits inventory by lot number, starting with the lowest lot number and committing orders to available lots.
- 3:** Commit method by lot expiration date. The system commits inventory from the locations with the earliest expiration date first. The system considers only locations with expiration dates that are greater than or equal to the sales order or parts list requested date.

**Specific Commitment (Days)**

Enter a number that the system uses to determine when to commit inventory to an order in sales order processing. This value in days is added to current date and compared with the promised ship date for the order line. If the promised date is greater than the calculated date, then the order line is future committed in the Item Location table (F41021).

Enter **999** to eliminate future commits.

**Number of Days in Year**

Enter the number of days in a year that the company is open for business. This field is required. You must specify a number from **252** to **365**.

The JD Edwards EnterpriseOne Procurement system uses this number to calculate the Economic Order Quantity (EOQ).

**Customer Cross Ref. Code (customer cross-reference code)**

Enter a code from UDC 41/DT that indicates the type of cross-reference setup for customers.

**Supplier Cross Ref. Code (supplier cross-reference code)**

Enter a code from UDC 41/DT that indicates the type of cross-reference setup for suppliers.

**Purchasing**

Enter a value from UDC 40/CM that indicates the cost method that the system uses to determine the cost of the item for purchase orders. Cost methods 01–19 are reserved.

**Sales/Inventory Costing Method**

Enter a value from UDC 40/CM that indicates the cost method that the system uses to calculate the cost of goods sold for the item. Cost methods 01–19 are reserved.

**Current Inventory Period**

Enter 1 to 14 to identify the current accounting period. The system uses this number to generate error messages, such as PBCO (posted before cut off) and PACO (posted after cut off).

**Branch Country of Origin Code**

Enter the 2-digit country code that indicates whether parts are made outside of the United States. Example values are:

- CA: Canada
- MX: Mexico

Enter the 3-digit code that indicates whether parts are made within the United States. The format for the values is *U* followed by the 2-digit state postal code. For example, *UOH* represents Made in Ohio, USA.

**Backorders Allowed**

Select this option to specify whether to allow backorders for this branch/plant.

You can allow backorders by item using the Item Master (P4101) or Item Branch/Plant (P41026) programs, by customer using the Customer Billing Instructions program (P03013), or by branch/plant using the Branch/Plant Constants program (P41001).

You must select the Backorders Allowed option in all programs for the system to backorder an item on a sales order.

**Interface G/L (Y/N) (interface general ledger (yes/no))**

Select to indicate that inventory transactions that are processed through this branch/plant create general ledger entries.

**Write Units to Journal Entries (Y/N) (write units to journal entries (yes/no))**

Specify whether the system moves units to the general ledger after the system records a journal entry from these programs:

- P31111 (Work Order Inventory Issues)
- P31112 (Work Order Completions)
- P31802 (Work Order Journal Entries)
- P4112 (Inventory Issues)

- P4113 (Inventory Transfers)
- P4114 (Inventory Adjustments)
- P4116 (Item Re-Classification)
- P41413 (Cycle Count Update)
- P41610 (Tag Update)
- R42800 (Sales Update)
- P4312 (Receipts)
- P4314 (Voucher Match)
- P415021 (Update Operational Reconciliation)
- P415101 (General Stock Movements)
- P41514 (Bulk Manufacturing Gains/Losses)
- R49700 (Cycle Billing)
- P49510 (Bulk Load Confirmation - XT49799)
- P49515 (Bulk Load Confirm Batch - XT49799)
- P49530 (Package Load Confirm - XT49799)
- P49572 (Upload Gantry Data - XT49799)
- P49710 (Bulk Delivery Confirm - XT49799)
- P49711 (Bulk Delivery Confirm Milk Run - XT49799)
- P49715 (Bulk Disposition - XT49799)
- P49720 (Package Delivery Confirm - XT49799)
- P49731 (Mass Confirm Batch - XT49799)

**Location Control (Y/N) (location control (yes/no))**

Select to indicate that the system uses only locations in the Location Master table (F4100). You use location control to use only locations that are in the F4100 table. When the Warehouse Control option is selected, the Location Control option must also be selected. Clear the option and the system does not restrict locations to those in the F4100 table. The system uses all locations that conform to the location format that are defined on the Branch Location Definition form.

**Warehouse Control (Y/N) (warehouse control (yes/no))**

Specify whether the system creates warehouse transactions for the branch/plant.

**Quality Control (Y/N) (quality control (yes/no))**

Specify whether to activate the JD Edwards EnterpriseOne Quality Management system from Oracle (system 37) for the branch/plant.

**Use Product Cost Detail (Y/N) (use product cost detail (yes/no))**

Specify whether distribution programs use total cost or detailed product costs.

**Foreign Depot**

Specify whether another company owns the branch/plant. The Bulk and Packed Load Confirmation programs use this code to determine whether the depot from which product is being loaded is a foreign depot. If it is a foreign depot, you must enter a valid borrow agreement during load confirmation.

**Inventory Lot Creation (Y/N) (inventory lot creation (yes/no))**

Specify whether the inventory transaction programs can create new lot or serial numbers in the system. If you leave this option cleared, the system does not allow the inventory transaction programs to create new lot numbers in the system. If you select this option, the system allows the inventory transaction programs to create new lot numbers in the system.

**Location Segment Control (Y/N) (location segment control (yes/no))**

Specify whether the system enables the Location Segment Specifications in the Location Definition program (P41001). The segment specifications determine how the system segments locations within a branch using UDC table (41/ER). You must select this check box to define segments for locations.

**Purchase Order Issue Cost**

Enter the amount that JD Edwards EnterpriseOne Procurement uses to calculate the EOQ. This cost should be the estimate of the cost of materials, labor, and overhead that you incur when you issue a single purchase order. The default value is **00**.

This example illustrates how the system calculates EOQ using the Purchase Order Issue Cost method:

S: Purchase Order Issue Cost = 15.0

I: Inventory Carrying Cost = nine percent (.09).

Y: Annual Sales in Units = 3,000

C: Unit cost of Item = 10.0

EOQ = the square root of  $((2S/I) \times (Y/C))$

The square root of  $[(2)(15) \div 0.09] \times 3,000 \div 10.0 = 316.23$

**Inventory Carrying Cost (%) (inventory carrying cost (percent))**

Enter the percentage of inventory investment that JD Edwards EnterpriseOne Procurement uses to calculate EOQ. The default value is zero. Enter the percentage as a decimal value.

This example illustrates how the system calculates EOQ using the Inventory Carrying Cost Percentage:

S: Purchase Order Issue Cost = 15.0

I: Inventory Carrying Cost = nine percent (.09).

Y: Annual Sales in Units = 3,000

C: Unit Cost of Item = 10.0

EOQ = Square root of  $((2S/I) \times (Y/C))$  = the square root of  $(2(15) \div \text{nine percent } (.09)) \times (3000 \div 10) = 316.23$

---

**Note:** Access field help for the Economic Order Quantity field for more information about the EOQ formula.

---

**General Ledger Explanation**

Enter a code that the JD Edwards EnterpriseOne Inventory Management system uses to select the default description that appears on the second line of a journal entry in the general ledger. Values are:

1: Item master description (default value).

2: Primary item number.

#### **Approval Route Code**

Enter a code that determines to whom an order is routed for approval.

### **2.3.6 Setting Up Item Availability**

Access the Item Availability Definition form.

To specify items to exclude from the item availability calculation, click any of the options under the Subtract heading. To specify items to include in the item availability calculation, click any of the options under the Add heading.

#### **Quantity Soft Committed to SO WO (quantity soft committed to sales orders and work orders)**

Select to include the number of units that are soft-committed to sales orders or work orders in the item availability calculation.

#### **Quantity Hard Committed to SO (quantity hard-committed to sales orders)**

Select to include the number of units that are hard-committed to a specific location and the lot for sales orders in the item availability calculation.

#### **Quantity Future Committed to SO (quantity future committed to sales orders)**

Select to include the quantity on any sales order in which the requested shipment date is beyond the specific commitment days.

#### **Quantity Hard Committed to WO (quantity hard-committed to work orders)**

Select to include the number of units that are hard-committed to a specific location and the lot for work orders in the item availability calculation.

#### **Other Quantity 1 SO (other quantity 1 sales orders)**

Select to include the quantity specified as an additional reduction in the item availability calculation.

#### **Other Quantity 2 SO (other quantity 2 sales orders)**

Select to include the quantity specified as an additional reduction in the item availability calculation.

#### **Quantity on Hold**

Select to include the number of units on hold in the item availability calculation.

#### **Safety Stock**

Select to include the number of units that are reserved as safety stock in the item availability calculation.

#### **Quantity on Purchase Order Receipts**

Select to include the number of units on purchase orders in the item availability calculation.

#### **Quantity on PO - Other 1 (quantity on purchase order - other 1)**

Select to include the number of units on other purchase orders in the item availability calculation.

#### **Quantity on Work Order Receipts**

Select to include the number of units on work orders in the item availability calculation.

**Quantity in Transit**

Select to include the number of units in transit in the item availability calculation.

**Quantity in Inspection**

Select to include the number of units in inspection in the item availability calculation.

**Quantity in Operation 1**

Select to include the number of units in one operation of the receipt routing process in the item availability calculation. You define which operation from receipt routing corresponds to this field.

**Quantity in Operation 2**

Select to include the number of units in one operation of the receipt routing process in the item availability calculation. You define which operation from receipt routing corresponds to this field.

## 2.3.7 Setting Up System Constants

Access the System Constants form.

**Unit of Measure Conversion by Branch**

Select to display the item-specific conversion table when you add an item to a specific branch/plant.

Clear this option and the system displays the item-specific conversion table for all branch/plants from the Item Master table (F4101).

**Update Average Cost On-Line**

Select to calculate a new average cost immediately after any transaction occurs that affects the average cost of an item.

Clear this option to indicate that all processes that affect average cost create transactions in the Average Cost Work File table (F41051). The system calculates a new average cost when you run the Average Cost Update program (R41811).

**ECS Control (energy and chemical system control)**

Select to use the JD Edwards EnterpriseOne Bulk Stock Inventory system.

**Internet Enable PPAT Messages (internet enable people places and things messages)**

Select to send any E-mail messages that the system generates using distribution programs.

**Scientific Rounding**

Select to perform scientific rounding.

Currently, this feature is enabled only for the JD Edwards EnterpriseOne Quality Management systems Test Results Revisions program (P3711).

**Use Customer Set**

Select to specify whether the system uses the customer set feature.

**Ship Ascending Date Rule**

Select to apply the ship ascending date rule by customer and by item during the sales order entry, pick slip print, commitment, and ship confirmation processes. When the system applies the Ship Ascending Date Rule, the system sorts shipping customers' lots in ascending order by expiration date, sell by date, or best before date.

**Enable Sales Taxed Prices**

Select this check box to specify that the system uses taxed prices for sales orders.



**By Sold To and By Ship To**

To If you select the Enable Sales Taxed Prices check box, you must also specify a customer. The system uses this value to determine whether the customer on the sales order is set up to use taxed prices. Values are:

**By Sold To:** If you select this check box, the system uses the value in the Sold To field on the sales order to determine whether to use taxed prices.

**By Ship To:** If you select this check box, the system uses the value in the Ship To field on the sales order to determine whether to use taxed prices.

**Allow Duplicate Lots**

Enter a value to determine whether the system assigns the same lot to multiple items. Values are:

- 1:** The system does not allow duplicate lots. The lot is restricted to one item and one branch/plant.
- 2:** The system allows duplicate lots. You can create a lot that contains multiple items and branch/plants.
- 3:** The system does not allow duplicate lots. The lot is restricted to one item, but can contain quantities in multiple branch/plants.

**Sales Price Retrieval UOM (sales price retrieval unit of measure)**

Enter a code that specifies the unit of measure for retrieving base prices and price adjustments for sales order processing, service and warranty management, and ship and debit processing. The system enables users to define base prices in the Item Base Price File table (F4106) and price adjustments in the Price Adjustment Detail table (F4072) in various units of measure.

If the base price or price adjustments are not found in the specified unit of measure, the system uses the primary unit of measure for the item.

**Purchase Price Retrieval UOM (purchase price retrieval unit of measure)**

Enter a code that represents the unit of measure for the purchase base price during purchase order processing.

If you specify the unit of measure for transaction or pricing and the system does not find a record in that unit of measure, the system repeats the process using the primary unit of measure of the item.

**Sales Price Based On Date**

Enter a code that determines how the system updates the price effective date in the Sales Order Header File table (F4201) and Sales Order Detail File table (F4211). In JD Edwards EnterpriseOne Sales Order Management, the system uses the price effective date to retrieve the base price from the F4106 table and price adjustments from the F4072 table.

**Purchase Rebate Category Code**

Enter a number that determines which category code the system uses in the criteria for inclusion comparison.

**Preference Schedule**

Enter a value from UDC 40/AS that identifies the advanced preference schedule that the system uses when resolving preferences. The advanced preference schedule determines which preferences the system resolves when using the advanced preference functionality. You cannot maintain preference schedules directly through UDCs, but you can maintain preference schedules by using the Price Adjustment Schedule program (P4070).

**Pref Retrieval UOM (preference retrieval unit of measure)**

Enter a code that specifies the unit of measure that the system uses for retrieving advanced preference adjustments during sales order processing. The system enables you to define the advanced preference adjustments in the F4072 table in various units of measure.

If you specify the unit of measure for transaction or pricing and the system does not locate a record in that unit of measure, the system repeats the process using the primary unit of measure of the item.

**Accelerated Pricing Resolution Engine**

Enter a value to indicate whether the system uses the accelerated pricing resolution engine to caches records to specific pricing tables. Values are:

- Blank or **0**: Do not allow use.
- **1**: Allow use.
- **2**: Auto load.

Auto load automatically loads the cache when any user processes a transaction using a cached table.

You should thoroughly read and understand the details of how the accelerated pricing resolution engine works, the limitations, and how to manage it before you enable this option.

See "Working with the Accelerated Pricing Resolution Engine" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.

## 2.3.8 Setting Up Batch Control Constants

Access the Application Constants form.

**System Code**

Enter a value from UDC 98/SY that identifies a system. Values are:

- 01**: JD Edwards EnterpriseOne Address Book
- 03B**: JD Edwards EnterpriseOne Accounts Receivable
- 04**: JD Edwards EnterpriseOne Accounts Payable
- 09**: JD Edwards EnterpriseOne General Accounting
- 11**: JD Edwards EnterpriseOne Multicurrency from Oracle

**Mgmt Apprv (management approval)**

Enter a code that indicates whether you require approval of batches before they can be posted to the general ledger. Values are:

**Y**: Yes, assign a status of **Pending** to each batch that you create within the listed systems.

**N**: No, assign a status of **Approved** to each batch.

**Batch Ctrl (batch control)**

Enter a code that indicates whether the system requires entry of batch control information.

For each batch, the system displays a batch control form on which you must enter information about the number of documents and the total amount of the transactions

that you expect in the batch. The system uses these totals to edit and display differences from the actual transactions that you enter.

This field applies only to JD Edwards EnterpriseOne Inventory Management and JD Edwards EnterpriseOne Procurement. In JD Edwards EnterpriseOne Inventory Management, **Y** indicates that the system displays a batch control form before you issue, adjust, or transfer inventory. In JD Edwards EnterpriseOne Procurement, **Y** indicates that the system displays a batch control form before you enter receipts. Values are:

**Y:** Yes, require entry of batch control information.

**N:** No, do not require entry of batch control information.

## 2.3.9 Setting Up Location Formats

Access the Branch Location Definition form.

### 2.3.9.1 Location Format Specification

Select the Location Format Specification tab.

#### Separator Character

Enter a character that divides the elements of the location when the system displays them on forms or reports. For example, you can use a / as a separator character to divide elements such as aisle, bin, and shelf in a location code.

The location code can contain up to 20 characters, including separators.

The system does not store separators in the tables, but uses them to edit a location on a form or report. If you do not want to use separators, leave this field blank.

However, you must enter characters and spaces to equal the correct length of each element in the location code. The system then displays the location as one string of characters.

The system uses the character that you enter in this field to separate the combination of tank and owner and aisle and bin as it appears on forms or reports.

Companies commonly use a "." (period) as the separator character.

#### Aisle

Enter a number that identifies the number of characters to represent the tank (or aisle for packaged stock). Values are numbers **1** through **8**.

#### Bin

Enter a number that identifies the number of characters to represent the owner for commingled bulk stock (or bin for packaged stock). Values are numbers **1** through **8**.

#### Code 3 through Code 10

Enter the number of characters to represent codes 3 through 10, respectively, in the location format specification.

#### Left/Right

Select either the L or R option to determine the justification or alignment (left or right) for each element that you use to define the location format.

### 2.3.9.2 Warehouse Control

Select the Warehouse Control tab.

If you do not use JD Edwards EnterpriseOne Warehouse Management, do not complete the fields on the Warehouse Control tab.

**Request Inclusion Version**

Enter a code from UDC 40/RV that identifies an inclusion rule to use for this branch/plant. JD Edwards EnterpriseOne Manufacturing systems from Oracle and JD Edwards EnterpriseOne Warehouse Management use inclusion rules in this way:

- For JD Edwards EnterpriseOne Manufacturing systems, enable multiple versions of resource rules for running Material Requirements Planning (MRP), Master Production Schedule (MPS), or Distribution Requirements Planning (DRP).
- For JD Edwards EnterpriseOne Warehouse Management, enable multiple versions of inclusion rules for running putaway and picking. The system processes only those order lines that match the inclusion rule for a specified branch/plant.

**Dimension Unit of Measure**

Enter a code from UDC 00/UM that identifies the unit of measure to display dimensions for the warehouse. The system enables you to establish inches, centimeters, meters, and so forth as a measuring standard.

**Volume Display UOM (volume display unit of measure)**

Enter a code from UDC 00/UM that identifies the unit of measure that the system uses to display volume for this branch/plant. The system inputs a value in this field from the Branch/Plant Constants program (P410012). You can override this default value.

**Weight Display UOM (weight display unit of measure)**

Enter a code from UDC 00/UM that identifies the unit of measure that the system uses to indicate weight for this item. You can specify ounces, grams, kilograms, and so on, as weight standards. The system uses this unit of measure for the item or overrides it for an individual item or container.

**Receiving Location**

Enter the area in the warehouse where you receive inventory. The format of the location is user-defined and you enter the location format for each branch/plant.

**Shipping Location**

Enter the location that the system uses as the default value when you pick inventory and move the inventory for shipping. The format of the location is user-defined in the Branch/Plant Constants form.

## 2.3.10 Setting Up Locations in Branch/Plants

Access the Enter Location Information form.

You can set up locations for branch/plants after you have defined the location format for the branch/plant.

**Location**

Enter the area in the warehouse where you receive inventory. The format of the location is user-defined and you enter the location format for each branch/plant.

A location format comprises elements and, optionally, a separator character.

Elements represent more specific locations in a branch/plant. If the tank contains commingled stock, include the separator character that is defined on the Branch Location Definition form and identify the owner.

The total length of all elements in this field, including separators, cannot exceed 20 characters. The location for a single tank can contain up to the number of characters identified in the fields in which you specify the aisle information on the Branch Location Definition form.

The owner ID can contain up to the number of characters identified in the fields in which you specify the bin information on the Branch Location Definition form.

If you leave this field blank and do not use a separator character, the system displays the location as an asterisk. If you use a separator character, the system displays the location with the correct number of spaces for each element, followed by the separator character.

#### **Put Zone (putaway zone)**

Enter a code from UDC 46/ZN that identifies areas in the warehouse where goods are put away or stored.

#### **Pick Zone**

Enter a code from UDC 46/ZN that identifies an area from which items are picked for shipment.

#### **Replen Zone (replenishment zone)**

Enter a code from UDC 46/ZN that identifies replenishment zones, which are areas in the warehouse from which items are retrieved to replenish or refill picking locations. You assign zones to locations using the Location Master program (P4100).

#### **LOD (level of detail)**

Enter a code that summarizes or classifies locations and provides a hierarchy of locations for review purposes. For example, you can assign aisles to level 2, and individual bins within the aisle to level 3.

Use the LOD field to specify the beginning level of detail the system displays for the location.

#### **Aisle**

Enter a code that identifies a location in a warehouse. The system uses this code with a bin and lot identifier to indicate a specific, tangible storage area within a warehouse or yard.

#### **Bin**

Enter a specific storage location within a warehouse or store. The system uses the bin with an aisle location to identify a storage area for which width, depth, and height can be readily measured.

#### **Loc 03 (location 03) through Loc 10 (location 10)**

Enter a code that the system uses for one of two purposes:

- To identify a specific location within a branch/plant as part of the location identifier.
- To use as a general reporting code for location information.

#### **Mix Item/Lot**

Enter a code that specifies whether to prohibit or allow the system to combine different items into one location or to combine different lot or serial numbers of the same item into one location. Valid values are:

- Blank: No restrictions.
- 1: One item per location.

- 2: One item or lot per location.
- 3: One item, lot, or status per location.

**Staging Loc (staging location)**

Enter a code that indicates whether the location is a staging location, where you hold items temporarily before moving them somewhere else. Staging locations (such as the receiving and shipping docks) do not require a group definition for dimensions, volume, or weight, because they have unlimited capacity. Valid codes are:

- Y: Yes, this location is a staging location.
- N: No, this location is not a staging location.

## 2.4 Setting Up AAI for Sales Order Management

This section provides an overview of AAI for Sales Order Management and discusses how to set up AAI for Sales Order Management.

### 2.4.1 Understanding AAI for Sales Order Management

AAI are the links between the day-to-day functions, chart of accounts, and financial reports. The system uses AAI to determine how to distribute amounts that are associated with general ledger entries that the system generates. For example, in JD Edwards EnterpriseOne Sales Order Management, AAI specify how to record the journal entries that are associated with transactions such as selling a stock item to a customer.

For JD Edwards EnterpriseOne distribution systems, you must create AAI for each unique combination of company, transaction, document type, and general ledger class that you anticipate using. You associate each AAI with a specific general ledger account that consists of a business unit, an object, and optionally, a subsidiary.

If you collect taxes on customer invoices, you must distribute the tax amounts to the correct general ledger accounts. When you set up AAI for a specific type of tax, such as value added tax (VAT) or use tax, you designate which accounts you want to debit and credit for an invoice tax amount.

The system stores AAI in the Distribution/Manufacturing - AAI Values table (F4095).

#### 2.4.1.1 Search Sequence for AAI

You set up AAI tables so that the system can assign account numbers to sales order transactions and account for the amounts that are associated with those transactions in the general ledger. Most organizations set up separate account numbers for each company within their organization. However, some organizations use the same account numbers for each company. If you do not want to set up separate accounts for each company, you can set up account information for the default company, company 00000. The system searches for account numbers in this order:

1. The system first searches for a match on order company, order type, and general ledger category code.
2. If no match is found, the system searches for a match on order company, order type, and general ledger category code of \*\*\*\* (wildcard).
3. If no match is found, the system searches for a match on company 00000, order type, and general ledger category code.

4. If no match is found, the system searches for a match on company 00000, order type, and general ledger category code of \*\*\*\* (wildcard).
5. If no match is found, the system produces an error notifying the user that the AAI is not set up.

If an organization uses product detailed costing in addition to the fields Order Company, Order Type, and the G/L Category Code, then the system also includes Cost Type in the search for an account. This applies to the sales AAIs 4220 and 4240.

In addition, the Flexible Sales Accounting Setup menu (G4241) enables further flexibility in defining the Business Unit, Subsidiary, and Subledger fields based on other driver fields in the Sales Order Detail table (F4211).

### 2.4.1.2 AAIs for Sales Order Management

This table describes the AAIs to set up for JD Edwards EnterpriseOne Sales Order Management:

AAI	Description
Cost of Goods (COGS) Sold (4220)	Provides the expense or cost amount to the cost of goods sold account.
Deferred Cost of Goods Sold (4221)	Provides the expense or cost amount to a deferred cost of goods sold account when you use cycle billing or periodic invoicing.
Cost of Goods Sold - Accommodations (4222)	Provides the expense or cost amount to a cost of goods sold account when loan agreements are in effect for bulk items on the transaction and you do not use cycle billing.
Deferred Cost of Goods Sold - Accommodations (4223)	Provides the expense or cost amount to a deferred cost of goods sold account when loan agreements are in effect for bulk items on the transaction and you use cycle billing or periodic invoicing.
Revenue (4230)	Provides the actual sales price of inventory in the sales revenue account.
Deferred Revenue (4231)	Provides the actual sales price of inventory in a deferred sales revenue account when you use cycle billing or periodic invoicing.
Unbilled A/R Credit (4232)	Credits the accounts receivable account with the unbilled amount from the transaction when you use cycle billing or periodic invoicing.
Allocated Revenue (4233)	Writes additional allocated revenue entries when the Freight Allocations by Item is set up from the JD Edwards EnterpriseOne Transportation Management system (determined at the time of transportation freight update) and some or all of the total freight charge for a shipment is distributed to the existing sales order line items.
Inventory (4240)	Credits the cost amount to an inventory account.

AAI	Description
Inventory In Transit (4241)	Credits the cost amount to an inventory account for load confirmed lines when using the JD Edwards EnterpriseOne Transportation Management system. The system uses this AAI for AAI 4240.
Accommodations (4242)	The system uses AAI 4242 for bulk item transactions that have borrow agreements set up for accommodations. Select the Foreign Depot and Interface G/L check boxes on the Branch/Plant Constants form.
A/R Trade (4245)	Debits the sales amount to an accounts receivable account. The system writes the accounts receivable offset entries to the general ledger only if the Bypass Update to Accounts Receivable processing option on the Sales Update program (R42800) is deactivated.
Tax Liability (4250)	Provides journal entries to tax liability accounts that were created during sales update.
Price Adjustments (4270)	Provides the journal entries for individual price adjustments that were created during sales update.
Rebates Payable (4280)	Provides the offset entries of accrued accounts.
Ship and Debit (4234)	Adjusts the profit margins that are affected by ship and debit agreements.

The Account Revisions form of the Distribution AAls program (P40950) displays each predefined AAI item and information about the document type, general ledger class, and accounts that are affected by transactions.

**See Also:**

- "Setting Up AAls in Distribution Systems" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.
- "Setting Up AAls for Taxes" in the JD Edwards EnterpriseOne Applications Tax Processing Implementation Guide.

## 2.4.2 Forms Used to Set Up AAls for Sales Order Management

Form Name	Form ID	Navigation	Usage
Work With AAls	W40950B	Sales Order Management Setup (G4241), Automatic Accounting Instructions	Review and select AAI tables.
Account Revisions	W40950D	Select an AAI table, and then select Details from the Row menu on the Work With AAls form.	Set up AAls for Sales Order Management. Add and revise account information for the selected AAI table.



## 2.4.3 Setting Up AAls for Sales Order Management

Access the Account Revisions form.

### G/L Cat (general ledger category)

Enter a code from UDC 41/9 that identifies the general ledger offset that system uses when it searches for the account to which it posts the transaction. If you do not want to specify a class code, you can enter \*\*\*\* (four asterisks) in this field.

You can use AAls to predefine classes of automatic offset accounts for the JD Edwards EnterpriseOne Sales Order Management systems. You might assign general ledger class codes as follows:

- **IN20:** Direct Ship Orders
- **IN60:** Transfer Orders
- **IN80:** Stock Sales

The system can generate accounting entries based upon a single transaction. For example, a single sale of a stock item can trigger the generation of accounting entries similar to the following:

- Sales-Stock (Debit) xxxxx.xx
- A/R Stock Sales (Credit) xxxxx.xx
- Posting Category: IN80
- Stock Inventory (Debit) xxxxx.xx
- Stock COGS (Credit) xxxxx.xx

The system uses the class code and the document type to find the AAI.

### Branch Plant

Enter an alphanumeric code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant.

If you leave this field blank, the system uses the branch plant based on the G/L Account Business Unit processing option setting in the Sales Update program (R42800).

### Obj Acct (object account)

Enter the portion of a general ledger account that refers to the division of the cost code (for example, labor, materials, and equipment) into subcategories. For example, you can divide the cost code for labor into regular time, premium time, and burden.

---

**Note:** If you use a flexible chart of accounts and the object account is set to six digits, Oracle recommends that you use all six digits. For example, entering **000456** is different than entering **456** because if you enter **456** the system enters three blank spaces to fill a 6-digit object.

---

### Sub (subsidiary)

Enter a subset of an object account. Subsidiary accounts include detailed records of the accounting activity for an object account.

## 2.5 Setting Up Order Line Types

This section provides an overview of order line types and discusses how to set up order line types.

### 2.5.1 Understanding Order Line Types

When you enter detail information for a sales order, you enter the quantity, price, and cost for each item or service. You can also enter a credit item, a nonstock item, and text information in the same sales order.

Each entry is a line. A line is the information for an item or service that you are ordering as it pertains to the order. The system processes each line based on a line type.

A line type is a code that the system uses to process each detail line that you enter for a specific order type. For example, you can specify line type *S* for stock items. The system determines whether it should increase or decrease the quantity of the item in inventory. You can specify line type *F* for freight charges. The system determines from the definition of the line type that this item is not an inventory item.

You can specify how the system uses line types in the general ledger and within JD Edwards EnterpriseOne Inventory Management. For example, when you purchase or sell an inventory item, you can assign a line type for stock items. The system records the transaction according to the information that you specified for the line type. In this case, the system reflects the cost or price of the item in the general ledger. The transaction line also affects item availability in JD Edwards EnterpriseOne Inventory Management.

The line types that you define are applicable throughout distribution systems. For example, the system processes line types in the same way for JD Edwards EnterpriseOne Sales Order Management as it processes line types for JD Edwards EnterpriseOne Procurement.

#### 2.5.1.1 Adding a Message Using a Text Line Type

During order entry, you can enter a message on an order detail line by using a text line type. For example, you can enter an order detail line for a stock item, such as a bike, and then enter an order detail line for text, such as *Some Assembly Required*. This order detail line functions like a message. Based on the line type definition, the information in an order detail line with a line type that is denoted by the text feature is a memo-only line. The system does not verify the information in the Item Number field, which is the message, against information in the Item Branch File table (F4102) and the transaction does not interact with any other JD Edwards EnterpriseOne systems, such as JD Edwards EnterpriseOne Accounts Receivable and JD Edwards EnterpriseOne Accounts Payable.

#### 2.5.1.2 Assigning a Line Type for Nonstock Items

You can set up the line type for nonstock items so that the system retrieves information from the Item Master table (F4101) but does not commit quantities. The Edit Item Master for Non-Stock Items option controls whether the system validates the item on the sales order line against the F4101 table. The system uses this option only with nonstock inventory interfaces.

During order entry, the system verifies the item number in the F4102 table and the cost and price information in the Item Cost File table (F4105) and Item Base Price File table (F4106). However, the system does not create commitments or perform availability checks.

## 2.5.2 Forms Used to Set Up Order Line Types

Form Name	Form ID	Navigation	Usage
Work With Line Types	W40205A	Sales Order Management Setup (G4241), Order Line Types	Review and select order line type records.
Line Type Constants Revisions	W40205B	Click Add on the Work With Line Types form.	Set up order line types. Add and revise order line type records.

## 2.5.3 Setting Up Order Line Types

Access the Line Type Constants Revisions form.

### Inv. Interface (inventory interface)

Enter a code that specifies how the system interacts with the JD Edwards EnterpriseOne Inventory Management system for order lines with the specified line type. Values are:

- **Y:** The monetary or unit value of any activity containing this line type is reflected in inventory. The system also edits the item that you enter to ensure that it is a valid item. This is the default value.
- **A:** The system recognizes the number that you enter as a general ledger account number. The system uses this code in purchasing only.
- **B:** The system performs edits when using format 4 in purchase order entry.  
The system retrieves price data from the inventory tables, but does not update the quantity on the purchase order. This code is valid only when you have set the G/L Interface field to **Y** (yes). Budget checking is fully functional when you use this interface code.
- **D:** The item in this line is an inventory item that does not affect availability or quantities.
- **N:** The item is not an inventory item.

To verify whether the item exists in the F4101 table, use Inventory Interface **N** with the Edit Item Master for Non-Stock Item option.

### G/L Offset (general ledger offset)

Enter a code from UDC 41/9 that identifies the general ledger offset for the account to which the system posts the transaction. If you do not want to specify a class code, enter \*\*\*\* (four asterisks) in this field.

You can use AAIs to predefine classes of automatic offset accounts for JD Edwards EnterpriseOne Sales Order Management. You can assign general ledger class codes in these ways:

- IN20 Direct Ship Orders.
- IN60 Transfer Orders.
- IN80 Stock Sales.

The system can generate accounting entries based on a single transaction. For example, a single sale of a stock item can trigger the generation of accounting entries similar to this:

- Sales-Stock (Debit) xxxxx.xx.
- A/R Stock Sales (Credit) xxxxx.xx.
- Posting Category: IN80.
- Stock Inventory (Debit) xxxxx.xx.
- Stock COGS (Credit) xxxxx.xx.

The system uses the class code and the document type to find the appropriate AAI.

#### **Include in Tax 1**

Enter a code that indicates whether the monetary value of this order line is subject to applicable taxes and which taxes to apply. Values are:

**Y:** The line is subject to applicable taxes.

**N:** The line is not subject to applicable taxes.

**3–8:** Yes, the line is subject to applicable taxes at the rate indicated by the group number (3–8). The system uses group numbers for value-added tax.

#### **Sales Journal Col (sales journal column)**

Enter a value to indicate which of the four columns on this line receives the sales value. Values are:

**1:** Column 1 receives the sales value (if any).

**2:** Column 2 receives the sales value (if any).

**3:** Column 3 receives the sales value (if any).

**4:** Column 4 receives the sales value (if any).

#### **G/L Interface (general ledger interface)**

Select to reflect the monetary amount or unit value of any activity that contains this order line type in the general ledger.

#### **A/R Interface (accounts receivable interface)**

Select to reflect the monetary amount or unit value of any activity that contains this order line type in JD Edwards EnterpriseOne Accounts Receivable.

#### **A/P Interface (accounts payable interface)**

Select to reflect the monetary amount or unit value of any activity that contains this order line type in JD Edwards EnterpriseOne Accounts Payable.

#### **S/WM Interface (service and warranty management interface)**

Select to enable the system to use this order line type in the JD Edwards EnterpriseOne Service Management (S/WM) system.

When you select this option, you set up additional JD Edwards EnterpriseOne S/WM attributes for the line type on the S/WM Line Type Constants Revisions form which can be accessed through the Form menu.

#### **Text Line**

Select to indicate that the information with this order line type contains only text information.

#### **Reverse Sign**

Select to reverse the sign of the quantity in the line. Use this code to enable easy entry of credit memos.

**Apply Freight**

Select to perform freight calculations during processing.

If you do not select this option, the system does not perform freight calculations during processing.

**Apply Retainage**

Select to include the item's values in the calculation of an accounts payable retainage. Use this option only if the interface between JD Edwards EnterpriseOne Procurement and JD Edwards EnterpriseOne Accounts Payable is active.

**Generate Workorder**

Select to generate an internal work order automatically for this order detail line.

**Include in Cash Discount**

Select to include the extended monetary amount of the transaction in the cash discount or payment terms discount calculation.

**Include Sales/COGS for Gross Profit (include sales/cost of goods sold for gross profit)**

Select to include sales and cost of goods sold in gross profit calculations.

**Voucher Match Variance Account**

Select to indicate that a variance that the system generates during voucher match should be booked to the account. Clear to book any variance to the expense account for the order detail line.

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**Note:** The system uses this option with the Inv. Interface field set to **A** or **B** in JD Edwards EnterpriseOne Procurement only.

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**Edit Item Master for Non-Stock Item**

Select to validate the sales order line item against the Item Master table. Use this with the nonstock inventory interface only.

**Protect Price on Sales Order**

A code that indicates the Unit Price, Extended Price, Foreign Unit Price, and Foreign Extended Price fields on a sales order detail line are protected against revisions after the order is entered.

Selecting this option ensures that the price cannot be changed after the initial entry of the sales order.

**Generate Purchase Order**

Select to generate a purchase order. Use this with the Inventory Interface field set to **D** and **N**.

**Call Materials Issue**

Select to activate the materials issue function when performing the receipts into stock function.

You use this option only for JD Edwards EnterpriseOne Procurement and when you are using JD Edwards EnterpriseOne Engineer to Order from Oracle.

**Procurement Receipt Required**

Select to require receipts for purchase orders lines. If you select this option, the purchase order line must be received before the voucher match process. If you clear this option, you can match purchase order lines without requiring a receipt.

## 2.6 Setting Up Order Activity Rules

This section provides an overview of order activity rules, lists prerequisites, and discusses how to set up order activity rules.

### 2.6.1 Understanding Order Activity Rules

To advance an order line through the order process, you must create order activity rules. The system uses order activity rules to determine the sequence of steps for processing order information.

The system processes an order line based on the order activity rules that you set up for the order type and line type combination. For example, you could set up the order activity rules for stock line types in sales orders as:

- Enter order
- Print pick slip
- Confirm shipment

You must assign a status code for every step in the order process. A status code is a number that the system uses to identify the current status of an order line. You must also identify next status codes that determine the next step to which the system advances the order. You must arrange status codes in ascending numeric order for the system to establish the sequence of steps.

You can change the progression of steps or include alternate steps in the order activity rules. For example, you can set up order activity rules for nonstock items in sales orders so that the system bypasses the step to print pick slips and advances the order line to shipment confirmation.

You can specify at which point in the order process the system writes records to the Sales Order Detail Ledger File (F42199) and the Procurement Order Detail Ledger File (F43199) history tables.

In order processing, you can use the order activity rules to:

- Locate the status of an order.
- Select orders for batch processing.
- Prepare reports that are based on the current status of an order.

### 2.6.2 Prerequisites

Before you complete the tasks in this section:

- Verify that you have set up status codes in UDC table 40/AT.
- Verify that you have set up order types in UDC table 00/DT.
- Verify that you have set up order line types.

See [Setting Up Order Line Types](#).

### 2.6.3 Forms Used to Set Up Order Activity Rules

Form Name	Form ID	Navigation	Usage
Work With Order Activity Rules	W40204B	Sales Order Management Setup (G4241), Order Activity Rules	Review and select order activity rule records.
Order Activities Rules - Revisions	W40204A	Click Add on the Work With Order Activity Rules form.	Set up order activity rules. Add and revise order activity rule records.

### 2.6.4 Setting Up Order Activity Rules

Access the Order Activity Rules - Revisions form.

#### Order Type

Enter a code from UDC 00/DT that identifies the type of document. This code also indicates the origin of the transaction. Document type codes are reserved for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program. (These entries are not self-balancing when you originally enter them.)

The system contains predefined document types which should not be changed:

**P:** Accounts Payable documents.

**R:** Accounts Receivable documents.

**T:** Payroll documents.

**I:** Inventory documents.

**O:** Purchase Order Processing documents.

**J:** General Accounting/Joint Interest Billing documents.

**S:** Sales Order Processing documents.

#### Order Type Next Number

Enter a code to indicate which next number series the system uses when creating order numbers for this order type. Ten available Next Number series are available.

This field addresses:

- Purchase requisitions that carry order numbers that are different from bid requests and purchase orders.
- Blanket sales orders that are numbered in a different number range from standard sales orders.

#### Other 1, Other 2, Other 3, Other 4, and Other 5

(Optional) Enter a number to indicate a status that can be performed as the next step in the order process.

Although this is not the preferred or expected next step, this field is an allowable override. The system does not allow you to initiate an order line step or status that is not defined as either the expected next status or an other allowed status. Other allowed status codes let you bypass processing steps. These codes are often referred to in processing options as override next status codes.

**Ledger Y/N (ledger yes/no)**

Enter a value to write a record to the S.O Ledger Detail File table (F42199). Values are:

**Y:** Write a record for selected fields to the history table.

**N:** Do not write a record to the history table.

## 2.7 Setting Up Sales Order Automation (RTE Filtering)

This section provides an overview of real-time events and real-time event filtering, and discusses how to set up real-time event filtering.

### 2.7.1 Understanding Real-Time Events

A real-time event (RTE) is a notification to a third-party system that a business transaction has occurred in the JD Edwards EnterpriseOne system. Third-party systems can subscribe to the JD Edwards EnterpriseOne system to receive notification when a specific transaction occurs. You can use any JD Edwards EnterpriseOne interface, such as HTML, WIN32, and terminal servers to generate RTEs. Real-time events can be used for both synchronous and asynchronous processing.

You use the Event Definition Workbench program (P90701A) to define RTEs in the JD Edwards EnterpriseOne system. Every RTE that you use must have an associated record in the Event Activation Status table (F90705).

### 2.7.2 Understanding Real-Time Event Filtering

When an RTE is active, the system publishes the RTE when you create a new order and make any subsequent revisions such as sales order update or status change. Depending on the order type, the order might undergo several changes during its life cycle, which could result in the system generating multiple RTEs that are not needed by those systems which are subscribing to real-time events. Unnecessary RTEs impact system performance by placing increased demand on the transaction server that processes the RTEs.

The Work With RTE Filter program (P4230) provides the flexibility to filter RTE generation for the most heavily used events:

- Sales Order. RTSOOUT, RTSOOUT2, and RTSOOUT3.
- Shipment Notice Manage Notify. RTSHPNOUT and RTSHPNOUT2.
- Invoice Manage Notify. RTINVOUT and RTINVOUT2.

For example, without filtering the system generates a version of event RTSOOUT each time you make a change to a sales order. Subscribing systems do not need many of these generated transactions to process through the transaction server. The Work With RTE Filter program enables you to set up the JD Edwards EnterpriseOne system to publish the RTSOOUT, RTSOOUT2, RTSOOUT3, RTSHPNOUT, RTSHPNOUT2, RTINVOUT, and RTINVOUT2 events based upon specific criteria such as:

- Last status code. Filtering based upon status code provides enormous flexibility and applies only to the JD Edwards EnterpriseOne Sales Order Management system.
- Order type. You can exclude the order types that you do not want the system to generate RTEs. For example, you might not want the system to generate RTEs for transfer orders between branch plants.



- Business unit. You can exclude the business units that you do not want the system to generate RTEs. For example, you might have a central location that serves as a distribution center to regional locations. When shipping to regional locations you may find it unnecessary for the system to generate RTEs.

### 2.7.3 Forms Used to Set Up Real-Time Event Filtering

Form Name	Form ID	Navigation	Usage
Work With Real Time Event Filter	W4230C	Sales order Management Setup (G4241), RTE Filter Details.	Add, review, and select RTE filter detail records.
Real Time Event Filter Revisions	W4230D	On the Work With Real Time Event Filter form, click Add.	Add and revise filtered RTE details.

### 2.7.4 Reviewing and Activating RTE Filters

Access the Work With Real Time Event Filter form.

#### Event Name

Select an event name from the drop down menu. The event name must be listed in UDC table 42/RF.

#### Order Type

Specify the order type associated with the real-time event.

#### Branch Plant

Enter an alphanumeric code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant.

#### Filter Status

Specify whether the status of each detail line for the real-time event is active or inactive. A check mark in the Filter Active column indicates that the detail line is active. To change the status, select one or more lines and select *Change Status* from the Row menu.

### 2.7.5 Setting Up RTE Filter Details

Access the RTE Filter Details Revisions form.

#### Event Name

Select an event name from the drop down menu. The event name must be listed in UDC table 42/RF.

#### Branch Plant

Enter an alphanumeric code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant.

#### Order Type

Enter a user defined code (00/DT) that identifies the type of document. This code also indicates the origin of the transaction. J.D. Edwards has reserved document type codes for vouchers, invoices, receipts, and time sheets, which create automatic offset entries

during the post program

**Last Status**

Enter a code (40/AT) that specifies the last step in the processing cycle that this order line has successfully completed.

## 2.8 Setting Up Revenue Recognition for Sales Order Invoices

You must complete the following setup before the system can send sales order invoices to the revenue recognition process in the JD Edwards EnterpriseOne Accounts Receivable system:

- Set up the company constant, UDCs, and AAIs for revenue recognition.  
"Setting Up the System for Revenue Recognition" in the *JD Edwards EnterpriseOne Applications Accounts Receivable Implementation Guide*.
- Set up trigger information (hierarchy, dates, and configuration records)  
"Setting Up Revenue Recognition Triggers for Sales Order Invoices" in the *JD Edwards EnterpriseOne Applications Accounts Receivable Implementation Guide*.

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## Setting Up Order Processing Information

This chapter contains the following topics:

- [Section 3.1, "Understanding Order Processing Information"](#)
- [Section 3.2, "Understanding Record Reservations"](#)
- [Section 3.3, "Setting Up Commission Information"](#)
- [Section 3.4, "Setting Up Branch Sales Markups"](#)
- [Section 3.5, "Defining Flexible Account Numbers"](#)
- [Section 3.6, "Creating Order Templates"](#)
- [Section 3.7, "Setting Up Order Hold Information"](#)
- [Section 3.8, "Setting Up Self-Service Information for Sales Order Management"](#)

### 3.1 Understanding Order Processing Information

Before you can process order information, you must define the methods and data that the system uses to process orders. Order information that you should set up before you begin processing data includes:

- Commission information

Using commission constants, you can specify the rates, basis, and criteria that the system uses to calculate commission amounts on different order types. You can set up commission information to conform to the needs of an organization.

Additionally, you can set up a sales group to distribute commission amounts to a group of salespeople who contribute to a customer's sale. You can define commission information for each member of the group.

- Branch sales markups

You use branch sales markups to set up the additional costs that are associated with transfer orders and interbranch sales orders. For example, if the company sells from one location but fills and ships orders from another location, such as a central supply warehouse, you can ship the order from the central supply warehouse directly to the customer.

- Flexible account numbers

Flexible account numbers enable you to configure each segment of the account number according to the needs of the organization. For example, you can use a format that includes information such as salesperson, branch, sales territory, and other address book category codes. Or you can set up the structure of the flexible

account number based on how you track the performance of items and customers through sales detail and the general ledger.

- **Order templates**

You create and assign order templates to speed up the order entry process. A template contains information about frequently ordered items. You can create standard templates, that the system can use for all customers, or you can create customer-specific templates. You can create order templates based on sales history, or you can update existing templates based on sales trends.

- **Order hold information**

You can define the conditions that the system uses to place orders on hold and attach those conditions to a hold code. For example, you can define minimum and maximum order values. If the total order amount is not within this range, the system assigns the hold code to the order to place the order on hold and stop further processing. You can also define sales margin and credit holds. Based on this information, the system places an order on hold if the order or order line does not meet the sales margin or exceeds the customer's credit limit.

- **Self-service information**

You set up information to enable the customers and suppliers to review and update information on their own. You can set up customer and supplier profiles to limit access to only those programs customers and suppliers are able to use.

You can also set up product hierarchies, which enable customers to view products by group and hierarchy. By assigning items to product groups and hierarchies, you relieve the customers from having to scroll through a complete list of inventory items.

## 3.2 Understanding Record Reservations

If the business receives many sales orders every day and you work with various programs to efficiently manage the sales orders, you can limit user access to the programs after the sales orders have been entered to preserve data integrity. Having multiple users who update data at the same time can result in inaccuracies.

JD Edwards EnterpriseOne provides you with record reservation capability which, when activated, enables only one user at a time to update individual records that are contained in the Sales Order Detail File table (F4211). After one user finishes updating a detail line, another user can access the line to continue updating information. Record reservation helps ensure the integrity of the data.

By accessing the user-defined code (UDC) table 00/RR for record reservations, you can activate record reservation for a particular program by entering **1** in the Special Handling field.

You can activate record reservations for these JD Edwards EnterpriseOne Sales Order Management programs:

- Sales Order Entry (P4210 and P42101).
- Shipment Confirmation (P4205).
- Backorder Release (P42117).
- Backorder Release and Report (R42118).
- Print Pick Slips (R42520).
- Inventory Commitment (R42997).

- Packaged Pick Slip (R42521).
- Control Pick Slips (R42522).
- Batch Credit Hold (R42542).
- Batch Release Credit Holds (R42550).
- Order and Basket Level Pricing (R42750).
- Sales Order Batch Price/Cost Update (R42950).

### 3.3 Setting Up Commission Information

This section provides overviews of commission constants, commission information, and commission assignments, lists prerequisites, and discusses how to:

- Set up commission constants.
- Set up sales groups.

#### 3.3.1 Understanding Commission Information

You set up commission information in the JD Edwards EnterpriseOne Sales Order Management system to reflect the company's sales environment.

You can assign one or more salespeople or sales groups to each customer. The salesperson can receive a commission based on whether the customer number is in the Sold To field, the Ship To field, or both fields on the order entry form. After you enter an order and update customer sales, the system applies a calculated commission amount to the salesperson's address book number or the address book number of each salesperson in the sales group. After sales update, you can review commission information in the Sales Commission File table (F42005), and summaries of COGS and sales by item in the Sales Summary History File table (F4229) to ensure that the salespeople receive the correct amount.

When you enter a sales order, the system processes the commission information based on whether you use preferences. If you do not use preferences, then the system retrieves commission information from the Sales Order Detail Commission table (F42160), which uses the information from the Sales Order Header Commission Information (F42150) and Customer Master Commission Information (F42140) tables, respectively. You can also enter commission information into the sales order header.

If you use basic preferences, the system retrieves commission information from the F42160 table, which displays the information from the Preference Profile - Sales Commission table (F40344). If no commission information is in the F40344 table, the system retrieves default commission information from the F42150 table. You can also use advanced preferences to retrieve commission information.

You can set up a sales group to distribute commissions to a group of two or more salespeople who contribute to a customer's sale. For example, if the sales group consists of a sales manager, account representative, and sales assistant, you assign a group code that represents the three salespeople. Sales groups are useful for identifying salespeople who are responsible for a customer's orders and maintaining multiple commission percentages.

#### 3.3.2 Understanding Commission Assignments

To define commission information in the JD Edwards EnterpriseOne Sales Order Management system, you must associate one or more salespersons or sales groups a

commission percentage, a customer, and an order type.

You set up commission percentages according to the company's commission payment policies. You can distribute commissions by entering a fixed commission percentage or variable commission percentages.

When you set a fixed commission percentage, the system applies the same percentage for any order type that generates a commission. If you assign one or more sales groups to a customer, you can distribute commissions on a fixed commission percentage. You can set a fixed percentage that distributes the same commission percentage to each salesperson within a group. However, when you assign a fixed commission percentage in the customer billing instructions for a group, the system distributes the commission amount to the group number. You can use this option if you distribute commissions to an entity, such as a branch office. The system does not automatically divide the fixed commission percentage between the salespeople within the group.

You can also set a fixed commission percentage for the group or variable commission percentages for salespeople within the sales group. If commission percentages differ within a group, you can set up different commission percentages for each salesperson. For example, a manager can have a higher rate of commission than a sales assistant.

When you assign a fixed commission percentage on the customer master record, the system calculates the commission amount based on the order total. You cannot assign commission percentages for a salesperson on the customer master record to calculate variable commission percentages or set up additional commission information. To distribute the same commission percentage to the salespeople within a group, you must specify the commission percentage for each salesperson.

When you set variable commission percentages for an individual salesperson, the system includes variables, such as effective dates, order types, fixed costs, and minimum amounts, before calculating commissions. For example, you can have a different commission percentage for sales orders than you have for blanket orders. Or you might deduct fixed costs from an order before you calculate commissions.

**See Also:**

- [Setting Up Customer Billing Instructions.](#)

### 3.3.3 Understanding Commission Constants

You use commission constants to define the information that the system uses, in addition to employee-specific commission information, to calculate commission amounts. You can include additional information before calculating the commission amount for a salesperson, a sales group, or salespeople within a group. The system compares the additional commission information such as order type, fixed costs, and effective dates against the order information before calculating the commission percentage. You can designate different commission percentages for order types. For example, you can designate that a salesperson earn five percent commission on a standard sales order, two percent on a direct ship order, and seven percent on a blanket order.

You can also designate commission percentages for a limited period with variables that apply during the effective dates. For example, you can specify that a sales trainee earns a seven percent commission on sales order totals during the training period. During that time, the order must meet a minimum gross margin amount or the system does not calculate commissions. If the order qualifies for a commission, then you must deduct fixed costs before calculating the commission percentage. After the training period, the salesperson earns a five percent commission on the gross margin of all

orders after the system deducts the fixed costs. You can enter multiple commission percentages when you anticipate changes in the future.

As an alternative to entering a commission percentage, you can enter a commission amount for an invoice, cost, or gross amount.

You can assign additional information to a sales group or salespeople within a group. To specify additional commission information for the group, you must assign the additional information to the group code. For example, you can specify that the group must meet the assigned minimum gross margin before the system calculates the commission. To calculate additional commission information for salespeople within the group, you can assign additional information to each salesperson's number.

After you have set up a commission constant, you cannot delete it. However, you can change the expiration date.

You must use the Sales Order Constants program (P42460) to set up the Sold To Ship To Default. This determines whether the salesperson receives a commission based on whether the customer number is in the Sold To field, the Ship To field, or both fields on the order entry form.

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**Note:** If you set the Sales Order Constants to base the commission on the customer in both the Sold To and Ship To fields and enter the same customer number in the Sold To and Ship To fields, the salesperson receives a double commission.

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### 3.3.4 Prerequisites

Before you complete the tasks in this section:

- Verify that you set up a code for the salesperson group in UDC table 42/RS.
- Verify that the commission rate codes are blank for each customer in the Customer Master by Line of Business table (F03012).
- Set up UDC 42B/CD to determine whether the system bases commissions on the customer number in the Sold To field, the Ship To field, or both fields when entering the order.
- Set up the Sold To Ship To Default field in the Sales Order Constants program (P42460).

Enter **P42460** in the Fast Path field to access the Sales Order Constants program.

- Verify that address book numbers exist for all salespeople.
- Verify that you have set the processing options for the Sales Update program (R42800) to update the commission information.

See [Updating Customer Sales](#).

### 3.3.5 Forms Used to Set Up Commission Information

Form Name	Form ID	Navigation	Usage
Work With Commission Constants	W42110E	Commission/Royalty Management (G4223), Commission/Royalty Constants	Review and select commission constant records.

Form Name	Form ID	Navigation	Usage
Commission Constant Revisions	W42110D	Click Add on Work With Commission Constants.	Set up commission constants. Add and revise commission constant records.
Work with Related Salesperson	W42100F	Commission/Royalty Management (G4223), Commission/Royalty Related Salesperson	Review and select related salesperson records.
Related Salesperson Revisions	W42100E	Click Add on Work with Related Salesperson.	Set up sales groups. Add and revise related salesperson records.

### 3.3.6 Setting Up Commission Constants

Access the Commission Constant Revisions form.

#### Commission Number

Enter the address book number of the person for whom you are setting up the commission constant.

#### Comm Code Type (commission code type)

Enter a code to designate whether the system calculates commission using the invoice amount or gross margin. No matter which item the system uses, you should consider an amount as the starting point in the commission calculation and apply loading factors, fixed costs, minimum margins, and so on.

#### Load Factor

Enter the factor that the system uses as a multiplier of product cost.

#### Fixed Cost Amount

Enter the monetary amount of processing overhead per order.

#### Min. Gross Margin (\$) (minimum gross margin (USD))

Enter the order-based minimum gross margin. If the gross margin is not equal to at least this amount, then the order does not qualify for a commission.

#### Commission (%) (commission (percent))

Enter the percentage of an order sales amount that is payable to the salesperson.

#### Flat Commission Amount

Enter a value to specify a commission amount. Enter a flat commission amount instead of a commission percentage. You must enter the per-unit amount to calculate commission amounts against the invoice, gross margin, or cost.

#### Per Unit Amount

Enter the monetary amount per unit of the item.

#### Currency Code

Enter a code that identifies the currency for the salesperson's flat commission.

#### Category Code

Enter one of 30 reporting codes that you can assign to an address in the JD Edwards EnterpriseOne Address Book. Use these codes to group address book records for



reports, mailings, and so on. Category codes are user-defined (system 01, types 01 through 30). Examples include:

- Category code 01
- Location or Branch
- Category code 02
- Salesperson
- Category code 03
- Product
- Category code 04
- Credit officer

#### **Geographic Region**

Enter one of 30 reporting codes that you can assign to an address in the JD Edwards EnterpriseOne Address Book. Use these codes to identify addresses for reports, mailings, and so on. Category codes are user-defined (system 01, types 01 through 30). Examples include:

- Category code 01 - Location or Branch.
- Category code 02 - Salesperson.
- Category code 03 - New tenant.
- Category code 04 - Credit officer.

#### **Freight Handling Code**

Enter a code from UDC 42/FR designating the method by which supplier shipments are delivered. For example, the supplier could deliver to the company's dock, or you could pick up the shipment at the supplier's dock.

You can also use these codes to indicate who has responsibility for freight charges. For example, you can have a code indicating that the customer legally takes possession of goods as soon as they leave the supplier warehouse and that the customer is responsible for transportation charges to the destination.

#### **Password**

Enter a series of characters that you must enter before the system updates a table.

In JD Edwards EnterpriseOne Distribution from Oracle, the password secures commissions setup and the release of held orders. Only users with access to the password can release an order. The system does not display the password on the form. You should not enter blanks anywhere in the password.

### **3.3.7 Setting Up Sales Groups**

Access the Related Salesperson Revisions form.

#### **Sales Code**

Enter a code that you use for the salesperson number when more than two salespersons are responsible for an order.

#### **Sales Rep Number (sales representative number)**

Enter an address book number for the sales representative.

To create a commission liability for more than two salespersons, you can relate individuals or entities (for royalties) to a single order line. To do so, set up a sales code

that represents not one but many salespersons in the related salesperson file. The system inserts this code in the billing instructions record for any customer or during sales order entry to create multiple commission records at the appropriate point in the order processing cycle (one record for each related salesperson). The system enables multiple percentages to a single salesperson.

**Rel Sales Rep (related sales representative)**

Enter a code to designate whether the system calculates commissions using invoice amount or gross margin.

**L/O Code (line/order code)**

Enter **O** to base commissions on order totals or **L** to base commissions on line amounts.

**Related Comm Percent (related commission percent)**

Enter the percent of the sale for which a related salesperson is responsible. A related salesperson is any salesperson in a designated (related) sales group.

For a given group, the percent of the sale does not have to equal 100 percent.

## 3.4 Setting Up Branch Sales Markups

This section provides an overview of branch sales markups and discusses how to set up branch sales markups.

### 3.4.1 Understanding Branch Sales Markups

You use branch sales markups to set up the additional costs that are associated with a transfer or interbranch sales order. You enter an interbranch sales order to fill a sales order from a branch/plant that is different from where you placed the order. For example, if the company sells from one location but fills and ships orders from another location, such as a central supply warehouse, you can ship the order from the central supply warehouse directly to the customer.

Companies can apply additional costs to transfer and interbranch sales. The additional costs that you set in the Branch Transfer Markup program (P3403) are the amounts that the branch/plant charges in addition to the base price.

You can use the P3403 program to set the markup amount for any transfer or interbranch sales order. You can also define the relationship between the selling branch/plant and the supplying branch/plant. For example, if you are setting up the branch sales markup table from the perspective of a central supply warehouse, you can define the amount that you charge every location that places an order.

You can also set markup amounts that are specific to either an item or an item group. For example, any time you fill an order that contains an item with an additional markup amount, the system adds the markup amount for that item to the order total. Or any time that you fill an order that contains an item from a specific group, the system adds the markup amount for the group. You cannot set a markup for both an item and a markup for a group that includes the item.

### 3.4.2 Forms Used to Set Up Branch Sales Markups

Form Name	Form ID	Navigation	Usage
Work With Branch Transfer Markup	W3403C	Sales Order Management Setup (G4241), Branch Sales Markups	Review and select branch transfer markup records.
Branch Transfer Markup Revision	W3403A	Select a branch to revise, and click Select on the Work With Branch Transfer Markup form.	Set up branch sales markups. Add and revise branch transfer markup records.

### 3.4.3 Setting Up Branch Sales Markups

Access the Branch Transfer Markup Revision form.

#### From Branch

Enter an alphanumeric code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant.

You can assign a business unit to a document, entity, or person for purposes of responsibility reporting. For example, the system provides reports of open accounts payable and accounts receivable by business unit to track equipment by responsible department.

Business unit security might prevent you from viewing information about business units for which you have no authority.

#### To Branch

Enter an accounting entity, such as a profit center, department, warehouse location, job, project, or work center, that is required for management reporting.

#### Cat Cd (category code)

Enter a value from UDC 41/S1 which represents the logically-related items. Using the category code enables you to set the markup price for a group of items instead of setting up each individual item.

#### Percent Markup

Enter the percentage that the cost is to be marked up when the item is transferred from one branch to another.

## 3.5 Defining Flexible Account Numbers

This section provides an overview of flexible account numbers, lists prerequisites, and discusses how to define flexible account numbers.

### 3.5.1 Understanding Flexible Account Numbers

You use flexible sales accounting to create a flexible format for account numbers in the chart of accounts. Flexible account numbers use the standard JD Edwards EnterpriseOne format, which has three segments:

- Business unit
- Object

- **Subsidiary**

The account number is displayed as *Business Unit.Object.Subsidiary*. The flexible format lets you configure each segment of the account number.

For example, you can use a format that includes more information, such as salesperson, branch, sales territory, and other address book category codes. Or you can set up the structure of the flexible account number based on how you track the performance of items and customers through sales detail and the general ledger.

The standard account structure is formatted with these segments:

- Business unit
- Object account
- Subsidiary account
- Subledger

Flexible format accounts have the same segments. The length of all segments cannot exceed 34 characters. Each segment of the flexible format account has a character limit:

- Business unit: 12 characters.
- Object account: 6 characters.
- Subsidiary account: 8 characters.
- Subledger: 8 characters.

To create a flexible account number, you define one or more of these segments. Each of these fields is hard-coded in UDC table 40/DI. You can view valid fields in the Flexible Sales Accounting program (P40296). You associate one or more pieces of information with each segment. Each piece of information is associated with a field and is stored in a table. The tables are different for each application.

To associate information with a segment, you must know the data item name, or alias, that is associated with the corresponding field in the table.

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**Note:** To use a field that is not included in these tables, you must develop custom programming.

You cannot define an object segment. You must define the object account through automatic accounting instructions (AAIs).

The subledger account is not visible online, but is stored in the Account Ledger table (F0911).

You activate flexible sales accounting through the processing options for the Sales Update program (R42800).

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Before you create a flexible account number, consider these points:

- Use a consistent account structure.

You must use the same account structure for all companies and all business units in the organization. This is necessary for multicompany consolidations and automated intercompany settlements.

If you use flexible accounting in JD Edwards EnterpriseOne Financial Management from Oracle, the business unit and subsidiary account that you define through distribution flexible sales accounting must have the same number

of characters as the business unit and subsidiary account that you define through financial flexible accounting.

- Define one subledger per account.

You can define only one subledger type for each account. You should review the account structure before you set up flexible accounts to determine how you use subledgers.

### 3.5.1.1 Example: Flexible Account Number

A pharmaceutical company sells its products nationwide to hospitals and pharmacies. It also sells nonprescription products to retail outlets.

The company tracks sales by region of the country, hospital versus retail pharmacies, and pharmacy (prescription) versus over-the-counter (nonprescription) sales. The company can direct the sales, cost of goods sold, and inventory charges to accounts that are made up of different combinations of these three categories to track their sales information.

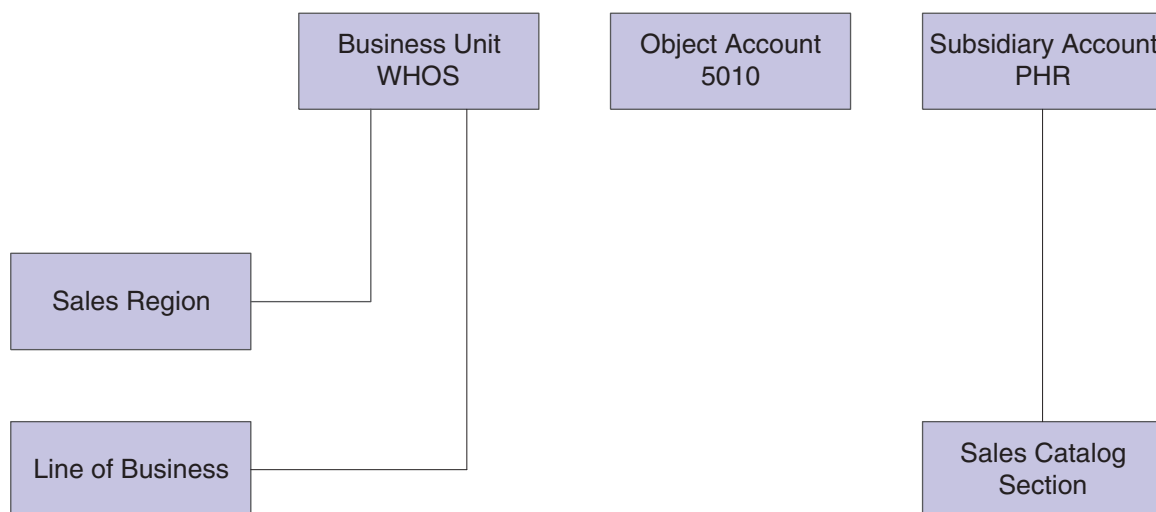
The company could define the flexible account number as:

- Business unit, in two segments:
  - Address book category code, such as sales region (for example, *W* for *West*).
  - Address book category code, such as line of business (for example, *HOS* for *hospital* or *RET* for *retail*).
- General ledger object account from the AAI, such as *5010*.
- (Optional) Subsidiary account, in one segment.
 

Use the item master reporting code, such as sales catalog section (for example, *PHR* for *pharmacy* or *OTC* for *over the counter*).

This diagram illustrates that the revenue when a hospital buys a prescription drug for its pharmacy goes to the *WHOS.5010.PHR* account:

**Figure 3–1 Flexible account number**



### 3.5.1.2 Base Sales Order Management AAls

You can define a flexible account number only for these base sales order management AAI tables:

- 4220: Cost of Goods Sold.
- 4230: Sales.
- 4240: Inventory.
- 4250: Sales Tax Payable.

When the system searches for an account for these AAls, it searches the Sales Flex Accounting table (F4096) in this order:

1. The system checks for a flexible account number that has been defined for a specific AAI and a specific company.
2. If no account has been defined for a specific AAI and a specific company, the system checks for an account that has been defined for a specific AAI and company 00000.

### 3.5.1.3 Advanced Pricing AAls

You can define a flexible account number for only these advanced pricing AAI tables:

- 4270: Adjustments
- 4280: Accruals

When the system searches for an account for these AAls, it searches the F4096 table in this order:

1. The system checks for a flexible account number that has been defined for a specific AAI, a specific company, and an adjustment name.
2. If no account has been defined for a specific AAI, a specific company, and an adjustment name, the system checks for a flexible account number that has been defined for a specific AAI and a specific company.
3. If no account has been defined for a specific AAI and a specific company, the system checks for a flexible account number that has been defined for a specific AAI, company 00000, and an adjustment name.
4. If no account has been defined for a specific AAI, company 00000, and an adjustment name, the system checks for a flexible account number that has been defined for a specific AAI and company 00000.

### 3.5.1.4 Locating Account Information from the AAI

When you process a transaction that requires the system to record information to the general ledger, it searches for each part of the flexible account number. This table describes the search hierarchies:

Account Segment	Search Hierarchy
Business Unit	<p>To locate the business unit, the system:</p> <ol style="list-style-type: none"> <li>1. Searches for the business unit in the AAI.</li> <li>2. If no business unit has been defined in the AAI, the system uses the flexible format business unit that you define.</li> <li>3. If no flexible format business unit exists, the system uses the business unit that you specify through the processing options of the Sales Update program (R42800).</li> </ol>
Subsidiary Account	<p>To locate the subsidiary account, the system:</p> <ol style="list-style-type: none"> <li>1. Searches for a subsidiary account that has been defined in the AAI.</li> <li>2. If no subsidiary account has been defined in the AAI, the system uses the flexible format subsidiary account that you define.</li> </ol>
Subledger	<p>To locate the subledger, the system:</p> <ol style="list-style-type: none"> <li>1. Searches for the subledger account that you specified in sales order detail.</li> <li>2. If no subledger account has been specified in sales order detail, the system uses the flexible format subledger account that you define.</li> <li>3. If no flexible format subledger account exists, the system uses the subledger that you specify through the processing options of the R42800 program.</li> </ol>

If you have set up the appropriate processing options in the R42800 program, the system searches for flexible account information.

### 3.5.2 Prerequisites

Before you complete the tasks in this section:

- Determine the information to associate with each segment of the account number.
- Define AAIs with object account information only.

### 3.5.3 Forms Used to Define Flexible Account Numbers

Form Name	Form ID	Navigation	Usage
Work With Flexible Sales Accounts	W40296A	Sales Order Management Setup (G4241), Flexible Sales Accounting	Review and select flexible account number records.
Flexible Sales Account Revisions	W40296C	Click Add on the Work With Flexible Sales Accounts form.	Define flexible account numbers. Add and revise flexible account number records.

### 3.5.4 Defining Flexible Account Numbers

Access the Flexible Sales Account Revisions form.

#### **AAI Table Number**

Enter a number used to specify sequence and retrieve accounting information.

#### **AAI-Financials**

Review the hard-coded field that defines an account or range of accounts used for a particular function. For example, item GLG4 defines the retained earnings account that the system uses for annual close purposes. During processing, programs use the item number and company number to find the correct account to debit or credit. Along with company, the item (or range) is the key to the AAI table.

#### **Object Acct From/To (object account from/to)**

Enter the beginning and ending object accounts to represent a range of accounts. The system allocates only amounts posted to accounts in this range.

#### **Adjustment Name**

Enter a value from UDC 40/TY that identifies an adjustment definition. You define adjustments in the Price Adjustment Definition program (P4071).

For JD Edwards EnterpriseOne Agreement penalty schedules, add a definition for each of the four types of penalties:

- Minimum quantity
- Maximum quantity
- Under commitment
- Over commitment

#### **Subledger Type**

Enter a value from UDC 00/ST that the system uses with the Subledger field to identify the subledger type and how the system performs subledger editing.

On the User Defined Codes form, the second line of the description controls how the system performs editing. This is either hard-coded or user defined. Valid values include:

- **A:** Alphanumeric field, do not edit.
- **N:** Numeric field, right justify and zero fill.
- **C:** Alphanumeric field, right justify and blank fill.

#### **Business Unit**

Enter an **X** to indicate that this segment of each general ledger account number is stored as part of the Business Unit field in the database. For flex account numbers, you can define up to six segments and use a total of 12 characters for the Business Unit field.

If you define multiple segments for the business unit, the system concatenates them left to right in ascending order according to their assigned sequence numbers. The resulting number is right-justified in the database field.

#### **Subsidiary**

Enter an **X** to indicate that this segment of each general ledger account number is stored as part of the Subsidiary Account field in the database. For flex account numbers, you can define up to four segments and use a total of eight characters for the Subsidiary Account field.



If you define multiple segments for the subsidiary account, the system concatenates them left to right in ascending order according to their assigned sequence numbers. The resulting number is left-justified in the database field.

#### **Subledger**

Enter an **X** to indicate that this segment is stored as part of the Subledger field in the database.

If you define multiple segments for the subledger, the system concatenates them left to right in ascending order according to their assigned sequence numbers. The resulting number is left-justified in the database field.

#### **Item**

Enter an **X** in the item column to associate a flex rule with the item number.

#### **Cost Object**

Enter a value that indicates which cost object is populated with a particular segment. Values are 1, 2, 3, and 4.

#### **Cost Type**

Enter a code that specifies the type of cost object and the type of editing. The system stores valid types in the Cost Object Types table (F1620). You can add or modify the cost types using the Cost Object Types program (P1620).

#### **File Name**

Enter the number of a specific table. For example, the Account Master table name is F0901.

#### **Data Item**

Enter a code of a specific data item from the table specified in the File Name field. For example, if you enter **F0901** in the File Name field, you can enter any field within the table, such as **R001**, in the Data Item field.

#### **Data Type**

Enter a code that identifies the address that the system uses in flexible sales accounting. Valid values are:

- 1: Bill To
- 2: Ship To
- 3: Parent

The system uses this code with the Data Item field.

If the value in the Data Item field is from the Address Book Master table (F0101), then the Data Type field is required.

## **3.6 Creating Order Templates**

This section provides an overview of order templates, lists prerequisites, and discusses how to:

- Set processing options for the Customer Template Revisions program (P4015).
- Create a standard template.
- Set processing options for the Customer History Template Rebuild program (R42815).
- Create a system-generated template.

## 3.6.1 Understanding Order Templates

You create and assign order templates to speed up the order entry process. A template contains information about frequently ordered items.

A standard template applies to all customers. For example, you can create an *Office* template that lists the most frequently ordered office supplies. Or you could identify a standard template that lists all of the most frequently ordered items, regardless of their classification.

You should regularly update existing order templates to ensure that the order entry process remains accurate and efficient. For example, you can change the quantities or sequences on an existing template.

After a customer has an established ordering history, you can automatically create order templates. The Customer History Template Rebuild program (R42815) is a standard JD Edwards EnterpriseOne batch program. After you have entered orders for a customer and run the Sales Update program, the system creates a record of the customer's ordering history in the Sales Order History file (F42119). You can identify the appropriate data selection criteria and run the Customer History Template Rebuild program to:

- Create a standard template based on sales history.
- Update a template based on current sales patterns.

### 3.6.1.1 Standard Templates

You create a template for frequently ordered items to speed the order entry process. You can create a standard template that applies to all customers and assign it to appear every time you enter an order. You can create as many standard templates as you need. If you enter a template name in the processing options for the Sales Order Entry programs (P4210 and P42101), the system displays the template that is specified in the processing options each time you enter an order.

You assign one standard template to a customer through the Customer Master program (P03013). This template appears each time you enter an order for the customer. A customer-specific template contains the customer's address book number and includes only that customer's most frequently ordered items and quantities. You can create multiple templates for a customer, or you can use the same template for multiple customers.

You can access any templates during sales order entry and select one that is appropriate to the customer's needs.

### 3.6.1.2 Maintaining Templates

To ensure the accuracy and efficiency of the order entry process, you should maintain current templates. You can change the items, quantities, or sequences on any existing template at any time.

## 3.6.2 Prerequisites

Before you complete the tasks in this section:

- Create a code in UDC 40/OT for the template names.
- Verify that orders exist for the customer in the F42119 table.

### 3.6.3 Forms Used to Create Order Templates

Form Name	Form ID	Navigation	Usage
Work With Available Order Templates	W4015A	Sales Order Advanced & Technical Ops (G4231), Customer Template Revisions	Review and select order templates.
Order Template Revisions	W4015B	Click Add on the Work With Available Order Templates form.	Create a standard template. Add and revise order templates.
Work With Sales Order History	W40215E	Select Order History from the Form menu on the Order Template Revisions form.	Copy the details from a sales order to use on the template by selecting the sales order.  <b>Note:</b> The Order Format processing option must be set to <b>1</b> (Sold To) or <b>2</b> (Ship To) or the system displays the Work With Purchase Order History form.

### 3.6.4 Setting Processing Options for the Customer Template Revisions Program (P4015)

Use these processing options to display default values and specify versions.

#### 3.6.4.1 Display

These processing options specify the default order template and the customer self-service mode.

##### 1. Enter the desired format

Specify whether the system displays the address book field for the sold to, ship to, supplier, or user in the header. Values are:

- 1: Sold To
- 2: Ship To
- 3: Supplier
- 4: User

##### 2. Customer Self-Service Mode

Specify whether the system uses the standard processing or the customer self-service mode. Values are:

Blank: Standard processing.

- 1: Customer self-service mode for Java/HTML.
- 2: Customer self-service mode for Windows.

### 3.6.4.2 Versions

These processing options control which version the system uses when you call the programs from the P4015 program.

#### 1. Customer Service Inquiry (P4210)

Specify the version for the Customer Service Inquiry program (P4210).

If you leave this processing option blank, the system uses version ZJDE0001.

#### 2. Open Purchase Orders (P4310)

Specify the version for the Open Purchase Orders program (P4310).

If you leave this processing option blank, the system uses version ZJDE0001.

## 3.6.5 Creating a Standard Template

Access the Order Template Revisions form.

### Order Template

Enter a value from UDC 40/OT that identifies the list of items that you frequently order. The items are often grouped based on the product type, such as fuels, lubricants, and packaged goods.

### Usual Quantity

Enter the quantity that is usually ordered.

### Seq No. (sequence number)

Enter the sequence by which individual lines are displayed on the template.

## 3.6.6 Setting Processing Options for the Customer History Template Rebuild Program (R42815)

Use these processing options to define how the system creates customer templates from history.

### 3.6.6.1 Process 1

These processing options specify the order template, sequencing, number of lines, and effectivity dates that the system uses when you run the Customer Template Rebuild program.

#### 1. Enter Order Template to be created

Specify a code from UDC 40/OT that identifies a list of items that you frequently order. The item groups are often based on the product type, such as fuels, lubricants, and packaged goods.

#### 2. Enter template sequence selection

Enter **1** for version sequence or **2** for most frequently ordered.

#### 3. Enter maximum number of lines

Specify a maximum number of lines to include.

If you leave this processing option blank, the system includes all lines.

#### 4. Enter minimum number of lines

Specify the minimum number of lines to include.

If you leave this processing option blank, the system includes all lines.

**5. Effective From Date**

(Optional) Specify the date from which the template is active or effective.

If you leave this processing option blank, the system uses the system date.

**6. Effective Thru Date**

(Optional) Specify the date through which the template is active, or effective.

If you leave this processing option blank, the system populates the field with the last defined date.

**3.6.6.2 Process 2**

These processing options specify whether the system uses the Sold To or Ship To address number on the order template.

**1. Order Template Address Selection**

Enter 1 for Sold To or 2 for Ship To.

**2. Average Quantity in Usual Quantity**

Enter 1 to use the value that is in the average quantity in the Usual Quantity field on the Order Template Revision form.

**3.6.7 Creating a System-Generated Template**

Select Sales Order Advanced & Technical Ops menu (G4231), Customer Template Rebuild.

You use the Customer History Template Rebuild program (R42815) to automate the process of creating templates. The R42815 program is a batch program that creates a template from a customer's established ordering history.

**3.7 Setting Up Order Hold Information**

This section provides overviews of order hold information, the assignment of hold codes to orders, and the assignment of hold codes to the customer billing instructions and discusses how to set up order hold codes.

**3.7.1 Understanding Order Hold Information**

You can put an order on hold to prevent the order from being processed. You might put an order on hold because the order:

- Does not meet the minimum order amount.
- Exceeds the customer's credit limit.
- Does not meet or exceeds the sales margin.
- Is for an inactive customer.

You define the conditions that the system uses to place orders on hold and attach those conditions to a hold code. For example, you can define minimum and maximum order values. If the total order amount is not within this range, the system assigns the hold code to the sales order which places the order on hold and stops further processing.

You can also define sales margin and credit holds. Based on this information, the system places an order on hold if the order or order line does not meet the sales margin. The system also places an order on hold if the order exceeds the customer's credit limit.

See [Releasing Held Orders](#).

### **3.7.1.1 Order Hold Codes**

You can set up order hold information that the system uses to place orders on hold. The system applies this information if you set the appropriate processing options for the Sales Order Entry programs.

Additionally, you can use hold codes with the Product Allocation preference. This way, you can restrict the amount of an item or item group that a customer or customer group can purchase.

You must set up the Product Allocation preference in the Preference Master program (P40070), and activate the preference through the Preference Processing Options program (R40400). In the Order Hold Constants program (P42090), you set up the hold code in UDC 42/HC and define the hold information. In the processing options for the Sales Order Entry programs, you must enter the product allocation hold code to activate order hold processing at the line level and then activate preference profile processing.

See [Product Allocation Preference](#).

### **3.7.1.2 Order Hold Codes for Minimum and Maximum Order Amounts**

You can set minimum and maximum order amounts that the customer must order before the system advances the order through the processing cycle. For example, you can offer the customer a trade discount if the customer orders a minimum amount.

You define a range between the minimum and maximum order amounts on the Billing Information form of the Customer Master program (P03013) or you can define a minimum or maximum line amount. Then, you set up hold codes for the system to compare the order or line amount against the values that you defined on the customer master record.

To set up order checking for a range of amounts, enter the hold code in the Order Minimum Value Check and Order Maximum Value Check processing options, on the Order Holds tab of the Sales Order Entry program. The system compares this amount to the total sales order amount. If the order amount is not within the range defined, the system displays an error message and does not process the order.

### **3.7.1.3 Order Hold Codes for Credit Checking**

You set up a credit hold code to automatically compare the credit limit that you set up on the customer master record against the order and any outstanding balances in accounts receivable. For example, you can set a customer's credit limit to 1,000 USD. If the customer has an accounts receivable balance of 100 USD, the order must be 900 USD or less or the system places the order on hold.

You can also specify a hold based on the percentage of the outstanding balance in accounts receivables. You must specify aging periods, such as 0 to 30 days or 31 to 60 days, to verify balance information. If you specify 31 to 60 days, the system does not include balance information from the first period in its comparison.

For example, a customer has a total accounts receivable balance of 6,000 USD; 5,000 USD in the 0- to 30-day period and 1,000 USD in the 31- to 60-day period. You set up a hold based on the percentage of the outstanding balance to be 20 percent of the total accounts receivable balance. You specify the 31- to 60-day aging period for the system to compare against the allowable percentage. Based on this information, the maximum allowable outstanding balance for the 31- to 60-day period is 1,200 USD. With an

outstanding balance of 1,000 USD in the 31- to 60-day aging period, this customer passes the credit check.

You set up the order code for credit checking by entering the hold code in the Customer Credit Check processing option, located on the Order Holds tab, for the Sales Order Entry program.

#### 3.7.1.4 Order Hold Codes for Inactive Customers

You can set up a hold code for inactive customers. Inactive customers include customers to whom you no longer sell, who have filed bankruptcy, or to whom you sell infrequently. You set up an inactive hold code to automatically prevent the order from being processed for inactive customers. You can also set up an inactive hold code to display an error message for orders for infrequent customers.

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**Note:** This type of order hold applies to the entire order. The system does not place order detail lines on hold, but rather places the entire order on hold.

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After you set up the hold code in UDC 42/HC for inactive customers, you must set the Search Type field to a user-defined inactive customer type on the Address Book tab in the Address Book Revisions program (P01012). Additionally, you must set the Inactive Customer Hold processing option and enter the search type in the Inactive Customer Search Type processing option on the Order Holds tab in the Sales Orders Entry program.

If you select the option Use Customer Set in the System Constants form and you enter an inactive customer on an order, the system displays a warning but does not place the order on hold.

See "Entering Address Book Records" in the JD Edwards EnterpriseOne Applications Address Book Implementation Guide.

After you set up the hold codes (42/HC and 00/CM) for infrequent customers, you must enter these values in the Inactive Customer processing options on the Order Holds tab in the Sales Orders Entry program. When you enter an order for an infrequent customer and the system places the order on hold, you can process the order with the appropriate approvals.

#### 3.7.1.5 Order Hold Codes for Margin Checking

You set up a hold code to verify that all sales orders or sales order detail lines meet any margin criteria that you specify.

The system uses this equation to calculate margin:

$$(\text{Price} - \text{Cost}) \div \text{Price} = \text{Margin}$$

For example, if you purchase an item for 42 cents and sell it for 1.00 USD, the calculation is:

$$(1 - 0.42) \div 1 = 0.58 \text{ or } 58 \text{ percent}$$

You can set up a hold code that verifies the sales margin percentage of a detail line or an entire order. If you set up a order hold code that compares the sales margin to detail lines in the sales order, the system verifies that each detail line is between the minimum and maximum margins that you specify. For example, if the sales margin is between 25 percent and 30 percent, but the margin for one item is 35 percent, the system places the order on hold.

When you set up hold code information that verifies the sales margin of the order total, the system verifies that the order total meets the minimum and maximum margins that you specify. For example, if the sales margin is between 25 percent and 27 percent, and the margin for one item is 28 percent, but the margin for the order total is 25 percent, the system does not place the order on hold.

You set up the order code for margin checking by entering the hold code in the Order Margin Check or Order Line Margin Check processing option, located on the Order Holds tab in the Sales Order Entry program.

#### **3.7.1.6 Order Hold Codes for Partial Order Holds**

A partial order hold is a hold in which there is not enough quantity to fill an order detail line, but the customer does allow partial orders. A partial order hold is not a backorder, you can release a partial order hold at any time, whereas you can only release a backorder when quantity for an order detail line is available.

You set up a hold code so that if the quantity is not available to complete an order detail line, the system places the entire order on hold until the quantity is available. Use this order hold when backorders and partial shipments are allowed.

If the system does not have the quantity available to fill an order detail line, the system backorders or cancels available quantities based on backorder information in the Customer Master program (P03013). If the customer does not allow backorders, the system cancels the order detail line. With a partial order hold, the system holds the order detail line until quantity is available. If the customer does not allow backorders, but does allow partial orders or line shipments, you can set up a partial order hold so that the system does not cancel the order detail line.

You set up the order code for partial order hold by entering the hold code in the Partial Order Hold processing option, located on the Order Holds tab in the Sales Order Entry program. You must also set the Activate Availability Checking processing option, located on the Commitment tab in the Sales Order Entry program.

#### **3.7.1.7 Order Hold Codes for Prepayments**

You set up order hold information that the system uses to place orders on hold when processing prepayments. Hold codes enable you to verify that each step in the prepayment process is completed correctly.

You should define these hold codes for prepayment transactions:

- Settlement holds, identified by hold code **CS**.
- Authorization holds, identified by hold code **CA**.

The system applies the order hold information if you set the appropriate processing options for the Sales Order Entry program.

##### **See Also:**

- [Processing Prepayments.](#)
- [Setting Up Customer Billing Instructions.](#)
- [Setting Processing Options for Sales Order Entry \(P4210\).](#)

### **3.7.2 Understanding the Assignment of Hold Codes to Orders**

You must specify hold codes in the processing options of the Sales Order Entry programs to activate hold codes. The system automatically compares the information in the order, such as accounts receivable information, order and line margin



percentages, and partial orders, against every order. To exempt specific customers from credit checking, you must activate the Exempt from Credit Hold option in the Customer Billing Instructions program. If the system places an order on hold, you must release all orders in the Held Order Release program (P43070).

Additionally, you can manually enter a hold code in the order heading information. A value in the Hold Code field prevents the system from processing that specific order.

If the JDESOENTRY workflow process is active, the system processes the order through order hold checking. After you click OK to accept the order, the system checks the processing options for hold codes and compares the order against the order hold information.

If the system puts the order on hold, an action message is sent to the address book number that is defined in the hold code as the *person responsible*. This message indicates that the order is on hold. The person responsible for releasing the orders can review messages that were sent during the workflow process and access orders-to-release by way of the work center.

See [Understanding Sales Order Header Information](#).

### 3.7.3 Understanding the Assignment of Hold Codes to the Customer Billing Instructions

You can specify a hold code on the Billing Information form of the Customer Master program (P03013). When you enter a hold code for a customer, the system places all orders for that customer on hold. The system does not process the customer's orders until the person responsible for reviewing that customer's orders releases the order into the processing cycle.

You can use the Batch Order Holds program (R42642) to update a customer's existing order with the hold code that was entered in the Billing Information form. For example, if you entered an order before you reconciled administrative issues with a customer, you can withdraw the order from the processing cycle by placing the order on hold.

After you set up the hold code in the Billing Information form, you can run the R42642 program to update a customer's open sales orders. You can run this batch program on an individual customer or all customers with hold code fields that are not blank.

### 3.7.4 Forms Used to Set Up Order Hold Information

Form Name	Form ID	Navigation	Usage
Work With Hold Order Constants	W42090A	Sales Order Management Setup (G4241), Order Hold Information	Review and select hold order codes.
Order Hold Information	W42090B	Click Add on the Work With Hold Order Constants form.	Set up order hold codes. Add and revise hold order codes.
Customer Billing Instructions - Work With Customer Master	W03013A	Sales Order Management Setup (G4241), Customer Billing Instructions	Select and review customers.

Form Name	Form ID	Navigation	Usage
Customer Billing Instructions - Customer Master Revision	W03013B	Click Add on the Customer Billing Instructions - Work With Customer Master form.  Enter a value in the Temporary Credit Message field on the Credit tab of the Customer Billing Instructions - Customer Master Revision form, and click OK.	Add and revise customer information.

### 3.7.5 Setting Up Order Hold Codes

Access the Order Hold Information form.

#### Hold Code

Enter a value from UDC 42/HC that identifies why an order is on hold.

#### Person Responsible

Specify the address book number of the person who is responsible for reviewing and releasing orders that are placed on hold.

#### Limit Type

Specify whether the limit type is based on an amount or a percentage. Limit type typically applies only on order or line gross margin limits. Values are:

**A:** Limit is based on an amount.

**%:** Limit is based on a percentage for the order.

#### Code Type

Specify a code to hold an individual line within an order or to hold the entire order. For credit holds, the hold code applies to the whole order. For margin holds, you can apply the hold code to a line or the whole order.

**L:** Apply a hold to an individual line within an order.

**O:** Apply a hold to the order as a whole.

#### Age From

Specify a number that designates the aging period that the system should use when you specify a credit check based on the aging of the customer's accounts receivable. This is based on the accounts receivable payment setup.

#### Allowable Percent (allowable percent)

Specify a number to indicate what percentage of total receivables to accept in the column specified in the Age From field. You must enter a value in this field when you use aging credit checking.

For example, the customer has a total AR balance of 10,000 and 2,500 of that is in the 31- to 60-day column. The Age From value is 3 (31 to 60 days) and the Acceptable Percent value is 10 (10 percent). Therefore, this customer could have as much as 1,000 (10,000 × 10 percent) in columns 3 through 6 and still pass this credit check.

**Upper Limit**

Specify a number that indicates the upper limit of acceptable margin percentages or amounts. Use this code to establish a maximum gross margin percentage or amount for an order or an individual order line.

**Lower Limit**

Specify a number that indicates the lower limit of acceptable margin percentages or amounts. You can establish a minimum gross margin percentage or amount for an order or for an individual order line.

**Password**

Enter a series of characters that you must enter before the system updates a table.

In the JD Edwards EnterpriseOne Distribution systems, the password secures commissions setup and the release of held orders. Only users with access to the password can release an order. The system does not display the password on the form. You should not enter blanks anywhere in the password.

## 3.8 Setting Up Self-Service Information for Sales Order Management

This section provides overviews of self-service setup for customers, security issues, processing options for customer self-service, and product hierarchy setup for self-service order entry, lists prerequisites, and discusses how to:

- Set processing options for the Item Hierarchy program (P4101H).
- Set up product hierarchies.

See "JD Edwards EnterpriseOne Customer Self Service Preface" in the JD Edwards EnterpriseOne Applications Customer Self Service Implementation Guide.

### 3.8.1 Understanding Self-Service Setup for Customers

Before customers can use self-service to access information, you must provide a method for them to:

- Access item information.
- Review account information.
- Review existing orders and shipments.
- Access product and warranty information.
- Review information about existing calls.
- Review service orders.

When you set up user profiles for customers, you can limit their access to only the self-service menus, based on their user IDs. Customers cannot use self-service to add or modify address book or customer master information.

### 3.8.2 Understanding Security Issues

After you set up address book and master records for customers, you must set up user profiles to limit customers' access to the system. Customers must have profiles before they can sign in to any self-service applications.

In the user profile, enter this information for a customer or supplier:

- User ID.

- Password.
- Preferences, such as language and localization information.

You must also specify the menu the customer can access. Customers can access only the programs that are on the menu that you specify in the user profiles.

When a customer enters information using self-service programs, the system stores product selections and other information in a memory cache file. The customer can move between programs and the cache file retains the current contents of the order or quote.

**See Also:**

- *JD Edwards EnterpriseOne Tools System Administration Guide.*

### 3.8.3 Understanding Processing Options for Customer Self-Service

To enable customers to use self-service to enter and review orders and account information, you must activate the customer self-service processing options for these programs:

- Sales Order Entry (P4210).
- Customer Ledger Inquiry (P03B2002).
- Item Availability (P41202).

If you use JD Edwards EnterpriseOne Transportation Management, activate the customer self-service processing options for these programs:

- Shipment Tracking (P4947).
- Work with Shipments (P4915).
- Work With Loads (P4960).

The system displays only those fields that are useful to customers and hides fields that are confidential.

### 3.8.4 Understanding Product Hierarchy Setup for Self-Service Order Entry

When customers access the system using self-service, you can enable them to view products by group and hierarchy. By assigning items to product groups and hierarchies, you relieve the customers from having to scroll through a complete list of the inventory items.

You define a product group by selecting a category code from either the F4101 table or the F4102 table. Items that have the same assigned category codes belong to a group. For example, a bicycle manufacturer can create a group called *Bikes* that contains subgroups for mountain bikes, road bikes, and so on. The system assigns hierarchies based on the sequence number and the parent directory that you specify. For example, the group *Bikes* would have a higher sequence number than the group *Mountain Bikes*. The resulting tree-like structure can have any number of levels.

If you have defined item restrictions for a customer in the Customer Master program, that customer is not able to view the restricted items, although the items remain part of the product groups and hierarchies that you assign.

### 3.8.5 Prerequisites

Before you complete the tasks in this section:

- Verify that you have set up customers in the address book.
- Verify that you have set up customer master records for customers.
- Assign a branch/plant and default location to each customer.

When customers inquire on products, pricing, and availability, the system retrieves the information based on the branch/plant that you assign to the customer's user ID.

See "Setting Up Default Location Information" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.

- If you are using JD Edwards EnterpriseOne Transportation Management, set up routing entries to include self-service routing options.

See *JD Edwards EnterpriseOne Applications Transportation Management Implementation Guide*.

### 3.8.6 Forms Used to Set Up Self-Service Information for Sales Order Management

Form Name	Form ID	Navigation	Usage
Product Hierarchy Maintenance	W4101HD	Sales Order Management Setup (G4241), Item Hierarchy Manager	Review and select product hierarchy groups.
Product Hierarchy Revisions	W4101HE	Click Add on the Product Hierarchy Maintenance form.	Set up product hierarchies. Add and revise product hierarchies.
Directory Search	W4101HF	Select Parent Directory from the Form menu on the Product Hierarchy Revisions form.	Locate and select a parent hierarchy.

### 3.8.7 Setting Processing Options for the Item Hierarchy Program (P4101H)

Use these processing options to set default values and define how the system processes data.

#### 3.8.7.1 Defaults

These processing options specify the default value that the system uses for the structure type and the version of the Sales Order Entry program that the system uses from P4101H.

##### Structure Type

Enter a code from UDC 01/TS that identifies a type of organizational structure that has its own hierarchy in the JD Edwards EnterpriseOne Address Book system (for example, email).

When you create a parent/child relationship for JD Edwards EnterpriseOne Accounts Receivable, this field must be blank.

##### SO Entry Version (P4210) (sales order entry version (P4210))

Enter a version of the Sales Order Entry program (P4210) that the system uses to determine how to process orders.

### 3.8.7.2 Process

These processing options control whether the system performs item restriction checking and availability checking and which table to use when referencing category codes.

#### 1. Item Restrictions (1/0)

Specify whether the system performs item restriction checking to determine whether an item can be sold to the customer. Values are:

Blank: Do not perform item restriction checking.

1: Check for item restrictions.

#### 2. Check Availability (1/0)

Specify whether the system performs availability checking for each item on the order.

Blank: Do not perform availability checking.

1: Perform availability checking.

#### 3. Item File

Specify whether the system uses the item master or item branch table when referencing category codes. Values are:

Blank: Use the F4101 table.

1: Use the F4102 table.

#### See Also:

- "Working with Orders" in the JD Edwards EnterpriseOne Applications Customer Self Service Implementation Guide.

## 3.8.8 Setting Up Product Hierarchies

Access the Product Hierarchy Revisions form.

#### Structure Type

Specify a value from UDC 01/TS that identifies the type of organizational structure that the system uses when creating the product hierarchy. This structure type has its own hierarchy in the JD Edwards EnterpriseOne Address Book system.

#### Description

Enter a name for the item hierarchy.

#### Sequence Number

Specify a sequence number to identify the sequential order within a group.

#### Category Code

Specify a field from either the F4101 or the F4102 table from which the system retrieves values and creates groups. This is the lowest level in the product hierarchy that contains actual items. For example, you can point to the fourth sales category code field on the item master by entering **SRP4** in this field.

#### User Defined Code

Specify a value in the UDC table that is referenced in the category code field. For example, if you enter category code **SRP4**, the system retrieves values from UDC 41/S4.

**Parent Directory**

Select a value using the Form menu to access the Directory Search form.





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## Setting Up Customer Information

This chapter contains the following topics:

- [Section 4.1, "Understanding Customer Information"](#)
- [Section 4.2, "Setting Up Related Addresses"](#)
- [Section 4.3, "Setting Up Customer Billing Instructions"](#)
- [Section 4.4, "Converting Customer Limit Amounts"](#)
- [Section 4.5, "Setting Up Date-Sensitive Customer Sets"](#)
- [Section 4.6, "Setting Up Customer Buying Segments"](#)

### 4.1 Understanding Customer Information

Because each customer has unique needs, you can define information to ensure that transactions are processed correctly, according to the needs and specifications of each customer. The JD Edwards EnterpriseOne Sales Order Management system uses these types of customer information:

- Related address information.

Many organizations have multiple addresses. When you enter sales orders, you must specify the address to which the invoice is sent and the address to which the products are sent. You use related addresses to track all of a customer's address information.

- Customer billing instructions.

Before you process sales orders, you must set up default customer billing information. Customer billing information includes bill-to and ship-to address information, freight and delivery information, item restrictions, commission information, and credit information.

For example, if a customer wants you to bill the parent company for items that are shipped to several branch offices, you can specify this information in the customer billing instructions. The system retrieves this default information every time that you enter an order for this customer.

- Customer limit amounts.

You can convert customer limit amounts from one currency to another, and round the values to a specified amount, using the Euro Address Book Conversion program (R8903012E). This program converts customer currency codes and address book amounts from one currency to another in the Customer Master Line of Business table (F03012). In JD Edwards EnterpriseOne Sales Order

Management, the address book amounts are the customer minimum and maximum order values and credit limits.

- Date-sensitive customer sets.

Customer sets are collections of entities who are assigned to roles that are associated with sales order processing. When you are entering a sales order and specify the entity for whom the order is created (Sold-To Address) and the entity to whom the order is shipped (Ship-To Address), the system searches for customer sets that contain those same two entities. The system then automatically populates the remaining entities from the customer set (for example, Paid By, Delivered To, Invoiced To, Forwarded To), if the date you are placing the order falls within the effective date and expiration date for the customer set.

- Customer buying segments.

You use customer segment based selling to group customers into buying segments based on the customers' buying habits. By grouping customers who buy similar products into buying segments, you can potentially increase sales by suggesting items during sales order entry that other customers in the same segment have purchased.

If you use the JD Edwards EnterpriseOne Customer Relationship Management system, you can enter customer information using the CRM Customer Detail program (P90CA080). When you use the P90CA080 program, the system populates and access the data from the same tables as the JD Edwards EnterpriseOne Sales Order Management system.

See "Entering Basic Customer Information" in the JD Edwards EnterpriseOne Applications Customer Relationship Management Fundamentals Implementation Guide.

### 4.1.1 Mobile Enterprise Applications for Search Sales Order

The following mobile applications are available, and can be used to search sales order information on a mobile device:

- Search Sales Order (Smartphone and Tablet)

These applications require system administrator configuration before they are available to individual users. Contact your system administrator to determine whether these applications are available for use.

Additionally, see the following topics in the JD Edwards EnterpriseOne Applications Mobile Enterprise Applications Implementation Guide:

- Search Sales Order Mobile Applications

## 4.2 Setting Up Related Addresses

This section provides an overview of related addresses, lists prerequisites, and discusses how to:

- Set up related addresses.
- Define the invoicing address.
- Define default address types.

## 4.2.1 Understanding Related Addresses

When you create a sales order, you must specify the address to which you send the invoice (sold-to address) and the address to which you send the shipment (ship-to address). These two addresses can be different.

You can simplify the process of entering multiple addresses for a sales order by defining default addresses for each customer. For a given ship-to address, you can define a related sold-to address. For a sold-to address, you can define a related ship-to address. When you enter either address in a sales order, the system automatically populates the other.

You can also designate other related addresses or a parent address for a customer. For example, a customer can have a parent address to which you send all invoices or at which level you can optionally do credit limit checking, and multiple subsidiary addresses to which you send shipments.

The Address Book Master table (F0101) enables you to maintain information about all the companies and people with whom you do business. For each customer, you define each of these related addresses using the Address Book Revisions program (P01012):

- Ship-To
- Sold-To
- Parent

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**Note:** Sold-to and bill-to are interchangeable in the JD Edwards EnterpriseOne Sales Order Management system, and both refer to the customer address to which the invoice is sent.

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A related address must have an assigned number from the address book before it can be included on the Address Book Revision form. If no related addresses exist, these fields contain the same address book number that is assigned to the customer.

### 4.2.1.1 Defining the Invoicing Address

After you enter related addresses in the address book, you must define the address to which you send all invoices. You must also enter the parent address here if you have not entered it in the address book.

### 4.2.1.2 Defining Default Address Types

You can simplify the process of entering multiple addresses for a sales order by defining default address information. You define which of these address types the system uses as the default value for a customer:

- Bill-to address only (Billing Address Type B).
- Ship-to address only (Billing Address Type S).
- Bill-to and ship-to address (Billing Address Type X).

The bill-to address is synonymous with the sold-to address.

You can also define a related address in the customer billing instructions. This equals the related address in the address book.

## 4.2.2 Prerequisites

Before you complete the tasks in this section:

- Verify that the customer address and all related addresses have been entered in the F0101 table.  
See "Entering Address Book Records" in the JD Edwards EnterpriseOne Applications Address Book Implementation Guide.
- Verify that the customer has been set up in the F03012 table.

### 4.2.3 Forms Used to Set Up Related Addresses

Form Name	Form ID	Navigation	Usage
Work With Addresses	W01012B	Customer Revisions (G4221), Customer Address Book Revisions	Review and select address book records.
Address Book Revision	W01012A	Select an address book record on the Work With Addresses form.	Set up related addresses. Add and revise address book information, specifically the related addresses.
Work With Customer Master	W03013A	Customer Revisions (G4221), Customer Master Information	Review and select customer master records.
Customer Master Revision	W03013B	Select a customer master record on the Work With Customer Master form.	Define the invoicing address. Add and revise customer master information, specifically the parent number, and complete the Send Invoice To field.
Billing Information	W03013E	Select Billing Information from the Form menu on the Customer Master Revision form.	Define default address types. Add and revise billing information for the customer.

### 4.2.4 Setting Up Related Addresses

Access the Address Book Revision form and select the Related Address tab.

#### Parent Number

Enter the address book number of the parent company. The system uses this number to associate a particular address with a parent company or location. Any value that you enter in this field updates the Address Organization Structure Master table (F0150) for the blank structure type. This address number must exist in the F0101 table for validation purposes. Examples of address book records that would have a parent number include:

- Subsidiaries with parent companies.
- Branches with a home office.
- Job sites with a general contractor.

**1st Address Number, 2nd Address Number, 3rd Address Number, 4th Address Number, and 5th Address Number**

Enter an alternate address number in the address book. You can use these fields for any secondary business address that relates to the primary address, such as:

- Salesperson
- Law firm
- Accountant
- Securities agent
- Bonding agent

If you leave these fields blank on an entry form, the system supplies the primary address from the Address Number field.

**Factor/Special Payee**

Enter a number in the address book that identifies a special payment address for accounts payable.

This number must exist in the F0101 table for validation purposes. If you leave this field blank on an entry form, the system supplies the primary address from the Address Number field.

**4.2.5 Defining the Invoicing Address**

Access the Customer Master Revision form.

**Send Invoice to**

Enter a code that identifies the billing name and address to print on the invoice. Values are:

**C:** Customer (AN8)

**N:** Do not print

JD Edwards EnterpriseOne Real Estate Management from Oracle ignores this value; the system uses the value of the Print Invoice field from the billing record or lease.

**P:** Parent (PA8).

**R:** Payor (PYR).

**1:** 1st Address Number (AN81).

**2:** 2nd Address Number (AN82).

**3:** 3rd Address Number (AN83).

**4:** 4th Address Number (AN84).

**5:** Factor Special/Payee (AN85).

**6:** 5th Address Number (AN86).

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**Note:** With the exception of Payor, which you set up in the customer record in the Alternate Payee field (AYPR), all of these codes correspond to related address information that you set up in the address book record. If you select the Use Customer Set field in the system constants and set up date sensitive customer sets using the Sold-To Address and Ship-To Address combination on a sales order, the value in the Invoiced To field from the customer set setup replaces the value in the Send Invoice To field from customer billing instructions.

When you select the Use Customer Set field in the system constants, the Print Invoices program (R42565) reads the Invoiced To, Forwarded To, and Paid By fields from the Sales Order Header table (F4201) for the specified sales order. If no data exists in these fields, the system assumes that no customer sets exist, and R42565 reads the Send Invoice To field as specified in the billing instructions.

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**Note:** If you have a Who's Who entry that is set up with type code **B** (for billing), the system overrides the billing name with the entry from the Who's Who record.

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## 4.2.6 Defining Default Address Types

Access the Billing Information form.

### Billing Address Type

Enter a code to use this address as a sold-to address, a ship-to address, or both. Codes are:

**X:** Indicates use as a bill-to and a ship-to address.

**S:** Indicates use as a ship-to address only.

**B:** Indicates use as a bill-to address only.

### Related Address Num (related address number)

Enter a related address number. Use this in instances in which the customer asks you to ship-to a variety of locations across the country, but wants to send all invoices to a single address. In that case, you have an address for each shipping destination. Each address is coded with an S (for ship-to only). The billing instruction record for each of these addresses would, in turn, point to a common related address number. Values 1 through 5 point to five related addresses.

### Credit Check Level

Enter a code that controls the way that the system conducts credit checking. Values are:

**P:** The credit check is based on the customer's parent number. The system compares the open accounts receivable and open sales orders for the sum of the children and the parent against the credit limit for the parent number. Use this option when a customer with multiple offices or branches wants all credit checking to be reflected in a single account. When performing parent/child credit check, the open order amount in the F03012 table must be rolled up for each parent/child and all lines of business, including company 00000.

**C or S:** Check credit against the customer number only. If the user has set up the credit limit at the customer level, and the customer has a line of business, if sales orders are placed against different lines of business, the credit check considers them as one unit.

**L:** Check credit by line of business. Users should set up the credit limit for each customer and company combination and the credit check process performs against both the Sold-To and Order Company.

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**Note:** Even though credit checking can be conducted at the parent or customer number level, all accounts receivable are posted to the Sold-To customer number (SDAN8 in Sales Order Detail table – F4211) when you run the Update Customer Sales program (R42800).

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## 4.3 Setting Up Customer Billing Instructions

This section provides an overview of customer billing instructions, lists prerequisites, and discusses how to:

- Set up customer billing information.
- Enter freight and delivery information.
- Enter item restrictions.
- Enter commission information.
- Enter credit information.

### 4.3.1 Understanding Customer Billing Instructions

Before you process sales orders, you must set up default customer billing information. Customer billing information includes bill-to and ship-to address information, freight and delivery information, item restrictions, and commission information.

For example, if a customer wants you to bill the parent company for items that are shipped to several branch offices, you can specify this information in the customer billing instructions. The system retrieves this default information every time that you enter an order for this customer.

#### 4.3.1.1 Credit Information

The pieces of credit information that the JD Edwards EnterpriseOne Sales Order Management system uses are the ABC rating fields. All other fields on the Credit tab of the Customer Master Revision form are documented in the *JD Edwards EnterpriseOne Accounts Receivable Implementation Guide*.

See "Setting Up Credit and Collections Management" in the JD Edwards EnterpriseOne Applications Accounts Receivable Implementation Guide.

#### 4.3.1.2 Tax Information

When you enter sales orders with taxes, you can enter the tax information directly on the sales order or set up default values that the system uses during the entry process. Default tax values include the tax rate/area and tax explanation code, and can be set up in the customer record or in the business unit record (tax rate/area only). Regardless of whether you establish default values, you can override the tax information when you enter the sales order.

The system uses tax defaults that you set up in the customer record when you enter a sales order. When you enter direct ship, transfer orders, or sales orders with different

sold-to or ship-to addresses, the system retrieves the tax rate/area from the ship-to address and the tax explanation code from the sold-to address.

See "JD Edwards EnterpriseOne Tax Processing Preface" in the JD Edwards EnterpriseOne Applications Tax Processing Implementation Guide.

#### 4.3.1.3 Taxed Prices

Before you can use the taxed prices on sales orders, you must set up the system for taxed prices.

If you select the Enable Sales Taxed Prices constant in the Branch/Plant Constants program (P41001), you also must specify which customers are set up to use taxed prices. To do so, use the Customer Master program to select a customer master record and specify whether the customer can use taxed prices on sales orders.

When you set up a customer to use taxed prices, verify that you are setting up the proper ship to or sold to customer to use taxed prices.

### 4.3.2 Prerequisites

Before you complete the tasks in this section:

- Verify that address book records exist for customers.
- Verify that you have specified default and related addresses for each customer.

You must specify the address to which you send the invoice and the address to which you send the shipment.

#### See Also:

- "Setting Up Customer Master Information" in the JD Edwards EnterpriseOne Applications Accounts Receivable Implementation Guide.

### 4.3.3 Forms Used to Set Up Customer Billing Instructions

Form Name	Form ID	Navigation	Usage
Work With Customer Master	W03013A	Customer Revisions (G4221), Customer Billing Instructions	Review and select customer master records.
Customer Master Revision	W03013B	Select a customer master record on the Work With Customer Master form.	Enter credit information. Review and select customer master records.
Billing Information	W03013E	Select Billing Information from the Form menu on the Customer Master Revision form.	Set up customer billing information. Enter freight and delivery information. Add and revise billing information for the customer, and set up freight and delivery information.



Form Name	Form ID	Navigation	Usage
Item Restriction Revisions	W40131B	Select Item Restriction from the Form menu on the Customer Master Revision form.	Enter item restrictions.  Add and revise item restrictions.  Depending on the value of the Item Restrictions field on the Billing Information form, the system either excludes or includes only the items that are listed on the Item Restriction Revisions form.
Customer Master Commission Lookup	W42140A	Select Commission Codes from the Form menu on the Billing Information form.	Enter commission information.  Add or revise commission information for the sales representative or group.

## 4.3.4 Setting Up Customer Billing Information

Access the Billing Information form.

### 4.3.4.1 Billing Page 1

Select the Billing Page 1 tab.

#### Billing Address Type

Enter a code that tells the system to use this address as a Sold To address, a Ship To address, or both. Valid codes are:

- **X:** Indicates a bill to and a ship to address.
- **S:** Indicates a ship to address only.
- **B:** Indicates a bill to address only.

#### Related Address Num (related address number)

Enter a value (1 through 5) that points to a related address on the Address Book Revisions form.

You should enter the address number that applies most frequently in those instances where the customer asks us to ship to a variety of locations across the country, but wishes us to send all invoices to a single address. In this case, you would have an address for each shipping destination, each coded with an **S** in the Billing Address Type field. The billing information for each of these addresses would, in turn, point to a common Related Address Number.

#### Maximum Order Value

Enter the value above which an order is placed on hold. If you enter an order for which the total is more than the maximum order value, the system displays an error message.

This field is maintained as an integer without decimals.

**Minimum Order Value**

Enter the value below which an order is placed on hold. If you enter an order for which the total is less than the minimum order value, the system displays an error message.

This field is maintained as an integer without decimals.

**Print Message**

Enter a value from UDC 40/PM that represents a predefined message set up on the Print Message Revisions form. You can print the message on sales orders, purchase orders, and so forth.

**Order Template**

Enter a value for a list of items that the customer frequently orders. The items are often grouped based on the product type, such as fuels, lubricants, and packaged goods.

**Credit Check Level**

Enter a code that controls the way the system conducts credit checking. Codes are:

- **P:** Credit check based on the customer's parent number.
- **C:** Credit check against the customer number only.
- **S:** Credit check against the customer number only.

If you use method P, the system compares the open accounts receivable and open sales orders for the sum of the children and the parent against the credit limit for the parent number. Use method P, for example, when a customer with multiple offices or branches, each of which order from you, asks that all credit checking be reflected in a single account.

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**Note:** Even though credit checking can be conducted at the parent or customer number level, the system posts all accounts receivable to the customer number (SDAN8) when you run the Sales Update program (P42800).

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**Item Restrictions**

Enter a code that designates whether restrictions have been placed on the sale of items to this customer. Values are:

Blank: No restrictions have been place on the sale.

**I:** Specify that the customer can be sold only those items that are set up on the Item Restrictions form.

**E:** Specify that the customer cannot be sold the items that are set up on the Item Restrictions form.

**Trade Discount**

Enter a percentage by which the system reduces the price of each item. This is the only discount that is applied. You can override it if you enter a price.

Enter the percentage as a whole number (that is, 5 for five percent).

**Buying Segment Code**

Enter a value from UDC 42B/BS that groups customers with similar buying habits.

**Customer PO Required (customer purchase order required)**

Select to indicate that the customer requires that the Customer Purchase Order Number field be completed during sales order entry.

**Exempt from Credit Hold**

Select to indicate whether the customer is exempt from credit checking in the Sales Order Processing cycle.

**Invoice Consolidation**

Select to consolidate invoices for a customer.

**Backorders Allowed**

Select to allow backorders for this item.

You can allow backorders by item using the Item Master program (P4101) or the Item Branch/Plant program (P41026), by customer using the Customer Billing Instructions program (P03013), or by branch/plant using the Branch/Plant Constants program (P41001).

**Substitutes Allowed**

Select to specify that the customer accepts substitute items.

**Price Pick List**

Select to indicate the price information on the customer's pick list, purchase order, or sales order.

**Certificate of Analysis Print**

Select to indicate that the system should print a Certificate of Analysis document for the customer.

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**Note:** This feature is only activate when the JD Edwards EnterpriseOne Quality Management System is in use and you create the Certificate of Analysis documents.

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**Bypass Audit Logging**

Select to specify whether to bypass the audit logging process for sales order changes.

**Customer Inactive**

Select to indicate the customer status for JD Edwards EnterpriseOne Customer Relationship Management purposes.

**Use Taxed Prices**

Select this check box to specify that the customer uses taxed prices in sales orders.

The system displays this check box only when you enable taxed prices for sales orders in the system.

**4.3.4.2 Billing Page 2**

Select the Billing Page 2 tab.

**Invoice Copies**

Enter the number of invoice copies that the customer requires. The system prints the number of invoices that are specified in this field. The system always prints at least one invoice.

**Hold Orders Code**

Enter a value from UDC 42/HC to identify why an order is on hold.

**Priority Processing Code**

Enter a code from UDC H40/PR to handle this customer's orders on a priority basis. Use this value to set up print pick slips so that you can print them on a priority basis.

In addition, the Backorder Release and Report program (R42118) can be sequenced by this code to release those orders with the highest priority first. The system uses the value in the special handling code of UDC H40/PR as a factor for calculating the order score (OSSCORE) for the sales order. If this field is not numeric, the system uses a factor of zero.

**Adjustment on Invoice**

Enter a Y in this field to control whether the system should print the price adjustment details on the customer's sales invoice. This field is only active if you use JD Edwards EnterpriseOne Advanced Pricing.

**Ship/Delivery Date**

Enter a value from UDC 34A/AS to indicate which date or set name the system uses when promising a sales order with Global Order Promising. Values are:

Blank: Use P34A10 setting.

1: Use the ship date.

2: Use the delivery date.

## 4.3.5 Entering Freight and Delivery Information

Access the Billing Information form.

### 4.3.5.1 Billing Page 1

Select the Billing Page 1 tab.

**Delivery Note**

Select to specify that the system prints delivery notes for this customer on the invoice.

**Partial Shipments Allowed**

Select to indicate that the customer accepts partial line shipments.

When you enter a line item, the partial available quantity for the line is shippable and the system backorders the remaining unavailable quantity. If you do not allow partial shipments, the system backorders the entire quantity for the line item.

**Partial Order Shipments Allowed**

Select to indicate that the customer accepts multiple partial shipments for an order.

If you do not select this option, the system places the entire order on hold when one line item is not available for shipment. The system places the line item on backorder and puts the order on hold based on the value in the Partial Order Hold processing option on the Sales Order Entry program (P4210).

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**Note:** This feature is activated only when you are adding orders in sales order entry with availability checking on, because sales order entry is the only time that all lines can be grouped as an order. Availability checking that is performed on pick slips or at shipment confirmation does not guarantee that all lines are for the order.

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**Apply Freight**

Select to specify that the system performs freight calculations during processing.

**Delivery Instructions**

Enter delivery instructions.

**4.3.5.2 Billing Page 2**

Select the Billing Page 2 tab.

**Weight Display U/M (weight display unit of measure)**

Enter a UDC (00/UM) that identifies which unit of measure the system uses to display the weight of individual order lines and the order as a whole for this customer when you use the order summary form.

**Volume Display U/M (volume display unit of measure)**

Enter a value from UDC 00/UM that identifies the unit of measure that the system uses to display volume for this branch/plant.

The system enters a value in this field based on the information in the Volume Display UOM field on the Branch Location Definition form. You can override this default value.

**Freight Handling Code**

Enter a value from UDC 42/FR to designate the method by which supplier shipments are delivered. For example, the supplier could deliver to the company's dock, or you could pick up the shipment at the supplier's dock.

You can also use these codes to indicate who has responsibility for freight charges. For example, you can have a code indicating that the customer legally takes possession of goods as soon as they leave the supplier warehouse and is responsible for transportation charges to the destination.

**Zone Number**

Enter a value from UDC 40/ZN that represents the delivery area in which the customer resides. This field is one of several factors that the freight summary facility uses to calculate potential freight charges for an order.

For picking, enter the zone code with the route and stop codes to group all items that loaded onto a delivery vehicle for a specific route.

Set up the default code for each of these fields on the Customer Billing Instructions form.

**Carrier Number**

Enter the address number for the preferred carrier of the item. The customer might prefer a certain carrier due to route or special handling requirements.

**Route Code**

Enter a value from UDC 42/RT that represents the delivery route on which the customer resides. This field is one of several factors that the freight summary facility uses to calculate potential freight charges for an order.

For picking, enter the route code with the stop and zone codes to group all of the items that are loaded onto a delivery vehicle for a specific route.

Set up a default code for each of these fields on the Customer Billing Instruction form.

**Stop Code**

Enter a value from UDC 42/SP that represents the stop on a delivery route. This field is one of several factors that the freight summary facility uses to calculate potential freight charges for an order.

For picking, enter the stop code with the route and zone codes to group all items that are loaded onto a delivery vehicle for a specific route.

Set up the default code for each of these fields on the Customer Billing Instructions form.

### 4.3.6 Entering Item Restrictions

Access the Item Restriction Revisions form.

**Item Number**

Enter the number that the system assigns to an item.

You can enter the item in short, long, or third item number format. You determine if the system includes or excludes items in the list based on the setting in the Item Restrictions field on the Billing Information form.

### 4.3.7 Entering Commission Information

Access the Customer Master Commission Lookup form.

See [Setting Up Commission Information](#).

**Sales Rep or Group (sales representative or group)**

Enter the first of two salespeople who have responsibility for or can receive a commission on sales to this customer.

You create this code by using the address book or the Related Salesperson form.

**Apply Commissions**

Select to determine whether the system uses a particular record on the Customer Master Commission Information table (F42140) to calculate commissions.

If you do not select this option, the system uses the record only to indicate a sales team member and not for any commissions processing.

**Percentage**

Enter the percentage commission rate that the system uses in computing commission liability on sales made by a specific salesperson or group.

**Flat Amount**

Enter a value that specifies a commission amount. Enter the per-unit amount to calculate commission amounts against the invoice, gross margin, or cost.

**Per Unit Amount**

Enter the amount per unit of the item.

**Basis**

Enter a code that designates whether the system calculates commission using Invoice Amount or Gross Margin.

No matter which item the system uses, you should consider an amount as the starting point in the commission calculation and apply loading factors, fixed costs, minimum margins, and so on.

**Role Type**

Enter a value from UDC H42/RT that defines the role type of the sales team member.

**4.3.8 Entering Credit Information**

Access the Customer Master Revision form.

**4.3.8.1 Credit**

Select the Credit tab.

**Credit Limit**

Enter the total amount that you allow the customer to spend on purchases before the system sends a workflow message. The system uses this value throughout the credit management programs. The system maintains the credit limit at the customer (child) level, not the parent level. The system sends workflow messages for each customer who is over their credit limit. When you set up or change the credit limit, the system sends a workflow message to the credit manager that the change is pending approval. The change to the credit limit is not reflected in the customer record until it is approved by the credit manager.

**Credit Manager**

Enter the address book number of the credit manager responsible for approving changes to the credit limit.

You must set up the credit manager in the address book, and then create an entry in UDC 01/CR. When you set up the UDC value, you must also enter the address book number of the credit manager in the Description 02 field. You enter the UDC that represents the credit manager in this field.

**ABC Code Sales**

Enter a grade that indicates the level of sales activity for a customer or inventory item. This grade documents the 80/20 principle (80 percent of the significant results are attributable to 20 percent of the business effort). The possible grades are **A** (best) to **F** (worst).

**ABC Code Margin**

Enter a code that represents an item's ranking by average investment. You can assign a code or let the system assign it. Values are:

- A:** Assign this item to the first amount ranking.
- B:** Assign this item to the second amount ranking.
- C:** Assign this item to the third amount ranking.
- D:** Bypass this item in the ABC Analysis.

If you leave this field blank, the system assigns the code when you run the ABC Analysis program (R4164) based on the value of an item in this way:

- Total item average investment divided by business unit average.
- Investment equals the calculated value total of the item.

**ABC Code Average Days**

Enter a grade that indicates the average number of days that a customer takes to pay a bill. This code documents the 80/20 principle. The possible grades are **A** (best) to **F** (worst).

## 4.4 Converting Customer Limit Amounts

This section provides an overview of currency conversion for customer limit amounts and discusses how to:

- Set processing options for the Address Book Conversion - F03012 program (R8903012E).
- Run the Address Book Conversion - F03012 program.

### 4.4.1 Understanding Currency Conversion for Customer Limit Amounts

To convert limit amounts for multiple customers from one currency to another, you can run the Address Book Conversion - F03012 program (R8903012E). This program converts customer currency codes and address book amounts in the F03012 table. In the JD Edwards EnterpriseOne Sales Order Management system, the address book amounts are the customer minimum and maximum order values and credit limits.

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**Note:** This program was created to assist organizations in their conversion from their domestic currency to the euro as their countries joined the European Union.

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When you enter minimum and maximum order values and credit limits for a customer, you typically enter them as rounded numbers, which are stored without decimals in the Customer Master by Line of Business table (F03012). When you convert these amounts to a different currency, you can specify a rounding factor in the processing options. For example, to round converted minimum and maximum order amounts to the nearest 50, you specify a rounding factor of 50.

#### 4.4.1.1 Example: Rounding Converted Limit Amounts

Limit amounts are credit limit amounts and minimum and maximum order amounts that you assign to a customer or supplier master record. Limit amounts are usually rounded numbers and are stored without decimals.

This example describes how the Address Book Conversion - F03012 and Address Book Conversion - F0401 (R890401E) programs round converted limit amounts when converting from Canadian dollars (CAD) to US dollars (USD) if you enter a rounding factor in the processing options.

In this example, the exchange rate is 1 CAD = 0.63492 USD and the rounding factor is 50. The conversion programs round converted limit amounts up or down.

This table describes the converted limit amounts:



Converted Limit Amounts	Description
Round Up	<p>The conversion program converts 8,000 CAD to 5,079.36 USD. The system rounds 5,079.36 USD up to 5,100 based on this calculation:</p> <p>Converted Amount ÷ Rounding Factor = Q with a remainder of R. If R is greater than or equal to half the rounding factor, then subtract R from the rounding factor and add that amount to the converted amount.</p> <p>In this example, 5,079 USD ÷ 50 = 101 with a remainder of 29, which is greater than half 50. Subtract 29 from 50 (50 - 29 = 21) and add 21 to 5,079 to get a rounded value of 5,100.</p>
Round Down	<p>The conversion program converts 12,000 CAD to 7,619.05 USD. The system rounds 7,619.05 down to 7,600 based on this calculation:</p> <p>Converted Amount ÷ Rounding Factor = Q with a remainder of R. If R is less than half the rounding factor, then subtract R from the converted amount.</p> <p>In this example, 7,619 USD ÷ 50 = 152 with a remainder of 19, which is less than half 50. Subtract 19 from 7,619 to get a rounded value of 7,600.</p>

**See Also:**

- "Converting Customer Master Currency Codes, Understanding Customer Currency Conversions" in the JD Edwards EnterpriseOne Applications Multicurrency Processing Implementation Guide.

## 4.4.2 Setting Processing Options for the Address Book Conversion - F03012 Program (R8903012E)

Use these processing options to control system updates, determine whether the system updates currency codes and amounts, and specify how the system rounds the converted amounts.

### 4.4.2.1 Update

These processing options define whether the system updates customer master balances and the date that the system uses as the exchange rate date.

#### 1. Update Customer Master balances

Specify whether the system updates the customer master balances. Value are:

Blank: Do not update customer master balances.

1: Update customer master balances.

#### 2. Exchange Rate Date

Specify the date that the system uses as the exchange rate date. If you leave this processing option blank, the system uses the current date as the default date.

#### 4.4.2.2 Currency

These processing options specify whether the system updates the address book currency code and the currency code in the F03012 table.

##### 3. Update address book currency code

Enter a currency to update the address book currency code and amounts in the F03012 table.

If you leave this processing option blank, the system does not update address book currency code and amounts.

##### 4. Currency to be updated to Currency Code in the Customer Master

Enter a currency to update the currency code in the F03012 table.

If you leave this processing option blank, the system does not update currency code.

#### 4.4.2.3 Rounding

These processing options specify the minimum and maximum rounding values.

##### Amount - Credit Limit

Enter the desired rounding factor for the credit limit amount. For example, a value of 100 rounds the converted amount to the nearest hundred, 50 to the nearest 50, and so forth

If you leave this processing option blank, the system does not round values.

##### Minimum Order Value

Enter the desired rounding factor for the minimum order value. For example, a value of 100 rounds the converted amount to the nearest hundred, 50 to the nearest 50, and so forth.

If you leave this processing option blank, the system does not round values.

##### Maximum Order Value

Enter the desired rounding factor for the maximum order value. For example, a value of 100 rounds the converted amount to the nearest hundred, 50 to the nearest 50, and so forth.

If you leave this processing option blank, the system does not round values.

### 4.4.3 Running the Address Book Conversion - F03012 Program

Enter **BV** in the Fast Path field and access the Work with Batch Versions - Available Versions form. Enter **R8903012E** in the Batch Application field.

## 4.5 Setting Up Date-Sensitive Customer Sets

This section provides an overview of date-sensitive customer sets, lists prerequisites, and discusses how to set up date-sensitive customer sets.

### 4.5.1 Understanding Date-Sensitive Customer Sets

Customer sets are collections of entities who are assigned to roles that are associated with sales order processing. Typically, a customer set consists of these entities:

- Who places the order.
- To whom you ship the order.

- To whom you deliver the order.
- Who receives the invoice.
- Who pays for the order.
- Who receives invoice copies (usually, the same entity who pays for the order).

Setting up date-sensitive customer sets is useful when you are entering sales orders that frequently involve the same entities.

You can assign effective dates and expiration dates to each customer set. By assigning effective dates, you can set up customer sets that contain various combinations of the same entities, if the effective dates and expiration dates do not overlap. When you are entering a sales order and specify the entity for whom the order is placed (Sold-To Address) and the entity to whom the order is shipped (Ship-To Address), the system searches for customer sets that contain those same two entities. The system then automatically populates the remaining entities from the customer set, if the date when you are placing the order falls within the effective date and expiration date for the customer set.

After you have set up the date-sensitive customer sets, you must activate the customer set functionality by setting the appropriate system constant in the Branch/Plant Constants program.

## 4.5.2 Prerequisites

Before you complete the tasks in this section:

- Ensure that address book records exist for each entity in the customer set.
- Ensure that you have set up customer billing instructions for each entity in the customer set.

## 4.5.3 Forms Used to Set Up Date-Sensitive Customer Sets

Form Name	Form ID	Navigation	Usage
Work with Customer Sets	W42430A	Sales Order Management Setup (G4241), Customer Sets	Review and select customer set records.
Customer Set Revision	W42430B	Click Add on the Work with Customer Sets form.	Set up date-sensitive customer sets. Add and revise customer sets.

## 4.5.4 Setting Up Date-Sensitive Customer Sets

Access the Customer Set Revision form.

### Delivered To

Enter a name or number that identifies an address book record. This address book record represents the entity to which orders are delivered. You can use this number to locate and enter information about the address book record.

If you enter a value other than the address book number, such as the long address or tax ID, you must precede it with the special character that is defined in the Address Book Constants program (P0000). When the system locates the record, it returns the address book number to the field.

For example, if address book number 4100 (Total Solutions) had a long address TOTAL and an \* distinguished it from other entries (as defined in the Address Book constants), then you could type \*TOTAL into the field and the system would return 4100.

#### **Invoiced To**

Enter a name or number that identifies an address book record. This address book record represents the entity to which the invoice is sent. You can use this number to locate and enter information about the address book record

If you enter a value other than the address book number, such as the long address or tax ID, you must precede it with the special character that is defined in the Address Book Constants program (P0000). When the system locates the record, it returns the address book number to the field.

For example, if address book number 4100 (Total Solutions) had a long address TOTAL and an \* distinguished it from other entries (as defined in the Address Book constants), then you could type \*TOTAL into the field and the system would return 4100.

#### **Paid By**

Enter a name or number that identifies an address book record. This address book record represents the entity that pays the invoice. You can use this number to locate and enter information about the address book record.

If you enter a value other than the address book number, such as the long address or tax ID, you must precede it with the special character that is defined in the Address Book Constants program (P0000). When the system locates the record, it returns the address book number to the field.

For example, if address book number 4100 (Total Solutions) had a long address TOTAL and an \* distinguished it from other entries (as defined in the Address Book constants), then you could type \*TOTAL into the field and the system would return 4100.

#### **Forwarded To**

Enter a name or number that identifies an address book record. This address book record represents the entity to which an order is forwarded. You can use this number to locate and enter information about the address book record.

If you enter a value other than the address book number, such as the long address or tax ID, you must precede it with the special character that is defined in the Address Book Constants program (P0000). When the system locates the record, it returns the address book number to the field.

For example, if address book number 4100 (Total Solutions) had a long address TOTAL and an \* distinguished it from other entries (as defined in the Address Book constants), then you could type \*TOTAL into the field and the system would return 4100.

#### **Address for Tax**

Enter a code to specify which address book number the system uses when calculating taxes. Values are:

- 1: Use the ship-to address number for tax purposes.
- 2: Use the deliver to address number for tax purposes.

#### **Address for Transport/Intrastat**

Enter a code to specify which address book number the system uses for transportation and intrastate purposes. Values are:

- 1: Use the ship-to address number for transportation and intrastate purposes.
- 2: Use the deliver to address number for transportation and intrastate purposes.

## 4.6 Setting Up Customer Buying Segments

This section provides an overview of customer segment based selling, lists prerequisites, and discusses how to:

- Set processing options for the Customer Segment Items program (P42440).
- Assign buying segment codes to customers.
- Set processing options for the Update Buying Segment Codes program (R42442).
- Run the Update Buying Segment Codes program.
- Set processing options for the Build Customer Segment Items program (R42441).
- Run the Build Customer Segment Items program.

### 4.6.1 Understanding Customer Segment Based Selling

Customer segment based selling is a technique that enables you to group customers into buying segments based on the customers' buying habits. Buying segments are UDCs (42B/BS) that represent groups of similar products, and you assign buying segment codes to the customers. By grouping customers who buy similar products into buying segments, you can potentially increase sales by suggesting items during sales order entry that other customers in the same segment have purchased.

To ensure that you can review the latest information for buying segments, you can run the Update Buying Segment Codes program (R42442), which updates the buying segment code for existing sales orders.

To ensure that you can review the latest purchases that customers in a buying segment have made, you can run the Build Customer Segment Items program (R42441). This program ensures that the Customer Segment Items table (F42440) contains updated sales data for buying segments, such as item number and quantity.

#### 4.6.1.1 Assigning Buying Segment Codes to Customers

To assign a buying segment to a customer or change the code that you have assigned, use the Customer Master program (P03013). This program enables you to define invoice information, credit information, billing information, tax information, and more for a customer.

After you assign a buying segment to a customer, the system stores the information in the Customer Master by Line of Business table (F03012). When you enter an order for the customer to which you assigned a buying segment code, the system stores the information in these tables:

- Customer Master by Line of Business (F03012).
- Sales Order Header File (F4201).
- Sales Order Header History File (F42019).
- S.O. Detail Ledger File (F42199).
- Sales Order Detail File (F4211).
- Sales Order History File (F42119).

The system displays the buying segment code on the following forms in the Sales Order Entry program (P4210):

- Sales Order Entry (SOE) - Additional Info 1 tab (additional information 1 tab).
- Sales Order Header - Additional Header Information.

#### 4.6.1.2 Updating Buying Segment Codes

To ensure that you can review the latest information for buying segments, you can run the Update Buying Segment Codes program (R42442), which updates the buying segment code for existing sales orders. Typically, you run this program when you are assigning buying segment codes to the customers or after you have recognized customers' buying structures.

You can run the Update Buying Segment Codes program in proof or final mode. When you run this program in proof mode, the system prints a report that contains updated buying segment information by sales order, but does not update any tables. When you run this program in final mode, the system prints the report and updates these tables:

- Sales Order Header File (F4201).  
The system updates the matching Sold To customer's buying segment code in each record that is contained in this table.
- Sales Order Detail File (F4211).  
The system updates the matching Ship To customer's buying segment code in each record that is contained in this table.
- Sales Order History File (F42119).  
The system updates the matching Ship To customer's buying segment code in each record that is contained in this table.

#### 4.6.1.3 Building Customer Segment Items

To ensure that you can review the latest purchases that customers in a buying segment have made, you can run the Build Customer Segment Items program (R42441). When you run this program, the system builds a list of items for each buying segment code by compiling the following types of information:

- Item number
- Quantity
- Base price
- Margin percentage
- Shipping unit of measure
- Buying segment code

The system limits the number of items that appear to a maximum of 99 and stores the information in the Customer Segment Items table (F42440).

#### 4.6.1.4 Prerequisites

Define the buying segment codes in UDC 42B/BS.

## 4.6.2 Forms Used to Assign Buying Segments to Customers

Form Name	Form ID	Navigation	Usage
Billing Information	W03013E	<p>Sales Order Management Setup (G4241), Customer Billing Instructions</p> <p>Locate the customer to which you want to assign a buying segment code on the Work With Customer Master form, and click Select.</p> <p>Select Billing Information from the Form menu on the Customer Master Revision form.</p>	Assign buying segment codes to customers.

## 4.6.3 Setting Processing Options for the Customer Segment Items Program (P42440)

To access these processing options, use the Interactive Versions program (P983051). Enter **P42440** in the Interactive Versions field and click Find. Select the program version, and then select Processing Options from the Row menu.

### 4.6.3.1 Defaults

These processing options specify how the customer segment-based selling list is sorted and the maximum number of items in the list.

#### 1. Sort Field

Specify a code that you use to sort a customer segment-based selling list. Values are:

Blank or **1**: Sort by price.

**2**: Sort by quantity.

**3**: Sort by margin.

#### 2. Maximum Segment Items

Specify the maximum number of different items that can be stored in a customer-buying segment code.

The default value is 99.

## 4.6.4 Assigning Buying Segment Codes to Customers

Access the Billing Information form.

### Buying Segment Code

Specify a value from UDC 42B/BS that enables you to group customers based on their buying habits.

## 4.6.5 Setting Processing Options for the Update Buying Segment Codes Program (R42442)

Use these processing options to indicate the processing mode and whether to print the report.

#### 4.6.5.1 Defaults

These processing options specify whether the system runs in proof or final mode and prints the report.

##### 1. Proof or Final Mode

Specify whether the system runs the report in proof or final mode. Proof mode displays the changes that are made if the program is run in final mode. Final mode updates the system.

##### 2. Print Report in Final Mode

Specify whether the system prints the Update Buying Segment Codes report (R42442), which lists all selected records that are contained in the F4201, F4211, and F42119 tables. Values are:

Blank: Print the report.

1: Do not print the report.

### 4.6.6 Running the Update Buying Segment Codes Program

Select Sales Order Advanced & Technical Ops (G4231), Update Buying Segment Code.

### 4.6.7 Setting Processing Options for the Build Customer Segment Items Program (R42441)

Use these processing options to set default values for the R42441 program.

#### 4.6.7.1 Defaults

These processing options determine the default information that the system uses to build the customer-based segment items.

##### 1. Beginning Date Fence

Specify the number of days before today's date that the system includes in the calculations. The calculation is based on the actual shipped date on the sales order line. All days after today's date are automatically included in the calculation.

##### 2. Minimum Average Quantity

Specify the average minimum quantity that any item should have to be placed in the customer segment-based selling list. The system calculates the average minimum quantity by using the sum of the quantities for each item on all of the sales order detail lines. The system divides this amount by the number of occurrences of that item in the F4211 table.

##### 3. Minimum Weighted Average List Price

Specify the minimum-weighted average list price of any item that is placed in the customer segment-based selling list. The system calculates this price by using the sum of the list price times the quantity for each item on all of the sales order detail lines. The system divides this amount by the sum of that item's quantities on corresponding sales order detail lines.

##### 4. Currency code to use in price comparison

Specify a code that the system uses when it builds the Customer Segment Items table (F42440). When it builds the table, the system uses this code with the average minimum base price. You must complete this processing option when a minimum base price value exists.



**5. Minimum Percent Margin**

Specify the minimum percent margin of any item that is placed on the customer segment-based selling list. The system calculates the minimum percent margin by calculating the difference between the weighted average list price and the weighted average base cost for each item on all of the sales order detail lines. This result is divided by the weighted average list price of that item on the corresponding sales order detail line.

**6. Maximum Segment Items**

Specify the maximum number of different items that can be stored in a customer-buying segment code. Enter a number from 1 to 99. If you leave this processing option blank, the system uses 99 as the default value.

**7. Sort Field**

Specify a code to use to sort the customer segment-based selling list. Values are:

Blank or **1**: Price

**2**: Quantity

**3**: Margin

**4.6.8 Running the Build Customer Segment Items Program**

Select Sales Order Advanced & Technical Ops (G4231), Build Customer Segment Items.



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## Setting Up UCC 128 Compliance

This chapter contains the following topics:

- [Section 5.1, "Understanding UCC 128 Compliance"](#)
- [Section 5.2, "Understanding UCC Identification Codes"](#)
- [Section 5.3, "Understanding Bar Code Labels"](#)
- [Section 5.4, "Setting Up Hierarchical Configurations"](#)
- [Section 5.5, "Setting Up Shipping Information"](#)
- [Section 5.6, "Setting Up Item Information for UCC 128"](#)

**See Also:**

- "Planning Transportation Shipments" in the JD Edwards EnterpriseOne Applications Transportation Management Implementation Guide.

### 5.1 Understanding UCC 128 Compliance

To reduce cycle times, limit inventory, and increase profitability, most large retailers require that their suppliers receive electronic purchase orders and send electronic invoices.

The UCC in the United States, the Electronic Commerce Council of Canada (ECCC), and the International Article Numbering Association (EAN) have established standard identification and information transmission procedures. These standards, known as UCC 128 compliance, facilitate uniform product identification and the exchange of shipment information between suppliers and customers (retailers).

To adopt UCC 128 compliance practices, suppliers and retailers adopt these standards:

- Identification codes.  
A defined structure for each code.
- Bar code labels.  
Fixed or variable codes that encode information for a single product unit, a consumer pack, or a collection or packages for shipment.
- Shipping labels.  
Labels that follow the specific standard of the UCC Common Label. This standard sets up specific label segments and the information that is contained in each segment.
- Electronic Data Interchange (EDI).

The electronic exchange of structured computer-readable information.

For large retailers, the benefits of being UCC 128 compliant are:

- Improved sales  
By reducing warehouse cycle time, retailers can get their products on the shelf more quickly. A retailer can increase the sell-through revenue by moving the product to the customer faster.
- Reduced safety stock  
By receiving information about shipments before their arrival, companies can react more quickly to shortages and maintain less safety stock in inventory.
- Increased forecasting accuracy  
Retailers are able to more accurately measure lead time of shipments. This can reduce safety stock.
- Reduced receiving costs  
By scanning shipping labels, the retailer can collect bar-coded data faster than by manually entering data. Scanning shipping labels is less labor-intensive and results in fewer errors and omissions of data.
- Improved warehouse management  
Retailers can gather better shipping statistics, reduce warehouse cycle time, and more efficiently plan floor space and labor schedules.

For suppliers, the benefits of being UCC 128 compliant are:

- Improved cash flow  
By reducing the payment cycle times with retailers, suppliers can reduce borrowing requirements and improve cash flow.
- Improved sales  
Retailers penalize suppliers that cannot adopt UCC 128 compliance procedures. Typically, this penalty is per transaction. If the supplier cannot adopt UCC 128 compliance practices within a given time frame, the supplier can lose business with the retailer.

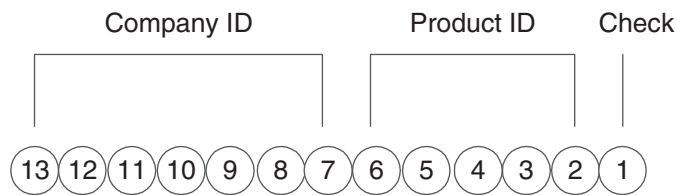
## 5.2 Understanding UCC Identification Codes

Each company can assign product identification codes. The UCC, the ECCC, and the EAN (outside of Canada and the United States) assign member companies the company identification. In the company identification codes, the first digit is the region code. For North America, the region code is 0. Therefore, the company identification can be seven digits if the first digit is zero. Because each UCC code contains the company number, all numbers are unique.

### 5.2.1 Universal Product Code

Each company can assign the Universal Product Code (identified as UPC in North America and EAN-13 outside of North America) to both a consumer unit and the lowest saleable unit for a specific product. For example, a can of soda would have the UPC identification on the can because it can be sold individually. The UPC code is a fixed code that identifies one unit of a specific product.

This example illustrates the structure of a UPC code:

**Figure 5–1 UPC and EAN-13 code structure**

The UPC code consists of a:

- Seven-digit company (or manufacturer) ID that is assigned by the UCC or the EAN.

For North American companies, only six characters represent the company ID because the leading seventh digit is always zero and can be left off the code.

- Five-digit product ID that is assigned by the company.
- Single-digit check character.

Typically, a company maintains its own product identification codes for internal use but cross-references the internal product identification codes to the UPC code.

## 5.2.2 Shipping Container Code

Companies assign the Shipping Container Code (identified as the SCC-14 in North America and EAN-14 outside of North America) to an intermediate pack for a specific product. For example, cans of soda are sold in various configurations. One possible configuration is four 6-packs in each case. Therefore, the case would have an intermediate pack identifier (SCC-14) on it.

The SCC, similar to the UPC, is a fixed code that identifies the specific number of consumer packs of a specific product. The SCC code on the case of soda represents four consumer packs, each with six sodas or a total of 24 sodas.

The SCC-14 code consists of:

- A single-digit packaging indicator that identifies the packaging.

This identifier is assigned by the company and may vary from product to product. This identifier is fixed and has these values:

- Zero indicates that the product ID on the SCC is different than the product identification on the UPC codes that are contained within the package.
- Codes 1 through 8 indicate company-defined packaging. For example, a 1 might mean a case containing six packs and a 2 might mean a case containing 12-pack boxes.
- Code 9 indicates that the amount of product inside the package varies from package to package even though the same product identification is in the UPC codes of the consumer pack that is contained within the package.

- A seven-digit company (or manufacturer) ID that is assigned by the UCC or the EAN.
- A five-digit product ID that is assigned by the company.
- A single-digit check character.

In the system, an SCC code is equivalent to an item code for a specific unit of measure. For any item, one UPC code exists, but several SCC codes exist.

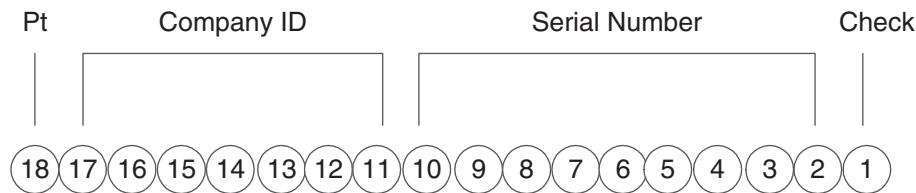
### 5.2.3 Serial Shipping Container Code

Serial Shipping Container Code (SSCC-18) is a unique serial number that is assigned to cartons or shipping containers, including entire truckloads or shipments.

The SSCC is a variable code that can be a hierarchical structure of SCCs and UPCs. The code is a key to a database record. For example, an SSCC can be put on a pallet that has 10 cases of soda and 10 cases of juice.

This example illustrates the structure of an SSCC-18 code:

Figure 5–2 SSCC-18 code structure



The SSCC-18 code consists of:

- A single-digit packaging type. This identifier is fixed and has these values:
  - Zero indicates that the shipping container is a case or carton.
  - Code 2 indicates that the shipping container is a pallet (larger than a case).
  - Code 3 indicates that the shipping container is undefined.
  - Code 4 indicates the shipping container that you use internally for intracompany use.
  - Codes 5 through 9 are reserved for future use.
- A seven-digit company (or manufacturer) ID that is assigned by the UCC or the EAN.
- A nine-digit serial number that identifies the shipping method that is assigned by the company.
- A single-digit check character.

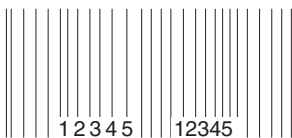
### 5.3 Understanding Bar Code Labels

Bar codes are computer-readable symbols that encode information on physical product, intermediate packages, and collections of packages for shipment.

#### 5.3.1 Bar Code Labels for UPC/EAN-13

This example illustrates the structure of a UPC label:

Figure 5–3 UPC code example



The UPC symbology has different formats, depending on business needs:

- UPC-A: A format that displays all 12 or 13 digits.
- UPC-E: A format that compresses the 12-digit or 13-digit numbers to eight digits by removing zeroes from the number.

Although the UPC-E version displays only eight digits, when the code is scanned and decoded by the bar reader, the transmission includes all digits to the computer.

### 5.3.2 Bar Code Labels for SCC-14/EAN-14

The SCC has different formats, depending on where you print the label and the information to include. For example, you can use the Interleaved 2-of-5 (ITF) format if you print the bar codes on corrugated cartons. You might want to use the UPC/EAN-128 if you encode an Application Identifier (AI) prefix. An AI prefix is important when you are scanning multiple bar codes on a shipping label because they enable the scanner to identify what the encoded number represents.

The ITF format encodes the 14 digits and is often used on corrugated cartons because it can be printed more reliably than UPC/EAN-128.

This example illustrates the structure of an SCC14/EAN-14 label:

**Figure 5–4 Bar code label SSC-14/EAN-14**



The UPC/EAN 128 format encodes the 14 digits of the SCC and an AI prefix.

This example illustrates the structure of a UPC/EAN 128 label:

**Figure 5–5 Bar code label UPC/EAN128**

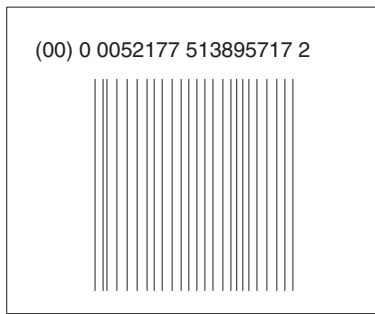


### 5.3.3 Bar Code Labels for SSCC-18

The SSCC is encoded with the UPC/EAN-128 standard. This standard encodes both the 18 digits of SSCC-18 code and an AI prefix. The AI identifies the type of information that is encoded. An AI of 00 identifies the bar code as an SSCC-18.

The SSCC is the label that is affixed to the shipment, the pallet, or a container. It might be applied as the shipment is being assembled or at the dock as the shipment is being loaded for transport to the customer.

This example illustrates the structure of a SSCC-18 label:

**Figure 5–6 Bar code label SSCC - 18**

## 5.4 Setting Up Hierarchical Configurations

This section provides an overview of hierarchical configurations and discusses how to set up hierarchical configurations.

### 5.4.1 Understanding Hierarchical Configurations

When you transmit order information, you can establish a format that relays the information about the shipment, the orders within the shipment, and the items within the order. You define hierarchical configurations to transmit information that meets the customers' needs.

You can set up any structure based on the business needs. This table illustrates examples of hierarchical structures:

Structure	Description
Pick and Pack	This is the most flexible configuration because you can combine products at the tare and pack levels.
Standard Carton Pack	Within this configuration, only one UPC can be present in subordinate tare and pack levels.

Within the configurations, you can define hierarchies based on the customer preferences. This table provides examples of configuration levels:

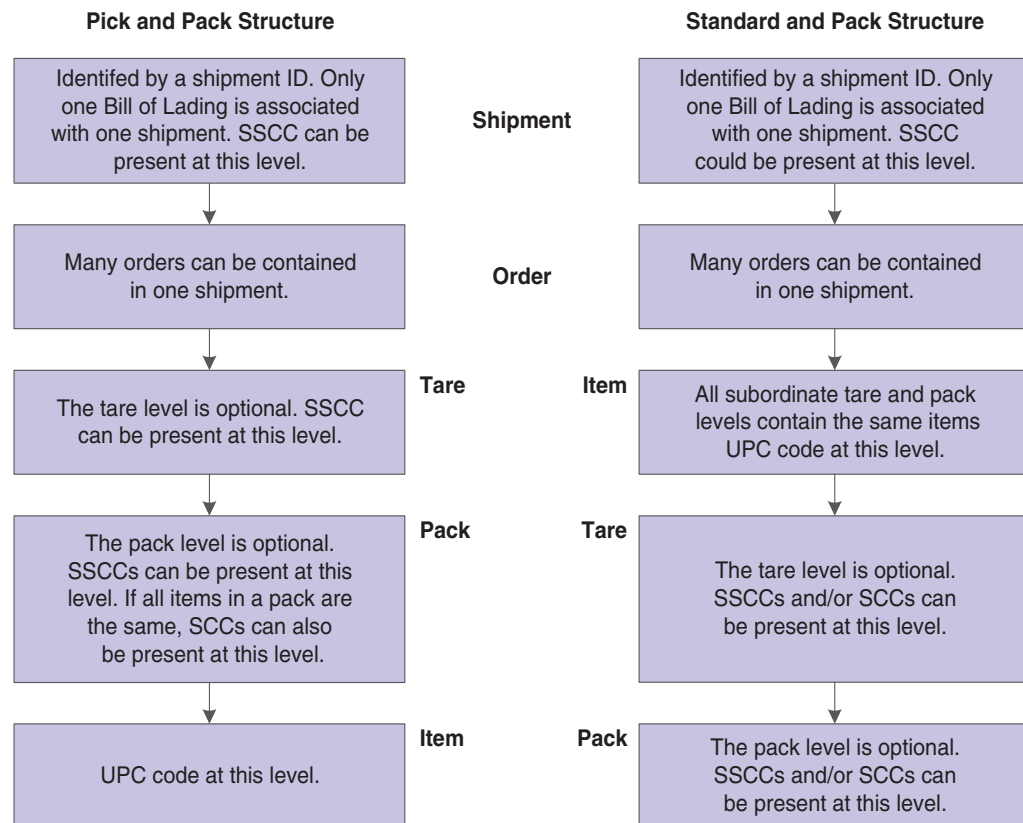
Configuration Level	Description
Shipment (S)	Only one shipment level can be in each transaction set that is transmitted. This contains information such as the bill of lading number, ship to, and sold from information.
Order (O)	The order level contains information that is related to the supplier's sales order and the customer's purchase order.
Tare (T)	The optional tare level contains information that is related to pallets and other large product collections.
Pack (P)	The optional pack level contains information that is related to intermediate packs.
Item (I)	The item level contains information about the product that is shipped, such as UPC number and quantity.



One customer might need shipment, order, and item information in their orders, while another might prefer shipment, order, tare, pack, and item information, in that order. You define hierarchical configurations to transmit information that meets the customers' needs for their advanced shipment notice (ASN).

This diagram illustrates hierarchical configurations:

**Figure 5–7 Hierarchical configurations**



## 5.4.2 Form Used to Set Up Hierarchical Configurations

Form Name	Form ID	Navigation	Usage
Hierarchical Configuration Definition Revisions	W47HLD	Shipping Notice (G47215), Hierarchical Configuration Definition  Click Add on the Work With Hierarchical Configuration Definition form.	Set up hierarchical configurations.  Define hierarchical configurations to transmit information that meets the customers' needs.

## 5.4.3 Setting Up Hierarchical Configurations

Access the Hierarchical Configuration Definition Revisions form.

### Address Number

Enter a number that identifies an entry in the address book, such as employee, applicant, participant, customer, supplier, tenant, or location.

### Hierarchical Configuration

Enter the EDI 856 transaction set-hierarchy configuration-codes that specify the levels that are present in the Ship Notice/Manifest. This field is made up of a combination of two-character hierarchical level codes (values from the X12 specification for data element 735 - Hierarchical Level Code). Up to nine combinations of HLC codes can be in this field.

### Hierarchical Structure Code

Enter a code indicating the hierarchical application structure of an EDI transaction set that uses the HL segment to define the structure of the transaction set.

### Level

Enter a number to organize the table into a logical group for online viewing and reporting.

### Field Name

Enter a data dictionary item name. Examples include F#MMCO or F#CO for company, F#MMCU or F#MCU for business unit, and F#RP01-30 for business unit category codes 01 through 30.

With the exception of #, @, and \$, the system does not allow special characters as part of the data item name.

To create protected data names that software updates do not overwrite, use \$xxx and @xxx, where xxx is user-defined.

---

**Note:** For report writer, on the Processing Options Setup form, the system uses the field name during data entry to edit the field size and other field attributes.

---

### Ascending Descending

Enter a code to designate sorting sequence as ascending or descending. Values are:

**A:** Ascending

**D:** Descending

---

**Note:** This field is for use within the OPNQRYF command to designate the UNIQUEKEY parameter. The number of key sequence fields that you specify with the proceeding codes represent the number that is assigned to the UNIQUEKEY parameter. This parameter eliminates duplicate records for the specified keys.

---

### **Total Level**

Enter a level break. You might specify the level of totaling to place on this field. The system allows up to nine levels of totals. If you do not specify levels of totals in an order that is consistent with the sequence parameters, unpredictable results might occur, for example:

Level 01 - Department Totals - Sort Sequence 03

Level 02 - Branch Totals - Sort Sequence 02

Level 03 - Division Totals - Sort Sequence 01

Level 10 - Grand Totals

If you specify the same totaling level on multiple data fields, you must enter a **1** in the first position of total level for all secondary fields, for example:

Level 01 - Business Unit (description comes from here).

Level 11 - Object (description ignored).

Level 11 - Subsidiary (description ignored).

Do *not* confuse this with account master or business unit master level-of-detail concept.

## **5.5 Setting Up Shipping Information**

This section provides an overview of shipping labels and discusses how to set up shipping information.

### **5.5.1 Understanding Shipping Labels**

Although shipping labels can vary, they follow the UCC Common Label standard. This standard specifies label segments and defines the type of information that is contained in each segment.

This example illustrates a shipping label:

**Figure 5–8 Example of a shipping label**

<b>Zone A</b>	From: Supplier 1155 Battery Street San Francisco, CA 94111	To: Customer DC 1478 5241 San Antonio Drive NE Albuquerque, NM 87109	<b>Zone B</b>
<b>Zone C</b>	SHIP TO POST (420) 871009 	CARRIER <b>Best Freight</b> PRO: 28957698660 B/L: 853930	<b>Zone D</b>
<b>Zone E</b> <b>Zone F</b>	PO: 345-896779-0 Dept: 092		
<b>Zone G</b>	FOR: 	Customer Store 1528 1815 N. Main Roswell NM 88201	
<b>Zone I</b>	SSCC- 		<b>Zone H</b>

This table lists the segments within the previous example and the information that is contained in each:

<b>Zone</b>	<b>Contents</b>	<b>Characteristics</b>
Zone A - Ship From	Ship From name and address.	Conditional for full trailer shipments, mandatory for other shipments.
Zone B - Ship To	Ship To name and address.	Conditional for full trailer shipments, mandatory for other shipments.
Zone C - Carrier Routing Bar Code	Ship To postal code or PRO Number bar code.	Conditional.
Zone D - Carrier	Carrier Name, SCAC Bill of Lading Number, PRO Number Carrier Assigned Packaged ID, Carrier Assigned Shipper ID.	Conditional.
Zone E - Trading Partner Data	The agreed-upon data for the trading partners. Both bar code and text data can appear in this zone. For example, you can enter purchase order numbers, serial numbers, and product numbers.	Optional.

Zone	Contents	Characteristics
Zone F - Trading Partner Data	This is the agreed-upon data for the trading partners. This data is supplemental to the data that is in Zone E.	Optional.
Zone G - Final Destination Code	Can be large human-readable location number or bar code. For example, you can use this zone for the Mark-For number.	Conditional.
Zone H - Final Destination Code	The Final Destination ID, Mark-For name and address.	Conditional.
Zone I - SSCC-18 Bar Code	The Serial Shipping Container Code.	Mandatory.

## 5.5.2 Form Used to Set Up Shipping Information

Form Name	Form ID	Navigation	Usage
Customer Master Revision	W03013B	<p>Sales Order Management Setup (G4241), Customer Billing Instructions</p> <p>Select a customer, and then click Select on the Work With Customer Master form.</p>	<p>Set up shipping information.</p> <p>Set up customer specifications for UCC 128 Compliance. These specifications might include the customer-specific format for transmitted information and additional UCC 128 processing information, such as transportation equipment, routing, and reference numbers.</p>

## 5.5.3 Setting Up Shipping Information

Access the Customer Master Revision form and select the Customer Ship Notice tab.

### Shipping Label Program

Enter the name of the program that the system uses to print shipping labels for a customer.

### Pick Pack Config (pick and pack configuration)

Enter the default pick and pack configuration that the customer requires.

### Standard Carton Pack Config (standard carton pack configuration)

Enter the default standard carton-pack configuration that the customer requires.

### Shipping Label Version

Enter the DREAM Writer version that the system uses for printing shipping labels for a customer.

### None, Pick Pack, Standard Carton

Enter the default configuration that the customer requires. Values are:

Blank: Processing is not performed for this customer.

1: Pick and pack configuration is the default value.

2: Standard carton configuration is the default value.

**Packaging Code**

Select to indicate that a packaging code is required for this customer.

**Transportation Method**

Select to indicate that a transportation method is required for this customer.

**Requires Equipment**

Select to indicate that an equipment code is required for this customer.

**Identification Code 1 and Identification Code 2**

Select to indicate whether identification codes 1 and 2 are required for this customer.

**Reference Number 1 and Reference Number 2**

Select to indicate whether reference numbers 1 and 2 are required for this customer.

**Weight**

Select to indicate that a weight code is required for this customer.

**Routing**

Select to indicate that a routing description is required for this customer.

## 5.6 Setting Up Item Information for UCC 128

This section provides an overview of item information for UCC 128, lists prerequisites, and discusses how to set up item information for UCC 128.

### 5.6.1 Understanding Item Information for UCC 128

You must provide the system with information about the items that you stock. When you enter item master information, you provide the system with details such as:

- Item identifiers
- Item descriptions

For UCC 128 processing, the item identifiers can be the UPC or SCC codes that you assign to the product unit and intermediate packs.

#### 5.6.1.1 Package Indicators

If you are setting up the SCC, use these package indicators to identify the type of packaging:

- Zero indicates that the product ID on the SCC is different than the product identification on the UPC that is contained within the package.  
You can use this product identifier for kits.
- Codes 1 through 8 indicate company-defined packaging.  
For example, a 1 might mean a case containing six packs and a 2 might mean a case containing 12-pack boxes.
- Code 9 indicates that the amount of product inside the package varies from package to package, even though the same product identification is in the UPC of the consumer pack that is contained within the package.

The system does not support variable units of measure.

### 5.6.1.2 Aggregate SCCs

You can set up aggregate SCCs to represent kits with non-inventory components. A kit is a collection of inventory items, called components, that are associated with a description name, called a parent item. The aggregate SCC represents the parent item. You can access the Item Cross-Reference Revisions form to assign component UPCs to the aggregate SCC for the kit. You enter cross-reference information only for non-inventory items. For example, you do not stock bandages, an item for which you do not record inventory or UPCs. You do sell first aid kits, which include bandages. Depending on the customer requirements, you can enter the aggregate SCC for the first aid kit and item cross-reference information for the components, such as bandages, that constitute the first aid kit.

If the components are inventory items, you do not have to enter cross-references. When you enter an order for a kit, the system retrieves the kit information, which includes the component UPCs, from the Item Master table.

To set up identification for kits with non-inventory items, you can set up an SCC with a product identifier equal to 0 (zero), which indicates that the SCC is different than the product identification on the UPC that it contains. To assign the UPC to the aggregate, you can enter information in the Item Cross-Reference field.

On Item Cross Reference, you must enter the cross-reference type, **UP**, to indicate UPC. The cross-reference item number is the UPC code and the cross-reference description is the unit of measure.

## 5.6.2 Prerequisites

Before you complete the tasks in this section:

- Set up the UCC-assigned vendor number in user-defined code (UDC) 41/UC.
- Verify that you have set up the shipping document types in UDC 49/SD.

## 5.6.3 Forms Used to Set Up Item Information for UCC 128

Form Name	Form ID	Navigation	Usage
Storage/Shipping	W4101D	Inventory Master/Transactions (G4111), Item Master  Select an item and then select Storage/Shipping from the Row menu on the Work With Item Master Browse form.	Set up item information for UCC 128.  Assign UPC or SCC codes to product unit and intermediate packs as item identifiers.
Item Cross Reference Revisions By Item	W4104C	Select Item Cross Ref. from the Form menu on the Storage/Shipping form.	Assign UPCs for non-inventory components to the aggregate SCC.

## 5.6.4 Setting Up Item Information for UCC 128

Access the Storage/Shipping form and select the UCC 128 tab.

**UPC/UOM (universal product code/unit of measure)**

Enter the UOM at the UPC level.

**UPC/UCC Code (universal product code/uniform commercial code)**

Enter the universal product code number that must conform to the UCC structure for UPC numbers.

**SCC(PI=1) (shipping container code/packaging indicator equals 1)**

Enter the unit of measure that is associated with an SCC pack that has a packaging indicator of 1.

**Default Aggregate UPC UOM (default aggregate universal product code unit of measure)**

Enter the unit of measure code to use for each universal product code quantity that is contained in the aggregate service class code pack.

**SCC(PI=0) (shipping container code (packaging indicator equals zero))**

Enter the unit of measure that is associated with an SCC pack that has a packaging indicator of zero.

---

---

**Note:** In the system, an SCC is equivalent to an item code at a specific unit of measure. For any item, one UPC exists, but several SCCs exist.

You can enter UPCs and SCCs with product identifiers 1 through 8.

To set up item information for a kit, complete only the Default Aggregate UPC UOM and SCC (PI=0) fields.

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## Setting Up Base and Standard Pricing

This chapter contains the following topics:

- [Section 6.1, "Understanding Pricing"](#)
- [Section 6.2, "Setting Up a Base Pricing Structure"](#)
- [Section 6.3, "Setting Up Base Prices"](#)
- [Section 6.4, "Setting Up Complex Price Groups"](#)
- [Section 6.5, "Setting Up Standard Price Adjustments"](#)

### 6.1 Understanding Pricing

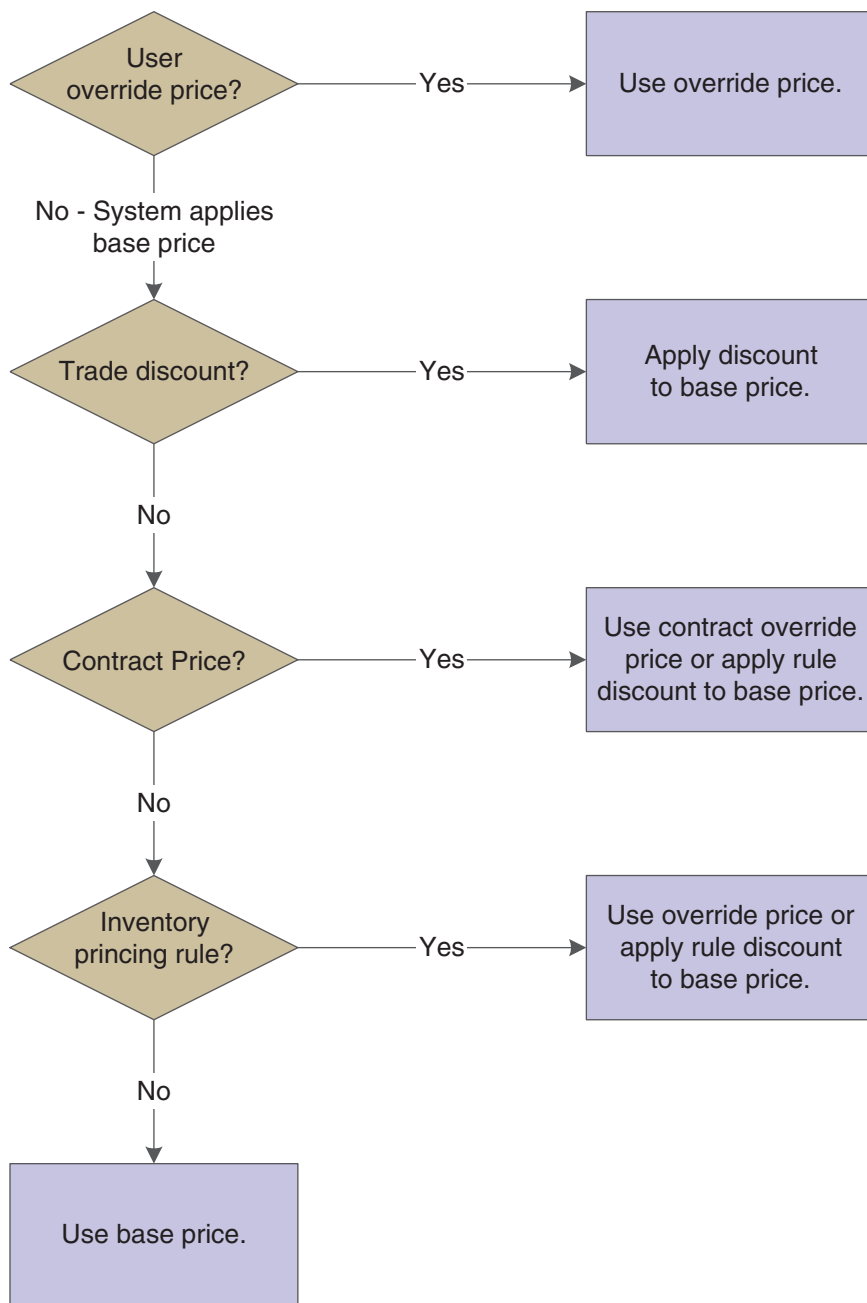
For each sellable item, you must define the price at which you want to sell it. You use JD Edwards EnterpriseOne Sales Order Management pricing to define the base prices that the system retrieves when you enter items on a sales order.

You can set up a pricing structure before you define base prices. The system uses this pricing structure to retrieve base prices. The base price structure must be flexible enough to accommodate the pricing schemes that you set up for various combinations of items and customers. You can set up customer groups and item groups and assign prices to any combination of items, item groups, customers, and customer groups. You define a hierarchy to determine how the system searches for prices.

After you establish a base price, you can set up additional types of price calculations, such as:

- Price adjustments for groups of items.
- Contract pricing, which applies special pricing for an item to a single customer or customer group.
- Trade discount pricing, which is a discount percentage on all items for a specific customer.

This process flow illustrates how the system calculates prices:

**Figure 6–1 Calculating prices**

Pricing can be based on the Parent, Ship To, or Sold To address on the sales order. You can define base prices with effective dates so that you can define prices for future use or for limited time promotions and specials. You can also define credit prices to use when items are returned.

To provide greater flexibility in the pricing structure, you can define complex customer and item groups. Within each customer or item group, you can create subgroups based on specific address book category codes and item category codes.

After you define base prices, you can update them as needed (for example, to change a price or create a price that is effective on a future date). You can use the Base Price Revisions program (P4106) to update base prices individually. Or you can run the

Base/Price Maintenance - Batch program (R41830) to update multiple prices simultaneously.

You use the Sales Order Batch Price/Cost Update program (R42950) to update prices for a customer. You can also use this program to update the unit and extended costs of items on sales orders with the most current costs. If you activate multicurrency processing, the system also updates the Foreign Unit and Extended Costs fields.

---

**Note:** If you require more flexibility in your pricing, you should use the JD Edwards EnterpriseOne Advanced Pricing system from Oracle. JD Edwards EnterpriseOne Advanced Pricing enables you to adjust prices for each promotion or deal, and then combine adjustments into a pricing structure or schedule. You can define unlimited price adjustments and combine regular discounts and promotions within the same schedule. Set up free goods catalogs to display and promote items and use rebates to encourage customers to purchase a greater volume of goods or services.

---

## 6.2 Setting Up a Base Pricing Structure

This section provides an overview of base pricing structure, lists prerequisites, and discusses how to:

- Assign a customer pricing group to a customer.
- Assign an item pricing group to an item.
- Set up the pricing hierarchy.

### 6.2.1 Understanding Base Pricing Structure

For each item that you sell, you can define the base price at which you want to sell it. The system retrieves this price when you enter an item on a sales order.

You can define the base price for an item or any combination of items, item groups, customers, or customer groups. To simplify the process of defining and maintaining base prices, you can set up price groups for customers and items with similar characteristics.

When the system retrieves prices, it uses the hierarchy for the Base Price Preference (51) to determine the order in which the system searches for base price records. If you create item and customer groups, you can define the search sequence of the Base Price Preference Hierarchy so that the system searches item and customer group combinations and item and customer combinations.

---

**Note:** 51 is the actual hierarchy value. You must use this hierarchy for base pricing.

---

#### 6.2.1.1 Customer Price Groups

You set up customer price groups to apply pricing schemes to specific groups of customers. Price groups are an optional way of organizing pricing schemes. You can set up customer price groups to enter and update price information for multiple customers simultaneously.

For example, you can create a customer price group for preferred customers, named PREFER, who can purchase a bike for 420.00 USD, while other customers buy the bike at 450.00 USD.

A simple price group is a group of customers that are assigned to the same group name in the Customer Billing Instructions. In JD Edwards EnterpriseOne Base Pricing, a customer can belong to only one customer price group.

To allow for greater pricing flexibility, you can set up complex customer price groups. Complex price groups are groups of customers that are assigned to a group name, but might be part of a different subgroup. You can define subgroups in a complex price group with values that you assign to category codes such as customer geographic location, line of business, or sales volume.

With complex price groups, customers can belong to the same group but have different prices based on category codes, such as geographic location.

In JD Edwards EnterpriseOne Advanced Pricing from Oracle, a customer can belong to a customer group without being attached to that group in the Customer Billing Instructions. A customer can belong to numerous groups, depending on the customer's category codes.

See "Setting Up Complex Customer Price Groups" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.

#### **6.2.1.2 Item Price Groups**

Item price groups are similar to customer price groups. You set up item price groups so that you can define base price information for a group of items rather than for many items on an individual basis. You can then enter and update price information for multiple items rather than updating items individually. For example, you can group similar bikes of different colors, named BIKES, and define one price for this group.

A simple price group is a group of items that are assigned to the same group name in the Item Master (P4101) or Item Branch (P41026) programs. In JD Edwards EnterpriseOne Base Pricing, an item can belong to only one item price group.

To allow for greater pricing flexibility, you can set up complex item price groups. Complex price groups are groups of items that are assigned to a group name, but might be part of a different subgroup. You can define subgroups in a complex price group with values that you assign to category codes, such as commodity class or item pool code.

With complex price groups, items can belong to the same group but have different prices based on category codes, such as commodity class.

In JD Edwards EnterpriseOne Advanced Pricing, an item can belong to a detail group without being attached to that group in the Item Branch. An item can belong to numerous groups, depending on the category codes.

See "Setting Up Complex Item Price Groups" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.

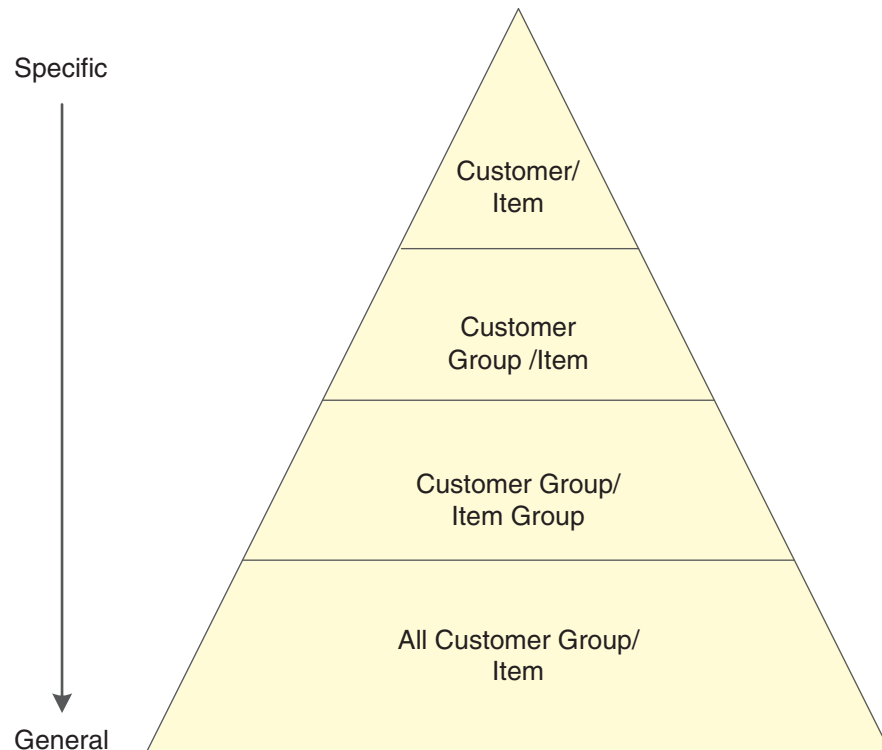
#### **6.2.1.3 Pricing Hierarchy**

When the system retrieves the base price, it uses the hierarchy that you set up for the Base Price Preference (51) to determine the sequence with which it searches base price records. The base price hierarchy is a matrix comprising combinations of customers, items, customer price groups, and item price groups. You use the intersection of the rows and columns to determine the sequence with which the system retrieves the base price.

You should set up the pricing hierarchy from most specific pricing to most general pricing. The system searches for prices based on the hierarchy sequence. When the system finds a match for a price at an intersection, it stops searching the hierarchy. Therefore, if the most general pricing rule is set at sequence 1, the system does not find the customer or item specific pricing.

This example illustrates a most specific item and customer pricing hierarchy:

**Figure 6–2** *Example of a preference hierarchy*




---

**Important:** You can enter up to 14 numbers in the preference hierarchy. However, you should limit the hierarchy to as few numbers as necessary. Each number represents a search by the system through the Item Base Price File table (F4106). Therefore, each number that you add to the hierarchy increases the system processing time.

---

## 6.2.2 Prerequisites

Before you complete the tasks in this section:

- Verify that you have set up Customer Price Groups in user-defined code (UDC) 40/PC.
- Verify that you have set up Item Price Groups in UDC 40/PI.

## 6.2.3 Forms Used to Set Up a Base Pricing Structure

Form Name	Form ID	Navigation	Usage
Billing Information	W03013E	<p>Sales Order Management Setup (G4241), Customer Billing Instructions</p> <p>Select a customer master record on the Work With Customer Master form.</p> <p>Select Billing Information from the Form menu on the Customer Master Revision form.</p>	Assign a customer pricing group to a customer.
Item Branch/Plant Info.	W41026A	<p>Inventory Master/Transactions (G4111), Item Branch/Plant</p> <p>Select a record, and select Item/Branch Info. from the Row menu on the Work With Item Branch form.</p>	Assign an item pricing group to an item.
Work With Preference Hierarchy	W40073B	Price Management (G4222), Preference Hierarchy	Select the base price hierarchy.
Preference Hierarchy Revisions	W40073D	Select Preference Type <b>51</b> (Base Price) on the Work With Preference Hierarchy form.	Set up the pricing hierarchy.

## 6.2.4 Assigning a Customer Pricing Group to a Customer

Access the Billing Information form.

### Customer Price Group

Enter a value from UDC 40/PC that identifies the name of the customer group to which you want to add this customer.

## 6.2.5 Assigning an Item Pricing Group to an Item

Access the Additional Info tab on the Item Branch/Plant Info form.

### Item Price Group

Enter a value from UDC 40/PI that identifies the name of the item pricing group to which you want to add this item.

## 6.2.6 Setting Up the Pricing Hierarchy

Access the Preference Hierarchy Revisions form.

Enter consecutive numbers at the intersections of rows and columns to define the base pricing hierarchy (51).

For example, if you want the system to first search for pricing information for an item number based on the customer's sold-to address, enter 1 in the Item Number column next to the Sold To Customer Number field. If no price has been set up at this level, the system performs another search using the parameters that are associated with the value 2.

## 6.3 Setting Up Base Prices

This section provides an overview of base prices, lists a prerequisite, and discusses how to set up base prices.

### 6.3.1 Understanding Base Prices

When you enter an item on a sales order, the system retrieves the base price information for that item. You can define base prices for any combination of items, item groups, customers, or customer groups.

When you enter an item in the F4101 table, you should enter the sales price level. The sales price level determines how you define the base price for an item. This table describes the levels at which you can define prices:

Level	Description
Item	Define one overall price for an item. You cannot include branch/plant, lot, or location information.
Item/Branch	Define different prices for each item and branch combination. You cannot include location and lot information.
Item/Branch/Location	If you define pricing by location and lot, you can also define branch/plant information.

When you define any special pricing or discounts for an item or customer, the system bases the calculation of the discounted price on the base price.

You can assign effective dates when you define the base price for an item. If you do not assign effective dates, the system assigns them based on the current system date. You also specify the sales price based-on date in the system constants to determine which date on the sales order the system uses as the price effective date. The sales price based-on date can be the promised date, the order date, or the date that you define in the system constants. The system retrieves the price with an effective date range that includes this sales price based-on date.

You can also use effective dates to enter a new price while an old price is still in effect. For example, you can overlap the dates for the base price and the dates for a discount price that you are offering for a limited period. When you set up date ranges that overlap, the system retrieves the price that expires first.

For every price, you can also define a credit price to use for negative quantities.

You can use JD Edwards EnterpriseOne Sales Order Management pricing to add prices for items in the domestic currency and as many other currencies as necessary. For example, you can set up base prices for one item in both US dollars and the euro. Currency code and unit of measure are both keys to the F4106 table. If you are using multicurrency, the system searches for a price in this sequence:

1. Customer's currency and the user-specified unit of measure.

2. Customer's currency and the item's primary unit of measure.
3. Domestic currency and the user-specified unit of measure.
4. Domestic currency and the item's primary unit of measure.

If the system does not find a match, it moves to the next level in the pricing hierarchy structure and searches in the same sequence.

You can copy base price information for an item that belongs to an item group. The system duplicates pricing information but does not duplicate the item group information.

## 6.3.2 Prerequisite

Verify that the pricing hierarchy has been defined.

See "Defining a Pricing Hierarchy" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.

### See Also:

- [Generating New Base Prices in a Different Currency.](#)

## 6.3.3 Forms Used to Set Up Base Prices

Form Name	Form ID	Navigation	Usage
Work With Preference Base Price	W4106J	Price Management (G4222), Base Price Revisions	Access forms to set up base prices.
Preference Hierarchy Selection	W40073F	Click Add on the Work With Preference Base Price form.	Select a hierarchy to use when setting up base prices.
Base Price Revisions	W4106K	Select a hierarchy and then click Select on the Preference Hierarchy Selection form.  Alternatively, search for and select an item on the Work With Preference Base Price form, and then click Select.  Select Copy Row from the Row menu to copy a base price.  Select Adjust Price from the Row menu to adjust the base price based on the values that are entered in the Adjust Prices By section of the form.	Set up base prices.  Prices can be adjusted by a monetary amount or a percentage. You can also modify a price by changing individual prices in the grid on the Base Price Revisions form. The fields on the Base Price Revisions form are based on the preference hierarchy selection. For example, if you define a selection in the hierarchy for a customer group and item group, the system prompts you for the group information.

## 6.3.4 Setting Up Base Prices

Access the Base Price Revisions form.



**Adjust Prices By:**

Enter the numeric amount by which you want to adjust a price. You must also select any of these options to indicate which prices to update, and which method to use:

Unit Price

Credit Price

Percentage

Amount

**Unit Price**

Select to update the unit price columns. Clear the Unit Price check box to prevent the unit price from being updated.

**Credit Price**

Select to update the credit price column. Clear the Credit Price check box to prevent the credit price from being updated.

**Percentage**

Select to indicate that the factor value is a multiplier (percentage) when applied to an order's price. For example, to adjust a price by five percent, enter 5 in the Adjust Prices By field, and select this option.

**Amount**

Select to indicate that the value by which you are adjusting a price is an amount, rather than a percentage. For example, to adjust a price by 5 USD, enter 5 in the Adjust Prices By field, and select this option.

## 6.4 Setting Up Complex Price Groups

This section provides an overview of complex price groups, lists a prerequisite, and discusses how to:

- Set up complex price groups.
- Assign a customer to a price group.
- Set up complex item groups.
- Assign an item to an item group.
- Generate price group relationships.

### 6.4.1 Understanding Complex Price Groups

To allow for greater flexibility in the pricing structure, you can define complex customer and item groups. Within each customer or item group, you can create subgroups based on attached category codes, such as specific item type, customer geographic location, line of business, or sales volume.

#### 6.4.1.1 Customer Groups

You can set up complex customer groups to provide greater flexibility in the pricing structures. You can consume 10 category codes to set up complex customer groups.

The category code sequence that you enter determines how the system displays the category code fields on the related forms. The order in which you select category codes does not affect how the system searches for prices.

After you create complex price groups and attach the group name to the customer, you generate price group relationships.

You can make changes to the category codes for a price group that has been assigned to customers; however, if you change the customer price group definition, you must update the price group relationships.

#### **6.4.1.2 Item Groups**

You can set up complex item groups to provide greater flexibility in the pricing structures. You can consume 0 category codes to define complex item groups.

For example, if you have two types of pens, marker and ballpoint, within the group PENS, you can specify a different price for each type of pen. When you enter an order for pens, the system checks the category codes that are assigned to the item to determine whether the pen is a marker or a ballpoint and then retrieves the appropriate price.

The category code sequence that you enter determines how the system displays the category code fields on the related forms. The order in which you select category codes does not affect how the system searches for prices.

After you create complex item groups and attach the group name to the item, you generate price group relationships.

#### **6.4.1.3 Price Group Relationship Generation**

After you set up price groups and assign the group names to customers and items, you generate customer and item price group relationships. You generate price group relationships to define the possible combinations of customer and item groups to use for pricing.

You use two batch programs to generate price group relationships:

- Generate Customer Price Groups (R40932).
- Generate Item Price Groups (R40931).

These programs generate records in the Item/Customer Group Relationship table (F4093), which contains the allowable combinations for customer or item groups and category codes.

After you generate price group combinations, the system produces a report indicating any errors. A blank report indicates that no errors occurred during the generation process.

If you make changes to the category codes for a price group that has been assigned to a customer or item, you must run the R40932 or R40931 programs to update the price group relationships in the F4093 table.

### **6.4.2 Prerequisite**

Verify that you have set up Customer Price Groups in UDC 40/PC and Item Price Groups in UDC 40/PI.

### 6.4.3 Forms Used to Set Up Complex Price Groups

Form Name	Form ID	Navigation	Usage
Work with Price Group Definition	W4092E	Price Management (G4222), Define Customer Price Groups  Price Management (G4222), Define Item Price Groups	Access forms to set up complex customer groups.
Customer Price Group Definition	W4092G	Click Add on the Work with Price Group Definition form.	Set up complex customer groups.
Work With Customer Master	W03013A	Sales Order Management Setup (G4241), Customer Billing Instructions	Select a customer.
Customer Master Revision	W03013B	Select a customer and then click Select on the Work With Customer Master form.	Access customer billing information.
Billing Information	W03013E	Select Billing Information from the Form menu on the Customer Master Revision form.	Assign a customer to a price group.
Item Price Group Definition	W4092C	Click Add on the Work with Price Group Definition form.  Select up to 10 category codes in numeric order.	Set up complex item groups.
Work With Item Branch	W41026E	Inventory Master/Transactions (G4111), Item Branch/Plant	Access forms to assign items to item groups.
Item/Branch Plant Info.	W41026A	Select a branch/plant, and then select Item/Branch Info from the Row menu on the Work With Item Branch form.	Assign an item to an item group.

### 6.4.4 Setting Up Complex Price Groups

Access the Customer Price Group Definition form.

#### Price Group

Enter a value from UDC 40/PC that identifies a customer group.

#### Category Code 01 through Category Code 30

Enter a numeric value of 1 through 10 to indicate the category codes that the system uses to define pricing.

## 6.4.5 Assigning a Customer to a Price Group

Access the Billing Information form.

### **Customer Price Group**

Enter a value from UDC 40/PC that identifies a customer group. You can group customers with similar characteristics, such as comparable pricing.

## 6.4.6 Setting Up Complex Item Groups

Access the Item Price Group Definition form.

### **Price Group**

Enter a value from UDC 40/PI that identifies an item group.

### **Category Code 01 through Category Code 30**

Enter a numeric value of 1 through 10 to indicate the category codes that the system uses to define pricing.

## 6.4.7 Assigning an Item to an Item Group

Access the Item/Branch Plant Info form.

Select the Additional Info. tab.

### **Item Price Group**

Enter a value from UDC 40/PI that identifies an inventory price group for an item.

## 6.4.8 Generating Price Group Relationships

Access the Generate Price Group programs from the Price Management menu (G4222).

1. To generate customer price group relationships, select Generate Customer Price Groups (R40932).
2. To generate item price group relationships, select Generate Item Price Groups (R40931).

## 6.5 Setting Up Standard Price Adjustments

This section provides an overview of standard price adjustments, lists prerequisites, and discusses how to:

- Set up standard pricing adjustments.
- Set up inventory pricing rules.
- Assign pricing rules to customers and customer groups.
- Set up trade discounts.

### 6.5.1 Understanding Standard Price Adjustments

After you define base prices, you can set up these types of price adjustments:

- Price adjustments for groups of items.
- Contract pricing, which applies special pricing for an item to a single customer or customer group.

The system prices an order in this sequence:

1. Any item price that you enter in the order overrides the base price that the system retrieves.

You can set processing options in the Sales Order Entry programs (P4210 or P42101) to protect the sales order detail price fields and price related fields.

2. A trade discount that you define through the Customer Billing Instructions overrides all other pricing or repricing.

A trade discount is a flat percentage that is calculated against the order total, the system calculates the percentage against the price for the item based on the branch/plant from which it is sold, and no other discount or pricing agreement applies.

3. A contract price, which is an agreed-upon price between you and the customer for a specific item. A contract price for a specific customer takes precedence over a contract price for a group of customers.

A contract price also overrides other inventory pricing rules. If a contract price for a specific customer does not exist, the system searches for a contract price for a customer group.

The order date must be within the effective dates of the contract price. The system retrieves the contract price based on the base price preference hierarchy and uses the price with the earliest expiration date.

4. The system retrieves inventory pricing rules for a specific customer, if you have defined them, before the system retrieves rules that are defined for a group of customers.

An inventory pricing rule is an agreed-upon price between you and the customer for discounts based on quantities of items purchased.

The order date and quantities must be within the effective dates and levels of the inventory pricing rule.

5. If you do not define trade discounts, contract prices, or inventory pricing rules, the system retrieves the base price.

The system searches item or item group and customer or customer group combinations based on the base price preference hierarchy, and uses the price with the earliest expiration date and corresponding currency code.

If the system does not find a price for the item within a branch/plant or location (depending on the pricing level), you receive an error message indicating that no base price is in effect.

#### 6.5.1.1 Inventory Pricing Rules

You define pricing rules to set up a pricing scheme for an item or a group of items. An inventory pricing rule is a rule that defines a price and quantity for a customer or customer group. For each item or item group, you define levels of pricing. You can determine price breaks by quantity. You can also indicate whether the price adjustment is a markup or discount. You can set up contract prices to guarantee a price for a particular customer. You can also enter a price to override the base price for a specified period.

The system does not adjust prices until you assign a customer or customer group to an inventory pricing rule.

When you define inventory pricing rules, you enter the user-defined codes that you previously set up for item price groups. To create new user-defined codes for item

price groups, you can select Price Management (G4222), Setup Inventory Pricing Groups.

#### 6.5.1.2 Trade Discounts

A trade discount is the simplest way to offer a discount to a customer. The system applies the discount to all items that are sold to the customer. The trade discount overrides all other pricing. If a trade discount exists for a customer, the system does not apply any other discounts. You set up trade discount pricing through the Customer Billing Instructions. You enter a flat percentage that the system applies to the order total.

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**Note:** Trade discounts do not function with configured items that are entered on a sales order.

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#### 6.5.1.3 Contract Pricing

You can set up contract prices to guarantee a price for a particular customer. When you enter an order for an item on the contract, the system checks the remaining quantity to be sold at the contract price.

If the quantity on the order exceeds the remaining quantity, the system writes two lines on the order:

- One line for the quantity at the contract price.
- One line for the quantity at the regular price.

You set up contract pricing by defining an inventory pricing rule and assigning the rule to a customer.

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**Note:** You must use the item's short ID number in UDC table 40/PI to identify the pricing rule.

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### 6.5.2 Prerequisites

Before you complete the tasks in this section:

- Verify that item price groups have been set up.
- Verify that customer price groups have been set up.
- Verify that you have set up item price group pricing rules in UDC 40/PI.

**See Also:**

- [Understanding Base Pricing Structure.](#)

### 6.5.3 Forms Used to Set Up Standard Price Adjustments

Form Name	Form ID	Navigation	Usage
Work With Pricing Rules	W4271D	Price Management (G4222), Setup Inventory Pricing Rules Price Management (G4222), Setup Customer Pricing Rules	Set up inventory pricing rules. Assign pricing rules to customers and customer groups. Access forms to set up standard price adjustments.
Customer Pricing Rules	W4271B	Select Customer Rules from the Form menu on the Work With Pricing Rules form (when accessed from the Setup Customer Pricing Rules menu selection).	Set up standard pricing adjustments. Set up customer pricing rules.
Inventory Pricing Rules	W4271A	Select a record and select Inventory Rules from the Form menu on the Work With Pricing Rules form (when accessed from the Setup Inventory Pricing Rules menu selection).	Set up inventory pricing rules.
Work With Customer Master	W03013A	Sales Order Management Setup (G4241), Customer Billing Instructions	Select a customer.
Customer Master Revision	W03013B	Select a customer on the Work With Customer Master form, and click Select.	Access forms to set up trade discounts.
Billing Information	W03013E	Select Billing Information from the Form menu on the Customer Master Revision form.	Set up trade discounts.

### 6.5.4 Setting Up Standard Pricing Adjustments

Access the Customer Pricing Rules form.

#### Level

Enter an alphanumeric code that determines the sequence in which the system displays the rules within the pricing group. You define levels when you set up the pricing groups.

#### Up To Quantity

Enter the volume or quantity breaks that are commonly used in pricing tables. If the quantity on the first level of a rule is **5**, then the pricing logic on this level applies only to sales of five or fewer items. If the quantity in the next level is **10**, then the pricing logic applies to sales of six through 10 items. A value of **99,999,999** indicates all quantities.

**Basis**

Enter a costing method on which the system bases the net price of the order.

For pricing and repricing, values are:

1: Last-In Cost

5: Future Cost

P: Unit Price

2: Average Cost

6: Lot Cost

3: Memo Cost 1

7: Standard Cost

4: Current Cost

The system uses the method that you enter here to determine the order's net price.

Otherwise, specify a value from 1 to 8 to use the unit cost in the sales detail as the base-on value for all reprice calculations.

**Factor Value**

Enter the discount that the system uses when it calculates the price of an item that is attached to this inventory pricing rule.

Discounts can be expressed as multipliers, additional amounts, or deductible amounts. For example, a 10 percent discount would be entered as **0.90**. You can use the same factor for markups over cost. For example, a 10 percent markup would be entered as **1.10**.

**Type**

Select a value that indicates whether the factor value is a multiplier (percentage) or an additional/deductible cash amount (\$) when applied to an order's price.

**Override Price**

Enter a price. Any price that you enter here overrides all other rules or prices.

**Base UOM (base unit of measure)**

Enter a code that indicates that the quantity limit is based on a special unit of measure. The default value is 1 (primary unit of measure). Values are:

1: Primary unit of measure.

2: Secondary unit of measure.

3: Purchasing unit of measure.

4: Pricing unit of measure.

5: Shipping unit of measure.

#: Weight.

\$: Monetary (not quantity) limit.

**Contract Quantity**

Displays the quantity that is established in the inventory pricing rules as the number of items that the customer can purchase at this contract price.

**Quantity Taken**

Displays the number of units that have passed through the Sales Update process.



In Work Order Processing, this field identifies the total quantity that is completed or consumed on a work order to date basis.

#### **Contract Reference**

Enter the number or identifier of the document on which this contract is based.

Complete this field only if you are creating a contract price between you and a specific customer.

### **6.5.5 Setting Up Inventory Pricing Rules**

Access the Work With Pricing Rules form.

1. Click Add.
2. Complete the required fields, along with any of the optional fields that are necessary to the business, on the Inventory Pricing Rules form:
  - Pricing Rule
  - Price Method
  - Level
  - Basis
3. Select Detail from the Row menu to review item information.  
Click Close when you are finished reviewing item information to return to the Inventory Pricing Rules form.
4. Click OK to save the information and quit the program.

### **6.5.6 Assigning Pricing Rules to Customers and Customer Groups**

Access the Work With Pricing Rules form.

1. Click Add.
2. Complete these fields to identify the pricing rule to apply to a customer or customer groups:
  - Pricing Rule
  - Price Method
3. Select Customer Rules from the Form menu.
4. Specify the customer or the customer group in these fields on the Customer Pricing Rules form:
  - Customer Price Group
  - Customer Group/Number
5. Select the pricing level, and then select Apply Level from the Row menu.

### **6.5.7 Setting Up Trade Discounts**

Access the Billing Information form.

#### **Trade Discount**

Enter the percentage by which the system reduces the price of each item.

If you enter a value in this field, this is the only discount that the system applies. You can override it if you enter a price. Enter the percentage as a whole number (that is, 5 for five percent).

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# Entering Sales Orders

This chapter contains the following topics:

- [Section 7.1, "Understanding Sales Order Entry"](#)
- [Section 7.2, "Entering Sales Order Header and Detail Information"](#)
- [Section 7.3, "Entering Sales Orders with Taxed Prices"](#)
- [Section 7.4, "Updating and Copying Sales Order Information"](#)
- [Section 7.5, "Entering Sales Orders with Templates"](#)
- [Section 7.6, "Entering Substitute, Associated, and Promotional Items"](#)
- [Section 7.7, "Using Customer Segment Based Selling"](#)
- [Section 7.8, "Creating Volume-Based Upselling Prices"](#)
- [Section 7.9, "Generating the Audit Log and Approval Processing"](#)
- [Section 7.10, "Entering Orders for Kits and Configured Items"](#)
- [Section 7.11, "Processing Recurring Sales Orders"](#)
- [Section 7.12, "Entering Sales Orders for Matrix Items"](#)

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**Note:** Country-specific functionality for sales order entry exists for Argentina, Brazil, and Russia.

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**See Also:**

- "Entering Sales Orders for Argentina" in the JD Edwards EnterpriseOne Applications Localizations for Argentina Implementation Guide.
- "Entering Additional Sales Order Information for Brazil" in the JD Edwards EnterpriseOne Applications Localizations for Brazil Implementation Guide.

## 7.1 Understanding Sales Order Entry

When a customer wants to purchase items from your organization, you must record the items, quantities, prices, and any additional customer-specific information that is related to that sale. Using the Sales Order Entry programs (P4210 and P42101), you create sales orders to track all of the information that is related to each sale.

The sales order entry forms include required and optional fields. Depending on the complexity of the sale, you can determine which fields you complete. If you complete

only the required fields, the system retrieves default customer, item, and preference information from a set of tables. The system also retrieves the base price information when you enter the item on a sales order. If necessary, you can override the default information on the sales order. When you override the default information, only the specific sales order reflects the overrides. The master tables are not changed.

The system retrieves default sales order information from these tables:

- Address Book Master (F0101).
- Customer Master by Line of Business (F03012).
- Item Master (F4101).
- Item Location (F41021).
- Preference Master (F40070).
- Alternate Tax Rate/Area Definition (F40081), if the alternate tax rate/area assignment functionality is enabled for the company.

The system also retrieves base price information for the item that is entered.

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**Note:** If you create sales orders using the JD Edwards EnterpriseOne Sales Force Automation system from Oracle, you maintain and process those sales orders from the JD Edwards EnterpriseOne Sales Order Management system, just as you would any sales orders that you create using the JD Edwards EnterpriseOne Sales Order Management system.

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### 7.1.1 Sales Order Entry Programs

You can use two programs to create sales order records in the JD Edwards EnterpriseOne Sales Order Management tables, P4210 and P42101. These programs enable you to enter or update sales orders in a way that is most convenient for you.

The two Sales Order Entry programs (P4210 and P42101) work to process sales order information. Both programs update the same tables in the system. Even if you do not use the P4210 entry program to create and modify sales orders, you must still create a version of that program that specifies processing information in the processing options. You then enter this version of the P4210 program in the processing options of the P42101 program. When you create and modify sales orders using P42101, the system uses the information in the processing options of P42101, along with the information in the specified version of P4210, to process the sales order.

The P42101 program does not fully duplicate the functionality of the P4210 program. You must use the P4210 program to enter transfer sales orders and credit orders from sales history information, and to run customer self-service functionality.

See [Entering Sales Orders for Customer Service Representatives](#).

#### Sales Order Entry Mobile Application

You can use the Mobile Sales Order Entry - Tablet application to search for and select products, and add them to a sales order. For additional information about the mobile application, see Sales Order Entry Mobile Application in the *JD Edwards EnterpriseOne Applications Mobile Enterprise Applications Implementation Guide*.

### 7.1.2 Sales Order Information

A sales order includes two types of information:

- Header information

This information relates to an entire order. The system maintains this information in the Sales Order Header File table (F4201). The system also retrieves information from the F0101 and F03012 tables to complete the order, and from the F40081 table if the alternate tax rate/area assignment functionality is enabled for the company.

- Detail information

This information primarily relates to individual lines and items that are included in a sales order. The system maintains this information in the Sales Order Detail File table (F4211). The system also retrieves information from the F4201, F4101, F41021, and F03012 tables to complete the order, and from the F40081 table if the alternate tax rate/area assignment functionality is enabled for the company.

You can enter header information and detail information separately. You can enter sales orders in two ways, depending on the volume of orders that you process and the amount of header information that you enter:

- Enter header information first, followed by detail information.
- Enter detail information and a subset of header information.

The system then enters the remaining header information based on default values.

### 7.1.2.1 Alternate Tax Rate/Area Assignment for Sales Orders

When you set up your system to use the alternate tax rate/area assignment functionality, you set up these components:

- Alternate tax rate/area assignment company constant.

If you enable the constant, you also specify whether the system sets an error or warning message or displays no message when the tax ID or an alternate tax rate/area definition does not exist for the entities involved in a transaction.

- Alternate tax rate/area definition.

The alternate tax rate/area definitions enable you to set up different tax rate/areas based on the country of the ship from address (supplier) and the country of the ship to address (business unit or branch/plant of the company).

See "Setting Up Alternate Tax Rate/Area Assignment Functionality" in the *JD Edwards EnterpriseOne Applications Tax Processing Implementation Guide*.

If the alternate tax rate/area assignment functionality is *not* enabled, then the system retrieves the tax rate/area from the customer (ship-to address) set up.

If the alternate tax rate/area assignment functionality *is* enabled, the system retrieves the tax rate/area based on:

- The error handling set up in the tax rate/area assignment definition.
- The action that you perform, such as adding header information or copying detail information.

**7.1.2.1.1 Error Handling** This table describes the how the system retrieves the tax rate/area based on the error handling setup:

Error Handling Setup	Condition	Result
No warning or error message	No error exists, or error exists	When the customer and company are in European Union (EU) countries, the system retrieves the alternate tax rate/area based on the action that you perform. See <a href="#">Section 7.1.2.1.2, "User Actions"</a> .  If the company branch/plant or the customer are not in EU countries, the system retrieves the tax rate/area associated with the customer (ship to address).
Warning or error	No error exists	When the customer and company are in European Union (EU) countries, the system retrieves the alternate tax rate/area based on the action that you perform. See <a href="#">Section 7.1.2.1.2, "User Actions"</a> .  If the company branch/plant or the customer are not in EU countries, the system retrieves the tax rate/area associated with the customer (ship to address).
Warning	Error exists	If you override the warning, the system retrieves the tax rate/area based on the action you perform and whether the ship-to and branch/plant are in EU countries.
Error	Error exists	The system does not retrieve a tax rate/area. The field for the tax rate/area is blank unless you manually enter a value.

**7.1.2.1.2 User Actions** This table describes how the system retrieves the alternate tax rate/area based on your actions when no errors prevent the system from retrieving the alternate tax rate/area:

User Action	Result
Add header information using the Sales Order Entry program (P4210) or (P42101)	<p>If you do not enter a value for the tax rate/area in the header, when you complete the Ship-to and Branch/Plant fields and then click OK (P4210) or Save and Continue (P42101), the system completes the Tax Rate/Area field with the alternate tax rate/area if the ship-to and branch/plant companies are in the EU. If you change the value in the Ship-To or Branch/Plant fields, the system updates the tax rate/area with the correct tax rate/area based on the new values.</p> <p>If you manually enter or override the tax rate/area value provided by the system, then the system does not update the tax rate/area if you change the ship-to address or the branch/plant. If you change the ship to or branch/plant after you manually change or override the tax rate/area, the system retrieves the alternate tax rate/area based on the change in values for the ship to and branch/plant.</p> <p>If the companies of the ship-to address and branch/plant are not in the EU, then the system completes the Tax Rate/Area field with the tax rate/area assigned to the ship-to address if you do not enter a value in the Tax Rate/Area field.</p>

User Action	Result
Add or copy detail information using the P4210 or P42101 programs	<p>If you do not enter a value for the tax rate/area in the detail line, the system completes the Tax Rate/ Area field with the alternate tax rate/area if the ship-to and branch/plant companies are in the EU. If you change the value in the Ship-To or Branch/Plant fields, the system updates the tax rate/area with the correct tax rate/area based on the new values.</p> <p>If you manually enter or override the tax rate/area value provided by the system, then the system does not update the tax rate/area if you change the ship-to address or the branch/plant.</p> <p>If the companies of the ship-to address and branch/plant are not in the EU, then the system completes the Tax Rate/ Area field with the tax rate/area assigned to the ship-to address if you do not enter a value in the Tax Rate/ Area field.</p> <p>If you manually override the tax rate/area value provided by the system, then the system does not update the tax rate/area if you change the ship-to address or the branch/plant.</p>
Update an existing record using the SOE-Additional Information form in the P4210 program	<p>If you need to change the values in the Ship-To or Branch/Plant fields in a detail line for an existing record and you use the P4210 program, then you must access the SOE-Additional Information form and make the changes on that form. The Ship-To and Branch/Plant fields on the Sales Order Detail Revisions form do not allow edits. If you change the Ship-To or Branch/Plant fields for a detail line for which the alternate tax rate/area assignment functionality is enabled, the system updates the tax rate/area with the alternate tax rate/area for the new combination of values.</p> <p>If the alternate tax rate/area assignment functionality is not enabled, then the system updates the tax rate/area with the value associated with the ship-to address.</p>
Update an existing record using the P42101 program	<p>If you do not enter a value for the tax rate/area in the detail line, the system completes the Tax Rate/ Area field with the alternate tax rate/area if the ship-to and branch/plant companies are in the EU. If you change the value in the Ship-To or Branch/Plant fields, the system updates the tax rate/area with the correct tax rate/area based on the new values.</p> <p>If you manually enter or override the tax rate/area value provided by the system, then the system does not update the tax rate/area if you change the ship-to address or the branch/plant.</p> <p>If the companies of the ship-to address and branch/plant are not in the EU, then the system completes the Tax Rate/ Area field with the tax rate/area assigned to the ship-to address if you do not enter a value in the Tax Rate/ Area field.</p> <p>If you manually override the tax rate/area value provided by the system, then the system does not update the tax rate/area if you change the ship-to address or the branch/plant.</p>
Copy header to detail	<p>If the alternate tax rate/area assignment functionality is enabled, the system:</p> <ul style="list-style-type: none"> <li>■ Copies the Ship To and Tax Rate/ Area values to the detail area if you specify to copy the fields.</li> <li>■ Copies the value of the tax rate/area if you select to copy the tax rate/area and do not select the ship-to value.</li> <li>■ Does <i>not</i> copy the value for the ship-to value if you select to copy the ship-to value and do not select to copy the tax rate/area value.</li> </ul> <p>The system copies the ship-to value only when you also copy the tax rate/area when the alternate tax rate/area assignment functionality is enabled, or when the alternate tax rate/area assignment functionality is not enabled.</p>

### 7.1.3 Multicurrency

You can enter international sales orders using the same procedures as domestic sales orders if you activate the Multi-Currency Conversion option on the General Accounting Constants form.

## 7.1.4 Order Holds

During order entry, the system can determine whether to process or hold the order. When you enable order hold processing, the system determines whether the order should be on hold and, if necessary, issues an order hold warning to the user before processing the order.

## 7.1.5 Sales Proposals

After you create a sales order, you can generate a sales proposal. When you generate a proposal, you select the predefined templates and template parts to include in the proposal. When you create the templates, you define the pieces of data that the system automatically retrieves from JD Edwards EnterpriseOne tables, which enable you to quickly create configured documents for the customers. You can also resequence the templates and template parts to create a proposal that meets the needs of your company.

Many organizations rely heavily on proposals during contract negotiation. You can also use proposals to expedite order entry.

See "Generating Sales Proposals" in the JD Edwards EnterpriseOne Applications Customer Relationship Management for Sales Implementation Guide.

### See Also:

- "Creating Quotes and Sales Orders for Opportunities" in the JD Edwards EnterpriseOne Applications Customer Relationship Management for Sales Implementation Guide.

## 7.1.6 Taxed Prices

If you set up the system to use taxed prices for sales orders, the system displays item prices that include taxes. You can either enter the taxed prices or allow the system to calculate the taxed prices, depending on the information that you enter and the type of sales order.

## 7.1.7 Prerequisites

Before you complete the tasks in this section:

- For Oracle's JD Edwards EnterpriseOne Energy and Chemical System (ECS) processing, select the ECS Control option in the System Constants form of the Branch/Plant Constants program (P41001).
- Enter address information for each customer in the F0101 table.
- Enter billing instructions for each customer in the F03012 table.

See [Setting Up Customer Billing Instructions](#).

- Enter item information in the Item Master (F4101) and the Bulk Item Master (F4101) tables.

See "Entering Item Master Information" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.

- Enter branch/plant information for each of the branch/plants in the Inventory Constants table (F41001).

See [Setting Up Constants](#).



- Enter item and branch/plant information in the Item Branch File table (F4102), the F41021 table, and the F4101 table for each item that you stock.
- Enter preferences for customer and item combinations.  
See [Understanding Custom Preference Types](#).
- Set up default location and printers for the terminal or user profile in the Default Locations/Printers table (F40095).
- Set up multicurrency processing if you are processing orders using different currencies.  
See "Understanding Multicurrency Processing" in the JD Edwards EnterpriseOne Applications Multicurrency Processing Implementation Guide.

## 7.2 Entering Sales Order Header and Detail Information

This section provides overviews of sales order header information, sales order detail information, workflow processing during sales order entry, and activating subsystem processing, lists prerequisites, and discusses how to:

- Set processing options for the Sales Order Entry program (P4210).
- Enter sales order header information.
- Enter sales order item information.
- Enter default line information.
- Enter cross-docking information.

### 7.2.1 Understanding Sales Order Header Information

When you create a sales order, you must enter header and detail information. The header information pertains to the entire order, and includes:

- Billing address.
- Currency code and exchange rate.
- Payment terms and payment instrument.
- Order hold codes.
- Order dates.

The sales order header also contains information about how the system processes a sales order, such as billing instructions and delivery dates.

Most of the remaining header information, such as tax code and area, shipping address, and freight information, consists of default values from the F0101 table and the customer master billing instructions that are stored in the F03012 table.

Additionally, if the alternate tax rate/area assignment functionality is enabled for the company, the system assigns the tax rate/area based on the ship-to and branch/plant country information from the F40081 table instead of the tax rate/area from F03012 table.

During order header entry, you can review and change the values that apply to a specific order. However, to change the information that the system retrieves for future orders, you must update the information in the master tables. The only header information that you cannot change is the order keys, which include the order number,

order type, and order company. This information uniquely identifies the sales order record.

In addition to the header information that you enter, you can create a message and attach it to a sales order so that when you print the sales order the message appears in the order header area.

Before you enter sales order header or detail information, you must first set the processing options for the P4210 program.

#### **7.2.1.1 Related Addresses**

When you set up customer billing instructions and other customer master information, you define the address to which you send the invoice as the sold-to address and the address to which you send the shipment as the ship-to address. You can define related addresses for a customer if the order information, such as the shipping requirements, differs from the billing information, such as invoice copies and payment terms. The system completes the sold-to address whenever you enter the ship-to address.

During order entry, the system retrieves accounts receivable information, such as tax explanation codes and rate areas, from the F03012 table. For direct ship, transfer orders, or sales orders with differing sold-to and ship-to addresses, the system retrieves the tax explanation code from the sold-to address and the tax rate and area from the ship-to address depending on the system setup. The system also retrieves other accounts receivable information, such as billing address type (sold-to, ship-to, or both), credit information, and invoice copies, based on how you have set up customer billing instructions.

#### **7.2.1.2 Reviewing Credit Information**

When you enter an order, you can verify the accounts receivable and aging balances for the sold-to address. You can use this information to assist the customer on the current order.

You access the Credit Check program (P42050) to review information about a customer's account and credit status. You can compare the customer's total accounts receivable and open orders to the customer's current credit limit that is assigned in the Customer Master by Line of Business table (F03012) to determine whether the credit limit has been exceeded.

Using the Credit Check program, you can access:

- Accounts receivable information, such as any balances that are currently due.
- Account history, such as customer ranking, invoice, and payment information.
- Open sales orders, which enable you to review order dates and amounts.

#### **7.2.1.3 Entering Commission Information**

The system enters default header commission information from the Customer Master Commission Information (F42140) and Commission Constants (F42004) tables. During order entry, you can access the header commission information and make modifications.

See [Setting Up Commission Information](#).

## **7.2.2 Understanding Sales Order Detail Information**

After you add header information to a sales order, you add detail information about the items on the order, such as item identifiers, quantities, prices, and costs. You can

specify information that prints on the customer's invoice, such as backordered and shipped quantities. You can also add messages to individual detail lines.

Because the system retrieves most of the detail information from other tables, you enter only a minimum of information. Using the data that you enter, the system completes the remaining fields with default information. You can review and change the values as necessary.

You can enter the required customer and order information on either the header or detail information form. You might want to access header information before accessing detail information to review the default values before you enter the order. To locate and review orders, you can directly access the detail information.

Based on the processing option selection, you can enter header information before you enter detail information.

When you enter sales order detail information, the system retrieves default information from various tables, including:

- Sales Order Header File (F4201).
- Item Master (F4101).
- Customer Master by Line of Business (F03012).
- Item Branch File (F4102).
- Item Location File (F41021).
- Item Cost File (F4105).
- Item Base Price File (F4106).
- Alternate Tax Rate/Area Definition (F40081), if the alternate tax rate/area assignment functionality is enabled for the company.

The information in the sales order detail is specific to the item and customer combination. Changes in the detail form affect only the order detail line to which you have made the change.

Because the system retrieves most of the information from the sales order header and other tables, you enter only the item number for stock items and the quantity.

### **7.2.2.1 Enter Item Information**

If you do not know the item number, you can click the search button in the Item Number field to access the Item Search form. The system retrieves item information using any of the product identifiers and the replacement, substitute, or cross-reference numbers, such as supplier's or customer's part number. The cross-reference information must be set up in the Item Cross Reference program (P4104).

### **7.2.2.2 Retrieve Base Price**

When you enter an item in the F4101 table, you specify the level at which the system maintains a standard price for an item, or whether that price differs between branch/plants or locations and lots within the branch/plant.

If you use multicurrency, you must set the pricing level so that the system maintains prices for the item based on the branch/plant or the location and lots within each branch/plant.

The unit price that you enter during sales order entry overrides pricing that you have set up on the Base Price Revisions form. If you do not enter a unit price during sales order entry, the system retrieves a price based on pricing hierarchy.

The hierarchy that you set up for the Base Price Preference (51) determines the sequence with which the system searches the F4106 table. The base price hierarchy is a matrix comprising combinations of customers and items and customer and item price groups. You use the intersection of the rows and columns to determine the hierarchy sequence.

The system retrieves price information based on entries in the customer billing instructions and the F4106 table.

During order entry, you can check the price and availability of an item before selecting a price for an item.

See [Setting Up Base and Standard Pricing](#).

### 7.2.2.3 Change Tax Information

During order entry, the system retrieves the tax explanation code and rate areas from the F03012 table. For direct ship, transfer orders, or sales orders with alternate sold-to and ship-to addresses, the system retrieves the tax explanation code from the sold-to address and the tax rate and area from the ship-to address, but you can override the default information.

If the system retrieves the tax explanation code, tax rate, and area from the header information, but the Sales Taxable option in Item Branch/Plant Information form for the item in the detail line is set to **N**, the system does not calculate tax for the detail line.

See "Mapping Fields from Vertex Sales Tax Q Series System to JD Edwards EnterpriseOne Software" in the *JD Edwards EnterpriseOne Applications Tax Processing Implementation Guide*.

If the Alternate Tax Rate/ Area Assignment functionality is enabled for the company, the system assigns the tax rate/area based on the Ship To and Branch/Plant country information.

See [Section 7.1.2.1, "Alternate Tax Rate/Area Assignment for Sales Orders"](#) and "Setting Up Alternate Tax Rate/Area Assignment Functionality" in the *JD Edwards EnterpriseOne Applications Tax Processing Implementation Guide*.

### 7.2.2.4 Process Serial Number Requirements

Based on the serial number requirements that you have defined for an item in the Item Branch program (P41026), these rules apply if a serial number is required during sales order entry:

- The transaction unit of measure must be the same as the primary unit of measure for the serialized item.
- The quantity must be equal to one when you enter a location and serial number combination.
- You must enter a valid and available location and serial number combination.

You might receive an error message because a location or serial number and an item combination that you enter is not available or because the quantity on hand is zero. Serial numbers are unavailable if the quantity for the item/location/serial number combination is:

- In Inspection
- In Operation 1
- In Operation 2

- In Transit

See [Processing Serial Number Information](#).

#### 7.2.2.5 Enter Commission Information

The system applies commission information from the header to the detail. To apply salespeople or sales groups and commission information to a single line within an order, select Detail Commissions from the Row menu and revise the commission information.

If you activate the JDESOENTRY workflow process and the system places the current order on hold, an action message is sent to the salesperson who is responsible for the hold code. The message is sent following the system's completion of hold code processing. If the system does not put the order on hold, an action message is sent to the salesperson, as defined in the Commission Maintenance program (P42120), with the sold-to number indicating that the order is being processed. You can view messages that are sent during the workflow process in the Work Center program (P012501).

See [Setting Up Commission Information](#).

#### 7.2.2.6 Enter Default Line Information

Default line information is useful when you must specify pick, ship, and requested dates and times, and a branch/plant other than the branch/plant in the header information. This is useful if you do not enter header information before you enter detail information or if you have an alternate branch/plant for many detail lines. You can use this feature only when you add sales orders.

After you enter default line information, complete the steps to enter item information.

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**Note:** Although you can override the information as you enter each detail line, the system does not update the information for each detail line if you inquire and change the default values for detail lines.

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#### 7.2.2.7 Assign Agreements to a Sales Order

Agreements are legal documents that include all terms and stipulations of a contract. The JD Edwards EnterpriseOne Agreement Management system from Oracle enables you to set up different types of agreements to track transactions and ensure that the contract is being honored. When entering a sales order, you can associate these agreements:

- Loan product and ship items to a partner.
- Loan product and ship items to a partner's customer.
- Borrow product and ship items from a partner's foreign depot directly to the customer.

The system selects agreements using these criteria:

- The agreement must be active.
- The items on the sales order detail line and the agreement must be the same.

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**Note:** Agreements are designed for use with stock items only.

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- The Due To value on the agreement must be P.
- Either the sold to or ship to on the sales order must be the same as the destination on the agreement.
- The branch/plant on the sales order detail line must be the source on the agreement.
- The order date of the sales order must be within the active date range for the agreement.
- The sales order quantity must not exceed the quantity remaining to be fulfilled before the system selects the agreement.

This applies to agreements that have quantity control activated.

#### **7.2.2.8 Zero Cost and Zero Price**

The system enables you to change the price or cost of a detail line to zero. When you zero the cost or price of a detail line on a sales order, the system does not create records in the JD Edwards EnterpriseOne Accounts Receivable system.

You can use the zero price feature to ship product samples to potential customers, to send a replacement part at no cost to the customer, or to ship an item to suppliers for quoting. You can use the zero cost feature to return samples to suppliers.

Creating sales orders with zero price and cost enables you to relieve and track inventory without creating amounts in accounts receivable.

#### **7.2.2.9 Override Order Address**

The system enables you to override the address that is associated with the sold to or ship to customer number. If you enter a sales order for a customer with multiple line items, you can override the ship-to address on one line to send a single item to a different location for your customer. Your customer might request that you ship products directly to their customer (third-party), while you continue to bill and invoice your customer directly.

#### **7.2.2.10 Hard Commit Inventory**

When you enter order detail lines, you can hard-commit inventory to the sales order by entering a location. Hard-committing inventory enables you to allocate the inventory to the customer.

You can enter a sales order detail line for a license plate controlled branch, item, location, and lot. The system does not hard-commit the inventory to the Item Location File table (F41021) until the suggestion process has been run successfully using the JD Edwards EnterpriseOne Warehouse Management system. A time lag could occur between the entry of the sales order and the hard-commitment in the license plate detail. The greater this time lag, the greater the risk that other inventory processes can commit to that license plate.

### **7.2.3 Understanding Workflow Processing During Sales Order Entry**

JD Edwards EnterpriseOne Workflow enables you to automate high-volume, formerly paper-based processes into an email-based process flow across a network. Documents, information, and tasks pass from one participant to another for action based on a set of procedural rules. Workflow processing is an automatic and efficient way to streamline business processes to reduce processing time with minimal user involvement.

The system processes sales orders through order hold checking. After you click OK to accept an order, the system checks the processing options of Sales Order Entry (P4210 and P42101) programs for hold codes and compares the order against the order hold information.

When you activate the JDESOENTRY workflow process and the system puts an order on hold, an action message is sent to the person responsible for the hold code notifying him or her that the current order is on hold. The message is sent following the system's completion of hold code processing. If the system does not put the order on hold, an action message is sent to the salesperson, as defined in the Commission Maintenance program (P42120), with the sold-to number indicating that the order is being processed. You can view messages that are sent during the workflow process in the Work Center program (P012501).

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**Note:** The JDESOENTRY process can affect performance. You cannot enter another order until the system has processed the previous order and terminated the workflow process.

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## 7.2.4 Understanding Activating Subsystem Processing

Subsystem jobs are batch processes that continually run independent of, but asynchronously with, interactive applications. You use subsystem processing to off-load processor resources, protect server processes, and perform repetitive and frequent processes to maximize output.

If you need a pick slip or invoice immediately when you finish the order entry process, you can set up and activate subsystem processing. You might want instant print capability if you:

- Operate in an environment that has a high volume of same-day-delivery orders, and you want to create the pick slip as soon as you enter the order.
- Have many counter sales, for which the customer expects to leave the premises with both the merchandise and the invoice for that merchandise.

To end subsystem processing, you must locate and select the appropriate server on which the subsystem is running. On the Work With Servers form, select Subsystem Jobs from the Row menu. On the Work With Subsystems form, select the appropriate job and then select End Subsystem Job from the Row menu.

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**Important:** You must stop the subsystem processing before performing end-of-day processing. You can also stop one or more jobs in the subsystem at any time.

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You activate subsystem processing by creating a new version of the Sales Order Entry program (P4210), specifically for subsystem processing, and entering a value in the Subsystem Processing processing option on the Process tab of the P4210 program for these programs:

- Print Pick Slips (R42520).
- Print Invoices (R42565).
- Inventory Commitment (R42997).
- Batch Edit and Creation (R4210Z).

You must identify the subsystem version of each program in the corresponding processing option on the Versions tab.

For example, to activate subsystem processing to print pick slips immediately after order entry, you set the value in the processing options to print pick slips and then identify the version of the R42520 program.

## 7.2.5 Understanding Customer Self-Service Order Entry

JD Edwards EnterpriseOne Customer Self Service provides your customers the ability to enter sales orders, review the sales order status, review shipment status, and validate account transactions.

You enable customers to access your JD Edwards EnterpriseOne system so that they can review timely inventory information and enter their sales orders directly.

Customer self-service provides security so that only a limited number of programs and fields are available for your customers. Customers do not have access to your entire system.

See "JD Edwards EnterpriseOne Customer Self Service Preface" in the JD Edwards EnterpriseOne Applications Customer Self Service Implementation Guide.

## 7.2.6 Prerequisites

Before you complete the tasks in this section:

- Verify that the processing options in the Sales Order Entry programs are set up to display header information before the detail information.
- Verify that you have selected the workflow process, JDESOENTRY.

### See Also:

- [Delivered Workflow for JD Edwards EnterpriseOne Sales Order Management.](#)

## 7.2.7 Forms Used to Enter Sales Order Header and Detail Information

Form Name	Form ID	Navigation	Usage
Work With Sales Order Headers	W4210H	Sales Order Processing (G4211), Enter Orders Header	Review and select sales order header records, or access forms to add a new sales order.
Sales Order Header	W4210G	Click Add on the Work With Sales Order Headers form to add a new sales order.  Select a record on the Work With Sales Order Headers form, and click Select to revise an existing sales order.	Enter sales order header information.



Form Name	Form ID	Navigation	Usage
Sales Order Detail Revisions	W4210A	Click OK on the Sales Order Header form.	<p>Enter sales order item information.</p> <p>Enter default line information.</p> <p>Review secondary unit of measure and quantity information for the appropriate items.</p> <p>Override the default price and cost, or change the values to zero.</p>
Order Acceptance	W42232A	Click OK on the Sales Order Detail Revisions form.	Click the appropriate button to place or revise the order.
Customer Service Inquiry	W4210E	Sales Order Processing (G4211), Sales Order Detail	Review and select sales order detail records.
Customer Service Inquiry	W4210E	<p>Sales Order Processing (G4211), Sales Order Detail</p> <p>Select the Extend Back Order Quantity check box on the Customer Service Inquiry form.</p>	View the quantity information on extended back orders.
Order Address Information	W4006B	<p>Find an order and click Select on the Work With Sales Order Headers form. Select Order Address from the Form menu on the Sales Order Header form.</p> <p>Find an order and select Order Address from the Row menu on the Work With Sales Order Headers form.</p> <p>Find an order and click Select on the Customer Service Inquiry form. Select Order Address from the Form menu on the Sales Order Detail Revisions form.</p> <p>Find an order and select the check box preceding the line on the Customer Service Inquiry form. Select Order and then Order Address from the Row menu.</p>	Override the sold-to or ship-to customer number for an order or a line item.

Form Name	Form ID	Navigation	Usage
SOE - Additional Information	W4120B	Search for and select an order on the Customer Service Inquiry form. Select a detail line and then select SOE - Additional from the Row menu on the Sales Order Detail Revisions form.	Enter cross-docking information.

## 7.2.8 Setting Processing Options for Sales Order Entry (P4210)

Processing options enable you to specify default values, how to copy orders, system processes that are performed, information that is displayed, and versions of programs that are accessed through the Sales Order Entry program (P4210).

### 7.2.8.1 Defaults

These processing options specify default values, such as the document type, that P4210 uses when other values are not entered for the transaction.

Except for the required order type, these defaults apply during order entry only. If you are inquiring on written records, the system retrieves orders based on the order information in the form header first, and then uses the parameters that you define for inquiries.

You can override default information that appears on the header and detail forms. If information is hidden, the system processes orders based on the default information that is set up in the processing options or the master tables.

#### 1. Order Type (Required)

Enter a value from user-defined code (UDC) 00DT that indicates the type of document.

Certain document type codes are reserved for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program.

If you use this version of the Sales Order Entry program (P4210) in other programs, the default values for the program in which the original order is created override the default values for the sales order. For example, if you use this version of the P4210 program in the Blanket Order Release program (P42216), the order line type in the blanket order overrides the default line type in the sales order.

#### 2. Line Type

Enter a code that controls how the system processes lines on a transaction.

Line types control the systems with which the transaction interacts (such as JD Edwards EnterpriseOne General Accounting, JD Edwards EnterpriseOne Job Cost from Oracle, JD Edwards EnterpriseOne Accounts Payable, JD Edwards EnterpriseOne Accounts Receivable, and JD Edwards EnterpriseOne Inventory Management). Values are defined on the Line Type Constants Revisions form and include:

**S:** For stock item.

**J:** For job cost.

**N:** For nonstock item.

**D:** For direct ship item.

**F:** For freight.

**T:** For text information.

**M:** For miscellaneous charges and credits.

**W:** For work order.

On the Line Type Constants Revisions form, you can set up a line type for nonstock items that retrieves information from the Lot Master table (F4108) but does not commit quantities. The system uses the Edit the Item Master for Non-Stock Items option when the Inventory Interface option is set for a nonstock item, such as **D** or **N**.

When you enter a direct ship item line type, the system uses a version of the Purchase Order Entry program (P4310) to create the purchase order that is related to this sales order. Specify the version in the Purchase Order Entry processing option on the Version tab of the processing options for the Sales Order Entry program (P4210).

When you enter a work order line type, the system creates the work order using the version of the Work Order Entry program (P48013) that you specify in the Work Order Entry processing option on the Versions tab of the processing options for P4210.

If you use this version of the P4210 program in other programs, the default values for the program in which the original order is created override the default values for the sales order. For example, if you use this version of the P4210 program in the Blanket Order Release program (P42216), the order line type in the blanket order overrides the default line type in the sales order.

### 3. Beginning Status

Enter a value from UDC 40/AT that indicates the current point in the order process.

You must specify a code that has been set up in the order activity rules based on the order type and the line type that you are using.

The combination of the beginning status and the next status must be a valid last status and next status combination in the Order Activity Rules table (F40203).

### 4. Override Next Status

Enter a value from UDC 40/AT that indicates the next step in the order process. You must specify a code that has been set up in the order activity rules based on the order type and the line type that you are using.

The override status is another enabled step in the process. The combination of the beginning status and the override next status must be a valid last status and next status combination in the F40203 table.

### 5. Line Number Increment

Enter the increment that the system uses to automatically number the order lines. You should select a whole number because other processes, such as kit entry, create decimal increments.

### 6. Reason Code

Enter a value that has been set up in UDC 42/RC. This is a memo-only field for reporting purposes.

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**Note:** Reason Code 6 is reserved.

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### 7. Override Transaction Unit of Measure

Enter the unit of measure from UDC 00/UM for an item in an order.

If you do not enter a value for this processing option, the system retrieves the primary unit of measure that is defined in the Item Master table (F4101).

#### **8. Default Transaction Unit of Measure**

Specify which unit of measure to use. The system retrieves the transaction unit of measure when the Override Transaction Unit of Measure field is blank. Values are:

Blank: Use the primary unit of measure.

1: Use the pricing unit of measure.

#### **9. Address Book Revisions**

Specify whether the system prompts users to add new customers to the JD Edwards EnterpriseOne Address Book system during sales order entry. If you enter a customer address book number in the Sold To field or the Ship To field that the system does not recognize, the system does not enable you to enter an order. Values are:

Blank: You must manually access the Address Book Revisions form and add customer information before entering an order.

1: The system automatically displays the Address Book Revisions form.

Whether you access the Address Book Revisions form from a Form menu option or select the option to automatically add customers, the system uses version ZJDEC003 of the Address Book Revisions program (P0101).

#### **10. Update Header to Detail**

Specify whether the system updates corresponding information on the detail information form if you change the header information. Use the Define Header Columns to Detail program (P40HDR) to identify the fields that the system uses to update the detail form. Values are:

Blank: Do not update information in the Sales Order Detail Revisions form unless you select the Populate option from the Header to Detail Form menu.

1: The system automatically updates the detail lines to reflect changes that you make to header information.

#### **11. Header Branch/Plant**

Specify the value with which the system selects the default branch/plant for tracking costs. You can set up a default header branch/plant based on the user ID or terminal, or based on the business unit for the ship to address in the Address Book Revisions program (P0101). Values are:

Blank: Use the default location based on the user ID or terminal ID and display the branch/plant in the order header form.

You set up the default branch/plant based on the user or terminal ID in the Default Location and Printers program (P400951).

1: Use the business unit that you specify on the Address Book Revisions form for the customer to which you are shipping the goods.

#### **12. Default Branch/Plant**

Specify the default branch/plant that appears in the order header.

#### **13. Order Template**

Enter a standard template that applies to all customers.

You can create a standard template that lists frequently ordered items. Although the system displays this template for every order, you do not have to apply any or all of the items during order entry.

**14. Customer Self Service Structure Type**

Enter the value from UDC 01/TS that indicates the organizational structure type to use. In the application, you can select an address book number from a list of addresses that are associated with another address book number. You specify this address book number either as a related address in the address book record or you associate it with you through the organizational structure type. The system uses the organizational structure type to recognize the relationship between one address book number and the other address book numbers that belong to the organization.

If you leave this processing option blank, the system enables you to select a value from the list of related address numbers that are specified in the address number record.

**15. User ID default (CSS only)**

Specify whether the system displays the user ID in the Ship To field or the Sold To field in the sales order header when using Customer Self Service (CSS). Values are:

Blank: Display the user ID in the Sold To header.

1: Display the user ID in the Ship To header.

**16. Override Sold To and Ship To Header (CSS only)**

Specify whether to enable the Ship To and Sold To fields to be overridden when using CSS. Values are:

Blank: Do not enable override.

1: Enable users to override the Sold To and Ship To fields in customer self-service mode at the header level.

**17. Override Carrier Number (CSS only)**

Specify whether to override the carrier in the header information when using CSS. Values are:

Blank: Do not override the carrier.

1: Override the carrier number.

**18. Sold To Contact Record Type**

Specify the sold to contact type from UDC 01/WO that should appear by default in the header at time of order entry through the Sales Order Entry program (P42101).

**19. Ship To Contact Record Type**

Specify the **Ship to** contact type from UDC 01/WO that should appear by default in the header at time of order entry through P42101.

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**Note:** Customer Self Service (CSS)-only designated processing options do not apply to non-customer self-service order entry.

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**7.2.8.2 Duplication**

These processing options specify values, such as the document type, that the Sales Order Entry program (P4210) uses when you duplicate a sales order.

**1. Order Type**

Enter a value from UDC 00/DT that specifies the order type of a duplicated document.

When you click Copy on the toolbar on the Customer Service Inquiry form, the system creates a duplicate order with this order type.

If you leave this processing option blank, the system uses the value that is specified in the Order Type processing option on the Defaults tab of the Sales Order Entry program (P4210).

## **2. Beginning Status**

Enter a value from UDC 40/AT that indicates the current status for the duplicated line. When you click Copy on the Customer Service Inquiry form, the system creates a duplicate order at this status. You must specify a value from UDC 40/AT that has been set up in the order activity rules based on the order type and the line type that you are using. The combination of the beginning status and the next status must be a valid last status and next status combination in the F40203 table.

## **3. Next Status**

Enter a value from UDC 40/AT that indicates the next step in the order process for the duplicate order. You must specify a value from UDC 40/AT that has been set up in the order activity rules based on the order type and the line type that you are using. The override status is another enabled step in the process. The combination of the beginning status and the override next status must be a valid last status and next status combination in the F40203 table.

## **4. Copy Associated Text**

Specify which messages and associated text are copied when you duplicate orders. Values are:

Blank: Do not copy associated text or messages.

1: Copy messages and text that are attached to an order detail line.

2: Copy messages or text that is attached to the header and messages that are attached to the order detail line.

3: Copy messages or text that is attached to the header, but not a particular order detail line.

## **7.2.8.3 Order Holds**

These processing options activate order hold processing. You must specify the hold code in any of these processing options to activate order hold processing. You set up hold parameters in the Hold Order Constants program (P42090).

### **1. Customer Credit Check**

Enter a value from UDC 42/HC that indicates the credit hold code that the system uses to automatically compare the credit limit that you set up for the customer in the Customer Master Information form against the order and any outstanding balances in accounts receivable.

You must specify the hold code in this processing option to activate customer credit check processing.

### **2. Order Margin Check**

Enter a value from UDC 42/HC that identifies the order margin check that the system uses to verify that all sales orders meet a specific margin.

The system uses this equation to calculate margin:

$$(\text{Price} - \text{Cost}) \div \text{Price} \times 100 = \text{Margin}$$

You must specify the hold code in this processing option to activate order margin check processing.

**3. Order Line Margin Check**

Enter a value from UDC 42/HC that identifies the order line margin check that the system uses to verify that all order detail lines meet a specific margin.

The system uses this equation to calculate margin:

$$(\text{Price} - \text{Cost}) \div \text{Price} \times 100 = \text{Margin}$$

You must specify the hold code in this processing option to activate margin checking for order lines.

**4. Order Minimum Value Check**

Enter a value from UDC 42/HC that identifies the code that the system uses to automatically compare the order minimum that you set up for the customer in the Customer Billing Instructions form against the order total.

You must specify the hold code in this processing option to activate minimum value checking for orders.

**5. Order Maximum Value Check**

Enter a value from UDC 42/HC that identifies the code that the system uses to automatically compare the order maximum that you set up for the customer in the Customer Billing Instructions form against the order total.

You must specify the hold code in this processing option to activate maximum value checking for orders.

**6. Partial Order Hold**

Enter a value from UDC 42/HC that identifies the code that the system uses to hold an entire order if quantity is not available to fill an order detail line.

You can release a partial order hold at any time. The system can then backorder, cancel, or ship available quantities based on backorder information in the Customer Master (P03013), Item Master (P4101), Item Branch/Plant (P41026), and Branch/Plant Constants (P41001) programs.

You must specify the hold code in this processing option to activate partial order hold processing.

**7. Product Allocation Hold**

Enter a value from UDC 42/HC that specifies the hold code that the system uses to restrict the amount of an item or item group that a customer or customer group can purchase.

You must set up the product allocation preference in the Preference Master program (P40070), activate the preference through the Preference Selection program (R40400), set up the hold code information in the Hold Order Constants program (P42090), and then activate the Preference Profile processing option on the Versions tab in the Sales Order Entry program (P4210).

You must specify the hold code in this processing option to activate product allocation hold processing.

**8. Authorization Hold for Prepayment Processing**

Enter the default hold code from UDC 42/HC that the system uses for a prepayment authorization hold. You run the Authorize Prepayment Transactions program (R004201) to authorize the prepayment from the credit card processor.

**9. Settlement Hold for Prepayment Processing**

Enter the default hold code from UDC 42/HC that the system uses for a prepayment settlement hold. You run the Settlement Prepayment Transactions program (R004202)

to settle the funds transfer after you ship the sales order.

#### **10. Order Process Hold**

Enter a value from UDC 42/HC that the system uses to prevent the order from going through various stages of sales order processing.

This hold code does not have any special processing associated with it, such as credit checking, minimum and maximum margin checking, and so forth. You can use this processing option to create an additional approval step for sales orders.

#### **11. Approval Hold**

Enter a value from UDC 42/HC that the system uses to place the sales order on hold when revisions to an order require approval.

The code that you enter can be **AH** or other values that have characteristics similar to **AH**. Regardless of the hold code that you specify, it must be set up in the Hold Order Constants program (P42090). The P42090 setup must be completed with a code type of **L** (line) and a limit type of **A** (amount).

#### **12. Exclusive Adjustment Hold**

Enter a value from UDC 42/HC that specifies whether the system places a sales order on hold when mutually exclusive price adjustments have been applied to a sales detail line and the conflict is not resolved. The system issues a warning if mutually exclusive adjustments exist. You can resolve conflicts by canceling or modifying exclusive adjustments using the Price History selection from the Row menu. If conflicts exist when the order is accepted, the system places the order on hold if this processing option is populated.

The code that you enter can be **AH** or other values that have characteristics similar to **AH**. Regardless of the hold code that you specify, this code must be set up in the Hold Order Constants program (P42090). The P42090 setup must be completed with a code type of **L** (line) and a limit type of **A** (amount).

You must specify the hold code in this processing option to activate exclusive adjustment hold processing.

#### **13. Inactive Customer Hold**

Enter a value from UDC 42/HC that specifies the order-level hold code that the sales order should be placed on when a customer has a search type specified in the Inactive Customer search type processing option.

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**Note:** This processing option works only if you complete the Inactive Customer Search Type processing option. You must activate both processing options to be able to put an inactive customer on a hold status.

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You must specify the hold code in this processing option to activate inactive customer hold processing.

#### **14. Inactive Customer Search Type**

Specify the search type that the system uses in the F0101 table to specify an inactive customer.



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**Note:** When you are entering a sales order, if a customer is of the search type that the user specifies in this processing option, the system places the sales order on hold only if you complete the Inactive Customer Hold processing option.

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The Inactive Customer Hold and Inactive Customer Search Type processing options work with the Customer Status field on the Customer - Manage {Customer Name} form to determine whether orders that are placed for inactive customers are placed on hold.

See "Activating a Customer Record for Sales Order Processing" in the JD Edwards EnterpriseOne Applications Customer Relationship Management Fundamentals Implementation Guide.

#### 7.2.8.4 Display

These processing options control whether the system displays certain types of sales order information, such as cost and price fields and closed lines and kit components, and whether you can change the information.

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**Note:** The processing options on this tab apply only to the Sales Order Entry program (P4210). If you use the Customer Service Representative Sales Order Entry program (P42101), the system overrides the Display tab options in the P4210 program by the Display tab option in the P42101 program.

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##### 1. Display or Hide Cost Fields

Specify whether the system protects or hides cost fields. Values are:

Blank: Cost fields appear on the form and the information can be overridden.

**1:** Cost fields are protected from change. If you protect the cost fields from changes, the costs are visible on the form but cannot be changed.

**2:** Cost fields are hidden. If you hide the cost fields, the cost fields do not appear on the form. However, the system still writes cost information from the Item Cost File table (F4105) to the Sales Order Detail File table (F4211).

The system retrieves default cost information from the F4105 table.

##### 2. Display or Hide Price Fields

Specify whether the system protects or hides price fields. Values are:

Blank: Price fields remain visible and entry-enabled. You can override the information for this order only.

**1:** Protect prices from change. The system displays the unit and extended price on the form, but you cannot override the information.

**2:** Do not display price information. If you hide the price fields, the system still writes the price information to the Sales Order Detail File table (F4211).

##### 3. Disable Pricing Related Fields

Specify whether the system disables pricing-related fields that affect the calculated price. Values are:

Blank: Pricing-related fields remain visible and entry-enabled.

1: Pricing-related fields appear, but you cannot override the information.

#### **4. Disable or Hide Status Codes**

Specify whether the system protects or hides status codes. Values are:

Blank: Override the information for this order only. If you enter status codes, they must be set up as another allowed status code in the order activity rules for the document type and line type combination. Additionally, combination of the beginning status and the next status must be a valid last status/next status combination in the Order Activity Rules table.

1: Protect the status codes from change. If you protect the status codes from being changed, the system displays the current and next status on the form, but you cannot override the information.

2: Hide the status codes. If you hide the status codes, the last and next status codes do not appear. The system processes orders based on the current and next status that is set up in the order activity rules.

#### **5. Hide Closed Detail Lines**

Specify whether the system displays active, closed, or canceled detail lines. During inquiry, you might want to review active order detail lines only. Values are:

Blank: Display all order detail lines on the detail form.

1: Do not display lines with a status of 999. However, the record for the line still remains in the F4211 table or Sales Order Detail - History table (F42119).

#### **6. Hide Credit Card Information**

Specify whether a user can access customer credit card information. Values are:

Blank: Enable access to credit card information during order entry.

1: Do not enable access to credit card information during order entry.

#### **7. Hide Freight and Carrier Information**

Specify whether the system displays freight and carrier information fields. You can standardize the freight and carrier information fields so that freight rate calculations are accurately calculated for the appropriate route, stop, and zone or that a preferred carrier is always responsible for delivering the item to a customer. Values are:

Blank: Freight and carrier information fields on the order detail form appear and can be overridden.

1: Do not display freight and carrier information fields on the order detail form. The system processes orders based on the default information that is set up in the Customer Billing Instructions or the Item Master Information.

#### **8. Hide Commission Information**

Specify whether the system displays commission information. Values are:

Blank: Display commission information and override default information that affects the current order only.

1: Do not display commission information. Orders are processed based on the default information that is set up in the Commissions Table (F42005) and cannot be accessed or modified.

#### **9. Hide Kit Components**

Specify whether kit components appear on the Sales Order Detail Revisions form when you inquire on the order.

Blank: Display the parent item and selected features and options, when you inquire on the order.

1: Display only the parent line when you inquire on the order. However, the system writes the parent line and all component lines to the Sales Order Detail File table (F4211).

### 7.2.8.5 Commitment

Use these processing options to activate availability checking and commitments to generic buckets. Based on the item availability calculations for each branch/plant, the commitment calculation affects how the system calculates backorders, cancellations, and customer delivery time.

To determine how the system calculates item availability, you define the factors that subtract from or add to the available quantity of an item. Factors that subtract from the availability of an item include sales orders and work orders. Factors that add to the availability of an item include purchase orders that are in transit and items in inspection. You define the various factors on the Availability Calculations form, which you can access from the Branch/Plant Constants program (P41001).

#### 1. Activate Availability Checking

Specify whether the system verifies the available quantity for requested items. Values are:

Blank: Do not perform availability checking. You might use this option for blanket or quote order entry.

1: Perform availability checking. If quantity is unavailable, the system issues a warning that the quantity for this item exceeds the available quantity. The system automatically backorders or cancels any quantity that is unavailable, based on backorder information that is set up in the Item Master, Item Branch/Plant, Branch/Plant Constants, and Customer Billing Instructions programs.

2: Perform availability checking. If quantity is unavailable, the system issues a warning that the quantity for this item exceeds the available quantity. However, the system does not backorder or cancel any quantity. The quantity remains shippable.

You can enable backorders by item or by customer, and you can specify whether the backorders are enabled for a specific branch/plant. To backorder an item, you must set the Backorders Allowed option in the Item Master, Item Branch/Plant, Branch/Plant Constants, and Customer Billing Instructions programs. If you enable backorders, the system holds the order detail line until quantity is available. If you do not enable backorders, the system cancels the order detail line.

After the system processes an order detail line, you can review backordered, canceled, and shipped information in the appropriate fields in the order detail lines.

#### 2. Commit to Quantity 1 or Quantity 2

Specify the generic buckets to which the system commits quantities. This option is commonly used for orders that do not affect the item availability. You can use these buckets to anticipate demand or forecast future sales. For example, you can set up a version of the Sales Order Entry program (P4210) for quote orders and commit quantities to bucket Quantity 1. For blanket orders, you can set up another version of P4210 and commit quantities to bucket Quantity 2. You can review availability information on the Summary Availability form. Values are:

Blank: Commit the quantity based on the factors that you define for sales orders on the Availability Calculations form in the Branch/Plant Constants.

1: Commit quantities to bucket Quantity 1.

2: Commit quantities to bucket Quantity 2.

If the system neither adds nor subtracts quantities from these orders from available inventory, clear the Activate Availability Checking processing option on the Commitment tab of the Sales Order Entry program so that the system does not perform availability checking.

### **3. Display Supply and Demand Inquiry Form**

Specify whether the system automatically displays the Supply/Demand Inquiry form when quantity for an item is not available. Values are:

Blank: Do not display the Supply/Demand Inquiry form, and backorder or cancel the order detail line when quantity is not available. However, you can manually access this information from the Sales Order Detail Revisions form to monitor information about how many items are on demand, available in supply, and available to be promised.

1: Display the Supply/Demand Inquiry form when quantity is not available. The system uses the version of the Supply and Demand Inquiry program (P4021) that you enter in the corresponding processing option on the Versions tab.

### **4. Enter Allowed Lot Status Group to validate**

Enter the allowed lot status group to validate. During sales order processing, the system validates the non-blank lot status codes against the user-defined status code values. If the non-blank lot status codes exist in the Allowed Lot Status table (F41081), then the system treats the user-defined lot status codes as blank and the on-hold item continues through the print pick slip, shipment confirmation, and warehouse location selection processes.

### **5. Soft Commit Backorder Split Line**

Specify whether the system soft commits or hard commits the backordered split line quantity from the primary location. Values are:

Blank: Hard commit the backordered split line quantity.

1: Soft commit the backordered split line quantity.

## **7.2.8.6 Currency**

These processing options specify information about the tolerance percentage, the currency code for as if amounts, and the as of date for processing the exchange rate for as if amounts.

### **1. Tolerance Limit**

Specify a tolerance limit for multicurrency orders. Use this to ensure that the currency amount does not fluctuate greater than the tolerance percentage as compared with the Currency Exchange Rates table (F0015). If you enter an option in the F0015 table to allow spot rates, you can manually enter or override an exchange rate during order entry. If the currency rate that you enter is outside this tolerance limit, the system issues a warning.

### **2. Currency Code**

Enter the currency code in which the system displays transactions.

You can view domestic or foreign amounts in a currency other than the currency in which the amounts were originally entered. Values are:

Blank: Display as if amounts in the currency in which they were originally entered. As if currency amounts are stored in temporary memory, and are not written to a table.

1: Display as if currency rates.

### 3. "As Of" Date

Specify an as of date for the as if Currency Code processing option. The system uses this date to retrieve the exchange rate from the F0015 table. If you specify a currency code in the Currency Code processing option and leave this processing option blank, the system uses the system date. A valid exchange rate between the domestic or foreign currency and the as if currency must exist in the F0015 table, based on the as of date.

## 7.2.8.7 Process

These processing options control whether the Sales Order Entry program:

- Enables changes to orders that are past a certain point in the process.
- Activates subsystem processing.
- Displays the Sales Order Header Revisions form before the Sales Order Detail Revisions form.
- Prompts you to review order information before the system creates an order.
- Enables automatic order repricing to recalculate order totals.
- Activates order template processing based on the sold to or ship to address.
- Enables orders to be processed against existing agreements, blanket orders, and quote orders.
- Indicates whether the system applies the specified markup to the unit cost or price.

### ■ 1. Status Code Limit for Changes

Enter a value from UDC 00/AT that indicates the status at which you cannot make changes to an order detail line. If you enter an order in a version of the Sales Order Entry program (P4210) in which a defined status code limit exists, you cannot inquire and make changes to the line if the line is past this status.

If you enter an order in a version of P4210 that does not have a defined status code limit, but inquire on another version in which this processing option is not activated, you can make changes to the order regardless of the status.

You must specify a status that has been set up in the order activity rules based on the order type and the line type combination.

### ■ 2. Subsystem Processing

Specify whether the system activates subsystem processing. Subsystem processing enables you to bypass standard system processing. For example, you can use subsystem processing to print a pick slip or invoice immediately after the order entry process. Values are:

1: Perform subsystem processing to print pick slips. On the Version tab of the P4210 processing options, you must also specify the corresponding version in the processing option for the Pick Slip Print Subsystem program (R42520).

2: Perform subsystem processing to print invoices. On the Version tab of the P4210 processing options, you must also specify the corresponding version in the processing option for the Print Invoice program (P42565).

**3:** Perform subsystem commitment processing and do not commit inventory until you complete the order. After you accept the order, the system processes the order through the subsystem batch program while you enter another order.

**4:** Perform online commitment processing. The system does not process order detail lines asynchronously. After you enter the order, the system processes commitments for the complete order before you can enter another order, which enables you to review commitments online using the Inventory Commitment program (R42997) as the system processes availability for each order detail line in the order.

**5:**

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**Note:** This option is no longer used because the store and forward process is no longer supported.

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### ■ 3. Display Header or Detail

Specify whether the system first displays the Sales Order Header Revisions form or the Sales Order Detail Revisions form when you add an order. You can enter header information before detail information and edit default information that affects the order. Values are:

**Blank:** Display the Sales Order Detail Revisions form first. The system creates an order header record based on the branch/plant and customer information that you set up for the sold to and ship to address that is entered in the detail information form. You can access the Sales Order Header Revisions form to override default information, as necessary.

**1:** Display the Sales Order Header Revisions form first. You review or override the default order information that the system enters for the sold to and ship to addresses, such as billing instructions, delivery dates, and payment terms.

### ■ 4. Auto Order Repricing

Specify whether the system uses auto order repricing to recalculate order totals. The system evaluates the items and quantities and makes adjustments based on the entire order. Values are:

**Blank:** Do not use auto-order repricing.

**1:** Use auto-order repricing to recalculate order totals. The system uses the version of the Order and Basket Level Pricing program (R42750) that you specify on the Versions tab of the P4210 processing options. If you use JD Edwards EnterpriseOne Advanced Pricing, you must enter a version of the Order and Basket Level Pricing program.

### ■ 5. Display Before Accept Prompt

Specify whether the system prompts you to review the order before creating a record in the Sales Order Detail table (F4211). Review is a good way to ensure accuracy when you enter or change orders. Values are:

**Blank:** The system does not prompt you to review the order, but creates a record in the F4211 table when you click **OK**.

**1:** The system displays the order, order total, taxes, and applicable discounts for you to review the order before creating a record in the F4211 table. You can return to the Sales Order Detail Revisions form to make changes. The system

does not create a record in the F4211 table until you select the option from the Form menu to accept the order.

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**Note:** The Display Before Accept Prompt process applies only to the Sales Order Entry program (P4210), The Customer Service Representative Sales Order Entry program (P42101) contains an online order summary and does not use the Display Before Accept program (P42232).

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## ■ 6. Order Template Processing

Specify which template the system uses during order entry. A template contains information about frequently ordered items. You create and assign order templates to speed up the order entry process. Values are:

Blank: Do not use order template processing.

**1:** Display the order template that you have assigned to the sold to address in the Customer Billing Instructions form.

**2:** Display the order template that you have assigned to the ship to address in the Customer Billing Instructions form.

You can set up a customer template based on order history in the Customer Template Rebuild program (R42815), or you can create a template for the customer in the Customer Template Revisions program (P4015). Assign an order template to the sold to address and the ship to address in the Customer Billing Instructions form.

## ■ 7. Blanket/Quote Order Processing

Specify whether the system processes sales orders against blanket or quote orders. Use a quote order when a customer requests pricing information but is not ready to commit to a sales order. Use a blanket order when a customer agrees to purchase a quantity of an item over a specified period.

When you use blanket or quote order processing, the system locates applicable blanket or quote orders from which you can create either multiple sales orders for partial quantities or a single sales order when you release the complete quantity. Values are:

Blank: Do not use blankets or quote order processing.

**1:** Process blanket/quote orders based on the ship to address.

**2:** Process blanket/quote orders based on the sold to address.

**3:** Process blanket/quote orders based on the sold to address and customer PO.

**4:** Process blanket/quote orders based on the ship to address and customer PO.

**5:** Process blanket/quote orders based on the deliver to address.

**6:** Process blanket/quote orders based on the deliver to address and customer PO.

You can have multiple blanket or quote orders for the sold to address or the ship to address. After you enter a detail line, the system displays a check mark in the row header and column to indicate that a blanket or quote order exists.

You can view the blanket or quote order on the Blanket Release form and select the appropriate order from which the system can create a related sales order.

- **8. Agreement Processing**

Specify whether the system processes sales orders against agreements in the JD Edwards EnterpriseOne Agreement Management system from Oracle. Values are:

Blank: Do not use agreement processing.

1: Search all available agreements and automatically assign the sales order to an agreement.

2: Search all available agreements and display a check mark in the row header and column to indicate that multiple agreements exist. On the Agreement Selection window, the system displays agreements that meet the criteria.

3: Search all available agreements and automatically assign the sales order to the agreement with the earliest expiration date.

When you enter a sales order, the system selects agreements that meet this criteria:

The item on the sales order and agreement must be the same.

The due to value on the agreement must be **P** (partner), which indicates that the product is due to the partner for this product and agreement.

The sold to or ship to values on the sales order must be the same as the destination on the agreement.

The detail branch/plant or its owner on the sales order must be the source on the agreement.

The date on the sales order is within the active date range for the agreement.

For agreements that have quantity control activated, the quantity on the sales order does not exceed the quantity remaining to be fulfilled before the system selects the agreement.

- **9. Customer Self-Service Functionality**

Specify whether you are creating an order in standard order entry mode or shopping cart mode. If you select shopping cart mode, you can select items from multiple applications before using the Sales Order Entry program (P4210) to create an order. You can use this feature if you are entering orders in a Customer Self-Service environment. Values are:

Blank: Do not use shopping cart functionality.

1: Use shopping cart functionality.

- **10. Cost or Base Price Markup**

Specify whether the system applies a markup based on cost or price. You use branch sales markups to set up the additional costs that are associated with an interbranch or transfer sales order. The transfer price is the amount for which the supplying branch/plant is selling the item to the receiving branch/plant. Values are:

Blank: Do not apply an additional cost, but retrieve the cost that is defined in the F4105 table.

1: Retrieve the markup from the Configurator Branch Markup program (P3403) and recalculate the transfer price with the included markup. This markup is applied to the inventory cost.



2: Apply the base price that is set by the supplying branch/plant, as defined in the F4106 table.

- **11. Ship and Debit Processing**

Specify whether the system uses subsystem or batch processing for Assign, Recalculate, and Reassign Agreements program (R45100) to identify and adjust ship and debit agreements. Values are:

Blank: Do not use subsystem or batch processing.

1: Use subsystem processing.

2: Use batch processing.

- **12. Issue Warning for Default Free Good**

Specify whether the system issues a warning when the user selects a good that is, by default, the free good that is being awarded. Values are:

Blank: Do not issue a warning.

1: Issue a warning.

- **13. Adjust Accumulated Values in the Volume Transaction**

Specify whether the system readjusts the accumulated values in the Volume Transaction Summary table (F4078) and the Volume Transaction Detail table (F4079) when you are entering credit orders. Values are:

Blank: Do not adjust.

1: Readjust the accumulated values.

- **14. Prompt for Customer Segment Items**

Specify whether the system displays the Customer Segment Items form. Values are:

Blank: Do not display the Customer Segment Items form.

1: Display the Customer Segment Items form.

- **15. Display Warning/Error for Ascending Date Rule Check**

Specify whether the system issues a warning or an error message when the ascending ship-date rule check fails during sales order entry. Values are:

Blank: Display a warning.

1: Display an error message.

During sales order entry, if a lot and location are specified, the Ascending Ship Date Rule check is performed if the customer or item is defined with an ascending rule.

- **16. Default Selection for Multiple Blanket Orders**

Specify whether the system manually or automatically releases a selected blanket order if multiple blanket orders are available. Values are:

Blank: Do not release a blanket order when multiple blanket orders are available. You must manually select and release blanket orders.

1: Select and release the blanket order with the earliest cancel date. If multiple blanket orders have the same cancel date, the system processes releases based on the earliest requested date.

- **17. Default Selection for Single Blanket Orders**

Specify whether the system manually or automatically releases a selected blanket order if only one matching blanket order exists. Values are:

Blank: Release a blanket order.

1: Do not release a blanket order. You must manually select and release blanket orders.

- **18. Display Sales Blanket Release window for Kit**

Specify whether the system automatically displays the available blankets for release when adding a kit parent item to the sales order. Values are:

Blank: Do not display the Blanket Release form.

1: Display the Blanket Release form when a blanket order for the kit parent item exists.

---

**Note:** The system also uses the settings in the **Default Selection for Multiple Blanket Orders** and **Default Selection for Single Blanket Orders** processing options to determine how to process blanket orders for kits parent items.

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### 7.2.8.8 Cross Ref (cross-reference)

These processing options specify the cross-reference types for substitute, replacement, complimentary, and associated items. You create the cross-reference information in the Item Cross Reference program (P4104). Cross-references associate the internal item numbers with other internal item numbers or those from other entities.

#### 1. Substitute Items

Enter a value from UDC 41/DT that the system uses to search the cross-reference information for substitute items. Substitute items are goods that are sold when you do not have the quantity on hand for the original item. This code is typically *S* in the Item Cross Reference Revisions program. You can use substitutions only for customers who, in the Customer Billing Instructions form, allow substitutes.

If you have a substitute item, the system displays a check mark in the row header and column. Optionally, you can access the Substitute/Complimentary Items form to sell the substitute item. If you enter a quantity for the substitute item, the system creates a second order detail line with the substitute item information.

#### 2. Complimentary Items

Enter a value from UDC 41/DT that the system uses to search the cross-reference information for complimentary items. Complimentary items are recommended items as part of the sale. Complimentary items are not free goods, but are sold in addition to the original item. This code is typically *C* in the Item Cross Reference Revisions program.

If you have a complimentary item, the system displays a check mark in the row header and column. Optionally, you can access the Substitute/Complimentary Items form to sell the complimentary item with the original item. If you enter a quantity for the complimentary item, the system creates a second order detail line with the complimentary item information.

#### 3. Replacement Items

Enter a value from UDC 41/DT that the system uses to search the cross-reference information for replacement items. Replacement items are goods that are sold when you or the supplier discontinues an item. The replacement code is typically *R* in the

Item Cross Reference Revisions program. You can create replacement cross-references only for those items for which the Stocking Type field on the Item Master or Item Branch Plant forms is obsolete or consumed.

#### **4. Pricing for Substitute Items**

Specify which price the system retrieves when you sell substitute items. Substitute items are goods that are sold when you do not have the quantity available for the original item. If you substitute an item, you can charge the customer the price for the item that was originally ordered or you can use the price that you set up for the substitute item. Values are:

Blank: Use the price of the original item, as defined in the Item Base Price File table (F4106).

1: Retrieve the price of the substitute item as defined in the F4106 table.

#### **5. Promotional Items**

Enter a value from UDC 41/DT that the system uses to search the cross-reference information for promotional items. Promotional items are goods that are awarded in lieu of the original item. This code is typically **P** in the Item Cross Reference Revisions program.

### **7.2.8.9 Versions**

These processing options specify the version that the system uses when you select the associated option from the Row or Form menu on the Sales Order Header or Detail forms.

Versions control how programs display and process information. Therefore, for a version to meet the needs of the company, you must indicate specific versions in the processing options.

#### **1. Pick Slip Print Subsystem (R42520)**

Enter the version of the Print Pick Slip program (R42520) that the system uses to process pick slips through the subsystem after order entry. Ensure that you specify the version that is set up for subsystem processing.

If you leave this processing option blank, the system uses version ZJDE0001.

#### **2. Supply and Demand Inquiry (P4021)**

Enter the version of the Supply and Demand Inquiry program (P4021) that the system uses to verify commitments and availability.

The system calls this version regardless of whether the system automatically display this form when quantity is not available or manually access the Supply and Demand Inquiry form from the Sales Order Detail Revisions form.

If you leave this processing option blank, the system uses version ZJDE0001.

To have the system automatically display the Supply and Demand Inquiry form when quantity is not available, select the Display Supply and Demand Inquiry processing option on the Commitment tab.

#### **3. Pick Slip Print On Demand (R42520) from Customer Service Inquiry**

Enter the version of the Print Pick Slip On Demand program (R42520) that is available to you from the Customer Service Inquiry form.

If you leave this processing option blank, the system uses version ZJDE0003.

**4. Adv Order/Basket Reprice (R42750) (advanced order/basket reprice (R42750))**

Enter the version of the Advanced Order/Basket Reprice program (R42750) that the system uses to calculate order totals.

If you use JD Edwards EnterpriseOne Advanced Pricing, you must enter a version of the R42750 program.

If you leave this processing option blank and you have set the Auto Order Repricing processing option on the Process tab to auto order reprice, the system uses version ZJDE0001.

**5. Online Invoice Inquiry (P42230)**

Enter the version of the Online Invoice Inquiry program (P42230) that the system uses to display billing information.

If you leave this processing option blank, the system uses version ZJDE0001.

If you inquire by sales order number, the system displays open lines that have not gone through sales update. If you inquire by invoice number, the system displays only those lines that have been assigned the invoice number, either through the Print Invoices (R42565) program or the Sales Update (R42800) program.

**6. Preference Profile (R40400)**

Enter the version of the Preference Profiles program (R40400) that the system uses to process orders based on preferences that are activated on the Preference Selection form.

If you leave this processing option blank, the system uses version ZJDE0001.

**7. Check Price and Availability (P41261)**

Enter the version of the Check Price and Availability program (P41261) that the system uses to retrieve price adjustment information. If you do not use the JD Edwards EnterpriseOne Advanced Pricing system to set up price adjustments, you must enter a version of the Standard Check Price and Availability program (P41261). If you set up advanced price adjustments in the JD Edwards EnterpriseOne Advanced Pricing system, you must enter a version of the Advanced Check Price and Availability program (P4074).

If you leave this processing option blank, the system uses version ZJDE0001.

**8. Purchase Order Entry (P4310)**

Enter the version of the Purchase Order Entry program (P4310) that the system uses to create related direct ship and transfer orders. The system does not use all default information that is set up in the processing options for the P4310 program. For example, when the system creates the related purchase order, the sales order line type overrides the default purchase order line type when the order is an interbranch order and the line stocking type is nonstock.

If you leave this processing option blank, the system uses version ZJDE0001.

**9. Sales Ledger Inquiry (P42025)**

Enter the version of the Sales Ledger Inquiry program (P42025) that the system uses to create a credit order from a previous order.

The system retrieves order information from the F42199 table.

If you leave this processing option blank, the system uses version ZJDE0001.

**10. Bill of Material Inquiry (P30200)**

Enter the version of the Bill of Material Inquiry program (P30200) that the system uses to retrieve information about all features and options that are related to the kit. The

distribution systems use a bill of material to locate and assemble a group of items.

If you leave this processing option blank, the system uses version ZJDE0001.

**11. Work Order Entry (P48013)**

Enter the version of the Work Order Entry program (P4801) that the system uses to create work orders. When you enter a sales order with a line type **W**, the system automatically generates a work order in the JD Edwards EnterpriseOne Manufacturing system.

If you leave this processing option blank, the system uses version ZJDE0001.

**12. Print Invoice (R42565)**

Enter the subsystem version of the Print Invoice program (R42565) for printing invoices through the subsystem. You must activate the processing option on the Subsystem processing option on the Process tab to print invoices and then specify the version of the R42565 program.

**13. Online/Subsystem Commitment (R42997)**

Enter the version of the Online/Subsystem Commitments program (R42997) that the system uses for either online or subsystem commitments. You must activate the Subsystem processing option on the Process tab for either online or subsystem commitments and specify the version of the corresponding commitments program.

If you leave this processing option blank, the system uses version ZJDE0001.

**14. Configured Items (P3210)**

Enter the version of the Configured Item Revisions program (P3210) that the system uses when you enter an order for a configured item.

If you leave this processing option blank, the system uses version ZJDE0001.

**15. Sales Order Batch Transaction Editor (R4210Z)**

This option is no longer functional.

**16. Credit Check (P42050)**

Enter a version of the Credit Check program (P42050).

If you leave this processing option blank, the system uses version ZJDE0001.

**17. Work with Shipments (P4915)**

Enter a version of the Work with Shipments program (P4915).

If you leave this processing option blank, the system uses ZJDE0001.

**18. Customer Master (P03013)**

Enter the version that the system uses for the Customer Master program (P03013) when you select Receivables from the Form menu.

If you leave this processing option blank, the system uses ZJDE0001.

**19. Ship and Debit (R45100)**

Enter the version of the Ship and Debit program (R45100) that the system uses to identify and adjust ship and debit agreements.

**20. Apply Volume Level Adjustment (R45900)**

Enter the version of the Re-Apply Volume Level Pricing program (R45900) that the system uses.

**21. Automatic Document Generation (P90CA24)**

Enter the version of the Generated Document Revisions program (P90CA24) that the system uses during automatic document generation.

If you leave this processing option blank, the system uses version ZJDE0001.

**22. Customer Segment Items (P42440)**

Enter the version of the Customer Segment Items program (P42440) that the system uses to display customer segment items in the Sales Order Entry program (P4210).

If you leave this processing option blank, the system uses version ZJDE0001.

The system displays this form only if you set the Prompt for Customer Segment Items processing option on the Process tab.

**23. Product Variants (P41902)**

Enter a version of the Matrix Order Entry program (P41902) that is available to you from the Sales Order Entry program (P4210).

If you leave this processing option blank, the system uses version ZJDE0001.

**24. Order Processing (R31410)**

Enter the version of the Order Processing program (R31410) that the system uses.

If you leave this processing option blank, the system uses version XJDE0007.

**25. Product Catalog (P90CA106)**

Enter the version of the Product Catalog program (P90CA106) that the system uses.

If you leave this processing option blank, the system uses version ZJDE0001.

**26. Sales Order Rescore (R4277702)**

Future Use.

**27. Consignment Usage Reporting (P4131)**

Future Use.

**7.2.8.10 Preference**

These processing options determine whether preference profile processing is active for this version of the P4210 program. A preference is a piece of information that you define for a customer, an item, or any combination of customer (sold to, ship to, or parent addresses), customer group, item, and item group. The system uses preferences to override normal customer and item setup information when you enter orders.

To work with preferences, you must set two separate processing options in the P4210 program. Under the Preference tab, enter a **1** in the Preference Profile Processing field. Under the Versions tab, specify the version of the program in the Preference Profile (R40400) field that you have set up to select the preferences to run.

**1. Preference Profile Processing**

Specify whether to use preference profile processing. If you use preference profile processing, you must use preference profile processing in all of the versions of order entry programs. Values are:

Blank: Do not use preference profile processing.

**1:** Use preference profile processing. After you activate this processing option, specify the version of the R40400 program on the Versions tab. In that version of the R40400 program, select the preferences in the processing options.

Preference selection does not include the inventory commitment or print message preferences.

## **2. Inventory Commitment Preference**

Specify whether the inventory commitment preference operates independently of other preference processing. You use inventory commitment to specify that each order line be filled from one or more branch/plants, based on the customer or customer group, or item or item group. You can specify the branch/plants from which you want products shipped, determine the percentage of the order that must exist at a branch/plant before the quantity is filled at that branch/plant, or specify the mode of transportation and carrier information in the sales detail line. Values are:

Blank: Do not use the inventory commitment preference.

**1:** Use inventory commitment preference processing only for current orders. The system performs inventory commitment preference only for those orders that are inside the commitment window of the header branch/plant. Orders that are outside the window of the header branch/plant are future committed to the header branch/plant.

**2:** Use inventory commitment preference processing for all orders (current and future). The system performs inventory commitment preference for all orders, regardless of the commitment window of the header branch/plant.

## **3. Override Schedule For Advanced Preferences**

Enter the override schedule for advanced preferences. Use this processing option if you are using the Advanced Preferences function and want to specify an override preference schedule for the system to use instead of the default preference schedule that is defined in the Branch/Plant Constants program (P41001). If you are using Advanced Preferences, this schedule controls preference processing.

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**Note:** Preference schedules can be modified only with the Advanced Preferences Schedule Revisions program (P4070), which you access from the Advanced Preferences menu (G40311).

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### **7.2.8.11 Transfers**

These processing options determine whether transfer order processing is active for this version of P4210. You enter a transfer order to ship inventory between branch/plants within the company and to maintain an accurate on-hand inventory amount.

#### **1. Activate Transfer Order Entry**

Specify whether transfer order entry is active. When you enter transfer orders, you must enter a from branch/plant and a to branch/plant and information for the related purchase order. Values are:

Blank: Do not process transfer order information.

**1:** Display a transfer order entry form on which you enter the origination and destination branch/plants, and purchase order information, such as a purchase order number, landed cost rule, and exchange rates for the sales and purchase orders. The system automatically creates a purchase order based on the version of the Purchase Order Entry program (P4310) that you specify on the Versions tab.

#### **2. Sales and Purchase Order Taxable**

Specify whether the system applies taxes to sales and purchase orders. Values are:

Blank: Retrieve tax explanation codes and rate areas from the customer master. For direct ship, transfer orders, or sales orders with alternate sold to and ship to addresses, the system retrieves the tax explanation code from the sold to address and the tax rate/area from the ship to or deliver to address based on system setup. This rate can be overridden.

1: Do not reference the sales taxable or purchase taxable options that you set up in the Item Branch Plant program.

### **3. Mandatory Landed Cost**

Specify whether a landed cost for a related purchase order is required. Values are:

Blank: Do not require landed costs.

1: Require a landed cost before entering the order. If you do not enter a landed cost, the system issues an error message.

## **7.2.8.12 Order Inquiry**

These processing options specify how to search for orders on the Customer Service Inquiry form.

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**Note:** The processing options on this tab apply only to the Sales Order Entry program (P4210). If you use the Customer Service Representative Sales Order Entry program (P42101), you must set the processing options on the Order Inquiry tab in the P42101 program.

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### **1. From Status**

Enter a value from UDC 40/AT that indicates the current point in the order process.

You must specify a code that has been set up in the order activity rules based on the order type and the line type that you are using.

The combination of the from status and to status must be a valid last status/next status combination in the Order Activity Rules table (F40203).

During order inquiry, the system does not display orders that are not within the from and to status range.

### **2. To Status**

Enter a value from UDC 40/AT that indicates the next step in the order process. You must specify a code that has been set up in the order activity rules based on the order type and the line type that you are using.

The combination of the from status and to status must be a valid last status/next status combination in the F40203 table.

During order inquiry, the system does not display orders that are not within the from and to status range.

### **3. Search on Last or Next Status**

Specify which status codes the system uses to select information to display on this form. Values are:

Blank: Display all orders with a last status that falls within this range.

1: Display all orders with a next status that falls within this range.

### **4. Date Range**

Specify the date value with which the system searches orders. Values are:



- 1: Retrieve orders based on the order entry date.
- 2: Retrieve orders based on the promised ship date that is supplied during order entry.
- 3: Retrieve orders based on the original promised date that is supplied during order entry.
- 4: Retrieve orders based on the date that the order was confirmed for shipment. The system retrieves only those orders that have been processed through the Shipment Confirmation program (P4205).
- 5: Retrieve orders based on the date that the invoice was printed for the customer. The system retrieves only those orders that have been processed through the Print Invoice (R42565) program or the Sales Update (R42800) program and have an invoice number assigned.
- 6: Retrieve orders based on the date that you enter in the memo-only, cancel field during order entry.
- 7: Retrieve orders based on the general ledger date. The system retrieves only those orders that have been processed through the R42800 program.
- 8: Retrieve orders based on the date that is entered as the promised deliver date during order entry.

#### 5. Display Text Lines

Specify whether the system displays text lines.

Text lines are order detail lines with a line type **T**, characterized by the code in the Line Type Constants program (P40205) that contains memo-only information.

When you inquire on an order, you might view text line information. Values are:

Blank: Do not display text lines. If you created text lines during order entry, the text lines remain in the Sales Order Detail table (F4211).

- 1: Display text lines.

#### 6. Display Backordered/Canceled lines

Specify whether the system displays backordered or canceled lines when you inquire on an order. Values are:

- 1: Display backordered lines.
- 2: Display canceled lines.
- 3: Display both backordered and canceled lines.
- Blank or 4: Do not display either backordered lines or canceled lines.

#### 7. Customer Cross Reference Type

Enter a value from UDC 41/DT that indicates the code with which the system searches cross-reference information using a customer item number. Cross-references associate the internal item numbers with the customer's item numbers. You set up items in the Item Master program (P4101) and create the cross-reference information in the Item Cross Reference Revisions program (P4104).

#### 7.2.8.13 Warehouse

You use these processing options with the JD Edwards EnterpriseOne Warehouse Management system. If you use JD Edwards EnterpriseOne Warehouse Management, you can specify the mode for pick request processing and the version of the Location Selection Driver program (R46171).

### 1. Request Processing Mode

Specify whether the system creates a pick request in the JD Edwards EnterpriseOne Warehouse Management system.

If you use JD Edwards EnterpriseOne Warehouse Management, the system can generate a pick request, and then process the request through the subsystem. You use a pick request to process a suggestion to pick the inventory for an order from a particular location. Values are:

Blank: Do not generate pick requests.

1: Generate requests only.

2: Generate requests and create the pick request through the subsystem.

### 2. Subsystem Print Pick Request

Specify whether the system generates warehouse management pick requests through the subsystem. Specify the version of the Print Pick Request program (P46171) that is set up for subsystem processing.

### 3. Override Next Status

Enter a value from UDC 40/AT that identifies an alternative step in the order process. You must specify a code that has been set up in the order activity rules based on the order type and the line type that you are using. The combination of the beginning status and the override status must be a valid last status/next status combination in the F40203 table.

## 7.2.8.14 Store & Fwd (Store and Forward)

The Store and Fwd tab and its values are now obsolete.

## 7.2.8.15 Workflow

Use these processing options to determine how the system processes workflow.

### 1. Email Work Order Planner

Future Use.

### 2. Sales Order Entry Workflow

Specify whether to activate the Sales Order Entry workflow process (JDESOENTRY) for this version of the P4210 program. The specific version of JDESOENTRY must be activated through the Process Master program (P98800). Values are:

Blank: Do not activate workflow.

1: Activate workflow.

## 7.2.8.16 Multiples

Use this processing option to determine how the system processes multiple schedules.

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**Note:** The processing options on this tab apply only to the Sales Order Entry program (P4210).

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### 1. Multiple Schedule

Specify whether to activate multiple schedules. Values are:

Blank: Bypass multiple schedules.

1: Activate multiple schedules.

**2. Schedule Line (Future)**

Enter a line type search code.

**7.2.8.17 Interbranch**

These processing options identify the order types for interbranch orders. You can use an interbranch order to fill an order for a customer from a branch/plant other than the selling branch/plant. This is helpful if the company sells from one location but fills and ships orders from another location, such as a central supply warehouse. An intercompany order is an order that tracks the transactions between the supplying and selling branch/plant.

**1. Intercompany Invoice**

Specify whether the system creates an intercompany invoice. An intercompany order is an order that keeps track of the transactions between the supplying and selling branch/plant. While the interbranch order is the sales order to the customer, the intercompany order is the purchase order to the supplying branch/plant to fill the customer's sales order. Values are:

Blank: Do not create an intercompany invoice.

1: Create an intercompany invoice.

**2. Interbranch Order Types**

Enter a value from UDC 00/DT that indicates the order types for interbranch orders.

Enter multiple codes without punctuation or spaces. To accurately update all interbranch orders, you should also enter all order types for interbranch orders in the Sales Update program (R42800), Interbranch tab, Order Type for Interbranch Orders processing options.

**7.2.8.18 Interop (interoperability)**

These processing options control whether the system captures transaction information before a transaction is changed and whether the system performs export processing.

**1. Transaction Type**

Enter a valid transaction type defined in UDC 00/TT.

**2. Before/After Image Processing**

Specify whether the system writes before and after image records or only after image records for interoperability consumption. Values are:

Blank: Write only after image records of data for interoperability consumption.

1: Write before and after records of data for interoperability consumption.

**7.2.8.19 Prepayment**

These processing options control whether you can record payment information for orders.

Prepayment of an order takes place when a seller receives a form of payment from the customer at the time of order entry. Many types of prepayments are available that a customer can use, such as cash, check, and credit card. When you make any type of prepayment, the system records transaction information for each order detail line and indicates the payment on the invoice.

### **1. Prepayment Processing**

Specify whether the system updates the prepayment processing files and enables the user to access the prepayment window. Values are:

Blank: Do not update prepayment processing files and do not enable access to the prepayment window from the Row menu.

1: Enable updates to the prepayment processing files and enable access to the Prepayment window.

### **2. Process Authorization**

Specify the method of processing. Values are:

Blank: Do not process the authorization.

1: Process the authorization interactively.

2: Process the authorization in batch or subsystem mode, based on the version.

### **3. Process Settlement**

Specify the settlement processing method. Values are:

Blank: Do not process the settlement.

1: Process the settlement interactively.

2: Process the settlement in batch or subsystem mode, based on the version.

### **4. Authorize Prepayment Transaction version**

Enter the version of the Authorize Prepayment Transactions program (R004201).

### **5. Settle Prepayment Transaction version**

Enter the version of the Settle Prepayment Transactions program (R004202).

### **6. Authorized lines**

Enter the override next status code for order lines that have been successfully authorized during the credit card process.

### **7. Settled lines**

Enter the override next status code for order lines that have been successfully settled in the credit card process.

## **7.2.8.20 Audit Log**

These processing options determine whether the system creates an audit log for changes that you make to sales orders and how the system processes the changes.

### **1. Use Audit Log for Sales Order Changes**

Specify whether to activate the audit logging process for sales order changes. Values are:

Blank: Do not activate audit logging.

1: Activate audit logging.

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**Note:** You can override this processing option by using the Bypass Audit Logging field defined in the Customer Billing Instructions form. For example, if you set this processing option to 1 but Bypass Audit Logging was set for the customer who is specified in the sales order, then the system performs no audit logging for that order or any order for which that customer is specified.

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**2. Reason Code required for Sales Order Changes**

Specify whether to require a revision reason code for sales order changes. Values are:

Blank: Do not require a revision reason code.

1: Require a revision reason code.

**3. Approval process required for Sales Order changes**

Specify whether the approval process is required on the changes that are made to the sales order.

The Use Audit Log for Sales Order Changes processing option on the Audit Log tab must be set to **1** to enable the approval process. However, you can enable audit logging without setting the Approval Process Required for Sales Order Changes processing option.

When approval process is required, the system does not record changes to the order. Instead, the system retains the original values and places the order on hold. The new values are pending in the Audit Log Transaction table (F42420) until an approval or rejection decision has been made. The new values are recorded for the order only if the order is approved. Values are:

Blank: Approval process is not required.

1: Approval process is required.

**7.2.8.21 Volume Upsell**

This processing option determines whether you receive an alert based on the tolerance percentage that you specify.

**1. Alert for Volume Based Up-Sell within Tolerance**

Enter a percentage of tolerance for the system to suggest an upsell. This percentage is based on the increase in quantity that the customer would have to order to meet the next level break.

**7.2.8.22 Profit Margin**

These processing options determine how the system processes profit margin pricing.

**1. Enable Gross Profit Margin Pricing**

Specify whether to enable the Percent Profit Margin column on the Sales Order Detail Revisions form. Enabling this column enables you to enter the gross profit margin percentage. Values are:

Blank: Do not enable entry of the gross profit margin percentage.

1: Enable entry of the gross profit margin percentage.

**2. Adjustment Reason Code for Overrides**

Enter a value from UDC 40/AR that identifies the reason that an adjustment was changed. The system updates this value to the gross profit margin price adjustment when the system calculates and updates the price adjustment with the amount that is necessary to achieve the specified profit margin percentage. This calculation occurs when the profit margin percentage has been changed manually in the Sales Order Entry program (P4210).

**3. Resolve and Test Target Gross Profit Percentage**

Specify whether to generate a warning if the gross profit margin percentage is outside of the range that you specified in the Target Gross Profit Preference processing option. Also, if the gross profit margin percentage is not within the defined margins, and the

Line Level Margin Hold Code processing option is set, the system places the order on hold using the line-level margin hold code that you specified in the processing option. Values are:

Blank: Do not generate a warning.

1: Generate a warning.

### 7.2.8.23 Promotion ID

This processing option determines whether the system assigns a promotion identification number.

#### 1. Default Promotion ID

Specify whether to assign a promotion ID number to a sales order line item to which a promotion ID number has not been manually assigned. Values are:

Blank: Do not assign a promotion ID.

1: Assign a promotion ID.

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**Note:** If you set this processing option to **1**, the system assigns a promotion ID from the Promotion Deal Detail table (F40P011). If the system locates multiple promotion IDs, it assigns a promotion ID based on the value from the Promotion ID Resolution Constant field in the F4009 table. The system might require more processing time to assign this ID automatically.

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### 7.2.8.24 Global Order Promising

This processing option controls whether the system enables the order promising process and determines the mode of processing.

#### 1. Global Order Promising

Specify whether the system uses Global Order Promising to promise a delivery date for an order. Values are:

Blank: No order promising

1: Global Order Promising mode

### 7.2.8.25 Product Variants

This processing option controls whether the system displays the matrix window during the matrix order entry process.

#### 1. Inventory Parent

Specify whether the system displays the Matrix Order form when you are working with a matrix parent item. Values are:

Blank: Display the Matrix Order form.

1: Do not display the Matrix Order form.

### 7.2.8.26 Fulfillment Management

These processing options specify whether the system calculates order scores and resolves service level rules. These options work with the Fulfillment Management system.

**1. Calculate Order Score**

Specify whether the system calculates an order score during sales order entry processing. Values are:

Blank: The system does not score orders.

1: The system scores orders.

**2. Resolve Service Level Rules**

Specify whether the system resolves service level rules during sales order processing. Values are:

Blank: The system does not resolve service level rules.

1: The system resolves service level rules.

**7.2.8.27 Style**

These processing options work with Style Item functionality.

**1. Collection**

Specify a default collection the system uses in the sales order header. The system stores collection codes in the Collection Detail table (FCW07).

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**Note:** You must use the Collections program (PCW07) to define the combination of *collection*, season code, and season year as a valid collection. If the combination is not valid, the system does not populate any of the values on the sales order header.

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**2. Season Code**

Specify a default season code the system in the sales order header. Enter a value from UDC table 41F/SE.

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**Note:** You must use the Collections program (PCW07) to define the combination of collection *season code*, and season year as a valid collection. If the combination is not valid, the system does not populate any of the values on the sales order header.

---

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**3. Season Year**

Specify a default season year the system uses in the sales order header. Enter a value from UDC 41F/SY.

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**Note:** You must use the Collections program (PCW07) to define the combination of collection, season code, and *season year* as a valid collection. If the combination is not valid, the system does not populate any of the values on the sales order header.

---

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**4. Validate Items Against Collections**

Specify how the system validates items in the grid against the collection. Values are:

Blank: The system does not validate items in the grid. You can enter any items into the grid.

1: The system issues a *warning* if the item is not part of the collection.

2: The system issues an *error* if the item is not part of the collection.

### 5. Prefix for Collection Templates

Specify a symbol the system uses to prefix the collection template entered in the Item Number field to display the Matrix Entry form with a collection template.

Collection templates are a subset of items belonging to a collection. When you enter an item number during sales order entry, the Matrix Entry form displays the item only. To display a collection template, you must prefix the template by the special symbol specified in this processing option.

For example, if the symbol is \* (asterisk) and the template name is M06, when you type \*M06 in the order line the system displays Matrix Entry (PCW10) using collection template M06.

### 6. Send Address Number for Split Percentage to Matrix Entry (PCW10)

Specify whether the system uses the Ship To or Sold To customer number in the Matrix Entry program. The system retrieves the category code values to identify the split percentage in the Matrix Entry program (PCW10). Values are:

Blank: Use the Ship To customer number.

1: Use the Sold To customer number.

### 7. Item Search and Select

Specify whether the system uses the standard item number visual assist. Values are:

Blank: Display the standard item visual assist.

1: Use the Item Search & Select program (PCW41011) to display the style items for selection.

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**Note:** This processing option is available when you activate the Apparel Management system.

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## 7.2.8.28 Production No.

### 1. Production Number Type

Specify a user-defined code (34/PT) that defines the structure of the production number.

### 2. Production Number Generation

Specify whether to generate a production number automatically for production controlled items.

Blank: Do not generate a production number.

1: Generate a production number.

## 7.2.9 Entering Sales Order Header Information

Access the Sales Order Header form.

### Branch/Plant (Required)

Enter the Branch/Plant code from which you want to fulfill the sales order. The value that you enter in this field must be set up in the Branch/Plant constants.

### Currency

Enter a code that identifies the currency of the transaction. If you do not complete this field, the system populates the field using the currency that is associated with the sold to address. If no value is found, the system then uses the currency code from the



branch/plant. If no currency code is found there, the system uses the currency code that is associated with company 00000.

**Exchange Rate**

Enter a number (exchange rate) to multiply a foreign currency amount by to calculate a domestic currency amount. The number in this field can have a maximum of seven decimal positions. If more are entered, the system adjusts to the nearest seven decimal positions. If you have set up exchange rates for the associated currency code, the system automatically populates this field.

**Base**

Enter the currency code that is associated with the domestic currency. For example, if an organization is in France and you transact business using the euro, enter the currency code for euro here.

**Foreign**

Select to display amounts in the foreign currency of the transaction. If you clear the option, the system displays amounts in the domestic currency of the transaction.

**Messages**

Review this section of the form to view any system-generated messages about the order.

**Sold To (Required)**

Enter the address book number that corresponds to the client address to which the invoice for this order should be sent. The sold-to customer is responsible for payment of the order.

**Ship To**

Enter the address book number that corresponds to the client address to which the items that are associated with this order should be sent. The ship-to customer receives the order.

**Order Date**

Enter the date that an order was entered into the system. If you leave this field blank, the system uses the system date. This date determines which effective level the system uses for inventory pricing.

**Cancel Date**

Enter the date that the order should be canceled if the goods have not been sent to the customer or the goods have not been received from the supplier. This is a memo-only field and does not cause the system to perform any type of automatic processing. If a line on a sales order is canceled in Sales Order Entry, this field is updated with the date that the line was canceled.

**Requested Date**

Enter the date by which the customer wants to receive the order.

**Requested Time**

Enter the time by which the customer wants to receive the order on the requested date.

**Customer PO (customer purchase order)**

Enter the purchase order number, which is typically supplied by the customer placing the order. This is an alphanumeric value that can be used as a cross-reference or secondary reference number.

**Print Message**

Enter a code (UDC 40/PM) that specifies a message that is printed on the customer's sales order. Examples of text entries include engineering specifications, hours of operation during holiday periods, and special delivery instructions.

**Hold Code**

Enter a code (UDC 42/HC) that identifies why an order is on hold.

**Tax Area/Code**

Enter a tax area code in the first field that identifies a tax or geographic area that has common tax rates and tax authorities. The system validates the code that you enter against the Tax Areas table (F4008). The system uses the tax rate area with the tax explanation code and tax rules to calculate tax and general ledger distribution amounts when you create an invoice or voucher.

Enter a hard-coded tax code (UDC 00/EX) in the second field that controls the algorithm that the system uses to calculate tax and general ledger distribution amounts. The system uses the tax explanation code with the tax rate area and tax rules to determine how the tax is calculated. Each transaction pay item can be defined with a different tax explanation code.

If the alternate tax rate/area assignment functionality is enabled for the company, the system assigns the tax rate/area based on the ship-to and branch/plant country information.

See [Section 7.1.2.1, "Alternate Tax Rate/Area Assignment for Sales Orders"](#) and "Setting Up Alternate Tax Rate/Area Assignment Functionality" in the *JD Edwards EnterpriseOne Applications Tax Processing Implementation Guide*.

**Tax Certificate No. (tax certificate number)**

Enter the number, as supplied by the customer, that tax authorities issue to tax-exempt individuals and companies to identify their tax-exempt status.

**Price Pickslip**

Select to print price information on the customer's pick list, purchase order, or sales order. If you do not select this option, price information does not appear.

**Ordered By**

Enter the name of the person from the customer company who is placing the order. This field is optional.

**Taken By**

Review this field to determine who entered the sales order into the system.

## 7.2.10 Entering Sales Order Item Information

After you enter header information on the sales order, you enter the detail line information to the sales order. Because the system retrieves most of the detail information from other tables, you enter only minimal information. You can review and change the values as necessary.

Access the Sales Order Detail Revisions form.

**Quantity Ordered**

Enter the number of pieces of an item that the customer wants to order.

**UoM (unit of measure)**

Enter a UDC (00/UM) that indicates the transaction quantity in which to express an inventory item, for example, CS (case) or BX (box). If you leave this field blank, the system populates the field using the value that is entered in the Item Master table.

**Item Number**

Enter the alphanumeric identification number of the item that the customer wants to order. The system populates many of the fields on each item line based on the information that is stored in the Item Master table for the item that you enter. The value that you enter can be in short, long, or third-item number format.

**Ln Ty (line type)**

Enter a code that controls how the system processes lines on a transaction. It controls the systems with which the transaction interacts, such as JD Edwards EnterpriseOne General Ledger, JD Edwards EnterpriseOne Job Cost, JD Edwards EnterpriseOne Accounts Payable, JD Edwards EnterpriseOne Accounts Receivable, and JD Edwards EnterpriseOne Inventory Management. It also specifies the conditions under which a line prints on reports, and it is included in calculations. Codes include:

**S:** Stock item.

**J:** Job cost.

**N:** Nonstock item.

**F:** Freight.

**T:** Text information.

**M:** Miscellaneous charges and credits.

**W:** Work order.

**Requested Date**

Enter the date by which the customer has requested to receive the item.

**Unit Price**

Review the list or base price to be charged for one unit of this item. In Sales Order Entry, all prices must be set up in the Item Base Price File table (F4106). You can override this value.

**Extended Price**

Review the system-calculated extended price. This price is the number of units multiplied by the unit price. The extended price does not include backordered items.

**Last Status**

Review this field to determine the last step in the processing cycle that this order line has successfully completed. Values are stored in UDC 40/AT.

**Next Status**

Review this field to determine the next step in the order flow of the line type. Values are stored in UDC 40/AT.

**Branch/Plant**

Enter the Branch/Plant code from which the item should be retrieved to fulfill the sales order. This is an alphanumeric code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant. You can assign a business unit to a document, entity, or person for purposes of responsibility reporting. For example, the system provides reports of open accounts payable and accounts

receivable by business unit to track equipment by responsible department. Business unit security might prevent you from viewing information about business units for which you have no authority.

**Location**

Enter the storage location from which goods are moved. The primary location of an item is represented as ".." if the item location and branch plant information are set up correctly.

**Lot Number**

Enter a number that identifies a lot or a serial number for an item.

**Line Number**

Review the system-assigned number that identifies multiple occurrences, such as line numbers on a purchase order or other document. Generally, the system assigns this number, but in some cases you can override it.

**PR UoM (pricing unit of measure)**

Enter a UDC (00/UM) that indicates the unit of measure in which you usually price the item.

**Quantity Shipped**

Enter the number of units committed for shipment in Sales Order Entry, using either the entered or the primary unit of measure that is defined for this item.

**Quantity Backordered**

Review the number of units backordered in JD Edwards EnterpriseOne Sales Order Management or in Work Order Processing, using either the entered or the primary unit of measure that is defined for this item.

**Quantity Canceled**

Review the number of units canceled in Sales Order or Work Order Processing, using either the entered or the primary unit of measure that is defined for this item.

**Unit Cost**

Review the amount per unit, which is derived by dividing the total cost by the unit quantity.

**Extended Cost**

Review the system-calculated extended cost amount. For sales orders and purchase orders, this amount is calculated as the unit cost multiplied by the number of units. The extended cost does not include backordered items.

**% Profit Margin (percent profit margin)**

Review this value to determine the profit margin percentage for the order detail line. This is calculated as  $((\text{Price} - \text{Cost}) \div \text{Price}) \times 100$

**Mod Trn (mode of transportation)**

Enter a UDC (00/TM) that describes the nature of the carrier being used to transport goods to the customer, for example, by rail, by road, and so on.

**Carrier Number**

Enter the address number for the preferred carrier of the item. The customer or the organization might prefer a certain carrier due to route or special handling requirements.

Display all columns to access these fields:

**Secondary Quantity**

Displays the secondary quantity. The system calculates a secondary quantity based on the quantity ordered and unit of measure entered for items that have dual units of measure set up.

You enter transactions using either the secondary quantity and unit of measure or the transaction quantity and unit of measure.

**Secondary UoM (secondary unit of measure)**

Enter a secondary unit of measure for the transaction. Use this option to specify whether the system must maintain inventory balances and record transactions for an item in a secondary unit of measure that does not have a fixed conversion to the primary unit of measure. Typically, you select this option when the item is ordered or sold by a packaged quantity and priced by weight or volume.

**See Also:**

- "Specifying a Dual Unit of Measure for an Item" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.

**7.2.11 Entering Default Line Information**

Access the Sales Order Detail Revisions form.

**7.2.11.1 Line Defaults**

Select the Line Defaults tab.

The values that you enter in these fields are automatically entered on each line of the sales order. You can override the values for each line if necessary.

**Detail Branch/Plant**

Enter the branch/plant code to use for all of the lines in the order.

**Requested**

Enter the date that an item is scheduled to arrive or that an action is scheduled for completion.

**Price Effective**

Enter the date that the system should use to determine the base price and all advanced price adjustments for the line.

**Scheduled Pick**

Enter the promised shipment date for the sales order. The Supply and Demand programs use this date to calculate Available to Promise information. This value can be automatically calculated during sales order entry. This date represents the day that the item can be shipped from the warehouse.

**Promised Delivery Date**

Enter the date that the order was promised to be delivered to the customer.

**Cancel Date**

Enter the date that the order should be canceled if the goods have not been sent to the customer or the goods have not been received from the supplier. This is a memo-only field and does not cause the system to perform any type of automatic processing. If a line on a sales order is canceled in Sales Order Entry, the system updates this field with the date that the line was canceled.

## 7.2.12 Entering Cross-Docking Information

Access the SOE - Additional Information form.

### 7.2.12.1 Cross Dock Order

Cross-docking enables the system to directly allocate inbound inventory to a sales order. The system allocates inbound inventory based on date and priority.

#### Flag

Specify whether to enable cross-docking. The system associates items or order lines with cross-dock processing. This code might indicate whether an item or an order line is eligible for cross-docking, whether it was cross-docked, or whether it must be cross-docked. When it is assigned to an item or item-branch, this code indicates that the item or the item in the branch/plant is eligible for cross-docking. When it is assigned to an order line, this code indicates that the order line must be cross-docked. Values are:

Blank or 0: Cross-docking is disabled.

1: Cross-docking is enabled.

#### Priority

Specify the priority that the cross-docking system follows when assigning supply quantity to the sales orders. This priority indicates the sequence in which cross-docked sales orders are fulfilled for a given date. Sales order lines with a lower value receive a higher priority than lines with a higher value. The system performs only numeric edits on this value. If you do not specify a priority, or if the same priority is given to multiple order lines, the orders are fulfilled in the sequence of order number and order type.

#### Number

Enter the order number that identifies the supply order.

#### Type

Enter the type of supply order. Supply orders can include purchase orders, manufacturing orders, transfer orders, and so forth.

#### Company

Enter the company that is associated with the cross-dock order.

#### Line Number

Enter the line number that is associated with the cross-dock order.

#### See Also:

- "Creating Putaway Requests" in the JD Edwards EnterpriseOne Applications Warehouse Management Implementation Guide.

## 7.3 Entering Sales Orders with Taxed Prices

This section provides overviews of taxed prices for sales orders, taxed prices calculations, system validations when using taxed prices for sales orders, and considerations when using taxed prices for sales orders; lists prerequisites and discusses how to:

- Set up taxed prices for sales orders.
- Review taxed prices on a summarized sales order header.

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**Note:** The information in this section applies to regular sales orders, credit orders, blanket orders, quote orders, direct ship orders, inter-branch orders, copied orders, and transfer orders.

---

### 7.3.1 Understanding Taxed Prices for Sales Orders

If you use taxed prices for sales orders, the system displays item prices that include taxes. You can either enter the taxed prices or allow the system to calculate the taxed prices, depending on the information that you enter and the type of sales order.

If you work with taxed prices for sales orders, you should review the following field definitions:

- The taxed unit price is the price plus tax for one unit of an item.
- The taxed extended price is the price plus tax for the shippable units on the line.
- The unit tax amount is the tax amount for one unit.

The system calculates this value automatically.

- The extended tax amount is the tax amount for shippable units on the line.

The system calculates this value automatically.

For example, if the base price of a unit is 14.25 and the tax rate is 7.3%, then the taxed unit price is 15.30. The taxed extended price for 7 units is 107.10. The system uses the existing tax calculation logic to determine these values.

The system uses the taxes calculated during sales order entry in downstream processes, such as the Sales Update program (R42800). Downstream sales order reports, such as the Print Pick Slips report (R42520) and Print Invoices report (R42565), display taxed prices if they are on the sales order, but the system does not recalculate the taxes.

### 7.3.2 Understanding Taxed Prices Calculations

The following examples provide details about the calculations that the system performs based on the information that you enter and the type of sales order.

#### 7.3.2.1 Example 1: Sales Order with a Unit Price

In this example, the tax rate is 7.3% and the transaction quantity is 7.

If you enter a sales order in which the item has a unit price of 14.2595, the system completes the following steps:

1. Uses the existing tax calculation logic to calculate the taxed unit price and unit tax amount:
  - Taxed Unit Price = 15.3004
  - Unit Tax Amount = 1.0409
2. Calculates the taxed extended price by multiplying the taxed unit price by the quantity: Taxed Extended Price = 107.10
3. Uses the existing tax calculation logic to calculate the extended price and extended tax amount:
  - Extended Price = 99.81
  - Extended Tax Amount = 7.29

### 7.3.2.2 Example 2: Sales Order in which the Taxed Unit Price is Entered by the User

In this example, the tax rate is 7.3% and the transaction quantity is 7.

If you enter a sales order with the taxed unit price of 15.3, the system completes the following steps:

1. Uses the existing tax calculation logic to calculate the unit price and unit tax amount:
  - Unit price = 14.2591
  - Unit tax amount = 1.0409
2. Calculates the taxed extended price by multiplying the taxed unit price by the quantity: Taxed extended price = 107.10
3. Uses the existing tax calculation logic to calculate the extended price and extended tax amount:
  - Extended price = 99.81
  - Extended tax amount = 7.29

### 7.3.2.3 Example 3: Sales Order in which the Taxed Extended Price is Entered by the User

In this example, the tax rate is 7.3% and the transaction quantity is 7.

If you enter a sales order with the taxed extended price of 107.1, the system completes the following steps:

1. Calculates the taxed unit price by dividing the taxed extended price by the quantity: Taxed unit price = 15.3000
2. Uses the existing tax calculation logic to calculate the unit price and unit tax amount:
  - Unit price = 14.2591
  - Unit tax amount = 1.0409
3. Calculates the taxed extended price by multiplying the taxed unit price by the quantity: Taxed extended price = 107.10

---

**Note:** The system recalculates the taxed extended price.

---

4. Uses the existing tax calculation logic to calculate the extended price and extended tax amount:
  - Extended price = 99.81
  - Extended tax amount = 7.29

### 7.3.2.4 Example 4: Sales Order with a Foreign Unit Price

In this example, the tax rate is 7.3%, the transaction quantity is 7, and the currency decimal is 0.

If you enter a sales order with the foreign unit price of 14.2595, the system completes the following steps:

1. Uses the existing tax calculation logic to calculate the foreign taxed unit price and foreign unit tax amount:



- Foreign taxed unit price = 15.3004
- Foreign unit tax amount = 1.0409
- 2. Calculates the foreign taxed extended price by multiplying the foreign taxed unit price by the quantity: Foreign taxed extended price = 107
- 3. Uses the existing tax calculation logic to calculate the foreign extended price and foreign extended tax amount:
  - Foreign extended price = 100
  - Foreign extended tax amount = 7

#### 7.3.2.5 Example 5: Sales Order in which the Foreign Taxed Unit Price Entered by the User

In this example, the tax rate is 7.3%, the transaction quantity is 7, and the currency decimal is 0.

If you enter a foreign sales order with the foreign taxed unit price of 15.3000, the system completes the following steps:

1. Uses the existing tax calculation logic to calculate the foreign unit price and foreign unit tax amount:
2. Calculates the foreign taxed extended price by multiplying the foreign taxed unit price by the quantity: Foreign taxed extended price = 107
3. Uses the existing tax calculation logic to calculate the foreign extended price and foreign extended tax amount:
  - Foreign extended price = 100
  - Foreign extended tax amount = 7

#### 7.3.2.6 Example 6: Sales Order in which the Foreign Taxed Extended Price is Entered by the User

In this example, the tax rate is 7.3%, the transaction quantity is 7, and the currency decimal is 0.

If you enter a foreign sales order with the foreign taxed extended price of 107, the system completes the following steps:

1. Calculates the foreign taxed unit price by dividing the foreign taxed extended price by the quantity: Foreign taxed extended price = 15.2857
2. Uses the existing tax calculation logic to calculate the foreign unit price and foreign unit tax amount:
  - Foreign unit price = 14.2458
  - Foreign unit tax amount = 1.0399
3. Calculates the foreign taxed extended price by multiplying the foreign taxed unit price by the quantity: Foreign taxed extended price = 107

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**Note:** The system recalculates the foreign taxed extended price.

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4. Uses the existing tax calculation logic to calculate the foreign extended price and foreign extended tax amount:
  - Foreign extended price = 100

- Foreign extended tax amount = 7

### 7.3.3 Understanding System Validations when Using Taxed Prices for Sales Orders

When you enter a sales order in the Sales Order Entry program (P42101), the system completes the following validations to determine whether to use taxed prices for sales orders:

1. The system accesses the Branch/Plant Constants program (P41001) to verify whether the Sales Taxed Prices constant is selected and, if it is, whether to use the By Ship To or By Sold To constant is selected.
2. If the Sales Taxed Prices constant is selected, the system accesses the Customer Master program (P03013) to verify whether the customer entered on the sales order is set up to use taxed prices.
3. If the customer is set up to use taxed prices in the Customer Master program (P03013), then the system selects the Use Taxed Prices check box in the sales order header.

The system enables this check box only when you enter a new sales order or copy an order. You have the option of changing the status of the Use Taxed Prices check box. After you exit the sales order header form or process the first sales order line, you cannot change the value in the Use Taxed Prices check box.

The system displays different fields depending on whether the Use Taxed Prices check box is selected on the sales order:

- If the Use Taxed Prices check box in the sales order header is selected, the system displays non-taxed prices, taxed prices, and tax amounts. You can enter values in the Taxed Unit Price and Taxed Extended Price fields only. The system disables the unit price, extended price, unit tax amount, and extended tax amount fields because these values are calculated by the system.

If a line is not taxable, you can still enter the taxed unit price or the taxed extended price. The system sets the current prices to their taxed equivalents and the unit tax amount and extended tax amount values are zero.

- If the Use Taxed Prices check box in the sales order header is not selected, the system displays only the non-taxed prices. You can enter the unit price and extended price. The system does not display, calculate, or store taxed prices and tax amounts.

### 7.3.4 Understanding Considerations when Using Taxed Prices for Sales Orders

If you select the Sales Taxed Prices constant, the system stores information about whether the sales order was created using taxed prices in the Sales Order Header Tax table (F4201TX). If you select the Sales Taxed Prices constant and the Use Taxes Prices check box on the sales order, the system stores taxed prices information in the Sales Order Detail Tax table (F4211TX).

Review the following considerations when using taxed prices for sales orders:

#### 7.3.4.1 Audit Logging and Approval Processes

During audit logging and the approval processes, the system displays taxed prices in the approval message of sales orders that use taxed prices. For audit logging, the system stores taxed prices in the Tax Audit Log Transaction table (F42420TX).

### 7.3.4.2 Calculating Profit Margins

The system calculates profit margins using non-taxed prices.

### 7.3.4.3 Calculating the Sales Order Total

The system calculates the sales order total using the non-taxed prices.

### 7.3.4.4 Setting Advanced Preferences

You can set up an advanced preference (type 46) to specify the date that the system uses to retrieve the tax rate. You can specify whether the system uses the transaction date, requested date, system date, or preferred date to retrieve the tax rate.

If you do not set up an advanced preference, the system uses the value in the Requested Date field on the sales order line.

### 7.3.4.5 Setting Processing Options For the Sales Order Entry Programs

The processing options in both the Sales Order Entry program (P42101) and the Sales Order Entry program (P4210) affect the taxed prices fields in the same way as the non-taxed prices fields. If you set the Display or Hide Price Fields processing option to hide the price fields, the system hides the non-tax price fields, the taxed price fields, and the tax amount fields. If you set the Display or Hide Price Fields processing option to disable the price fields, the system disables the non-tax price fields and the taxed price fields.

### 7.3.4.6 Copying a Sales Order with Taxed Prices

When you copy a sales order, the system uses the value of the Use Taxed Prices check box from the original sales order, but you can change this setting. The system does not copy the internal tax date from the original sales order.

Review the following considerations when you copy a sales order:

- If you enter a new sales order with taxed prices by copying an original sales order that also has taxed prices, the system copies the non-taxed prices and the taxed prices from the original sales order.

The system sets the taxed price override flag in the Sales Order Detail Tax table (F4211TX) to indicate that the taxed prices on the line are overridden.

- If you enter a sales order that includes taxed prices by copying an original order that does not include taxed prices, the system copies the non-taxed prices from the original sales order. The system calculates taxed prices based on non-taxed prices.

The system sets the price override flag in the Sales Order Detail table (F4211) to indicate that the prices on the line are overridden.

### 7.3.4.7 Entering Kit and Configured Items

If the sales order uses taxed prices on kit and configured items, the system uses the prices that were calculated for the parent item based on the pricing method of the parent item and calculates taxed prices for kit and configured parent items.

For kit components, the system calculates the taxed unit price but not the taxed extended price. For configured components, the system calculates the taxed unit price and unit tax amount when pricing method is set to 4; for all other pricing methods, the system does not calculate taxed prices and tax amounts. For kit and configured parents and configured X Rule lines, the system calculates the taxed unit price, taxed extended price, unit tax amount and extended tax amount.

When you enter a kit component sales order line, the system marks it as taxable if a taxable kit parent contains a kit component that is not taxable. Even if the nontaxable kit component is shipped separately from the parent, the system still changes the kit component to taxable.

#### **7.3.4.8 Entering Transfer and Intercompany Orders**

The system calculates cost driven by price using non-taxed prices.

#### **7.3.4.9 Entering Blanket Orders**

Entering a blanket order is similar to entering a regular sales order. You have the option to enter the blanket order with taxed prices.

#### **7.3.4.10 Credit Order from History**

When you create a credit order from history, you can specify whether to select taxed or non-taxed sales orders in the Sales Ledger Inquiry program (P42025). The system retrieves the original sales order information from the Sales Order Detail Ledger (F42199) and Sales Order Detail Ledger Tax (F42199TX) tables.

Review the following considerations when entering a credit order from history:

- If the original sales order is a taxed order, then the system retrieves the value in the Use Taxed Prices check box from the original sales order and creates the credit order with taxed prices. You can override the value in the Use Taxed Prices check box on the credit order.
- If you select multiple orders to create a credit order, the system uses the value in the Use Taxed Prices check box on the first selected original sales order as the value for the credit order.
- If the credit order uses taxed prices and the original sales order also uses taxed prices, then the system uses taxed prices from the original sales order in the credit order.

The system sets the taxed price override flag in the Sales Order Detail Tax table (F4211TX) to indicate that the taxed prices on the line are overridden.

- If the credit order uses taxed prices and the original sales order does not use taxed prices, then the system uses the non-taxed prices from original sales order to calculate the taxed prices in the credit order.

The system sets the price override flag in the Sales Order Detail table (F4211).

- If the credit order does not use taxed prices and the original sales order uses taxed prices, then the system ignores taxed prices from original sales order. Instead, the system uses the non-taxed prices from original sales order in the credit order.

The system sets the price override flag in the F4211 table.

If you enter a credit order from history that has taxed prices but the original order does not have taxed prices, the system reviews a processing option in the Sales Ledger program that specifies if the system uses the invoice date from the original sales order on the new sales order. If the processing option is set to use the invoice date, the system assigns the internal tax date from the invoice date of the original sales order. If the processing option is not set to use the invoice date, the system uses the date from advanced preferences or the requested date.

### 7.3.4.11 Vertex Quantum (Q Series) Sales and Use Tax

If you use the Vertex Quantum (Q Series) Sales and Use Tax product, you cannot use taxed prices. Vertex calculates tax amounts and the system only calculates two decimal places on the tax amounts.

Therefore, the system issues an error on the form header and on grid lines if you enter a Vertex GeoCode value in the Tax Rate/Area field when the Use Taxed Prices check box is selected.

## 7.3.5 Prerequisites

Before you complete the tasks in this section, you must:

- Select the Enable Sales Taxed Prices constant to set up the system for taxed prices.
- Specify that customers use taxed prices.

## 7.3.6 Form Used to Work with Taxed Prices in the Sales Order Entry Program (P42101)

Form Name	Form ID	Navigation	Usage
Enter New Order	W42101D	Sales Order Processing (G4211), Create Sales Order - Header First	Set up taxed prices for sales orders.

## 7.3.7 Setting Up Taxed Prices for Sales Orders

Access the Enter New Order form.

### Use Taxed Prices

This check box in the sales order header specifies whether the system enables taxed prices for the entire sales order. The system displays this check box only if the Enable Sales Taxed Prices check box is selected in the Branch/Plant Constants program (P41001).

When you enter a value in the Sold To, Ship To, or Branch Plant fields in the header of the sales order, the system retrieves the default Use Taxed Prices check box value from the Customer Master program (P03013).

You have the option to deselect the Use Taxed Prices check box. If you deselect the check box, the system displays only the current price fields. The system does not calculate or store taxed prices and amounts.

However, you cannot change the status of this check box after you enter a line in the sales order or after you save the sales order. If you access a sales order to update or add a line, you cannot change the value in this check box.

### Taxed Unit Price

The system calculates and displays the total price based on the unit price plus the unit tax amount to be charged for one unit of the item. The system calculates this value based on the tax rate area, tax explanation code and sales taxable values for the item.

Instead of allowing the system to calculate this value in this field, you can enter a value. The system uses this value to calculate the unit price, extended price, taxed extended price, unit tax amount, and extended tax amount.

### **Taxed Extended Price**

The system calculates and displays the number of units multiplied by the taxed unit price.

For sales orders with taxed prices, the system does not calculate the extended price by multiplying the unit price by the shipped quantity. Instead, the system multiplies the taxed unit price by the shipped quantity to get the taxed extended price. The system uses the existing tax calculation logic to calculate the extended price.

Instead of allowing the system to calculate this value, you can enter a value in this field. The system uses the value that you enter to calculate the unit price, extended price, taxed unit price, unit tax amount, and extended tax amount.

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**Note:** The value in this field includes only the shippable quantity, which may not be the entire order quantity.

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### **Unit Tax Amount**

The system calculates and displays the tax amount for one unit. This value is the total of the VAT, use, and sales taxes.

This field is read-only.

### **Extended Tax Amount**

The system calculates and displays the tax amount for shippable units on the line. This value is the total of the VAT, use, and sales taxes.

This field is read-only.

If you enter a sales order that has a foreign currency, the system displays the Foreign Taxed Unit Price, Foreign Taxed Extended Price, Foreign Unit Tax Amount, and the Foreign Extended Tax Amount fields.

Based on the setting in the Taxable field of the detail grid, a line item on a sales order may not be taxable on a sales order that uses taxed prices. If that is the case, the value in the Taxed Unit Price field equals the value in the Unit Price field and the value in the Taxed Extended Price equals the value in the Extended Price field. The system sets the current prices to their taxed equivalents and the values in the Unit Tax Amount and Extended Tax Amount fields are zero.

If you enter values in any equals enabled price fields in the grid, then the system sets all other price fields to zero, before the tax calculations. If you do not enter any price in the grid, the system calculates values in the following sequence:

1. Unit price.
2. Taxed unit price and unit tax amount, using the existing tax calculation logic.
3. Taxed extended price.
4. Extended price and extended tax amount, using the existing tax calculation logic.

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**Note:** The process to use taxed prices for sales orders is the same in both the Sales Order Entry program (P42101) and the Sales Order Entry program (P4210).

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## **7.3.8 Reviewing Taxed Prices on a Summarized Sales Order Header**

Access the Order Summary tab of the Enter New Order form.

If you select Summarize Order on the Enter New Order form and select the Order Summary tab, the system displays the Taxable Amount and Tax Rate fields.

## 7.4 Updating and Copying Sales Order Information

This section provides overviews of the process to update header information to the detail form, copying sales orders, and repricing, lists a prerequisite, and discusses how to:

- Update header information.
- Copy sales orders.
- Set processing options for the Order and Basket Level Repricing program (R42750).

### 7.4.1 Understanding the Process to Update Header Information to the Detail Form

After you enter the initial information on a sales order, you might update the header information. Most of the header information consists of default values from the customer master record and the address book master record, such as tax code and area, shipping address, and freight information. You can override this information when you enter an order or when you revise an order. If you must change header information after you enter an order, you can ensure that changes to the header information are reflected in the detail information by updating the header information to the sales order detail.

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**Note:** If you have set the Status Code Limit for Changes processing option on the Process tab in the P4210 program, the system propagates header changes only to detail lines that are not at the defined status.

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To automatically load header changes to detail lines, you must set the Update Header to Detail processing option on the Defaults tab in the P4210 program to the automatically update setting. If this processing option is set for manual update, you must use the Populate selection from the Form menu on the Sales Order Header form to manually initiate the update to the detail lines. If the processing option is set to manual update and you do not select the Populate selection, the system does not update the changes to the header fields in the lines of the order.

Use the Define selection from the Form menu on the Sales Order Header form to review and revise selected header fields on the sales order and to update the detail lines when you make header changes. The system updates the selected header fields regardless of whether you are in auto or manual update mode. Because the system stores the list of selected header fields in a UDC table, you must use this selection from the Form menu only when you want to change those header fields that are selected for update.

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**Note:** When you make changes to the header fields Sold To and Customer PO, the system always propagates the changes to the detail lines regardless of how you set the processing options.

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### 7.4.2 Understanding Copying Sales Orders

Frequently, a customer might order the same or similar items and quantities on a repeated basis. To avoid having to reenter all of the details each time the customer

places a similar order, you can streamline sales order entry by copying both header and detail information and adding the information to a new sales order. Or to send the same order to another ship-to address or invoice another sold-to address, you can copy only the detail information and change the ship-to or sold-to information.

Depending on how you set the processing options, this information can differ between the original and the duplicate sales order:

- Document type
- Beginning status code

The order number for the duplicate sales order is always different from the original order.

You can copy item information to sales orders from any version of the P4210 program. For example, you can set up the duplication processing options for the Blanket Order version so that when you copy order and line information from a blanket order, the system creates a new sales order.

### 7.4.3 Understanding Repricing

You can set up adjustments to reprice sales orders. You reprice sales orders to:

- Allow additional discounts or markups on groups of items.
- Give different pricing to special items or customers.
- Give global discounts based on the total quantity, weight, or amount of items within a product family.

You set up repricing based on the amount of the order, weight of the items, or total quantity of all items in an order. In the definition for each adjustment, you must specify whether to use the adjustment for basket or order repricing.

You reprice the order using these methods:

- Reprice after inquiring on an order.
- Reprice at basket or order level.
- Reprice automatically.

You can repeatedly reprice an order line. You must set the reprice processing options in the Order and Basket Level Pricing program (R42750) to enable order detail lines to be repeatedly repriced. You define the version of the R42750 program that the system uses in the processing options of the P4210 program.

The Re-Price From Scratch processing option enables the system to delete all existing price adjustments before reapplying price adjustments for each sales order detail line. If you set this processing option to **1**, the system deletes all order and basket level adjustments before the system reprices the lines. If you leave this processing option blank, the system does not remove the basket and order level adjustments and may duplicate price adjustments on the detail line. If you set the Re-Price From Scratch processing option to **1**, you must also set the Repeat Reprice processing option to **1**. Setting these processing options ensures that the system can reprice a detail line multiple times and deletes all adjustments each time before reapplying pricing.

See "Working with Repricing" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.



### 7.4.3.1 Taxed Prices in the Order and Basket Level Pricing Report (R42750)

If you use taxed prices and access the Order and Basket Level Pricing report (R42750), the system performs the following actions:

1. For sales order lines with taxed prices that do not have a price override, it applies basket adjustments to the price and calculates and updates the tax amounts and taxed prices to the sales order line.
2. For sales order lines with taxed prices that have a price override, it excludes the sales order line from the basket and order level repricing.
3. When the system adds an additional order level adjustment line to a sales order with taxed prices and the line type is set up to apply taxes, it calculates the tax for the line using the internal tax date of the current sale order.
4. When the system adds an additional order level adjustment line to a sales order with taxed prices and the line type is not set up to apply taxes, it enters zero as the tax for the order level adjustment line.

See [Taxed Prices](#)

### 7.4.3.2 Record Reservation

The JD Edwards EnterpriseOne software provides record reservation capability within the Order and Basket Level Pricing program (R42750). Record reservation helps to ensure the integrity of the data and prevent data loss. To avoid simultaneous processing of the same records, the system reserves (locks) records for processing by any other program. Thus, the system does not allow you to edit a record that has been locked by a different user or application.

When a program that uses record reservation is interrupted, orphaned reservation records might remain in the Business Object Reservation table (F00095). This can occur, for example, when technicians are working with a server, or when a workstation shuts down without warning. If an interruption stops one of the programs in the Order and Basket Level Pricing program (R42750) before it releases the reservations that it creates, you cannot update the records until the orphaned reservations are removed.

You can use the Remove Business Object Reservation program (P00095) to release unwanted record reservations. This program stores reservation information in the Business Object Reservation table (F00095).

## 7.4.4 Prerequisite

Verify that you have activated the duplication processing options for the P4210 program for new document types or statuses.

## 7.4.5 Form Used to Update and Copy Sales Order Information

Form Name	Form ID	Navigation	Usage
Work With Sales Order Headers	W4210H	Sales Order Processing (G4211), Enter Orders Header	Update header information. Copy sales orders.

## 7.4.6 Updating Header Information

Access the Work With Sales Order Headers form.

1. Select an order, and then click Select.

2. Click Header to Detail and then Define on the Form menu on the Sales Order Header form. Review and revise which header fields are selected for update.
3. Select the fields to update to the detail form on the Define Header Columns to Detail Table form, and click OK.
4. Click OK on the Sales Order Header form if the Sales Order Entry processing option is set for automatic header to detail update. If the processing option is set for manual update, click Populate to manually update the detail lines with the header changes.

### 7.4.7 Copying Sales Orders

Access the Work With Sales Order Headers form.

1. Select the sales order to copy, and click Copy.
2. Review the fields that are automatically populated and make any necessary changes on the Sales Order Detail Revisions form.
3. Enter any additional information for the order, and then click OK.

The system does not save the new order until you click OK.

### 7.4.8 Setting Processing Options for the Order and Basket Level Repricing Program (R42750)

Use these processing options to set record selection and default values and to define how the system processes data.

#### 7.4.8.1 Record Selection

This process option determines the next status code on the sales order.

##### 1. Next Status

Specify a next status value from UDC 40/AT that the system uses to select sales orders for repricing. If you leave this processing option blank, the system reprices all sales orders.

#### 7.4.8.2 Default Values

Use these processing options to specify the default values for the next status code and version of the Sales Order Entry program (P4210).

##### 1. Override Next Status

Specify the default next-status value from UDC 40/AT. The system uses this status to update the sales order detail line that is created for order-level adjustments.

##### 2. Sales Order Entry Version (P4210)

Specify the version of the Sales Order Entry program (P4210) that the system uses to update the Sales Order Detail File table (F4211). The system uses the processing options of this version when it processes sales order detail lines in this program.

If you leave this processing option blank, the system uses version ZJDE0001.

#### 7.4.8.3 Update Options

Use these processing options to specify how the system updates sales orders.

**1. Repeat Re-Price**

Specify whether to process a sales order detail line through order and basket level pricing multiple times. Values are:

Blank: The system awards basket and order level adjustments only the first time you run the program.

1: The system awards basket and order level adjustments each time you run the program.

The Re-Price From Scratch processing option works with this processing option. If you want to reprice from scratch, you must set this processing option to 1.

**2. Extended Term Preference**

Specify whether to process the extended term preference for simple baskets. If an extended term preference is valid for a sales order and this processing option is 1, the system applies the extended term preference to the extended term of the sales order. If you manually enter the payment terms during sales order entry, the system does not replace the payment terms for the sales order line with an extended terms preference value.

**3. Extended Term Payment Comparison**

Specify whether to replace the payment terms on a sales order line with an extended terms preference value. Values are:

Blank: The system selects a payment terms code with a greater discount percent. For example, if the payment terms discount is **2% 10, Net 30 Days**, the system replaces only the discount with a payment terms code with a discount greater than 2 percent.

1: The system selects a payments terms code with the greater amount of discount days. For example, if the payment terms discount is **2% 10, Net 30 Days**, the system replaces the discount with a payment terms code with discount days that are greater than 10 days.

2: The system selects a payment terms code with the greater net days to pay. For example, if the payment terms discount is **2% 10, Net 30 Days**, the system replaces the discount with a payment terms code wherein net days to pay is greater than 30 days.

If you manually enter the payment terms during sales order entry, the system does not replace the payment terms for the sales order line with an extended terms preference value, regardless of the selection method.

**7.4.8.4 Process**

Use these processing options to determine how the system processes existing price adjustments and free goods.

**1. Re-Price From Scratch**

Specify whether the system removes existing price adjustments before it reapplies price adjustments to a sales order detail line. For example, if you set this option to 1, the system reprices a line after any existing basket and order-level adjustments are removed. The system then reevaluates the sales order detail lines for any basket and order-level adjustment eligibility. Values are:

Blank: Do not remove existing basket and order-level adjustments. The system might award additional adjustments to the sales order detail lines.

1: Remove existing basket and order-level adjustments. Reprice the sales order detail lines. If you set this option to 1, you must also set the Repeat Re-Price processing option on the Update Options tab to 1.

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**Caution:** If you leave this processing option blank, but set the Repeat Re-Price option to **1**, the system might award the same basket adjustment multiple times to the same detail line, or the same order-level adjustment multiple times.

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## **2. Preserve Free Goods**

Specify whether the system retains free goods on sales orders. Values are:

Blank: The system cancels existing free goods and adds new ones, if applicable.

1: The system retains existing free goods, and does not add new free goods.

## **7.5 Entering Sales Orders with Templates**

This section provides an overview of the use of templates with order processing, lists prerequisites, and discusses how to enter a sales order using a template.

### **7.5.1 Understanding the Use of Templates with Order Processing**

You can use templates to enable speed order processing by displaying a customer's most frequently ordered items. A template is a system-generated list based on the past orders of customers. Using templates reduces errors and redundant data entry.

You can set up a default template that you can use for any customer, set up customer-specific templates, and select from any available template that is set up on the system. The processing options for the P4210 program enable you to specify a default template to use or whether to retrieve the template based on the sold-to or ship-to address from the customer's billing instructions. The system displays the Order Template form when you enter the sales order using the P4210 program. If the customer has a template set up, the system retrieves and displays that template during order entry. If the customer does not have a template, the system displays the default template.

You can complete order information using templates in this way:

- Copy all items and quantities on the template.
- Change item and quantity information on a line-by-line basis.
- Do not provide quantity information for those items that you do not want to add to the sales order.

### **7.5.2 Prerequisites**

Before you complete the tasks in this section:

- Verify that the processing options for the P4210 program are set to permit order template processing.
- Verify that standard and customer templates are set up for the system.

### 7.5.3 Forms Used to Enter Sales Orders with Templates

Form Name	Form ID	Navigation	Usage
Customer Service Inquiry	W4210E	Sales Order Processing (G4211), Sales Order Detail	Review and select sales order detail records.
Sales Order Detail Revisions	W4210A	Click Add on the Customer Service Inquiry form.	Enter sales orders using templates.
Order Templates	W40215A	Enter the sales order, and click OK on the Sales Order Detail Revisions form.	Enter quantity information for items on the template.
Work With Available Order Templates	W4015A	Select Available Template from the Form menu on the Order Templates form.	Select an order template.

### 7.5.4 Entering Sales Orders Using Templates

Access the Order Templates form.

Enter the order quantity for each item on the template. Click Preload with Usual to populate the Quantity Ordered field with the amount from the Usual Quantity field for each item.

You can use a different template for the sales order by selecting the Available Template option on the Form menu.

## 7.6 Entering Substitute, Associated, and Promotional Items

This section provides an overview of substitute, associated, and promotional items, lists prerequisites, and discusses how to enter substitute, associated, and promotional items.

### 7.6.1 Understanding Substitute, Associated, and Promotional Items

If only part of the quantity for an item is available, you can use a substitute item to provide the quantity that you must complete an order. For example, a customer orders a standard bike chain, but you find that bike chains are backordered. You can specify a substitute item, such as an equivalent bike chain from another manufacturer, to fill the order.

Substituting an item on a sales order cancels any quantities that are backordered for the original item. After you add a substitute item, the original order line displays a **Canceled by Substitution** status, and the new order line displays a **Sold as a Substitute** status. Order lines display the split between the original and the substituted items. Use substitutions to replace obsolete items on a sales order if the item and a replacement are set up within the Item Cross Reference File table (F4104).

You can use associated items to sell additional items to the customer that complement what the customer originally ordered. If the company sells items in association with each other, you can set up the system to prompt you before adding the associated items to the order. For example, you can associate a tire pump with a tire repair kit. When you enter the item number for tire pump on a sales order, the system displays a

check mark in the row header and column to indicate that associated items exist. If you want to add the associated item, such as the tire repair kit, the system adds the order detail line to the sales order.

You can use promotional items to market a new item, reduce inventory, or increase sales. Examples of promotional items include:

- A regular item with a coupon.
- A larger item, such as ten percent additional quantity for free.
- An item with an additional item in the same package.

You specify prices for new items according to the price indicators that you assign using cross-reference information. You can establish only one promotional item for an item at a time. For promotional items, the system automatically replaces the original item with the promotional item and cancels the original item order line.

You activate the system to check for substitutions, and for associated, replacement, and promotional items in the cross-reference processing options for the P4210 program.

You can set up substitute or complimentary items during sales order entry by selecting Item XRef from the Form menu in the Substitute/Complimentary Items program (P42260). You can specify that the system offer the best or lowest price. This price is the lowest price after applicable promotions or discounts. The best price can also be the price of the original item or the price of the substitute item.

After you enter a detail line, the system indicates additional information processing. For substitute and complimentary items, the system displays a check mark in the row header and column and displays a warning. For promotional items, the replacement is automatic.

## 7.6.2 Prerequisites

Before you complete the tasks in this section, verify that:

- Cross-reference processing options are set in the P4210 program to display item cross-reference information for substitute, associated, replacement, and promotional items.
- You have activated availability checking in the P4210 program processing options.
- The customer accepts substitute items in their Customer Billing Instructions record.

## 7.6.3 Forms Used to Enter Substitute, Associated, and Promotional Items

Form Name	Form ID	Navigation	Usage
Work With Sales Order Headers	W4210H	Sales Order Processing (G4211), Enter Orders Header	Review and select sales order header records.
Sales Order Header	W4210G	Click Add on the Work With Sales Order Headers form.	Add and revise sales order header information.
Sales Order Detail Revisions	W4210A	Click OK on the Sales Order Header form.	Add and revise item information in the detail portion of the form.

Form Name	Form ID	Navigation	Usage
Substitute/Complimentary Items	W42260A	Select an item and select Subst/Compl Items (Substitute/Complimentary Items) from the Row menu, on the Sales Order Detail Revisions form.	Enter substitute, associated, and promotional items.

## 7.6.4 Entering Substitute, Associated, and Promotional Items

Access the Substitute/Complimentary Items form.

Search for the substitute, associated, or promotional item, select the item, and then click OK to add the item to the sales order.

### Cross Reference Type

Enter a value from UDC 41/DT that identifies the type of cross-reference that is set up for this customer. Examples of cross-reference types include:

**A:** Associated products

**S:** Substitutes

**R:** Replacements

**SP:** Sales promotional items

### Use Backordered Quantity

Select to specify the backordered quantity for a substitute item. For example, if a customer orders 50 red bikes but only 25 are available, 25 red bikes are then backordered. If the customer wants to order 50 blue bikes instead of the 50 red bikes, do not select this option. Instead, select the Use Original Quantity option. However, if the customer wants to order 25 red bikes and 25 blue bikes, select this option. The backordered quantity of 25 would be used on the order line for the blue bikes.

### Use Original Quantity

Select to specify that the system uses the original quantity for a substitute item. For example, if a customer orders 50 red bikes but only 25 are available, 25 red bikes are then backordered. If the customer wants to order 50 blue bikes instead of the 50 red bikes, select this option. The system applies the original quantity of 50 to the order line for the blue bikes.

However, if the customer wants to order 25 red bikes and 25 blue bikes, select the Use Backordered Quantity option.

If you use taxed prices for sales orders, the system disables the Unit Price field on the Substitute/Complimentary Items form.

See [Taxed Prices](#)

## 7.7 Using Customer Segment Based Selling

This section provides an overview of how to use customer segment based selling on sales orders, lists prerequisites, and discusses how to add customer buying segment items to sales orders.

### 7.7.1 Understanding How to Use Customer Segment Based Selling on Sales Orders

Customer segment based selling is a technique that enables you to group customers into buying segments based on the customers' buying habits. Buying segments are UDCs (42B/BS) that represent groups of similar products, and you assign buying segment codes to the customers. By grouping customers who buy similar products into buying segments, you can potentially increase sales by suggesting items during sales order entry that other customers in the same segment have purchased.

The Customer Segment Items program (P42440) enables you to review a list of items that customers who belong to the same buying segment have purchased. While you are entering a sales order for a customer, you also can specify a quantity.

You can access the Customer Segment Items program in two ways:

- If you have set the appropriate processing options in the P4210 program, the system automatically displays the Customer Segment Items form when you finish adding the sales order.
- If you have set the appropriate processing options in the P4210 program, you can select the options for customer segment items while adding the sales order.

### 7.7.2 Prerequisites

Activate the appropriate processing option of the Versions tab in the P4210 program for customer segment based selling. A processing option is available for customer segment based selling on the Process tab in the P4210 program.

### 7.7.3 Form Used to Add Customer Buying Segment Items to Sales Orders

Form Name	Form ID	Navigation	Usage
Customer Segment Items	W42440A	Sales Order Processing (G4211), Sales Order Detail  Find the order number on the Customer Service Inquiry form, and select Order, SO Detail Revision from the Row menu.  Select Customer Seg Items (customer segment items) from the Form menu on the Sales Order Detail Revisions form.	Add customer buying segment items to sales orders.

### 7.7.4 Adding Customer Buying Segment Items to Sales Orders

Access the Customer Segment Items form.

#### Quantity Ordered

Specify the quantity for each item to attach to the sales order.

#### Manual Entry

Specify whether the system adds the item to the Customer Segment Items table (F42440).



## 7.8 Creating Volume-Based Upselling Prices

This section provides an overview of volume-based upselling, lists prerequisites, and lists the forms used to create volume-based upselling prices.

### 7.8.1 Understanding Volume-Based Upselling

If you want to recommend that customers purchase a larger quantity to receive a lower price, you can specify adjustments and a percentage tolerance that determine when the system issues a notification that an order line qualifies for an upsell notification.

To activate upselling notifications, you must enter a tolerance percentage in the Alert for Volume Based Up-Sell within Tolerance processing option on the Volume UpSell tab in the P4210 program. This tolerance percentage specifies how sensitive the system is when issuing the notification. The system checks for upsell opportunities by increasing the quantity that is ordered on the sales order line by the upsell percentage that you specify, and then determines whether another quantity break is achieved using the increased quantity.

For example, assume an upsell adjustment has a quantity break specified for 10 each (EA) with the tolerance percentage set to 15 percent. If you enter a qualifying order for 9 EA, the system displays the upsell alert because 9 EA increased by 15 percent equals 10.35 EA, which qualifies for the next level break on the adjustment. In this case, if you set the tolerance percentage to 10 percent, the system does not display the upsell alert, because 9 EA increased by 10 percent equals 9.9 EA. In this example, you use this calculation:

$(\text{Quantity Ordered} \times \text{Tolerance percent}) + \text{Quantity Ordered}$

$(9 \times 15 \text{ percent}) + 9 = 10.35$

The system uses the Price Adjustment Type table (F4071) to process volume-based upselling information.

#### 7.8.1.1 Creating Volume-Based Upselling Prices

When the system issues the volume-based upselling notification, you can view this information on the Adjustment Type Quantity Breaks form and create upselling prices for sales orders and price history. When you select a new level break, the system changes the quantity for that order line to the amount required for the new level break in sales order entry. Additionally, the system searches for new line-level price adjustments that were not applied during the initial order due to lack of quantity. If a sales order has several adjustments with opportunities for an upsell, the system displays a list of the adjustments, and the level breaks for the adjustment, if you select it.

### 7.8.2 Prerequisites

Before you complete the tasks in this section:

- Specify a percentage tolerance limit in the Alert for Volume Based Up-Sell within Tolerance processing option on the Volume UpSell tab in the P4210 program.
- Specify in the Price Adjustment Definition program (P4071) whether the adjustment is included in the search for upselling opportunities during order entry.

### 7.8.3 Forms Used to Create Volume-Based Upselling Prices

Form Name	Form ID	Navigation	Usage
Work With Sales Order Headers	W4210H	Sales Order Processing (G4211), Enter Orders Header	Review and select sales order header records.
Sales Order Header	W4210G	Click Add on the Work With Sales Order Headers form.	Add and revise sales order header information.
Sales Order Detail Revisions	W4210A	Click OK on the Sales Order Header form.	Add and revise item information in the detail portion of the form.
Adjustment Type Quantity Breaks	W40722E	Select a row, and then select Volume Based Upsell from the Row menu on the Sales Order Detail Revisions form.	Review and select the quantity break level to adjust the quantity and price of the item on the sales order detail line.  Click Close on the Adjustment Type Quantity Breaks form to populate the selected information on the Sales Order Detail Revisions form.

## 7.9 Generating the Audit Log and Approval Processing

This section provides overviews of the audit log and approval processing, lists prerequisites, and discusses how to review the audit log.

### 7.9.1 Understanding the Audit Log

The JD Edwards EnterpriseOne Sales Order Management system provides a method of reviewing and tracking manual changes that have been made to an order. Provided that you have activated the appropriate processing options, the system creates a revision for every manual change that you make to sales order information and enables you to review information about the changes when you access the Order Revision History program (P42420). You can review the revision number during order entry. The system creates a new revision number each time a user changes an order. You can access the Order Revision History program when you are working with these programs:

- Sales Order Entry (P4210).
- Shipment Confirmation (P4205).
- Held Order Release (P43070).
- Backorder Release (P42117).
- Sales Order Speed Status Update (P42040).

The Order Revision History program provides these types of information about an order:

- Revision number.

- Whether approval processing is required, and if so, the status of the order.
- Reason for the revision.
- Date and time when the revision was made.
- Who made the revision.
- Items that are on the order and associated item information.
- If you use taxed prices, the system displays either the domestic or foreign fields as read-only on the Order Revision History form:
  - Taxed Unit Price
  - Foreign Taxed Unit Price
  - Taxed Extended Price
  - Foreign Taxed Extended Price

The system also creates an audit log for the change. The system stores information about all changes in the Audit Log Transaction table (F42420). The audit log contains information such as the user ID of the person who made the change and a reason code that describes why the change was made, if you have set the processing option accordingly.

Although you can track changes for most of the customers, you may want to bypass the generation of the audit log for specific customers by setting the Bypass Audit Logging option on the Billing Information form.

## 7.9.2 Understanding Approval Processing

Approval processing is a workflow process that enables you to control whether manual changes to certain types of sales order information require approval. JD Edwards EnterpriseOne provides a default workflow process for sales order entry (JDESOCHNG), which you can customize to meet the business requirements.

You can activate approval processing through the Approval process required for Sales Order changes processing option in the P4210 program. However, to use approval processing, you must also activate the audit log.

When a user changes information for an existing sales order detail line, the system alerts the user in the P4210 program that the change must be approved before the order can be processed. The system uses the JDESOCHNG workflow process to:

1. Place the order on hold.
2. Send the approval request through the work center of the system to the person responsible as defined in the Order Hold Information program (P42090).
3. Write a record of the order in the Held Orders table (F4209).
4. Process the approval based on whether the change has been approved or rejected.
5. Record the approval processing information in the Audit Log Transaction table.

After the change has been accepted or rejected, the system continues using the workflow process to remove the order hold and notify the user who initiated the change with a message in the work center of the system that indicates whether the change was accepted or rejected.

You can require approvals for manual changes to these types of information:

- Transaction quantity

- Price
- Requested date
- Promised delivery date
- Payment terms

JD Edwards EnterpriseOne provides you with default code **AH** (Approval Hold), which is set up in UDC (42/HC), to use for approval processing. You can add other approval hold codes if you specify a special handling code of **1**. If you want to use the default code, **AH**, verify these settings in the Order Hold Information program:

- The person responsible for approvals.
- Code type of L (line basis).
- Limit type of A (amount).

If you must customize the workflow process, you must use the JD Edwards EnterpriseOne system Process Modeler tool.

See *JD Edwards EnterpriseOne Tools Workflow Tools Guide*.

### 7.9.3 Prerequisites

Before you complete the tasks in this section:

- Set the appropriate processing options on the Audit Log tab in the P4210 program.
- Set up UDC 42/HC for approval processing.
- Verify the Hold Order Constants if the approval code you use is **AH**.

### 7.9.4 Forms Used to Generate the Audit Log and Approval Processing

Form Name	Form ID	Navigation	Usage
Customer Service Inquiry	W4210E	Sales Order Processing (G4211), Sales Order Detail	Review and select sales order detail records.
Order Revision History	W42420B	Select an order, select Item from the Row menu, and then select Revision History on the Customer Service Inquiry form.	Review the audit log.

### 7.9.5 Reviewing the Audit Log

Access the Order Revision History form.

#### **Approved, Pending, Rejected, and No Approval Req. (no approval required)**

Select the codes that indicate the approval status for the sales orders that the system displays.

## 7.10 Entering Orders for Kits and Configured Items

This section provides overviews of kits, kit processing, and configured items, lists prerequisites, and discusses how to:

- Select kit components.

- Select configured item attributes.

## 7.10.1 Understanding Kits

You can enter sales orders for kits and configured items. A kit is a collection of inventory items, called components, that are associated with a description name, called a parent item. For example, you store several computer components, such as the monitor, hard drive, keyboard, and mouse. When you sell the items, you sell them collectively as a computer system.

When you enter a sales order for an item number that is a kit, the system displays the Kit Selection window automatically. You can review the preselected items and quantities that comprise the kit. You can also select any optional items to include on the sales order. The system backorders the entire kit if any of the components are backordered.

When you add a kit to a sales order, the system assigns a kit ID to all lines, including the parent. The system uses the kit ID as a sorting value to ensure that kit parents and components appear on documents, such as pick slips and invoices.

If you cancel a parent item, the system cancels the shippable quantity for component lines that are associated with that kit parent.

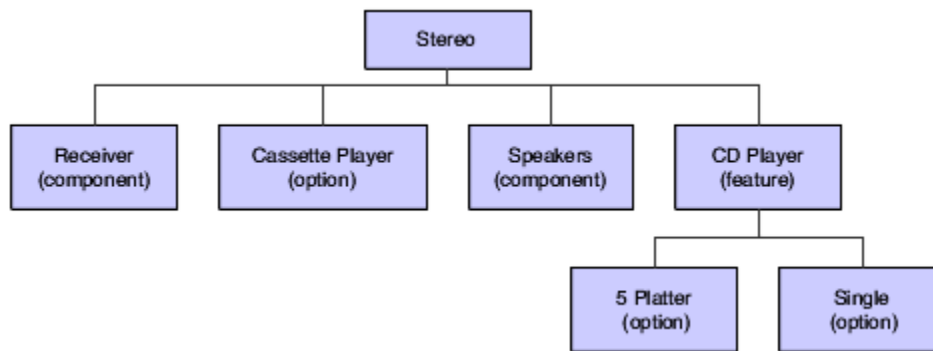
### 7.10.1.1 Kit Components

This table describes inventory items that typically comprise a kit:

Inventory Item	Description
Parent item	The assembled item. Generally, the system does not carry inventory for a parent item. You must set up a parent item in the Item Master and designate it with a stocking type of K for kit. The Item Master determines how the system calculates the price.
Components	The actual inventory items that are contained in the kit. You set up components in the Item Master as regular stock items.
Features and options	Additional items for the kit. Feature items have a stocking type of F (feature). The system recognizes feature items as second-level parent items because the system does not carry inventory for the feature items. You set up the actual inventory items in the bill of material.

### 7.10.1.2 Kit Example: Feature

Assume that a kit consists of a stereo, which is the parent item, and these components and options:

**Figure 7-1 Kit parent and component example**

Assume that a compact disk (CD) player is a feature in the kit. With a feature, you can select these options:

- Five-platter CD player.
- Single CD player.

### 7.10.1.3 Item Cross-Reference

You can perform item cross-reference checking for kit component items from the Kit Selection form. When an availability problem exists on a sales order, the system searches for the existence of a substitute item using the values set in the Cross Reference processing options of the Sales Order Entry program (P4210). The system provides visual notification that a substitute item exists by displaying a check mark within the grid. If you select the substitute item, the system cancels the portion of the original component line that you replaced or substituted. The system also provides visual notification for obsolete and use-up components by displaying a warning message.

You can access the Item Cross Reference form and search for substitutions or replacement items from the Kit Selection form. The system returns the quantity that you enter on the Item Cross Reference form to the sales order for the replacement item.

When you select a cross-reference item for a required component, the system assigns the required attributes to the new line and makes the original line available for deselection. Instead of canceling the remaining quantity of the original component item, you can select to not include the original component in the kit by deselecting the item. If a partial substitution occurs, the system processes the replacement items separately from the original items. You can review the revised kit components using the View Kit Components program (P420112). The P420112 program enables you to review the substituted items along with the standard components that were selected without re-exploding the kit bill of material.

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**Note:** The JD Edwards EnterpriseOne system does not support complimentary and promotional items for kit components.

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### 7.10.1.4 Blanket and Quote Orders

You can create blanket and quote orders for kit items, just as you do for a standard stocked item. The system displays the Kit Selection form during order entry to enable you to select the kit components for the blanket order.

When you release the kit from a blanket order, the system copies the selected components from the blanket to the sales order and does not display the Kit Selection

form. The system uses the processing options of the P4210 program to determine how to process single and multiple blanket orders during sales order entry. If you have multiple blanket orders that exist for a customer for a kit item, the system either prompts you to select the appropriate blanket order during sales order entry or selects the blanket order based on the cancel date. The system creates a separate detail line on the sales order for the quantity selected from each blanket order.

If you do not manually select or enable the system to automatically select the blanket order during sales order entry, the system displays the Kit Selection form. You must release the blanket order for the kit parent item and not the individual components. The system maintains the quantity open on the kit parent item only.

The system updates changes to the parent quantities on the blanket order. If you make changes to components during order release, the system does not update the original blanket or quote order.

#### **7.10.1.5 Pricing**

You can change quantity and price information for the parent item on kit orders. The system recalculates the price, and any price changes affect only the current order. You make permanent price changes in the base price records. You cannot change the price or exchange rate information on kits after a component has been processed individually.

The system processes detached adjustments at the kit parent level when you set the Kit/Configurator Pricing Method field in the Item Master table (F4101) to **1**, Total Components List Price, or **2**, List Price of Final Kit. When you set the Kit/Configurator Pricing Method field to **4**, Components Discounted Prices, the system processes detached adjustments at the individual component level.

#### **7.10.1.6 Work Orders for Kits**

If you create a work order for a kit during sales order entry, the parent item can be built and stocked in inventory after you process and complete the work order. When you process and complete the work order, the system subtracts the components from the on-hand quantity, then adds the parent item into on-hand quantity in inventory. This is the only time that a parent kit item is stocked in inventory.

See [Kit Work Order Processing](#).

See "Managing Work Order and Rate Schedule Information" in the JD Edwards EnterpriseOne Applications Shop Floor Management Implementation Guide.

#### **7.10.1.7 Kit Restrictions**

These preferences do not function with kit items:

- Print Message
- Product Allocation
- Inventory Commitment

You cannot enter kit information on a direct ship or transfer order. To enter an order for kits, use the regular sales order entry programs to process kits.

You cannot set up automatic freight calculations for the parent item. You must set up automatic freight calculations for each component for the system to calculate the appropriate charge.

## 7.10.2 Understanding Kit Processing

When you advance kits through the steps of the sales order process, you can manage kits from both a parent and component level. The system enables you to ship components individually, allocate components across locations or lots, release components from backorder individually, and invoice components separately from the parent.

You can process partial quantities of parents or components within the Shipment Confirmation (P4205) and Backorder Release (P42117) programs without losing kit integrity. The system balances the kit quantities when you process a parent as a whole, even when components have been processed individually. Quantity recommendations reflect the shipments of components during subsequent shipments of the parent item. The system rounds the quantities based on the setting in the Round to Whole Number field in the Item Master program.

The Kit Balance Window program (P42055) enables you to review, modify, and confirm the recommended quantities of components to satisfy the transaction of a kit parent. The Kit Balance Window form displays the current transaction information for the kit parent item in the header area for reference purposes. The grid area of the form includes the remaining quantities for each component. For reference purposes, the system also displays any components previously processed separately from the kit parent on a separate tab.

The P42055 program enables you to override the calculated recommended quantities for a component, if necessary. You can increase the component quantity up to the ordered quantity, but you cannot ship more than the ordered quantity. If you must ship additional components, you must enter a separate line on the sales order for the individual component item.

You can change quantity and price information for the parent item on kit orders during order entry. The system recalculates the price and applies the price to the current order. Any price changes made during order entry affect only the current order. You make permanent price changes in the base price records.

When you modify fields on the kit parent line item on the sales order, the system updates the current list of components depending on the statuses of the components items and whether the components have been processed individually. The system either uses data propagation logic or displays the Kit Selection form to update the changes to the component lines. Using data propagation logic enables the system to make the changes without displaying the Kit Selection form. To update the component items, the status of the parent item must allow you to change the kit fields.

- If components have not been processed individually and the statuses of all components allow changes, the system updates the fields on the sales order using the logic in the following table:

Field	Field Alias	Update Logic
Branch/Plant	MCU	Kit Selection form
PC 1 (Pricing Code 1)	UPC1	Data propagation
PC 2(Pricing Code 2)	UPC2	Data propagation
PC 3(Pricing Code 3)	UPC3	Data propagation
Promised Delivery Date	RSDJ	Kit Selection form
Promised Ship Date	PPDJ	Kit Selection form
Quantity Backordered	SOBK	Data propagation



Field	Field Alias	Update Logic
Quantity Canceled	SOCN	Data propagation
Quantity Ordered	UORG	Kit Selection form
Quantity Shipped	SOQS	Data propagation
Requested Date	DRQJ	Kit Selection form
Scheduled Pick Date	PDDJ	Kit Selection form
Ship To	SHAN	Data propagation
Tax Expl Code 1	TXA1	Data propagation
Tax Rate/ Area	EXR1	Data propagation
UOM (Transaction Unit of Measure)	UOM	Kit Selection form

For all of these fields except the pricing codes, the system copies the parent value to the component lines. When you change the Pricing Code fields on the parent, the change might cause the pricing to change on the components. However, the system does not copy the values in the Pricing Code fields to the component lines.

- If components have been processed individually or if the statuses of one or more components does not allow changes, the system updates the fields on the sales order using the logic in the following table:

Field	Field Alias	Update Logic
Branch/Plant	MCU	Changes are not allowed.
PC 1 (Pricing Code 1)	UPC1	Changes are not allowed.
PC 2(Pricing Code 2)	UPC2	Changes are not allowed.
PC 3(Pricing Code 3)	UPC3	Changes are not allowed.
Promised Delivery Date	RSDJ	Data propagation
Promised Ship Date	PPDJ	Data propagation
Quantity Backordered	SOBK	Changes are not allowed.
Quantity Canceled	SOCN	Changes are not allowed.
Quantity Ordered	UORG	Changes are not allowed.
Quantity Shipped	SOQS	Changes are not allowed.
Requested Date	DRQJ	Changes are not allowed.
Scheduled Pick Date	PDDJ	Data propagation
Ship To	SHAN	Data propagation
Tax Expl Code 1	TXA1	Data propagation
Tax Rate/ Area	EXR1	Data propagation
UOM (Transaction Unit of Measure)	UOM	Changes are not allowed.

### 7.10.2.1 Individually Processing Components

After a component has been processed individually from the kit parent, you cannot change the price and order quantity. A component is processed individually by

shipping a component, changing the quantity of a component in the Kit Balance Window form, and releasing a component from backorder.

You cannot change the order quantity for the parent if you have shipped a component item separately. To increase the order quantity, enter a new detail line. To reduce the order quantity, cancel the remainder of the kit or cancel partial quantities using the Shipment Confirmation program (P4205). You can also cancel the remaining quantity of an entire kit and the associated components using the Cancel Line option in the Row menu of the P4210 program.

You can update the cost for each component item using the Sales Order Batch Price/Cost Update program (R42950). You cannot change the price or exchange rate information on kits after a component has been processed individually.

### **7.10.2.2 Canceling Kits**

If you attempt to cancel a portion of the kit parent and quantities of one or more components have been previously processed, the system issues a warning. You should verify that you have invoiced any components that were processed individually before canceling the kit parent.

When you cancel a parent item, the component is invoiced at its unit price and the kit parent price is not evaluated. If the parent item is fully canceled in the P4205 program, the system does not display the Kit Balance Window form.

### **7.10.2.3 Kit Work Order Processing**

You must process the work order through the Work Order Processing program (R31410) to attach parts and routings. When you process the order through the R31410 program, the system validates that the value in the Line Type processing option on the Sales/Config tab is set up as a text line type. This line type must be set up as a text line type to avoid writing journal entries for costs of goods sold and inventory for the components at the time of sales update. This also ensures that the system does not subtract components again during shipment confirmation or sales update.

See "Managing Work Order and Rate Schedule Information" in the JD Edwards EnterpriseOne Applications Shop Floor Management Implementation Guide.

## **7.10.3 Understanding Configured Items**

In a manufacturing environment, a manufacturer assembles a large variety of end products from relatively few components. A configured item comprises different features that are requested by a customer. For example, if you manufacture and sell automobiles, you might offer the same automobile type with a variety of features and options, such as engine size or transmission type. When you set up a configured item, you define segments, which are the features and options, to represent characteristics of a configured item, such as an optional paint color or power type. You can also set up a configured subassembly within a configured item. For example, the configured item, automobile, contains a configured subassembly of the transmission.

### **7.10.3.1 Configured Item Orders**

You manage the manufacturing and production process with the sales to ensure that customer demand is being met. For example, if you manufacture and sell automobiles, you can offer the same automobile type with a variety of features and options.

You can use the JD Edwards EnterpriseOne Configurator system with the JD Edwards EnterpriseOne Sales Order Management system to sell items that:

- Are complex.

- Require routings that change based on features or options.
- Include features that are not compatible with other features.
- Require multiple work orders to define an assembly.

When you enter a sales order for a configured item, the JD Edwards EnterpriseOne Configurator system automatically prompts you to enter values for the segments of that configured item. A segment is a feature of a configured item, such as color, size, fabric, or power type. The system verifies each segment value against user-defined information, such as rules and UDC tables of choices. If the configuration is valid, the system processes the order.

After you enter a sales order and generate work orders for a configured item, use these programs in the JD Edwards EnterpriseOne Sales Order Management system to complete the sales order processing cycle:

- Print Pick Slips (R42050).
- Shipment Confirmation (P4205).
- Print Invoices (R42565).
- Sales Update (R42800).

See "Understanding Configured Item Sales Orders" in the JD Edwards EnterpriseOne Applications Configurator Implementation Guide.

See "Entering Orders for Configured Items" in the JD Edwards EnterpriseOne Applications Configurator Implementation Guide.

#### 7.10.4 Prerequisites

Before you complete the tasks in this section:

- Verify that kit items have been set up in inventory.  
See "Entering Kit Information" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.
- Verify that kit bills of material have been created.  
See "Setting Up Bills of Material" in the JD Edwards EnterpriseOne Applications Product Data Management Implementation Guide.
- Verify that configured items have been set up.  
See "Setting Up Configurator" in the JD Edwards EnterpriseOne Applications Configurator Implementation Guide.

#### 7.10.5 Forms Used to Enter Orders for Kits and Configured Items

Form Name	Form ID	Navigation	Usage
Customer Service Inquiry	W4210E	Sales Order Processing (G4211), Sales Order Detail	Review and select sales order detail records.

Form Name	Form ID	Navigation	Usage
Sales Order Detail Revisions	W4210A	Select a record on the Customer Service Inquiry form, and click OK.	Add and revise item information in the detail portion of the form.  Enter line default information in addition to item information when you do not enter sales order headers.
Kit Selection	W41351A	Enter an order for a kit item on the Sales Order Detail Revisions form.	Select kit components.
Configure Item {Item Number - Description}	W3210B	Daily Processing (G32), Sales Order Entry  Click Add on the Customer Service Inquiry form.  Enter an order for a configured item on the Sales Order Detail Revisions form and click OK.	Select configured item attributes.

### 7.10.6 Selecting Kit Components

Access the Kit Selection form.

Use the Select Components selection from the Row menu to select or deselect the component items that comprise the kit parent. You can also double-click in the attachment column to select component items.

#### **Qty Per (quantity per)**

Enter the number of components that are required to complete the kit parent item. The system calculates the initial quantity based on the bill of material for the kit parent.

### 7.10.7 Selecting Configured Item Attributes

Access the Configure Item form.

Enter the appropriate information in the Select Answer field for each attribute of the configured item.

See "Entering Orders for Configured Items" in the JD Edwards EnterpriseOne Applications Configurator Implementation Guide.

## 7.11 Processing Recurring Sales Orders

This section provides overviews of recurring sales orders and taxed prices in recurring sales orders and discusses how to:

- Set processing options for the Recurring Orders program (P4004Z).
- Create recurring sales orders.
- Enter recurring sales order information.

- Set processing options for the Recurring Orders Edit and Creation program (R40211Z).
- Process recurring orders.

### 7.11.1 Understanding Recurring Sales Orders

You streamline order entry by creating recurring orders using the Recurring Order Entry form. By creating recurring orders, you avoid manually reentering orders that are always the same. You can have the system automatically reenter an order on a weekly, monthly, or yearly basis.

You can define the frequency that the system uses to process orders in this way:

- If you specify a daily frequency (D), you can indicate which day of the week the system should process the order.
- If you specify a weekly (W) or monthly (M) frequency, the system calculates the future dates to process orders based on the next order date that you enter.

After you enter a recurring sales order, you must process the order through the Recurring Orders Edit and Creation program (R40211Z). The system edits the information that you enter and creates orders on the designated date. To ensure the integrity of the data, the system creates sales orders for recurring orders only after the editing process is complete.

Any of the orders that contain errors remain in the batch receiver tables as unprocessed. You must correct this information and then run the R40211Z program again.

### 7.11.2 Understanding Taxed Prices in Recurring Sales Orders

If you use taxed prices and access the Recurring Orders program (P4004Z), the system completes the following validations to determine whether to use taxed prices for sales orders:

1. The system accesses the Branch/Plant Constants program (P41001) to verify whether the Sales Taxed Prices constant is selected and, if it is, whether the system uses the ship to or sold to customer to determine if the sales order uses taxed prices.
2. After you enter the ship to or sold to customer on the Store and Forward Order Revisions form, the system retrieves the value in the Use Taxed Prices check box on the Customer Master program (P03013) to verify that the customer uses taxed prices.

See [Setting Up Taxed Prices for Sales Orders](#)

If the customer is set up to use taxed prices, the system selects the Use Taxed Prices check box on the Store and Forward Header Revisions form. You have the option of changing the status of the check box when you add or copy a sales order. You cannot change this check box after you enter a line on the sales order or process the sales order.

If a recurring sales order has taxed prices, the system displays either the domestic or foreign fields on the Store and Forward Order Revisions form:

- Taxed Unit Price  
You can enter a value in this field.
- Foreign Taxed Unit Price

You can enter a value in this field.

- Taxed Extended Price

You can enter a value in this field.

- Foreign Taxed Extended Price

You can enter a value in this field.

- Unit Tax Amount

This field is read-only.

- Foreign Unit Tax Amount

This field is read-only.

- Extended Tax Amount

This field is read-only.

- Foreign Extended Tax Amount

This field is read-only.

The system disables the Unit Price and Extended Price fields.

If a line on a sales order is not taxable on a sales order that uses taxed prices, the value in the Taxed Unit Price field equals the value in the Unit Price field and the value in the Taxed Extended Price field equals the value in the Extended Price field. The system sets the current prices to their taxed equivalents and sets the values in the Unit Tax Amount and Extended Tax Amount fields to zero.

#### 7.11.2.1 Taxed Prices in the Recurring Orders Edited Creation Report (R40211Z)

If you use taxed prices and access the Recurring Orders Edited Creation report (R40211Z), the system edits the information from the Recurring Order Header Tax (F4001ZTX) and Recurring Order Detail Tax (F4011ZTX) tables and updates the records in the Sales Order Header Tax (F4201TX) and Sales Order Detail Tax (F4211TX) tables. The system retrieves the value in the Use Taxed Prices check box from the F4001ZTX table. If the Enter "1" to override prices processing option is set to 1 in the Recurring Orders Edited Creation report and the recurring order has taxed prices, the system retrieves taxes prices from the F4001ZTX table. Otherwise, the system retrieves prices from the Item Base Price table (F4106).

If you use taxed prices, the system displays taxed prices on the report and includes a message that indicates that the prices include taxes.

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**Note:** You can run the Recurring Orders Edited Creation report to process two types of orders; recurring orders and pending mobile sales orders, based on the setting in the Orders to Process processing option. The system supports taxed prices for recurring orders only.

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### 7.11.3 Forms Used to Process Recurring Sales Orders

Form Name	Form ID	Navigation	Usage
Work With Store and Forward Order	W4004ZC	Additional Order Processes (G4212), Recurring Order Entry	Review store-and-forward sales orders.

Form Name	Form ID	Navigation	Usage
Store and Forward Order Revisions	W4004ZA	Click Add on the Work With Store and Forward Order form.	Create and revise recurring sales orders.
Recurring Order Information	W4004ZE	Select Recurring Order from the Form menu on the Store and Forward Order Revisions form.	Enter and revise recurring sales order information.

## 7.11.4 Setting Processing Options for the Recurring Orders Program (P4004Z)

Processing options enable you to specify the default values, versions, processing, and customer self-service information for the Recurring Orders program (P4004Z).

### 7.11.4.1 Defaults

These processing options specify the default values when the system creates new sales orders.

#### 1. Order Type

Enter a value from UDC 00/DT that identifies the type of document. Enter **S** for Sales Order Processing documents. This code indicates the origin of the transaction.

Document type codes are reserved for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program. (These entries are not self-balancing when you originally enter them.)

#### 2. Line Type

Enter a code to specify how the system processes lines on a transaction. Line types control the systems with which the transaction interacts, such as JD Edwards EnterpriseOne General Accounting, JD Edwards EnterpriseOne Job Cost, JD Edwards EnterpriseOne Accounts Payable, JD Edwards EnterpriseOne Accounts Receivable, and JD Edwards EnterpriseOne Inventory Management. Values are defined on the Line Type Constants Revisions form and include:

**S:** For stock item.

**J:** For job cost.

**N:** For nonstock item.

**D:** For direct ship item.

**F:** For freight.

**T:** For text information.

**M:** For miscellaneous charges and credits.

**W:** For work order.

#### 3. Beginning Status

Enter a code from UDC 40/AT that specifies the last step in the processing cycle that this order line has successfully completed.

#### 4. Override Next Status

Enter a code from UDC 40/AT that indicates the next step in the order flow of the line type.

## **5. Line Number Increment**

Enter a value to designate the incremental value to increment sales order detail lines.

### **7.11.4.2 Versions**

These processing options specify the version of programs that the system uses.

#### **1. Sales Order Entry Master Business Function (P4210)**

Enter a version of the Sales Order Entry program (P4210) to use to control how application and report business logic is processed.

#### **2. Batch Transaction Editor (R40211Z)**

Enter a version of the Batch Transaction Editor program (R40211Z) to use to create new sales orders.

#### **3. Order Templates (P4015W)**

Enter the version of the Order Templates program (P4015W) that the system uses when calling the Order Templates program from the Add Recurring Order form.

If you leave this processing option blank, the system uses version ZJDE0001.

### **7.11.4.3 Process**

These processing options specify how the system process recurring sales orders.

#### **1. Automatically submit the batch order to the Batch Transaction Editor**

Enter **1** to automatically submit the R40211Z program in subsystem mode or **2** to call the R40211Z program in online mode.

#### **2. Process in full or partial edit mode**

Enter **1** to process the R40211Z program in full edit mode or leave blank for partial editing.

### **7.11.4.4 Customer Self Service**

These processing options specify how the system processes recurring orders using customer self service.

#### **1. Customer Self-Service Functionality (CSS only)**

Enter **1** to activate Customer Self-Service functionality or leave blank to bypass Customer Self-Service functionality.

#### **2. Customer Self Service Address Structure Type (CSS only)**

Leave blank for the system to enable the user to select a value from the list of related address numbers that are specified in the user's address number record.

Enter a value from UDC 01/TS for the organizational structure type. The system enables the user to select from the list of addresses that are associated with the user's address number through the structure type. In the application, the user can select an address book number from a list of addresses that are associated with his own address book number. Such an address number is either defined as a related address in the user's address book record or associated with the user through the organizational structure type. The system uses the organizational structure type to recognize the relationship between the user's address book number and other address book numbers belonging to the user's organization.

#### **3. User address default (CSS only)**

Leave blank and the system enters the user ID in the sold-to header, or enter **1** and the system enters the user ID in the ship-to header.



**4. Allow override of Sold To and Ship To address (CSS only)**

Leave blank and the system does not allow overrides. Enter **1** to override the Sold To and Ship To fields in customer self-service mode at the header level.

**5. Customer Item Cross Reference Type (CSS only)**

Enter a value from UDC 41/DT that indicates the code with which the system searches cross-reference information using a customer item number.

Cross-references associate the internal item numbers with the customer's item numbers. You set up items in the Item Master table (F4101) and create the cross-reference information in the Item Cross Reference Revisions program (P4104).

**7.11.5 Creating Recurring Sales Orders**

Access the Store and Forward Order Revisions form.

Enter the standard sales order information.

See [Entering Sales Order Header and Detail Information](#).

**7.11.6 Entering Recurring Sales Order Information**

Access the Recurring Order Information form.

**Order Frequency**

Enter a value from UDC 40/OF that specifies how often the system regenerates the order.

**Next Order Date**

Enter the next date that the system processes the order.

**Suspend Date**

Enter the date on or after which the system no longer creates recurring orders for this order.

**Days of the Week**

Select the fields to restrict a recurring job to specific days of the week. When the system executes a recurring job and computes the next execution date, the system compares the resulting date to the selected days of the week. If the date does not correspond to the selected days of the week, the system adjusts accordingly for the next execution date.

**7.11.7 Setting Processing Options for the Recurring Orders Edit and Creation Program (R40211Z)**

Processing options enable you to specify the default processing and versions for the Recurring Orders Edit and Creation program (R40211Z).

**7.11.7.1 Process**

These processing options specify the processes that the system performs.

**1. Perform Availability Check and Kit Balancing**

Specify whether the system performs availability checking and kit balancing. Values are:

Blank: Do not perform availability checking or kit balancing.

**1:** Perform availability checking and kit balancing.

## **2. Override prices**

Specify whether the system allows prices to be overridden or uses the unit price in the F4106 table. Values are:

Blank: Use the unit prices in the F4106 table.

1: Allow prices to be overridden.

## **3. Orders to process**

Specify whether the system processes recurring orders or processes pending sales orders in disconnected mode. Values are:

Blank: Process recurring orders.

1: Process pending sales orders in disconnected mode.

### **7.11.7.2 Versions**

These processing options specify the versions that the system uses to create recurring orders.

#### **1. Version of Sales Order Entry**

Enter a version of the Sales Order Entry program (P4210) to use to control how application and report business logic is processed.

#### **2. Quote Order Version**

Enter a version of quote orders. If you leave this field blank, the system uses version ZJDE0003.

### **7.11.7.3 Configurator**

This processing option determines how the system processes configured items.

#### **Configured Item Inventory Split**

Specify the splitting options for configured items during the order creation process. Values are:

Blank: Disable splitting.

1: Enable a single split.

2: Enable multiple splits.

## **7.11.8 Processing Recurring Orders**

Select Additional Order Processes (G4212), Recurring Orders Edit and Creation.

## **7.12 Entering Sales Orders for Matrix Items**

This section provides an overview of entering sales orders for matrix items, lists a prerequisite, and discusses how to enter sales orders for matrix items.

### **7.12.1 Understanding Entering Sales Orders for Matrix Items**

In the Consumer Packaged Goods (CPG) industry, products often have several variations though they share the same basic properties. For example, inventory includes shirts and jackets. However, customers demand some variations in the attributes of these shirts, including style, size, sleeve length, and color. Each shirt comes in two different styles, button down and pullover. Additionally, each shirt is sized from small to extra large and comes in five different colors. However, the shirt

remains the same in its basic properties, such as requirements for storage conditions, shipping, and pricing.

### 7.12.2 Prerequisite

Before you complete this task section, verify that you have matrix items set up in inventory.

### 7.12.3 Forms Used to Enter Sales Orders for Matrix Items

Form Name	Form ID	Navigation	Usage
Matrix Order Entry	W41902A	Sales Order Processing (G4211), Sales Order Detail  Click Add on the Customer Service Inquiry form. Add a line for the matrix item, and click OK on the Sales Order Detail Revisions form. Select the row for each item being ordered and specify the quantity for each product variation on the Matrix Order Entry form.	Enter sales orders for matrix items.
Matrix Order Entry	W41902A	Sales Order Processing (G4211), Sales Order Detail  Search and select an order on the Customer Service Inquiry form. Select a detail line and select Matrix Order from the Row menu on the Sales Order Detail Revisions form.	Change an existing order, or add more items to an order.

### 7.12.4 Entering Sales Orders for Matrix Items

Access the Matrix Order Entry form.

Use the form to enter sales orders for a product with numerous variations.

The system changes the descriptions for the segment fields in the header section of the form based on the value you enter in the Item Number field on the Sales Order Detail Revisions form.

#### **Total**

Displays the quantity of all variations ordered for the matrix item.

#### **Quantity columns**

Enter the quantity requested for each variation of the matrix item.

**Total Quantity**

Displays the quantity ordered for each variation of the matrix item. The system sums the quantity entered for each row in the matrix.

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# Entering Sales Orders for Customer Service Representatives

This chapter contains the following topics:

- [Section 8.1, "Understanding Sales Order Entry for Customer Service Representatives"](#)
- [Section 8.2, "Prerequisites"](#)
- [Section 8.3, "Entering Sales Order Header and Detail Information"](#)
- [Section 8.4, "Copying Sales Orders"](#)
- [Section 8.5, "Entering Sales Orders with Templates"](#)
- [Section 8.6, "Entering Substitute, Associated, and Promotional Items"](#)
- [Section 8.7, "Activating Notifications for Volume-Based Upselling"](#)
- [Section 8.8, "Activating Subsystem Processing in Sales Order Entry"](#)
- [Section 8.9, "Promising Orders in Sales Order Entry"](#)
- [Section 8.10, "Generating the Audit Log and Approval Processing"](#)
- [Section 8.11, "Entering Orders for Kits and Configured Items"](#)

## 8.1 Understanding Sales Order Entry for Customer Service Representatives

Customer Service Representatives (CSR) typically must enter a high volume of sales orders quickly and efficiently. As an alternative to the standard order entry selections on the Sales Order Management menu (G4211), you can use additional menu selections for creating or updating several types of orders. These menu selections enable you to run the Sales Order Entry program (P42101) to enter or update orders with more flexibility and ease.

The fields and buttons are arranged to help expedite order entry and modification. You can click links and select options on the drop-down menus to quickly locate additional types of information that relate to sales orders, such as:

- Order holds
- Free goods
- Item availability
- Order summary

The two Sales Order Entry programs (P4210 and P42101) work to process sales order information. Both programs update the same tables in the system. You must create a version of the P4210 program that specifies how the system processes sales orders. You then enter this version of the P4210 program in the processing options of the P42101 program. When you create and modify sales orders using P42101, the system uses the information in the processing options of P42101, along with the information in the specified version of P4210, to process the sales order.

The following tasks, which are not documented in this chapter, can be completed using the P42101 program:

- Entering and releasing quote orders.
- Canceling order lines.
- Checking availability for order lines.
- Placing a hold on an order line.
- Reviewing order summary details.
- Creating direct ship orders.
- Using pricing hierarchies.
- Processing commission information.
- Working with customer buying segments.
- Calculating profit margins on an order.
- Adding media objects to an order.
- Interacting with the JD Edwards EnterpriseOne Advanced Pricing system, the JD Edwards EnterpriseOne Transportation Management system, and the JD Edwards EnterpriseOne Warehouse Management system.
- Processing customer set information.
- Assigning agreements to an order.
- Changing the price or cost of a detail line to zero.
- Overriding the address that is associated with the sold to or ship to customer number.
- Entering orders for matrix items.

If you create sales orders from the Daily Sales Force Automation Processing menu (G90CA01), you can use the menu selections for creating or updating orders on the Sales Order Management menu (G4211) to maintain and process those sales orders.

See [Entering Sales Orders](#).

## 8.2 Prerequisites

Before you complete the tasks in this section, verify that the processing options for P4210 are set up for entering sales orders.

See [Setting Processing Options for Sales Order Entry \(P4210\)](#).

**See Also:**

- [Entering Sales Orders.](#)
- [Alternate Tax Rate/Area Assignment for Sales Orders](#)
- [Entering Additional Orders.](#)
- [Holding, Releasing, and Reviewing Orders.](#)
- [Processing Sales Orders.](#)
- "Creating Quotes and Sales Orders for Opportunities" in the JD Edwards EnterpriseOne Applications Customer Relationship Management for Sales Implementation Guide.

## 8.3 Entering Sales Order Header and Detail Information

This section provides overviews of sales order header information, sales order detail information, and workflow processing during sales order entry and discusses how to:

- Set processing options for the Sales Order Entry program (P42101).
- Use real-time summarization in the Sales Order Entry program (P42101).
- Enter sales order header information.
- Enter sales order item information.
- Enter default line information.

### 8.3.1 Understanding Sales Order Header Information

You enter order header information on the Create Sales Order - Header First - Order Header Revisions form in the same way as on the Sales Order Header form. Types of information that you can enter on the sales order header include:

- Basic order information
- Tax and currency information
- Payment and freight information
- Partner and customer information
- Global Order Promising overrides

See [Entering Sales Order Header and Detail Information](#).

#### 8.3.1.1 Edit Full Header

Anytime during order entry, you can change the information in the order header. If you change header information after you enter an order, you can ensure that changes to the header information are reflected in the detail information by updating the header information to the sales order detail. You can use the Edit Full Header button to change order information in the header.

### 8.3.2 Understanding Sales Order Detail Information

After you add header information to a sales order, you add detail information about the items on the order, such as item identifiers, quantities, prices, and costs. You enter order detail information on the Create Sales Order - Header First - Enter New Order form in the same way as on the Sales Order Detail Revisions form.

See [Understanding Sales Order Detail Information](#).

### 8.3.3 Understanding Workflow Processing During Sales Order Entry

The system processes the order through order hold checking. After you click OK to accept the order, the system checks the processing options for hold codes and compares the order against the order hold information.

If you activate the JDESOENTRY workflow process, after the system puts an order on hold, an action message is sent to the person who is responsible for the hold code notifying that person that the current order is on hold. If the system does not put the order on hold, an action message is sent to the salesperson, as defined in the Commission Constant File table (F42004), with the sold-to number indicating that the order is being processed. You can view messages that are sent during the workflow process in the Work Center program (P012502).

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**Note:** The JDESOENTRY workflow process can affect performance. You cannot enter another order until the system has processed the previous order and terminated the workflow process.

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### 8.3.4 Forms Used to Enter Sales Order Information

Form Name	Form ID	Navigation	Usage
Order Header Revisions	W42101E	Sales Order Processing (G4211), Create Sales Order - Header First	Enter sales order header information.
Enter New Order	W42101D	Click Save and Close on the Order Header Revisions form. Sales Order Processing (G4211), Create Sales Order - Detail First	Enter sales order item information. Enter default line information.
Manage Existing Order	W42101C	Sales Order Processing (G4211), Update Sales Order - Header First Sales Order Processing (G4211), Update Sales Order - Detail First	Review order header and order detail records.
Sales Order Detail Summary	W4211SWA	Select the Grid Aggregate icon for the Quantity Ordered, Quantity Shipped, Quantity Backordered, or Quantity Canceled fields in the QBE line of the Manage Existing Order form.	Use real-time summarization in the Sales Order Entry program (P42101).



### 8.3.5 Setting Processing Options for the Sales Order Entry Program (P42101)

Processing options specify the default processing, versions, and inquiry values for the P42101 program.

The system disregards all processing options on the Display, Order Inquiry, Transfers, and Multiples tabs in the P4210 program when you use the P42101 program. The system also disregards these specific processing options in the P4210 program:

Tab	Option
Defaults	14. Customer Self Service Structure Type
	15. User ID Default (CSS only)
	16. Override Sold To and Ship To Header (CSS only)
	17. Override Carrier Number (CSS only)
Process	3. Display Header or Detail
	5. Display Before Accept Prompt
	9. Customer Self Service Functionality.

#### 8.3.5.1 Display

These processing options specify how to search for orders on the Customer Service Inquiry form.

##### 1. Display or Hide Cost Fields

Specify whether the system displays, protects, or hides cost fields. Values are:

Blank: The system displays cost fields on the form and the information can be overridden.

**1:** The system protects the Cost fields from change. If you protect the cost fields from changes, the costs are visible on the form but cannot be changed.

**2:** The system hides cost fields. If you hide the cost fields, the cost fields do not appear on the form. However, the system still writes cost information from the Item Cost Ledger table (F4105) to the Sales Order Detail table (F4211).

The system retrieves default cost information from the F4105 table.

##### 2. Display or Hide Price Fields

Specify whether the system displays, protects, or hides price fields. Values are:

Blank: Price fields appear on the form and the information can be overridden. You can override the information for this order only.

**1:** Price fields are protected from change. The system displays the unit and extended price on the form, but you cannot override the information.

**2:** Price fields are hidden. If you hide the price fields, the system still writes the price information to the table.

##### 3. Disable Pricing Related Fields

Specify whether the system disables pricing-related fields that affect the calculated price. Values are:

Blank: Pricing related fields remain visible and entry-enabled.

**1:** Pricing-related fields are visible, but you cannot override the information.

#### **4. Disable or Hide Status Codes**

Specify whether the system protects or hides status codes. Values are:

Blank: Enable status codes to be overridden for this order only. If you enter status codes, they must be set up as another enabled status code in the Order Activity Rules table (F40203) for the document type and line type combination. Additionally, the combination of the beginning status and the next status must be a valid last status/next status combination in the F40203 table.

**1:** Protect the status codes from change. If you protect the status codes from being changed, the system displays the current and next status on the form, but you cannot override the information.

**2:** Hide the status codes. If you hide the status codes, the last and next status codes do not appear. The system processes orders based on the current and next statuses that are set up in the Order Activity Rules.

#### **5. Hide Closed Detail Lines**

Specify whether the system displays active, closed, or canceled detail lines. During inquiry, you might want to review active order detail lines only. Values are:

Blank: Display all order detail lines that appear on the detail form.

**1:** Do not display lines with a status of 999 on the detail form. However, the record for the line still remains in the F4211 table or the Sales Order Detail - History table (F42119).

#### **6. Hide Credit Card Information**

Specify whether a user can access customer credit card information. Values are:

Blank: Access credit card information during order entry.

**1:** Prevent access to credit card information during order entry.

#### **7. Hide Freight and Carrier Information**

Specify whether the system displays freight and carrier information fields. You can standardize the freight and carrier information fields so that freight rate calculations are accurately calculated for the appropriate route, stop, and zone or that a preferred carrier is always responsible for delivering the item to a customer. Values are:

Blank: Freight and carrier information fields appear on the order detail form and can be overridden.

**1:** Freight and carrier information fields do not appear on the order detail form. The system processes orders based on the default information that is set up in the Customer Billing Instructions or the Item Master Information.

#### **8. Hide Commission Information**

Specify whether the system displays commission information. Values are:

Blank: Display commission information and override default information that affects the current order only.

**1:** Do not display commission information. Orders are processed based on the default information that is set up in the Sales Commission File table (F42005).

#### **9. Hide Kit Components**

Specify whether kit components appear on the Sales Order Detail Revisions form when you inquire on the order. Values are:

Blank: Display the parent item and selected features and options, when you inquire on the order.

1: Display only the parent line when you inquire on the order. However, the system writes the parent line and all component lines to the F4211 table.

### 8.3.5.2 Order Inquiry

These processing options specify how to search for orders on the Customer Service Inquiry form.

#### 1. From Status

Specify the current point in the order process.

You must specify a user-defined code (UDC) value from UDC 40/AT that has been set up in the Order Activity Rules table (F40203) based on the order type and the line type that you are using.

The combination of the beginning status and next status must be a valid last status/next status combination in the F40203 table.

During order inquiry, the system does not display orders that are not within the beginning and next status range.

#### 2. To Status

Specify the next step in the order process. You must enter a value from UDC 40/AT that has been set up in the Order Activity Rules table (F40203) based on the order type and the line type that you are using.

The combination of the beginning status and next status must be a valid last status/next status combination in the F40203 table.

During order inquiry, the system does not display orders that are not within the beginning and next status range.

#### 3. Search on Last or Next Status

Specify which status codes the system uses to select information to display on this form.

Blank: Display all orders with a Last status that falls within this range.

1: Display all orders with a Next status that falls within this range.

#### 4. Date Range

Specify the date value with which the system searches on orders. Values are:

1: Retrieve orders based on the order entry date.

2: Retrieve orders based on the promised ship date that is supplied during order entry.

3: Retrieve orders based on the original promised date that is supplied during order entry.

4: Retrieve orders based on the date that the order was confirmed for shipment. The system retrieves only those orders that have been processed through the Shipment Confirmation program (P4205).

5: Retrieve orders based on the date that the invoice was printed for the customer. The system retrieves only those orders that have been processed through the Print Invoice program (R42565).

6: Retrieve orders based on the date that you enter in the memo-only, Cancel Date field during order entry.

7: Retrieve orders based on the general ledger date. The system retrieves only those orders that have been processed through the Sales Update program (R42800).

8: Retrieve orders based on the date that is entered as the promised deliver date during order entry.

#### **5. Display Text Lines**

Specify whether the system displays text lines.

Text lines are order detail lines with a line type T, characterized by the code in the Order Line Type Revisions field that contains memo-only information. When you inquire on an order, you might view text line information. Values are:

Blank: Do not display text lines. If you created text lines during order entry, the text lines remain in the F4211 table.

1: Display text lines.

#### **6. Display Backordered/Canceled lines**

Specify whether the system displays backordered or canceled lines when you inquire on an order. Values are:

1: Display backordered lines.

2: Display canceled lines.

3: Display both backordered and canceled lines.

4: Do not display either backordered or canceled lines.

#### **7. Customer Cross Reference Type**

Enter the value from UDC 41/DT that the system uses to search cross-reference information using a customer item number.

Cross-references associate the internal item numbers with the customer's item numbers. You set up items in the Item Master program (P4101) and create the cross-reference information in the Item Cross Reference Revisions program (P4104).

### **8.3.5.3 Versions**

These processing options specify how to search for orders on the Customer Service Inquiry form.

#### **1. Sales Order Model Version**

Enter the version of the Sales Order Entry program (P4210) that the system uses to control the business process logic processing in P42101.

### **8.3.5.4 Task Flow**

This processing option specifies how to search for orders on the Customer Service Inquiry form.

#### **Display Header or Detail**

Specify whether the system displays the header or detail form first. Values are:

Blank: Display the detail first.

1: Display the header first.

## **8.3.6 Using Real-Time Summarization in the Sales Order Entry Program (P42101)**

Access the Sales Order Detail Summary form.

In selected JD Edwards EnterpriseOne programs, you can use real-time summarization to quickly review aggregated totals, instead of scrolling to the end of the grid to review the totals.

On the Manage Existing Order form, search for records to populate the grid and then click the Grid Aggregate icon on the Quantity Ordered, Quantity Shipped, Quantity Backordered, or Quantity Canceled fields in the QBE line to view the aggregated totals. When you click the Grid Aggregate icon, the system displays the Sales Order Detail Summary form from the Sales Order Detail Summary program (P4211SW). On the Sales Order Detail Summary form, the values are aggregated and totaled by sold to customer, item number, business unit, and unit of measure.

After you view the aggregated totals on the Sales Order Detail Summary form, you click Cancel to return to the Manage Existing Order form, or you can select a record to view the detailed transactions on the Manage Existing Order form. If you select a record on the Sales Order Detail Summary form, the system populates the header fields and QBE fields of the Manage Existing Order form to display the detail records associated with that aggregated total. You can delete or change the values in these fields if you want to search for additional records.

### 8.3.7 Entering Sales Order Header Information

Access the Order Header Revisions form.

See [Entering Sales Order Header Information](#).

### 8.3.8 Entering Sales Order Item Information

Access the Enter New Order form.

See [Entering Sales Order Item Information](#).

### 8.3.9 Entering Default Line Information

Access the Enter New Order form and select the Line Defaults tab.

See [Entering Sales Order Header and Detail Information](#).

## 8.4 Copying Sales Orders

This section provides an overview of copying sales orders and discusses how to copy sales orders.

### 8.4.1 Understanding Copying Sales Orders

You can streamline sales order entry by copying both header and detail information and adding it to a new sales order. You copy sales orders on the Manage Existing Order form in the same way as on the Sales Order Header form.

See [Updating and Copying Sales Order Information](#).

## 8.4.2 Forms Used to Copy Sales Order

Form Name	Form ID	Navigation	Usage
Manage Existing Order	W42101C	Sales Order Processing (G4211), Update Sales Order - Header First  Sales Order Processing (G4211), Update Sales Order - Detail First	Copy sales orders.

## 8.4.3 Copying Sales Orders

Access the Manage Existing Order form.

- Locate and select the sales order to copy.
- Click Copy.

The system creates a new order using the information from the selected order.

- Revise the sales order as required on the Enter New Order form.

Depending on the system setup, you may receive a warning when you attempt to copy sales orders. After you have copied the sales order, you can revise and maintain the new sales order in the same manner as you would any other sales order.

## 8.5 Entering Sales Orders with Templates

This section provides an overview of the use of templates with order processing and lists the forms used to enter a sales order with templates.

### 8.5.1 Understanding the Use of Templates with Order Processing

You can use templates to speed order processing by displaying the customer's most frequently ordered items. You enter sales orders using templates on the Enter New Order form in the same way as on the Sales Order Detail Revisions form.

See [Entering Sales Orders with Templates](#).

### 8.5.2 Forms Used to Enter Sales Orders with Templates for Customer Service Representatives

Form Name	Form ID	Navigation	Usage
Order Header Revisions	W42101E	Sales Order Processing (G4211), Create Sales Order - Header First	Add sales order header records.

Form Name	Form ID	Navigation	Usage
Enter New Order	W42101D	Click Save and Continue on the Order Header Revisions form.  Sales Order Processing (G4211), Create Sales Order - Detail First	Add or revise sales order header information.
Order Template	W40215A	Click Save and Continue on the Order Header Revisions form.  Select Templates from the Go To menu and click the Go button on the Order Header Revisions form.	Enter quantities for the items on the template, or select a different template.  <b>Note:</b> You must enable template processing by setting the Order Template Processing field on the P4210 program processing options. The system automatically displays the Order Template form if the customer on the order has a template set on the Billing Information form or if you enter a template name in the Order Template field on the P4210 program processing options.
Work With Available Order Templates	W4015A	Select Available Template from the Form menu on the Order Template form.	Select an order template.

## 8.6 Entering Substitute, Associated, and Promotional Items

This section provides an overview of substitute, associated, and promotional items and lists the forms used to enter substitute, associated, and promotional items.

### 8.6.1 Understanding Substitute, Associated, and Promotional Items

If only part of the quantity for an item is available, you can use a substitute item to provide the necessary quantity to complete an order. You enter substitute items on the Enter New Order form in the same way as on the Sales Order Detail Revisions form.

See [Entering Substitute, Associated, and Promotional Items](#).

### 8.6.2 Forms Used to Enter Substitute, Associated, and Promotional Items

Form Name	Form ID	Navigation	Usage
Order Header Revisions	W42101E	Sales Order Processing (G4211), Create Sales Order - Header First	Add sales order header records.

Form Name	Form ID	Navigation	Usage
Enter New Order	W42101D	Click Save and Continue on the Order Header Revisions form.  Sales Order Processing (G4211), Create Sales Order - Detail First	Add or revise sales order header information.
Substitute/Complimentary Items	W42260A	Select a row on the Enter New Order form, and then click Cross Reference.	Select the item to substitute or use as a complimentary or promotional item.

## 8.7 Activating Notifications for Volume-Based Upselling

This section provides an overview of volume-based upselling and lists the forms used to activate notifications for volume-based upselling.

### 8.7.1 Understanding Volume-Based Upselling

If you want to recommend that customers purchase a larger quantity to receive a lower price, you can specify adjustments and a percentage tolerance that determine when the system issues a notification that an order line qualifies for an upsell notification. You activate notifications for volume-based upselling on the Enter New Order form in the same way as on the Sales Order Detail Revisions form.

See [Creating Volume-Based Upselling Prices](#).

### 8.7.2 Forms Used to Activate Notifications for Volume-Based Upselling for Customer Service Representatives

Form Name	Form ID	Navigation	Usage
Order Header Revisions	W42101E	Sales Order Processing (G4211), Create Sales Order - Header First	Add sales order header records.
Enter New Order	W42101D	Click Save and Continue on the Order Header Revisions form.  Sales Order Processing (G4211), Create Sales Order - Detail First	Add or revise sales order header information.
Work with Volume Upselling	W40722E	Select a row, and then select Volume Based Upsell from the More Row Actions list. Then click the Go arrow on the Enter New Order form.	Select the level break to adjust the price and quantity of the item on the sales order. Click Close to return to the Enter New Order form.



## 8.8 Activating Subsystem Processing in Sales Order Entry

This section provides an overview of activating subsystem processing for customer service representatives.

### 8.8.1 Understanding Activating Subsystem Processing for Customer Service Representatives

If you need a pick slip or invoice when you finish the order entry process, you can set up and activate the subsystem. You activate the subsystem process for the P42101 program in the same way as you do for the P4210 program.

See [Understanding Activating Subsystem Processing](#).

## 8.9 Promising Orders in Sales Order Entry

This section provides an overview of global order promising.

### 8.9.1 Understanding Global Order Promising

You activate global order promising by completing the processing option on the Global Order Promising tab for the P4210 program.

You use the global order promising feature on the Order Header Revisions form in the same way as on the Sales Order Detail Revisions form.

See [Chapter 10, "Integrating with Oracle Global Order Promising"](#).

## 8.10 Generating the Audit Log and Approval Processing

This section provides an overview of the audit log and lists the forms used to generate the audit log and approval processing.

### 8.10.1 Understanding the Audit Log

The JD Edwards EnterpriseOne Sales Order Management system provides a method of reviewing and tracking manual changes that have been made to an order. Provided that you have activated the appropriate processing options, the system creates a revision for every manual change that you make to sales order information and enables you to review information about the changes when you access the Order Revision History program (P42420). You can review the revision number during order entry.

You use the audit log feature on the Manage Existing Order form in the same way as on the Sales Order Detail Revisions form.

See [Generating the Audit Log and Approval Processing](#).

## 8.10.2 Forms Used to Generate the Audit Log and Approval Processing for Customer Service Representatives

Form Name	Form ID	Navigation	Usage
Manage Existing Order	W42101C	Sales Order Processing (G4211), Update Sales Order - Header First  Sales Order Processing (G4211), Update Sales Order - Detail First	Review or revise sales order information.
Order Revision History	W42420B	Select an order, and then select Item and then Revision History from the Row menu on the Manage Existing Order form.	Review changes that were made to an order.

## 8.11 Entering Orders for Kits and Configured Items

This section provides an overview of kits and configured items and lists the forms used to manage kit and configured item orders.

### 8.11.1 Understanding Kits and Configured Items

You can enter sales orders for kits and configured items. A kit is a collection of inventory items, called components, that are associated with a description name, called a parent item. A configured item comprises different features that are requested by a customer.

You select kits and configured items on the Enter New Order form in the same way as on the Sales Order Detail Revisions form.

See [Entering Orders for Kits and Configured Items](#).

### 8.11.2 Forms Used to Manage Kit and Configured Item Orders

Form Name	Form ID	Navigation	Usage
Order Header Revisions	W42101E	Sales Order Processing (G4211), Create Sales Order - Header First	Add sales order header records.
Enter New Order	W42101D	Click Save and Continue on the Order Header Revisions form.  Sales Order Processing (G4211), Create Sales Order - Detail First	Add or revise sales order information.

Form Name	Form ID	Navigation	Usage
Kit Selection	W41351A	Enter an order for a kit item on the Enter New Order form, and then select Kits/Configurator from the More Row Actions list.	Select kit components.
Configure Item {Item Number – Description}	W3210B	Enter an order for a configured item on the Enter New Order form, and then select the Kits/Configurator button.	Select configured item attributes.



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## Entering Additional Orders

This chapter contains the following topics:

- [Section 9.1, "Understanding Additional Order Entry"](#)
- [Section 9.2, "Entering Credit Orders"](#)
- [Section 9.2.2, "Prerequisite"](#)
- [Section 9.3, "Entering Transfer Orders"](#)
- [Section 9.4, "Entering Direct Ship Orders"](#)
- [Section 9.5, "Entering Blanket Orders"](#)
- [Section 9.6, "Entering Quote Orders"](#)
- [Section 9.7, "Entering Interbranch and Intercompany Orders"](#)

### 9.1 Understanding Additional Order Entry

The JD Edwards EnterpriseOne Sales Order Management system provides different order types to accommodate specific ordering situations. Although you enter these additional orders in the same way that you enter a basic sales order, the system processes each order type differently.

You use credit orders when a customer returns goods to your inventory. You can also use credit orders when a customer returns damaged goods that you cannot return to inventory. In both cases, you must issue the necessary credits and make adjustments for the returned merchandise.

You use transfer orders to ship inventory between branch/plants within the company and to maintain an accurate on-hand inventory amount. When you create a transfer order in JD Edwards EnterpriseOne Sales Order Management, JD Edwards EnterpriseOne Procurement, or Oracle's JD Edwards EnterpriseOne Subcontract Management, you ship and receive goods. Transfer orders enable you to account for markups, freight costs, and transport time.

You use direct ship orders to record the sale of an item that you purchased from another supplier. The supplier sends the item directly to the customer. Because the supplier ships the item directly to the customer, the system does not process the order quantities through inventory.

You use blanket orders when you have an agreement with a customer to release an item multiple times over a specified period. For example, you can place an order for 100 items to be delivered over a period of four months in increments of 25 items per month. At the agreed-upon time, the quantity that you enter in the actual sales order is subtracted from the blanket order.

You use quote orders to record price quotes. You can:

- Access quote orders through the same review, maintenance, and inquiry form that you use to work with sales orders.
- Convert an entire or partial quote order to a sales order.
- Use quote orders to ensure effective controls over price guarantees.
- Use quote orders to avoid committing inventory until the customer authorizes the order.

You use intercompany orders to fill a sales order from a branch/plant other than the selling branch/plant. Intercompany orders are helpful if the company places an order from one location but fills and ships the order from another location, such as a central supply warehouse.

## 9.2 Entering Credit Orders

This section provides an overview of credit orders, lists a prerequisite, and discusses how to:

- Set processing options for the Sales Ledger Inquiry program (P42025).
- Enter credit orders from history.

### 9.2.1 Understanding Credit Orders

You use credit orders when a customer returns goods that you return to inventory, or when damaged goods are returned that you cannot return to inventory. In both cases, you must issue the necessary credits and make adjustments for the returned merchandise.

You enter a credit order manually to record a returned item and credit the current price to the customer. If necessary, you can override the default pricing information. You enter credit orders in the same way that you enter sales orders.

When the system generates a credit order, it retrieves the credit information from the S.O. Detail Ledger File table (F42199). The credit order amount is based on the unit price that the customer paid instead of the current price.

For credit orders, you can define the price that you refund the customer and the process that you use to receive the returned goods into inventory.

You can set up a document type for credit orders, which enables you to track credits in specific general ledger accounts and to record a separate credit history. You can set up automatic accounting instructions (AAIs) to direct entries to special accounts that are based on the credit order document type. The general ledger entries for credits are created when you run the Sales Update program (R42800).

To set up a credit order line type, you must activate the reverse sign option in the Line Type Constants program (P40205). When you enter a sales order, the system subtracts the quantity from available inventory. When you enter a credit order, the system does not subtract the quantity from available inventory.

You can set up a document type that identifies credit orders, and then set up status codes for the credit order document type and line type combination. Status codes define the steps that the system uses to process an order.

If you use price adjustments, you must set up negative quantity breaks to account for items in credit orders.

### 9.2.1.1 Create a Version for Credit Orders

Before you enter credit orders, you need to create a version of the Sales Order Entry program (P4210) that is set up to process credit orders. The credit order version should have the Line Type processing option on the Defaults tab set to the line type that is set up for credit orders. Typically, this is line type **C**. You should also set the Order Type processing option on the Defaults tab to the order type to use for credit orders. Typically, this is **CO**. You must then attach this version to the menu option that you use to create credit orders. Contact the system administrator for assistance with this task.

### 9.2.1.2 Entering System-Generated Credit Orders

When you create a credit order from history, you retrieve the original order information and issue the customer credit for the amount based on the unit price that the customer actually paid. This price might be different from the current price. The system retrieves the order information from the F42199 table.

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**Note:** When you create a credit order from history, the system enables you to ship a quantity that is greater than or less than the quantity that was originally sold, picked, and shipped to the customer. The system does not check whether the total quantity credited matches the original quantity sold.

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### 9.2.1.3 Working with Taxed Prices

If you use taxed prices and access the Sales Ledger Inquiry program (P42025), the system displays the following fields on the Sales Ledger Taxed Detail form:

- Taxed Unit Price
- Taxed Amount Ordered
- Taxed Amount Shipped

The system retrieves these field values from the Sales Order Detail Ledger Tax table (F42199TX) for the transaction sales order to which the system associates the credit memo.

[Taxed Prices](#)

## 9.2.2 Prerequisite

Verify that you have set up a line type for credit orders.

See [Setting Up Order Line Types](#).

**See Also:**

- [Entering Sales Orders](#).

## 9.2.3 Forms Used to Enter Credit Orders

Form Name	Form ID	Navigation	Usage
Customer Service Inquiry	W4210E	Additional Order Processes (G4212), Credit Orders From History	Review and select orders.

Form Name	Form ID	Navigation	Usage
Sales Order Detail Revisions	W4210A	Click Add on the Customer Service Inquiry form.	Access the Credit Memo option on the Form menu.
Work With Sales Ledger Inquiry	W42025A	Select Credit Memo from the Form menu on the Sales Order Detail Revisions form.	Enter credit orders from history.

You can also create credit memos from the Sales Order Entry (P42101) program:

Form Name	Form ID	Navigation	Usage
Manage Existing Order	W42101C	Additional Order Process (G4212), Create Credit Order from History	Review and select orders.
Enter New Order	W42101D	On the Manage Existing Order form, click the Add button	Enter new orders.
Work With Sales Ledger Inquiry	W42025A	From the Enter New Order form, select the Credit Memo link; or select Credit Memo from the Go to dropdown menu.	Enter credit orders from history.

## 9.2.4 Setting Processing Options for the Sales Ledger Inquiry Program (P42025)

Use these processing options to set default values, specify credit memo values, and specify versions.

### 9.2.4.1 Defaults

These processing options define the default document type and specify the to and from status codes.

#### Order Type

Enter a value from user-defined code (UDC) 00/DT that identifies the type of document.

This code also indicates the origin of the transaction. These are reserved document type codes for vouchers, invoices, receipts, and time sheets that create automatic offset entries during the post program. (These entries are not self-balancing when you originally enter them.)

#### Status Code - From

Enter a value from UDC 40/AT that specifies the beginning status code to use to select orders. The system uses this code with the Status Code - Thru processing option to define the search criteria range. All orders for which Last Status values in the S.O. Detail Ledger File table (F42199) fall within this range appear when you click Find.

#### Status Code - Thru

Enter a value from UDC 40/AT that specifies the ending status code to use to select orders. The system uses this code with the Status Code - From processing option to define the search criteria range. All orders for which Last Status values in the F42199 table fall within this range appear when you click Find.



### 9.2.4.2 Credit Memo

These processing options are in use only if this application is called from the Sales Order Entry program (P4210) and you use the Select Order selection from the Row menu to select all the order lines for processing.

#### 1. Retrieving Credit Orders

Enter the status code to select when retrieving credit orders. If you enter a value for this processing option, the system uses this value as the default search criteria when searching for orders, and displays only those orders for which the status code matches this value.

#### 2. Based on Status

Specify the status codes for the system to use when it selects information to display on the form. The system uses this processing option with the Retrieving Credit Orders processing option. Values are:

Blank: Displays all orders for which the next status matches the Retrieving Credit Orders value.

1: Displays all orders for which the last status matches the value in the Retrieving Credit Orders processing option.

For example, if you enter **100** for the Retrieving Credit Orders processing option, and **1** for this processing option, the system displays all orders for which the Last Status value is **100**.

#### 3. Copy the original sales invoice

Specify whether the system copies the invoice date from the original sales order to the credit order. Values are:

Blank: The system does not copy the invoice date from the original sales order to the credit order.

1: The system copies the invoice date from the original sales order to the credit order.

### 9.2.4.3 Versions

These processing options are in use only when this application is *not* called from the Sales Order Entry program (P4210).

#### Credit Order Entry Version

Enter the version of the Sales Order Entry program (P4210) that is set up to create credit orders.

#### Sales Order Entry Version

Enter the version of the Sales Order Entry program (P4210) that the system uses to create sales orders.

## 9.2.5 Entering Credit Orders from History

Access the Work With Sales Ledger Inquiry form.

1. Enter selection criteria in the header area to search for the orders to work with, and then click Find.
2. To create a credit memo for single lines within an order, select the orders to work with, and select Credit Memo and then Select Line from the Row menu.
  - a. Search for and select the lines to include in the credit order, and then click Close on the Sales Order Detail Revisions form.

- b. Click OK on the Work With Sales Ledger Inquiry form, and the system creates the credit order.
3. To create a credit order for all lines within a single order, select the order and select Credit Memo and then Select Order from the Row menu.  
  
The system adds all applicable lines in the order, based on the processing options for the Sales Ledger Inquiry program (P42025), to the credit order.
4. Click OK on the Sales Order Detail Revisions form to create the credit order.

## 9.3 Entering Transfer Orders

This section provides an overview of transfer orders, lists a prerequisite, and discusses how to enter transfer orders.

### 9.3.1 Understanding Transfer Orders

You enter a transfer order to ship inventory between branch/plants within the company and to maintain an accurate on-hand inventory amount. When you create a transfer order, the system:

- Creates a purchase order for the supplier, which is the branch/plant that ships the items.
- Creates a sales order for the supplying branch/plant to the customer, which is the receiving branch/plant.
- Processes the inventory amounts on the transfer order as a formal purchase and sale of goods.
- Creates documents, such as pick slips or invoices, that are necessary to complete the transfer.

You can record a transfer transaction by using either the Inventory Transfers program (P4113) in JD Edwards EnterpriseOne Inventory Management or the Sales Order Entry program (P4210) in either JD Edwards EnterpriseOne Procurement or JD Edwards EnterpriseOne Sales Order Management.

When you create an inventory transfer in JD Edwards EnterpriseOne Inventory Management, the system moves inventory from one location to another and records the transaction immediately. The system does not create sales or purchase order documents; therefore, you do not have a paper trail for tracking inventory. At the most, you might require management approval.

When you create a transfer order in either JD Edwards EnterpriseOne Procurement or JD Edwards EnterpriseOne Sales Order Management, you can ship and receive goods. In this way, you can account for markups, freight costs, and transport time. The system creates the paper trail by generating a sales order and a related purchase order. The system processes each order based on the order activity rules that you set up for the document type and line type combination.

When you create a transfer order, the Transfer Order Processing program (P4242) creates records in these tables:

- Sales Order Header File (F4201).
- Sales Order Detail File (F4211).
- Purchase Order Header (F4301).
- Purchase Order Detail File (F4311).

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**Note:** You cannot enter kit information on a transfer order. To enter an order for kits, use the regular sales or purchase order entry programs.

The system does not allow you to assign Commit to Other 1 or Commit to Other 2 to a sales transfer order. These commitment options are available only to quote and blanket orders.

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### 9.3.2 Prerequisite

Create a version of the P4210 program to use for transfer orders, and set up the processing options. Attach this version to the menu option that you use to create transfer orders. Contact the system administrator for assistance with this task.

**See Also:**

- "Entering Order Detail Information" in the JD Edwards EnterpriseOne Applications Procurement Management Implementation Guide.

### 9.3.3 Forms Used to Enter Transfer Orders

Form Name	Form ID	Navigation	Usage
Customer Service Inquiry	W4210E	Sales Order Processing (G4211), Transfers	Review and select orders.
Transfers - Sales Order Detail Revisions	W4210A	Click Add on the Customer Service Inquiry form.	Enter transfer orders.

### 9.3.4 Entering Transfer Orders

Access the Transfers - Sales Order Detail Revisions form.

When you are entering transfer orders, be aware that the system does not allow you to enter header information before entering detail information, regardless of how you have set the Display Header or Detail processing option.

## 9.4 Entering Direct Ship Orders

This section provides overviews of direct ship orders and integrity between related sales and purchase orders, lists prerequisites, and lists the forms used to enter direct ship orders.

### 9.4.1 Understanding Direct Ship Orders

A direct ship order is the sale of an item that you purchase from a supplier, who then sends the item directly to the customer. The quantity and item information of a direct ship order do not affect inventory.

When you enter a direct ship order, the system simultaneously creates a sales order for the customer and a purchase order for the supplier. The purchase order alerts the supplier to ship the item directly to the customer. If you activate the Commit to Quantity 1 or Quantity 2 commitment processing option in the P4210 program, the system does not create a purchase order, even if you use the nonstock line type that

you have set up for direct ship orders. When you release a sales order against the direct ship quote, the system creates a purchase order.

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**Note:** You cannot enter a direct ship order for a kit. To enter an order for kits, use the regular sales or purchase order entry programs.

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When you set up line types for direct ship orders, you must define the inventory interface for direct ship orders as **D** and select the Edit Item Master for Non-Stock Item option. During direct ship order entry, the system verifies the item number in the Item Branch File table (F4102) and the cost and price information in the Item Cost File (F4105) and Item Base Price File (F4106) tables. However, the system does not create inventory commitments or perform availability checks.

The program creates records in these tables:

- Sales Order Header File (F4201).
- Sales Order Detail File (F4211).
- Purchase Order Header (F4301).
- Purchase Order Detail File (F4311).

When you change information on either the sales order or the purchase order, the system updates the corresponding order with this information:

- Promise date.
- Quantity ordered.
- Primary unit of measure (changes purchasing unit of measure).
- Weight and volume (when a change is made to quantity).
- Unit price.

You enter a direct ship order in the same manner that you enter a regular sales order. You can use the Direct Ships, Create Direct Ships, or Update Direct Ships selections on the Sales Order Processing menu (G4211).

## 9.4.2 Understanding Integrity Between Related Sales and Purchase Orders

When you enter a sales order using the Direct Ships - Customer Service Inquiry form and the direct ship line type (D), the system creates a corresponding purchase order. If the system puts the order on hold, both the sales order and the purchase order are withheld from the sales order and purchase order process. If you cancel the sales order or the order detail line on the sales order, the system cancels the corresponding purchase order or purchase order detail line.

Changing information on the sales order might affect purchase order processing. Likewise, changing the purchase order might affect sales order information. The system automatically updates the corresponding order if you make changes to information in these fields:

Field	Description of Change
Status	<p>When you close or cancel either a purchase order or a sales order, the system updates the status of the corresponding order.</p> <p>The system updates the sales order status when the supplier ships goods to the customer and the goods have been formally received.</p> <p>If you partially receive a line, the system updates only the sales order status for the portion of the items that are received. The remaining quantity remains at the current status level.</p>
Cost	<p>The system maintains the original cost in the purchase order. The system does not update the cost on the purchase order when the cost on the receipt is different. However, any changes to the cost during receipts are updated to the sales order detail line, unless you use standard costing.</p>
Lot/Serial Number	<p>When the supplier enters a receipt and specifies a lot or serial number, the system updates the sales order detail line with the lot and serial number information. For multiple items, the system splits the sales and purchase order for each lot and serial number. If you reverse a lot or serial number, the system issues a warning indicating the reversal in the sales order.</p>
Dates	<p>When the supplier ships the goods to the customer, the supplier enters the receipt date to indicate that the customer has received the item. The system updates the actual ship date in the sales order detail line.</p>

#### 9.4.2.1 Receipts

When the supplier ships goods to the customer, the supplier can enter a receipt to indicate that the customer has received the item. During receipts processing, any changes in the cost are updated to the corresponding sales order detail line, unless you use the standard costing method.

For partial receipts, the system splits the sales order detail lines to reflect the quantity that remains to be received. For receipt of lots and serialized information, the system splits the sales order detail line to correspond to lot and serial information on the purchase order.

When you reverse the receipt of an order detail line, the system updates the status of the sales order detail line.

#### 9.4.2.2 Voucher Match

When the supplier enters a voucher for the invoice, the system updates the cost on the sales order detail line with the new cost if the order detail line in the sales order is not closed or purged.

### 9.4.3 Prerequisites

Before you complete the task in this section:

- Verify that you have set the processing options for the version of the P4210 program that you use for direct ship orders.  
Attach this version to the menu option that you use to create direct ship orders. Contact the system administrator for assistance with this task.
- Verify that you have set up a line type for direct ship orders.  
See [Setting Up Order Line Types](#).

**See Also:**

- "Entering Order Detail Information" in the JD Edwards EnterpriseOne Applications Procurement Management Implementation Guide.

## 9.4.4 Forms Used to Enter Direct Ship Orders

Form Name	Form ID	Navigation	Usage
Customer Service Inquiry	W4210E	Sales Order Processing (G4211), Direct Ships	Review and select orders.
Direct Ships - Sales Order Detail Revisions	W4210A	Click Add on the Customer Service Inquiry form.	Enter direct ship orders.
Update Direct Ships - Manage Existing Order	W42101C	Sales Order Processing (G4211), Update Direct Ships	Review direct ship orders for customer service representatives.
Create Direct Ships - Enter New Order	W42101D	Sales Order Processing (G4211), Create Direct Ships  Click Save and Continue on the Create Direct Ships - Order Header Revisions form.  Click Add on the Update Direct Ships - Manage Existing Order form.	Enter direct ship orders for customer service representatives.

## 9.5 Entering Blanket Orders

This section provides an overview of blanket orders, lists prerequisites, and lists the forms used to enter blanket orders.

### 9.5.1 Understanding Blanket Orders

A blanket order is a sales order in which the customer agrees to purchase a quantity of an item over a specified period. The order is a guaranteed sale of the items that establishes the price, terms and conditions, and the start and end dates. You can enter the blanket order as one line with a cancel date that reflects the last day of the agreement. Then, at agreed-upon times, you create sales orders for partial quantities of the blanket order.

You create a blanket order in the same way that you enter a sales order, except that the quantity that you enter represents the *entire* quantity to release during the blanket order period. In the same way, the cancel date that you enter represents the *last* date on which the blanket order is effective.

You can either enter a sales order directly to deduct the partial quantity from the blanket order or release the blanket order. You can view the original quantity that was ordered on the blanket order, the associated released orders, and the remaining quantities.

You can set the Commitment Control processing option in the P4210 program so that the system does not commit inventory when you create blanket orders. If you set this processing option, the system ignores the Inventory Commitment Preference field.

You enter a blanket order in the same manner that you enter a regular sales order. You can use the Blankets, Create Blankets, or Update Blankets selections on the Sales Order Processing menu (G4211).

The system updates the original blanket order if changes are made to the associated sales order from the P4210 or P42101 programs. For example, if a sales order line is canceled at pick slip or ship confirm, the system does not add the canceled quantity back onto the original blanket order.

#### 9.5.1.1 Blanket Orders for Kits

You can create blanket orders for kit items, just as you do for a standard stocked item. The system requires that you select the kit components during order entry.

Use the Kit Selection form to select the kit components during order entry. The system uses the components that you select as a template for releasing sales orders in the future. When you release a quantity from a blanket order, the system constructs the kit based on the selections from the original blanket order. The system disables the kit component lines on the blanket orders to prevent the lines from being selected and released independently from the parent.

The system also enables you to select different components after you release the blanket order by selecting the Kit Selection option on the Row menu. The system explodes and displays the current bill of material in the Kit Selection form. The system does not update the blanket order with changes that you make to components in the sales order after blanket release.

### 9.5.2 Prerequisites

Before you complete the task in this section:

- Verify that you have set the processing option to specify how blanket orders affect inventory availability.

You set this in the processing options of the P4210 program, on the Commitment tab.

- Set up a code for blanket orders in UDC table 40/BT.
- Verify that you have created a blanket order for the processing criteria.
- Verify that you have enabled blanket and quote order processing.

Specify correct values in these processing options on the Process tab in the P4210 program:

- Blanket/Quote Order Processing.
- Default Selection for Multiple Blanket Orders.

- Default Selection for Single Blanket Orders.
- Display Sales Blanket Release window for Kit.

**See Also:**

- [Understanding Sales Order Detail Information.](#)
- [Holding, Releasing, and Reviewing Orders.](#)

### 9.5.3 Forms Used to Enter Blanket Orders

Form Name	Form ID	Navigation	Usage
Customer Service Inquiry	W4210E	Sales Order Processing (G4211), Blankets	Review and select orders.
Blankets - Sales Order Detail Revisions	W4210A	Click Add on the Customer Service Inquiry form.	Enter blanket orders.
Update Blankets - Manage Existing Order	W42101C	Sales Order Processing (G4211), Update Blankets	Review blanket orders for customer service representatives.
Create Blankets - Enter New Order	W42101D	Sales Order Processing (G4211), Create Blankets  Click Add on the Update Blankets - Manage Existing Order form.	Enter blanket orders for customer service representatives.

## 9.6 Entering Quote Orders

This section provides an overview of quote orders, lists prerequisites, and lists the forms used to enter quote orders.

### 9.6.1 Understanding Quote Orders

A quote order is a preliminary document that you use to provide quantity and price information to a potential customer. You use quote order entry when a customer requires a formal price quote but is not ready to commit to a sales order. Typically, the quote order is good only for a specified period. You enter quote orders to:

- Provide prices and availability on many items.
- Record the quantity and price quotes for future reference.
- Hold the quote until the customer authorizes the order.
- Collect information about the price and availability of items.
- Honor an obligation for a quoted price for a period.

When the customer confirms the order, you convert the quote order into a sales order. You can also generate a sales proposal based on a quote order. Quote orders can be designated to relieve or not relieve quantity through the Document Type Maintenance program (P40040).

You enter a quote order in the same way that you enter a sales order. You can use the Quotes, Create Quotes, or the Update Quotes selections on the Sales Order Processing



menu (G4211). You do not convert the quote order into a sales order until the customer confirms the order.

You can set up a version of the Print Invoices program (R42565) to print an invoice for a quote order. Also, you can set a processing option that prints a message on the invoice to inform the customer that the invoice is a quote.

After you enter a quote order, you can generate an automated proposal document that includes data from the quote order. You can configure proposals to include information that is specific to the customer.

See "Generating Sales Proposals" in the JD Edwards EnterpriseOne Applications Customer Relationship Management for Sales Implementation Guide.

### 9.6.1.1 Quote Orders for Kits

You can create quote orders for kit items, just as you do for a standard stocked item. The system requires you to select the kit components during the order entry.

Use the Kit Selection form to select the kit components during order entry. The system uses the components that you selected as a template for releasing sales orders in the future. When you release a quantity from a quote order, the system constructs the kit based on the selections from the original quote order. The system disables the kit component lines on the quote orders to prevent the lines from being selected and released independently from the parent.

The system also enables you to select different components after you release the quote order by selecting the row exit to the Kit Selection form. The system explodes and displays the current bill of material in the Kit Selection form.

## 9.6.2 Prerequisites

Before you complete the task in this section:

- Verify that you have set the processing option to specify how quote orders affect inventory availability.

You set this in the processing options of the P4210 program, on the Commitment tab.

- Verify that you have set up the order type for quote orders in UDC 40/BT.

## 9.6.3 Forms Used to Enter Quote Orders

Form Name	Form ID	Navigation	Usage
Customer Service Inquiry	W4210E	Sales Order Processing (G4211), Quotes	Review and select orders.
Quotes - Sales Order Detail Revisions	W4210A	Click Add on the Customer Service Inquiry form.	Enter quote orders.
Update Quotes - Manage Existing Order	W42101C	Sales Order Processing (G4211), Update Quotes	Review a quote order for customer service representatives.

Form Name	Form ID	Navigation	Usage
Create Quotes - Enter New Order	W42101D	Sales Order Processing (G4211), Create Quotes  Click Add on the Update Quotes - Manage Existing Order form.	Enter quote orders for customer service representatives.
Proposal Generation Wizard 1 of 3	W90CA24B	Select a record and then select Order, Generate Proposal from the Row menu on the Customer Service Inquiry form.	Generate a proposal for the quote.

## 9.7 Entering Interbranch and Intercompany Orders

This section provides overviews of interbranch and intercompany orders, default information for interbranch orders, and interbranch order entry, lists prerequisites, and discusses how to enter interbranch orders.

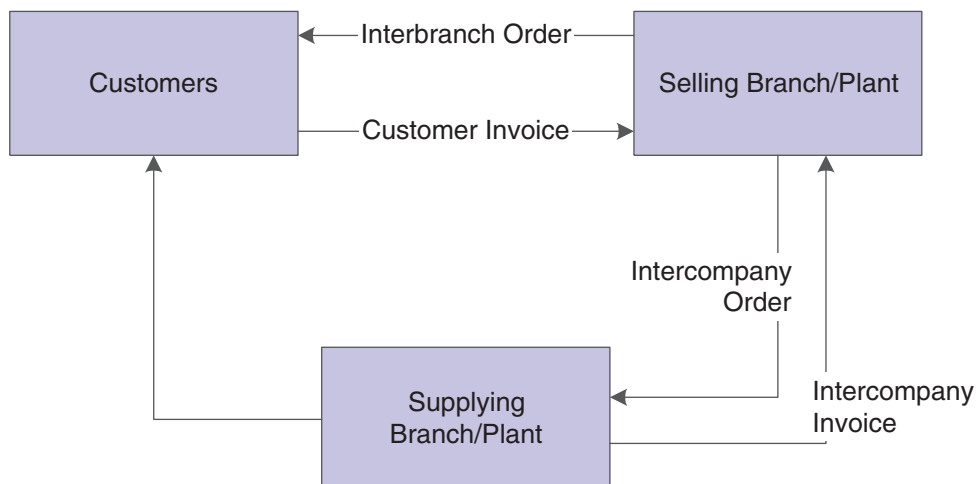
### 9.7.1 Understanding Interbranch and Intercompany Orders

You use interbranch orders to fill orders for customers from a branch/plant other than the selling branch/plant. Interbranch orders are helpful if the company sells from one location but fills and ships orders from another location, such as a central supply warehouse.

An intercompany order is an order that tracks the transactions between the supplying and selling branch/plant. While the interbranch order is the sales order to the customer, the intercompany order is the purchase order to the supplying branch/plant. The difference between a direct ship order and an intercompany order is that the supplier is the supplying warehouse, the sold to address is the selling branch/plant, and the ship to address is the customer number. Additionally, the intercompany order is not created until shipment confirmation.

This diagram illustrates the difference between an interbranch order and an intercompany order:

**Figure 9–1 Interbranch versus intercompany orders**



The system processes interbranch orders based on the document type and line type combination that you set up for interbranch orders. For intercompany orders that the system creates during shipment confirmation, the system uses the last status as **914** (Added in Shipment Confirmation). You can edit order activity rules to continue order processing for interbranch and intercompany orders.

You can set up a line type for interbranch orders as a non-inventory item by selecting Edit Item Master for Non-Stock. With these line type features, you can verify the item number in the F4102 table and the cost and price information in the F4105 and F4106 tables, and write transactions to a general ledger offset account for a line type that is unique to intercompany orders. As with a direct ship order, the system does not create commitments or perform availability checks at the selling branch/plant.

### 9.7.2 Understanding Default Information for Interbranch Orders

For interbranch and intercompany orders, the system retrieves price information based on the price method that you specify in the processing options in the P4210 program. Whether you select the base price or the cost plus markup, the system retrieves the price in this way:

1. For the interbranch order, the system retrieves price information from the F4106 table for the supplying branch/plant based on the base price preference hierarchy.  
The base price preference hierarchy can be defined to search for prices based on the ship to or the sold to address book number.
2. The system retrieves cost information from the F4105 table based on the detail branch/plant (supplier).
3. When you create an intercompany order during shipment confirmation, the unit cost of the interbranch order is the unit price of the intercompany order.

You can override the currency information for the customer, which is helpful if you process international orders in different currencies. For multicurrency, this processing occurs:

- For the intercompany invoice, the system retrieves exchange rate information from the currency code that is set up in the Customer Master by Line of Business table (F03012) for the selling branch as customer and for the supplying branch/plant to the selling branch/plant sales order.
- For the interbranch (customer) invoice, the system retrieves exchange rate information from the currency code that is set up in the Customer Master for the Sold To customer for the selling branch/plant to the customer.

You can override order information, including price and cost, during order entry or you can set up preferences to override other default information.

### 9.7.3 Understanding Interbranch Order Entry

To enter intercompany orders, verify that you have set the processing options in the P4210 program to use the appropriate pricing method and intercompany order types, and verify that you have specified whether the system creates intercompany invoices in addition to customer invoices.

Processing option combinations can indicate these options:

- Use the cost markup price, but do not generate an intercompany invoice.
- Use the cost markup price, and generate an intercompany invoice.
- Use the interbranch price, but do not generate an intercompany invoice.

- Use the interbranch price, and generate an intercompany invoice.

You can set up base prices in the F4106 table for interbranch orders based on ship to or sold to information at the supplying branch/plant. The cost markup is a specific price that you set up in the Branch Relationships Master File table (F3403) between the selling and supplying branch/plant. This markup is applied to the inventory cost.

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**Note:** If you generate an intercompany invoice, you must specify the same intercompany document types in the P4210, Print Invoices (R42565), and Sales Update (R42800) programs.

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### 9.7.3.1 Creating Intercompany Orders During Shipment Confirmation

The difference between a direct ship order and an intercompany order is that the supplier is the supplying warehouse, the sold to address is the selling branch/plant, and the ship to address is the customer number. Additionally, the intercompany order is not created until shipment confirmation.

When you confirm an interbranch sales order, the system verifies the processing options in the Ship Confirm Batch Application program (R42500) to determine whether the system creates an intercompany order and the version. The amount in the cost field of the interbranch order is passed in as the price of the intercompany order. The system creates an intercompany order from the version of the Create Intercompany Sales Orders program (R4210IC).

When you run the R4210IC program, the system can apply commissions on the intercompany order (SK) based on the customer.

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**Note:** The calculation of commission information only occurs with standard commissions set up on the Customer Master. The system does not apply commissions that are created through Advanced Preferences

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If you use taxed prices and run the Create Intercompany Orders program, the system populates the value of the Use Taxed Price field in the Sales Order Header Tax table (F4201TX) and populates taxed prices and tax amounts to the Sales Order Detail Tax table (F4211TX).

If the Use Taxed Price check box is selected on the original interbranch sales order, then the Use Taxed Price check box is selected on the new intercompany sales order and the system adds records to the F4211TX table for the new sales order. If the Use Taxed Price check box is not selected on the original interbranch sales order, then the system does not add records to the F4211TX table.

See [Taxed Prices](#)

After the intercompany order is created, any changes to the interbranch or intercompany order in Sales Order Entry triggers a warning message that indicates that you must make changes to the corresponding order to maintain integrity.

See [Confirming Shipments](#).

## 9.7.4 Prerequisites

Before you complete the task in this section:

- Verify that you have set markup costs in the F3403 table, if necessary.

See [Setting Up Branch Sales Markups](#).

- Verify that you have set the processing options in the P4210 program to use the appropriate pricing method and intercompany order types, and to specify whether to create intercompany invoices.
- To relieve on-hand inventory during shipment confirmation, verify that an order type is set up for interbranch sales orders in UDC 40/IU.
- Verify that you have created order types, line types, and order activity rules for the corresponding purchase order of the intercompany order.

The intercompany purchase order must be created using a line type to create the appropriate accounting entries on the Voucher Match program (P4314).

### 9.7.5 Forms Used to Enter Interbranch and Intercompany Orders

Form Name	Form ID	Navigation	Usage
Customer Service Inquiry	W4210E	Sales Order Processing (G4211), Sales Order Detail	Review and select orders.
Sales Order Detail Revisions	W4210A	Click Add on the Customer Service Inquiry form.	Enter interbranch orders.

### 9.7.6 Entering Interbranch Orders

Access the Sales Order Detail Revisions form.

Enter an interbranch order using the same steps as you would to enter a basic sales order.

See [Entering Sales Orders](#).



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## Integrating with Oracle Global Order Promising

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This chapter contains the following topics:

- [Section 10.1, "Understanding JD Edwards EnterpriseOne Integration with Oracle Global Order Promising"](#)
- [Section 10.2, "Activating the JD Edwards EnterpriseOne Integration to Oracle Global Order Promising"](#)
- [Section 10.3, "Understanding JD Edwards EnterpriseOne Configuration"](#)
- [Section 10.4, "Setting Up Resources"](#)
- [Section 10.5, "Setting Up Items for GOP Processing"](#)
- [Section 10.6, "Setting Up ATP Rules"](#)
- [Section 10.7, "Reviewing Global Order Promising Results"](#)
- [Section 10.8, "Setting Up GOP Business Services"](#)

### 10.1 Understanding JD Edwards EnterpriseOne Integration with Oracle Global Order Promising

The JD Edwards EnterpriseOne integration with Oracle Global Order Promising enables you to provide promised dates to customers in real time. The user can select the promise date to be either the ship date or the delivery date. The promise date calculation takes into account the complexity of supply chain factors, which include:

- Multi-level bill of materials and manufacturing
- Delivery lead times for internal and external customers
- Resource and material constraints
- Supplier constraints
- Substitute end items
- Multi-facility sourcing

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**Note:** Global Order Promising marshals a product from various locations to the single sales order shipping location.

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**Note:** The JD Edwards EnterpriseOne integration to Oracle Global Order Promising does not work with the JD Edwards EnterpriseOne Fulfillment Management system.

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## 10.2 Activating the JD Edwards EnterpriseOne Integration to Oracle Global Order Promising

This section provides an overview of the JD Edwards EnterpriseOne integration to Oracle Global Order Promising activation, and discusses how to activate the integration.

### 10.2.1 Understanding the Activation of JD Edwards EnterpriseOne Integration to Oracle Global Order Promising

Before you can use the features of the JD Edwards EnterpriseOne integration to Oracle Global Order Promising, you must activate it within JD Edwards EnterpriseOne. When you activate the GOP integration, the system enables GOP-specific setup and logic.

### 10.2.2 Form Used to Activate JD Edwards EnterpriseOne Integration with Oracle Global Order Promising

Form Name	Form ID	Navigation	Usage
EnterpriseOne System Control - Revisions	W99410A	<p>Data Relationships (G09415), Activate Data Relationships.</p> <p>On the Work With EnterpriseOne System Control form, locate data item SY34AGOP.</p> <p>Select the row and click Select.</p> <p>On the EnterpriseOne System Control - Revisions form, select Yes to activate the data item. Click the OK button.</p> <p>Bounce the EnterpriseOne server.</p>	Activate JD Edwards EnterpriseOne integration with Oracle Global Order Promising.

### 10.2.3 Activating JD Edwards EnterpriseOne Integration with Oracle Global Order Promising

Access the EnterpriseOne System Control - Revisions form.

When you activate system constant SY34AGOP, the system displays the Ship/Delivery field in the Customer Billing Information program (P03013) on the Billing 2 tab. Use this field to indicate which date or set name the system uses when promising a sales order with Global Order Promising. You can specify the ship date or the delivery date.



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**Note:** To process sales orders using GOP integration, you must use a version of the Sales Order Entry program (P4210) that is set to process orders in GOP mode. The processing option to specify GOP processing mode is located on the Global Order Promising tab.

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## 10.3 Understanding JD Edwards EnterpriseOne Configuration

Two processes must be customized to implement the integration between JD Edwards EnterpriseOne and Oracle Global Order Promising applications:

- JD Edwards EnterpriseOne applications including versions, processing options, integration constants, and file definitions
- Scripts that transfer JD Edwards EnterpriseOne data from the JD Edwards EnterpriseOne server to the Oracle Global Order Promising server

The scripts also perform synchronization and error checking.

To set up the configuration for JD Edwards EnterpriseOne integration with Oracle Global Order Promising, see the following chapters in the *Oracle Value Chain Planning Integration Base Pack Implementation Guide*:

- Chapter 6, "Configuring JD Edwards EnterpriseOne."
- Chapter 7, "Configuring JD Edwards EnterpriseOne UBEs."

## 10.4 Setting Up Resources

Resources are necessary to setup manufacturing packages. This action enables the system to properly write information to manufacturing packages.

### 10.4.1 Forms Used to Set Up Resources

Form Name	Form ID	Navigation	Usage
Master Planning Resource Revisions	W34A80A	Planning & Scheduling (G34A/SCBM/SU), Master Resource Setup.  On the Master Resource Browse form, click Add.	Set up master planning resources.
Routing Master Resource Set Definition	W34A180A	Daily PDM Process (G3012), Enter/Change Process.  On the Work With Routing Operations form, enter a branch/plant and item number. Click Find.  Select Planning Resources from the Row menu.	Attach work center resources to routing steps.

Form Name	Form ID	Navigation	Usage
Routing Master Resource Set Detail Definition	W34A190A	On the Routing Master Resource Set Definition form, select a record	Edit routing master resource set detail information.
Work Center Resource Set Detail Definition	W34A170A	<p>Periodic Resource / Capacity Planning (G3322), Enter/Change Workcenters.</p> <p>On the Work With Work Centers form, locate and select a work center. Select Planning Resources from the Row menu.</p> <p>On the Work Center Resources Set Definition form, select a record and click the Edit Resource button.</p>	Edit work center resources.

## 10.4.2 Attaching Work Center Resources to Routing Steps

Access the Routing Master Resource Set Definition form.

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**Note:** Make sure you set the value for UDC 34A/GU to option 6 - Alternate Resources.

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## 10.4.3 Revising Routing Master Resource Set Definition Detail

Access the Routing Master Resource Set Detail Definition form.

## 10.4.4 Editing Work Center Resources

Access the Work Center Resource Set Detail Definition form.

## 10.4.5 Setting Processing Options for the VCP Planning BOM Creation Program (R34A1020PB)

Use these processing options to define how the system processes data.

### 10.4.5.1 Process

#### 1. Type Bill of Material

Specify the type of bill (40/TB) the system adds when you run the VCP Planning BOM Creation program. If you leave this option blank, the system uses code PB (planning BOM) as the default value.

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**Note:** For Manufacturing XML build, PB (planning BOM) is the only BOM type the system writes to file for configured items.

---

**2. Mandatory Item Planned Percent**

Specify the percentage of demand for a specified feature based on projected production. For example, a company might produce 65 percent of its lubricant with high viscosity, and 35% with low viscosity, based on customer demand. If you leave this option blank, the system uses 100 percent as the default value.

The Material Planning system uses this percentage to accurately plan for a process's co-products and by-products.

Enter percentages as whole numbers, for example, enter 5 percent as 5 instead of .05.

**3. Optional Item Planned Percent**

Specify the percentage of demand for a specified feature based on projected production. For example, a company might produce 65 percent of its lubricant with high viscosity, and 35% with low viscosity, based on customer demand. If you leave this option blank, the system uses 100 percent as the default value.

The Material Planning system uses this percentage to accurately plan for a process's co-products and by-products.

Enter percentages as whole numbers, for example, enter 5 percent as 5 instead of .05.

**4. Purge Selected Records Before Updating in F3002**

Specify whether the system clears selected Bill of Material Master File (F3002) records before adding new records into the table. Values are:

Blank or Y: Clear selected Bill of Material Master File records before updating all new components to BOM.

N: Append the new components to any existing BOM. This process does not change any component records that exist in the table.

**5. P3002 Version to use**

Specify which version of the Bill of Materials Revisions program (P3002) the system uses to create F3002 records. If you leave this option blank, the system uses version ZJDE0001.

## 10.5 Setting Up Items for GOP Processing

This section provides an overview and discusses how to setup items for GOP processing.

### 10.5.1 Understanding Item Setup for GOP Processing

To process an item for GOP processing, you must activate the Constraints Flag option in the item/branch plant record. Activating this flag enables the JD Edwards EnterpriseOne system to include the item in the VCP process.

## 10.5.2 Form Used to Setup Items for GOP Processing

Form Name	Form ID	Navigation	Usage
Additional System Info	W41026D	Inventory Master/Transactions (G4111), Item Branch/Plant  On the Work With Item Branch form, locate and select an item in a branch/plant.  Select Addl System Info from the Row Menu.  On the Additional System Info form, access the Supply Chain Planning tab.	Set up items for GOP processing.

## 10.5.3 Setting Up Items for GOP Processing

Access the Additional System Info form.

### Constraints Flag

Specify whether the system includes the item in VCP. Values are:

**0:** Do not include item in VCP

**1:** Include item in VCP

### Sellable Item

Select this option to identify an item as sellable. Its usage is for VCP integrations exclusively.

### Check ATP (Available to Promise)

Specify whether the GOP system performs an ATP check on the item during the real-time promise. This works with the Constraints flag. In order for the system to send an item to GOP, you must activate the ATP check flag. This allows GOP to perform an ATP check based on the ATP rule defined below.

### ATP Components

This works with the ATP check option, which specifies the type of ATP check the GOP system performs on the item bill of materials to determine the promised delivery date. Values are:

**M:** Materials only

**MR:** Material and resource

**N:** None

**R:** Resource only

---

**Note:** For a configured item, set the ATP components to *N* for all of its nonconfigured components.

---

**ATO Forecast Control**

Use this field to specify forecasting that the Demantra integration uses. Values are:

Blank: None

1: Consume

2: Consume and derive

**ATP Rule Name**

Specify the ATP rule the system uses to promise the order. The ATP rules are stored in the ATP Rules table (F34A210).

## 10.5.4 Configured Items

The system promises the configured order if the parent item is promisable. You must set the constraints flag for the configured item in the item branch. The configured item is promisable and not dependent upon you setting the Check ATP option. When the order entry program receives a different promised date from GOP, the system updates the new promised date to the configured parent line only. The system does not update component lines with the new promised date. The component lines retain the original promised date.

## 10.6 Setting Up ATP Rules

This section provides an overview and discusses how to set up available to promise (ATP) rules.

### 10.6.1 Understanding ATP Rules

To implement ATP, you begin by defining your ATP rules in the GOP system. ATP rules let you tailor the ATP calculation to suit your business needs. Each rule is a combination of ATP computation options, time fence options, and supply and demand sources to use during an ATP inquiry.

You can define multiple ATP rules to reflect the specific needs of your organization, and then use different rules to calculate availability for different items or groups of items. Each time you run an ATP check, the rule determines how existing supply and demand are matched.

### 10.6.2 Form Used to Set Up ATP Rules

Form Name	Form ID	Navigation	Usage
ATP Rules Setup	W34A210B	On the ATP Rules Inquiry form, click Add.	Set up ATP Rules

### 10.6.3 Setting Up ATP Rules

Access the ATP Rules Setup form.

**Name**

Enter the name and description of the ATP rule.

**ATP by Demand Class**

Select the check box to specify that the system includes the demand by class in the ATP computation.

**(Past Due Days) Demand**

The system does not consider the demand before the specified number of days in ATP computation

**(Past Due Days) Supply**

The system does not consider the supply before the specified number of days in ATP computation

**(Demand Sources) Sales Orders**

Select the check box to specify that the system includes the demand for sales orders in the ATP computation.

**(Demand Sources) Internal Orders**

Select the check box to specify that the system includes the demand for internal orders in the ATP computation.

**(Demand Sources) Discrete WIP**

Select the check box to specify that the system includes the demand for discrete WIP jobs in the ATP computation.

**(Infinite Supply) Options**

Enter a source code for infinite supply time fence. Values are:

Blank: None

- 1: Cumulative total lead time
- 2: Cumulative manufacturing lead time
- 3: Total lead time
- 4: User-defined time fence

**(Infinite Supply) Days**

Specify infinite supply time fence days only if the infinite supply fence code is user-defined.

**(Aggregate Order Promising Time Fence) Options**

Enter a source code for aggregate order promising time fence. Values are:

Blank

- 1: None
- 2: Demand Time Fence
- 3: Planning Time Fence
- 4: User-defined

**(Aggregate Order Promising Time Fence) Days**

Specify the aggregate time fence days only if the aggregate order promising time fence options is user-defined.

**(Supply Sources) Purchase Orders**

Select the check box to specify that the system includes the supply from purchase orders in the ATP computation.

**(Supply Sources) On-Hand Available**

Select the check box to specify that the system includes the supply from on-hand inventory in the ATP computation.

**(Supply Sources) Discrete WIP**

Select the check box to specify that the system includes the supply from discrete WIP receipts in the ATP computation.

**(Supply Sources) Internal Reqs**

Select the check box to specify that the system includes the supply from internal requisitions in the ATP computation.

**(Supply Sources) Intransit Shipments**

Select the check box to specify that the system includes the supply from inter organizational transfers in the ATP computation.

## 10.7 Reviewing Global Order Promising Results

The Review Global Order Promise Results program (P4210GOP) enables you to review the order promising results for an order. The system activates the P4210GOP program when you set the Sales Order Entry program (P4210) to process sales orders in global order promising mode. You can access the P4210GOP program from the Updates Sales Order program (P42101). When you access the P4210GOP program, the system performs a real time promise request and displays the results. After the system displays the results, you can filter order lines based on lines with errors, lines with changes, or lines with no changes.

### 10.7.1 Form Used to Review Global Order Promising Results

Form Name	Form ID	Navigation	Usage
Review Global Order Promising Results	W4210GOPB	<p>Sales Order Processing (G4211), Update Sales Order - Detail First.</p> <p>On the Manage Existing Order form, locate and select a sales order. Click Select.</p> <p>On the Edit Sales Order form, select GLBL Order Promising from the Go To menu. Click the Go button.</p>	Review order promising results.

### 10.7.2 Reviewing Global Order Promising Results

Access the Review Global Order Promising Results form.

## 10.8 Setting Up GOP Business Services

This section provides an overview of web services callout and discusses how to:

- Configure the GOP processor.

- Set up soft coding templates.
- Set up web service soft coding records.

### 10.8.1 Understanding Web Services (WSC) Callout

The Web Services Callout integration uses the GOP JAXRPC Processor (JC34A010) or the GOP JAXWS Processor (JC34A020) business services to call the GOP web service. The business service retrieves order promise dates from the Oracle Global Order Promising system. The service supports order promise dates for backorders, substitute orders, and partial orders.

### 10.8.2 Configuring the GOP Processor

The GOP functionality runs on any of the supported application servers. The type of business service build that you are currently using or that you wish to use with this service determines which of the two business service objects JC34A010 or JC34A020 you must configure. The following is a table that assists you with your decision. The fourth column in the table indicates the value that you need to add to the Oracle Global Order Promising system level business server property (JC34A0000\_APP\_SERVER).

Server	Build Type	Business Service	Value in J34A0000_APP_SERVER
WebLogic Server (WLS)	JAX-WS with JDeveloper 11g (Tools 9.1.2 or later)	JC34A020	JAXWS
WebLogic Server (WLS)	JAX-RPC with JDeveloper 11g	JC34A010	JAXRPC
Websphere Application Server (WAS)	JAX-WS with JD Developer 11g (Tools 9.1.2 or later)	JC34A020	JAXWS

#### 10.8.2.1 GOP JAXRPC Processor Business Service (JC34A010)

The GOP JAXRPC Processor business service (JC34A010) runs on the Oracle WebLogic Server (WLS) platform and reads the data stored in these tables:

- Customer Master by Line of Business (F03012)
- APS Integration Constants (F34A10)
- Numetrix Integration File Definition (F34A11)
- Work Center Resource Table (F34A110)
- ATP Rules (F34A210)
- Order Status Definition Table (F34A30)
- Item Master (F4101)
- Item Branch File (F4102)
- Sales Order Detail File (F4211)
- Sales Order Detail File - Tag File (F49211)
- Routing Entries (F4950)



The E1 Enterprise server collects the data required for determining promised delivery date from the JD Edwards EnterpriseOne tables and then calls the JC34A010 business service. The JC34A010 business service makes the necessary calls to the GOP web methods and returns the promised dates received from GOP to the E1 Enterprise server.

Before you use JC34A010, you can set business service properties, which the system uses to process user authentication information. You must set up these properties before you can use the business service. This table describes each of the properties associated with this business service:

Group	Key	Description	Value
JC34A010	JC34A010	Used this business service property to indicate the value of the URL used to access the GOP web service.	Provided by GOP.

### 10.8.2.2 GOP JAXWS Processor Business Service (JC490020)

The GOP JAXWS Processor business service (JC34A020) runs on the Oracle WebLogic Server (WLS) platform or the Web Application Server (WAS) platform, and reads the data stored in these tables:

- Customer Master by Line of Business (F03012)
- APS Integration Constants (F34A10)
- Numetrix Integration File Definition (F34A11)
- Work Center Resource Table (F34A110)
- ATP Rules (F34A210)
- Order Status Definition Table (F34A30)
- Item Master (F4101)
- Item Branch File (F4102)
- Sales Order Detail File (F4211)
- Sales Order Detail File - Tag File (F49211)
- Routing Entries (F4950)

The E1 Enterprise server collects the data required for determining promised delivery date from the JD Edwards EnterpriseOne tables, and then calls the JC34A020 business service. The JC34A020 business service makes the necessary calls to the GOP web methods and returns the promised dates received from GOP to the E1 Enterprise server.

Before you use JC34A020, you can set business service properties, which the system uses to process user authentication information. You must set up these properties before you can use the business service. This table describes each of the properties associated with this business service:

Group	Key	Description	Value
JC34A020	JC34A020	Used this business service property to indicate the value of the URL used to access the GOP web service.	Provided by GOP.

### 10.8.3 Setting Up Soft Coding Templates

To update soft coding templates:

1. Access the Add Soft Coding Template form.

Form Name	Form ID	Navigation
Update Soft Coding Template	W953000C	<p>Soft Coding Administration menu (GH90906).</p> <p>Select Soft Coding Template (P953000).</p> <p>On the Work with Soft Coding Templates form, locate and select a soft coding template.</p> <p>Select the template name.</p>

2. On the Update Soft Coding Template form, complete the following field:

**Value**

The template value or soft coding value is an XML string. The XML string can contain an element with the following dynamic variables:

- \$eluser
- \$elenvironment
- \$elrole
- \$ps\_token

During run-time, actual values replace the dynamic variable values. This table lists the soft coding key and the XML string value for each respective soft coding key:

Soft Coding Key	XML String Value
JC34A010	<pre> &lt;scwls&gt;   &lt;endpoint&gt;Enter endpoint URL here&lt;/endpoint&gt;   &lt;username&gt;Enter user name&lt;/username&gt;   &lt;password&gt;_  _password_  _&lt;/password&gt;   &lt;respname&gt;Enter responsibility name&lt;/respname&gt;   &lt;respapplname&gt;Enter responsibility application name   &lt;/respapplname&gt;   &lt;securitygroupname&gt;Enter security group name here   &lt;/securitygroupname&gt;   &lt;language&gt;Enter language here&lt;/language&gt; &lt;/scwls&gt; </pre>
JC34A020	<pre> &lt;scwls&gt;   &lt;endpoint&gt;Enter endpoint URL here&lt;/endpoint&gt;   &lt;username&gt;Enter user name&lt;/username&gt;   &lt;password&gt;_  _password_  _&lt;/password&gt;   &lt;respname&gt;Enter responsibility name&lt;/respname&gt;   &lt;respapplname&gt;Enter responsibility application name   &lt;/respapplname&gt;   &lt;securitygroupname&gt;Enter security group name here   &lt;/securitygroupname&gt;   &lt;language&gt;Enter language here&lt;/language&gt; &lt;/scwls&gt; </pre>

## 10.8.4 Setting Up Web Service Soft Coding Records

To update soft coding templates:

1. Access the Update Web Service Soft Coding Record form.

Form Name	Form ID	Navigation
Update Web Service Soft Coding Record	W954000B	<p>Soft Coding Administration menu (GH90906).</p> <p>Select Soft Coding Records (P954000).</p> <p>On the Work with Web Service Soft Coding Records form, locate and select a soft coding record.</p>

2. On the Update Web Service Soft Coding Record form, complete the following fields:

### User / Role

Enter a profile that you use to classify users into groups for system security purposes. You use group profiles to give the members of a group access to specific programs. Rules for creating a profile for a user class or group include:

- The name of the user class or group must begin with an asterisk (\*) so that it does not conflict with any system profiles.
- The User Class/Group field must be blank when you enter a new group profile.

**Environment Name**

Enter an environment name. For JD Edwards EnterpriseOne installed applications, the environment name is also called the plan name, which you use to uniquely identify an upgrade environment for install and reinstall.

For JD Edwards EnterpriseOne environment or version applications, this is the path code that identifies the location of the application or version specification data.

**Soft Coding Value**

The template value or soft coding value is an XML string. The XML string can contain an element with the following dynamic variables:

- \$eluser
- \$elenvironment
- \$elrole
- \$ps\_token

During run-time, actual values replace the dynamic variable values.

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## Holding, Releasing, and Reviewing Orders

This chapter contains the following topics:

- [Section 11.1, "Understanding Order Holds and Releases"](#)
- [Section 11.2, "Holding Orders"](#)
- [Section 11.3, "Releasing Held Orders"](#)
- [Section 11.4, "Releasing Backorders"](#)
- [Section 11.5, "Releasing Blanket Orders"](#)
- [Section 11.6, "Releasing Quote Orders"](#)
- [Section 11.7, "Reviewing Item Information"](#)
- [Section 11.8, "Reviewing Customer and Sales Information"](#)
- [Section 11.9, "Reviewing Commission Information"](#)

### 11.1 Understanding Order Holds and Releases

In some circumstances, you must hold a customer's order. For example, you might place a customer's order on hold for credit reasons. When the credit issue has been resolved, you use order releases to return the order to the processing cycle or to initiate the sales order process. Or, if you have held a blanket or quote order, you can create sales orders by releasing the blanket order or the quote order.

When the system places an order on hold, the order is taken out of the processing cycle. When you release an order, you return it to the order processing cycle.

#### 11.1.1 Prerequisite

Set up order hold information, including user passwords.

See [Setting Up Order Hold Information](#).

### 11.2 Holding Orders

This section provides an overview of holding orders and discusses how to set processing options for the Batch Credit Hold program (R42542).

#### 11.2.1 Understanding Holding Orders

During order entry, the system can evaluate orders in a variety of ways, including order hold information. When you enable order hold processing, the system evaluates order information to determine whether to place an order on hold. If the system

determines that the order should be on hold, it issues an order hold warning to the user before processing the order.

The system can perform credit checking when you enter an order and can place an order on credit hold. Occasionally you might verify a customer's credit limits against existing sales orders and place the orders on credit hold. You can use the Batch Credit Hold program (R42542) to hold existing sales orders that are beyond credit limits. You must set the Highest Next Status processing option for the system to review sales orders with multiple lines at different statuses. If all sales order detail lines are at a status lower than or equal to the value that you enter for this processing option, the entire sales order is put on credit hold.

For example, a sales order includes line one with a Next Status of **590** and line two with a Next Status of **540**. You entered **560** for the Highest Next Status processing option. Therefore, the order is not put on hold because the status of line one is higher than the value in the processing option.

#### **11.2.1.1 Record Reservation**

The JD Edwards EnterpriseOne software provides record reservation capability within the Batch Credit Hold program (R42542). Record reservation helps to ensure the integrity of the data and prevent data loss. To avoid simultaneous processing of the same records, the system reserves (locks) records for processing by any other program. Thus, the system does not allow you to edit a record that has been locked by a different user or application.

When a program that uses record reservation is interrupted, orphaned reservation records might remain in the Business Object Reservation table (F00095). This can occur, for example, when technicians are working with a server, or when a workstation shuts down without warning. If an interruption stops one of the programs in the Batch Credit Hold program (R42542) before it releases the reservations that it creates, you cannot update the records until the orphaned reservations are removed.

You can use the Remove Business Object Reservation program (P00095) to release unwanted record reservations. This program stores reservation information in the Business Object Reservation table (F00095).

### **11.2.2 Setting Processing Options for the Batch Credit Hold Program (R42542)**

Processing options enable you to specify the default values for the Batch Credit Hold program.

#### **11.2.2.1 Defaults**

These processing options specify the default values that the system uses to process order holds.

##### **1. Status Code - From**

Enter a value from user-defined code (UDC) 40/AT that specifies the beginning status code range that the system uses to select orders for batch credit hold. The system uses this code with the Status Code - To processing option to define the search criteria range. The combination of Status Code - From and Status Code - To must be a valid combination of last status and next status in the Order Activity Rule table (F40203) for the order type and line type that you are processing.

##### **2. Status Code - To**

Enter a code (UDC 40/AT) to specify the status code range that the system uses to select orders for batch credit hold. The system uses this code with the Status Code -

From processing option to define the search criteria range. The combination of Status Code - From and Status Code - To must be a valid last status and next status combination in the F40203 table for the order type and the line type that you are processing.

### **3. Based On Status**

Specify whether the system uses the Last Status field or Next Status field to determine which orders are processed. Values are:

- 1: Select orders for which the Last Status value falls within the Status Code From and Status Code To processing option values.
- 2: Select orders using the Next Status value.

### **4. Override Next Status**

Enter a code from UDC 40/AT that indicates the next step in the order process. The code that you specify must have been set up in the F40203 table based on the order type and the line type that you are using. The override status is another allowed step in the batch credit hold process and is optional. The combination of the beginning status and the override next status must be a valid last status and next status combination in the F40203 table.

### **5. Prevent Next Status Update**

Specify whether to prevent the system from updating the next status from the order activity rules. Values are:

Blank: Update the next status from the existing order activity rules.

- 1: Prevent the system from updating the next status.

### **6. Highest Next Status**

Enter a code from UDC 40/AT that indicates the highest next status that sales order detail lines can have for the system to apply a credit hold to the sales order. The system does not evaluate orders with next statuses greater than this value for credit holds.

### **7. Hold Orders Code**

Enter a code from UDC 42/HC that the system uses to automatically compare the credit limit that you set up for the customer in the Customer Master by Line of Business table (F03012) against the order and any outstanding balances in accounts receivable.

You define the conditions that the system uses to place orders on hold in the Order Hold Information program (P42090) and attach those conditions to a hold code. You must specify the hold code in this processing option to activate order hold processing.

## **11.3 Releasing Held Orders**

This section provides an overview of order releases, lists prerequisites, and discusses how to:

- Set processing options for the Release Holds program (P43070).
- Release orders on hold.
- Set processing options for the Batch Release Credit Holds program (R42550).
- Release credit holds in batch.

### 11.3.1 Understanding Order Releases

You can have orders on hold for several reasons. For example, you can hold orders that do not meet margin requirements, or that exceed a customer's credit limit. When an order is on hold, you must release it back into the processing cycle for any additional processing to take place. You do this using the Release Holds program (P43070) or the Batch Release Credit Holds program (R42550).

You can place a variety of holds on an order, including:

- Customer holds, such as credit holds.
- Item holds, such as detail lines that do not meet the margin requirements.
- Order holds, such as orders that do not meet minimum amounts or that exceed maximum limits.

If you activate the JDESOENTRY workflow process, the system processes the order through order hold checking. After you click OK to accept the order, the system checks the processing options for hold codes and compares the order against the order hold information.

If the system puts the order on hold, it sends an E-mail message to the address book number defined in the hold code as the person responsible. This message indicates that the order is on hold. The person responsible for releasing the orders can use the work center to review messages sent during the workflow process and to access the orders to release. When you release the order, the system sends an E-mail message to the salesperson, defined in the commission fields and the sold to number, indicating that the order is being processed.

You must release an order from hold to return it to the processing cycle. For example, if you enter an order for a customer who has exceeded their credit limit, the system places the order on hold. When the customer makes a payment, their credit status changes and their orders can be filled. However, the system does not process this customer's orders until you release them. You must have appropriate security access to release an order. You can release items and orders for customers as many times as necessary. You can print the Print Held Sales Order report (R42640) to review all sales orders that are on hold.

To speed up the order release process, you can select and release orders based on the parent address book number.

Additionally, you can use the Batch Release Credit Holds program (R42550) to release sales orders on credit hold. The program releases sales orders based on the pick date and customer credit limit. When the customer submits a payment to satisfy outstanding invoices and has a credit balance to apply toward the existing sales order, the program reviews sales order detail lines by pick date. The program releases sales orders from hold using the earliest pick date on the order detail line.

See [Setting Up Branch Sales Markups](#).

### 11.3.2 Prerequisites

Before you complete the tasks in this section, verify that you have:

- Set up status codes and order activity rules for additional types of orders.
- Set up the line types related to credit orders and direct ship orders.

See [Setting Up Order Line Types](#).



### 11.3.3 Forms Used to Release Held Orders

Form Name	Form ID	Navigation	Usage
Work With Held Orders	W43070A	Additional Order Processes (G4212), Release Holds	Review orders on hold.
Password Confirmation	W43070B	Select an order and select Release from the Row menu on the Work With Held Orders form.	Release orders on hold. Enter the password to release the order.

### 11.3.4 Setting Processing Options for the Release Holds Program (P43070)

Processing options enable you to specify the default values, display settings, versions, and processes that the system performs for the Release Holds program (P43070).

#### 11.3.4.1 Defaults

These processing options specify the default order type and release code.

##### 1. Order Type

Enter a value from UDC 00/DT that identifies the order type to release.

##### 2. Release Code

Enter a value from UDC 40/RC that indicates the release code.

#### 11.3.4.2 Display

These processing options specify the information that the system displays.

##### 1. Display Sales Orders or Purchase Orders

Specify whether the system displays sales orders or purchase orders. Values are:

Blank: Display purchase orders.

1: Display sales orders.

##### 2. Display Previously Released Orders

Enter Y to display previously released orders.

#### 11.3.4.3 Versions

These processing options specify the versions of programs that the system uses when accessed from the Work With Held Orders form.

##### 1. Sales Order Entry (P4210)

Enter the version for the Sales Order Entry program (P4210).

If you leave this processing option blank, the system uses ZJDE0001.

##### 2. Purchase Order Entry (P4310)

Enter the version for the Purchase Order Entry program (P4310).

If you leave this processing option blank, the system uses ZJDE0001.

##### 3. Print Pick Slip (R42520)

Enter the version for the Print Pick Slip program (R42520).

If you leave this processing option blank, the system uses ZJDE0001.

#### **4. Ship and Debit (R45100)**

Enter the version for the Ship and Debit program (R45100).

If you leave this processing option blank, the system uses ZJDE0001.

#### **5. Manufacturing Work Order (P48013)**

Enter the version for the Manufacturing Work Order program (P48013).

If you leave this processing option blank, the system uses ZJDE0001. This processing option is applicable to the release of sales orders only.

### **11.3.4.4 Process**

These processing options determine processes that the system performs.

#### **1. Automatic Printing of Pick Slip**

Specify whether the system automatically prints pick slips. Values are:

Blank: Do not print pick slips.

1: Automatically print pick slips.

#### **2. Release Status Code of Work Order**

Enter a value from UDC 00/SS that indicates the status of the work order when you release it back into the processing cycle.

#### **3. Ship and Debit Processing**

Specify the ship and debit processing mode. Values are:

Blank: Do not use R45100.

1: Use the subsystem mode.

2: Use the batch mode.

#### **4. Parent or Ship To Credit Hold Release Processing (Sales Only)**

Specify whether the system allows sales orders on credit hold to be released. Values are:

Blank: Do not allow a parent or ship to credit hold release.

1: Allow parent or ship to credit hold release.

---

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**Note:** This processing option is available for sales orders on credit hold only.

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### **11.3.4.5 Warehouse**

These processing options determine how the system processes items through the warehouse.

#### **1. Request Processing Mode**

Specify the pick request processing mode. Values are:

Blank: Do not indicate a pick request.

1: Generate requests only.

2: Generate requests and process using the subsystem.

**2. Processing Pick Requests**

If you are processing pick requests using the subsystem, enter the version of the Location Selection Driver program (R46171) that the system uses.

**3. Override Next Status**

Enter a value from UDC 40/AT that indicates the next status for sales order lines for which requests have been generated.

**11.3.4.6 Prepayment**

These processing options determine the hold codes when you use prepayments.

**1. Release Authorization Hold and Advance Prepayment Status**

Enter a value from UDC 42/HC that specifies whether the system releases the authorization hold and advances the status. The system can release the authorization hold only if authorization has been received.

**2. Release Settlement Hold and Advance Prepayment Status**

Enter a value from UDC 42/HC that specifies whether the system releases the settlement hold and advances the status. The system releases the settlement hold only when settlement has been received.

**11.3.5 Releasing Orders on Hold**

Access the Work With Held Orders form.

**Person Responsible**

Enter the address book number of the person who is responsible for reviewing and releasing orders placed on hold.

**Supplier/Customer**

Enter a second, 30-character description, remark, or explanation.

**Parent Number**

Enter the address book number of the parent company. The system uses this number to associate a particular address with a parent company or location. Any value that you enter in this field updates the Address Organizational Structure Master table (F0150) for the blank structure type. This address number must exist in the Address Book Master table (F0101) for validation purposes. Examples of address book records that have a parent number include subsidiaries with parent companies, branches with a home office, and job sites with a general contractor.

**Ship To**

Enter the address number of the location to which you want to ship this order. The address book provides default values for customer address, including street, city, state, zip code, and country.

**11.3.6 Setting Processing Options for the Batch Release Credit Holds Program (R42550)**

Processing options enable you to specify the default processing for programs and reports.

**11.3.6.1 Defaults**

These processing options specify the default order type and release code.

**Status Code - From**

(Future use) Enter a value from UDC 40/AT that specifies the beginning status code range that the system uses to select orders. The combination of Status Code - From and Status Code - To must be a valid combination of last status and next status in the Order Activity Rule table (F40203) for the order type and the line type that you are processing.

**Status Code - To**

(Future use) Enter a value from UDC 40/AT that specifies the status code range that the system uses to select orders. The combination of Status Code - From and Status Code - To must be a valid last status and next status combination in the F40203 table for the order type and the line type that you are processing.

**Based On Status**

(Future use) Specify whether the system selects the Sales Order Detail table (F4211) according to the last status or next status. Values are:

- 1: Select according to last status.
- 2: Select according to next status.

**Release Code**

Enter a code from UDC 40/RC that indicates the identifier of the party responsible for releasing held orders. When the held order is released, the program updates this value to the Held Orders table (F4209).

**Credit Hold Code**

Enter a value from UDC 42/HC that identifies why an order was placed on hold, for example, credit, budget, or margin standards were exceeded.

**Proof or Final mode**

(Future use) Specify whether the system runs in proof or final mode. Values are:

- Blank: Run in proof mode.
- 1: Run in final mode.

**11.3.6.2 Print**

This processing option determines whether the system prints amounts on the report.

**Print Amounts**

Specify whether the system prints financial amounts on the report. Values are:

- Blank: Print financial amounts on the report.
- 1: Do not print the financial amounts on the report.

**11.3.7 Releasing Credit Holds in Batch**

You can release orders on credit hold using Batch Release Credit Holds (R42550). The R42550 program releases sales orders held in the Held Orders table (F4209) and removes the order hold code on the order in the Sales Order Header File table (F4201) based on customer credit limit and amount due.

Enter **BV** in the Fast Path field. Enter **R42550** in the Batch Application field on the Available Versions form.

### 11.3.7.1 Record Reservation

The JD Edwards EnterpriseOne software provides record reservation capability within the Batch Release Credit Holds program (R42550). Record reservation helps to ensure the integrity of the data and prevent data loss. To avoid simultaneous processing of the same records, the system reserves (locks) records for processing by any other program. Thus, the system does not allow you to edit a record that has been locked by a different user or application.

When a program that uses record reservation is interrupted, orphaned reservation records might remain in the Business Object Reservation table (F00095). This can occur, for example, when technicians are working with a server, or when a workstation shuts down without warning. If an interruption stops one of the programs in the Batch Release Credit Holds program (R42550) before it releases the reservations that it creates, you cannot update the records until the orphaned reservations are removed.

You can use the Remove Business Object Reservation program (P00095) to release unwanted record reservations. This program stores reservation information in the Business Object Reservation table (F00095).

## 11.4 Releasing Backorders

This section provides an overview of backorder releases and discusses how to:

- Set processing options for the Release Backorders – Online program (P42117).
- Release backorders online.
- Set processing options for the Backorder Release and Report program (R42118).
- Release backorders in batch.

### 11.4.1 Understanding Backorder Releases

The system can withhold an order or order line from the processing cycle if you do not have the quantity to fill the order or order line. This type of hold is a backorder. When an order or order line is placed on backorder, you must release backorders into the processing cycle when inventory becomes available. When releasing backorders, you can enter a quantity that is greater than the backordered amount.

The system updates the following tables with these amounts:

- F4201 - Order total.
- F4211 - Order quantity.
- F03012 - Customer open order amount.
- F41021 - Item balance.

If the payment instrument type for the sales order is cash, the system does not update the Customer Master by Line of Business table (F03012).

You can locate backorder information for a specific customer, item, or order before you release a backorder.

#### 11.4.1.1 Releasing Backorders in a Batch

You can release multiple backorders simultaneously using the Backorder Release and Report program (R42118). When inventory becomes available, the system releases backorders until the available inventory is completely committed.

The system automatically establishes the order in which backorders are filled. By default, the system fills the quantity for the order with the earliest date first. To fill an order based on the priority code that you set up in customer billing instructions, you can create an alternative version of the R42118 program and edit the data sequence values. This version fills orders by priority codes first, and then fills orders by request date.

If you use the JD Edwards EnterpriseOne Demand Scheduling Execution system from Oracle, the report displays the Promised Delivery Time (RSDT) information on the report in a column labeled Date/Time.

#### 11.4.1.2 Releasing Backorders for Kits

You can release backorders for the kit parent or for individual kit components. When you release kit components individually, the system displays a warning that you are creating parent and component imbalances. The system flags the record and then uses this information to prevent action on the kit parent that would result in loss of kit integrity such as changing the order quantity on the kit parent item.

The Backorder Release program (P42117) launches the P42055 program when you specify a transaction quantity for the parent and process the line on the sales order. You set the Display Kit Balance Window processing option on the P42117 program to specify how the system performs kit balancing.

You cannot use the Batch Backorder Release program (R42118) to process kit components individually. The system releases components based on the recommended component quantities.

#### 11.4.1.3 Releasing Backorders with Taxed Prices

If you use taxed prices and access the Backorder Release program (P42117) or the Backorder Release and Report program (R42118), the system splits sales order lines and recalculates the taxed extended price and the extended tax amount.

See [Taxed Prices](#)

### 11.4.2 Forms Used to Release Backorders Online

Form Name	Form ID	Navigation	Usage
Work With Backorders	W42117M	Additional Order Processes (G4212), Release Backorders - Online	Review and select backorders on hold.
Release Backorders - Online - Release Backorders	W42117I	Locate the backorders to release and select Release Shown Rows from the Form menu on the Work With Backorders form.	Release all orders displayed. Release a single backorder.
Kit Balance Window	W42055A	Confirm shipment or release backorders for kit items.	Revise kit quantities for transactions.

### 11.4.3 Setting Processing Options for the Release Backorders - Online Program (P42117)

Processing options enable you to specify the default values, display criteria, versions, and processes that the system performs for Release Backorders - Online program (P42117).

#### 11.4.3.1 Defaults

This processing option determines the next status code for released orders.

##### 1. Next Status for Released Orders

Enter a value from UDC 40/AT that specifies the line status to be used as the next status on released orders. You must use a status that has been set up in the Order Activity Rules table (F40203) based on the order type and the line type combination.

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---

**Note:** If you do not enter a status or enter an invalid status, the system does not update the order status.

---

---

#### 11.4.3.2 Display

These processing options specify whether the system displays information.

##### 1. Total Fill Only

Specify whether the system displays all lines or only lines that can be totally filled. This option works only when you search by item number. Values are:

Blank: Display all lines.

1: Display only lines that can be totally filled.

##### 2. Kit Components

Specify whether the system displays component lines for kits. When you release backorders for kits, you can manually release the individual components of the kit or have the system release the components when you release the parent item. Values are:

Blank: The system does not display kit component lines. The system automatically releases each component and balances the remaining quantity for each item in the kit.

1: The system displays all kit component lines. You can manually release each component, if necessary.

##### 3. Held Orders

Specify whether the system displays held orders on the Backorder Release Revisions form. Values are:

Blank: Do not display held orders.

1: Display held orders.

##### 4. Next Status to Select

Specify a code from UDC 40/AT that indicates the next step in the order flow of the line type.

##### 5. Display Kit Balance Window (P42055)

Specify whether the system displays the Kit Balancing Window program (P42055) when you are processing a kit item at the parent level. The system always processes manufactured kits at the parent level and performs blind kit balancing. Values are:

Blank: The system displays the Kit Balance Window form only if any exceptions exist. Exceptions include not enough components being available to satisfy the ordered parent quantity and any of the components being previously processed.

1: The system always displays the interactive Kit Balance Window form when processing a kit parent item.

2: The system does not display the interactive Kit Balance Window form. The system performs blind kit balancing, based on the default quantity as defined in the Bill of Material program (P3002).

#### **11.4.3.3 Edits**

This processing option determines the allowed lot status codes.

##### **1. Enter Allowed Lot Status Group to validate**

Enter the allowed lot status group to validate.

During sales order processing, the system validates the non-blank lot status codes against the user-defined status code values. If the non-blank lot status codes exist in the Allowed Lot Status table (F41081), the system treats the user-defined lot status codes as blank and the on-hold items continue through the sales order process.

#### **11.4.3.4 Process**

These processing options specify whether the system performs specific processes.

##### **1. Backorder Quantity as Available Quantity**

Specify whether the backorder quantity is added to the quantity available. Values are:

Blank: Do not add the backorder quantity to the available quantity.

1: Add the backorder quantity to the quantity available.

##### **2. Commitments**

Specify whether the system calls the Inventory Commitment program (R42997) to hard-commit released orders to inventory locations. Values are:

Blank: Do not call the R42997 program and soft-commit only orders that are released.

1: Do call the R42997 program to hard-commit released orders to inventory locations.

---

**Note:** If you release amounts over the quantity available, the order can be backordered again.

---

##### **3. Release when Quantity to Ship Exceeds Backordered Quantity**

Specify whether the system allows the release of amounts that are greater than the original quantity. Values are:

Blank: Do not allow the release of amounts that are greater than the original quantity.

1: Allow the release of amounts that are greater than the original backordered quantity.

##### **4. Zero On-Hand Quantity**

Specify whether the system allows the release of orders when the on-hand quantity is zero. Values are:

Blank: Do not allow the release when the on-hand quantity is zero.

1: Do allow the release of orders when the on-hand quantity is zero.



---

**Note:** This processing option can cause inventory levels to become negative quantities, which affects average costing.

---

### 5. Cost Update

Specify whether the system updates release orders with the current costs. This processing option enables you to update costs for items that might have changed costs during the interval between the placement of the order and release of the backordered amounts. Values are:

Blank: Do not update the costs.

1: Update released orders with the current costs.

---

**Note:** The system does not change sale price.

---

If you release a backorder for a parent kit item and components have been previously released individually, the system does not change the cost on the parent kit line. The system updates the cost for the component lines that are released from backorder, but does not roll the cost changes up to the parent kit line.

---

### 6. Ship and Debit Processing

Specify whether the system uses the subsystem, batch, or normal processing to identify and adjust ship and debit agreements when you run the P42117 program. Values are:

Blank: Use normal processing.

1: Use the subsystem.

2: Use batch processing with the Assign, Recalculate, and Reassign Agreements program (R45100).

#### 11.4.3.5 Order Holds

These processing options specify credit check and partial order hold codes.

##### 1. Credit Check Hold Code

Enter a value from UDC 42/HC that identifies the credit hold code that the system uses to automatically compare the credit limit that you set up for the customer in the Customer Master by Line of Business table (F03012) against the order and any outstanding balances in accounts receivable.

You define the conditions that the system uses to place orders on hold in Order Hold Information (P42090) and attach those conditions to a hold code. You must specify the hold code in this processing option to activate order hold processing.

##### 2. Partial Order Hold Code

Enter a value from UDC 42/HC that identifies the code that the system uses to hold an entire order if quantity is not available to fill an order detail line.

You must enter the partial order hold code for backorder release to release the hold when the order is completely filled. The system can then release and remove the hold according to information in the Customer Billing Instructions, Item Master Information, Item Branch/Plant Information, and Branch/Plant Constants forms. If you do not enter a correct partial hold code, the backorder release does not release the held order.

### 11.4.3.6 Print

These processing options specify whether the system automatically prints pick slips or invoices.

#### 1. Automatic Print

Specify whether the system automatically prints invoices. Values are:

Blank: Do not print invoices or pick slips.

1: Print pick slips automatically.

2: Print invoices automatically.

---

---

**Note:** Use the processing option on the Versions tab to indicate a specific version of the Print Pick Slips program (R42520) or the Print Invoices program (R42565).

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### 11.4.3.7 Versions

These processing options specify the versions of these programs that the system uses.

#### 1. Sales Order Entry (P4210)

Specify the version of the Sales Order Entry program (P4210) to use to review orders when you select Sales Detail from the Row menu.

#### 2. Customer Service Inquiry (P4210)

Specify the version of Customer Service Inquiry (P4210) to use to review orders when you select Customer Service Inquiry from the Form menu.

#### 3. Item Availability (P41202)

Specify the version of Item Availability (P41202) to use to review item information when you select Item Availability from the Form menu.

#### 4. Subsystem Print Invoice (R42565)

Specify the version of Invoice Print (R42565) that is set up for subsystem processing. Use this processing option if you generate invoices through the subsystem.

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---

**Note:** To use this processing option, you must enter **2** for the Automatic Print processing option on the Print tab to automatically print invoices for the P42117 program.

---

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#### 5. Subsystem Print Pickslip (R42520)

Specify the version of Print Pick Slip (R42520) that is set up for subsystem processing. Use this processing option if you generate invoices through the subsystem.

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---

**Note:** To use this processing option, you must enter **1** for the Automatic Print processing option on the Print tab to automatically print pick slips for the P42117 program.

---

---

#### 6. Ship and Debit (R45100)

Specify the version of subsystem or batch processing (R45100) that the system uses to identify and adjust ship and debit agreements when you run the P42117 program.

### 11.4.3.8 Warehouse

These processing options specify how the JD Edwards EnterpriseOne Warehouse Management system picks requests.

#### 1. Request Processing Mode

Specify whether the system creates a pick request in JD Edwards EnterpriseOne Warehouse Management and processes the request through the subsystem. Values are:

Blank: Do not generate pick requests.

1: Create a pick request in JD Edwards EnterpriseOne Warehouse Management.

2: Create a pick request, then process the request through the subsystem in JD Edwards EnterpriseOne Warehouse Management.

You use a pick request to process a suggestion to pick the inventory for an order from a particular location.

#### 2. Subsystem Print Pick Request

Specify the version of Print Pick Request (P46171) that is set up for subsystem processing. Use this processing option if you generate warehouse management pick requests through the subsystem.

#### 3. Override Next Status

Enter a value from UDC 40/AT that defines an alternative status in the order process. This must be set up in the order activity rules based on the order type and the line type combination. The combination of the beginning status and the override status must be a valid last status and next status combination in the Order Activity Rules table (F40203).

## 11.4.4 Releasing Backorders Online

Access the Release Backorders form.

If you use JD Edwards EnterpriseOne Demand Scheduling Execution, when you release the backorder, the system displays the information for the requested delivery time of the order and the scheduled pick time. This information enables you to release the product based on a date and time.

## 11.4.5 Setting Processing Options for the Backorder Release and Report Program (R42118)

Processing options enable you to specify the default processing for the Backorder Release and Report program (R42118).

### 11.4.5.1 Defaults

These processing options determine the default next status for the orders that the system releases from backorder.

#### 1. Next Status for Released Orders

Specify the line status to be used as the next status on released orders. You must use a status that has been set up in UDC table 40/AT of the order activity rules based on the order type and the line type combination.

---

**Note:** If you do not enter a status or enter an invalid status, the system does not update the order status.

---

### 11.4.5.2 Edits

This processing option determines the allowed lot status codes.

#### 1. Enter Allowed Lot Status Group to validate

Enter the allowed lot status group to validate. During sales order processing, the system validates the non-blank lot status codes against the user-defined status code values. If the non-blank lot status codes exist in the F41081 table, the system treats the user-defined lot status codes as blank and the on-hold item continues through the sales order process.

### 11.4.5.3 Process

These processing options specify whether the system performs specific processes.

#### 1. Proof or Final Mode

Specify whether you want to run the backorder release report in proof or final mode. Values are:

Blank: Run in proof mode so that no changes are made to any sales order lines and no backorders are filled. Proof mode displays only the sales order lines that you have enough inventory to fill.

1: Run in final mode so that the program updates and fills backordered lines.

#### 2. Backorder Quantity as Available Quantity

Specify whether the system adds the backorder quantity to the quantity available. This option gives you more quantity available to fill orders. Values are:

Blank: Do not include the backorder quantity in the quantity available.

1: Include the backorder quantity in the quantity available.

#### 3. Commitments

Specify whether the system calls the Inventory Commitment program (R42997) to hard-commit released orders to inventory locations. Values are:

Blank: Do not call the commit program and soft-commit only orders that are released.

1: Call the R42997 program to hard-commit released orders to inventory locations.

---

---

**Note:** If you release amounts over the quantity available, the order can be backordered again.

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#### 4. Zero On-Hand Quantity

Specify whether the system allows the release of orders when the quantity on hand is zero. Values are:

Blank: Do not allow the release of orders when the quantity on hand is zero.

1: Allow the release of orders when the quantity on hand is zero.

---

---

**Note:** This option can drive inventory levels to negative quantities, which affects average costing.

---

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#### 5. Cost Update

Specify whether the system updates released orders with the current costs. This option enables you to update costs for items that might have changed costs during the

interval between the placement of the order and release of the backordered amounts. Values are:

Blank: Do not update costs.

1: Update released orders with the current costs.

---

---

**Note:** The system does not change sale price.

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## 6. Ship and Debit Processing

Specify the processing method used to identify and adjust ship and debit agreements when you run the Backorder Release program. Values are:

Blank: Do not use subsystem or batch processing.

1: Use the subsystem.

2 Use batch processing (R45100).

### 11.4.5.4 Order Holds

These processing options activate order hold processing.

#### 1. Credit Check Hold Code

Enter a value from UDC 42/HC that specifies the credit hold code that the system uses to automatically compare the credit limit that you set up for the customer in the Customer Master by Line of Business table (F03012) against the order and any outstanding balances in accounts receivable.

You define the conditions that the system uses to place orders on hold in the Order Hold Information program (P42090) and attach those conditions to a hold code.

You must specify the hold code in this processing option to activate order hold processing.

#### 2. Partial Order Hold Code

Enter a value from UDC 42/HC that the system uses to hold an entire order if quantity is not available to fill an order detail line.

You must enter the partial order hold code for backorder release to release the hold when the order is completely filled. The system can then release and remove the hold according to information in the Customer Billing Instructions, Item Master Information, Item Branch/Plant Information, and Branch/Plant Constants forms. If you do not enter a correct partial hold code, the backorder release does not release the held order.

### 11.4.5.5 Print

These processing options indicate whether the system prints order information for those orders that can be completely filled, orders that are on hold, or components of kits.

#### 1. Total Fill Orders

Specify whether the system prints only the lines that can be totally filled or all lines. Values are:

Blank: Print all lines.

1: Print only the lines that can be totally filled.

## **2. Print Held Orders**

Specify whether the system prints held orders and allows the release of the held orders. Values are:

Blank: Do not print held orders.

1: Print held orders and allow the release of the held orders.

## **3. Print Kit Component Lines**

Specify whether the system prints component lines for kits in backorder release. Values are:

Blank: Do not print kit components.

1: Print kit components in a backorder release.

## **4. Print Error Messages**

Specify whether the system prints error messages on the report. Values are:

Blank: Print all error messages.

1: Do not print error messages.

### **11.4.5.6 Versions**

These processing options determine the version that the system uses during backorder release processing. If you leave a processing option blank, the system uses the ZJDE0001 version.

#### **1. Subsystem Print Invoice (R42565)**

Specify the version of the Invoice Print program (R42565) that is set up to generate invoices through subsystem processing.

#### **2. Subsystem Print Pickslip (R42520)**

Specify the version of the Print Pick Slip program (R42520) that is set up to generate pick slips through subsystem processing.

#### **3. Ship and Debit (R45100)**

Specify the version of the Assign, Recalculate, and Reassign Agreements program (R45100) that the system uses to identify and adjust ship and debit agreements when you run the R42118 program.

### **11.4.5.7 Warehousing**

You use these processing options with the JD Edwards EnterpriseOne Warehouse Management system.

#### **1. Request Processing Mode**

Specify whether the system generates pick requests and then processes the request through the subsystem. You use a pick request to process a suggestion to pick the inventory for an order from a particular location. If you leave this processing option blank, the system does not generate pick requests. Values are:

Blank: Do not generate pick requests.

1: Generate pick requests only.

2: Generate pick requests and then process the request through the subsystem.

**2. Subsystem Print Pick Request**

Specify the version of the Print Pick Request program (P4617) that is set up for subsystem processing if you generate warehouse management pick requests through the subsystem.

**3. Override Next Status**

Enter an alternative step in the order process by specifying a value from UDC 40/AT that has been set up in the order activity rules based on the order type and the line type combination. The combination of the beginning status and the override status must be a valid last status and next status combination in the Order Activity Rules table (F40203).

**11.4.6 Releasing Backorders in Batch**

Select Additional Order Processes menu (G4212), Release Backorders - Batch.

**11.5 Releasing Blanket Orders**

This section provides an overview of blanket order release and discusses how to:

- Set processing options for Sales Blanket Order Release (P420111).
- Release blanket orders.

**11.5.1 Understanding Blanket Order Release**

You can create sales orders for customers with blanket orders or quotes. You use the Release Blankets program (P420111) to manually deduct item quantities from a blanket order. The system creates a sales order for the quantity that you specify. The system maintains any remaining balance on the blanket order for future orders. The system also indicates when the sales order quantity exceeds the blanket order quantity.

The system consolidates order lines based on sold to, branch/plant, and currency code information. The order numbers that you enter can be consolidated in the same way as the system-generated sales orders. For example, if you select multiple records to release and enter a new order number for the first record only, the system consolidates the orders.

When you release a blanket order, you can specify the sales order number when you verify the release date and quantity. The system checks the order number and line type combinations for duplicates. If duplicates are found, the system stops processing the order and displays an error message that the document number exists. You must assign a unique order number to the order before the system processes the sales order. If you do not enter an order number, the system generates the sales order number using next numbers.

The system lets you release single or multiple blanket orders automatically or manually, and you can specify whether a blanket order is selected by default when multiple blankets meet the identification criteria.

If multiple blanket orders exist for a customer, such as orders received using electronic purchase orders (EDI 850 orders), you can ensure that the system automatically identifies a sales order blanket to be released. To reduce the chances of multiple blankets meeting the processing criteria, you can process blanket orders based on these values:

- Sold to address and item number.
- Ship to address and item number.

- Sold to address, item number, and customer purchase order (PO).
- Ship to address, item number, and customer PO.
- Delivered to address and item number.
- Delivered to address, item number, and customer PO.

You can release multiple blanket orders simultaneously and release the full item quantity in each blanket order without verifying the release quantity and date or specifying a sales order number. To do so, select Release Full Quantity from the Row menu on the Work With Order Blanket Release form. The system generates a sales order for the full quantity and assigns a sales order number through the Next Number Revisions program (P0002).

If you are using the Customer Self-Service version of the P420111 program, you can partially release quantities from multiple blanket orders and from multiple lines on blanket orders if you have set the appropriate processing options. When the system creates the sales orders, you can review each sales order number that results. You can also cancel a single line that has been released, as opposed to having to cancel all of the lines that have been released.

To create a sales order from a blanket order, you must use the unit of measure from the original blanket order. If the units of measure in the sales order do not match the units of measure in the blanket order, the system does not initiate blanket order release.

See [Entering Blanket Orders](#).

#### **11.5.1.1 Releasing Blanket Order for Kits**

You can release blanket orders using the Sales Blanket Order Release program (P420111) or using the Sales Order Entry programs (P4210 and P42101). If you use the Sales Order Entry programs, you must set the processing options to specify that the system process blanket orders and determine how the system process individual and multiple blanket orders. When you release blanket orders using the Sales Order Entry programs, the system constructs the kit based on the components that you selected when you entered the original blanket order. The system displays the kit components using the Sales Blanket Release program (P42116). You use the Sales Blanket Release program to review and release the blanket order lines. To review the components for the selected kit blanket line, you access the View Kit Components program (P420112) from the Sales Blanket Release program.

The system determines pricing on the kit sales order based on the price on the original blanket order, regardless of the selected components.

After you create a sales order from the blanket order for the kit parent, the system reflects the changes on the sales order on the original blanket. If you cancel the order, or increase or decrease the order quantity, the system adjusts the open quantity on the original order. The system updates the open order quantity on the components items based on the bill of material and the parent kit. Changes to the individual component lines of a generated sales order do not affect the original blanket order.

#### **11.5.1.2 Releasing Blanket Orders with Taxed Prices**

See [Taxed Prices](#)

If you use taxed prices and access the Sales Blanket Order Release program, you can release taxed sales orders. The system retrieves the internal tax date from the original blanket order.

Review the following considerations when releasing a blanket order:



- If you release a taxed blanket order and generate a sales order, the system displays the value in the Use Taxed Prices check box from the original blanket order on the generated sales order.
- If you release multiple taxed and non-taxed blanket orders before generating the sales order, then the system retrieves the value in the Use Taxed Prices check box from the first released blanket order and uses this value in the generated sales order. Therefore, if the first released blanket is a taxed order, then the generated sales order is a taxed order. If the first released blanket is a non-taxed order, then the generated sales order is a non-taxed sales order.
- If the generated sales order uses taxed prices and the selected blanket also uses taxed prices, then the system uses the taxed prices from blanket order in the sales order and selects the taxed price override flag in the Sales Order Detail Tax table (F4211TX).
- If the generated sales order uses taxed prices and the selected blanket does not use taxed prices, then the system uses the non-taxed prices from the blanket order in the sales order and selects the price override flag in the Sales Order Detail table (F4211). The system calculates taxed prices from the non-taxed blanket prices.
- If the generated sales order does not use taxed prices and the selected blanket uses taxed prices, then the system uses the non-taxed prices from the blanket order in the sales order and selects the price override flag in the F4211 table.

If you select a blanket order with taxed prices, the system displays the following fields on the Work With Order Blanket Release form:

- Taxed Unit Price
- Unit Tax Amount
- Foreign Taxed Unit Price
- Foreign Unit Tax Amount

If you select a blanket order with taxed prices, the system displays the following fields on the Blanket Order Revisions form:

- Use Taxed Prices
- Taxed Unit Price
- Unit Tax Amount

If you use taxed prices and access the Sales Blanket Release program (P42216) from the Sales Order Entry programs (P4210 or P42101), review the following considerations:

- If the sales order uses taxed prices and the selected blanket order also uses taxed prices, then system uses the taxed prices from the blanket order in the sales order and selects the taxed price override flag in the Sales Order Detail Tax table (F4211TX).
- If the sales order uses taxed prices and the selected blanket order does not use taxed prices, then the system uses the non-taxed prices from blanket order in the sales order and selects the price override flag in the Sales Order Detail table (F4211). The system calculates taxed prices from non-taxed blanket prices.
- If the sales order does not use taxed prices and the selected blanket order uses taxed prices, then the system ignores the taxed prices from blanket order, uses the non-taxed prices from the blanket order in the sales order, and selects the price override flag in the F4211 table.

In the Sales Blanket Release program, you can specify whether to review taxed or non-taxed blanket orders. If you decide to review taxed blanket orders, the system displays the domestic or foreign fields as read-only on the Blanket Release form:

- Taxed Unit Price
- Unit Tax Amount
- Foreign Taxed Unit Price
- Foreign Unit Tax Amount

If you use taxed prices and access the Sales Order Line Detail program (P42045) from the Sales Blanket Release program (P42216), the system displays either the domestic or foreign fields on the Sales Order Line Detail form:

- Taxed Unit Price
- Taxed Extended Price
- Foreign Taxed Unit Price
- Foreign Taxed Extended Price

## 11.5.2 Forms Used to Release Blanket Orders

Form Name	Form ID	Navigation	Usage
Work With Order Blanket Release	W420111B	Additional Order Processes (G4212), Release Blankets	Review and select blanket orders.  Release all orders by selecting rows and then selecting Release Full Qty (Quantity) from the Row menu.
Blanket Order Revisions	W420111A	Select a blanket order on the Work With Order Blanket Release form, and click Select.	Release blanket orders.
Blanket Release	W42216A	Sales Order Processing (G4211)  Enter a sales order for an item which exists on a blanket order.	Release blanket orders during sales order entry.
View Kit Components	W420112H	Select a blanket order and select View Kit Components from the Row menu on the Blanket Release form.	Review selected components for a parent kit item on a blanket order.

## 11.5.3 Setting Processing Options for the Sales Blanket Order Release Program (P420111)

Processing options enable you to specify the default values, display, versions, and processing for the Sales Blanket Order Release program (P420111).

### 11.5.3.1 Default

These processing options specify the default values when you create a new blanket order.

**1. Order Type**

(Required) Enter a code from UDC 00/DT that specifies the order type to select.

**2. Outgoing Document Type**

(Required) Enter a code from UDC 00/DT that specifies the outgoing document type.

**3. Line Number Increment**

(Optional) Specify the increment that the system uses to determine new order line numbers when an order line must be split. For example, if order line 1 must be split, and you enter 1 for this processing option, the system creates the new line using line number 2.

**11.5.3.2 Display**

This processing option determines whether the system displays kit components.

**1. Hide Kit Component**

Specify whether the system displays kit component lines on the Blanket Order Release form. Values are:

- Blank: The system displays the parent kit item and all components.
- 1: The system displays the parent kit item only.

**11.5.3.3 Version**

These processing options enable you to define the version for each application.

**1. Sales Order Entry**

Enter the version of the Sales Order Entry program (P4210) that the system uses for releasing blanket orders.

If you leave this field blank, the system uses ZJDE0001.

**2. Customer Service Inquiry**

Enter the version of the Customer Service Inquiry program (P4210) that the system uses for releasing blanket orders.

If you leave this field blank, the system uses ZJDE0001.

**11.5.3.4 Customer Self Service**

These processing options specify whether the system uses customer self-service and determines how the system displays data.

**1. Customer Self-Service Functionality**

Specify whether the system activates the Customer Self-Service functionality. Values are:

Blank: Bypass the Customer Self-Service functionality.

1: Activate Customer Self-Service functionality.

**2. Organization Structure Type**

Enter the structure type to display addresses for that structure type, or leave blank to display all related addresses.

**3. Customer Cross Reference Type**

Enter a code from UDC 41/DT that identifies the customer cross-reference type.

**4. Display/Hide Change button**

Specify whether the system displays the change button. Values are:

Blank: Hide the change button.

1: Display the change button.

## 11.5.4 Releasing Blanket Orders

Access the Blanket Order Revisions form.

When you release a blanket order, you might receive these error messages:

- Multiple blankets exist.
- The order line quantity requested is over the amount left on a blanket order.

These errors require you to act, such as select the blanket order from which you want to release the quantity, and reduce the order amount so that it matches the sales order.

**Release Quantity**

Specify the quantity to release from the open order quantity. This quantity reduces the open order quantity on the original blanket order.

**Request Date**

Specify the requested date that should be applied to the released line during sales order generation.

**New Order Number**

(Optional) Specify an order number that the system uses to create the sales order. This order number becomes the generated number of the sales order after the sales order generation.

## 11.6 Releasing Quote Orders

This section provides an overview of quote order release and discusses how to release quote orders.

### 11.6.1 Understanding Quote Order Release

You release a quote order in the same manner that you release a blanket order; you use the Release Blankets program (P420111) to release any of the items on a quote order and to create a sales order. If you release only part of the quantity or some items on the quote order, the system maintains the balance remaining on the original quote order. The next time that you display the quote order, you see the adjusted quantity.

If you have multiple orders for the same customer and item, all orders appear on the Work With Order Blanket Release form. The quantity fields do not contain values. You must enter the quantity for the appropriate order.

When you release a quote order, you can specify the sales order number when you verify the release date and quantity. The system checks the order number and document type combinations for duplicates. If duplicates are found, the system stops processing the order and displays an error message that the document number exists. You must assign a unique order number to the order before the system processes the sales order. If you do not enter a unique order number, the system generates the sales order number.

The system consolidates order lines based on sold to, branch/plant, and currency code information. The order numbers that a user enters can be consolidated in the same

way as the system-generated sales orders. For example, if you select multiple records to release and enter a new order number for the first record only, the system consolidates the orders.

If you have created a quote order and the customer authorizes the purchase of the quoted items, you can use the quote to create a sales order. You use this method to create a sales order that reflects all or most of the quantities and items on a quote order.

You can release multiple quote orders simultaneously by selecting Release Full Quantity from the Row menu of the Work With Order Blanket Release form.

The system releases the full item quantity in each quote order and attempts to consolidate multiple order selections to a single order if possible. To create a sales order from a quote order, you must use the unit of measure in the original quote order. If the unit of measure in the sales order does not match the unit of measure in the quote order, the system does not initiate quote order release. To generate the sales order, select SO Generation from the Form menu.

#### 11.6.1.1 Quote Order Release for Kits

You can release quote orders manually using the Sales Blanket Order Release program (P420111), or automatically using the Sales Order Entry programs (P4210 and P42101). If you use the Sales Order Entry programs, you must set the processing options to specify that the system process quote orders and determine how the system processes individual and multiple quote orders. When you release quote orders automatically, the system constructs the kit based on the components that you selected when you entered the original quote order. The system displays the kit components using the Sales Blanket Release program (P42116). You can use the Sales Blanket Release program to review and update the quote order lines for release.

The system determines pricing on the kit sales order based on the price on the original quote order, regardless of the selected components.

### 11.6.2 Mobile Enterprise Applications for Quote Review and Release

The following mobile applications are available, and can be used to review and release sales order quotes on a mobile device:

- Quote Review and Release (Smartphone and Tablet)

These applications require system administrator configuration before they are available to individual users. Contact your system administrator to determine whether these applications are available for use.

Additionally, see the following topics in the JD Edwards EnterpriseOne Applications Mobile Enterprise Applications Implementation Guide:

- Quote Review and Release Mobile Applications

### 11.6.3 Forms Used to Release Quote Orders

Form Name	Form ID	Navigation	Usage
Work With Order Blanket Release	W420111B	Additional Order Processes (G4212), Release Quotes	Review and select quote orders.

Form Name	Form ID	Navigation	Usage
Blanket Order Revisions	W420111A	Select a record, and click Select to release a quote order.	Release quote orders.
Blanket Release	W42216A	Sales Order Processing (G4211) Enter a sales order for an item which exists on a quote order.	Release blanket orders during sales order entry.
View Kit Components	W420112H	Select a quote order and select View Kit Components from the Row menu on the Blanket Release form.	Review selected components for a parent kit item on a quote order.

### 11.6.4 Releasing Quote Orders

Access the Blanket Order Revisions form.

To release the entire quantity on an order:

1. Select the row for the quote order to release.
2. Select Release Full Qty (Quantity) from the Row menu.

To release a partial quantity for an order:

1. Select the row for the quote order you want to release.
2. Click Select.
3. Complete the Release Quantity field on the Blanket Order Revisions form with the quantity to release from the quote order.

After you release the quantity from the quote, you must generate the sales order. To generate the sales order:

1. Select SO Generation from the Form menu on the Work With Blanket Order Release form.

The system automatically creates a sales order and displays the order number and document type.

2. Click the Added Order link to access the new sales order.

## 11.7 Reviewing Item Information

This section provides overviews of item information and supply and demand, lists a prerequisite, and discusses how to:

- Set processing options for the Check Price and Availability program (P4074).
- Review standard price and availability information.
- Set processing options for the Item Availability program (P41202).
- Locate quantity information.
- Review availability calculations.
- Set processing options for the Supply and Demand Inquiry program (P4021).
- Review supply and demand information.

**See Also:**

- "Locating Quantity Information" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.
- "Searching for Item Information" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.

### 11.7.1 Mobile Enterprise Applications for Reviewing Customer Order Information

The following mobile applications are available, and can be used to review customer order information on a mobile device:

- Customer Order Overview (Smartphone and Tablet)

These applications require system administrator configuration before they are available to individual users. Contact your system administrator to determine whether these applications are available for use.

Additionally, see the following topic in the JD Edwards EnterpriseOne Applications Mobile Enterprise Applications Implementation Guide:

- Mobile Applications: Customer Order Overview

### 11.7.2 Understanding Item Information

You can accurately plan for future stocking needs by reviewing information that the system provides about both the item and the quantity. For example, you can:

- Access information about the stock items.
- Access summary and detailed information about on-hand, committed, and available items.
- Access and monitor supply-and-demand information to help you plan for future stocking needs.
- Access item information about previous sales, current inventory quantities, and future receipts.
- Review balance forward records for a specific fiscal year.
- Reconcile inventory balances with the general ledger (GL) and access detailed item transaction information.
- Compare the inventory balances after one period with the same period end for the GL.

### 11.7.3 Understanding Supply and Demand

Use the Supply/Demand Inquiry form to review demand, supply, and available quantities for a specific item. You can review general product and item performance for a given branch/plant, past sales performance, current demand, and other item information. The information is based on inventory, purchasing, and sales history.

The highlighted available-to-promise (ATP) lines on the Supply/Demand Inquiry form indicate the company's uncommitted available inventory. Available-to-promise inventory is available for sale or distribution within a specified period.

The demand quantities are presented by date and can include safety stock, quantities on sales orders, work order parts lists, planned order demand for lower levels, and interplant and forecasted demand. The supply quantities are presented by date and

can include on-hand inventory and quantities on purchase orders, manufacturing work orders, planned orders, and rate schedules. Supply quantities without a date or order information represent current availability by branch/plant storage location.

### 11.7.4 Prerequisite

Before you review item information, you must define the item availability calculation in the Branch/Plant Constants program (P41001).

### 11.7.5 Forms Used to Review Item Information

Form Name	Form ID	Navigation	Usage
Customer Service Inquiry	W4210E	Sales Order Inquiries (G42112), Customer Service	Copy both header and detail information from an existing sales order to a new sales order.
Manage Existing Order	W42101C	Sales Order Processing (G4211), Update Sales Order - Header First	Click Copy or Convert to copy both header and detail information from an existing sales order to a new sales order.
Check Price and Availability	W4074C	Sales Order Inquiries (G42112), Advanced Check Price & Availability	Check price and availability.
Work With Price and Availability	W41261A	Sales Order Inquiries (G42112), Standard Check Price & Availability	Review standard price and availability information.
Work With Item Availability	W41202A	Sales Order Inquiries (G42112), Summary Availability	Locate quantity information.
Detail Availability	W41202C	Select Detail Avail from the Row menu on the Work With Item Availability form.	Review availability calculations.
Work With Supply and Demand	W4021B	Sales Order Inquiries (G42112), Supply/Demand	Review supply and demand information.

### 11.7.6 Setting Processing Options for the Check Price and Availability Program (P4074)

Processing options enable you to specify the default processing for the Check Price and Availability program (P4074).

#### 11.7.6.1 Process

These processing options specify the preference processing and price review information.

##### 1. Version of Sales Order Entry (P4210)

Enter a version of the Sales Order Entry program (P4210) that controls the preference profile.



If you leave this field blank, the system uses the ZJDE0001 version.

## **2. Allow Price History of a Receipt line with associated landed cost, to be updated**

Specify whether the system allows price history entries for receipts that are updated from the Price Review application (P40G200). The system supports the option to disallow updates of price history entries for receipts, when the receipt has associated landed cost entries. Values are:

**0:** Allow update of price history entries for receipt lines with associated landed cost entries. This is the default value.

**1:** Disallow update of price history entries for receipt lines with associated landed cost entries.

## **11.7.7 Reviewing Standard Price and Availability Information**

Access the Work With Price and Availability form.

The system calculates item availability and quantity information based on the options that you select for the branch/plant.

To obtain quantity cost-break information, check the Work With Price and Availability form for a sales order detail line.

You can review standard price adjustment information, such as inventory pricing rules.

### **Contract Pricing**

Click to search for contract prices.

### **Lvl (level)**

Enter an alphanumeric code that determines the sequence in which the system displays the rules within the pricing group. You define levels when you set up the pricing groups.

### **Up to Qty (up to quantity)**

Enter the volume or quantity breaks commonly used in pricing tables. If the quantity on the first level of a rule is 5, then the pricing logic on this level applies only to sales of five or fewer items. If the quantity in the next level is 10, then the pricing logic applies to sales of 6 through 10 items. A value of 99,999,999 indicates all quantities.

### **Override Unit Price**

Enter a price. Any price that you enter here overrides all other rules or prices.

### **Factor**

Enter the discount that the system uses when it calculates the price of an item attached to this inventory pricing rule. Discounts can be expressed as multipliers, additional amounts, or deductible amounts. For example, a 10 percent discount would be expressed as **0.90**. You can use the same factor for markups over cost. For example, a 10 percent markup would be expressed as **1.10**.

### **Type**

Enter a code that indicates whether the factor value is a multiplier (percent) or an additional or deductible cash amount when applied to an order's price.

### **Contract Flag**

Enter a code that indicates a special pricing relationship between the item and one or more of the customers. The inventory pricing rule code for a contract is the item number. Values are:

Blank: No contract.

**C:** Contract price.

If you indicate that a pricing type is a contract, you must enter the quantity that can be sold at this contract price and the contract number, if one exists.

You must also attach the contract pricing rule to the customer or customer group for the rule to become effective.

## **11.7.8 Setting Processing Options for the Item Availability Program (P41202)**

Processing options enable you to specify the default processing for the Item Availability program (P41202).

### **11.7.8.1 Versions**

These processing options enable you to specify the versions for various programs that you access from the P41202 program. Versions control how the system processes and displays information. Therefore, you must set the processing option to meet the company's specific needs.

#### **1. Item Master**

Enter the version that the system uses when you access the Item Master program (P4101). If you leave this processing option blank, the system uses version ZJDE0001.

#### **2. Item Notes**

Enter the version that the system uses when you access the Item Notes program (P40163). If you leave this processing option blank, the system uses version ZJDE0001.

#### **3. Item Search**

Enter the version that the system uses when you access the Item Search program (P41200). If you leave this processing option blank, the system uses version ZJDE0001.

#### **4. Purchase Order Inquiry**

Enter the version that the system uses when you access the Purchase Order Inquiry program (P430301). If you leave this processing option blank, the system uses version ZJDE0001.

#### **5. Customer Service Inquiry**

Enter the version that the system uses when you access the Customer Service Inquiry (Misc. Windows) program (P42045). If you leave this processing option blank, the system uses version ZJDE0001.

#### **6. Open Work Orders**

Enter the version that the system uses when you access the Open Work Orders program (R31400). If you leave this processing option blank, the system uses version ZJDE0001.

#### **7. Supply and Demand**

Enter the version that the system uses when you access the Supply and Demand Inquiry program (P4021). If you leave this processing option blank, the system uses version ZJDE0001.

#### **8. Bill of Material**

Enter the version that the system uses when you access the Bill of Material Inquiry program (P30200). If you leave this processing option blank, the system uses version ZJDE0001.

**9. Lot Availability**

Enter the version that the system uses when you access the Lot Master Availability program (P41280). If you leave this processing option blank, the system uses version ZJDE0001.

**10. Item Ledger**

Enter the version that the system uses when you access the Item Ledger Inquiry (CARDEX) program (P4111). If you leave this processing option blank, the system uses version ZJDE0001.

**11. Branch/Plant Item Information**

Enter the version that the system uses when you access the Branch/Plant Constants program (P41001). If you leave this processing option blank, the system uses version ZJDE0001.

**12. Location Master**

Enter the version that the system uses when you access the Location Master program (P4100). If you leave this processing option blank, the system uses version ZJDE0001.

**13. Item Location Information**

Enter the version that the system uses when you access the Item Location Type program (P41023). If you leave this processing option blank, the system uses version ZJDE0001.

**11.7.8.2 Display**

These processing options enable you to specify whether the system displays certain types of information and how the system calculates data.

**1. Grade Information**

Specify whether the system displays grade information. Values are:

Blank: Do not display grade information.

1: Display grade information.

**2. Potency Information**

Specify whether the system displays potency information. Values are:

Blank: Do not display potency information.

1: Display potency information.

**3. Quality Management**

Specify whether the system displays information from the JD Edwards EnterpriseOne Quality Management system from Oracle. Values are:

Blank: Do not display quality management information.

1: Display quality management information.

**4. Quantity - Primary Units of Measure**

Specify whether the system displays quantity information in primary units of measure. Values are:

Blank: Do not display quantities in primary units of measure.

1: Display quantities in primary units of measure.

### **5. Truncate/Round**

Specify the manner in which the system truncates or rounds the information in the detail area. Values are:

Blank: Round the information in the detail area. The system uses normal mathematical rounding. For example, with no display decimals specified, 2.3 remains 2 and 2.6 is rounded up to 3.

1: Truncate the information in the grid. The system always removes additional positions. For example, with no display decimals specified, 2.3 and 2.6 are both truncated to 2.

2: Round up the information in the grid. The system always rounds to the next higher number. For example, with no display decimals specified, 2.3 and 2.6 are both rounded up to 3.

### **6. Customer Self-Service**

Specify whether the system uses the standard mode or customer self-service functionality. Values are:

Blank: Bypass customer self-service functionality and use the standard mode.

1: Activate customer self-service functionality.

### **11.7.8.3 Lot Options**

These processing options enable you to specify whether the system displays fields for advanced lot processing and to specify the default date for calculating the number of days until a lot expires.

#### **1. Display Percent of Life Remaining**

Enter a value to display the Percent of Life Remaining field. If you leave this processing option blank, the system does not display the Percent of Life Remaining field.

#### **2. Display Number of Days Remaining**

Enter a code to display the Number of Days Remaining field. If you leave this processing option blank, the system does not display the Number of Days Remaining field.

#### **3. Calculation Date**

Enter a date that the system uses to calculate the remaining number of days until a lot expires. If you leave this processing option blank, the system uses today's date.

## **11.7.9 Locating Quantity Information**

Access the Work With Item Availability form.

Complete the fields on the Item Availability and Additional Selections 1 tab before you click Find to review quantity information and determine current and future inventory needs.

If you used JD Edwards EnterpriseOne Advanced Pricing from Oracle to set up prices for item and customer combinations, use the Check Price and Availability program (P4074) to locate information about the pricing and availability of specific inventory items that are sold to specific customers or that are part of customer group and item group combinations. This program displays information from the Item Location table (F41021) and the Price by Customer table (F4208).

**Grade Range**

Enter a value from UDC 40/LG that indicates the minimum grade that is acceptable for an item.

The system displays a warning message if you try to purchase or issue items with grades that do not meet the minimum grade acceptable. The system does not allow you to sell items with grades that do not meet the minimum acceptable level.

**Potency Range**

Enter a number that indicates the minimum potency or percentage of active ingredients acceptable for an item.

The system displays a warning message if you try to purchase or issue items that do not meet the minimum acceptable potency. The system does not allow you to sell items that do not meet the minimum acceptable potency.

**Summary Only**

Select to display information that is summarized by item, company, currency code, and cost rule.

Clear this option, and the system displays individual receipt records.

**Omit Zero Quantities**

Select this option, and the system does not display information with zero on-hand quantities.

Clear to display information with zero on-hand quantities.

**See Also:**

- "Locating Quantity Information" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.

**11.7.10 Reviewing Availability Calculations**

Access the Detail Availability form.

The system retrieves quantity information based on the item availability definition for the branch/plant.

**11.7.11 Setting Processing Options for the Supply and Demand Inquiry Program (P4021)**

Processing options enable you to specify the default processing for the Supply and Demand Inquiry program (P4021).

**11.7.11.1 Process**

Use these processing options to control processing for the Supply/Demand Inquiry program, such as which quantities and document types and which forecast and planning data are included in the inquiry.

**1. Deduct Safety Stock From Available Quantity**

Specify whether the system displays the safety stock line and decreases the safety stock from the available quantity. Values are:

Blank: Do not deduct safety stock.

1: Deduct safety stock.

## **2. Receipt Routing Quantities Considered As On Hand**

Specify whether the system considers receipt routing quantities as on hand. Values are:

Blank: Do not consider quantities as on hand.

1: Consider quantities as on hand.

### **Quantity in Transit**

Specify whether the system considers the Quantity in Transit part of the on-hand quantity. In a manufacturing environment, sometimes you must establish where stock is to determine whether it is available for immediate use. Values are:

Blank: Display the Quantity in Transit for the appropriate date.

1: Include the Quantity in Transit in the on-hand inventory.

### **Quantity In Inspection**

Specify whether the system considers the Quantity in Inspection part of the on-hand quantity. In a manufacturing environment, sometimes you must establish where stock is to determine whether it is available for immediate use. Values are:

Blank: Display the Quantity in Inspection for the appropriate date.

1: Include the Quantity in Inspection in the on-hand inventory.

### **User Defined Quantity 1**

Specify whether the system considers the User Defined Quantity 1 part of the on-hand quantity. This quantity is defined in the Update Operation 1 field on the Receipt Routing Definition form. In a manufacturing environment, sometimes you must establish where stock is to determine whether it is available for immediate use. Values are:

Blank: Display the User Defined Quantity 1 for the appropriate date.

1: Include the User Defined Quantity 1 in the on-hand inventory.

### **User Defined Quantity 2**

Specify whether the system considers the User Defined Quantity 2 part of the on-hand quantity. This quantity is defined in the Update Operation 2 field on the Receipt Routing Definition form. In a manufacturing environment, sometimes you must establish where stock is to determine whether it is available for immediate use. Values are:

Blank: Display the User Defined Quantity 2 for the appropriate date.

1: Include the User Defined Quantity 2 in the on-hand inventory.

## **3. Supply/Demand Inclusion Rules**

Enter the supply and demand inclusion rules version for the system to use. These rules define the order type, line type, and line status. Inclusion rule version is a UDC (40/RV) that identifies the version to use for processing. Enter an inclusion rule to use as the default value or select it from the Select User Define Code form.

## **4. Subtract Expired Lot Quantities**

Specify whether the system deducts the expired lot quantities from the available quantity. Values are:

Blank: Do not reduce the available quantity.

1: Reduce the available quantity.

This processing option does not work with available to promise lines. If you select value 1 for this processing option, you must set the Available to Promise Line Flag

processing option, under the Process 1 tab, to either blank or 2.

#### **5. Enable Engineer to Order (ETO)**

Specify whether the system enables ETO functionality. Values are:

Blank: Do not enable ETO functionality.

1: Enable ETO functionality.

#### **6. Include Past Due Supply In Quantity Available**

Specify whether past-due quantities are considered while calculating available quantity. Values are:

Blank: Do not include past-due quantities.

1: Include past-due quantities.

#### **7. Rate Based Schedule Type**

Enter a code (UDC 31/ST) to specify the rate-based schedule type for the system to display. Rate-based schedule type is a code that identifies the schedule type. Enter the type to use as the default value or select it from the Select User Define Code form. If you leave this processing option blank, the system does not display any rate-based schedules.

#### **8. Include MPS/MRP/DRP Planned Orders (include master production schedule/material requirements planning/distribution requirements planning planned orders)**

Specify whether the system displays planned orders from MPS/MRP/DRP generations. Values are:

Blank: Do not display planned orders.

1: Display planned orders.

#### **9. Forecast Types (5 Types Maximum)**

Specify which forecast types, up to five, the system includes in the inquiry. If you leave this processing option blank, the system does not include any forecast records. Enter multiple forecasts as follows: To enter 01, 02, and BF, type **0102BF**.

#### **10. Days From Today To Include Forecast**

Enter the number of days (+ or -) from the system date that the system uses to include forecast records. If you leave this processing option blank, the system uses the system date.

#### **11. Exclude Bulk Items**

Specify whether the system displays bulk stocking type records. Values are:

Blank: Display bulk stocking type records.

1: Do not display bulk stocking type records.

#### **12. Include Past Due Rates as a supply**

Specify whether the system considers open quantities from past-due rate schedules as supply. When you enter **1**, the system includes past-due rate orders in the display. Values are:

Blank: Do not use open quantities from past-due rate orders as supply.

1: Use open quantities from past due rate orders as a supply.

#### **13. Forecast Start Date**

Specify the start date. Values are:

Blank: Use the system date.

1: Use the start date of the current forecast period.

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**Note:** If you enter **1**, the Enable Engineer to Order (ETO) processing option must be blank.

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#### **14. Lot Hold Codes (up to 5)**

Specify the lots to be included in the calculation of on-hand inventory. You can enter a maximum of 5 lot hold codes (41/L). Values are:

Blank: Do not include held lots in calculation of on-hand inventory.

\*: Include all held lots in calculation of on-hand inventory.

#### **11.7.11.2 Display**

Use these processing options to control how certain information appears on the Work With Supply and Demand form. For example, a processing option controls whether quantities appear after they are converted to standard potency.

##### **1. Convert Quantities To Standard Potency**

Specify whether the system converts quantities to the standard potency. Values are:

Blank: Do not convert the quantities.

1: Converts the quantities.

##### **2. Display ATP Line (display available to promise line)**

Specify whether the system displays an available to promise line, a cumulative available to promise line, or neither. Values are:

Blank: Do not display either line.

1: Display the available to promise line.

2: Display the cumulative available to promise line.

If you want to display the available to promise line (value 1) for this processing option, you cannot use the Display 3 tab, Reduce Expired Lot Quantities processing option.

##### **3. Summarize All In Receipt Routing Steps**

Specify whether the system summarizes all quantities for the In Receipt routing steps into one line. Values are:

Blank: Do not summarize.

1: Summarize the In Receipt routing steps.

##### **4. Summarize Item Balance Quantity Records**

Specify whether the system summarizes all the quantities in the item location records into one line. Values are:

Blank: Do not summarize.

1: Summarize all the quantities in the item location records.

##### **5. Display Data In Window Mode**

Specify whether the system displays the Supply & Demand Inquiry program (P4021) in the window format if called from another program. Values are:

Blank: Display the program in the full form format.



1: Display the program in the window format.

### **6. Summarize Pegging and Parts List Demand**

Specify whether the system summarizes pegging and parts list demand. Values are:

Blank: Do not summarize.

1: Summarize the pegging and parts list demand.

### **11.7.11.3 Versions**

Use these processing options to specify the version of each program that the system accesses. If you leave a processing option blank, the system uses version ZJDE0001 of the program.

#### **1. Purchase Order Entry (P4310)**

Enter the version of the Purchase Order Entry program (P4310) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P4310 program displays information; therefore, you might set the processing options to specific versions to meet the company's needs.

#### **2. Purchase Order Inquiry (P4310)**

Enter the version of the Purchase Order Inquiry program (P430301) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P430301 program displays information; therefore, you set the processing options to specific versions to meet the company's needs.

#### **3. Sales Order Entry (P4210)**

Enter the version of the Sales Order Entry program (P4210) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P4210 program displays information; therefore, you set the processing options to specific versions to meet the company's needs.

#### **4. Sales Order Inquiry (P4210)**

Enter the version of the Sales Ledger Inquiry program (P42045) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P42045 program displays information; therefore, you set the processing options to specific versions to meet the company's needs.

#### **5. Scheduling Work Bench (P31225)**

Enter the version of the Scheduling Workbench program (P31225) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P31225 program displays information; therefore, you set the processing options to specific versions to meet the company's needs.

#### **6. MPS/MRP/DRP Pegging Inquiry (P3412)**

Enter the version of the MPS/MRP/DRP Pegging Inquiry program (P3412) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P3412 program displays information; therefore, you set the processing options to specific versions to meet the company's needs.

#### **7. MPS/MRP/DRP Time Series (P3413)**

Enter the version of the MPS Time Series program (P3413) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P3413 program displays information; therefore, you set the processing options to specific versions to meet the company's needs.

#### **8. MPS/MRP/DRP Msg Detail (P3411)**

Enter the version of the MPS/MRP Detail Message Revisions program (P3411) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P3411 program displays information; therefore, you set the processing options to specific versions to meet the company's needs.

#### **9. Bill of Material Inquiry (P30200)**

Enter the version of the Bill of Material Inquiry program (P30200) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P30200 program displays information; therefore, you might set the processing options to specific versions to meet the company's needs.

#### **10. Item Branch (P41026)**

Enter the version of the Item Branch program (P41026) that the system uses when you access the program from Row and Form menus on the Work With Supply and Demand form. Versions control how the P41026 program displays information; therefore, you set the processing options to specific versions to meet the company's needs.

#### **11. Mfg WO Processing (P48013) (manufacturing work order processing (P48013))**

Enter the version of the Manufacturing Work Order Processing program (P48013) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P48013 program displays information; therefore, you set the processing options to specific versions to meet the company's needs.

#### **12. Enter/Change Rate Schedule (P3109)**

Enter the version of the Enter/Change Rate Schedule program (P3109) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P3109 program displays information; therefore, you set the processing options to specific versions to meet the company's needs.

#### **13. Item Availability (P41202)**

Enter the version of the Item Availability program (P41202) that the system uses when you access the program from Row and Form menus from the Work With Supply and Demand form.

Versions control how the P41202 program displays information; therefore, you set the processing options to specific versions to meet the company's needs.

### 11.7.12 Reviewing Supply and Demand Information

Access the Work With Supply and Demand form.

The highlighted available-to-promise lines indicate the company's uncommitted available inventory. Available-to-promise inventory is available for sale or distribution within a specified period.

## 11.8 Reviewing Customer and Sales Information

This section provides overviews of customer account information, sales order information, and sales ledger information, lists prerequisites, and discusses how to:

- Review customer account information.
- Review sales orders.
- Set processing options for Delivery Notes Inquiry (P42290).

Country-specific functionality for reviewing sales order information exists for Argentina.

See "Reviewing Sales Order Information for Argentina" in the JD Edwards EnterpriseOne Applications Localizations for Argentina Implementation Guide.

#### See Also:

- "Working with Customer Ledger Information" in the JD Edwards EnterpriseOne Applications Accounts Receivable Implementation Guide.
- [Setting Processing Options for the Sales Ledger Inquiry Program \(P42025\)](#).

### 11.8.1 Understanding Customer Account Information

You can use the Check Credit program (P42050) to review information about a customer's account and credit status. You can compare the customer's total accounts receivable and open orders to the customer's current credit limit assigned in the Customer Master by Line of Business table (F03012) to determine whether the credit limit has been exceeded.

You can access this type of information:

- Accounts receivable (for example, any balances that are currently due).
- Account history (for example, customer ranking, invoice, and payment information).
- Open sales orders (for example, order dates and amounts).

Additionally, you can check credit at these levels:

- Customer (C)
- Parent (P)
- Line of Business (L)

If you do business with a company that operates in multiple lines of business, you can differentiate the customers based on product, division, or geography. When you perform credit checking at the Line of Business (LOB) level, you can define different default processing instructions for the same customer for different lines of business.

## 11.8.2 Understanding Sales Order Information

You use the Sales Order Entry program (P4210) to review sales order, customer, and item information in the Sales Order Detail File (F4211) or Sales Order History File (F42119) tables. The P4210 program enables you to review this information:

- Open sales order information.
- Closed sales order information.
- Information at the sales order, customer, and item levels.

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**Note:** Use \* as a wildcard character in some fields, such as invoice number and item number, to have the system search on all values for the field. You can enter the first few letters or numbers of the item number followed by \* to locate all items that start with the values that you enter. For example, if you enter 10\*, the system displays all numbers that begin with 10.

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### 11.8.2.1 Sales Orders in an As If Currency

Whether you enter a sales order in a domestic or foreign currency, you can review amounts as if they were entered in a specific currency. As if currency processing enables you to review sales orders as if they were entered in a currency other than the currency in which they were actually entered. For example, a Canadian company that enters a foreign currency sales order in the euro (EUR) can review the sales order amounts as if they were entered in the Japanese yen (JPY) and then compare the JPY amounts to the domestic (CAD) and foreign (EUR) currency amounts.

One of the advantages of as if currency processing is that it does not affect disk space. The as if currency amounts are not written to a table; instead, they are stored in temporary memory. Although this has no impact on disk space, it can affect processing time.

To review sales order amounts in an as if currency, you must enter a default currency code and an exchange rate date in the processing options for the Customer Service Inquiry program (P4210). This activates the As If Currency field on the Customer Service Inquiry form.

The system retrieves the exchange rate from the Currency Exchange Rates table (F0015) and calculates the as if currency amounts based on the base (domestic) currency of the sales order. The as if currency amount that you review might not be the same amount as the actual invoice or receipt because of fluctuating exchange rates.

## 11.8.3 Understanding Sales Ledger Information

You can review sales ledger information for any orders that have been processed through the sales order process. Use sales ledger information to track sales orders and to determine when an order was entered or printed. You can also use this information for internal audit purposes.

The system writes information to the S.O. Detail Ledger File table (F42199) based on the order activity rules. You can determine at which point the system writes order information to the table through status codes. For example, you might want to record information to the table during sales order entry, invoicing, and sales update.

When you create a credit order from history, you retrieve the original order from the F42199 table. You must specify a version of the Sales Ledger Inquiry program (P42025)

in the processing options of the version of the P4210 program that has been set up for credit orders.

### 11.8.4 Prerequisites

Before you use the Credit Check form, you must activate A/R - Line of Business processing in the Enhanced A/R Constants.

Before you access the Work With Sales Ledger Inquiry form, verify that the correct status codes are set up to record an entry in the S.O. Detail Ledger File table (F42199).

Before you access the Work With Delivery Notes form, verify that the customer billing instructions for the customer are set up to print delivery notes and verify that the Delivery Notes Print program (R42535) has been run.

### 11.8.5 Forms Used to Review Customer and Sales Information

Form Name	Form ID	Navigation	Usage
Credit Check	W42050B	Sales Order Inquiries (G42112), Check Credit  Select a customer and click Select on the Work with Customer Master form.	Review customer account information
Work with Customer Ledger Inquiry	W03B2002A	Customer Invoice Entry (G03B11), Customer Ledger Inquiry	Review invoices and receipts or audit a customer's transaction history.
Standard Invoice Entry	W03B11A	Select a detail line and click Select on the Work with Customer Ledger Inquiry form.	Review information for a specific invoice.
Customer Service Inquiry	W4210E	Sales Order Inquiries (G42112), Customer Service	Review sales orders.
Manage Existing Order	W42101C	Sales Order Processing (G4211), Update Sales Order - Header First  Sales Order Processing (G4211), Update Sales Order - Detail First	Review sales orders.
Work With Sales Ledger Inquiry	W42025A	Sales Order Inquiries (G42112), Sales Ledger History Inquiry	Track sales orders and determine when an order was entered or printed.
Sales Ledger Detail	W42025B	Select a record and then select Sales Ledger Dtl (sales ledger detail) from the Row menu on the Work With Sales Ledger Inquiry form.	Review detail information for individual ledger items.

Form Name	Form ID	Navigation	Usage
Work With Delivery Notes	W42290A	Sales Order Inquiries (G42112), Delivery Notes Inquiry	Delivery personnel can use delivery notes to compare what they deliver to what they have on the truck. Use this form to review information about items that are transported.

## 11.8.6 Reviewing Customer Account Information

Access the Credit Check form.

### Amount Due

Review the balance or amount due on an open invoice or voucher.

In the Address Book Master table (F0101), the amount due is a memo amount that the system uses to determine whether a particular order exceeds a credit limit.

### Open Order Amount

Review the total amount of open orders for a supplier or customer. The system uses the list price from the Item Location table (F41021), adjusted by the discount tables or any override price. You cannot override this amount.

### Total Exposure

Review an amount of the total accumulated amount account receivables that is due and the total accumulated open order amounts for a given customer.

### Credit Limit

Review the total amount that you allow the customer to spend on purchases before the system sends a workflow message. This is the value that the system uses throughout the credit management programs. The system maintains the credit limit at the customer (child) level, not at the parent level. The system sends workflow messages for customers over their credit limits. When you set up or change the credit limit, the system sends a workflow message to the credit manager, indicating that the change is pending approval. The system does not accept the change to the credit limit in the customer record until the credit manager approves the change.

### Over Credit Limit

Review this field to determine the portion of a customer's total amount due that exceeds that customer's available credit limit.

#### See Also:

- "Setting Up Customer Records for Multicurrency Processing" in the JD Edwards EnterpriseOne Applications Multicurrency Processing Implementation Guide.

## 11.8.7 Reviewing Sales Orders

Access the Customer Service Inquiry form or the Manage Existing Order form.

From the Form and Row menus, you can select options to locate additional types of information that relate to sales orders, such as:

- Order holds.

- Online invoices.
- Customer information.
- Item availability.
- Supply and demand information.
- Item cross-references.
- Order header revision information.
- Order detail revision information.
- Shipment information.
- Pricing history.
- Rebate history.

You can review sales order, customer, and item information in the Sales Order Detail File table (F4211) or the Sales Order History File table (F42119).

- **Extend Back Order Quantity**

Select to indicate that the system includes the backorder quantity as part of the total amount for the order detail line.

- **Customer Item**

Select to display the cross-reference item number; otherwise, the cross-reference item number is not required.

## 11.8.8 Setting Processing Options for the Delivery Notes Inquiry Program (P42290)

Processing options enable you to specify the default processing for the Delivery Notes Inquiry program (P42290).

### 11.8.8.1 Versions

Use these processing options to specify the default values that the system uses. A version is a user-defined set of specifications to control how applications and reports run. You use versions to group and save a set of user-defined processing option values and data selection and sequencing options. Interactive versions are associated with applications (usually as a menu selection).

#### 1. Customer Service Inquiry

Enter a version of the Sales Order Entry program (P4210) that the system uses for the P42290 program.

#### 2. Sales Ledger Inquiry

Enter a version of the Sales Ledger Inquiry program (P42025) that the system uses for the P42290 program.

## 11.9 Reviewing Commission Information

This section provides an overview of commission information, lists prerequisites, and discusses how to:

- Review commission information.
- Review commission accruals.

## 11.9.1 Understanding Commission Information

You can set up the commission information to reflect the company's sales environment. You can assign multiple salespeople or sales groups to each customer. After you enter an order and run the Sales Update program (R42800), the system applies a calculated commission amount to the salesperson's address book number or the address book number of each salesperson in the sales group.

After the sales update, you can review commission information to ensure that the salespeople receive the correct amount. If necessary, you can modify existing information if you have proper security access.

## 11.9.2 Prerequisites

Before you complete the tasks in this section, complete the following tasks:

- Before you review commission information, run the Sales Update program (R42800).
- Ensure that the processing option for hiding commission information, which is located on the Display tab in the Sales Order Entry program (P4210), is not activated.

## 11.9.3 Forms Used to Review Commission Information

Form Name	Form ID	Navigation	Usage
Work With Commission Maintenance	W42120D	Commission/Royalty Management (G4223), Commission/Royalty Maintenance	Review and select commission records.
Commission Maintenance Revisions	W42120C	Select a commission record on the Work With Commission Maintenance form.	Review and set up commission information by salesperson.
Customer Service Inquiry	W4210E	Sales Order Processing (G4211), Sales Order Detail	Locate and select sales orders for further review.
Manage Existing Order	W42101C	Sales Order Processing (G4211), Update Sales Order - Header First  Sales Order Processing (G4211), Update Sales Order - Detail First	Locate and select sales orders for further review.
Sales Order Detail Revisions	W4210A	Select a sales order and select Order, then SO Detail Revision (sales order detail revision) from the Row menu on the Customer Service Inquiry form.	Review detail information for a sales order.



Form Name	Form ID	Navigation	Usage
Sales Order Header Commission Lookup	W42150A	Select Header Commissions from the Form menu on the Sales Order Detail Revisions form.	Review commission information.
Sales Order Detail Commission Lookup	W42150B	Select a record and then select Detail Commissions from the Row menu on the Sales Order Detail Revisions form.	Review commission information.
Commission Accruals Lookup	W42170A	Select a sales order and select Order, then Online Invoice from the Row menu on the Customer Service Inquiry form.  Select Commission Accruals from the Form menu on the View Sales Order Invoices form.	Review commission accruals.

### 11.9.4 Reviewing Commission Information

Access the Sales Order Header Commission Lookup form or the Sales Order Detail Commission Lookup form.

#### **Total S/O (total sales order)**

Review the total monetary value of the extended list prices for the items on this order, less any applicable discounts.

#### **Line Total**

Review the total monetary value of the extended list price for the item on this line, less any applicable discounts.

#### **Flat Commission Amount**

Review the value in this field to determine whether the employee receives a flat commission amount instead of a commission percentage. The per-unit amount must be supplies to calculate commission amounts against the invoice, gross margin, or cost.

#### **Per Unit Amount**

Review the monetary amount per unit of the item.

#### **Comm Code Type (commission code type)**

Review this field to determine whether the system calculated commission using invoice amount or gross margin. No matter which item the system uses, you should consider an amount as the starting point in the commission calculation and apply loading factors, fixed costs, minimum margins, and so on.

### 11.9.5 Reviewing Commission Accruals

Access the Commission Accruals Lookup form.

**Salesprsn Code (salesperson code)**

Enter the standard for commission calculations, which requires a maximum of two salespersons and respective commission rates for each order line.

To create a commission liability for more than two salespersons, you can relate individuals or entities (for royalties) to a single order line. To do so, set up a sales/commission/salesperson code that represents not one but many salespersons in the related salesperson file. The system inserts this code in the billing instructions record for any customer or during sales order entry to create multiple commission records at the appropriate point in the order processing cycle (one record for each related salesperson).

**Commission Percentage**

Review the percentage of an order sales amount payable to the salesperson.

**Flat Commission Amount**

Review this value, which specifies a commission amount. If a value is in this field, the employee received a flat commission amount instead of a commission percentage. The per-unit amount must be supplied to calculate commission amounts against the invoice, gross margin, or cost.

**Per Unit Amount**

Review the monetary amount per unit of the item.

**Comm Code Type (commission code type)**

Review this field to determine whether the system calculated commission using invoice amount or gross margin. No matter which item the system uses, you should consider an amount as the starting point in the commission calculation and apply loading factors, fixed costs, minimum margins, and so on.

**Commission Amount**

Review the value in this field. The system computes this monetary amount as a potential commission liability.

Based upon the sales amount at the order or line level, this amount might be the result of cost of sales, overhead load factor, minimum gross margin, and so on.

See [Setting Up Commission Information](#).

**Order Total**

Review the cost of sales amount. The system subtracts this amount from the order sales amount to calculate the gross profit amount for this order.

**Total Comm Amount (total commission amount)**

Review the monetary amount computed by the system. This is a potential commission liability.

Based upon the sales amount at the order or line level, this amount might be the result of cost of sales, overhead load factor, minimum gross margin, and so on.

See [Setting Up Commission Information](#).

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## Processing Sales Orders

This chapter contains the following topics:

- [Section 12.1, "Understanding Sales Order Information"](#)
- [Section 12.2, "Understanding Sales Order Processing"](#)
- [Section 12.3, "Understanding Transaction Processing"](#)
- [Section 12.4, "Working with Billing Information"](#)
- [Section 12.5, "Updating Status Codes"](#)
- [Section 12.6, "Printing Picking Documents"](#)
- [Section 12.7, "Processing Serial Number Information"](#)
- [Section 12.8, "Confirming Shipments"](#)
- [Section 12.9, "Printing Shipping Documents"](#)
- [Section 12.10, "Processing Shipments According to UCC 128"](#)

### 12.1 Understanding Sales Order Information

You review and analyze sales order information to track the status of sales orders and invoices and accurately plan for future needs. For example, you can monitor quantity information to identify how many items on a sales order are backordered. You can also review the present status of any order, including orders that are on hold. When entering or reviewing a sales order, you can quickly access item information, such as item number, availability, quantity cost-breaks, and so on. This is helpful when you are working directly with the customer.

You can also access additional item information that helps you accurately plan for future needs, such as summary availability and supply and demand for an item. For example, you can locate information about how many items are on demand, available in supply, and available to be promised.

You can access information about customer accounts, including current (open) orders and past (closed) sales orders. You can use the Check Credit program (P42050) to compare a customer's total accounts receivable and open orders with their credit limit. You can also access and review sales history information.

You can review billing information that does not print on the invoice that the customer receives, such as the status of any related orders. This is helpful when you must provide information to a customer during order entry.

You can access this information in either of these ways:

- From the Customer Service Inquiry form on the Sales Order Inquiries (G42112) menu.
- From the Update Sales Order - Header First - Manage Existing Order form on the Sales Order Management (G4211) menu.

The method that you use to inquire on a sales order might depend on the country that is associated with the order. Country-specific functionality for sales order information exists for:

- Chile
- Peru
- Poland
- Russia

Countries such as Chile, Peru, and Russia have country-specific fields, forms, and programs that you use to review sales order information.

**See Also:**

- "Inquiring on Sales Orders for Peru" in the JD Edwards EnterpriseOne Applications Localizations for Peru Implementation Guide.
- "Working with Billing Information for Peru" in the JD Edwards EnterpriseOne Applications Localizations for Peru Implementation Guide.

## 12.2 Understanding Sales Order Processing

**Figure 12-1 Sales Order Management process flow**



Picking documents are documents that warehouse personnel use for picking inventory to fill sales orders. After warehouse personnel pick the appropriate items to fill an order, you can verify that the billing and shipping information on the sales order is correct. You can enter any changes, such as additional charges for freight or taxes, on the sales order before the merchandise leaves the warehouse.

You set up a status code for each of the steps in the sales order process using order activity rules. The system uses these codes to track the status of an order within the sales order process. For example, an order that you confirm for shipment has a status code of 560.

You can set up multiple status codes to complete the sales order process. For example, you can set up an additional status code for credit approval between sales order entry and printing pick slips.

You can also bypass steps in the processing cycle by manually advancing the status code on order lines. This is helpful if you have customers who come to the warehouse and purchase items directly. After you enter their order, you can bypass the picking and shipment confirmation steps by advancing the status code on the order line to the status code for processing invoices.

## 12.3 Understanding Transaction Processing

Transaction processing ensures data integrity for specific programs and tables. If a database error or failure of a server while the system is committing inventory to the database, all table updates that are related to a transaction must be rolled back from the database to maintain data integrity. Transaction processing enables the system to store data in a queue until a commit command is issued, at which time the data is moved to the corresponding table.

The system creates boundaries for each process that is covered by transaction processing. A transaction boundary includes all data elements that constitute a transaction. When a failure occurs, the system generates a work flow message stating that the system resets to its original state before the failure occurring.

The Item Location File table (F41021) reflects on-hand and committed quantities of items by branch/plant, location, and lot/serial number. Maintaining the F41021 table accurately is extremely important. Transaction processing ensures that you do not commit items to a sales order before having a valid, processed order. If an item or order is held up for any reason, the system does not commit the order.

The system places the data in the Transaction Workfile table (F41021WF). This table is identical to F41021, except that it holds the data only temporarily. The update of the F41021 table is performed outside of the transaction boundary to ensure data integrity. The system updates the data in the F41021 table and deletes data from the work file table when the commitment is successful.

You can specify for the work file to be populated by entering **1** in the Special Handling field of user-defined code (UDC) table 00/AT (Auto Transaction Processing Rollback Level).

Transaction processing works with these programs in sales update:

- Sales Order Entry (P4210).
- Shipment Confirmation (P4205).
- Backorder Release (P42117).

## 12.4 Working with Billing Information

This section provides overviews of online invoices and order acknowledgment printing and discusses how to:

- Set processing options for the Online Invoice Inquiry program (P42230).
- Print order acknowledgements.

Country-specific functionality for billing information exists for:

- Argentina
- Chile
- Peru

**See Also:**

- "Working With Sales Order Processing for Argentina" in the JD Edwards EnterpriseOne Applications Localizations for Argentina Implementation Guide.
- "Working with Billing Information for Peru" in the JD Edwards EnterpriseOne Applications Localizations for Peru Implementation Guide.

## 12.4.1 Understanding Online Invoices

You use the Online Invoice Inquiry program (P42230) to review invoice information about an order that has not been invoiced or that has been only partially invoiced. The program displays the same information that appears on a printed invoice.

You can also use the P42230 program to:

- Review open and closed invoice information.
- Display the invoice with or without backordered lines.
- Review information about shipping conditions, discounts, payment terms, and taxes.
- Review transaction dates of lines within the invoice.
- Review commission accruals for a sales order.

You can set the processing options for the P42230 program to display backordered items in these ways:

- Without quantity and extended price information.
- With quantity information only.
- With quantity and extended price information.

You can also display tax summary information based on:

- Tax group - total taxable amount.
- Tax area - tax rate area, such as a state.
- Tax authority - tax authority with jurisdiction in the tax area, such as a county or city.

If the order has items that are taxed at different rates, the system calculates the taxes, but displays **N/A** (not applicable) instead of a tax rate.

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**Note:** You cannot inquire on interbranch or intercompany orders until you have printed invoices for the orders.

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### 12.4.1.1 Taxed Prices

If you use taxed prices and access the Online Invoice Inquiry program, the system displays the Taxed Extended Price and Extended Tax Amount fields as read-only on the Work with Online Invoice form. If the Foreign check box is selected in the header, the system displays the foreign fields.

The Work With Online Invoice form displays detached adjustments, but the system does not store detached adjustment information in the Sales Order Detail table (F4211). Therefore, the system calculates the taxes for the detached adjustments using the internal tax date from the sales order line to which the adjustment was awarded.

See [Taxed Prices](#)

## 12.4.2 Understanding Order Acknowledgment Printing

You print order acknowledgements to send to the customer to confirm that you are processing the order. You can include the same information that is on the sales invoice, such as:

- Item quantities, including backordered or canceled items.
- Total price, taxes, and discounts.
- Delivery date.
- Payment terms.
- Associated text and print messages.
- Charge references for detached adjustments and flat rates.

You usually print order acknowledgements for those order lines that are ready to print on a pick slip. You should set up a separate status code for printing order acknowledgements in the order activity rules. You do this to prevent the system from bypassing the status for printing pick slips.

When you print acknowledgements, the system uses a version of the Print Invoices program (R42565). You can specify whether the system assigns invoice numbers when you print invoices or order acknowledgements by setting the appropriate processing option for each version. You can run the proof version for other functions, such as invoice reprints.

---

**Important:** When you run a version of Print Invoices in proof mode, the system does not perform updates to status codes or tables. To properly process sales order acknowledgements, you must run version XJDE0005 or run a copy of this version.

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See [Setting Processing Options for the Print Invoices Program \(R42565\)](#).

## 12.4.3 Forms Used to Work with Billing Information

Form Name	Form ID	Navigation	Usage
Work With Online Invoice	W42230A	Sales Order Inquiries (G42112), Online Invoice	Review invoice information about an order that has not been invoiced or that has been only partially invoiced.
Dates	W42045G	Select a detail line, and then select Order Dates from the Row menu on the Work With Online Invoice form.	Review dates for a detail line.

Form Name	Form ID	Navigation	Usage
Sales Order Line Detail	W42045A	Select a detail line, and then select Order Detail from the Row menu on the Work With Online Invoice form.	Review the detail information for the order line that you select.
Price History	W4074C	Select a detail line, and then select Pricing History from the Row menu on the Work With Online Invoice form.	Review the price history for the item.

## 12.4.4 Setting Processing Options for the Online Invoice Inquiry Program (P42230)

Processing options enable you to specify the default processing for the Online Invoice Inquiry program (P42230).

### 12.4.4.1 Defaults

These processing options specify the default values for searching for invoices and sales orders.

#### 1. Order Type

Enter a value from UDC 00/DT that identifies the type of document. This code also indicates the origin of the transaction. Document type codes are reserved for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program. (These entries are not self-balancing when you originally enter them.) These document types are predefined and should not be changed:

- **P:** Accounts Payable documents.
- **R:** Accounts Receivable documents.
- **T:** Payroll documents.
- **I:** Inventory documents.
- **O:** Purchase Order Processing documents.
- **J:** General Accounting/Joint Interest Billing documents.
- **S:** Sales Order Processing documents.

#### 2. Status Code - From

Enter a code from UDC 40/AT that indicates the next step in the order flow of the line type.

#### 3. Status Code - Thru

Enter a code from UDC 40/AT that specifies what the next standard step is in the processing cycle for this order type. You set up the steps for the processing cycle on the Order Activity Rules form.

#### 4. Based on Status

Enter **1** for the last status. Leave this field blank for the next status.

#### 5. Backorders

Enter **1** to exclude backorders, enter **2** to include backorders, quantities only, or enter **3** to include backorders, quantities and prices.



**6. Customer Self Service Functionality**

Specify whether the system activates the customer self-service functionality for use in JAVA/HTML. Values are:

Blank: Bypass customer self-service.

1: Activate customer self-service functionality for use in JAVA/HTML.

**12.4.4.2 Freight**

This processing option specifies whether the system displays freight information.

**1. Process Freight Estimate**

Specify whether the system displays the freight estimate. Values are:

Blank: Do not display the freight estimate.

1: Display the freight estimate.

**12.4.4.3 Versions**

This processing option determines the version of the Print Invoice program that the system uses.

**1. Enter version for Print Invoices**

Future use. Enter a version for the Print Invoices program (R42565). A version identifies a specific set of data selection and sequencing settings for the application. Versions can be named using any combination of alpha and numeric characters.

**12.4.4.4 Commissions**

This processing option specifies whether the system processes commissions.

**1. Bypass Commission Processing**

Specify whether the system processes commissions. Values are:

Blank: Process commissions.

1: Do not process commissions.

**12.4.5 Printing Order Acknowledgements**

Select Sales Order Reports (G42111), Print Acknowledgements.

**12.5 Updating Status Codes**

This section provides an overview of status codes, lists a prerequisite, and discusses how to:

- Set processing options for the Status Code Update program (P42040).
- Update status codes.

**12.5.1 Understanding Status Codes**

You can use the Status Code Update program to manually advance the status codes for order lines that you select. The Status Code Update program enables you to manage steps in the order process that are unique to a specific company or order. For example, you can bypass credit approval for several order lines by processing them through the Status Code Update program (P42040).

You can also manually change the status code of a single line to the next status code. However, if an order or order line is on hold, you must first release the order. Advancing the status of a held order does not automatically release the order.

You can bypass only the status codes that are set up in the system's order activity rules.

---

**Note:** You cannot use the P42040 program to advance order lines to a closed status, such as 999, or to a restricted status that is specified during sales order entry. To assign a closed status to a sales order, you must advance the order through all of the steps in the sales order process. To cancel an order, you must inquire on the order and cancel each order detail line.

---

## 12.5.2 Prerequisite

Verify that the status codes are set up in the order activity rules UDC table (40/AT).

## 12.5.3 Forms Used to Update Status Codes

Form Name	Form ID	Navigation	Usage
Work With Sales Speed Status Update	W42040A	Additional Order Processes (G4212), Status Code Update	Review and select the orders to process or update.  After completing the Update to Status Code field, click Select to update the status code.
Sales Order Speed Status Update Additional Selections	W42040B	Select Added Selection from the Form menu on the Work With Sales Speed Status Update form.	Update status codes.

## 12.5.4 Setting Processing Options for the Status Code Update Program (P42040)

Use these processing options to set default values, specify versions, and define how the system processes data for the Status Code Update program (P42040).

### 12.5.4.1 Defaults

These processing options define the default from and thru status codes, the status code that the system uses to process the order, and the default next status code.

#### 1. Status Code (From) and 2. Status Code (Thru)

Indicate the range of order status codes to display on the Work With Sales Speed Status Update form. You must specify a code from UDC 40/AT that has been set up in the order activity rules based on the order type and the line type that you are using. The combination of the beginning status and the next status must be a valid last status and next status combination in the order activity rules.

**3. Based On Status**

Specify which status the system uses when filtering the records for display on the form. Values are:

Blank: Use the next status.

1: Use the last status.

**4. Default Next Status Code to Update**

Enter the default next status that the system uses when updating the order status.

**5. Option**

For future use. This option is currently not functional. Leave this processing option blank.

**6. Order Type**

Specify the default order type that is populated in the form during initial entry.

**12.5.4.2 Versions**

This processing option specifies the version of the Sales Order Entry program that is called from this program.

**1. Sales Order Entry Version**

Enter the version of the Sales Order Entry program (P4210) that the system uses to create sales orders.

**12.5.4.3 Warehouse**

These processing options specify whether the system can create a pick request, whether the pick request is generated using the subsystem, and an override status.

**1. Request Processing Mode**

Specify whether the system creates a pick request in JD Edwards EnterpriseOne Warehouse Management. If you use JD Edwards EnterpriseOne Warehouse Management, the system can generate a pick request and then process the request through the subsystem. You use a pick request to process a suggestion to pick the inventory for an order from a particular location. Values are:

Blank: Do not generate pick requests.

1: Generate requests only.

2: Generate requests and create the pick request through the subsystem.

**2. If processing pick requests uses the subsystem, enter the version**

Enter the version of the Location Selection Driver program (P46171) to generate warehouse management pick requests through the subsystem. The Location Selection Driver program processes all movement requests for the JD Edwards EnterpriseOne Warehouse Management system, including pick requests.

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**Note:** You must specify a version that has been set up for subsystem processing.

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**3. Override Next Status for Sales Order Lines for which requests have been generated**

Enter an alternative step in the order process. You must specify a code from UDC 40/AT that has been set up in the order activity rules based on the order type and the

line type that you are using. The combination of the beginning status and the override status must be a valid last status and next status combination in the Order Activity Rules table (F40203).

### 12.5.5 Updating Status Codes

Access the Sales Order Speed Status Update Additional Selections form.

**From**

Specify the last step in the processing cycle that this order line has successfully completed.

**Last**

Specify the next status in the order flow that the system uses to update the order line.

**Based on Status**

Specify which status codes the system uses when it performs the update.

## 12.6 Printing Picking Documents

This section provides an overview of types of picking documents and discusses how to:

- Set processing options for the Print Pick Slips program (R42520).
- Print pick slips.

### 12.6.1 Understanding Types of Picking Documents

Warehouse personnel can print documents to assist them with retrieving inventory from the warehouse to fill a customer's order, shipment, or load. Additionally, you can print lists to pick items for multiple sales orders. A control pick slip, or a pick list, enables warehouse personnel to fill multiple sales orders efficiently.

This table lists and describes the documents that you can print for warehouse personnel to use in retrieving inventory:

Document	Description
Pick Slips (R42520)	<p data-bbox="954 237 1403 344">A pick slip is a document that contains information about the items to be shipped, such as quantity and location, for a single sales order. Use pick slips:</p> <ul data-bbox="954 359 1419 579" style="list-style-type: none"> <li>■ To review prices for line items and an entire order.</li> <li>■ To identify delivery personnel.</li> <li>■ To verify that a customer has signed for the items at the time of delivery.</li> <li>■ As a receipt if the customer returns any items.</li> </ul> <p data-bbox="954 594 1442 806">If you hard-commit inventory when you print pick slips, a pick slip can include several locations from which you can pick items. It lists the specific lot and location of an item. If not enough availability exists to pick from a single lot location, the system splits the line and creates a separate line for each lot and location.</p> <p data-bbox="954 821 1425 898">The system assigns the pick slip number by order number and prints the total number of items for that order.</p>
Control Pick List (R42522)	<p data-bbox="954 919 1430 1052">A control pick list has information about the items to be shipped for multiple sales orders. The control pick list groups the items by item number and sequences them by quantity and location.</p> <p data-bbox="954 1066 1442 1173">Control pick lists enable warehouse personnel to fill multiple sales orders efficiently, reducing the amount of time that is spent locating necessary quantities.</p> <p data-bbox="954 1188 1425 1266">The system assigns the pick slip number by location and prints the total number of items for that location.</p> <p data-bbox="954 1281 1435 1413">If you use taxed prices and access the Control Pick List report, the system recalculates the extended price, taxed extended price and extended tax amount if a sales order line is split.</p> <p data-bbox="954 1428 1127 1455">See <a href="#">Taxed Prices</a></p>
Packaged Pick Slip (R42521)	<p data-bbox="954 1470 1403 1547">A packaged pick slip enables warehouse personnel to pick inventory to fill a certain shipment or load.</p> <p data-bbox="954 1562 1430 1640">The system assigns the pick slip number by shipment or load number and prints the total number of items for the shipment.</p> <p data-bbox="954 1654 1430 1787">If you use taxed prices and access the Packaged Pick Slip report, the system recalculates the extended price, taxed extended price, and extended tax amount if a sales order line is split.</p> <p data-bbox="954 1801 1127 1829">See <a href="#">Taxed Prices</a></p>

If you print a control pick slip before you print a pick slip, you can later print a pick slip for each sales order on the control pick list. The warehouse personnel can use

these pick slips to determine the items and quantities to pack for each of the sales orders that they are shipping. The pick slips help warehouse personnel work efficiently because they can pack multiple orders from one area. The system assigns a number to each pick slip that you can later use to confirm a shipment.

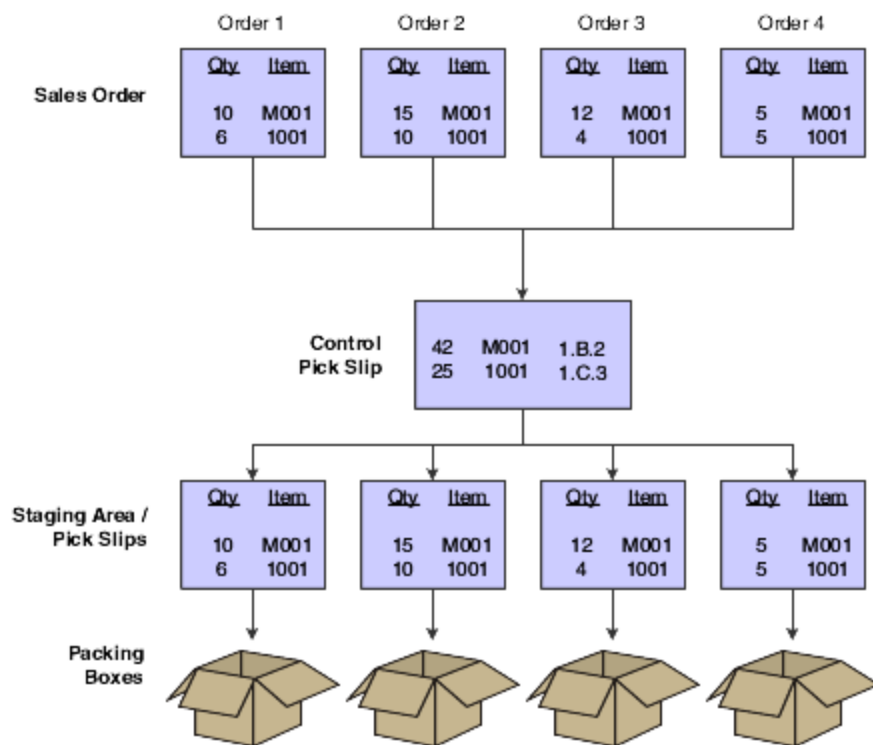
When you have kits on sales orders, the system prints kit parent and component items sequentially on a pick slip. The value in the Kit ID field in the F4211 table enables the system to determine kits and their corresponding components.

If you use the JD Edwards EnterpriseOne Demand Scheduling system from Oracle, the report displays the Scheduled Pick Time (PDTT) information on the report in a column labeled Date/Time. This report also displays charge references for detached adjustments and flat rates.

You can assign a priority code to customers in the customer billing information to have the system fill customer orders and generate pick lists according to the priority of the customer. This helps to ensure that you have sufficient inventory for certain customers.

This diagram illustrates how the system uses control pick slips and pick slips to fill orders:

**Figure 12–2 Using control pick slips and pick slips**



You can reprint pick slips if the printing process is interrupted or if you need additional copies. The system reprints the pick slip without advancing the status codes for that order.

You must set the processing options to identify the type of pick slip to print.

### 12.6.1.1 Taxed Prices

If you use taxed prices and access the Print Pick Slips report, the system performs the following actions:

- Retrieves the taxed unit price and taxed extended price for sales orders from the Sales Order Detail Tax table (F4211TX). The system retrieves domestic, foreign, or both values based on a processing option setting.

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**Note:** The system prints only one set of prices on a pick slip; if the sales order did not use taxed prices, the report displays the current, non-taxed price amounts. However, if the sales order uses taxed prices, the system prints the taxed unit price and taxed extended price. For kit or configured item component lines, the system does not display an amount if the sales order uses taxed prices.

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- Recalculates the extended price, taxed extended price, and extended tax amount if a sales order line is split.
- Prints a message on the report indicating that the prices include tax.

See [Taxed Prices](#)

### 12.6.1.2 Transaction Processing

Transaction processing ensures data integrity for specific programs and tables. If a database error or server failure occurs while the system is committing records to the database, you must roll back all table updates related to the transactions from the database so that the system can maintain data integrity. Transaction processing enables the system to store data in a queue until issuing a commit command, at which time the system moves the data to the corresponding table.

The system creates boundaries for each process that is covered by transaction processing. A transaction boundary includes all data elements that constitute a transaction. When a database error or server failure occurs, the system generates a work flow message indicating that the system has returned to its original state before the failure occurred.

## 12.6.2 Setting Processing Options for the Print Pick Slips Program (R42520)

Use these processing options to specify edit processes, printing parameters, how the system processes data, and the currency and to define default versions for the Print Pick Slips program (R42520).

### 12.6.2.1 Edits

These processing options specify how the system processes status codes.

#### 1. Next Status From (Required)

Enter the beginning status code range that the system uses to select orders for pick slip processing.

You find status codes in UDC 40/AT. Status codes must be set up in the order activity rules for each combination of order type and line type that you use.

#### 2. Next Status Thru (Required)

Enter the highest line status that the system uses to select orders for pick slip processing. You must specify a value from UDC 40/AT that has been set up in the order activity rules based on the order type and the line type that you are using.

**3. Override Next Status**

Enter the next status code of the processed order lines. Using this option bypasses the order activity rules.

You must specify a code from UDC 40/AT that has been set up in the order activity rules based on the order type and the line type that you are using.

**4. Updating Next Status**

Specify whether the system updates the status of the order detail line. Values are:

Blank: Update the line status.

1: Do not update the line status.

**5. Enter Allowed Lot Status Group to validate**

Enter the allowed lot status group to validate. During print pick slips, the system validates the non-blank lot status codes against the user-defined status code values. If the non-blank lot status codes exist in the Allowed Lot Status table (F41081), the system treats the user-defined lot status codes as blank and the on-hold item continues through the print pick slips process.

**12.6.2.2 Display**

These processing options control whether the system prints certain types of information, such as print messages, associated text, kit components, backordered items, and customer cross-references.

**1. Global Print Message**

Enter a code from UDC 40/PM that specifies whether the system prints a global print message on all pick slips.

**2. Print Associated Text**

Specify whether the system prints text lines that are associated with the sales order. You can specify whether to print text that is associated with the sales order header, sales order detail, or both. Values are:

Blank: Do not print associated text.

1: Print text that is associated with header and detail lines.

2: Print text that is associated with the header only.

3: Print text that is associated with detail lines only.

**3. Print Kit Components**

Specify whether the system prints kit component lines on the pick slip. Values are:

1: The system prints the parent kit item and all components.

2: The system prints the parent kit item only.

**4. Future Committed Lines**

Specify whether the system processes future committed lines and prints the information on the pick slip. When processing future committed lines during the pick slip process, the system updates order detail line information such as status codes. Values are:

Blank: Do not print or process future commitments.

1: Process future committed lines.

2: Process and print future committed lines.



3: Print future committed lines.

### **5. Backordered Lines**

Specify whether the system processes backordered lines and prints the information on the pick slip. When processing backordered lines during the pick slip process, the system updates order detail line information such as status codes. Values are:

Blank: Do not print or process backordered information.

1: Process backordered lines.

2: Process and print backordered lines.

3: Print backordered lines.

### **6. Print Detail Text**

Specify whether the system prints sales-order detail text-lines on the pick slip. Text lines are order detail lines that have a text line type in the Line Type field and contain only text. Values are:

1: Print text lines.

2: Do not print text lines.

### **7. Print Item Number**

Specify which item numbers the system prints on the pick slip. Values are:

Blank or 1: Print only our item numbers.

2: Print both ours and the customer's item numbers.

### **8. Customer Cross Reference**

Specify the cross-reference code that identifies the customer item number if you print the customer item number on the pick slip. You must enter a value from UDC 41/DT.

### **9. Print Additional Header Text**

Specify whether the system prints additional header text on the page header of the report. The additional header text indicates whether the document is an original or a reprint. Values are:

Blank: Do not print additional header text.

1: Print additional header text to indicate that the document is original.

2: Print additional header text to indicate that the document is a reprint.

### **10. Print Shipment Number**

Specify whether the system prints the shipment number for the sales order that is associated with the Print Pick Slips program (R42520). Values are:

Blank: Do not print the shipment number on the report.

1: Print the shipment number on the report.

### **11. Print Message Preference**

Specify whether the system prints user defined print message preference for the combination of item number and customer number in the sales order. Values are:

Blank: Do not print user defined print message preference.

1: Print user defined print message preference.

### 12.6.2.3 Process

These processing options control how the system performs certain processes. For example, you can specify how to commit inventory. You can also create a workfile or specify how the system processes ship and debit agreements.

#### 1. Hard Commit Inventory

Specify whether the system hard-commits order detail lines. Values are:

1: Hard-commit inventory.

2: Bypass the commitment process.

When the system commits inventory, some lines may be backordered or canceled.

#### 2. Preference Commit

Specify whether the system commits order detail lines using preference processing. The system commits inventory according to how you have set up the Customer Preferences (P40071) and Item Preferences (P40072) programs. Values are:

Blank: Do not commit inventory using preference processing.

1: Commit inventory using preference processing.

#### 3. Create Work File

Specify whether the system creates a workfile with this version of the Print Pick Slips program. When you create a workfile, the system processes all of the order detail lines through the pick slip process. To use this processing option, you must create a report in Report Design Aid and specify the Pick Slips Header File (F42UI520) and Pick Slips Detail File (F42UI521) tables. Values are:

Blank: Do not create a workfile.

1: Create a workfile.

#### 4. Ship and Debit Processing

Specify whether the system uses subsystem or batch processing for the Assign, Recalculate, and Reassign Adjustments program (R45100) to identify and adjust ship and debit agreements when you run the Print Pick Slips program (R42520). Values are:

Blank: Do not use subsystem or batch processing.

1: Use subsystem processing.

2: Use batch processing.

### 12.6.2.4 Currency

This processing option specifies whether the system prints foreign or domestic currency on the pick slip.

#### 1. Domestic or Foreign Currency

Specify whether the system prints foreign or domestic currency on the pick slip. Values are:

Blank: Print domestic currency.

1: Print foreign currency.

2: Print foreign and domestic currency.

### 12.6.2.5 Versions

This processing option specifies the version that the system uses when performing ship and debit processing.

Versions control how programs display information. Therefore, for the version to meet the company's needs, you must set the processing options for specific versions.

#### 1. Ship and Debit (R45100)

Enter the version of the Assign, Recalculate, and Reassign Agreements program (R45100) that the system uses to identify and adjust ship and debit agreements when you run the Print Pick Slips program (R42520).

## 12.6.3 Printing Pick Slips

Select Sales Order Processing (G4211), Print Pick Slips.

## 12.7 Processing Serial Number Information

This section provides overviews of serial number processing, serial number processing in the distribution system, and serial number setup for a branch/plant and discusses how to:

- Set processing options for the Serial Number Inquiry program (P4220).
- Enter serial numbers for a branch/plant.

### 12.7.1 Understanding Serial Number Processing

You use serial numbers to uniquely identify a single item and track it through the system. Serial numbers can help track information for a specific part, such as when it arrived in the warehouse, when it was received, when and to whom it was sold, and when it was shipped.

Depending on serial number requirements, you can add serial numbers to the branch/plant at the time you receive an item. When you sell the item, you must enter the serial number during order entry and verify the serial number during shipment confirmation.

In other instances, you can add serial numbers to the system when you ship the products. For example, you can enter a serial number during shipment confirmation to identify a warranty period for an item. To assign serial numbers within the branch/plant, you access the Basic Serial Numbers program (P4220).

The functionality for serial number processing is an enhancement to lot processing. The system processes serial numbers as lots with a quantity of one. A lot with the quantity of one is the lowest traceable unit. To trace and track the serial numbers through the distribution system, you can use these lot information programs:

- Lot Master (P4108).
- Location Revisions (P41024).
- Lot Master Availability (P41280).
- Item Ledger Inquiry (CARDEX) (P4111).
- Lot Track & Trace Inquiry (P41203).

The system maintains serial number information in these tables:

- Item Master (F4101)

- Item Branch File (F4102)
- Item Location File (F41021)
- Lot Master (F4108)
- Item Ledger File (F4111)

## 12.7.2 Understanding Serial Number Processing in the Distribution System

If you sell serialized items, you can set up the item information and track the movement of the item from the time it enters the warehouse to the time you ship the merchandise to the customer.

### 12.7.2.1 Serial Number Requirements During Initial Item Entry

When you enter item information in the F4101 table, which the system transfers to the F4102 table, you must identify the requirement for serial number assignment, lot process type, commitment method, and shelf life in days. If you require a serial number, the lot process type indicates whether that assignment is optional or required and, if required, the format for system-assigned serial numbers. You must specify the shelf life for the system to calculate the expiration date of the item. You can override serial number requirements for each branch/plant. The system verifies serial number processing based on information in the Work With Item Branch form.

If you enter the lot process type that indicates that the serial number requirement is optional, you are not prompted to enter a serial number until shipment confirmation. You use this feature to use the serial number to identify a warranty for an item that you are extending to the customer.

You must enter a lot process type and the shelf life for all items for which a serial number entry is required. The system uses the lot process type and the shelf life to commit inventory. If you do not specify the shelf life, you must enter an expiration date each time you receive an item.

### 12.7.2.2 Serial Number Access During Purchase Order Receipts

When you receive items into the warehouse, you can record serial number information. When you enter receipts for purchase orders, you must enter the receipt option based on the lot process type that exists in the Item Branch program (P41026).

If you enter the lot process type that indicates that the system assigns serial numbers based on a next number format or a date format, you must enter the option to Receive to Multiple Locations. The system prompts you to enter a quantity of one as quantity received. Based on a next number format or system date format, the system creates new locations in the F41021 table and retrieves the expiration date based on the shelf life that you entered in the P41026 program. You can also enter an expiration date for each serial number.

If you enter the lot process type that indicates that you must manually assign serial numbers, you must enter the option to Receive to Multiple Locations. The system prompts you to enter a quantity of one as quantity received, and the serial numbers, which the system can create as lots in the F41021 table, if necessary. The system retrieves the expiration date based on the shelf life that you entered in the P41026 program, or you can enter an expiration date for each serial number.

You must set the processing option in the PO Receipts program (P4312) to record serial number information to trace and track item information by serial number.

### 12.7.2.3 Serial Number Entry During Order Entry

If you enter an order for an item that has a lot process type and that indicates that a serial number is required, you must enter a valid location and serial (lot) number during order entry.

These rules apply if a serial number is required during sales order entry:

- The transaction unit of measure must be the same as the primary unit of measure for the serialized item.
- The quantity must be equal to one when you enter a location/serial number combination.
- You must enter a valid and available location/serial number combination.

You might receive an error because a location/serial number and item combination that you enter is not available or because the quantity on hand is zero. Serial numbers are unavailable if the quantity for the item/location/serial number combination is:

- In inspection
- In operation 1
- In operation 2
- In transit

If an item is returned for credit or repair, you must enter a valid location and serial number. Alternatively, you can use the serial number information to inquire on the existing order.

### 12.7.2.4 Serial Number Entry During Shipment Confirmation

If you enter a serial number requirement for an item, you must enter serial number information at shipment confirmation. When you confirm order detail lines during shipment confirmation, you must enter the serial number based on the lot process type that exists for the item in the P41026 program.

## 12.7.3 Understanding Serial Number Setup for a Branch/Plant

You can set up serial numbers for a branch/plant before you receive items or as you ship the items from the warehouse, according to serial number requirements that are specific to the organization. If you enter the lot process type that indicates that you must manually assign serial numbers, you can predefine the serial numbers from which to select when you enter a sales order or confirm the item for shipment. If you use serial number processing as an identifier for information, such as warranties, and you have specified the lot process type as optional serial number entry, you can enter the serial number before you confirm the shipment of the item to the customer. Optionally, if you assigned a serial number to an item, you can enter a second serial number to identify a warranty.

You can inquire on serial numbers, serial numbers of different items that were sold to a customer, serial numbers within a particular type of order, or all serial numbers that are assigned to an item and have yet to be ordered or shipped.

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**Note:** When you review orders on the Work With Serial Numbers form, the system displays serial numbers that are not assigned to an item with a quantity of one. The system has not created lots and locations for these items in the F41021 table.

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## 12.7.4 Forms Used to Process Serial Number Information

Form Name	Form ID	Navigation	Usage
Work With Serial Numbers	W4220B	Sales Order Inquiries (G42112), Serial Number Inquiry	Review and select orders with serial numbers.
Serial Number Revisions	W4220C	Click Add on the Work With Serial Numbers form.	Enter serial numbers for a branch/plant.

## 12.7.5 Setting Processing Options for the Serial Number Inquiry Program (R4220)

Use these processing options to set default values and specify versions for the Serial Number Inquiry program (R4220).

### 12.7.5.1 Defaults

This processing option specifies the default order type.

#### Order Type

Specify the default document that is displayed when you access the Serial Number Inquiry form. Enter a code from UDC 00/DT that identifies the type of document.

### 12.7.5.2 Versions

This process option specifies the version of the Sales Order Entry program.

#### Customer Service Inquiry (P4210)

Enter a version of the Sales Order Entry program (P4210) that the system uses for customer service inquiries. If you leave this processing option blank, the system uses version XJDE0001.

## 12.8 Confirming Shipments

This section provides overviews of shipment confirmations, additional order processing during ship confirm, tare and pack information, and the ship confirm batch application, lists prerequisites, and discusses how to:

- Set processing options for the Shipment Confirmation program (P4205).
- Confirm shipments.
- Set processing options for the Ship Confirm Batch Application program (R42500).
- Run the Ship Confirm batch application.

### 12.8.1 Understanding Shipment Confirmations

After warehouse personnel pick the items for an order, you must verify that the item and shipping information is correct before shipping the order. You use the Shipment Confirmation program (P4205) to verify that the inventory has left the warehouse. You can verify the location from which the item was picked, the quantity, all item and shipping information, additional charges, and serial numbers before shipping the order. You can also ship on-hold items that have an allowed lot status.

Although you cannot add inventory items to a sales order during shipment confirmation, you can add amounts for nonstock items, such as handling charges and freight, depending on how you set the processing option.

When you confirm an order, the system advances the order to the next status. For example, an order with a status of 540 advances to 560 after you confirm shipment.

If the shipment quantity is less than the order quantity, you can adjust the shipment quantity on the sales order. If the system cannot fill a quantity of items, it processes the order depending on how these options are set:

- Options for the P4205 program are set to backorder, cancel, or ship available items.
- Customer billing instructions allow backorders.  
Settings for the branch/plant constants, item branch, and item master allow backorders.

In the P4205 program, you can enter the Actual Ship Time value when confirming an order line. The system also accepts an actual ship time from the Transportation Shipment Confirmation (P49645) and Transportation Load Confirmation (P49640) programs.

You can confirm the shipment of kits in these ways:

- Confirm shipments manually.  
Set a processing option to display all kit components. You can ship confirm at the parent kit line item or confirm one or more of the components individually. When you process components individually, the system displays a warning message and flags the parent kit item to not allow certain updates to the line, like quantity changes.
- Use the Carton Reorganization program (P4620) to confirm shipments.  
You can correct carton data if the line-level reconciliation fails or a change is made to the quantity shipped during shipment confirmation. You can use the Shipment Confirmation Carton Status and the Reconcile Carton Detail to Shipment Detail processing options on the Carton Detail tab to ensure that cartons have passed the necessary edits before you confirm shipment. You can use the Row menu on the Shipment Confirmation form to access the Carton Reorganization program (P4620) and make corrections.  
  
For example, after all the labels have been assigned to the shipment, you can change the carton status to indicate that carton detail has been reconciled to shipment detail. If all cartons for the shipment are not at that status, the system cannot confirm the shipment. This process is optional, because you can leave the status blank to proceed without checking the carton status. You can also perform this function using the batch version of the Ship Confirm Batch Application program (R42500). The batch version retrieves the processing options of the interactive version that is specified in its processing options.
- Confirm shipments automatically.  
Set a processing option to prevent the display of kit components. The system confirms the components and balances the remaining quantities for each component in the kit.

#### 12.8.1.1 Partial Order Quantities for Kits and Configured Items

Sales orders for kits and configured items can often have large order quantities, including parts and subassemblies. Typically, as items (and their components) are completed for kit and configured sales orders, they remain in inventory until the entire order is complete. However, by shipping partial quantities of items as they are completed, you can effectively manage inventory and reduce handling costs, and you can periodically bill for the quantity completed instead of waiting for the entire order

to be completed.

You can confirm shipments for the kit parent or for individual kit components. When you confirm shipments for kit components individually, the system displays a warning that you are creating parent and component imbalances. The system flags the record and then uses the information to prevent action on the kit parent that would result in loss of kit integrity, such as changing the order quantity of the kit parent item. You cannot over-ship a kit parent when the kit has been partially processed.

The Display Kit Balance Window processing option specifies whether the system displays the Kit Balance Window form. Depending on the setting of this processing option, the P4205 program launches the P42055 program when you specify a transaction quantity for the parent and process the line on the sales order. You use the Kit Balance Window form to review the recommended component quantities and update them if necessary.

The system disables the Select Location option from the Row menu on the Shipment Confirmation Revisions form, when you set the Display Kit Balance Window processing option to 1. Setting this processing option prevents the system from creating orphaned components. If the kit parent item belongs to a manufacturing work order, the system does not disable the Select Location option. For manufactured kits, the system considers the kit parent a stock item and does not enable you to process kit components individually. The Multi-Location program (P42053) enables you to decide the location from which to source the kit parent quantities during shipment confirmation. You can also select lots or serial numbers for the kit components from the P42053 program. In case of credit orders, you can specify the country of origin on any new lots that you create.

You cannot use the Batch Ship Confirm program (R42500) to process kit components individually. The system ships components based on the recommended component quantities.

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**Note:** You must set the Display Kit Component Lines processing option on the P4205 program to display the components if you are going to ship kit components individually. You can ship components individually without displaying the Kit Balance Window form.

You must set the Display Kit Balancing Window processing option on the P4205 program to override the system recommended component quantities. You override the recommended quantities to ship components out of balance with the rest of the kit.

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See "Understanding Configured Items and Distribution" in the JD Edwards EnterpriseOne Applications Configurator Implementation Guide.

### 12.8.1.2 JD Edwards EnterpriseOne Transportation and Kits

The JD Edwards EnterpriseOne Transportation system changes a component line to a stock line type when you ship the line without the kit parent. This action disassociates the component line from the kit parent. Therefore, component invoicing for kits on transportation lines is not available.

When you ship the component without the parent, the system converts the component line to a stock line type, and then overrides the price for the component stock line and the kit parent line. Overriding the price enables you to invoice for both lines on the sales order without invoicing more than the original kit parent extended amount.



### 12.8.1.3 Ship Ascending Dates

The consumer-packaged goods and pharmaceutical industries rely on lot processing with many different dates. Customers want product lots shipped using the best before date, sell by date, or expiration date that is greater than or equal to the date from the last shipment.

During shipment confirmation, the system verifies that the lot and location that are picked follow the ascending rule. The system issues a warning or error message if the rule is not satisfied.

### 12.8.1.4 In-Transit Accounting for Transfer Orders in Shipment Confirmation

When shipping an order between branch/plants, you must account for in-transit inventory that is related to transfer orders. Material Requirements Planning (MRP) and Distribution Requirements Planning (DRP) generate transfer orders to facilitate the transfer of inventory from one branch/plant to another. Companies that ship a lot of value between branch/plants cannot lose financial visibility to the value of inventory that is in-transit. The inventory general ledger value is relieved from the shipping branch/plant at the time of sales update. The inventory value is not updated in the general ledger again until purchase order receipts are performed at the receiving branch/plant. Be aware that month-end, quarter-end, and year-end financial statements may be incorrect if the in-transit value of inventory is not accurately reflected in the general ledger.

With the In-Transit Accounting processing option, purchasing receipt routing is automatically called at ship confirm to track the goods as in-transit with an associated update to the general ledger. This functionality ensures financial inventory visibility of goods in-transit. The In-Transit Accounting processing option on the Process tab and the PO Receipts (P4312) processing option on the Versions tab of the Shipment Confirmation program (P4205) should be activated to accurately track in-transit inventory.

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**Note:** If you use JD Edwards EnterpriseOne Transportation Management and in-transit loads, then in-transit inventory is tracked by this system.

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### 12.8.1.5 Taxed Prices

See [Taxed Prices](#)

If you use taxed prices and access the Ship Confirmation program (P4205) when the processing option is set to enter additional lines, the system displays either the domestic or foreign fields on the Additional Line Items form:

- Taxed Unit Price  
You can enter a value in this field.
- Foreign Taxed Unit Price  
You can enter a value in this field.
- Taxed Extended Price  
You can enter a value in this field.
- Foreign Taxed Extended Price  
You can enter a value in this field.
- Unit Tax Amount

This field is read-only.

- Foreign Unit Tax Amount

This field is read-only.

- Extended Tax Amount

This field is read-only.

- Foreign Extended Tax Amount

This field is read-only.

The system recalculates the extended price, taxed extended price, and extended tax amount if a sales order line is split.

#### **12.8.1.6 Alternate Tax Rate/Area Assignment Functionality in the Shipment Confirmation Process**

You can use the alternate tax rate/area assignment functionality when the entities involved in the shipment are in the European Union and the company is set up to use the alternate tax rate/area assignment functionality.

See "Setting Up Alternate Tax Rate/Area Assignment Functionality" in the *JD Edwards EnterpriseOne Applications Tax Processing Implementation Guide*.

When you run the Shipment Confirmation program and modify the ship-to or branch/plant value, the system checks whether the alternate tax rate/area assignment functionality is enabled for the entities. If the functionality is enabled, the system:

- Checks whether the alternate tax rate/area assignment functionality is enabled for the company.
- Verifies that the VAT registration number (Tax ID) exists for the Branch/Plant and Ship To entities.
- Retrieves the sales order tax rate/area from the alternate tax rate/area assignment setup based on the Branch/Plant and Ship To country codes.

The Shipment Confirmation form includes a field for the tax rate area. If you modify a record for which the alternate tax rate/area assignment functionality is active, the system updates the tax rate/area. The system also recalculates the taxed unit price if the tax rate/area changes.

**See Also:**

[Alternate Tax Rate/Area Assignment for Sales Orders](#)

### **12.8.2 Understanding Additional Order Processing During Ship Confirm**

When you run the ship confirmation process, the system can perform other processes for the order. These processes include updating the on-hand inventory or improving inventory accuracy with load and delivery confirmation. You can also ensure the accuracy of the order by entering serial number information or confirming test results for shipped items during ship confirmation.

Some of these additional order processes require that you are working with other JD Edwards EnterpriseOne systems, such as JD Edwards EnterpriseOne Quality Management from Oracle and JD Edwards EnterpriseOne Transportation Management.

### 12.8.2.1 Updating On-Hand Inventory

You can relieve the on-hand quantity for an item during shipment confirmation or sales update. The method that you select affects when the system writes history files to the Item Ledger File table (F4111). Consider these points when determining which method to use:

- If you subtract the on-hand quantity from inventory during shipment confirmation, the system creates a record in the Item Ledger table with the sales order as the document number and the order type as the document type.  
  
During sales update, the system overwrites the record with the invoice number and type, general ledger date, and batch number.
- If you subtract the on-hand quantity from inventory during sales update, the system writes the invoice number, type, and general ledger date to the F4111 table.

No record is written during shipment confirmation.

You can also relieve inventory during the manufacturing process when completing configured items before shipment confirmation.

To relieve the on-hand quantity for an item during shipment confirmation, you must add order types to UDC table 40/IU. During sales update, the system overwrites the F4111 table record with the invoice number and type, general ledger date, and batch number.

### 12.8.2.2 Load and Delivery Confirmation

Accurate and timely load and delivery confirmation is key to successful transportation. When you confirm a load, the system verifies the products that comprise the load. When you confirm a delivery, the system verifies that the load reached its final destination. The JD Edwards EnterpriseOne Transportation Management system enables the rapid load confirmation of bulk and packaged products.

Loads are made up of one or more shipments. You confirm loads to record the actual quantities of products shipped. When you confirm a load, the system retrieves the actual ship date and time for the load date and time. You can update the actual delivery date and time, if needed.

The delivery of a product is the moment when ownership is transferred to the customer. You perform delivery confirmation to verify the quantities of product delivered, according to the specifications of the load. Confirmation can be completed for all types of deliveries, such as for bulk products, packaged products, and unscheduled deliveries. You can confirm the delivery of one trip or one order at a time, or you can confirm multiple deliveries at the same time.

The system improves inventory accuracy by:

- Making the necessary inventory adjustments to account for temperature and density readings taken during the loading process.
- Enabling you to record valid test results of a bulk product before you can successfully confirm a load.
- Changing the status of an order to be eligible for batch document printing or automatically triggering delivery document printing.
- Creating historical records of each transaction in the item ledger and preventing load confirmation if predefined requirements, such as quality standards, are not met.

- Enabling you to record the disposition of remaining bulk quantities during delivery confirmation.
- Making the necessary journal entries to the system.

You can also use JD Edwards EnterpriseOne Transportation Management to support the aviation and marine industries. When you confirm load and delivery of products for the aviation and marine industries, you can enter additional order information, such as flight or vessel numbers, fueling times, and arrival and departure times.

If you have activated the ECS Control option on the System Constants form, you can track the transport of bulk or packaged goods from the warehouse or depot to the customer site. You can confirm bulk order shipments. You must complete the additional fields that are required before you confirm the shipment. The system stores the shipment confirmation information in the Sales Order Detail File - Tag File table (F49211).

See "Confirming Delivery" in the JD Edwards EnterpriseOne Applications Transportation Management Implementation Guide.

### **12.8.2.3 Entering Serial Number Information During Confirmation**

If any type of serial number requirement exists for an item in the item branch, you must enter serial number information at shipment confirmation. When you confirm order detail lines during shipment confirmation, you must enter the serial number based on the lot process type that exists for the item in the Item Branch File table (F4102).

If you enter the lot process type that indicates that the system assigns serial numbers based on a next number format or a date format, you must confirm a quantity of one as the quantity shipped. Based on a next number format or system date format, the system creates new locations in the Item Location File table (F41021), if necessary. If you are shipping a quantity greater than one, you must select the Select Multiple Locations option from the Row menu to select serial numbers with a quantity of one on a line on the Select Multiple Locations form. For kit items with lot controlled or serialized components, you can access the Select Multiple Locations form from the Kit Balancing Window program (P42055).

If you enter the lot process type that indicates that you must manually assign serial numbers, you must enter the option Select Locations. The system prompts you to enter a quantity of one as quantity shipped, and the location serial numbers, which the system can create as lots in the F41021 table, if necessary. If you are shipping a quantity greater than one, the system automatically displays the Select Multiple Locations form and does not confirm a line with a quantity greater than one.

If the serial number for the item that is being shipped does not match the serial number in the system, you can change the information to accurately reflect the shipment. You can use the Serial Number Revisions form to set up a new serial number for the item.

See [Processing Serial Number Information](#).

### **12.8.2.4 Confirming Test Results for Shipped Items**

If you are working with the JD Edwards EnterpriseOne Quality Management system and activate the Quality Control option on the Branch/Plant Constants form for the shipping branch/plant, you can confirm the results of test samples at shipment confirmation. After you enter test results, the system processes them to determine whether the results that you collected pass the tests that you defined. The system evaluates the results against minimum and maximum values and adjusts the status of

the lot for each order detail line to pass or fail. If the lot passes, the system confirms the order detail line for shipping. If the lot fails, you can access Test Results Revisions from the Row menu on the Shipment Confirmation form to search and select a lot that meets the quality criteria for the customer and item on the sales order.

Additionally, you can set processing options in the Shipment Confirmation program (P4205) to automatically print the test results on a certificate of analysis. A certificate of analysis (COA) is a document that lists the tests and test results for item lots sold to a customer. The system prints COA documents only for those customers whose billing instructions indicate that the customer should receive this document. Additionally, the system prints test results information on a COA based on the parameters that you define in the test definitions.

See "Setting Up EnterpriseOne Quality Management" in the JD Edwards EnterpriseOne Applications Quality Management Implementation Guide.

See "Processing Test Results" in the JD Edwards EnterpriseOne Applications Quality Management Implementation Guide.

### 12.8.3 Understanding Tare and Pack Information

After creating the shipment and picking the items for the shipment, you can record the packing information and confirm the intermediate packs or pallets.

When you perform shipment confirmation, the system verifies tare and pack information. For each shipment, you can enter the information about the way products and orders are packed. When you enter tare information, you are recording information about the pallets and large product collections that you are shipping. When you enter pack information, you are recording the intermediate packs. For example, you can record the information for a pallet that contains two different models of microwaves that are packed two to a carton. The system retrieves the universal product code (UPC) for each microwave and the shipping container code (SCC) for the prepackaged carton of microwaves in the item master information. To record tare and pack information, enter the type of pallet onto which the microwaves were loaded.

If you enter an aggregate SCC, the system displays two asterisks (\*\*) to indicate the associated UPCs. To review the UPCs, you can access the Item Cross Reference program (P4104) from the UCC-128 Revisions form.

You must set the Pack Confirmation and the Pack Confirmation Version processing options in the Shipment Confirmation program (P4205) to indicate whether to enter tare and pack detail information. Setting these processing options also specifies whether the system confirms the pack when you confirm the order detail line.

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**Note:** To generate serial shipping container code (SSCC) next numbers by company, you must set up a document type in UDC table 00/DT.

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### 12.8.4 Understanding the Ship Confirm Batch Application

The Ship Confirm Batch Application program (R42500) enables you to confirm multiple orders simultaneously. This process updates the EDI Purchase Order Change Header - Inbound (F47131) and EDI Purchase Order Change Detail - Inbound (F47132) tables. The R42500 program calls the Inbound Transaction Processor program (R47500), which also uses the customer order change tables.

When you confirm shipments for orders in batch mode, the system retrieves all orders at the status that you specify in the R42500 program processing options.

The system does not process orders with these criteria:

- Orders that are currently on hold.
- Orders that are processed by JD Edwards EnterpriseOne Warehouse Management.
- Orders that were previously processed for ship confirmation.
- Orders with a future committed quantity that is greater than zero.

You can run the batch shipment confirmation in proof or final mode. When you run the batch shipment confirmation in proof mode, the system does not advance the status of the orders or update the database. The system sends any electronic error messages to the work center. You can correct errors in the Sales Order Detail Revisions form and resubmit the order for confirmation.

Whenever you run the R42500 program, the system automatically runs the R47500 program to streamline batch processing. When you set up the processing options for the R42500 program, you must specify a version of the P4205 program. Also, set the processing options for the R47500 program.

If you use taxed prices and access the Batch Ship Confirm program (R42500), the system performs the following actions:

- Retrieves the value in the Use Taxed Prices flag from the Sales Order Header Tax table (F4201TX) and updates the value to the EDI Purchase Order Change Header Tax - Inbound table (F47131TX).
- Retrieves the taxed unit price, taxed extended price, unit tax amount, extended tax amount and foreign equivalents from the Sales Order Detail Tax table (F4211TX) and updates the values to the EDI Purchase Order Change Detail Tax - Inbound table (F47132TX).

If you use the taxed prices and access the Inbound Transaction Processor report (R47500), the system displays either the domestic or foreign tax prices fields on the report.

See [Taxed Prices](#)

## 12.8.5 Prerequisites

Before you complete the tasks in this section:

- For the P4205 program, verify that a status code is set up for shipment confirmation.
- Create a version of the R42500 program and set the processing options according to the company's business needs.

For example, you might want to create multiple versions for proof and final mode. In this way, you can review the orders that are confirmed before actually confirming orders and updating the database.

- Create a version of the P4205 program and set the processing options according to the company's business needs.

See "Processing Test Results" in the JD Edwards EnterpriseOne Applications Quality Management Implementation Guide.

- Create a version of the R47500 program and set the processing options according to business needs.
- Ensure that the correct version of the R47500 program is indicated in the processing options for the R42500 program.

- Ensure that the correct version of the P4205 program is indicated in the processing options for the R47500 program.

**See Also:**

- "Setting up Label Information" in the JD Edwards EnterpriseOne Applications Warehouse Management Implementation Guide.
- " Reorganizing Cartons and Items in a Shipment" in the JD Edwards EnterpriseOne Applications Warehouse Management Implementation Guide.
- "Setting Up Allowed Lot Status Codes" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.

## 12.8.6 Forms Used to Confirm Shipments

Form Name	Form ID	Navigation	Usage
Work with Shipment Confirmation	W4205H	Sales Order Processing (G4211), Confirm Shipments	Review and locate orders to confirm shipment.
Shipment Confirmation	W4205K	Select an order to confirm on the Work with Shipment Confirmation program.  Complete the Sel = 1 field, and click OK.	Confirm shipments.
Pack Confirm Detail Revisions	W4216A	Complete the Sel = 1 field on the Shipment Confirmation form, and click OK.	Enter and revise tare and pack information. Confirm an order.  <b>Note:</b> The Pack Confirmation processing option on the Warehouse tab of the Shipment Confirmation program (P4205) must be set to <b>1</b> to activate pack confirmation.

## 12.8.7 Setting Processing Options for the Shipment Confirmation Program (P4205)

Use these processing options to specify data selection criteria, specify default and display values, define how the system processes and edits data, define print options, specify versions, and activate prepayment processing.

### 12.8.7.1 Selection

These processing options specify the criteria that the system uses to select order detail lines for confirmation.

#### 1. Next Status From (Required)

Enter the beginning status code, which works with the value in the Next Status Thru processing option, to create a defined range of valid next statuses, which the P4205 program uses to determine which lines to process.

**2. Next Status Thru (Required)**

Enter the ending status code, which works with the value in the Next Status From processing option, to create a defined range of valid next statuses, which the P4205 program uses to determine which lines to process.

**3. Sales Order Type (Required)**

Enter the type of document. This code also indicates the origin of the transaction. Certain document type codes are reserved for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program. (These entries are not self-balancing when you originally enter them.)

You must enter a value that has been set up in UDC 00/DT.

To relieve the on-hand quantity for an item during shipment confirmation, you must also add order types to UDC 40/IU. If you do not enter the order types to the UDC table, the system automatically relieves on-hand quantity for an item at sales update.

If you do add order types to UDC 40/IU, the system automatically subtracts the on-hand quantity from inventory during shipment confirmation. The system creates a record in the Item Ledger File table (F4111) with the sales order as the document number and the order type as the document type. During sales update, the system adds the invoice number, invoice type, general ledger date, and batch number to the existing record.

Work order processing relieves inventory for configured item components and updates the SO02 field in the Sales Order Detail File table (F4211). This field indicates that inventory has been relieved for the line. Additionally, ship confirmation does not relieve inventory even if the UDC is set for the order type and line type combination.

If you do not add order types to UDC 40/IU, the system reviews the SO02 field in the F4211 table during the Sales Update program (R42500) to determine whether it must relieve inventory. If necessary, the system subtracts the on-hand quantity from inventory during sales update and writes the invoice number, type, and general ledger date to the F4111 table. No record is written during shipment confirmation.

**12.8.7.2 Defaults**

These processing options specify default values, such as the document type, that the P4205 program uses when other values are not entered for the transaction.

**1. Line Type for New Sales Detail Lines**

Enter a code that controls how the system processes lines on a transaction. Values are defined in the Line Type Constants Revisions form (P40205) and include **S** for stock item, **D** for direct ship item, **J** for job cost, **N** for nonstock item, **F** for freight, **T** for text information, **M** for miscellaneous charges and credits, and **W** for work order.

Although you cannot add inventory items to a sales order during shipment confirmation, you can add amounts for nonstock items, such as handling charges and freight.

If you enter a non-inventory line type for new sales detail lines and set the processing option Allow Additional Line Entry, the system displays the Additional Line Entry window after you confirm sales order detail lines.

**Confirmed Sales Detail Lines**

Enter a next status override code to indicate an alternate step in the order process. You must enter a value from UDC 40/AT that has been set up in the order activity rules based on the order type and the line type that you are using. The combination of the next status of the sales order detail line and the override code for sales detail lines must be a valid last status/next status combination in the order activity rules.



**Additional Non-inventory Line Items Entered**

Enter additional non-inventory line items. Although you cannot add inventory items to a sales order during shipment confirmation, you can add amounts for nonstock items, such as handling charges and freight. Enter an alternate step in the order process when you add non-inventory items at the time of shipment confirmation. You must enter a value from UDC 40/AT that has been set up in the order activity rules and is based on the order type and the line type that you are using. The combination of the next status of the sales order detail line and the override code for additional non-inventory lines must be a valid last status/next status combination in the order activity rules.

You can use this processing option only if you have activated the processing option Allow Additional Line Entry.

**Remaining Backordered Quantities**

Enter an alternate step in the order process for quantities that are unavailable at the time of shipment confirmation. On a confirmed order, the original order detail line indicates the quantity that was confirmed for shipment. If the available quantity is less than the ordered quantity, the system adds an order detail line to indicate the quantity that remains unshipped. The current status code for the new detail line is 904 (Backordered at Shipment Confirmation). The system retrieves the next status code from the order process, or you can indicate an alternate status.

You must enter a value from UDC 40/AT that has been set up in the order activity rules and is based on the order type and the line type that you are using.

The combination of the next status of the sales order detail line and the override code for backordered or canceled quantities must be a valid last status/next status combination in the order activity rules.

You can use this processing option only if you have activated the processing option Backorder or Cancel Unshipped Quantity on the Process tab.

**Authorized Lines**

Enter an override status code for authorized lines. If you enter a status code, you must use a status that has been set up in the UDC table (40/AT) of the order activity rules and is based on the order type and line type combination.

**Settled Lines**

Enter an override status code for settled lines.

If you enter a status code, you must use a status that has been set up in the UDC table (40/AT) of the order activity rules based on the order type and line type combination.

**12.8.7.3 Display**

These processing options specify whether the system displays certain types of sales order information or enables you to enter additional lines during confirmation.

**1. Allow Additional Line Entry**

Specify whether you can add non-inventory items to a sales order during shipment confirmation. For example, you can add amounts for nonstock items, such as handling charges and freight. Values are:

Blank: Do not display the Additional Line Entry form.

1: Display the Additional Line Entry form after sales order detail lines are confirmed.

**2. Display Kit Component Lines**

Specify whether the system displays component lines for kits. When you confirm the shipment of a kit, you can manually confirm the individual components of the kit or have the system confirm the components when you confirm the parent item. The system does not display component lines for manufactured kits. Values are:

Blank: The system does not display kit component lines, but automatically confirms each component and balances the remaining quantity for each item in the kit. If a quantity is not available for a component, the system backorders or cancels the entire kit.

1: The system displays all kit component lines. You can manually confirm each component. If a quantity is not available for an optional component, the system backorders or cancels the component, but not the parent item.

**3. Display Text Lines**

Specify whether the system displays text lines when you confirm the shipment of an order. Order detail lines with a text line type, typically **T**, contain memo information.

When you confirm the shipment of an order, you can view text line information. Values are:

Blank: Do not display text lines.

1: Display text lines.

**4. Item Location Hold Error**

Specify whether you receive an error when an item location is on hold. You can set up lot status codes and assign status codes to locations in the Item Master (P4101), Item Branch Plant (P41026), and Lot Master Revisions (P4108) programs. An approved lot or location does not have a status code. If you do not assign a status code to a location or lot, it is an approved lot or location. All other codes indicate a hold. The system might process items out of locations that appear on hold. Values are:

Blank: Do not indicate an error when the item location is on hold.

1: Do not confirm the shipment of items from this location until the lot status is approved.

**5. Pre-select Detail Lines for Confirmation**

Specify whether the system enters the selection value on the revisions form. You might select the option to preselect detail lines if you display kit component lines or subassemblies. Values are:

Blank: Do not automatically select the detail lines for confirmation. You must enter the selection value to confirm a detail line.

1: The system enters the selection value of **1** for all order detail lines on the Revisions form. You can then clear any lines that you do not want to confirm.

**6. Display Kit Balancing Window**

Specify whether the system displays the Kit Balancing Window program (P42055) when you are processing a kit item at the parent level. The system always processes manufactured kits at the parent level and performs blind kit balancing. Values are:

Blank: The system displays the Kit Balance Window form only if exceptions exist. Exceptions include situations in which not enough components are available to satisfy the ordered quantity of the kit parent and when components have been previously processed.

- 1: The system always displays the interactive Kit Balance Window form when processing a kit parent item.
- 2: The system does not display the interactive Kit Balance Window form. The system performs blind kit balancing, based on the default quantity for each component that is defined in the Bill of Materials program (P3002).

#### 12.8.7.4 Edits

These processing options specify whether the system verifies availability before confirming the order detail line and whether the quantity can be changed.

##### 1. Check Availability

Specify whether the system notifies you of quantity availability before confirming the order detail line. You might perform availability checking during shipment confirmation if you do not hard-commit inventory until shipment confirmation. Values are:

Blank: The system performs availability checking, but does not issue a warning that the ordered quantity exceeds the available quantity.

- 1: The system performs availability checking and issues a warning that the ordered quantity exceeds the available quantity.

If you set the P4205, Process tab, Backorder or Cancel Unshipped Quantity processing option to backorder or cancel unshipped quantities, the system verifies backorder information in the Item Master, Item Branch/Plant, Branch/Plant Constants, and Customer Billing Instructions, and automatically backorders or cancels any quantity that is unavailable. If you leave the Backorder or Cancel Unshipped Quantity processing option blank, the quantity remains shippable.

##### 2. Ship from Negative On-hand Quantity

Specify whether the system enables you to ship from a location when the location has a negative on-hand quantity or the order quantity drives the quantity less than zero. Values are:

Blank: The system enables you to confirm the order detail line and ship from a location that has negative on-hand quantity.

- 1: The system issues an error message to indicate that the location from which you are shipping does not have available quantity and does not allow you to confirm the order detail line from this location. You must select another location from which to ship.

##### 3. Prevent Over-shipping

Indicate whether the system enables you to increase the quantity of an order detail line during shipment confirmation. Values are:

Blank: The system enables you to increase the quantity of an order detail line during shipment confirmation.

- 1: The system does not enable you to increase the quantity of an order detail line during shipment confirmation.

##### 4. Enter Allowed Lot Status Group to validate

Enter the allowed lot status group to validate. During shipment confirmation, the system validates the non-blank lot status codes against the user-defined status code values. If the non-blank lot status codes exist in the Allowed Lot Status table (F41081), the system treats the user-defined lot status codes as blank and the on-hold item continues through the shipment confirmation process.

### 5. Production Number On Hand Consumption

Specify how the Shipment Confirmation program (P4205) selects production number on hand quantity from the Item Location Tag File table (F41021T).

Production number on hand is consumed whenever on hand quantity is not available to continue the transaction.

If you process inventory selection blindly, then the system consumes production number on hand quantity in the following order:

1. Generic inventory.
2. Inactive production numbers.
3. Orphaned production numbers.
4. Production number with the farthest end item demand date.

If you process inventory selection interactively, then you can select the production number from the options available on the Select Inventory for Consumption form (W42054A). Values are:

Blank: The program performs blind selection of inventory.

1: The program enables interactive selection of inventory.

### 12.8.7.5 Process

These processing options specify whether the P4205 program enables you to:

- Override order information, such as the line type and ship to address.
- Relieve on-hand quantity.
  - **1. Override Line Type**

Specify a code that controls how the system processes lines on a transaction. You must enter a value that is defined on the Line Type Constants Revisions form. Values are:

Blank: The order line type information can be changed for this order only. If you enter another line type, it must be a non-inventory line type. Values are:

1: The line type cannot be changed. The system displays the line type on the form, but you cannot override the information.
  - **2. Override Ship To Address**

Specify whether the default address information for the Ship To address can be changed. When you set up the Customer Master Information and Customer Billing Instructions, you define the Sold To address as the address to which you send the invoice and the Ship To address as the address to which you send the shipment. Values are:

Blank: The Ship To address cannot be changed.

1: The Ship To address can be changed for this order only.
  - **3. Backorder or Cancel Unshipped Quantity**

Specify whether the system backorders or cancels orders for which quantity is not available.

You can allow backorders by item or by customer and specify whether the backorders are allowed at a specific branch/plant. To backorder an item, you must set the option **Backorders Allowed** in Item Master, Item Branch/Plant, Branch/Plant Constants, and Customer Billing Instructions. If you allow

backorders, the system holds the order detail line until quantity is available. If you do not allow backorders, the system cancels the order detail line.

Blank: The system does not backorder or cancel quantity that is not shipped. All remaining quantity is shippable when it becomes available.

1: The system backorders or cancels quantity that is not shipped based on backorder information in Customer Billing Instructions, Item Master Information, Item Branch/Plant, and Branch/Plant Constants.

#### ■ 4. Relieve On Hand Inventory Override

Specify whether the system enables you to relieve inventory when you confirm shipment. Values are:

Blank: The system relieves the on-hand quantity for the item when you confirm the shipment. You must add order types to the UDC table (40/IU).

1: The system does not relieve the on-hand quantity for the item when you confirm the shipment. If you do not relieve on-hand quantities, the system does not perform additional processing, such as basic serial number processing, interoperability, and agreement information.

#### ■ 5. Ship and Debit Processing

Specify whether the system uses the Assign, Recalculate, and Reassign Agreements program (R45100) to identify and adjust ship and debit agreements when you run the Confirm Shipments program. Values are:

Blank: The system does not use subsystem or batch processing.

1: The system uses subsystem processing.

2: The system does not use batch processing.

#### ■ 6. Sales Order Batch Price/Cost Update

Specify whether the system uses subsystem processing in the Sales Order Batch Price/Cost Update program (R42950) to update prices and costs during shipment confirmation. Values are:

Blank: The system does not use the Sales Order Batch Price/Cost Update program.

1: The system uses subsystem processing.

#### ■ 7. Display Warning/Error for Ascending Date Rule check

Specify whether the system displays a warning or an error message when it checks the ship date rule and the ship date rule fails during Shipment Confirmation. Values are:

Blank: Display a warning message.

1: Display an error message.

#### ■ 8. Process New Lots for Credit Orders

Specify whether the system assigns new lot numbers to credit orders during shipment confirmation. Before the system can assign new lot numbers, you must deactivate lot control. Values are:

Blank: Do not assign new lot numbers to credit orders.

1: Assign new lot numbers to credit orders.

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**Note:** If you activate this processing option, the system displays the Country of Origin field and enables you to edit the Country of Origin field when you create a new lot.

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- **9. Enable Next Order Status Preference**

Enter a value to activate the next order status preference in the Shipment Confirmation program (P4205). If the next order status preference is activated, the system applies it to all sales order detail records on confirmed shipments. Values are:

Blank: Do not activate the next order status preference.

1: Activate the next order status preference.

- **10. In-Transit Accounting**

Specify whether the system includes in-transit accounting for the transfer orders (ST/OT) as part of the ship confirm process. When this processing option is activated, the system relieves on-hand inventory and moves the shipping quantity to the first step of the corresponding purchase order receipt routing. This provides better visibility over transfer order inventory that is in-transit. Verify that the setup for all necessary purchase order receipt routing and automatic accounting instructions is in place before activating this option. Values are:

Blank: Do not initiate in-transit accounting.

1: Initiate in-transit accounting.

### 12.8.7.6 Freight

These processing options specify whether the system retrieves freight information and whether you can override the freight and carrier information.

#### 1. Freight Program (FUTURE)

Specify whether the system retrieves freight information. You can standardize the freight and carrier information so that freight rate calculations are accurately calculated for the appropriate route, stop, and zone. You can specify a preferred carrier for an item (Item Master and Item Branch/Plant), or a customer (Customer Billing Instructions). Values are:

Blank: Do not retrieve freight information. You can enter values that affect the current order only.

1: Retrieve freight information, and process orders based on the default information that is set up in the Customer Billing Instructions or the Item Master Information.

#### 2. Override Freight (FUTURE)

Specify whether the system processes orders based on the default information. To avoid overriding freight information for an order, you can disable this information. Values are:

Blank: The system processes orders based on the default information that is set up in the Customer Billing Instructions or the Item Master Information.

1: The system enables you to change default information for this order only.

### 12.8.7.7 Print

This processing option specifies whether the system prints invoices through the subsystem.

#### 1. Subsystem Invoice (R42565)

Specify whether the system prints invoices through the subsystem. If you use subsystem processing for printing invoices, you must specify the version of the Print Invoice program (P42565) to activate subsystem processing. Values are:

Blank: Do not print invoices automatically.

1: Print invoices automatically.

### 12.8.7.8 Versions

These processing options specify the version that the system uses when you confirm an order detail line. If you leave a processing option blank, the system uses version ZJDE0001.

#### 1. Sales Order Entry (P4210)

Enter the version of the Sales Order Entry program (P4210) that the system uses to create additional order detail lines during shipment confirmation. If you use this version of sales order entry in other programs, the system overrides the order line type that is set up in the Shipment Confirmation program (P4205) processing options with the order line type from the processing options for this version of the P4210 program.

#### 2. Print Invoices (R42565)

Enter the version of the Print Invoices program (R42565) that the system uses to automatically print invoices through the subsystem. You must activate the processing option Print Invoices Automatically to activate subsystem processing.

#### 3. Ship and Debit (R45100)

Enter the version of the Assign, Recalculate, and Reassign Agreements program (R45100) that the system uses to identify and adjust ship and debit agreements when you run the Shipment Confirmation program (P4205).

#### 4. Sales Order Batch Price/Cost Update (R42950)

Enter the version of the Sales Order Batch Price/Cost Update program (R42950) that the system uses after each order is processed by the Shipment Confirmation program (P4205). Ensure that the version specifies subsystem processing; otherwise, the data that is required to create the report might not be available.

#### 5. Carton Reorganization (P4620)

Enter which version of the Carton Reorganization program (P4620) the system uses.

#### 6. PO Receipt (P4312)

Specify the version of the PO Receipt program (P4312) that the system uses with the In-Transit Accounting processing option. This version should have the receipt routing activated.

### 12.8.7.9 Warehouse

These processing options define additional processing for tare and pack confirmation. If you follow UCC 128 requirements, you can confirm tare and pack information after you confirm an order detail line.

#### 1. Pack Confirmation

Specify whether you are confirming packs for shipment. Values are:

Blank: Do not use pack confirmation.

**1:** Use pack confirmation.

The system verifies that the appropriate SSCC and SCC are entered for each record and that they correspond to the hierarchical configuration that is specified in Shipment Entry. For example, if you enter an SOTPI (Shipment, Order, Tare, Pack, Item) configuration in Shipment Entry but you have not entered a pack SSCC or an SCC, the system displays an error message.

The system verifies that the SCC and the unit of measure for each item correspond to the information in the Item Master and Item Cross-Reference Revisions. The sum of the Tare/Pack quantities must equal the shipped quantity on the sales order line. The system converts the SCC unit of measure to the UPC quantity if an SCC has been entered. For example, if you confirm the shipment of 24 cases of soda, the system verifies that you are confirming shipment of 144 cans of soda.

If you follow UCC 128 requirements, you must specify a version of Pack confirmation.

## **2. Pack Confirmation Version (P4216)**

Enter the version of the Pack Confirmation program (P4216) that the system uses when you are confirming packs for shipment. This processing option is in effect only if you activate the processing option to use pack confirmation. If you leave this processing option blank, the system uses version ZJDE0001.

### **12.8.7.10 Quality**

If you use JD Edwards EnterpriseOne Sales Order Management with the JD Edwards EnterpriseOne Quality Management system, these processing options specify the versions to produce test results and a certificate of analysis.

#### **1. Test Results Revisions Version (P3711)**

Enter the version of the Test Results Revisions program (P3711) that the system uses to verify quality specifications when you confirm the shipment of an item. The system uses this version to verify item characteristics to allowed minimum and maximum values, lot status, and acceptable quantities or percentages. If a lot passes quality inspection and meets the specifications, it is available for shipment to the customer.

If you leave this processing option blank, the system uses version ZJDE0001.

#### **2. Certificate of Analysis**

Specify whether the system prints a COA. A COA is a list of all of the tests performed and the results for lots sold to a customer. Values are:

Blank: Do not automatically print a COA.

**1:** Automatically print a COA.

To generate a COA, you must specify a version in the processing option Certificate of Analysis Extract Version to obtain the information.

#### **3. Certificate of Analysis Extract Version (R37900)**

Enter the version of the Certificate of Analysis Extract program (P37900) that the system uses to generate a COA. This processing option is in effect only if you have activated the processing option to print a certificate of analysis.

If you leave this processing option blank, the system uses version ZJDE0001.

#### **4. Certificate of Analysis Subsystem**

Specify whether the system prints the COA through the subsystem. If you use subsystem processing, you must also specify the subsystem version of the Certificate



of Analysis Extract program in the processing options. Values are:

Blank: Do not print the COA through the subsystem process.

1: Print the COA in a subsystem process.

### **5. Evaluate Quality Tests**

Enter a value when the lots being confirmed for shipment must be reevaluated for quality. When test results are entered for a lot, the lot status is set based on whether the test results are within quality ranges for the item. However, a customer may have different quality standards for this product.

When this option is enabled, the system reevaluates the quality tests to determine whether the lot being shipped has passed quality standards for the customer on this order. Values are:

Blank: Do not reevaluate test results. If this option is selected, a lot may be confirmed for shipment even though it does not pass the customer's quality criteria for this product.

1: Reevaluate test results using quality management preferences.

### **12.8.7.11 Agreements**

If you use JD Edwards EnterpriseOne Sales Order Management with the JD Edwards EnterpriseOne Agreement Management system from Oracle, these processing options define the method that the system uses to select agreements.

#### **1. Specify Borrow Agreement Destination**

Enter a specific delivery destination for an item that is part of an agreement when you are using JD Edwards EnterpriseOne Agreement Management with the JD Edwards EnterpriseOne Sales Order Management system.

#### **OR...**

Enter a specific delivery destination for an item that is part of an agreement when you are using JD Edwards EnterpriseOne Agreement Management with JD Edwards EnterpriseOne Sales Order Management. Values are:

Blank: You must enter a specific destination in the processing option Specify Borrow Agreement Destination.

1: The destination can be any location that is defined in the agreement.

2: The system identifies the default branch/plant as the destination.

#### **2. Agreement Search Method**

Specify the method by which the system selects an agreement. Values are:

Blank: The system assigns an agreement based on the earliest expiration date.

1: The system automatically assigns an agreement if only one is found.

2: The system prompts you to assign an agreement.

3: The system assigns an agreement based on the earliest expiration date.

### **12.8.7.12 Interop**

These processing options specify whether you perform interoperability processing.

#### **1. Interoperability Transaction Type**

Indicate whether to activate interoperability processing. Values are:

Blank: Bypass outbound interoperability.

JDESC: Enter for the ship confirm transaction type.

## **2. Run the Outbound Subsystem UBE**

Indicate whether the system processes outbound interoperability transactions through the subsystem. Values are:

Blank: Bypass outbound subsystem processing.

1: Perform subsystem processing.

### **12.8.7.13 Bulk**

This processing option specifies the method that the system uses to process temperature gain/loss records.

#### **1. Bulk Transaction Volumes**

Specify which bulk field the transaction quantity represents for the transaction. Values are:

Blank: Use the transaction quantity to determine the ambient quantity.

1: Use the transaction quantity to determine the standard quantity.

2: Allow the system to compute the difference between the extension of ambient volume multiplied by price and standard volume multiplied by price. The calculation uses the pricing unit of measure.

### **12.8.7.14 InterBranch**

These processing options specify the order types for interbranch orders.

#### **1. Enter the version for the Create Intercompany Sales Order (R4210IC)**

Enter the version of the Create Intercompany Sales Orders program (R4210IC) that the system uses to verify the order types for intercompany orders. Use an intercompany order to fill a sales order from a branch/plant other than the selling branch/plant. This is helpful if the company sells from one location but fills and ships orders from another location, such as a central supply warehouse.

If you leave this processing option blank, the system uses ZJDE0001.

#### **2. Call the Create Intercompany Sales Order**

Specify whether the system creates intercompany orders. Values are:

Blank: Do not create intercompany orders.

1: The system creates orders through the Create Intercompany Orders program (R4210IC) in batch mode. In batch mode, the system processes the job immediately and you cannot work interactively until the system has processed the order.

2: The system creates orders through the Create Intercompany Orders program (R4210IC) in subsystem mode. In subsystem mode, the system processes the job from a queue. You can continue to work interactively when you process orders in subsystem mode.

### **12.8.7.15 Prepayment**

These processing options specify whether you can record prepayment information for orders.

**1. Prepayment Processing**

Specify whether prepayment transaction are updated. Values are:

Blank: Do not update prepayment transactions.

1: Update prepayment transactions.

**2. Process Authorization**

Specify how the system processes authorizations. Values are:

Blank: The system does not process authorizations.

1: The system processes authorizations interactively.

2: The system processes authorizations in batch or subsystem mode, depending on the version.

**3. Process Settlement**

Specify how the system processes settlements. Values are:

1: The system processes the settlement interactively.

2: The system processes the settlement in batch or subsystem mode.

Blank: The system does not process the settlement.

**4. Authorize Prepayment Transaction**

Enter the version of the Authorize Prepayment Transaction program (R004201) to run. If you leave this processing option blank, authorization does not run.

**5. Settle Prepayment Transaction**

Enter the version of the Settle Prepayment Transaction program (R004202). If you leave this processing option blank, the system does not run this application.

**6. Authorization Hold For Prepayment Processing**

Enter the hold code to display on the order if the authorization process fails.

**7. Settlement Hold For Prepayment Processing**

Enter the hold code to display on the order if the settlement process fails.

**12.8.7.16 Carton Detail**

Use these processing options to specify how the system processes cartons.

**1. Shipment Confirmation Carton Status**

Enter the carton status for shipment and load confirmation. All cartons must be at this status to be confirmed. Values are selected from the Carton Status UDC (46/CS). If you leave this processing option blank, the system does not validate carton status.

**2. Reconcile Carton Detail to Shipment Detail**

Specify whether the system should reconcile the carton detail to the shipment detail. Values are:

Blank: Do not reconcile the carton detail to the shipment detail.

1: Reconcile the carton detail to the shipment detail.

**12.8.8 Confirming Shipments**

Access the Shipment Confirmation form.

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**Note:** For credit orders, if Country of Origin is activated for the Item Branch and you enter a country of origin that is conflicting with the existing lot's country of origin, the system displays an error.

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#### **Quantity Shipped**

Enter the number of units that are committed for shipment in Sales Order Entry, using either the entered or the primary unit of measure that is defined for this item.

In the JD Edwards EnterpriseOne Manufacturing systems from Oracle and Work Order Time Entry, this field can indicate completed or scrapped quantities. The quantity type is determined by the type code that is entered.

#### **Lot/Serial**

Enter a number that identifies a lot or a serial number. A lot is a group of items with similar characteristics.

#### **Quantity Backordered**

Enter the number of units that are backordered in Sales Order or in Work Order Processing, using either the entered or the primary unit of measure that is defined for this item.

#### **Quantity Canceled**

Enter the number of units that are canceled in Sales Order or Work Order Processing, using either the entered or the primary unit of measure that is defined for this item.

In manufacturing, this can also be the number of units that have been scrapped to date.

### **12.8.9 Setting Processing Options for the Ship Confirm Batch Application Program (R42500)**

Use these processing options to determine the records to select and to specify a version name for the Ship Confirm Batch Application program (R42500).

#### **12.8.9.1 Rec Selection**

These processing options determine the ranges of statuses that are selected when you run the program.

##### **Next Status From (required)**

Enter a code from UDC 40/AT that indicates the beginning status for the next step in the order flow of the line type. This processing option works with the Next Status Through processing option to define a range of order lines to process.

##### **Next Status Through (required)**

Enter a code from UDC 40/AT that indicates the ending status for the next step in the order flow of the line type. This option works with the Next Status From processing option to define a range of order lines to process.

#### **12.8.9.2 Process**

This processing option determines the version of the Inbound Transaction Processor program that the system uses.

**R47500 Version Name**

Enter the version of the Inbound Transaction Processor program (R47500) to use for confirming shipments.

**12.8.10 Running the Ship Confirm Batch Application**

Select Additional Order Processes (G4212), Ship Confirm Batch Application.

**12.9 Printing Shipping Documents**

This section provides overviews of bills of lading and delivery notes, lists prerequisites, and discusses how to:

- Set processing options for the Print Shipping Documents program (R42530).
- Print bills of lading.
- Set processing options for the Print Delivery Notes program (R42535).
- Print delivery notes.

**12.9.1 Understanding Bills of Lading**

You can print shipping documents, such as bills of lading and delivery reports, before you ship the order. Shipping documents accompany the order to its destination. Delivery personnel can use these documents to compare what they are supposed to deliver with what they are transporting.

A bill of lading lists this information about the order:

- Item  
Includes item description, quantity, weight, and volume.
- Billing  
Includes customer address and price.
- Shipping  
Includes shipping instructions, total weight, and total volume.
- Delivery  
Includes signature lines for the driver and the customer.

You can specify the heading that prints at the top of the document, such as *Bill of Lading*, when you run the program. Because a shipping document has signature lines for the delivery person and the customer, you can also use it as a receipt.

If you use JD Edwards EnterpriseOne Demand Scheduling, the report displays these fields on the report in a column labeled Date/Time:

- Requested Delivery Time (DRQT).
- Promised Delivery Time (RSDT).
- Promised Shipment Time (PMDT).

If you use taxed prices, the system prints the taxed unit price and taxed extended price, instead of the unit price and extended price, on the report. The system also displays a message in the report indicating that the prices include tax.

See [Taxed Prices](#)

## 12.9.2 Understanding Delivery Notes

You run a version of the Print Delivery Notes program to print information that delivery personnel can use during delivery. For example, they can compare the items that they are supposed to deliver with the items that they have on the delivery vehicle. This is helpful if the company uses its own vehicle for deliveries instead of an outside company's vehicle.

You can provide delivery notes to a customer only if the customer's billing instructions allow delivery notes.

To ensure that the customer's invoice is accurate, you can print delivery notes after shipment confirmation but before you generate a customer invoice for an order.

## 12.9.3 Prerequisites

Before you complete the tasks in this section:

- Verify that the customer billing instructions for the customer allow delivery note printing.  
See [Setting Up Customer Billing Instructions](#).
- Verify that the order activity rules include a status code for printing delivery notes that is between shipment confirmation and printing invoices.  
See [Setting Up Order Activity Rules](#).

## 12.9.4 Setting Processing Options for the Print Shipping Documents Program (R42530)

Use these processing options to set default values, define how the system processes data, control printing options, and specify the default currency.

### 12.9.4.1 Default 1

This processing option indicates the next status in the order flow.

#### 1. Enter a Status Code Value

Enter a value from UDC 40/AT that indicates the next step in the order flow of the line type. The system prints shipping documents for orders with this status.

### 12.9.4.2 Defaults 2

These processing options indicate additional default information.

#### 1. Enter a Override Next Status

Enter a value from UDC 40/AT that specifies the next standard step in the processing cycle for this order type. You set up the steps for the processing cycle on the Order Activity Rules form.

#### 2. Update Next Status Code

Specify whether the system updates the next status code from the order activity rules. Values are:

Blank: Update the next status code from the order activity rules.

1: Do not update the next status code from the order activity rules.

#### 3. Display future committed inventory

Specify whether the system displays future committed inventory. Values are:

Blank: Display future committed inventory.

1: Do not display future committed inventory.

#### **12.9.4.3 Process**

These processing options specify the units of measure that the system uses to calculate volume and weight.

##### **1. Volume of UOM**

Specify the unit of measure that the system uses to calculate volume.

##### **2. Weight of UOM**

Specify the unit of measure that the system uses to calculate weight.

#### **12.9.4.4 Print**

These processing options determine printing options when you run the report.

##### **1. To display Prices**

Specify whether the system displays prices. Values are:

Blank: Do not display prices.

1: Display prices.

##### **2. Print Kit Components**

Specify whether the system prints kit components. Values are:

Blank: Print kit components.

1: Do not print kit components.

##### **3. Print both Item Number and Customer Item Number**

Specify whether the system prints the item number and customer number. Values are:

Blank: Do not print the item number and customer number.

2: Print both the item number and customer item number.

##### **4. Cross Reference to retrieve Customer Item Number**

Enter the type of cross-reference to retrieve the customer item number.

##### **5. Print serial numbers**

Specify whether the system prints serial numbers. Values are:

Blank: Do not print serial numbers.

1: Print serial numbers.

##### **6. Print Additional Header Text**

Specify whether the system prints additional header text. Values are:

Blank: Do not print additional header text.

1: Print original header text.

2: Reprint header text.

#### **12.9.4.5 Currency**

This processing option specifies the currency to print.

##### **Type of Currency to Print**

Specify whether the system prints domestic currency, foreign currency, or both. Values are:

Blank: Print domestic currency only.

1: Print foreign currency only.

2: Print both domestic and foreign currencies.

## 12.9.5 Printing Bills of Lading

Select Sales Order Reports (G42111), Print Shipping Documents.

## 12.9.6 Setting Processing Options for the Print Delivery Notes Program (R42535)

Use these processing options to set default values, define how the system processes data, control printing options, and specify the default currency.

### 12.9.6.1 Defaults

These processing options control the status.

#### 1. Enter an override next status

Enter a value from UDC 40/AT that specifies the next standard step in the processing cycle for this order type. You set up the steps for the processing cycle on the Order Activity Rules form.

#### 2. Prevent update to next status

Specify whether the system allows the next status code to be updated. Values are:

Blank: Update the next status.

1: Prevent updating the next status code from the order activity rules.

### 12.9.6.2 Display

These processing options indicate the information that the system prints.

#### 1. Print Kit Components

Specify whether the system prints kit components. Values are:

Blank: Do not print kit components.

1: Print kit components.

#### 2. Print extended amount

Specify whether the system prints the extended amount. Values are:

Blank: Do not print the extended amount.

1: Print the extended amount.

#### 3. Enter the transport reason

Enter a value from UDC 40/CR that indicates the reason for the transport.

### 12.9.6.3 Display 1

These processing options indicate the information that the system prints.

#### 1. Enter the global print message to print on each delivery note

Enter a code that specifies a print message. Examples of text message entries include *engineering specifications*, *hours of operation during holiday periods*, and *special delivery instructions*.



**2. Print associated text**

Specify whether the system prints associated text. Values are:

Blank: Do not print associated test.

1: Print associated text.

**3. Print Additional Header Text**

Specify whether the system prints additional header text. Values are:

Blank: Do not print additional header text.

1: Print original text.

2: Reprint text.

**12.9.6.4 Item Number**

These processing options indicate the information that the system prints.

**1. Print the customers item number**

Enter 1 to print the customer's item number.

**2. Type of cross-reference number to retrieve**

Enter the type of cross-reference number to retrieve.

**12.9.6.5 Process**

This processing option indicates whether the system creates records in the Delivery Note History table.

**1. Write to the Delivery Note History file**

Enter 1 to write to the Delivery Note History table (F4290).

**12.9.6.6 Currency**

This processing option indicates the currency that the system prints.

**1. Print the amounts in foreign currency**

Enter 1 to print the amounts in foreign currency.

**12.9.7 Printing Delivery Notes**

Select Sales Order Reports (G42111), Print Delivery Notes.

**12.10 Processing Shipments According to UCC 128**

This section provides an overview of shipment processing according to UCC 128, lists prerequisites, and discusses how to:

- Set processing options for the Work with Shipments program (P4915).
- Enter information for shipment, packaging, and UCC 128 shipments.

**12.10.1 Understanding Shipment Processing According to UCC 128**

After you create the sales order, you can prepare the product for picking and shipment. You can transmit order and shipment detail information according to UCC 128 Compliance standards, which enable you to facilitate uniform product identification and the exchange of shipment information between suppliers and customers.

The shipment process according to UCC 128 is composed of these tasks:

- Preparing the shipment.
- Creating shipments for sales orders.
- Entering header information for packaging, UCC 128, and shipments.

#### **12.10.1.1 Prepare the Shipment**

When you send an electronic data interchange (EDI) transaction that tells the customer exactly what was shipped, and how it was shipped, you are transmitting information that you have collected as you prepared the shipment. You must enter shipment information, such as how the product is transported, routing instructions, and reference numbers.

#### **12.10.1.2 Create Shipments for Sales Orders**

If you use JD Edwards EnterpriseOne Transportation Management, you can set up processing so that when you enter a sales order, the system automatically creates a shipment for the order based on the order type and line type combination that you define in the UDC table (49/SD). The shipment is a request to transport goods from the branch/plant to the customer. If you do not enter a carrier and mode of transport during order entry, the system retrieves default carrier and transport information from any of these sources:

- Item branch/plant information.
- Customer master information.
- Inventory commitment preference.

When you review routing options in JD Edwards EnterpriseOne Transportation Management, you can review and revise the carrier and mode of transport. If you do not specify a carrier in either of the master tables or during order entry, the system populates the Carrier and Mode of Transport fields based on the carrier transportation preference.

You can also bypass rating and routing options when creating shipments if the carrier and mode of transportation are specified. To activate this feature, set up the codes in the Bypass Rating and Routing UDC table (42/FR) with a special handling code of 9.

#### **12.10.1.3 Confirmation Information for Packaging, UCC 128, and Shipments**

When you perform shipment confirmation, the system verifies the shipment information against customer requirements. You can enter the UCC 128 header information when you review the shipment information.

### **12.10.2 Prerequisites**

Before you complete the tasks in this section:

- Verify that you have set up hierarchical configurations and UCC 128 information for the customers and items.

See [Setting Up UCC 128 Compliance](#).

- Verify that you have activated JD Edwards EnterpriseOne Transportation Management.

See "Activating Transportation Management" in the JD Edwards EnterpriseOne Applications Transportation Management Implementation Guide.

**See Also:**

- "Working with Loads" in the JD Edwards EnterpriseOne Applications Transportation Management Implementation Guide.

### 12.10.3 Forms Used to Process Shipments According to UCC 128

Form Name	Form ID	Navigation	Usage
Work with Shipments	W4915B	Shipments and Loads (G4911), Work with Shipments	Review and locate orders to confirm shipment.
Shipment Revisions	W4915K	Select an order to confirm on the Work with Shipments form.	Enter information for shipment, packaging, and UCC 128 shipments.
Packaging Revisions	W4916A	Select an order, and select Packaging Revisions from the Row menu on the Work with Shipments form.	Add and revise packaging information for the order.
UCC-128 Revisions	W4916A	Select an order, and select UCC-128 Revisions from the Row menu on the Work with Shipments form.	Add and revise UCC-128 information for the order.

### 12.10.4 Setting Processing Options for the Work with Shipments Program (P4915)

Use these processing options to set display values, define how the system processes data, override statuses, specify versions, and allow manual shipment consolidations.

#### 12.10.4.1 Display

These processing options specify the default display values.

##### 1. From Shipment Status

Specify the start value for the range of a shipment status code.

##### Thru Shipment Status

Specify the end value for the range of a shipment status.

##### 2. Routing Status

Enter the shipment routing information that the system displays. Values are:

Blank: Display all shipments.

0: Display routed shipments.

1: Display unrouted shipments.

9: Display shipments that cannot be routed.

##### 3. Shipments on Loads

Specify whether the system displays all shipments or only those shipments that are not on load. Values are:

Blank: Display all shipments.

1: Display only shipments that are not on load.

#### **4. Routing Step**

Specify how the system displays routing steps. Values are:

Blank: Display all routing steps.

1: Display only the routing steps for the first shipment.

#### **5. Shipments with Held Sales Orders**

Specify on which forms the system includes a notification (indicated by an X in a contrasting color) that the shipments contain held sales orders. Values are:

1: Display a notification on the Work with Shipments form.

2: Display a notification on the Shipment Detail form.

3: Display a notification on both forms.

### **12.10.4.2 Process**

These processing options specify the process that the system performs.

#### **1. Shipment Creation**

Specify whether the system enables you to create shipments manually. Values are:

Blank: Do not allow the manual creation of shipments.

1: Allow the manual creation of shipments.

#### **2. Protected Shipment Status**

Specify the shipment status at or beyond which the system does not allow you to make changes. If you leave this processing option blank, the system uses the confirmed shipment status from the Transportation Constants program (P49002).

#### **3. Minimum Shipment Status - Print Delivery Documents**

Specify the lowest shipment status number that prompts the system to print delivery documents.

#### **4. Minimum Shipment Status - Delivery Confirmation (Required)**

Specify the lowest shipment status number that prompts the system to confirm delivery.

#### **5. Maximum Shipment Status - Delivery Confirmation (Required)**

Specify the highest shipment status number that prompts the system to confirm delivery.

#### **6. Self-Service Mode**

Specify whether the system activates self-service functionality and which type of self-service functionality the system can activate for users of Java and HTML. Values are:

Blank: Do not activate customer self-service functionality.

1: Activate customer self-service functionality.

2: Activate carrier self-service functionality.

### **12.10.4.3 Approval**

These processing options specify whether the system performs approval processing.

**1. Bypass Update of Sales Order Next Status**

Specify whether the system updates the next status of the sales order when a shipment containing sales orders is approved. Values are:

Blank: Update the next status.

1: Do not update the next status.

**2. Override Sales Order Next Status**

Specify the override for a sales order next status that the system uses when a shipment that contains sales orders is approved. If you leave this processing option blank, the system uses the next status from the Order Activity Rules program (P40204).

**3. Warehouse Request Processing Mode**

Specify whether the system generates pick requests for shipments that contain outbound sales orders and whether to process the requests using the subsystem. Values are:

Blank: Do not generate a pick request.

1: Generate pick requests only.

2: Generate pick requests and process them using the subsystem.

**4. Override Approved Shipment Status**

Enter which version of the Location Selection Driver program (R46171) the system uses to process pick requests. If you leave this processing option blank, the system uses version XJDE0007.

**5. Valid RMA Requirement (valid return material authorization requirement)**

Specify the order type for which a valid return material authorization (RMA) is required before an inbound shipment approval. Values are:

1: A valid RMA is required for credit sales orders.

2: A valid RMA is required for purchase orders.

3: A valid RMA is required for both credit sales orders and purchase orders.

**6. Update of Purchase Order Next Status**

Specify whether the system updates the order next status when a shipment that contains a purchase order is approved. Values are:

Blank: Update the order next status.

1: Do not update the order next status.

**7. Override Purchase Order Next Status**

Specify the override next status for a purchase order. The system applies the override next status when a shipment that contains purchase orders is approved. If you leave this processing option blank, the system uses the next status from the Order Activity Rules program (P40204).

**8. Override Purchase Order Next Status - Unapproved (Future)**

For future use.

Specify the override order next status that the system uses when a shipment that contains purchase orders is unapproved.

#### **12.10.4.4 Versions**

These processing options specify the version of programs that the system accesses from the Work with Shipments program (P4915).

##### **1. Load Build (P4960)**

Enter which version of the Work with Loads program (P4960) the system uses for transfers. If you leave this processing option blank, the system uses version ZJDE0001.

##### **2. Shipment Tracking (P4947)**

Enter which version of the Transportation Shipment Confirmation program (P49645) the system uses for transfers. If you leave this processing option blank, the system uses version ZJDE0001.

##### **3. Transportation Shipment Confirmation (P49645)**

Enter which version of the Transportation Shipment Confirmation program (P49645) the system uses. If you leave this processing option blank, the system uses version ZJDE0001.

##### **4. Deliver Confirm (P49650)**

Enter which version of the Delivery Confirm program (P49650) the system uses. If you leave this processing option blank, the system uses version ZJDE0001.

##### **5. Delivery Documents (P49590)**

Enter which version of the Document Print - Interactive program (P49590) the system uses to retrieve the document control processing options. If you leave this processing option blank, the system uses version ZJDE0001.

##### **6. UCC 128 Shipment Edit (R42071)**

Enter which version of the Batch Shipment Edit program (R42071) the system uses. If you leave this processing option blank, the system uses version ZJDE0001.

##### **7. Pack Confirm Detail (P4216)**

Enter which version of the Pack Confirm Detail program (P4216) the system uses. If you leave this processing option blank, the system uses version ZJDE0001.

##### **8. Preference Profile (R40400)**

Enter which version of the Preference Profiles program (P42520) the system uses to process orders based on preferences that are activated on the Preference Selection form. If you leave this processing option blank, the system uses version ZJDE0001.

##### **9. Sales Order Entry (P4210)**

Enter the version of the Sales Order Detail program (P4210) that the system uses when transferring from the Work With Shipments program (P4915). If you leave this processing option blank, the system uses version ZJDE0001.

##### **10. Process Pick Request (R46171)**

Enter which version of the Location Selection Driver program (R46171) the system uses for processing pick requests. If you leave this processing option blank, the system uses version XJDE0007.

##### **11. Carton Recommendations (P4615)**

Enter the version of the Carton Recommendations program (P4615). If you leave this processing option blank, the system uses version ZJDE0001.

##### **12. Batch Transportation Shipment Confirm (R49500) Subsystem Mode**

Specify the version of the Batch Transportation Shipment Confirmation program (R49500) subsystem mode that the system uses. If you leave this processing option

blank, the system uses version XJDE0003.

#### **12.10.4.5 Manual Shipment Consolidation**

These processing options specify the values for manual shipment consolidation.

##### **1. Shipment Status for Order Line Selection**

Specify when order lines cannot be moved from an existing shipment to a new shipment because of the shipment status. Order lines on shipments that have a status at or beyond the processing option value cannot be moved to a new shipment. Values are chosen from the Shipment Status (41/SS) UDCs.

Leave this processing option blank to use the Confirmed Shipment Status from the Transportation Constants program (P49002).

##### **2. Sales Order Next Status for Order Line Selection**

Use this processing option with the Shipment Status for Order Line Selection processing option to indicate when an order line cannot be moved from an existing shipment to a new shipment because of the sales order next status. Order lines with a next status at or beyond the processing option value cannot be moved to a new shipment. If the processing option status exceeds the next status of sales order lines on confirmed shipments, the order lines are not available for selection. Values for this processing option are defined in the Activity/Status Code (40/AT) UDCs. A blank value indicates that selection availability is determined by the Shipment Status for Order Line Selection processing option.

##### **3. Enable Creation of Manual Shipments Eligible for Manual Shipment Consolidation**

Specify whether to enable the creation of manual shipments that are eligible for shipment consolidation. Values are:

Blank: Do not enable the creation of manual shipments.

1: Enable the creation of manual shipments.

### **12.10.5 Entering Information for Shipment, Packaging, and UCC 128 Shipments**

Access the Shipment Revisions form.

#### **Shipment Depot**

Displays the origin depot for a shipment or a load.

#### **Number of Pieces**

Enter the number of pieces, pallets, containers, and so on that constitute a shipment.

For shipments that do not have piece information defined in the Shipment Pieces table (F4943), the system calculates the estimated piece count by converting the quantity in the transaction unit of measure to the shipping unit of measure.

To obtain the whole piece number, the system rounds the unit of measure down.

The weight and volume of the remaining quantities from all detail lines are added and the sum total is divided by the maximum piece weight and volume.

The system rounds the resulting piece weight or volume up to the next whole number. This number is added to the whole piece number to obtain the piece count.

#### **Promised Ship**

Enter the promised shipment date for a sales order. This date represents the day that the item can be shipped from the warehouse.

**Promised Delivery**

Enter the date on which an item is delivered to the customer.

**Freight Handling Code**

Indicate in JD Edwards EnterpriseOne Transportation Management who has responsibility for freight charges by these values in the first position:

Enter **1** in the first position of the handling code. A value of **1** indicates that the freight charges are collected and the consignee is responsible for paying the freight charges. JD Edwards EnterpriseOne Transportation Management does not calculate collect freight charges for outbound shipments.

Enter **2** in the first position of the handling code. A value of **2** indicates that the freight charges are prepaid and the shipper is responsible for paying the freight charges. JD Edwards EnterpriseOne Transportation Management calculates the payable freight charges for outbound shipments, but does not calculate billable freight charges.

Any other code in the first position of the handling code indicates that freight charges are prepaid and the shipper is responsible for paying the freight charges. JD Edwards EnterpriseOne Transportation Management calculates both billable and payable freight charges.

**Bulk/Packed Flag**

Specify whether the vehicle can transport bulk liquid product or packaged products. If it is a bulk vehicle, temperature and density/gravity conversions must be performed. Therefore, you must record product movements using screens that are designed specifically for bulk products. Edits are performed by transportation screens to ensure that the appropriate products are being processed. Values are:

**P:** Packaged Item (Product).

**B:** Bulk Liquid Item (Product).



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## Processing Prepayments

This chapter contains the following topics:

- [Section 13.1, "Understanding Prepayment Processing"](#)
- [Section 13.2, "Understanding Prepayment Processing Setup"](#)
- [Section 13.3, "Authorizing Credit Card Transactions"](#)
- [Section 13.4, "Updating Prepayment Transactions"](#)
- [Section 13.5, "Updating the Transaction Status Manually"](#)
- [Section 13.6, "Settling Prepayment Transactions"](#)
- [Section 13.7, "Working with Drafts for Prepayments"](#)

### 13.1 Understanding Prepayment Processing

When you enter orders for customers, you send out invoices to the customers for the goods they received. Occasionally, customers can make a form of payment in advance, which is immediately after order entry. With prepayment processing, you can generate an invoice as a customer receipt, with the order total noted as prepaid on the invoice.

Prepayment of an order takes place when a seller receives a form of payment from the customer at the time of order entry. Many types of prepayments are available for a customer to use, such as cash, check, and credit card. When you make any type of prepayment, the system records transaction information for each order detail line, and indicates the payment on the invoice.

Two types of prepayment transactions exist:

- Two-party prepayment

Two-party prepayments are typically cash or check transactions, which occur between you and the customer. When an order is prepaid with cash or a check, the system indicates the prepayment form, transaction, and total on the invoice.

- Three-party prepayment

Three-party prepayments are typically credit card transactions, which occur between you, the customer, and the credit card company.

In the system, the transaction is an electronic transmission of transaction information between the bank, the credit card company, and the credit card processor.

During order entry, you can validate credit information when you accept a credit card payment. By way of the middleware solution, the system retrieves authorization and updates the prepayment transaction in the system. If the

authorization is unsuccessful, then the order is put on authorization hold and the system does not enable further order processing.

When a settlement is performed, the middleware solution releases funds from a customer's account to the merchant account. If the settlement transactions contain errors, the order is put on settlement hold and the system does not enable further order processing.

For either hold to be removed, the authorization or settlement process must be successfully run in batch mode of the appropriate prepayment transaction version.

If an order detail line is over shipped, or an additional order detail line is added to the order, you must receive a new authorization.

The prepayment processing system provides an interface between JD Edwards EnterpriseOne programs, such as the Sales Order Entry programs (P42101 and P4210), and a seller's designated credit card processor. With prepayment processing, you can integrate credit card authorizations and final settlements with the company's business processes, such as order entry and invoicing procedures.

For three-party prepayment transactions, the system does not include middleware or credit card transaction processors. To complete credit card prepayment processes, you must select a credit card processor, a third-party vendor, or a middleware solution with which you can transmit information between JD Edwards EnterpriseOne, the credit card company, and the company's bank.

### 13.1.1 Prerequisites

Verify that you have performed the appropriate setup for the credit card processor. This information includes merchant ID, terminal ID, authorization and settlement phone numbers, and other information that is necessary for successful electronic transmission.

Verify that you have performed the appropriate setup in the processing option of the P4210 program.

**See Also:**

- "Processing Prepayments" in the JD Edwards EnterpriseOne Applications Accounts Payable Implementation Guide.

## 13.2 Understanding Prepayment Processing Setup

Before you can process two-party or three-party transactions, you must identify the points in the process when the system authorizes orders with the credit card company, transaction types, and the status at which you perform the settlements.

This section discusses prepayment status codes, prepayment types, and prepayment hold codes.

### 13.2.1 Prepayment Status Codes

Authorization usually occurs after order entry. Settlement usually occurs after shipment confirmation, but before invoicing. The system follows the order activity rules for the order type and line type combination. You can set up override status codes in the processing options for these programs:

- Sales Order Entry (P4210).
- Shipment Confirmation (P4205).

- Print Invoices (R42565).
- Held Order Release (P43070).
- Sales Update (R42800).

You inquire on orders using the Prepayment Processing Information program (P004201). On the Work with Prepayment Transactions form, you can identify the status of transactions, such as transactions that are ready to be authorized, settled, or declined, based on the prepayment status codes in the user-defined code (UDC) table 00/SP. These statuses have been predefined:

- Blank: Pre-authorization
- **01:** Sent for Authorization
- **02:** Authorized
- **03:** Ready to Settle
- **04:** Sent for Settlement
- **05:** Settled
- **06:** Authorization Declined/Error
- **07:** Settlement Declined/Error

## 13.2.2 Prepayment Types

Payment instrument codes (00/PY) indicate various methods of payment, such as draft, check, and electronic funds transfer. You assign a payment instrument code to each invoice or voucher. Set up a code for each type of payment instrument that you use. The system also uses UDC table 00/PY in the JD Edwards EnterpriseOne general business systems from Oracle for vouchers and invoices. To identify transactions for prepayment processing, you must use payment types with assigned handling codes. Blank is the default value.

### 13.2.2.1 Hard-Coded Codes

Hard-coded values include:

- **X:** Electronic data interchange (EDI) Remote Draft (AR & AP).
- **Y:** EDI Remove Wire (AR & AP).
- **Z:** EDI Remote Check (AR & AP).
- **?:** Credit Card Payment.
- **.::** Cash Payment.
- **!:** Check Payment.

### 13.2.2.2 Soft-Coded Codes

Soft-coded values include:

- **C:** Check - 8 3/4" (AR & AP).
- **D:** Draft by Invoice (AR & AP).
- **N:** Print Checks - Brazil.
- **T:** Electronic Funds Transfer (EFT) (AR & AP).
- **W:** Check - 8 1/2" (AP only).

### 13.2.2.3 Special Handling Codes

Prepayment processing is driven by the value in the special handling code column for the payment instrument type. That is, if you set up a handling code for a payment type, the system processes the transaction through the authorization and settlement cycle. Several predefined payment types with special handling codes are available:

- **11:** for cash payment.
- **12:** for check payment.
- **13:** for credit card payment.

## 13.2.3 Prepayment Hold Codes

You can set up order hold information that the system uses to place orders on hold. The system applies this information if you set the appropriate processing options for the Sales Order Entry program (P4210). You should define these hold codes for prepayment transactions:

- Settlement holds, identified by hold code **CS**.
- Authorization holds, identified by hold code **CA**.

### 13.2.3.1 Authorization Hold Codes

During order entry, you can validate credit information when you accept a credit card payment. By way of the middleware solution, the system retrieves authorization and updates the prepayment transaction in the system. If the authorization is unsuccessful, then the order is put on authorization hold and the system does not allow further order processing. For this hold to be removed, the authorization process must be successfully run in batch mode.

### 13.2.3.2 Settlement Hold Codes

During settlement, you can run the Settle Prepayment Transaction program (R004202) to perform settlement. By way of the middleware solution, the system retrieves settlement information and updates the prepayment transaction in the system. When a settlement is performed, the middleware solution releases funds from a customer's account to the merchant account. If the settlement transactions contain errors, the order is put on settlement hold and the system does not allow further order processing. For this hold to be removed, the settlement process must be successfully run in batch mode.

In the Hold Order Constants program (P42090), you set up the hold code in UDC table 42/HC and define the hold information.

In the processing options for the version of the Sales Order Entry program (P4210) that is defined for prepayment processing, you must enter the authorization and settlement hold codes to activate order hold processing.

#### See Also:

- [Setting Up UDCs](#).
- [Setting Up Order Hold Information](#).

## 13.3 Authorizing Credit Card Transactions

This section provides an overview of credit card authorization and discusses how to:

- Set processing options for the Authorize Prepayment Transactions program (R004201).
- Run the Authorize Prepayment Transactions program.

### 13.3.1 Understanding Credit Card Authorization

During order entry, you capture the transaction information for the customer's credit card and transmit the order amount through the middleware solution, a credit card processor. The processor then checks the cardholder's accounts for available funds and places a hold that is equivalent to the order amount on the customer's credit line. The credit card processor then returns an authorization code to you.

The authorization process varies based on the credit card processor. If the authorization is successful, the system returns an authorization code and the system updates the transaction status in the Prepayment Transaction table (F004201).

### 13.3.2 Setting Processing Options for the Authorize Prepayment Transactions Program (R004201)

Processing options enable you to specify the default processing for the Authorize Prepayment Transactions program (R004201).

#### 13.3.2.1 Defaults

This processing option specifies the status for authorized lines.

##### 1. Authorized Lines

Enter the Next Status Override UDC (40/AT).

#### 13.3.2.2 Holds

This processing option specifies the reason for an authorization hold.

##### 1. Authorization Hold for Prepayment Processing

Enter a value from UDC 42/HC that identifies why an order is on hold.

### 13.3.3 Running the Authorize Prepayment Transactions Program

Select Prepayment Processing (G42131), Authorize Prepayment Transactions.

## 13.4 Updating Prepayment Transactions

When you make a change to an order that affects a prepayment transaction, the system updates the transaction record and activates reprocessing, as necessary. For example, if you cancel an order, the system voids the prepayment transaction. If you increase the quantity, the system initiates the authorization process again.

You can process two-party and three-party transactions through the standard order processing cycle. When you change order information, such as increasing the quantity or canceling the order, the system updates the order with the prepayment status in the Prepayment Transaction table in addition to updating order information in the standard JD Edwards EnterpriseOne Sales Order Management tables, such as Sales Order Header File (F4201), Sales Order Detail File (F4211), and S.O Detail Ledger File (F42199), depending on the order activity rules.

You must activate prepayment processing in the processing options for the JD Edwards EnterpriseOne Sales Order Management programs:

- Sales Order Entry (P4210)
- Shipment Confirmation (P4205)
- Print Invoices (R42565)
- Held Order Release (P43070)
- Sales Update (R42800)

See [Setting Processing Options for Sales Order Entry \(P4210\)](#).

### 13.4.1 Work with Prepayment Information During Order Entry

You can enter or update prepayment during order entry if the prepayment processing options for the Sales Order Entry program (P4210) are defined for prepayment processing. After you enter an order, you can access the Prepayment Transaction Revisions form to enter check number or credit card information. The system retrieves the order amount, plus the calculated taxes as the prepayment amount. When you enter prepayment information, the system writes a record to the F004201 table.

If you inquire on an order and change the information, you might need additional authorization. After you accept changes to the order, the system compares the order total against the authorized amount in the F004201 table. If the order amount is greater than the authorized amount, the system updates the status of the transaction to get authorization.

If an order detail line is partially backordered or canceled, then a new authorization is not necessary unless the other transactions are moved to a settled status. Only one prepayment type for the order is currently allowed.

### 13.4.2 Release Held Orders for Authorization and Settlement

If an order is placed on hold because it did not pass authorization or settlement, you can use the Held Order Release program (P43070) to return an order to the processing cycle. However, the system does not process this customer's orders until you release them. You must have appropriate security access to release an order.

You must set the prepayment processing options in the Held Order Release program to update the prepayment status to *Ready to Authorize* or *Ready to Settle* when a held order is released. You can run the Print Held Sales Orders report (R42640) to review all sales orders that are on hold.

### 13.4.3 Update Transaction Status During Shipment Confirmation

If an order detail line is overshipped, or an additional order detail line is added to the order, you must receive a new authorization.

### 13.4.4 Print Prepayment Information on Invoices

When you print invoices, you can set the processing options to print prepayment information on the document. When you activate prepayment processing in the Print Invoices program (R42565), you cannot summarize invoices.

### 13.4.5 Update Prepayment Information at Sales Update

In the Sales Update program (R42800), you must activate prepayment processing options. If the settlement transaction is valid, and no errors are found in the Sales

Update program, then the system generates a draft, requesting funds from the credit card company's bank.

When you set up a version of the Sales Update program for prepayment transactions, you can set the processing options so that the system assigns an invoice number if you have not processed the orders through the Print Invoices program (R42565). However, you cannot summarize invoices.

If the processing option for prepayment processing is set appropriately and settlement of a prepayment transaction has occurred, the system writes a draft record for receivables due from the credit card company's bank. When you run the Sales Update program, call the appropriate version of A/R Batch Draft Creation program (R03B671) that generates the preauthorized draft records. After writing drafts, you can use these programs to close the drafts:

- Journal Entries (P0911).
- A/R Draft Collection (R03B680).

**See Also:**

- [Updating Customer Sales.](#)
- [Releasing Held Orders.](#)
- [Understanding Sales Order Detail Information.](#)
- [Invoicing.](#)
- [Understanding Shipment Confirmations.](#)

### 13.4.6 Using Taxed Prices

If you use taxed prices for sales orders, the system uses the tax amounts that were calculated when the sales order was entered to process prepayments.

If the sales order lines are split, the system recalculates the tax extended price and the extended tax amount.

See [Tax Information](#)

## 13.5 Updating the Transaction Status Manually

This section provides an overview of updates to the transaction status and discusses how to update transaction statuses codes.

### 13.5.1 Understanding Updates to the Transaction Status

You can enter or update prepayment during order entry if the prepayment processing options for the Sales Order Entry program (P4210) are defined for prepayment processing. After you enter an order, you can access Prepayment Transaction Revisions form to enter check number or credit card information. The system retrieves the order amount, plus the calculated taxes, as the prepayment amount. When you enter prepayment information, the system writes a record to the F004201 table.

You can review prepayment status for a particular customer or status. You can modify the prepayment status of a transaction by using the Work With Prepayment Processing Information program (P004201).

### 13.5.1.1 Examples: Impact of Setting Processing Options

This table illustrates the impact on the Prepayment Transaction Status and the required action depending on how you set the processing options on the Prepayment tab for the Sales Order Entry programs:

Prepayment tab: Process Authorization Value	Prepayment tab: Process Settlement Value	Prepayment Transaction Status	Action
blank	blank	blank	Manually run the Authorize Prepayment Transactions program to change the transaction status to 2.
1 or 2	blank	2 (authorized)	Manually run the Settle Prepayment Transactions program or process settlements when you confirm shipment of the order using the Ship Confirm program.
1 or 2	1 or 2	5 (settled)	No action required.

## 13.5.2 Forms Used to Update the Transaction Status

Form Name	Form ID	Navigation	Usage
Work with Prepayment Transactions	W004201A	Prepayment Processing (G42131), Prepayment Processing Information	Review the status of the prepayment and select records to revise.
Prepayment Transaction Revisions	W004201E	Select a transaction on the Work with Prepayment Transactions form.	Update transaction status codes.  Revise the Prepayment Transaction Status field.

## 13.5.3 Updating Transaction Status Codes

Access the Prepayment Transaction Revisions form.

### Prepayment Origination Flag

Displays a value from UDC 00/PO that specifies the system from which prepayment originated. For example, **01** indicates Sales Order Entry.

### Sequence Number

Displays a number that specifies the sequence of information.

### Prepayment Transaction Status

Displays the status of the prepayment transaction.

### Authorize Transaction Amount

Displays the amount of the prepayment credit card authorization.

### Cash Payment Amt (cash payment amount)

Displays the amount that is prepaid with cash.



**Check Payment Amt (check payment amount)**

Displays the amount that is prepaid with check.

**Settle Transaction Amount**

Displays the amount of the prepayment settlement.

## 13.6 Settling Prepayment Transactions

This section provides an overview of settling prepayment transactions and discusses how to:

- Set processing options for the Settle Prepayment Transactions program (R004202).
- Run the Settle Prepayment Transactions program.

### 13.6.1 Understanding Settling Prepayment Transactions

Final settlement occurs between you and the credit card company by way of the selected middleware software solution. At this time, you transmit all authorized transactions to the credit card processor requesting funds.

The settlement process varies based on the credit card processor. If the settlement is successful, the system returns a settlement code and updates the transaction status to **Settled** in the F004201 table.

The settlement phase should occur after shipment confirmation, but before invoicing. After you confirm shipment for the goods, you can perform a settlement. This way, when you print invoices, you can indicate that the customer has paid the amount.

### 13.6.2 Setting Processing Options for the Settle Prepayment Transactions Program (R004202)

Processing options enable you to specify the default processing for the Settle Prepayment Transactions program (R004202).

#### 13.6.2.1 Defaults

This processing option specifies the status for settled lines.

##### 1. Settled Lines

Enter a next status override UDC (40/AT), indicating the next step in the order flow of the line type.

#### 13.6.2.2 Holds

This processing option specifies the reason for a settlement hold.

##### 1. Settlement Hold for Prepayment Processing

Enter a value from UDC 42/HC that identifies why an order is on hold.

### 13.6.3 Running the Settle Prepayment Transactions Program

Select Prepayment Processing (G42131), Settle Prepayment Transactions.

## 13.7 Working with Drafts for Prepayments

This section provides overviews of draft collection and preauthorized drafts.

### 13.7.1 Understanding Draft Collection

After the settlement process occurs successfully, you can generate drafts for receivables due from the credit card company's bank. After you write drafts, you can close the draft by entering manual journal entries or by running the A/R Draft Collection program (R03B680).

The bank collects the funds for the draft from the credit card company's bank on the due date of the draft. On or after the due date, both you and the credit card company recognize the transfer of cash. You update the status of the draft to show that it has been collected.

Some companies prefer to close the draft on the settlement date, while others wait until the payment appears on their bank statement. Depending on company policy, use the A/R Draft Collection program (R03B680) to run:

- The Sales Order Speed Status Update program (P42040) with Journal Entries on the draft due dates to create journal entries.
- The P42040 program without Journal Entries on the draft due dates using a pay status code of something other than **P** (paid).

After you verify that payments have been collected, run the P42040 with Journal Entries.

Additionally, the credit card company might assess fees for authorizations. To account for all fees, create a separate journal entry in the Journal Entries program (P0911).

You can run this batch process in either proof or final mode:

Mode	Description of Process
Proof	<p>In proof mode, the system:</p> <ul style="list-style-type: none"> <li>■ Selects drafts with a remitted to bank status.</li> </ul> <p>That is, the system selects drafts that have been remitted but not yet collected.</p> <ul style="list-style-type: none"> <li>■ Prints a report that displays the drafts to be updated.</li> </ul> <p>The report displays all drafts that have a payment status of <b>G</b> (draft deposited not due) with a due date that you specify in a processing option.</p>
Final	<p>In final mode, the system works in the same way as proof mode, with these exceptions:</p> <ul style="list-style-type: none"> <li>■ The system changes the pay status of drafts to <b>P</b> (paid) or to another value that you select.</li> <li>■ After you collect drafts, you approve and post journal entries to the general ledger.</li> </ul> <p>You must run the program using this option to close drafts. The system creates a journal entry to debit a cash account and credit drafts remitted.</p> <ul style="list-style-type: none"> <li>■ If the draft was created with a contingent liability, the system clears that account.</li> </ul>

This process creates records in the Receipts Detail table (F03B14) and updates records in the Customer Ledger table (F03B11).

### **13.7.1.1 Data Selection for Draft Collection with Status Update**

You must select drafts for credit card processing because of the payment instrument, which indicates credit card transactions.

**See Also:**

- "Processing Accounts Receivable Drafts" in the JD Edwards EnterpriseOne Applications Accounts Receivable Implementation Guide.

## **13.7.2 Understanding Preauthorized Drafts**

During the Sales Update program (R42800), you can generate a draft record after the prepayment settlement occurs if you have set the processing options for prepayment process and the settlement has occurred successfully. When you use a version of the A/R Batch Draft Creation program (R03B671), the system selects open invoices to be paid as drafts.



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## Updating Prices

This chapter contains the following topics:

- [Section 14.1, "Updating Base Prices"](#)
- [Section 14.2, "Updating Taxed Prices"](#)
- [Section 14.3, "Updating Prices for a Customer"](#)
- [Section 14.4, "Converting Price Levels"](#)
- [Section 14.5, "Generating New Base Prices in a Different Currency"](#)

### 14.1 Updating Base Prices

This section provides an overview of base price updates and discusses how to:

- Set processing options for the Base/Price Maintenance - Batch program (R41830).
- Run the Base/Price Maintenance - Batch program.

#### 14.1.1 Understanding Base Price Updates

After you define base prices, you can update them as needed, for example, to change a price or create a price that is effective on a future date. You can use the Base Price Revisions program (P4106) to update base prices individually, or you can run the Base/Price Maintenance - Batch program (R41830) to update multiple prices simultaneously. When you update multiple prices in batch mode, the system either overrides the existing price with a new price or calculates an adjustment to the existing price, depending on how you set the processing options for the Base/Price Maintenance - Batch program.

The system creates new prices based on the valid price that is selected by the batch program. When you run a version of Base/Price Maintenance - Batch in proof mode, the system generates a report that displays the updates that the program makes to the selected records when you run it in final mode.

When you set up a version of this program, you identify the specific fields for the system to select. For example, you can set up a version to select customer, customer group, item, or item group. Or you can exclude certain types of prices that you do not want to update.

Any new prices that the system creates are included in the report, and their effective dates and the old price that the system used as the basis for the new prices. You can run this program in proof mode as many times as necessary.

#### 14.1.1.1 Change Existing Prices

To change multiple prices, you can run the base price revisions version of the Base/Price Maintenance - Batch program. Depending on how you set the processing options, the program either overrides the existing price with a new price that you specify or calculates an adjustment to the existing price. The adjustment can be an addition, a subtraction, a percentage adjustment, or an override amount.

When you run the base price revisions version in proof mode, the system generates a report that displays the updates that the program makes to the selected records when you run it in final mode. You must set the update processing option for this program to perform updates to the Item Base Price File table (F4106).

#### 14.1.1.2 Create Future Prices

To create multiple base prices that you can use on a future date, you can run the future price additions version of the Base/Price Maintenance - Batch program. This version of the program writes new price records to the F4106 table that are based on the effective dates in the price additions processing option for this program. You must specify a from date and a through date or the program ends without creating the new prices.

When you run the future price additions version in proof mode, the system generates a report that displays the updates that the program makes to the selected records when you run it in final mode.

The system creates future prices based on the existing price with the greatest expiration date. Depending on how you set the processing options, the program either overrides the existing price with a new price that you specify or calculates an adjustment to the existing price. The adjustment can be an addition, subtraction, or percentage adjustment. If you leave the adjustment type and factor blank, the system copies future prices from the current price and does not apply any adjustments.

##### **See Also:**

- [Generating New Base Prices in a Different Currency.](#)

### 14.1.2 Setting Processing Options for the Base/Price Maintenance - Batch Program (R41830)

Use these processing options to control whether the system updates the Item Base Price File table (F4106), to specify price adjustments, and to specify whether new records are created or existing records are updated.

#### 14.1.2.1 Update

This processing option determines whether the system updates the F4106 table.

##### **1. Update Base Price File**

Specify whether the system updates the F4106 table. Values are:

Blank: The system does not update the file.

1: The system updates the file.

#### 14.1.2.2 Adjustments

These processing options specify the type and factor of a price adjustment.

##### **1. Price Adjustment Type**

Specify the type of adjustment that the system makes to the F4106 table. Values are:

**A:** Adjust the price by an amount.

**%:** Adjust the price by a percentage.

**\***: Adjust the price to an override price.

## **2. Amount**

Specify an amount or percentage factor for the system to use to calculate the price. Use this processing option with the price adjustment type. For example, if you entered an adjustment type **A**, enter 10 to increase the price by 10 or -10 to decrease the price by 10. If you entered an adjustment type of **percent (%)**, enter 10 to increase the price by 10 percent or -10 to decrease the price by 10 percent.

### **14.1.2.3 Date**

These processing options control whether base prices are updated or whether new records are created.

#### **1. Effective From Date and 2. Effective Thru Date**

Specify the dates that the system uses for updating prices. If the effective from and through dates are entered, the system creates new base price records. If both of these processing options are left blank, the system updates existing base price records.

### **14.1.3 Running the Base/Price Maintenance - Batch Program**

Select Price Management (G4222), Batch Base Price Revisions.

## **14.2 Updating Taxed Prices**

This section provides an overview of taxed price updates and discusses how to:

- Set processing options for the Sales Order Batch Tax Update report (R45650).
- Run the Sales Order Batch Tax Update report.

### **14.2.1 Understanding Taxed Price Updates**

If you use taxed prices you can access the Sales Order Batch Tax Update report (R45650) to update newly retrieved and calculated taxed prices and amounts in sales order lines that use taxed prices. Run this report if the internal tax date on a sales order line is not correct or the tax rate for the existing tax date has changed and the sales order must be updated to use the new tax rate.

Review the following considerations when running the Sales Order Batch Tax Update report:

- The system does not retrieve the base price and apply the pricing adjustments on sales orders again. The system only applies tax to the sales order.
- If a sales order does not have a taxed price override, then the system retains non-taxed prices and uses those values to calculate tax.
- If a sales order has a taxed price override, then the system retains taxed prices and uses those values to calculate tax and non-taxed prices.
- The report displays both old and new unit prices, extended prices, taxed unit prices, taxed extended prices, unit tax amounts and extended tax amounts in the domestic currency. The system does not display foreign amounts.
- The system updates tax on sales orders that have kit or configurator component lines.

- The system does not update tax on sales orders that do not use taxed prices, canceled orders, orders that were invoiced and orders on warehouse hold.

If you do not select the Sales Taxed Prices constant, the system displays an error on the report.

See [Tax Information](#)

## 14.2.2 Setting Processing Options for the Sales Order Batch Tax Update Report Program (R45650)

Use these processing options to control system processing and to specify versions.

### 14.2.2.1 Process

#### 1. Date for Tax Calculation

Specify the date that the system uses to retrieve the tax rate for the sales order lines being processed.

If you leave this processing option blank, the system uses the value in the Tax Date field of the Sales Order Detail Tax table (F4211TX) for the sales order line.

### 14.2.2.2 Versions

#### 1. Sales Order Entry (P4210)

Use this processing option to specify the version of Sales Order Entry program (P4210) that the system uses to update the sales order. If you leave this processing option blank, the system uses the ZJDE0001 version.

## 14.2.3 Running the Sales Order Batch Tax Update Report Program (R45650)

Select Price Management (G4222), Batch Update Sales Tax.

## 14.3 Updating Prices for a Customer

This section provides an overview of customer price updates and discusses how to:

- Set processing options for the Sales Order Batch Price/Cost Update program (R42950).
- Run the Sales Order Batch Price/Cost Update program.

### 14.3.1 Understanding Customer Price Updates

You update prices for a customer to recalculate sales orders based on the most current price or price adjustment. You might do this for items with volatile prices. You can also use this process to update the unit and extended costs of items on sales orders with the most current costs. If multicurrency processing is activated in the system, the system also updates the Foreign Unit and Extended Costs fields.

This table describes the tasks that use the Sales Order Batch Price/Cost Update program to:



Task	Description
Update sales order costs.	The system replaces the unit and extended costs in any open, unshipped orders with current costs from the Item Cost File table (F4105).
Update sales order prices.	The system recalculates the unit and extended prices in the Sales Order Detail File table (F4211) by using the most current base price and price adjustments. The system bases this recalculation on the date that you enter in the processing options.
Replace sales order exchange rates.	You can use this program to update the currency exchange rate that the system uses to calculate costs and prices on an order. The system replaces the currency exchange rate that was in effect at the time you entered the order with the existing currency exchange rate.

You can set the processing options for the Sales Order Batch Price/Cost Update program to define which date on the sales order the system uses to determine whether it should recalculate costs or prices. For example, you can base the recalculations on the promised date. Sales order prices can be updated more than once.

When you run the Sales Order Batch Price/Cost Update program, the system updates the order detail information for open sales orders. The system can either replace the current price in the order detail line with the new price or the system can add a nonstock line for the difference between the current price and the new price. You must specify a nonstock line type in the processing options for the system to add a line. If you do not specify a line type, the system overrides the original price with the new price.

After you run the Sales Order Batch Price/Cost Update program, you can review the report, which details the changes to the original unit price and extended price on each sales order.

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**Note:** You can set the processing options on the Sales Update program (R42800) or the Print Invoices program (R42565) to run the Sales Order Batch Price/Cost program before creating general ledger (GL) records. The system updates all selected sales orders with current costs (if orders have not been shipped), exchange rates, and prices before it creates general ledger records.

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#### 14.3.1.1 Taxed Prices

See [Tax Information](#)

If you use taxed prices and access the Sales Order Batch Price/Cost Update program (R42950), the system performs different tasks based on the setting in the Price processing option. If the system updates the sales order price, it also updates the tax and taxed price. If the system does not update the sales order price, then it does not update the tax and taxed price.

If you use taxed prices and set the Sales Order Batch Price/Cost Update program to update prices for sales orders with taxed prices (including exchange rate update and currency update), the system performs the following actions:

- If you do not override the values in the Taxed Unit Price and the Taxed Extended Price fields, the system recalculates and updates the tax amounts and taxed prices based on the non-taxed prices using the current internal tax date from the sales order.
- If you override the values in the Taxed Unit Price and the Taxed Extended Price fields on a sales order, the system retains the overridden domestic taxed prices and recalculate the domestic tax amounts and the domestic non-taxed prices based on the overridden taxed prices using the current internal tax date on the sales order. The system applies advanced pricing adjustments that do not affect the unit price, such as rebate adjustments.
- If you override the values in the Foreign Taxed Unit Price and the Foreign Taxed Extended Price fields on a sales order, the system retains the overridden foreign taxed prices and recalculates the foreign tax amounts and the foreign non-taxed prices based on the overridden taxed prices using the current internal tax date from the sales order. The system also recalculates the domestic taxed prices, domestic non-taxed prices, and domestic tax amounts based on the foreign values. The system applies advanced pricing adjustments that do not affect the unit price, such as rebate adjustments.
- The setting of the Update Price Change To New Line processing option specifies the line type of the new line with the price difference. The setting of the Taxable Y/N check box in the line being processed is passed to the new line with the price difference and this value overrides whether the line type is taxable.

Therefore, either both lines on the sales order are taxable or not taxable.

- The system modifies the header section of the report to display the new and old taxed unit price values and taxed extended price for sales orders that have taxed prices.

If you set the program to update prices for sales orders not using taxed prices or to update only non-price fields on sales orders, the Sales Order Batch Price/Cost Update program processes normally.

#### **14.3.1.2 Record Reservation**

The JD Edwards EnterpriseOne software provides record reservation capability within the Sales Order Batch Price/Cost Update program (R42950). Record reservation helps to ensure the integrity of the data and prevent data loss. To avoid simultaneous processing of the same records, the system reserves (locks) records for processing by any other program. Thus, the system does not allow you to edit a record that has been locked by a different user or application.

When a program that uses record reservation is interrupted, orphaned reservation records might remain in the Business Object Reservation table (F00095). This can occur, for example, when technicians are working with a server, or when a workstation shuts down without warning. If an interruption stops one of the programs in the Sales Order Batch Price/Cost Update program (R42950) before it releases the reservations that it creates, you cannot update the records until the orphaned reservations are removed.

You can use the Remove Business Object Reservation program (P00095) to release unwanted record reservations. This program stores reservation information in the Business Object Reservation table (F00095).

## 14.3.2 Setting Processing Options for the Sales Order Batch Price/Cost Update Program (R42950)

Use these processing options to control system processing and system updates, and to specify versions.

### 14.3.2.1 Process

These processing options specify whether to update costs, exchange rates, and intercompany exchange rates on sales orders.

#### 1. Cost

Specify whether the system updates the cost on a sales order. The system updates a cost change to the original sales order entry line. Costs are updated only if inventory has not been relieved from inventory. Values are:

Blank: The system does not update cost.

1: The system updates the cost.

#### 2. Exchange Rate

Specify whether the system updates the currency exchange rate. When the currency exchange rate is updated, only domestic prices and foreign costs are recalculated. Values are:

Blank: The system does not update the exchange rate.

1: The system updates the exchange rate.

#### 3. Intercompany Exchange Rate

Specify whether the system updates the intercompany exchange rate. Values are:

Blank: The system does not update the intercompany exchange rate.

1: The system updates the intercompany exchange rate.

### 14.3.2.2 Price Process

These processing options specify whether the system updates the price on a sales order, defines the effective date used to update prices, and retains the sales order price effective date.

#### 1. Price

Specify whether the system updates the price on a sales order. You can update a price change to the original sales order line, or display it as a separate line by completing the Update Price Change To New Line processing option on the Display/Calculation tab. Values are:

Blank: Do not update the price.

1: Update the price.

#### 2. Price Effective Date

Enter the date from the sales order that the system uses to update prices. Values are:

Blank: Transaction Date

1: Requested Ship Date

2: Promised Ship Date

3: Original Promised Date

4: Actual Ship Date

5: System Date

6: Invoice Date

\*: System Constant

### **3. Retain Sales Order Price Effective Date**

Specify whether the system retains the sales order's override price effective date or price effective date from the preference. Values are:

Blank: Use the Pricing Effective Date processing option to determine the price effective date.

1: Retain the price effective date on the sales order if the date was manually overridden by the user, or if the price effective date was determined through the sales price based on the date preference.

### **14.3.2.3 Display/Calculation**

These processing options specify whether the system creates a new line and status for the price change, updates price based on the quantity or split quantity, and handles free goods on the original sales order.

#### **1. Update Price Change To New Line**

Specify whether the system creates a new line that details the extended price difference of a sales order line that has a price change. Values are:

Blank: Update change to the original sales order line.

**Line Type:** Update change to new sales order line using the specified line type.

#### **2. New Line's Override Next Status**

Specify a next status for the new order detail line. If you leave this processing option blank, the system uses the original detail-line next-status.

#### **3. Price Based On Original Quantity**

Specify whether the price is based on the original line quantity or the current line quantity. When a sales order detail line is split, the user can update the price of the split lines based on the quantity of the original detail line before it was split. For example, a sales order line is entered for a quantity of 10. The customer wants to ship two items to location A, and the other eight to location B. The original line is split into two sales order lines. Values are:

Blank: Update the price based on the current quantity.

1: Update price based on original quantity.

#### **4. Preserve Free Goods**

Specify whether the system preserves the existing free good promotion. Values are:

Blank: Cancel the existing free good promotion and include new free goods.

1: Preserve free goods on the order and reprice remaining. No free good processing occurs. Even new free goods are not awarded.

### **14.3.2.4 Versions**

This processing option controls the version that the system uses when calling the Sales Order Entry program.

**1. Sales Order Entry (P4210)**

Select a version of the Sales Order Entry program that the system uses to update sales order price and costs.

**14.3.3 Running the Sales Order Batch Price/Cost Update Program**

Select Price Management (G4222), Batch Update Sale Price/Cost.

**14.4 Converting Price Levels**

This section provides an overview of price level conversions and discusses how to:

- Set processing options for the Item Sales Price Level Conversion program (R41816).
- Run the Item Sales Price Level Conversion program.

**14.4.1 Understanding Price Level Conversions**

You use the Item Sales Price Level Conversion program (R41816) to change the sales price level of an item or a group of items that you have previously entered in the Item Master table (F4101).

You can run this program in proof or final mode. You should always run the Item Sales Price Level Conversion program in proof mode first to identify errors. The program generates a report that displays any problems the system encounters during sales price level conversions. You can correct these errors before you run the program in final mode.

The Item Sales Price Level Conversion program deletes all price records at the previous level and creates new price records at the new level. For example, when converting from the item/branch/plant level to the item level, the program deletes all price records for each item/branch/plant and creates a new price record for the item.

You should not attempt to access the Item Master or Item Base Price File tables when this program is running in final mode.

Because this program is based on the F4101 file, you cannot search on a specific branch/plant.

**14.4.2 Setting Processing Options for the Item Sales Price Level Conversion Program (R41816)**

Use these processing options to control how the system processes data.

**14.4.2.1 Process**

These processing options control whether the system runs in proof or final mode, defines the price level that is being changed, prints an exception report, and deletes expired records.

**1. Price Level**

Specify the new price level to change the sales price level of an item or item group.

**2. Branch to Default Price From**

Specify the branch/plant from which the system takes the default price.

If the Price Level processing option is **1**, enter the branch/plant from which the system retrieves a default price. If the Price Level processing option is **3**, enter the

branch/plant from which the system retrieves the default price based on the primary location.

---

**Caution:** If moving the price level from Level 2 or 3 to Level 1, and the item exists in one or more branch/plants, but not in the branch/plant that is identified in this field, then the system displays the following message in the output file: *Branch does not match Processing Opts.* If the program is run in final mode, all of the F4106 records are deleted. The program functions by deleting existing base price records and replacing them with new records based on the *from* branch/plant that is identified in this processing option. If an item does not exist in the *from* branch/plant, no F4106 records are created for that item.

---

### 3. Proof or Final Mode

Specify whether the system runs in proof or final mode. Final mode updates the files. Values are:

Blank: Proof mode.

1: Final mode.

---

**Note:** It is strongly recommended that you run this program in proof mode before running it in final mode.

---

### 4. Print Exceptions

Specify whether the system prints all records or only the exceptions on the report. Values are:

Blank: Print all items.

1: Print only exceptions.

### 5. Delete Expired Records

Specify whether the system deletes expired records or keeps them for history purposes. Values are:

Blank: Do not delete expired records.

1: Delete expired records.

## 14.4.3 Running the Item Sales Price Level Conversion Program

Select Sales Order Advanced & Technical Ops (G4231), Sales Price Level Conversion.

## 14.5 Generating New Base Prices in a Different Currency

This section provides an overview of new base prices in a different currency and discusses how to:

- Set processing options for the Base Price Generation by Currency Program (R410601).
- Generate new base price or currency.

## 14.5.1 Understanding New Base Prices in a Different Currency

You can create new base prices in a different currency for multiple records simultaneously by running the Generate Base Price/Currency program (R410601). This program generates new base prices based on existing records.

The Generate Base Price/Currency program is especially useful if you must create multiple base price records in a different currency. For example, use this program if the company is about to conduct business with a customer who uses a currency in which you do not have base price records. If you must create a new price for an individual record, update the existing record on the Base Price Revisions form. You do not have to run this program.

When you run the Generate Base Price/Currency program, use the processing options to control the currency and exchange rate in which the new base prices are created.

The Generate Base Price/Currency program copies the original base price record, calculates a new amount, and creates a price record with the new currency amount. More specifically, the program:

- Creates only one new base price record for each unit of measure.
 

It does not create a price record for a currency if the record exists. The exception to this rule is when currency codes that are associated with an item have different effective through dates. Depending on the dates, the program might create multiple price records.
- Runs the Generate Base Price/Currency program first in proof mode, and then in final mode in the following way:
  - Proof
 

Review the audit report to ensure that the records are accurate. If the audit report is not accurate, change the processing option and data selection values accordingly and rerun the program in proof mode.
  - Final
 

When you are satisfied with the audit report that is created in proof mode, run the program in final mode. Review the new base price records on the audit report. You can also review new records on the Base Price Revisions form. Notice that the amounts are rounded according to the decimal places that are set up in the data dictionary for Unit Price (UPRC).

If necessary, adjust the new base price records manually on the Base Price Revisions form. For example, if the program creates a new base price for 50,000 JPY as 675.1155 CAD, you might adjust the new amount to 675 CAD.

### 14.5.1.1 Example: Generating New Base Prices

This example describes an item with base price records before and after you generate a new base price in a different currency.

Before you generate new base prices, an existing item has these base price records:

Unit Price	UoM	Currency Code
1,000.00	EA	USD
1,563.00	EA	CAD
642.26	EA	GBP

The processing options for the Generate Base Price/Currency program are set in the following way:

- Run Modes
  - Mode = 1 (final)
  - Date = June 30
- Currency
  - Convert to = EUR
  - Convert From = USD
  - Exchange rate = 1.02011
  - Method = 1 (multiplier)

Even though several currency amounts are associated with the item, the program generates only one new EUR amount based on the USD price.

The Generate Base Price/Currency program generates a new price record for 1,020.11 EUR, based on the 1,000.00 USD record. The original 1,000.00 USD record remains so that you can continue to invoice customers in that currency, as needed. The existing item has new base price records:

Unit Price	UoM	Currency Code
1,020.11	EA	EUR
1,000.00	EA	USD
1,563.00	EA	CAD
642.26	EA	GBP

After the system generates the new price record for 1,020.11 EUR, the program does not generate another price record for the item unless the expiration date of the existing price record is greater than or equal to the date that is entered in the processing option.

#### 14.5.1.2 Data Selection for Generate Base Price/Currency Program

Typically, companies generate new base prices for all customers within a specific branch/plant. If the company has multiple branch/plants with different currencies, you can run the Generate Base Price/Currency program multiple times. For base prices that do not have a branch/plant, specify **blank** for branch/plant in the data selection.

### 14.5.2 Setting Processing Options for the Base Price Generation by Currency Program (R410601)

Use these processing options to control the processing mode and specify the currency data when running this program.

#### 14.5.2.1 Run Modes

These processing options specify whether to run the program in proof or final mode and determine the date to use when the system generates new price records.

##### Proof or Final Mode

Specify whether the system runs in proof or final mode. An audit report is generated in both modes. Final mode updates the file. Values are:



Blank: Proof mode.

1: Final mode.

**Price Record Date**

Enter the date that the system uses to determine which price records to generate. If the expiration date of a price is greater than or equal to the date that is entered, a new price record is generated. Leave this processing option blank to use the system date.

**14.5.2.2 Currency**

These processing options specify the currency codes, currency conversion rate, and conversion method.

**Currency Code To**

Enter the currency code to convert to.

**Currency Code From**

Enter the currency code to convert from.

**Currency Conversion Rate**

Enter a number that represents an exchange rate. A foreign currency amount is multiplied by the exchange rate to calculate a domestic currency amount. The number in this field can have a maximum of seven decimal positions. If more are entered, the system adjusts to the nearest seven decimal positions.

**Conversion Method**

Specify whether the system multiplies or divides the current price by the currency conversion rate. Values are:

Blank: The system divides the current price by the currency conversion rate.

1: The system multiplies the current price by the currency conversion rate.

**14.5.3 Generating New Base Price or Currency**

Select Price Management (G4222), Generate Base Price/Currency.



This chapter contains the following topics:

- [Section 15.1, "Understanding Invoicing"](#)
- [Section 15.2, "Printing Standard Invoices"](#)
- [Section 15.3, "Setting Up Invoice Cycles"](#)
- [Section 15.4, "Running Cycle Billing"](#)

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**Note:** Country-specific functionality for invoicing exists for Argentina, Chile, China, and Peru.

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**See Also:** ■ "Printing Invoices for Argentina" in the JD Edwards EnterpriseOne Applications Localizations for Argentina Implementation Guide.

- "Working With Sales Order Processing for Peru" in the JD Edwards EnterpriseOne Applications Localizations for Peru Implementation Guide.
- "R75A0210 - Print Tax Invoice/ Adjustment Note" in the JD Edwards EnterpriseOne Applications Localizations for Australia and Singapore Implementation Guide.

## 15.1 Understanding Invoicing

After you process a sales order detail line through ship or load confirmation and perform the required billable and payable freight calculations, you can invoice the customer for goods received. You can set up cycles to determine invoice schedules that meet customers' needs. For example, one customer prefers an invoice after the month for all shipments made during that month, and another customer wants a weekly invoice for specific items.

An invoice provides information about an order, such as:

- Item, quantity, and cost.
- Shipping date and payment due date.
- Additional charges and applicable discounts.

You can set up customer-specific information to facilitate the processing of invoices. Through a combination of preferences, cycle calculation rules, and schedules, you can print invoices that meet the company's business needs.

You set up invoice cycles to apply different cycle calculation rules and schedules to different customer and item combinations. To set up invoice cycles, you set up invoice cycle calculation rules and create invoice cycle preferences. Use the Cycle Billing program (R49700) to calculate scheduled invoice dates. After you schedule the invoice dates, you run the Print Invoices program (R42565) to print either an individual invoice or a batch of invoices at the appropriate time.

## 15.2 Printing Standard Invoices

This section provides overviews of the Print Invoices program and kit component and parent invoicing, lists prerequisites, and discusses how to:

- Set processing options for the Print Invoices program (R42565).
- Run the Print Invoices program.

### 15.2.1 Understanding the Print Invoices Program

The Print Invoices program (R42565) updates this information in the Sales Order Detail File table (F4211):

- Invoice number.
- Invoice date.
- Invoice document type.
- Status codes (the program sets the next status code to run the Sales Update program (R42800)).

You must specify the next status codes that the system selects for processing.

When you set up a country for legal document type, the Print Invoices program processes only those transactions that have the company and tax/area combination same as the specified country. The system also uses this country to retrieve the company address number from the Company Address Number for Tax Reports program (P00101).

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**Note:** You can process and print a group of invoices in a batch using a proof or final mode. When you run the R42565 program in proof mode, the system does not perform updates to status codes or any files. You can use the proof version for other functions, such as sales order acknowledgements or invoice reprints. To properly process invoice proofs, you should run version XJDE0005 or a copy of this version.

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#### 15.2.1.1 Invoice Types

You can specify these types of invoices for the customers:

Invoice Type	Description
Unconsolidated invoice	The system prints a separate invoice for each order that the customer places.

Invoice Type	Description
Consolidated invoice	<p>The system combines multiple sales orders on one invoice. You can set up the option to consolidate invoices in the customer's billing instructions. When you want to consolidate invoices, the system consolidates the accounts receivable and general ledger entries.</p> <p>If you run consolidated invoices and prevent the system from assigning accounts receivable numbers, you must select the version of the Sales Update program that assigns invoice numbers.</p>
Summarized invoice	<p>The system combines multiple line items for the same item if the item number, cost, and price of each line item are identical. For example, if you ship the same item to multiple locations, you can summarize line items for the invoice that is sent to the bill-to location.</p>

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**Note:** You can consolidate or summarize invoices, but you cannot do both.

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### 15.2.1.2 Currencies

You can determine the currencies in which you want to print net, tax, and gross amounts on the invoices. The processing options for the R42565 program enable you to print amounts in either the domestic or foreign currency, or in these two currencies:

- Domestic and as if currency.
- Foreign and as if currency.

The Print Invoices program uses as if currency processing to print invoice amounts as if they were entered in a different currency. One of the advantages of as if processing is that it does not affect disk space. The system temporarily stores the as if currency amounts in the Invoice Print File table (F42565), and then deletes them after the invoices are processed.

To print foreign and as if currency amounts, the Print Invoices program:

- Calculates the foreign and as if currency amounts based on the domestic amount of the sales order.
- Uses the exchange rate on the sales order date, not the invoice date.
- Prints foreign amounts only for each detail line.

If you print invoice amounts in an as if currency, you can also set a processing option to print tax summary amounts in the same as if currency.

### 15.2.1.3 Taxes

You can print tax summary information in a domestic or foreign and as if currency based on:

- Tax group - total taxable amount.
- Tax area - tax rate area, such as a state.
- Tax authority - tax authority with jurisdiction in the tax area, such as a county or city.

If the order has items that are taxed at different rates, the system calculates the taxes, but prints N/A (not applicable) instead of a tax rate. The system calculates tax amounts only for items that you ship. Any backordered items on the invoice do not have tax amount information. If you print invoice amounts in an as if currency, you can also set a processing option to print tax summary amounts in the same as if currency.

#### **15.2.1.4 Taxed Prices**

If the system is set up to use taxed prices, the system performs the following actions when you use the Print Invoices program:

- Prints the Taxed Unit Price and Taxed Extended Price fields on the report.  
  
This system extracts sales order information from the Sales Order Header (F4201), Sales Order Detail (F4211), Sales Order Header Tax (F4201TX), and Sales Order Detail Tax (F4211TX) tables; processes the data for invoice; and updates information to the EDI outbound interface tables, such as the EDI P.O. Acknowledgment Header - Outbound (F47026), EDI P.O. Acknowledgment Detail - Outbound (F47027), EDI Order Header - Outbound Tax (F47006), and EDI Order Detail - Outbound Tax (F47007) tables.
- Prints a message in the report indicating that the prices include tax.
- Summarizes by item if the taxed unit prices in the sales order lines are the same.
- Processes the kit component lines separately, calculates the amount of the kit invoiced to date, and tracks the total taxed price invoiced for a kit parent.
- Consolidates and prints invoices with taxed prices and invoices with non-taxed prices
- Does not display line level price adjustments, regardless of the setting in the Customer Billing Instructions form, because line level price adjustments are only applied to the non-taxed unit price.
- Does not change how it summarizes items that are split by commitments.
- Does not display the Total field, which provides the invoice subtotal, on the report.  
  
If you are using non-taxed prices, this Total field displays the invoice subtotal without taxes. If you are using taxed prices, the Total field is not necessary because the prices include taxes. The As If Currency processing and the Detached Adjustment functionality are not affected by taxed prices.

See [Taxed Prices](#)

#### **15.2.1.5 Intercompany Invoices**

The system processes intercompany sales orders in the same way as other sales orders except during invoice processing, the system prints an intercompany invoice for the selling branch/plant.

You must set the interbranch processing options for intercompany orders in the Sales Order Entry program (P4210) to identify the intercompany document type, which creates a sales order detail record in the Sales Order Detail File - Tag File table (F49211). After you process the intercompany order through the R42565 program, the system updates the F49211 table with the intercompany invoice number.

You can print intercompany invoices through the normal invoice process in the R42565 program or the Cycle Billing program (R49700). However, you cannot print an intercompany invoice with customer invoices. You can print consolidated invoices for

intercompany invoices; however, you must specify this feature in the customer billing instructions for the selling branch/plant.

If you generate an intercompany invoice, you must specify the same intercompany document types in the Sales Order Entry (P4210), Ship Confirm Batch Application (R42500), Print Invoices (R42565), and Sales Update (R42800) programs.

## 15.2.2 Understanding Kit Component and Parent Invoicing

When you set the processing option of the Invoice Print program (R42565) to indicate that the system invoices for kit component items when they are processed individually, you must ensure that you run the R42565 program before you run the Sales Update program (R42800).

To avoid double accounting for amounts at the parent and component level, the system maintains an accumulated invoice amount for the kit parent. This amount represents the total amount invoiced to date for the kit. When the system calculates an invoice amount for a kit, the system validates the sum of the accumulated invoice amount and the current transaction amount so that the invoice amount does not exceed the extended price of the kit parent. The system reduces the transaction amount to equal the remaining amount to be invoiced. This is the difference between the parent extended price and the accumulated invoice amount. The sales order detail line for the kit parent must be at a status that is set to create records in the S.O. Detail Ledger File table (F42199) when the accumulated amount changes due to invoicing a component.

When a kit parent line on a sales order gets split by partially processing through ship confirm or backorder release, the system evaluates the remainder of the accumulated amount to reassign to the new kit parent line. If the extended price remaining on the original line is greater than or equal to the total amount invoiced to date, the system retains the value on the original line. If the extended price remaining on the original line is less than the total amount invoiced to date, the system reassigns the excess amount to the new parent line.

You can manipulate the component quantities for each kit transaction using the Kit Balance Window form. Adjusting quantities can cause a residual amount to exist following the complete processing of a kit. When this occurs, the system adjusts the invoice price of the last transaction to include the additional amount required to account for the residual. If the amount remaining to be invoiced on the parent is greater than the total amount invoiced to date and no more shipments are to be made, the system adds the difference to the invoice amount for the final transaction.

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**Note:** Component invoicing is available only through the R42565 program. To review invoices online, you must run the R42565 program before inquiring on invoice information for the sales order. You cannot create component invoices when the Kit/Configurator Pricing Method field in the F4101 table is set to 2, List Price of Final Kit, because the components do not have a unit price.

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### 15.2.2.1 Example: Partial Ship Component and Full Ship Parent

You have a sales order for a quantity of 100 poker chip kits:

Line Number	Item Number	Parent Number	Parent Line Number	Order Quantity	Ship Quantity	Unit Price	Extended Price	Accumulated Amount
1.000	PDH01	PDH01	0	100	100	18.00	1800.00	
1.010	CHIP01	PHD01	1.000	200	200	5.00		
1.020	CHIP02	PHD01	1.000	200	200	6.00		

If you ship 100 units of kit component CHIP01, the system:

- Splits the component line.
- Invoices the 100 units using the unit price of the component ( $100 \times 5.00 = 500.00$ ).
- Updates the accumulated amount on the parent.

The sales order looks like this:

Line Number	Item Number	Parent Number	Parent Line Number	Order Quantity	Ship Quantity	Unit Price	Extended Price	Accumulated Amount
1.000	PDH01		0	100	100	18.00	1800.00	500.00
1.010	CHIP01	PHD01	1.000	100	100	5.00	500.00	
1.011	CHIP01	PHD01	1.000	100	100	5.00		
1.020	CHIP02	PHD01	1.000	200	200	6.00		

If you then ship 100 units of parent item PDH01, the system:

- Ships the remaining 100 units of component CHIP01.
- Ships additional components, CHIP02.
- Invoices the parent for the balance of the extended price ( $1800.00 - 500.00 = 1300.00$ ).
- Updates the accumulated amount on the parent.
- Does not invoice the additional components separately when the parent is invoiced with the additional components.

#### 15.2.2.2 Example: Partial Ship Component and Partial Ship Parent

You have a sales order for a quantity of 100 poker chip kits:

Line Number	Item Number	Parent Number	Parent Line Number	Order Quantity	Ship Quantity	Unit Price	Extended Price	Accumulated Amount
1.000	PDH01		0	100	100	18.00	1800.00	
1.010	CHIP01	PHD01	1.000	200	200	5.00		
1.020	CHIP02	PHD01	1.000	200	200	6.00		

If you ship 100 units of kit component CHIP01, the system:

- Splits the component line.



- Invoices the 100 units using the unit price of the component ( $100 \times 5.00 = 500.00$ ).
- Updates the accumulated amount on the parent.

The sales order looks like this:

Line Number	Item Number	Parent Number	Parent Line Number	Order Quantity	Ship Quantity	Unit Price	Extended Price	Accumulated Amount
1.000	PDH01		0	100	100	18.00	1800.00	500.00
1.010	CHIP01	PHD01	1.000	100	100	5.00	500.00	
1.011	CHIP01	PHD01	1.000	100	100	5.00		
1.020	CHIP02	PHD01	1.000	200	200	6.00		

If you then ship 10 units of parent item PDH01, the system:

- Ships 20 units each of components CHIP01 and CHIP02.
- Splits the parent line and component lines.
- Updates the order quantity, ship quantity, and extended price for the parent and component lines.
- Creates an invoice for the 10 units of parent item with no charge because the amount was previously invoiced and the remaining amount to be invoiced is zero.
- Updates the accumulated amount on the parent.
- Assigns the excess accumulated amount from the original parent to the new parent line ( $500.00 - 180.00 = 320.00$ ).
- Does not invoice the additional components separately when the parent is invoiced with the additional components.

The sales order looks like this:

Line Number	Item Number	Parent Number	Parent Line Number	Order Quantity	Ship Quantity	Unit Price	Extended Price	Accumulated Amount
1.000	PDH01		0	10	10	18.00	180.00	180.00
1.010	CHIP01	PHD01	1.000	100	100	5.00	500.00	
1.011	CHIP01	PHD01	1.000	20	20	5.00		
1.020	CHIP02	PHD01	1.000	20	20	6.00		
2.000	PDH01		0	90	90	18.00	1620.00	320.00
2.010	CHIP01	PHD01	2.000	80	80	5.00		
2.020	CHIP02	PHD01	2.000	180	180	6.00		

Finally, you ship the remaining 90 units of parent item PDH01. The system:

- Ships the remainder of components CHIP01 and CHIP02.
- Invoices the parent for the balance of the extended price ( $1620.00 - 320.00 = 1300.00$ ).
- Updates the accumulated amount on the parent

- Does not invoice the additional components separately when the parent is invoiced with the additional components.

The sales order looks like this:

Line Number	Item Number	Parent Number	Parent Line Number	Order Quantity	Ship Quantity	Unit Price	Extended Price	Accumulated Amount
1.000	PDH01		0	10	10	18.00	180.00	180.00
1.010	CHIP01	PHD01	1.000	100	100	5.00	500.00	
1.011	CHIP01	PHD01	1.000	20	20	5.00		
1.020	CHIP02	PHD01	1.000	20	20	6.00		
2.000	PDH01		0	90	90	18.00	1620.00	1620.00
2.010	CHIP01	PHD01	2.000	80	80	5.00		
2.020	CHIP02	PHD01	2.000	180	180	6.00		

### 15.2.2.3 Foreign Currency

When you invoice kit components for foreign transactions, the system examines the foreign extended amounts independently of the domestic extended amounts. Examining the amounts independently prevents the system from introducing additional currency conversions into the invoicing calculations. However, this may create invoices with a value on one side of the transaction, domestic or foreign, where the other side of the transaction has a value of zero. These unbalanced invoices would likely have immaterial values and be infrequent. Disposition these invoices based on the business practices of your company.

## 15.2.3 Prerequisites

Before you complete the tasks in this section:

- Verify that sales orders have the correct status code for printing invoices.
- If you use customer sets, ensure that the system constant for customer sets is activated in the Item Branch program (P41026) so that the Print Invoices program (R42565) displays all entities that belong to the customer set.

## 15.2.4 Setting Processing Options for the Print Invoices Program (R42565)

Use these processing options to set system default values, define print parameters, specify whether the system updates costs and prices, and define how the system processes data.

### 15.2.4.1 Default

Use these processing options to specify the default values that the system uses.

#### 1. Status Code - From and 2. Status Code - To

Specify the from and to status codes used to specify the range that the system uses to select orders for printing invoices.

You must use a status that has been set up in user-defined code (UDC) table 40/AT of the order activity rules. The combination of Status Code - From and Status Code - To must be a valid combination of last status and next status in the Order Activity Rule table (F40203) for the order type and the line type that you are processing.

**3. Based On Status**

Specify whether the system selects the Sales Order Detail table (F4211) according to the last status or next status. Values are:

- 1: Select according to the last status.
- 2: Select according to the next status.

**4. Override Next Status Code**

Specify a value from UDC 40/AT that indicates the next step in the order process. The UDC that you specify must have been set up in the Order Activity Rules table (F40203) based on the order type and the line type that you are using.

The override status is another allowed step in the invoicing process and is optional. The combination of the beginning status and the override next status must be a valid combination of last status and next status in the F40203 table.

**5. Prevent Next Status Update**

Specify whether to prevent the system from updating the next status from the Order Activity Rules. The user code that you specify from UDC 40/AT must be set up in the Order Activity Rules table (F40203) based on the order type and the line type that you are using. Values are:

Blank: Update the next status.

- 1: Prevent the next status update.

**6. Prevent A/R Number Assignment (prevent accounts receivable number assignment)**

Specify whether the system assigns accounts receivable numbers to the transaction. Values are:

Blank: The system assigns accounts receivable numbers to the transaction when processing an invoice in proof mode.

- 1: The system does not assign accounts receivable numbers during processing.

**7. Assign A/R Next Number (assign accounts receivable next number)**

Specify the index number that the system uses when assigning an accounts receivable next number. Select from ten different sequencing buckets for accounts receivable next number assignments. If you leave this processing option blank, the system assigns 01.

**8. Invoice Document Type**

Specify a value from UDC 00/DT that specifies the document type that the system assigns to the invoice.

You must use a document type that has been set up in UDC 00/DT. If you leave this processing option blank, the system uses document type **RI**.

**15.2.4.2 Print**

Use these processing options to specify the data that the system prints.

**1. Invoice Date**

Enter the date that appears on the invoice. If you leave this processing option blank, the system prints the system date.

**2. Print Backordered/Cancelled Lines**

Specify whether the system prints backordered lines, canceled lines, or both on the invoice. Values are:

- 1: Print backordered lines.
- 2: Print canceled lines.
- 3: Print both backordered and canceled lines.
- 4: Do not print backordered or canceled lines.

**3. Extend Price on Backordered Lines**

Specify whether the system prints the extended price of backordered items. Values are:

Blank: Do not print the extended price of backordered items.

- 1: Print the extended price of backordered items.

**4. Print Backordered Lines Once Only**

Specify whether the system prints backordered and canceled lines multiple times.

Values are:

Blank: Print backordered and canceled lines multiple times.

- 1: Print backordered and canceled lines one time.

**5. Print Extended Cost**

Specify whether the system prints the extended cost and profit margin. Values are:

Blank: Do not print the extended cost and profit margin.

- 1: Print the extended cost and profit margin.

If you set this processing option to **1**, you must print in landscape format to be able to view the extended cost.

**6. Print Available Discount**

Specify whether the system prints discounts available to a customer. Values are:

Blank: Do not print available discounts.

- 1: Print discounts available to a customer.

**7. Print Kit Component Lines**

Specify whether the system prints component lines for kits. Values are:

Blank: Do not print kit component lines.

- 1: Print kit component lines.

If you are using JD Edwards EnterpriseOne Configurator, set this option to **1**.

**8. Print Future Committed Lines**

Specify whether the system prints future committed lines. Values are:

Blank: Do not print future committed lines.

- 1: Print future committed lines.

**9. Print Item Number**

Specify whether the system prints the customer's item numbers along with the item numbers. Values are:

Blank: Print only the item numbers.

- 1: Print the customer's item numbers along with the item numbers.

If you leave this processing option blank, the system prints only the item numbers.

**10. Customer Cross Reference**

Enter a value from UDC 41/DT that specifies the cross-reference code that identifies the customer item number, to print the customer item number on the invoice.

**11. Item Summary**

Specify whether the system prints summaries of multiple line items for the same item if the item number, cost, and price for each line item are identical. For example, if you ship the same item to multiple locations, you might want to summarize line items for the invoice that is sent to the bill-to location. Values are:

Blank or **1**: Print summaries of multiple line items for the same item if the item number, cost, and price of each line item are identical.

If you set this processing option to **1**, the summarization is based on these fields:

- 2nd Item Number
- Unit Price
- Unit of Measure
- Line Type
- Pricing Unit of Measure
- Document Number
- Document Type
- Document Company

When working with kits, set this option to **1**.

**2**: Print summaries of items split by commitments.

If you set this option to **2**, the summarization is based on these fields:

- Order Number
- Order Type
- Order Company
- Line Number
- Unit Price
- Unit of Measure
- Line Type
- Pricing Unit of Measure

**12. Print Serial Numbers**

Specify whether the system prints serial numbers on the invoice. Values are:

Blank: Do not print serial numbers on the invoice.

**1**: Print serial numbers on the invoice.

**13. Print in Foreign Currency**

Specify whether the system prints foreign currency. Value are:

Blank: Do not print foreign currency.

**1**: Print foreign currency.

#### **14. Print Tax Summary**

Specify whether the system prints tax summary information on an invoice. The system summarizes the tax information according to how you set this option. Values are:

Blank: Do not print tax summary information.

1: Print tax summary information by group on an invoice.

2: Print tax summary information by area on an invoice.

3: Print tax summary information by authority on an invoice.

#### **15. Global Print Message**

Enter a value from UDC 40/PM that specifies the global print message that the system prints on each invoice.

#### **16. Print Associated Text**

Specify whether the system prints sales-order associated text on an invoice. Values are:

Blank: Do not print sales-order associated text on an invoice.

1: Print associated text.

If you set this option to **1**, the system prints the associated text for both the sales order header and the sales order detail.

#### **17. Print Drafts**

Specify whether the system prints drafts. Values are:

Blank: Do not print drafts.

1: Print drafts.

#### **18. Draft Origination**

Enter the city name from where the draft originates. If you enter a city name here, it appears on the draft.

#### **19. Print Message Preference**

Specify whether the system prints user-defined print message preference for the combination of item number and customer number that appears in the sales order. Values are:

Blank: Do not print user-defined print message preference.

1: Print user-defined print message preference.

#### **20. As If Currency Code**

Specify an as if currency in which to print net, sales tax, and total order amounts on the invoice. The Print Invoice program (R42565) uses as if currency processing to calculate and print amounts as if they were entered in a currency other than the domestic or foreign currency.

#### **21. As If Print Tax Summary**

Specify whether the system prints the tax summary amounts in an as if currency. Values are:

Blank: Do not print tax summary information in an as if currency.

1: Print tax summary information in an as if currency.

The program uses the currency code specified in the As If Currency Code processing option and the format specified in the Print Tax Summary processing option.

**22. Print Additional Header Text**

Specify whether to print the additional header text on the page header of the report. The additional header text identifies the document as an original or a reprint. Values are:

Blank: Do not print additional header text.

1: Print additional header text to indicate that the document is original.

2: Print additional header text to indicate that the document is a reprint.

**23. Print copy for Forwarded To Address**

Specify whether the system prints a copy of the invoice for the forward to address. Values are:

Blank: Do not print the forward to address.

1: Print a copy of the invoice for the forward to address.

**24. Print Supplier Tax ID**

Specify whether the system prints the Supplier (branch/plant) Tax ID. Values are:

Blank: Do not print the Supplier Tax ID.

1: Print the Supplier Tax ID.

**15.2.4.3 Cost/Price Update**

Use these processing options to specify how the system processes cost and the version of the cost program to use.

**1. Update Cost**

Specify whether the system updates costs, price, or the exchange rate for the item before printing an invoice. The system updates all selected sales orders with current costs, exchange rates, and prices. To ensure that the system accurately calculates the profit margins, you can run a sales cost update. Run this update if the purchasing or manufacturing costs change frequently, or if orders have been in the system for an extended period before being updated. Values are:

Blank: Do not update costs for the item before printing an invoice.

1: Update costs with the Sales Order Batch Price/Cost Update program (R42950) before printing an invoice.

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**Note:** Costs can be updated only if inventory has not been relieved.

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**2. Sales Price/Cost Update Version (R42950)**

Enter the version of the Sales Order Batch Price/Cost Update program (R42950) that the system uses to update costs before printing invoices. If you leave this processing option blank, the system uses version ZJDE0001.

For interbranch orders, you must set the processing options in this program to update the price information, and specify the exchange rate for the branch/plants that are involved in the transaction.

**15.2.4.4 Prepayment**

Use this processing option to specify whether the system displays prepayments.

### **1. Display Prepayments on Invoice**

Specify whether the system displays prepayment information on an invoice. Values are:

Blank: Do not display prepayment information on an invoice.

1: Display prepayment information on an invoice.

### **15.2.4.5 Process**

Use these processing options to specify the processes that the system performs.

#### **1. Enable Next Order Status Preference**

For future use.

Specify whether the system uses Next Order Status Preference. This processing option enables advance preferences for all sales order detail records that the system processes when printing invoices. Values are:

Blank: Do not use Next Order Status Preference.

1: Use Next Order Status Preference.

#### **2. Printing Invoice Selection**

Specify whether the system enables you to print invoices. Values are:

Blank: Print invoices.

1: Do not print invoices.

#### **3. Kit Component Level Invoicing**

Specify whether the system invoices a component of a kit independent of its parent item. Kit component invoicing does not support configured items nor items shipped using the JD Edwards EnterpriseOne Transportation Management system. Values are:

Blank: Component level invoicing does not occur.

1: Component level invoicing is active. If you select both a kit parent and component during an invoice run, the system invoices only at the parent level.

### **15.2.4.6 EDI**

Use these processing options to specify how the system processes electronic data interchange (EDI) information.

#### **1. EDI Processing Selection**

Specify whether the system uses EDI functionality. Values are:

Blank: Do not activate EDI processing.

1: Activate EDI processing.

#### **2. EDI Transaction Type**

Specify the EDI transaction type. Values are:

1: Invoice.

2: Purchase order acknowledgment.

3: Request for quotation.

#### **3. EDI Document Type**

Enter a value from UDC 00/DT that specifies the document type for EDI transactions.

You must use a document type that has been set up in UDC 00/DT.



**4. EDI Transaction Set Number**

Enter a value from UDC 40/ST that specifies the transaction set number in EDI processes. You must use a transaction set number that has been set up in UDC table 40/ST.

**5. EDI Translation Format**

Specify the translation format for EDI transactions.

**6. Trading Partner ID (trading partner identification)**

Specify the identification number of the EDI trading partner.

**7. Transaction Set Purpose**

Enter a value from UDC 47/PU that specifies the transaction set purpose for the EDI transactions. You must use a transaction set purpose that has been set up in UDC table 47/PU.

**8. Extended EDI Invoice Processing**

For future use.

Specify whether the system populates the EDI Invoice Expanded Header (F470462) and EDI Invoice Expanded Detail (F470472) tables when printing invoices. Values are:

Blank: Do not populate the tables.

1: Populate the tables.

**9. Reference Qualifier 1, 10. Reference Qualifier 2, 11. Reference Qualifier 3, 12. Reference Qualifier 4, and 13. Reference Qualifier 5**

For future use.

Enter the reference qualifiers that the system uses to locate the corresponding shipment reference number.

**15.2.4.7 Demand Scheduling**

Use these processing options to specify how the system processes demand scheduling.

**Party Type 1, Party Type 2, Party Type 3, Party Type 4, and Party Type 5**

Enter the party type qualifiers for retrieving the values for the party type name and ID number. The system populates the F470462 table with the party type name and ID number if you enable the EDI Extended EDI Invoice Processing field on the EDI tab.

**15.2.4.8 E-mail**

Use these processing options to specify how the system processes emails.

**1. E-mail Acknowledgment Selection**

Specify whether the system sends an E-mail acknowledgment when you run the Print Invoices program. Values are:

Blank: Do not send email acknowledgements.

1: Send email acknowledgements.

**2. Electronic Address Type**

Enter a value from UDC 01/ET that the system uses when creating and defining the email address from the Who's Who contact information. The system then uses the email address for acknowledgements. If you leave this processing option blank, the system uses a default value of E.

### **3. Include Amounts on E-mail**

Specify whether the system prints all line amounts and totals (such as total order amount, price, extended amount, and tax) on the E-mail acknowledgment. Values are:

Blank: Do not print all line amounts and totals on the E-mail acknowledgment.

1: Print all line amounts and totals on the E-mail acknowledgment.

### **4. E-mail Heading Message**

Enter a value from UDC 40/PM that specifies which global print message the system includes on the E-mail acknowledgment. If you leave this processing option blank, the system does not include a global print message.

### **5. E-mail Subject Line**

Enter a value from UDC 40/PM that specifies the text that the system prints in the subject line when sending an E-mail acknowledgment. If you leave this processing option blank, the system leaves the subject line blank.

### **6. E-mail Sender Address Number**

Specify the address number that specifies the name and E-mail address of the sender of the E-mail acknowledgment.

## **15.2.5 Running the Print Invoices Program**

Select Sales Order Processing (G4211), Print Invoices.

## **15.3 Setting Up Invoice Cycles**

This section provides an overview of invoice cycle setup and discusses how to:

- Create invoice cycle preferences.
- Add scheduled invoice date ranges.

### **15.3.1 Understanding Invoice Cycle Setup**

You set up invoice cycles to control how the Cycle Billing program (R49700) calculates scheduled invoice dates. When you set up invoice cycles, you apply different cycle calculation rules and schedules to different customer and item combinations. For example, one customer prefers an invoice after the month for all shipments made during that month, and another customer wants a weekly invoice for specific items.

You set up an invoice cycle calculation rule to define the type of calculation that the system uses to calculate an invoice date. After you set up invoice cycles, you assign the rules to customer and item combinations with the invoice cycle preference. You can later revise scheduled invoice dates, if necessary.

After you confirm orders for delivery, you process them through the R49700 program. The R49700 program calculates scheduled invoice dates based on the invoice cycle preference, invoice cycle calculation rules, and scheduled invoice date ranges. You then run the Print Invoices program (R42565) to create the invoice document that you send to your customer.

#### **15.3.1.1 Invoice Cycle Preference**

You set up invoice cycle preferences to assign an invoice cycle based on combinations of customer number, customer group, item number, or item group. The combinations are defined in the preference hierarchy. For example, if all customers use the same

invoice cycle for all items, the hierarchy is set for all customers and all items. You can add invoice cycles as required.

### 15.3.1.2 Invoice Cycle Calculation Rules

You set up an invoice cycle calculation rule to define the type of calculation that the system uses to calculate an invoice date. For example, you can set up daily, biweekly, or based-on-date invoicing. You can then enter test dates to review the calculated invoice dates and ensure that you have set up the calculation correctly.

If the calculation rules are biweekly, semi-monthly, or after each month, you must also set up scheduled invoice date ranges.

This table contains invoice cycle calculation rules that are hard-coded and require specific settings:

Calculation Rule	Required Settings
Daily invoicing	<ul style="list-style-type: none"> <li>Day of Week must be blank.</li> <li>Based On Date Name must be zero.</li> <li>Days to Increment is optional.</li> </ul>
Weekly invoicing	<ul style="list-style-type: none"> <li>Requires Based On Date Name and Day of Week.</li> <li>Days to Increment is optional.</li> </ul>
biweekly invoicing	<ul style="list-style-type: none"> <li>Requires Based On Date Name.</li> <li>Day of Week must be blank.</li> <li>Days to Increment is optional.</li> </ul>
Semi-monthly invoicing	<ul style="list-style-type: none"> <li>Requires Based On Date Name.</li> <li>Day of Week must be blank.</li> <li>Days of Increment is optional.</li> </ul>
End-of-month invoicing	<ul style="list-style-type: none"> <li>Requires Based On Date Name.</li> <li>Day of Week must be blank.</li> <li>Days to Increment is optional.</li> </ul>
Based-on-date invoicing	<ul style="list-style-type: none"> <li>Requires Based On Date Name.</li> <li>Day of Week must be blank.</li> <li>Days to Increment is optional.</li> </ul>

### 15.3.1.3 Example: Scheduled Invoice Date Calculation

This example illustrates how the R49700 program calculates the scheduled invoice date and how the calculation affects the generation of invoices. These values are entered for the invoice cycle calculation rule:

- Based on Date field is set to the order or transaction date of September 27.
- Days to Increment field is set to 0.
- Calculation Rule field is set to end of month.
- These are the Scheduled Invoice Date Ranges:
  - Start Dates are September 1 and October 1.
  - End Dates are September 30 and October 31.
  - Invoice Dates are September 30 and October 31.

If the delivery confirmation occurs on September 29, these events occur:

- On September 29  
The R49700 program processes the order line and calculates the scheduled invoice date to be September 30. Because the scheduled invoice date is greater than the system date (September 29), the R49700 program creates deferred journal entries.
- On September 30  
Because the scheduled invoice date is before or equal to the system date, the R49700 program generates the invoice and the Sales Update program (R42800) reverses the deferred entries and completes the required general ledger entries.

#### 15.3.1.4 Automatic Accounting Instructions for Invoice Cycles

You must set up these automatic accounting instructions (AAIs) when processing invoice cycle information for stock items:

- 4221 - deferred cost of goods sold (COGS).
- 4231 - deferred revenue.
- 4232 - unbilled accounts receivable.

#### 15.3.1.5 UDCs for Invoice Cycles

You must set up these UDC tables for use with invoice cycle processing:

- Invoice Cycle - 40/CY.
- Day of Week - 42/DW.
- Based on Date Name - 42/DN.
- Calculation Rule - 42/CR.

**See Also:**

- [Activating Preferences.](#)

### 15.3.2 Forms Used to Set Up Invoice Cycle Preferences

Form Name	Form ID	Navigation	Usage
Work With Preference Master	W40070C	Sales Order Advanced & Technical Ops (G4231), Preference Master	Review and select preference records, specifically for invoices.
Work With Invoice Cycle	W40315A	Select the cycle invoicing preference (15) on the Work With Preference Master form.	Review and select invoice cycle records. Create an invoice cycle from the selected preference combination.
Preference Hierarchy Selection	W40073F	Click Add on the Work With Invoice Cycle form.	Select the preference combination for the invoice cycle that you create.

Form Name	Form ID	Navigation	Usage
Invoice Cycle Calculation Rule	W40315F	Select a record and select Calc Rule (calculation rule) from the Row menu on the Work With Invoice Cycle form.	Create invoice cycle preferences.
Scheduled Invoice Date	W40315D	Select Scheduled Inv Dates (scheduled invoice dates) from the Form menu on the Invoice Cycle Calculation Rule form.	Add scheduled invoice date ranges.

### 15.3.3 Creating Invoice Cycle Preferences

Access the Invoice Cycle Calculation Rule form.

This form displays the invoice cycle calculation rule.

#### Fiscal Year

Specify a two-digit number for the applicable year. If you leave this field blank, the program uses the system date.

#### Invoice Cycle

Enter the invoice cycle. The system uses the Invoice Cycle field in the Cycle Billing program (R49700) to determine the method of invoicing (for example, daily, weekly, monthly).

#### Preference Status

Specify a code to activate or deactivate a preference. Values are:

1: Activate

2: Deactivate

#### Calculation Rule

Enter a value from UDC JE42/CR that defines the type of calculation that the system uses to calculate the scheduled invoice date.

#### Number of Days Increment

Enter the number of days that the system adds to the based-on date. For example, you might enter several days to allow for time between the order date and the delivery date. The system adds the number in this field to the based-on date when the Cycle Billing program (R49700) calculates the scheduled invoice date.

#### Based On Date Name

Enter a value from UDC 42/DN for the name of the specific date field from either the sales order header or the sales order detail that the system uses to calculate the scheduled invoice date.

For example, if the customer requires invoices at time of delivery, then select the delivery confirm date.

#### Day of Week

Enter a value from UDC JE42/DW that defines the day of week on which the Print Invoice program (R42565) produces an invoice for the customer. This field must remain blank unless you invoice a customer on the same day each week. This field is

completed only for the weekly invoicing calculation rule.

### 15.3.4 Adding Scheduled Invoice Date Ranges

Access the Scheduled Invoice Date form.

#### Invoice Date

Assign a specific invoice date that corresponds to each effective from and through date. The system ignores the number-of-days increments for these preferences:

- biweekly
- Semi-monthly
- Monthly

## 15.4 Running Cycle Billing

This section provides an overview of cycle billing, lists a prerequisite, and discusses how to:

- Set processing options for the Cycle Billing program (R49700).
- Run the Cycle Billing program.

### 15.4.1 Understanding Cycle Billing

You use the Cycle Billing program (R49700) to calculate scheduled invoice dates. The R49700 program is a batch program that works with the invoice cycle preference and the invoice cycle calculation rule. If no invoice cycle preference is found, the system applies the default invoice cycle identified in the appropriate processing option.

The scheduled invoice date determines whether the system writes deferred journal entries to general ledger accounts. If the scheduled invoice date is more recent than the current date, the invoice is on a billing cycle.

The R49700 program updates deferred general ledger accounts for COGS, revenue, and unbilled accounts receivable. You can run the program in proof mode for review purposes or in final mode to perform the updates.

Deferred entries are necessary because, although you have delivered the order to the customer, the system does not include the order in the sales update until the order has been invoiced on the next billing cycle. The system must update the records to indicate that inventory is no longer in transit, and the accounting records must reflect the deferred billing.

A scheduled invoice date for an order that is before or equal to the current date indicates:

- A daily invoice cycle.
- No billing cycle.
- The current date as the cycle date.

The program does not create deferred entries because the order is included in the sales update that night.

If you set up the system to use taxed prices and you access the Cycle Billing program, the system retrieves the value in the Use Taxed Prices check box on the sales order to determine whether to calculate taxed extended prices.

See [Taxed Prices](#)

The system processes orders differently for cycle billing and non-cycle billing. The following tables provide examples of how the system updates different general ledger accounts for non-cycle and cycle billing. The debit and credit amounts represent sample monetary values for each transaction.

#### 15.4.1.1 Non-Cycle Billing Journal Entries

This table describes the general ledger accounts and corresponding entries for non-cycle billing:

Program	General Ledger Account	AAI	Debit Entry	Credit Entry
Load Confirm	Inventory In-Transit	4241	410	
Load Confirm	Inventory	4240		410
Update Customer Sales	COGS	4220	410	
Update Customer Sales	Inventory In-Transit	4241		410
Update Customer Sales	Billed Accounts Receivable		990	
Update Customer Sales	Revenue	4230		990

#### 15.4.1.2 Cycle Billing Journal Entries

This table describes the general ledger accounts and corresponding entries for cycle billing stock items:

Program	General Ledger Account	AAI	Debit Entry	Credit Entry
Load Confirm	Inventory In-Transit	4241	410	
Load Confirm	Inventory	4240		410
Cycle Billing	Deferred COGS	4221	410	
Cycle Billing	Inventory In-Transit	4241		410
Cycle Billing	Unbilled Accounts Receivable	4232	990	
Cycle Billing	Deferred Revenue	4231		990
Update Customer Sales	COGS	4220	410	
Update Customer Sales	Deferred COGS	4221		410
Update Customer Sales	Deferred Revenue	4231	990	
Update Customer Sales	Revenue	4230		990
Update Customer Sales	Unbilled Accounts Receivable	4232		990
Invoice Post	Accounts Receivable	NA	990	

Note these exceptions:

- If load confirmation and delivery confirmation occur at the same time (that is, the inventory is never considered to be in transit), then the Transportation Load Confirmation program (P49640) does not create journal entries. The R49700 program credits the Inventory account instead of crediting Inventory In-Transit entries.
- If the P49640 program prints a primary invoice:  
The system does not generate deferred journal entries. The system generates non-cycle billing journal entries.

After you process orders through load confirmation and perform billable and payable freight calculations, the orders advance to cycle billing status. Depending on whether you have printed invoices with the delivery documents, the R49700 program processes order lines in the following way:

- If a sales order line has been invoiced:  
The R49700 program changes the status of the sales order line to indicate that it is not to be included in periodic invoicing. The system advances the order line to the *Update Customer Sales* status.
- If a sales order line has not been invoiced:  
The R49700 program checks the invoice cycle preference or the processing option, and calculates the scheduled invoice date. When you run the R49700 program in final mode, the program updates the F49211 table with the invoice cycle and scheduled invoice date. It also changes the status of the order line to indicate that it is to be included in periodic invoicing. The program writes deferred accounting entries for order lines that are to be invoiced on a future date.

#### **15.4.1.3 Review the Cycle Billing Transaction Report**

If you want to review the general ledger entries or determine the presence of errors, you can review the Cycle Billing Transaction report that the system generates for deferred entries. This report details the general ledger entries for a particular order line. The system enables up to four general ledger entries for a single order line. When you run the R49700 program in proof mode, this report displays the general ledger entries that occur when you run the program in final mode. When you run the program in final mode, the report displays the updates that have been made.

### **15.4.2 Prerequisite**

Verify that a UDC for the default invoice cycle exists. The system applies this code when no preference is found for a customer and item combination.

### **15.4.3 Setting Processing Options for the Cycle Billing Program (R49700)**

Use these processing options to set report default values.

#### **15.4.3.1 Defaults 1**

These processing options specify override statuses for invoiced and processed orders, determine the version of the Sales Update program (R42800) to call, determine whether the program runs in proof or final mode, and specify the default invoice cycle.

##### **1. Override Next Status Invoiced Orders**

Specify the value of the override next status to use for an order that is invoiced.



**2. Override Next Status Processing Orders**

Specify the value of the override next status for processing orders. If nothing is entered, the system uses the value of the next status from the order status flow.

**3. Sales Update Version**

Specify the version of the Sales Update program (R42800) from which to retrieve processing options.

**4. Proof or Final mode**

Specify whether the system runs the program in proof or final mode. Values are:

Blank: Proof mode.

1: Final mode.

**5. Default Invoice Cycle**

Specify the value of the default invoice cycle to use for those lines for which a preference is not found.

**15.4.4 Running the Cycle Billing Program**

Select Invoice Processing (G42113), Scheduling Invoice Cycle.



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## Running the End of Day Processes

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This chapter contains the following topics:

- [Section 16.1, "Understanding End Of Day Processing"](#)
- [Section 16.2, "Understanding Journal Entry Batch Review and Approval"](#)
- [Section 16.3, "Understanding Journal Entry Batch Posting"](#)
- [Section 16.4, "Updating Customer Sales"](#)
- [Section 16.5, "Reviewing Sales Update Reports"](#)
- [Section 16.6, "Reposting Orders"](#)
- [Section 16.7, "Purging Data"](#)

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**Note:** Country-specific end-of-day processes exist for Argentina.

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**See Also:**

- "Working With Sales Order Processing for Argentina" in the JD Edwards EnterpriseOne Applications Localizations for Argentina Implementation Guide.

### 16.1 Understanding End Of Day Processing

End of day processing is the last step in sales order processing and consists of updating, verifying, and posting daily sales information. This is perhaps the most important step in the sales order processing cycle because the system updates the records in the JD Edwards EnterpriseOne Sales Order Management system and the records in the other systems with which it interacts, such as the JD Edwards EnterpriseOne Accounts Receivable and JD Edwards EnterpriseOne Inventory Management systems.

You perform end of day processing each day to maintain the most accurate sales information. After you run the program, you can review and post sales information, and print reports.

When you perform end of day processing, the system provides:

- Accounts receivable transactions.
- General ledger entries for inventory, cost of goods sold (COGS), revenue, and accounts receivable.
- Inventory balances for on-hand quantities.

- Daily activity reports.
- Interim sales reports.

If you do not update the sales records on a daily basis, this information can be inaccurate:

- Inventory balances for on-hand quantities.
- Amounts posted to the sales, inventory, COGS, tax, and freight accounts.
- Amounts posted to the accounts receivable ledger.
- Reports for interim sales.

To perform end of day processing:

1. Update customer sales.
2. Review customer sales update reports.
3. Repost orders.
4. Review and approve journal entry batches.
5. Post batches of journal entries.
6. Purge data.

## 16.2 Understanding Journal Entry Batch Review and Approval

You can ensure the accuracy of the sales transaction records by reviewing the general entries that the Sales Update program (R42800) creates before you post them to the general ledger.

The R42800 program groups transactions into different types of batches for posting to journals:

- Customer sales (batch type IB).  
Posts the sales, COGS, and inventory entries to the customer sales journal.  
The system creates batch type IB when the summarization processing option in the R42800 program is set to write general ledger entries in summary or detail.
- Inventory/COGS (batch type G).  
Posts to the Inventory/COGS Journal.  
The system creates batch type G for inventory and COGS entries when the summarization processing options in the Sales Update program are set to summarize COGS and inventory entries to a separate batch.

You can review the information in each batch at three different levels:

- General batch review.  
Displays batches by user ID, batch status, batch number, and entry date range.
- Detailed batch review.  
Displays journal entry header information, such as invoice number, document type, and gross amount for a single batch.
- Individual journal entries review.  
Displays journal entry detail information, such as the amount charged to a cost of goods sold, inventory, or revenue account.

You use this information to:

- Review information that is specific to each batch, such as status and date range.
- Add and make changes to transactions within a batch.
- Change the status of a batch.

**See Also:**

- "Working with Batches" in the JD Edwards EnterpriseOne Applications Financial Management Fundamentals Implementation Guide.

## 16.3 Understanding Journal Entry Batch Posting

After you review and approve a batch of journal entries, you can use the General Ledger Post program (R09801) to edit and post each type of transaction.

This program also edits transaction batches for the Account Ledger table (F0911) and updates the batch status to allow the system to post transactions to the Account Balances table (F0902). If any errors occur during editing, the system assigns an error status to the batch and does not post it.

Optionally, you can update tax information for the Taxes table (F0018). If the system does not update the tax file or if the tax file does not get updated correctly, you cannot repost this information.

After you post journal entries, verify that the batches of journal entries posted successfully. The program creates a variety of messages and reports to help you verify the posting information.

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**Caution:** The R09801 program performs several complex tasks. Oracle strongly recommends that you do not configure the programming for it.

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See "Understanding the Financial Post Process" in the JD Edwards EnterpriseOne Applications Financial Management Fundamentals Implementation Guide.

### 16.3.1 Posting Interbranch Sales

When the system posts interbranch sales transactions for different companies, the system creates intercompany settlement entries through the post program to balance accounts in the two companies.

### 16.3.2 Making Changes During the Post Process

While the post is running, do not change accounts, automatic accounting instructions (AAIs) for the JD Edwards EnterpriseOne Sales Order Management system, or processing options for the R09801 program.

### 16.3.3 Verifying the Post of Journal Entries

After posting journal entries, verify that the batches of journal entries posted successfully. If any batches did not post, you must correct all errors and set the batch to approved status before the program posts the batch. The R09801 program creates a variety of messages and reports to help you verify the posting information.

See "Understanding the Financial Post Process" in the JD Edwards EnterpriseOne Applications Financial Management Fundamentals Implementation Guide.

### 16.3.4 Reviewing Electronic Mail for Messages

The program sends messages to an electronic mail in the Work Center program (P012503) when errors occur and when the job finishes normally. After you run the post program, you should check electronic mail to determine the status of the job. If the job did not finish normally, review the error messages. Typically, one message notifies you that the job had errors, followed by one or more detailed messages that define the errors.

From error messages, you can access the Work With Batches form, which enables you to locate problems and make changes interactively.

### 16.3.5 Reviewing the General Ledger Post Report

To verify the transactions that were posted to the F0902 and F0911 tables, review the General Ledger Post report.

The General Ledger Post report lists batches that posted successfully. The report, if one or more batches contained errors, also includes a text box to alert you that the program found errors. You should review electronic mail for messages that provide more detail. From there, you can access the Work With Batches and Journal Entry forms, where you can correct errors.

## 16.4 Updating Customer Sales

This section provides overviews of the Sales Update program, interbranch and intercompany transactions, and AAIs used by the Sales Update program, lists prerequisites, and discusses how to:

- Set processing options for the Sales Update program (R42800).
- Run the Sales Update program.

### 16.4.1 Understanding the Sales Update Program

To maintain the most accurate sales information, you can update the records daily in the JD Edwards EnterpriseOne Sales Order Management system. Run a version of the Sales Update program (R42800) each day to maintain the most accurate sales information. The system updates the records in the JD Edwards EnterpriseOne Sales Order Management system and the records in the other systems with which it interacts, such as the JD Edwards EnterpriseOne Accounts Receivable and JD Edwards EnterpriseOne Inventory Management systems. After you run the program, you can review and post sales transactions and review sales reports.

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**Note:** Because of the number of transactions that occur when you run the R42800 program, you should run the program in proof mode first to detect and correct any errors before you run it in final mode.

During sales update, the system writes warning messages and error messages for you to review. You can improve the performance of the system if you set the processing option to write error messages only.

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**Important:** Oracle strongly recommends that you run the sales update when no one is on the system. The system does not lock records. Therefore, if a sales order record is accessed during a sales update, the record might not process correctly.

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#### 16.4.1.1 Updating Tables

When you run the Sales Update program, the system generates:

- Information about customer sales.
- Accounts receivable and general ledger entries.
- Sales for different categories, such as stock sales and freight, COGS, and profit percentages.
- Errors that result from running the program.

Depending on how you set the processing options, the system updates or creates:

- All status codes according to the order activity rules.  
For example, the system updates all order detail lines with a status of **600** to a closed status of **999**.
- On-hand inventory in the Item Location File table (F41021), the Item Ledger File table (F4111), and the Item History File table (F4115), if the quantity is not updated during shipment confirmation.

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**Note:** Writing to the F41021 table depends on whether an item's on-hand quantity is decremented at ship confirmation.

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- On-hand inventory for bulk items in the F41021 table, and writes a record to the Bulk Product Transaction File table (F41511).
- Commission information in the Sales Commission File table (F42005), and summaries of COGS and sales by item in the Sales Summary History File table (F4229).
- The status to **999** or the specified status in the Sales Order Detail File table (F4211).
- Costs with the current information in the Item Cost File table (F4105) and prices in the Price Adjustment Ledger File table (F4074).

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**Note:** The F4105 table is updated only if inventory was not relieved at ship confirm.

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- Invoice information, such as the dates of the first and last invoices, and year-to-date totals for invoices.
- The Account Ledger table (F0911), Customer Ledger table (F03B11), and S.O. Detail Ledger File table (F42199).

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**Note:** The business unit that you enter on the sales order header is the business unit that the system updates on the invoice in the F03B11 table.

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- Interbranch sales information.
- The Ship and Debit History table (F4575) with ship and debit information and the Ship and Debit Claims table (F4576).

Depending on how the processing options are set, the system purges:

- The header and detail text that is entered in the Media Objects Storage table (F00165).
- The records in the Sales Order Header File table (F4201). These are sent to the Sales Order Header History File table (F42019).
- The records in the Sales Order Detail File table (F4211). These are sent to the F42199 table.

The system also creates invoices and assigns invoice numbers to sales orders that you do not process through the Print Invoices program (R42565).

#### 16.4.1.2 Selecting Versions and Modes for Update Customer Sales

You must select the appropriate version of the R42800 program to update the tables. Select a version based on the company's process:

- **Sales Update**  
You can use this version when the sales order has been processed through the Print Invoices program (R42565) and contains an invoice number and type in the F4211 table.
- **Assign Invoice Numbers**  
You must use this version when the sales order has not been processed to print invoices in the R42565 program. The program assigns an invoice (accounts receivable) number.

Because of the number of transactions that occur when you run the R42800 program, run the program in proof mode first to detect and correct any errors before you run it in final mode. This table describes these processing modes:

Process Mode	Description
Proof	<p>You can:</p> <ul style="list-style-type: none"><li>■ View the journal entries and correct any errors.</li><li>■ Review proof copies of an invoice journal, an online error review and, depending on the processing options, a sales journal.</li></ul> <p>The system does not perform updates to status codes or any tables. You can use proof mode for either version, Sales Update or Assign Invoice Numbers, to detect and correct any errors before running the program in final mode.</p> <p>After you run the program in proof mode, you can review and correct any errors before performing a final sales update.</p>



Process Mode	Description
Final	<p>You can review the invoice journal, a complete online error review and, depending on the processing options, a sales journal.</p> <p>The system updates status codes and tables and performs edits, such as checking for duplicate records, against the general ledger, accounts receivable, and accounts payable functional servers.</p>

### 16.4.1.3 Transaction Processing

Avoid data integrity issues by using transaction processing with the R42800 program.

### 16.4.1.4 Kit Processing

If you are using kit component invoicing, the Print Invoices program (R42565) must be run with the processing options set appropriately. You must run the R42565 program to create the kit invoices before you run the R42800 program. You cannot use the R42800 program to create and assign invoice numbers for sales orders with kit components processed individually.

See [Processing Sales Orders](#).

### 16.4.1.5 On-Hand Inventory

You can relieve the on-hand quantity for an item during shipment confirmation or sales update. The method that you select affects the history records that the system writes to the F4111 table. If you subtract the on-hand quantity from inventory during:

- Shipment confirmation, the system creates a record in the F4111 table with the sales order as the document number and the order type as the document type.  
During sales update, the system overwrites the record with the invoice number and type, general ledger date, and batch number.
- Sales update, the system writes the invoice number, type, and general ledger date to the F4111 table.

No record is written during shipment confirmation.

To relieve the on-hand quantity for an item during shipment confirmation, you must add order types to the user-defined code (UDC) table (40/IU). During sales update, the system overwrites the F4111 table record with the invoice number and type, general ledger date, and batch number.

See "Locating On-Hand Quantity Information" in the JD Edwards EnterpriseOne Applications Inventory Management Implementation Guide.

### 16.4.1.6 Bulk Stock Information

During the load confirmation process, the system updates the quantity of on-hand inventory for bulk items in the F41021 table.

If you do not process a detail line using the Transportation Load Confirmation program (P49640), the R42800 program or the Shipment Confirmation program (P4205) updates inventory for bulk items and writes a record to the F41511 table. If you process a sales order detail line through load confirmation, the system does not update inventory quantity during sales update.

You can update quantities based on the quantity that was invoiced, which can be ambient or standard. However, the item ledger is updated at standard. If you update ambient quantities, unexpected errors might occur.

#### 16.4.1.7 Taxed Prices

If you set up the system to use taxed prices, the system retrieves the tax amounts that the system calculated during sales order entry. The system does not recalculate taxes when you run the Sales Update program.

The Detached Adjustment functionality is not affected by taxed prices.

#### 16.4.1.8 Interactive Versions in the Sales Update Program

When you set up processing options for the R42800 program, you can specify versions only for accounts receivable and general ledger processing. To review the processing options that affect accounts receivable and general ledger processing, such as ledger types and valued added tax (VAT) processing for multicurrency orders, you must inquire on the accounts receivable and general ledger interactive batch versions.

Select System Administration Tools (GH9011), Interactive Versions, and inquire on these interactive applications: Select

- Invoice Entry MBF Processing Options (P03B0011).

You must use version ZJDE0002.

On the Currency tab, this version must be set to allow VAT processing. Enter **1**, to allow VAT processing with currency.

- Journal Entry MBF Processing Options (P0900049).

#### 16.4.1.9 Review Electronic Mail for Sales Update Errors

After you run the R42800 program, you can review and correct any errors before performing a final update. The program sends messages to the electronic mail in the Employee Work Center when errors occur and when the job finishes normally. After you run the R42800 program, you should check electronic mail to determine the status of the job. If the job did not finish normally, review the error messages. Typically, one message notifies you that errors occurred, followed by one or more detailed messages that define the errors.

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**Note:** During sales update, the system writes warning messages and error messages for you to review. You can improve the performance of the system if you set the processing option to write error messages only.

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### 16.4.2 Understanding Interbranch and Intercompany Transactions

If you generate an intercompany invoice, you must specify the same intercompany document types in the Sales Order Entry (P4210), Print Invoices (R42565), and R42800 programs.

During the sales update process, you can run the R42800 program to create journal entries for interbranch sales. You can have the system create either:

- Accounts payable and accounts receivable journal entries for the selling branch/plant, and accounts receivable entries for the supplying branch/plant.
- Accounts receivable entries only for the selling branch/plant.

### 16.4.2.1 Example: Accounts Receivable and Accounts Payable Entries

If you set the interbranch processing option in the R42800 program to create accounts receivable and accounts payable entries for both the selling and the supplying branch/plants, the system creates these types of batches:

- Batch type I: Debits the COGS account, and debits the receivables accounts and inventory for the supplying branch/plant and selling branch/plant.
- Batch type V: Credits the payables accounts and debits the inventory for the selling branch/plant.

### 16.4.2.2 Example: Accounts Receivable Entries

If the appropriate processing option is set to create only the accounts receivable entries, the system creates these types of batches:

- Batch type IB: Credits the revenue accounts and inventory, and debits the COGS account of the selling branch/plant.
- Batch type ST: Credits the revenue account and inventory for the selling branch/plant, and debits the COGS accounts and inventory for the supplying branch/plant.

You can set a processing option to restrict the system from creating records in the Customer Ledger table (F03B11).

## 16.4.3 Understanding AAIs Used by the Sales Update Program

AAIs are the links between the company's day-to-day functions, chart of accounts, and financial reports. The system uses AAIs to determine how to distribute general ledger entries that the system generates. For example, in the JD Edwards EnterpriseOne Sales Order Management system, these AAIs indicate how to record the transaction when you sell a stock item to a customer:

AAI	Description
Cost of Goods (COGS) Sold (4220)	Provides the expense and cost amounts to the cost of goods sold account.
Revenue (4230)	Provides the actual sales price of inventory to the sales revenue account.
Inventory (4240)	Credits the cost amount to an inventory account.
A/R Trade (4245)	Debits the sales amount to an accounts receivable account. The system writes the accounts receivable offset entries to the general ledger only if the accounts receivable update option is cleared.
RC	Bypass accounts receivable.
Tax Liability (4250)	Provides journal entries to tax liability accounts that were created during a sales update.
Inter Branch Revenue (4260)	Provides the journal entries for interbranch transfers for manufacturing finished goods and inventory.
Price Adjustments (4270)	Provides the journal entries for individual price adjustments that were created during a sales update.

AAI	Description
Rebates Payable (4280)	Provides the offset entries of accrued accounts.
Deferred Cost of Goods Sold (4221)	Provides the offset entries for deferred cost of goods sold.
Ship and Debit Accrual (4234)	Provides the offset entries for ship and debit accruals.

You can direct transactions to various accounts by inserting information in these fields:

Field	Description of Use
Company Number	The system compares the company number that you specify on the sales order detail form to the appropriate AAI table. For example, if the company number is 100 and no valid line is in the AAI table for that company, then the system compares the number in the sales order detail form to the valid line for company 000.
Document Type	The system uses the document type of the order, such as <b>SO</b> for sales orders.
G/L Class	<p>According to the order line types, if the Inventory Interface option is <b>Y</b>, then the system refers to the general ledger class from the F41021 table. If the Inventory Interface option is <b>N</b>, the system uses the general ledger class that is in the line type definition.</p> <p>For accounts receivable AAIs, the system uses the general ledger class from the customer record on the Customer Master Information form. However, a general ledger class is not required for the accounts receivable AAIs. Blank is an allowable value.</p> <p>A G/L Class Code of **** must be set up to catch the blank values.</p>

The system verifies the business unit that is associated with the account number in the AAI for that company, document type, and general ledger class. If you do not define a business unit in the AAIs, you can use the default value processing options in the R42800 program to specify the priority that the system uses to select the business unit to track general ledger entries for an order.

Based on the processing option selection Update Customer Sales, the system processes the business unit in this manner:

- If the Business Unit field in the AAI line is blank, the system uses the project number that is defined in the Business Unit Master table (F0006) for the detail branch/plant.  
  
The system assigns general ledger entries to the project number of the header branch/plant for accounts receivable and revenue entries. The system uses the project number from the detail branch/plant for inventory and cost of goods sold entries.
- If both the Business Unit field in the AAI and the Project Number fields for the header and detail branch/plant are blank, the system uses the business unit from the header of the order for the sales cost of goods sold and accounts receivable

entries and revenue, and the business unit from the detail of the order for the inventory entry.

- The system uses the sold-to address book number as the business unit part of the account.

If you bypass invoice processing and process entries through sales update, you must set up an entry in the AAI 4245 for an offset entry. The general ledger class code is not associated with an inventory item; it is associated with the accounts receivable offset in the Customer Master by Line of Business table (F03012). That is, the system matches the AAI 4245 in the accounts receivable offset in the F03012 table to record an entry. The system uses header-level information only for the AAI 4245, not the order detail line.

If you want the information to go to a specific account, you must edit the F03012 table and set up a corresponding AAI in 4245 and the RC (Accounts Receivable, system 03B) AAI. However, the system records entries as only invoice totals related to the customer; individual order detail lines are not recorded. You can use all asterisks; the system does not try to match the general ledger offset and accounts receivable offset.

**See Also:**

- "Setting Up Business Units" in the JD Edwards EnterpriseOne Applications Financial Management Fundamentals Implementation Guide.

## 16.4.4 Prerequisites

Before you complete the tasks in this section:

- Ensure that no one is using the system.
- Verify that the appropriate line types are set up and that the processing options are set to correctly interact with the JD Edwards EnterpriseOne General Ledger and Accounts Receivable systems.
- Verify that the status code for sales journal, sales update, and any status codes that follow are set up in the order activity rules.
- Verify that you have ended subsystem processing before running the R42800 program.
- Verify that you have set the appropriate processing option for creating the necessary types of accounting entries.
- Verify that the interbranch sales processing options are set to:
  - Recognize the order type that identifies interbranch orders.
  - Create necessary types of accounting entries.
- (CHL and PER) Run the Lot Review Inquiry program (P76H3B50) to number and print invoices.

See "Working With Legal Documents for Peru" in the JD Edwards EnterpriseOne Applications Localizations for Peru Implementation Guide.

## 16.4.5 Setting Processing Options for the Sales Update Program (R42800)

Use these processing options to set default values and to control how the system affects cost update, interbranch orders, flex accounting, bulk products, agreement management, and prepayment processing. You can also define whether the system bypasses tables during the update process, control whether the system prints a sales

journal, define whether the system writes entries in detail or summarized format, and specify versions.

#### **16.4.5.1 Defaults**

These processing options determine the default values that the R42800 program uses to create general ledger and accounts receivable entries.

##### **1. Specific Date as A/R Invoice Date**

Enter the invoice date for accounts receivable. If you enter a specific date, the system ignores the Select Date Value as A/R Invoice Date processing option.

##### **2. Select Date Value as A/R Invoice Date**

Specify the order processing date. Values are:

- 1: The system uses the date that the invoice was printed for the customer for those orders that were processed using the Print Invoices program (R42565).
- 2: The system uses the date that the order was confirmed for shipment for those orders that were processed using the Shipment Confirmation program (P4205).
- 3: The system uses the date that the program is run.

##### **3. Specific Date as G/L Date**

Enter the general ledger date, or enter a date with which the system enters the date based on order processing information.

If you enter a specific date, the system ignores the date in the Specific Date as A/R Invoice Date processing option.

##### **4. Select Date Value as G/L Date**

Specify the order processing date. Values are:

- 1: The system uses the date that the invoice was printed for the customer for those orders that were processed using the Print Invoices program (R42565).
- 2: The system uses the date that the order was confirmed for shipment for those orders that were processed using the Shipment Confirmation program (P4205).
- 3: The system uses the date that the program is run.

##### **5. G/L Account Business Unit**

Specify the business unit to which the system assigns general ledger entries if you do not specify a business unit in the AAIs. The system verifies the business unit that is associated with the account number in the AAI for that company, document type, and general ledger class. Values are:

Blank: The system uses a value of 3.

- 1: The system uses the detail business unit.
- 2: The system uses the sold to address book number.
- 3: The system uses the revenue business unit for all accounts except inventory. For inventory, the system uses the detail business unit.

##### **6. Override Next Status Code**

Enter a value from UDC 40/AT that is the next step in the order process. You must specify a UDC value that has been set up in the order activity rules based on the order type and the line type that you are using.

An override status is another allowed step in the process.

If you run the R42800 program in final mode, you should update status codes to **999** to ensure that the system does not retrieve orders that have been previously updated and process them using the R42800 program again.

### **7. Billing Remark**

Specify that the system uses a memo-only field for reporting purposes. You can enter a three-character value that has been set up in UDC table 42/BR.

The system uses the billing remark to update the Alpha Name - Explanation field for the F0911 table. You can review the billing remark in the header portion of the journal entry if you run the Sales Journal program (R42810) before you run the R42800 program.

### **8. Customer Cross Reference**

Specify the cross-reference code (UDC 41/DT) that identifies the customer item number.

## **16.4.5.2 Update**

These processing options indicate the mode in which the system runs the R42800 program and the tables that are bypassed during the sales update process.

### **1. Proof or Final Mode**

Specify whether the system runs in proof or final mode. You must use the version that is specific to the company's update process, and for any version, you must indicate whether the system uses proof or final mode. Values are:

Blank: Run in proof mode.

The system does not update status codes or tables. You can print and review journal entries, review and correct errors in the Employee Work Center and, depending on processing options, review the sales journal.

**1:** Run in final mode.

The system updates status codes and tables and performs edits, such as checking for duplicate records, against the general ledger, accounts receivable, and accounts payable functional servers. You can print and review journal entries, review and correct errors in the Employee Work Center and, depending on processing options, review the sales journal.

You must use the proof or final version of the R42800 program (XJDE0001, XJDE0002) when the sales order has been processed through the Invoice Print program (R42565) and contains an invoice number and type in the F4211 table.

You must use the proof or final version of the Sales Update - Assign Invoice Numbers program (XJDE0003, XJDE0004) when the sales order has not been processed to print invoices in the Print Invoice program. The program assigns an invoice (accounts receivable) number.

If you run multiple jobs, such as printing the Sales Journal before Sales Update, the system leaves the processing results, the sales journal, and the journal entries open for review.

### **2. Bypass Update to Accounts Receivable (F0311)**

Specify whether the system updates the F03B11 table. Values are:

Blank: Update the F03B11 table.

**1:** Do not update the table. Instead, the system creates accounts receivable offset journal entries using the Distribution AAI (A/R Trade) 4245.

### **3. Bypass Update to Inventory (F41021/F4115)**

Specify whether the system updates on-hand inventory in the F41021 and F4115 tables. Values are:

Blank: Update on-hand inventory in the F41021 table, the F4115 table, and the F4111 table if the quantity is not updated during shipment confirmation.

1: Do not update on-hand inventory in the F41021 table, the F4115 table, and the F4111 table.

### **4. Bypass Update to Commissions (F42005)**

Specify whether the system updates commission information in the F42005 table. Values are:

Blank: Update the commission information in the F42005 table.

1: Do not update commission information in the F42005 table.

If you do not record commission information, you may want to bypass update to the F42005 table to improve performance.

### **5. Bypass Update to Sales History Summary (F4229)**

Specify whether the system updates the F4229 table. Values are:

Blank: Update and summarize cost of goods sold and sales by item in the F4229 table, which you can use for reporting purposes.

1: Do not update the F4229 table.

If you do not use the Sales History Summary table for reporting, you may want to bypass update to the F4229 table to improve performance.

### **6. Purge to Sales Detail History (F42119)**

Specify whether the system purges detail information from the F4211 table. When you update customer sales, the system moves detail lines from the F4211 table to the F42119 table. Purging information from the F4211 table allows the table to remain small and improves performance. Values are:

Blank: Copy records from the F4211 table to the F42119 table, and then delete the original records.

1: Do not copy records from the F4211 table to the F42119 table.

If you do not use the Sales History Summary table for reporting, you may want to bypass update to the F42119 table to improve performance.

### **7. Purge to Sales Header History (F42019)**

Specify whether the system copies records from the F4201 table to the F42019 table and then deletes the original records. Purging information from the F4211 table allows the table to remain small and improves performance.

Records are purged only if no open detail lines with a matching order type and order number combination exist in the F4211 table. Values are:

Blank: Copy records from the F4211 table to the F42119 table and then delete the original records.

1: Do not copy records from the F4211 table to the F42119 table.

### **8. Purge Pricing Records (F4074)**

Specify whether the system purges the F4074 table. Values are:

Blank: Do not purge price records from the F4074 table, and pricing history can be reviewed.



1: Purge pricing records from the F4074 table, and do not maintain pricing history in another file.

### 9. Subledger

Specify whether the system creates subledger entries that are specific to the organization. Values are:

Blank: The system does not create subledger entries.

1: The system writes subledger journal entries to the general ledger with the order number that is assigned at order entry.

2: The system writes subledger journal entries to the general ledger with the salesperson number that is assigned in the Customer Billing instructions.

3: The system writes subledger journal entries to the general ledger with the sold to number that is entered on the order.

4: The system writes subledger journal entries to the general ledger with the ship to number that is entered on the order.

5: The system writes subledger journal entries to the general ledger with the short item number.

The AR offset entry is written at the order level and not at the line level. Therefore, the short item number is not used in the subledger selection for AAI 4245.

### 10. A/R Next Number Index

Indicate the next number that the system uses to assign an invoice (account receivable) number. If you leave this processing option blank, the system uses bucket 01 from system 03.

You must use a version of Sales Update - Assign Invoice Numbers (XJDE0003, XJDE0004) when the sales order has not been processed to print invoices in the Print Invoice program. The program assigns an invoice (accounts receivable) number based on this next number sequence.

### 11. Document Type for Invoices

Indicate the document type that the system uses to assign to an invoice (accounts receivable) number.

You must use a version of Sales Update - Assign Invoice Numbers (XJDE0003, XJDE0004) when the sales order has not been processed to print invoices in the Print Invoice program. The program assigns a document type and an invoice (accounts receivable) number to this transaction.

### 12. Purge Associated Text

Specify whether the system purges associated text from the F00165 table. Values are:

Blank: Do not delete header and detail line attachments from the F00165 table.

1: Delete header and detail line attachments from the F00165 table.

### 13. Ship and Debit Processing

Specify whether the system uses subsystem or batch processing (R45100) to identify and adjust ship and debit agreements when you run the R42800 program. Values are:

Blank: Do not call R45100.

1: Use subsystem processing.

2: Use batch processing.

**14. Ship and Debit Accrual**

Specify whether the system uses the Generate Claim and Claim Accrual Entries program (R45800) processing when running the R42800 program. Values are:

Blank: Do not use the R45800 process.

1: Use the R45800 process.

**15. Customer Ledger Generic Match**

Specify whether to activate the Customer Ledger Generic Match advanced preference. The system evaluates this preference using the default preference schedule from the system constants (P41001). This functionality is not available if JD Edwards EnterpriseOne Accounts Receivable has been bypassed in the Bypass Update to Accounts Receivable processing option. Values are:

Blank: Bypass

1: Activate

**16.4.5.3 Versions**

These processing options specify the versions that the system uses to create entries in accounts receivable and general ledger tables. If you leave a processing option blank, the system uses the ZJDE0002 version for accounts receivable and the ZJDE0001 version for the GL.

**1. A/R Master Business Function (P03B0011)**

Specify the version of the A/R Master Business Function program (P03B0011). To review the processing options that affect accounts receivable processing, such as ledger types and VAT tax processing for multicurrency orders, you must inquire on the appropriate accounts receivable batch version that the system uses for sales update.

If you specify a version of the P03B0011 program other than ZJDE0002, set the processing options for this version to allow VAT processing. On the Currency tab in the processing options for the P03B0011 program, set the appropriate value, **1**, to allow VAT processing with currency.

**2. G/L Master Business Function (P0900049)**

Specify the version of the G/L Master Business Function program (P0900049) for general ledger processing. To review the processing options that affect general ledger processing, you must inquire on the appropriate general ledger interactive batch version that you use for sales update.

**3. Ship and Debit (R45100)**

Specify the version of batch or subsystem processing (R45100) that the system uses to identify and adjust ship and debit agreements when you run the R42800 program.

**4. Ship and Debit Accrual (R45800)**

Specify the version of the Generate Claim and Claim Accrual Entries program (R45800) that the system uses when you run the R42800 program.

**16.4.5.4 Print**

These processing options indicate whether the system prints the sales journal before updating journal entries, and if so, which version to use.

**1. Print Sales Journal before Update**

Specify whether the system prints a sales journal before updating journal entries. The sales journal contains only summary information. The report includes total invoice amounts, cost of goods sold, and profit amounts and percentages. This report is

helpful to review how sales revenues are distributed. Values are:

Blank: Do not print a sales journal before update.

1: Print a sales journal before running the update.

Make sure that you have set the processing options in the version for Sales Journal Print (P42810) so that the system does not update the status codes of the sales orders.

## **2. Sales Journal Version (R42810)**

Specify the version of the Sales Journal program (R42810) that the system uses to print the sales journal before running the R42800 program. This processing option is in effect only if you activate the Print Sales Journal before Update processing option. The sales journal contains only summary information. The report includes total invoice amounts, cost of goods sold, and profit amounts and percentages. This report is helpful to review how sales revenues are distributed.

If you leave this processing option blank, the system uses version ZJDE0001.

Make sure that you have set the processing options in the version for R42810 so that the system does not update the status codes of the sales orders.

### **16.4.5.5 Summarization**

These processing options indicate whether the system writes accounts receivable, general ledger, COGS, and inventory entries in summary or detail.

#### **1. Summarize A/R entries by Invoice**

Specify whether the system writes accounts receivable journal entries in summary or detail. When the system creates accounts receivable entries, it creates batch type IB. In batch type IB, you can specify whether the system creates separate entries for each invoice or for each order detail line. Values are:

Blank: Do not summarize accounts receivable entries and create separate entries in the F03B11 table for each order detail line in an invoice.

1: Do summarize accounts receivable entries and create entries in the F03B11 table for an invoice.

2: Do summarize accounts receivable entries and create entries in the F03B11 table for a shipment.

#### **2. Summarize G/L entries by Invoice**

Specify whether the system writes general ledger journal entries in summary or detail. When the system creates general ledger entries, it creates batch type IB. In batch type IB, you can specify whether the system creates separate entries for each invoice or for each order detail line. Values are:

Blank: Do not summarize general ledger entries. The system creates separate entries in the F0911 table for each order detail line in an invoice.

1: Do summarize general ledger entries and create entries in the F0911 table for each invoice.

#### **3. Summarize COGS and Inventory Entries**

Specify whether the system creates a separate batch, type G, for inventory and COGS entries. Values are:

Blank: Do not summarize inventory and COGS entries to a separate batch. The system creates only batch type IB for posting to journals.

1: Do create a separate batch, G, for inventory and COGS entries in addition to batch type IB.

#### **16.4.5.6 Cost Update**

These processing options indicate whether the system updates costs before sales update, and the version of the Sales Price/Cost Update program, if applicable.

##### **1. Update Costs**

Specify whether the system updates costs before sales update. The system updates all selected sales orders with current costs, exchange rates, and prices before you create accounts receivable and general ledger records. The system does not update the costs on a sales order line that has had inventory relieved through shipment confirmation.

You might run a sales cost update if the purchasing or manufacturing costs change frequently or if orders have been in the system for quite some time before being updated. This update ensures that the system accurately calculates profit margins. Values are:

Blank: Do not update inventory costs for the item.

1: Do update all selected sales orders with current costs, exchange rates, and prices before creating accounts receivable and general ledger records using the version of the Sales Price/Cost Update program (R42950) that you reference in the processing options to update.

Costs are updated only if inventory was not relieved.

##### **2. Sales Price/Cost Update Version (R42950)**

Specify the version of the Sales Order Batch Price/Cost Update program (R42950) that the system uses to update costs before sales update. The default version is ZJDE0001. The system updates all selected sales orders with current costs, exchange rates, and prices before you create accounts receivable and general ledger records.

You might run a sales cost update if purchasing or manufacturing costs change frequently or if orders have been in the system for quite some time before being updated. This update ensures that the system accurately calculates the profit margins.

For interbranch orders, you must set the processing options in the R42950 program to update the price information and the exchange rate for both the supplying and selling branch/plants.

#### **16.4.5.7 Interbranch**

These processing options identify the order types for interbranch orders.

##### **1. Interbranch Order Types**

Specify the value from UDC 00/DT that specifies the order types that the system uses for interbranch orders. You can list multiple order types without punctuation or spaces. To accurately update all interbranch orders, you should enter all interbranch order types that you entered in the Order Types processing option of the Sales Order Entry program (P4210).

You must enter values that have been set up in UDC table 00/DT.

##### **2. A/R and A/P Batches**

Specify the types of batches for interbranch/intercompany orders. Values are:

Blank: Create a separate batch type ST for interbranch orders. The ST batch records the transactions between the supplying and selling branch plants. You use ST batch records when intercompany orders have not been created.

**1:** Create accounts payable and accounts receivable journal entries for the selling branch/plant and accounts receivable entries for the supplying branch/plant.

### **3. Voucher Match Version (P4314)**

Specify the version of the Voucher Match program (P4314) that the system uses to create accounts payable transaction records. For intercompany invoicing, the system creates an accounts payable entry from the selling company to the supplying company.

To review the processing options that affect accounts payable processing, you must inquire on the appropriate accounts payable batch version that the system uses for sales update.

### **16.4.5.8 Flex Acctg**

This processing option indicates whether you are working with flexible sales accounting.

#### **1. Sales Flexible Accounting**

Specify whether you are using the flexible sales accounting. Values are:

Blank: Do not use the Flex Sales Accounting program (P42096) to create general ledger entries.

**1:** Do create entries with cost object information according to the account number definition that you have set up in Flex Sales Accounting (P42096).

### **16.4.5.9 Bulk Product**

This processing option indicates the method by which the system calculates temperature gain and loss records.

#### **1. Temperature Gain/Loss**

Specify how the system writes temperature gain and loss records for customers billed at ambient temperature when the inventory has been relieved at standard temperature. The gain or loss is calculated in cost or revenue. Values are:

Blank: Do not process temperature gain and loss records.

**1:** For cost, the system calculates the difference between the extension of ambient volume multiplied by cost and standard volume multiplied by cost. The calculation uses the primary unit of measure.

**2:** For revenue, the system calculates the difference between the extension of ambient volume multiplied by price and standard volume multiplied by price. The calculation uses the pricing unit of measure.

### **16.4.5.10 Agreements**

If you use JD Edwards EnterpriseOne Sales Order Management with the JD Edwards EnterpriseOne Agreement Management system from Oracle, these processing options define the method by which the system selects agreements.

#### **1. Specific Destination Business Unit for Borrow Agreement Search**

Specify where an item on the agreement is delivered. If you leave this processing option blank, you must enter a value in which the system selects the destination business unit.

#### **2. Select Destination Business Unit**

Specify where an item on the agreement is delivered. Values are:

Blank: You must enter a specific destination business unit.

- 1: The destination can be any location that is defined in the agreement.
- 2: The system identifies the default branch/plant as the destination.

### **3. Selection Criterion**

Specify the method that the system uses to select an agreement. Values are:

Blank: The system assigns an agreement based on the earliest expiration date.

- 1: The system automatically assigns an agreement if only one is found.
- 2: The system assigns an agreement based on the earliest expiration date.

### **16.4.5.11 Performance**

This processing option indicates whether the system writes warning messages and error messages to the Employee Work Center program when you run the R42800 program.

#### **1. Suppress Warning Messages**

Specify whether the system writes warning messages to the Employee Work Center during sales update. Values are:

Blank: The system writes warning messages to the Employee Work Center.

- 1: The system does not write warning messages to the Employee Work Center. You can improve the performance of the system when you select this option.

### **16.4.5.12 Prepayment**

Use these processing options for prepayment processing. When you set up a version of the R42800 program for prepayment transactions, and you have not processed the orders using the Print Invoice program (R42565), set the processing options so that the system assigns an invoice number.

#### **1. Update Settled Prepayment Transactions**

Specify whether credit card prepaid transactions, which have an open invoice, are paid as drafts. When an invoice is selected, the open amount is paid, and draft documents are created.

The drafts are created at the acceptance status, because the funds have not yet been collected at the bank. Values are:

Blank: Settled prepayment records are not updated.

- 1: The system updates settled prepayment records and writes drafts for credit card transactions.

#### **2. Pre-Authorized Drafts Version (R03B671)**

Specify which version of the Pre-Authorized Drafts program (R03B671) the system uses to print drafts that request funds from the company's bank. This processing option is in effect only if you have activated the Prepayment processing option, have not bypassed the update to accounts receivable, and have selected final mode.

If you leave this processing option blank, the system uses version ZJDE0007.

## **16.4.6 Running the Sales Update Program**

Select End of Day Processing (G4213), Update Customer Sales.

## 16.5 Reviewing Sales Update Reports

This section provides an overview of sales update reports and discusses how to:

- Review the invoice journal.
- Set processing options for the Print Sales Journal program (R42810).
- Review the sales journal.

### 16.5.1 Understanding Sales Update Reports

When you run the Sales Update program (R42800), the system generates these reports:

- Invoice Journal: Details all accounts receivable and general ledger entries.
- Sales Journal: Analyzes amounts by category, such as stock sales and freight with summary or detail entries, and reviews costs of goods sold and profit percentages.

### 16.5.2 Reviewing the Invoice Journal

The system generates the invoice journal whenever you run the R42800 program. This report lists summary or detail general ledger entries, depending on how you set a processing option.

The invoice journal lists the general ledger transactions by:

- Customer account number.
- Total amounts by invoice.
- Total amounts for all orders.

### 16.5.3 Reviewing the Sales Journal

Although the system generates this report automatically when you run the R42800 program, you can also select Sales Order Reports (G42111), Print Sales Journal and run it separately. This report is helpful to review how sales revenues are distributed.

Unlike the invoice journal, the sales journal contains only summary information. The report includes total invoice amounts, cost of goods sold, and profit amounts and percentages.

If you set up the system to use taxed prices and you run the Print Sales Journal report, the system retrieves the values from the Extended Tax Amount and Taxed Extended Price fields (domestic or foreign) for each sales order line in the Sales Order Detail Tax table (F4211TX). The system accumulates these values and displays the totals.

See [Taxed Prices](#)

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**Important:** If you set the Print processing option in the R42800 program to print a sales journal before sales update and do not reference a version of the Print Sales Journal program (R42810), then the R42810 program uses the same data selection as specified for the R42800 program.

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### 16.5.4 Setting Processing Options for the Print Sales Journal Program (R42810)

Use these processing options to set default values and control the print mode.

#### 16.5.4.1 Default 1

This processing option controls whether the system updates the status code of a sales order.

##### 1. Update status codes of sales orders

Specify whether the system updates the status codes of sales orders. Values are:

Blank: Do not update the status codes.

1: Update the status codes.

#### 16.5.4.2 Default 2

This processing option controls whether the system overrides the status code for a sales order.

##### 2. Override Status Code

Specify whether the system overrides the status code for a sales order. Values are:

Blank: The system uses the next status code from the Order Activity Rules table (F40203).

1: The system uses the new status code identified in the processing option.

#### 16.5.4.3 Print

This processing option controls the printing mode for the report.

##### 1. Currency Printing Mode

Specify a value for the printing mode for the report. Values are:

Blank: Print in domestic currency.

1: Print in foreign currency.

2: Print in both domestic and foreign currencies.

## 16.6 Reposting Orders

This section provides an overview of the process to repost orders and discusses how to:

- Set processing options for the Repost Active Sales Orders program (R42995).
- Run the Repost Active Sales Orders program.

### 16.6.1 Understanding the Process to Repost Orders

You can set up a version of the Repost Active Sales Orders program (R42995) to recommit future sales orders and repost active sales orders. Each function performs a separate set of activities.

The program does not restore or recalculate information for:

- Non-inventory items.
- Orders that contain kit components.
- Canceled detail lines.
- Orders that are missing header information.



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**Important:** Oracle strongly recommends that you run the R42995 program when no one is on the system. The system does not lock records. Therefore, if a sales order record is accessed during an update, the record might not process correctly.

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### 16.6.1.1 Recommitting Future Sales Orders

When you recommit future orders, you can specify that the system:

- Check customer credit limits on future sales orders.
- Hard-commit items on future sales orders.
- Put future sales orders on hold for review.

When you recommit future sales orders, the system compares the scheduled pick date in the F4211 table to today's date plus the number specified as commitment days in the Branch/Plant Constants program (P41001). For example, if you enter a sales order for a bike on June 5 and specify the promised date as June 12, with five commitment days in the branch/plant constants, the system performs this calculation:

June 12 > (June 5 + 5 days) = future commit

Because the item promised date (June 12) is greater than the sales order entry date (June 5) plus the number of commitment days specified in the Branch/Plant Constants program (that is, 5), the system future commits the order. When the promised date of the item equals the sales order entry date plus the number of commitment days, the system relieves the future-committed order.

When the recommit procedure is complete, you can print a report that lists each detail line that has future-committed items. This report is helpful if you want updated information about future commitments.

### 16.6.1.2 Restoring Active Orders

You run a repost if an unusual circumstance, such as a system failure. Reposting all active orders clears all commitments from locations and restores the commitments based on quantities from the F4211 table. This repost provides a cleanup of all active orders (even those on hold) and resolves any discrepancies in the availability calculation that result from changes to commitments at print pick slip, ship confirm, and invoicing.

You can have the system clear and then recalculate the quantity information for items, depending on how you set these processing options on the Repost tab:

- Bypass Item Commitment Update
- Bypass Order Header Update
- Bypass Customer Open Order Amount

The system always includes items on hold during this procedure.

### 16.6.1.3 By-Pass Orders

The system bypasses orders when:

- The order next status is 999.
- A sales order header record does not have a detail record.

#### 16.6.1.4 Combining Recommit and Repost in One Version

If you use one version to run both the recommit future orders and repost active sales order functionality, the system adds backorders twice. To avoid duplicate backorders, if the first processing option on the Repost tab is blank, then the remaining processing options should be 1. Likewise, if the first processing option on the Repost tab is 1, the remaining processing options should be blank. You should set up two separate versions: one for recommit future orders and one for repost.

#### 16.6.1.5 Taxed Prices

If you use taxed prices and access the Repost Active Sales Orders report, the system reviews both the Sales Order Detail (F4211) and Sales Order Detail Tax (F4211TX) tables to determine whether to repost active sales orders.

The system displays a Prices Include Tax column on the report if the Sales Taxed Prices constant is selected. If a sales order has taxed prices, the system displays the taxed prices on the report.

See [Taxed Prices](#)

#### 16.6.1.6 Transaction Processing

Transaction processing ensures data integrity for specific programs and tables. If a database error or server failure occurs while the system is committing records to the database, you must roll back all table updates related to the transactions from the database so that the system can maintain data integrity. Transaction processing enables the system to store data in a queue until issuing a commit command, at which time the system moves the data to the corresponding table.

The system creates boundaries for each process that is covered by transaction processing. A transaction boundary includes all data elements that constitute a transaction. When a database error or server failure occurs, the system generates a work flow message indicating that the system has returned to its original state before the failure occurred.

### 16.6.2 Setting Processing Options for the Repost Active Sales Orders Program (R42995)

Use these processing options to control how the system functions when running the recommit and repost options.

#### 16.6.2.1 Recommit

These processing options help you determine what functions the system performs when you recommit active and future sales orders. When you recommit future orders, you can specify that the system check customer credit limits, hard-commit items, or put orders on hold for review.

##### 1. Hard Commit Future Orders (FUTURE)

Specify whether the system hard-commits the order and adjusts the amount open orders file in the F03012 and F03B11 tables and the order total in the F4201 table. Values are:

Blank: Hard-commit items on future sales orders.

1: Do not hard-commit items on future sales orders.

When you recommit future sales orders, the system compares the promised date of the items to the sales order entry date plus the number of commitment days that you specify in the Branch/Plant Constants program.

## **2. Credit Check Hold Code**

Specify the hold code that the system uses to check customer credit limits on future sales orders. If you leave this processing option blank, no credit checking is performed. You must use a hold code that is set up in UDC 42/HC.

## **3. Future Orders Hold Code**

Specify the hold code that the system uses on all future sales orders. If a hold code is entered, the system puts all future orders being released to current on hold. You must use a hold code that has been set up in UDC 42/HC.

## **4. Sales Order Entry (P4210) Version**

Specify the version of the Sales Order Entry program (P4210) that the system uses to update the sales order. If you must check availability, use a version that has the Check Availability processing option activated.

### **16.6.2.2 Repost**

These processing options determine the functions that the system performs when you repost active and future sales orders. Use these processing options to control whether the system performs functions such as updating commitments, order header totals, and open order amounts.

#### **1. Bypass Recommitting Future Orders**

Specify whether the system bypasses the recommitment of future orders when sales orders are reposted. Values are:

Blank: The system recommit future orders.

1: The system bypasses the recommitment of future orders.

When you use option 1, the program functions as a repost only and does not recommit future orders regardless of how you have set other processing options.

#### **2. Bypass Item Commitment Update**

Specify whether the system bypasses the update of the commitment fields from the F41021 table upon reposting active sales orders. Values are:

Blank: The system updates the commitment fields with the quantities from the F4211 table and resets the availability calculation if changes to commitments were made at print pick slip, ship confirm, and invoicing.

1: The system bypasses the update of the commitment fields.

The system always processes canceled lines and includes items on hold in the update.

#### **3. Bypass Order Header Update**

Specify whether the system resets the order total to equal the totals of the extended prices from the F4211 table when you repost active sales orders. Values are:

Blank: The system updates the order header table with the accumulated total from the F4211 table.

1: The system bypasses the update of the order header total.

The system always includes items on hold in the update.

**4. Bypass Customer Open Order Amount**

Specify whether the system bypasses the update of the customer open order amount from the F4211 table when you repost active sales orders. Values are:

Blank: the system updates the open order amount with the accumulated total from the F4211 table and also updates the Customer Master by Line of Business table (F03012).

1: The system bypasses the update of the customer open order amount.

The system always includes items on hold in the update.

**16.6.3 Running the Repost Active Sales Orders Program**

Select End of Day Processing (G4213), Repost Active Sales Orders.

**16.7 Purging Data**

This section provides overviews of the purge programs for JD Edwards EnterpriseOne Sales Order Management and the Sales Order Text Lines Purge program, lists prerequisites, and discusses how to:

- Purge sales order text lines.
- Purge processed batch sales orders.
- Set processing options for the Purge Sales Order Header (F4201) program (R4201P).
- Purge sales order header records.
- Set processing options for the Purge Detail to History program (R42996).
- Purge sales order detail lines.
- Set processing options for the Purge Audit Log program (R42420).
- Purge audit log transactions.
- Purge sales order transactions.

**16.7.1 Understanding the Purge Programs for Sales Order Management**

When data becomes obsolete or you need more disk space, you can use purge programs to remove data from tables.

The system provides purges for removing data from tables when the selection criteria must be more specific. Purges are programs that have predefined criteria that the system checks before removing any data so that you avoid removing associated data that is located in other tables.

Purging data consists of:

- Specifying the information to delete.
- Running the purge program.
- Running the table reorganization program to rebuild the table structure.

**16.7.2 Understanding the Sales Order Text Lines Purge Program**

You use the Close Text Lines program (R42960) to delete specific information from the Sales Order/Purchasing Text Detail Lines table (F4314).

This purge checks the Sales Order Detail File table (F4211) and the Purchase Order Detail File table (F4311) for open detail lines with matching order type and order number combinations. The system performs these functions:

- If the system does not find matching records, it deletes the closed text lines from the F4314 table.
- If the system finds matching records, it deletes the closed text lines from the F4314 table only if the matching detail tables have a status of **999**.

The R42960 program removes closed text lines only if all other lines on the order are closed. Order lines with a status other than **999** cannot be purged.

You can use the R42960 program to change the status of text lines to **999** (closed) on orders with no open detail lines. You use this program only if you have not set up the processing options for the Sales Update program (R42800) to purge text lines for closed orders.

### 16.7.3 Prerequisites

Before you complete the tasks in this section:

- Back up the tables that are affected.
- Determine the data to purge.
- Verify that no users are working with the data to purge and reorganize.

### 16.7.4 Purging Sales Order Text Lines

Select Data File Purges (G42312), Sales Order Text Lines (F4211).

### 16.7.5 Purging Processed Batch Sales Orders

Select Data File Purges (G42312), Batch Receiver Purge (F4001Z).

Delete processed sales orders from the batch receiver tables by using the Purge Batch Receiver File program (R4001ZP). The system selects only records with **Y** in the Processed (Y/N) field of the batch receiver tables.

This purge does not remove records from the Batch Receiver File - Destination Quantity table (F4012Z). Use the general purge program to remove data from this table.

### 16.7.6 Setting Processing Options for the Purge Sales Order Header (F4201) Program (R4201P)

Processing options enable you to specify the default processing for programs and reports.

#### 16.7.6.1 Purge

This processing option enables you to specify whether the system purges the Sales Order Header File table (F4201) records and moves them to the Sales Order Header History File table (F42019).

##### 1. Purge header records to the Sales Header History File (F42019)

Specify whether the system purges header records and moves them to the Sales Order Header History File table (F42019). Values are:

Blank: Do not purge header records and moves them to the F42019 table.

- 1: Purge header records and moves them to the F42019 table.

### 16.7.7 Purging Sales Order Header Records

Select Data File Purges (G42312), Sales Header Purge (F4201).

Use the Purge Sales Order Header (F4201) program (R4201P) to purge sales order header records from the Sales Order Header File table (F4201). Records are purged from the F4201 table only if no open detail lines with a matching order type and order number combination exist in the F4211 table.

If you use taxed prices, the system purges records from the Sales Order Header Tax table (F4201TX) and transfers these records to the Sales Order Header History Tax table (F42019TX).

See [Taxed Prices](#)

In addition to purging records, you can optionally move information to the Sales Order Header History File table (F42019). You specify in the processing options whether you want to move information.

### 16.7.8 Setting Processing Options for the Purge Detail to History Program (R42996)

Processing options enable you to specify the default processing for programs and reports.

#### 16.7.8.1 Process

These processing options enable you to specify whether the system purges detail records from the specified tables.

**1. Enter '1' to purge detail records (F4211) to history only if All of the detail lines of an order have been closed.**

Specify whether the system purges records from the Sales Order Detail File table (F4211) and moves them to the Sales Order History File table (F42119). Values are:

Blank: All detail records at a status of 999 are purged.

1: Purge detail records only if all lines on the order are closed.

**2. Enter '1' to purge ALL associated Price History (F4074) and Free Goods (F4573) records.**

Specify whether the system purges records from the Price Adjustment Ledger File (F4074) and Free Goods Reference File (F4573) tables. Values are:

Blank: Records are not purged from the F4074 and F4573 tables.

1: Purge the F4074 and F4573 table records.

**3. Enter '1' to purge detail tag records (F49211) to history only if ALL of the detail tag lines of an order have been closed.**

Specify whether the system purges records from the Sales Order Detail File - Tag File table (F49211). Values are:

Blank: All detail records at a status of 999 are purged.

1: Purge detail records only if all lines on the order are closed.

### 16.7.9 Purging Sales Order Detail Lines

Select Data File Purges (G42312), Detail to History Purge.

Run the Purge Detail to History program (R42996) to purge detail lines with a status of **999** from the F4211 table and move them to the F42119 table.

If you use taxed prices, the system purges records from the Sales Order Detail Tax table (F4211TX) and transfers these records to the Sales Order Detail History Tax table (F42119TX).

See [Taxed Prices](#)

You can run this program when you update customer sales by setting the appropriate processing option on the R42800 program.

## 16.7.10 Setting Processing Options for the Purge Audit Log Program (R42420)

Use this processing option to control whether the system purges the audit log.

### 16.7.10.1 Purge Options

This processing option specifies whether the system verifies that audit log records exist.

#### Verify whether Audit Log Record Exists

Specify whether the system verifies that the audit log record exists in the Sales Order History table (F42119) before the system deletes records from the Audit Log Transaction table (F42420).

## 16.7.11 Purging Audit Log Transactions

Select Data File Purges (G42312), Purge Audit Log.

Use the Purge Audit Log program (R42420) to delete records from the Audit Log Transaction table (F42420). The system checks the F4211 table to verify whether the order still exists. Next, if you have set the processing option for the R42420 program accordingly, the system checks the F42119 table to verify whether the order still exists. If the order does not exist in either table, then the system deletes the order's corresponding records that are contained in the F42420 table.

If you use taxed prices, the system deletes records from the Tax Audit Log Transaction table (F42420TX).

See [Taxed Prices](#)

## 16.7.12 Purging Sales Order Transactions

Access the Batch Versions program (P98305W) and enter R4211Z1P in the Batch Application field.

Use the Purge Sales Order Transaction program (R4211Z1P) to delete records from the Sales Order Detail Unedited Transaction File table (F4211Z1).





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## Generating Returned Material Authorization

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This chapter contains the following topics:

- [Section 17.1, "Understanding RMA"](#)
- [Section 17.2, "Setting Up RMA Defaults"](#)
- [Section 17.3, "Creating RMAs"](#)
- [Section 17.4, "Running the RMA - Update Sales Order Status Program"](#)
- [Section 17.5, "Running the RMA Purge Program"](#)

### 17.1 Understanding RMA

An RMA is an approval from the supplier for the customer to return inventory for credit, replacement, or repair. The system creates an authorization number for the supplier to track the return of the inventory. This is also known as Returned Goods Authorization (RGA).

When you create an RMA, you can create a purchase order to receive the old product and a sales order to ship a replacement. Or instead of shipping a replacement product, you can create a credit order. You can indicate how the system creates purchase orders and sales orders by setting up processing options for versions of the Sales Order Entry program (P4210) and the Purchase Order program (P4310) and specifying those versions in the Return Material Authorization Defaults program (P40052).

The system uses next numbers to generate the RMA number. The RMA number associates the purchase order with the sales order.

You can create a purchase order to receive a returned item, which enables you to take advantage of system processes such as receipt routings, warehouse puts, and quality inspections. You can also create a sales order to ship a replacement inventory item to a customer or create a credit order to issue a credit for the return.

With the RMA module, the system can perform these functions:

- Trigger invoicing for parts or machines not returned.
- Deduct inventory and forecast the reorder level based on usage.
- Substitute parts wherever parts numbers are involved (reservation, shipping, receiving, balancing, backorder fulfillment, and so on).

#### 17.1.1 Generic Business Example

A computer company sells a laptop computer with a six-month warranty to customer 123. Customer 123 calls three months later because the laptop computer is broken. The

computer company creates an RMA, which automatically creates a sales order and purchase order. The company uses the sales order to ship out a new computer and the purchase order to track the receipt of the broken computer. The computer company's policy is to not bill the customer if the broken computer is received within 20 days. After 20 days, the customer is billed for the new computer. The customer returns the broken laptop computer within 20 days, so the sales order is canceled when it is ship confirmed.

This example provides a single tracking transaction and allows the company to relate a sales order and purchase order to the transaction for reference.

## 17.2 Setting Up RMA Defaults

This section provides an overview of RMA defaults and discusses how to:

- Set up RMA defaults.
- Determine the search sequence.

### 17.2.1 Understanding RMA Defaults

When you set up RMA default information, you are activating the system to reserve and release parts for shipment using the default data based on the RMA type, branch/plant, service type, service provider, and service group. You can enter RMA default information for purchase orders, credit orders, and sales orders.

When you enter an RMA from a service order, the system retrieves the service provider information from the service order. The system retrieves the address book information from the Work Order Master File table (F4801) that is created when you enter a service order.

When you enter an RMA directly from the menu, the system does not provide the service provider. The system uses the Ship To address as the default value for the customer.

You define the order for the system to search for default values based on the RMA information. The system uses a hierarchical search method, from most specific to most general. When the system finds a match, it stops searching for default values.

### 17.2.2 Form Used to Set Up RMA Defaults

Form Name	Form ID	Navigation	Usage
Work with Returned Materials Authorization Default	W40052A	Daily Sales Order Management Processing menu (G4210), Additional Order Processes (G4212), Return Materials Authorization Defaults	Review the RMA defaults.
Return Material Authorization Defaults Revisions	W40052B	Click Add on the Work with Return Material Authorization Defaults form.	Set up RMA defaults.

Form Name	Form ID	Navigation	Usage
RMA Defaults Search Sequence	W40052C	Select Search Sequence from the Form menu on the Work with Returned Materials Authorization Defaults form.	Determine the search sequence.

### 17.2.3 Setting Up RMA Defaults

Access the Return Material Authorization Defaults Revisions form.

#### Service Group

Enter a value for the attribute of a service provider that enables the end user to group the service provider into logical groups, such as regional, type of service provided, and billing arrangements.

#### Repairable Branch/Plant

Enter the branch/plant to which the repairable location belongs. This field appears on the purchase order detail line that is created from the RMA.

#### Repairable Location

Enter the area in the warehouse where you receive inventory. The format of the location is user-defined and you enter the location format for each branch/plant.

If a returned inventory item is repairable, the system places the item in a repairable branch/plant. If the returned item is not repairable, the system places the item in a scrap branch/plant.

#### Scrap Branch/Plant

Enter the business unit that the system uses to generate accounts receivable invoices.

#### Purchase Order Version

Specify the version of the Purchase Order Entry program (P4310) that the system uses to create a purchase order.

#### Received Lead Time

Enter the value that the system uses to calculate the promised delivery for the returned inventory item number.

#### Shipping Brn/Plt (shipping branch/plant)

Enter the shipping branch/plant that appears on the sales order detail line.

#### Shipping Location

Enter the shipping location on the sales order that is created from the RMA. If you leave this field blank, the order detail line is soft committed to the primary location. If a location is specified, the order detail line appears as hard-committed to that location and the Item Location table (F41021) is updated accordingly.

#### Sales Order Version

Specify the version of the Sales Order Entry program (P4210) that the system uses to create the sales order.

### 17.2.4 Determining the Search Sequence

Access the RMA Defaults Search Sequence form.

To include fields in the hierarchical search, complete the field with a value of Y.

**Display Sequence**

Enter a number that specifies the order of a group of records on the form.

## 17.3 Creating RMAs

This section provides an overview of RMAs, lists prerequisites, and discusses how to:

- Set processing options for the Returned Material Authorization Revisions program (P400511).
- Set processing options for the Work with Return Material Authorization program (P40051).
- Enter returned material authorizations.

### 17.3.1 Understanding RMA Entry

An RMA is an authorization from the supplier for the customer to return inventory for credit, replacement, or repair. The system creates an authorization number for the supplier to track the return of the inventory. This group of programs assists the user in managing the return of inventory by inventory item numbers.

Enter RMA information to manage the return of inventory items for credit or repair. If a customer calls with a defective item claim, you can use the RMA programs to:

- Provide an authorization number for the return.
- Define a purchase order to record the return of the item.
- Define a credit order to credit the customer's account.
- Define a sales order to reserve and release items for shipment.
- Associate a sales order number or invoice number with a return.
- Perform other types of dispositions, such as receiving and reshipping items.

If necessary, the consultant can also enter a service order for repair of the returned item. Additionally, you can use the RMA process to ship replacement items to a customer, service provider, or technician if a service order is referenced in the header of the authorization. When you enter the return material authorization, the system creates a record in the Return Material Authorization table (F40051).

You can enter information for purchase orders or sales orders. You also can select which types of orders the system generates and enter information for those orders by choosing the appropriate options. For example, if you want the system to generate an invoice, select Sales Order and then On Line Invoice from the Row menu on the Work with Return Material Authorization form.

#### 17.3.1.1 Taxed Prices

See [Taxed Prices](#)

If you use taxed prices and access the Return Material Authorization Revisions program, the system displays the Use Taxed Prices for Sales Orders check box on the Return Material Authorization Revisions form.

Review the following considerations if you enter a credit order from history:

- The system uses the value of the Use Taxed Prices check box of the first order selected from the Sales Ledger program to determine if the credit order uses taxed prices.
- If you enter a sold to or ship to customer, the system specifies a default value in the Use Taxed Prices check box based on the setup in the system constants.
- The system uses the internal tax date from the original order, when both sales orders use taxed prices.
- If you enter a credit order from history that has taxed prices but the original order does not have taxed prices, the system reviews a processing option in the Sales Ledger program that specifies if the system uses the invoice date from the original sales order on the new sales order. If the processing option is set to use the invoice date, the system assigns the internal tax date from the invoice date of the original sales order. If the processing option is not set to use the invoice date, the system uses the date from advanced preferences or the requested date.

You can specify whether the system uses the original price for the new taxed unit price on the sales order.

### 17.3.1.2 Credit Memos

When you enter credit memos, you are creating a reversal for an existing sales order. This action creates a negative amount for the sales order.

When you create a credit memo, the system displays order history information from the S.O. Detail Ledger File table (F42199) from which you can select entire orders or order detail lines. You can create credit memos from order or order detail line combinations. As you select an order or order detail line, the system pulls the information from the Sales Ledger Inquiry program (P42025) to the Return Material Authorization Revisions program (P400511). When you close the P42025 program, you can review the credit information.

To credit an amount, you must ensure that the line type indicates a credit transaction.

When you create a credit memo, the system accesses S.O Detail Ledger File table (F42199) for order history information.

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**Note:** When you clear a credit memo, the system clears the credit each time that you select Clear Credit Memo from the Form menu.

---

To delete the credit information after you have created a credit memo, you cancel the detail lines on the Returned Materials Authorization Revisions form.

The system receives credit lines one at a time.

If you have incorrectly selected a line or order to create a credit memo, but you have not yet created a credit order, you can clear the credit information.

## 17.3.2 Prerequisites

Before you complete the tasks in this section:

- Define default values for creating sales orders and purchase orders.
- Set up RMA status UDCs (40/RN).

- Verify that you have purchased and installed these systems. You must have installed these systems to be able to use the Work with Return Material Authorization program (P40051):
  - System 41: JD Edwards EnterpriseOne Inventory Management.
  - System 42: JD Edwards EnterpriseOne Sales Order Management.
  - System 43: JD Edwards EnterpriseOne Procurement Management.
- Set up a unique document type for return materials authorizations.
- Set up a version of the Sales Order Entry program (P4210) for credit orders.
- Set up a version of the Sales Ledger Inquiry program (P42025) for RMAs. Ensure that you set the status code processing options so that the P42025 program retrieves only orders that have been invoiced.
- Set up a version of the P40051 and the P400511 programs. In the processing options for the P400511 programs, you can enter the version of the P42025 program that you set up for RMAs.
- Set up the Return Material Authorization Defaults program. In the P40052 program you can specify the versions of the P4210 program for sales orders and credit orders, and the version of Purchase Order Entry (P4310) to use for RMAs. If you leave the versions blank, the system uses version ZJDE0001.

**See Also:**

- [Setting Up RMA Defaults.](#)
- *JD Edwards EnterpriseOne Tools Foundation Guide.*
- [Entering Default Line Information.](#)

### 17.3.3 Form Used to Create RMAs

Form Name	Form ID	Navigation	Usage
Returned Material Authorization Revisions	W400511E	<p>Daily Work Order Processing (G1712) or Additional Order Processes (G4212), Returned Materials Authorization</p> <p>Click Add on the Work with Return Material Authorization form.</p> <p>To add a credit memo, select Sales Ledger from the Form menu on the Return Material Authorization Revisions form. Select Credit Memo and then Select Line or Select Order from the Row menu on the Work With Sales Ledger Inquiry form.</p>	<p>Enter returned material authorizations.</p> <p>Set up Returned Material Authorizations and Credit Memos.</p>

## 17.3.4 Setting Processing Options for the Return Material Authorization Revisions Program (P400511)

Use these processing options to set system default values, control which fields are edited, control system processing, and specify versions.

### 17.3.4.1 Defaults

These processing options control the default information that the system uses when working with RMA revisions.

#### 1. Default RMA document type

Enter a value from user-defined code (UDC) 00/DT for the default RMA document type, for example, R8 or R9.

#### 2. Work Order Number to the Sales Order Subledger field

Specify whether the system enters the work order number in the Sales Order Subledger field. Values are:

Blank: The system does not enter the work order number in the sales order subledger field.

1: The system enters the work order number in Sales Order Subledger field.

#### 3. Inventory Item Number from the Service Work Order

Specify whether the system enters the item number into the RMA when receiving parts. Values are:

Blank: The system does not enter the item number in the receipt.

1: The system enters the inventory item number for receipt from the service work order header.

#### 4. Inventory Item Number for Shipment from the Service Work Order

Specify whether the system enters the item number into the RMA when shipping parts. Values are:

Blank: Do not enter the item number in the shipping document.

1: Enter the inventory item number for shipment from the service work order header.

#### 5. Equipment Number for Receipt from the Service Work Order

Specify whether the system enters the equipment serial number into the RMA when you receive parts. Values are:

Blank: Do not enter the serial number.

1: Enter the serial number.

#### 6. Equipment Number for Shipment from the Service Work Order

Specify whether the system enters the equipment serial number into the RMA when you ship parts. Values are:

Blank: Do not enter the serial number.

1: Enter the serial number into the RMA when you ship parts.

#### 7. Last Disposition For Credit Memo

Specify the line type of the RMA detail line when the RMA is created from the sales ledger and the RMA creates a credit memo. Enter a value from UDC 40/RN.

**8. Last Disposition for Warranty Claim**

Specify a value from UDC 40/RN that indicates the line type to be used to create the RMA detail line when you create the RMA from a warranty claim.

**9. Last Disposition for Supplier Recovery Claim**

Specify a value from UDC 40/RN that indicates the line type to be used to create the RMA detail line when you create the RMA from a supplier recovery claim.

**17.3.4.2 Edits**

These processing options control which fields are required when you enter an RMA.

**1. Work Order Number Required**

Specify whether the system requires a work order number when you enter an RMA. Values are:

Blank: Work order number is not required.

1: Work order number is required.

**2. Request Number Required**

Specify whether the system requires a request number when you enter an RMA. Values are:

Blank: Request number is not required.

1: Request number is required.

**3. Original Sales Order Number Required**

Specify whether the system requires the original sales order number when you enter an RMA. Values are:

Blank: Original sales order number is not required.

1: Original sales order number is required.

**4. Original Invoice Number Required**

Specify whether the system requires the original invoice number when you enter an RMA. Values are:

Blank: Original invoice number is not required.

1: Original invoice number is required.

**5. Reason Code Required**

Specify whether the system requires a reason code when you enter an RMA.

Blank: Reason code is not required.

1: Reason code is required when the RMA is created.

2: Reason code is required when the disposition is attached.

**17.3.4.3 Process**

These processing options control whether the system sends a message of the goods that are expected to be returned and whether the Parts List Search & Select field is displayed in add mode.

**1. Send message of the goods expected to be returned**

Specify whether the system sends a message of the goods expected to be returned. Values are:



Blank: Do not send a message.

1: Do send a message.

## **2. Display 'Parts List Search & Select' in Add Mode**

Specify whether the system displays the parts list search and select in add mode.

Values are:

Blank: Do not display parts list search and select in add mode.

1: Display parts list search and select in add mode.

### **17.3.4.4 Versions**

These processing options control the versions that are called by the program.

#### **1. Sales Ledger Inquiry (P42025)**

Enter a version of the Sales Ledger Inquiry program (P42025) that is set up for credit memos. If you leave this field blank, the system uses version ZJDE0001.

#### **2. Quick Customer Add (P01015)**

Enter a version of the Quick Customer Add program (P01015) that the system uses to add a new customer record. If you leave this field blank, the system uses version ZJDE0001.

#### **3. Work With Work Orders (P48201)**

Enter a version of the Work With Work Orders program (P48201). If you leave this field blank, the system uses version ZJDE0002.

#### **4. Work With Maintenance Request (P17500)**

Enter a version of the Work With Maintenance Request program (P17500). If you leave this field blank, the system uses version ZJDE0001.

#### **5. OnLine Invoice Inquiry (P42230)**

Enter a version of the OnLine Invoice Inquiry program (P42230). If you leave this field blank, the system uses version ZJDE0001.

#### **6. Shipment Confirmation (P4205)**

Enter a version of the Shipment Confirmation program (P4205). If you leave this field blank, the system uses version ZJDE0001.

#### **7. Purchase Receipts Inquiry (P43214)**

Enter a version of the Purchase Receipts Inquiry program (P43214). If you leave this field blank, the system uses version ZJDE0001.

#### **8. Item Availability (P41202)**

Enter a version of the Item Availability program (P41202). If you leave this field blank, the system uses version ZJDE0001.

#### **9. Item Cross Reference (P4104)**

Enter the version of the Item Cross Reference program (P4104). If you leave this field blank, the system uses version ZJDE0001.

#### **10. Purchase Order Receipt Entry (P4312)**

Enter the version of the Purchase Order Receipt Entry program (P4312). If you leave this field blank, the system uses version ZJDE0001.

**11. Open Order Inquiry (P4310)**

Enter the version of the Open Order Inquiry program (P4310). If you leave this field blank, the system uses version ZJDE0001.

**17.3.5 Setting Processing Options for the Work with Return Material Authorization Program (P40051)**

Use the processing options to set system default values and specify versions.

**17.3.5.1 Default**

These processing options control default information that the system provides when you are entering RMA information.

**1. RMA Document Type**

Specify a value from UDC 00/DT that indicates the document type of the RMA records to be created. Examples are R8 for an RMA that creates a sales order and R9 for an RMA that creates a credit order.

**2. Header Branch/Plant**

Specify a default branch/plant. Values are:

Blank: Use the branch/plant from the user location.

1: Use the branch/plant from the ship-to address.

2: Use the branch/plant from the sold-to address.

**3. Default Branch/Plant**

Specify a default branch/plant to use when you create RMA records. You can use existing branch/plant values for data entry purposes.

**17.3.5.2 Versions**

Use these processing options to control the versions of various programs that the system uses.

**1. RMA Revisions - P400511 (ZJDE0001)**

Specify the version of the Return Material Authorization Revisions program (P400511) that the system uses to enter RMA information. If you leave this processing option blank, the system uses the ZJDE0001 version.

**2. Shipment Confirmation - P4205 (ZJDE0001)**

Specify the version of the Shipment Confirmation program (P4205) that the system uses to confirm a shipment for sales orders that are created from the RMA. If you leave this processing option blank, the system uses the ZJDE0001 version.

**3. Receipt Entry - P4312 (ZJDE0001)**

Specify the version of the PO Receipts program (P4312) that the system uses to enter a receipt. If you leave this processing option blank, the system uses the ZJDE0001 version.

**4. SO Entry - P4210 (ZJDE0001)**

Specify the version of the Sales Order Entry program (P4210) that the system uses to access the Work with Return Material Authorization program (P40051). If you leave this processing option blank, the system uses the ZJDE0001 version.

**5. PO Entry - P4310 (ZJDE0001)**

Specify the version of the Purchase Order Entry program (P4310) that the system uses to access the P4310 program from the Work with Return Material Authorization program (P40051). If you leave this processing option blank, the system uses the ZJDE0001 version.

**6. Work Order Revisions - P17714 (ZJDE0001)**

Specify the version of the Work Order Revisions program (P17714) that the system uses to create a work order. If you leave this processing option blank, the system uses the ZJDE0001 version.

**7. On-Line Invoice - P42230 (ZJDE0001)**

Specify the version of the Online Invoice Inquiry program (P42230) that the system uses to create an invoice for sales orders that are created through RMAs. If you leave this processing option blank, the system uses the ZJDE0001 version.

**8. Purchase Receipts Inquiry - P43214 (ZJDE0001)**

Specify the version of the Purchase Receipts Inquiry program (P43214) that the system uses to locate purchase orders that are created through RMA. If you leave this processing option blank, the system uses the ZJDE0001 version.

**9. PO Receipts - P4312 (ZJDE0001)**

Specify the version of the PO Receipts program (P4312) that the system uses to enter a purchase order receipt. If you leave this processing option blank, the system uses the ZJDE0001 version.

**10. Work With Work Orders - P48201 (ZJDE0002)**

Specify the version of the Work With Work Orders program (P48201) that the system uses to find or add a work order. If you leave this processing option blank, the system uses the ZJDE0002 version.

**11. Work With Maintenance Request - P17500 (ZJDE0001)**

Specify the version of the Work With Case program (P17500) that the system uses to locate the request number that is related to an RMA. If you leave this processing option blank, the system uses ZJDE0001.

**12. Work With Equipment Master - P1701 (ZJDE0001)**

Specify the version of the Work with Equipment Master program (P1701) that the system uses to add or locate an equipment master record. If you leave this processing option blank, the system uses the ZJDE0001 version.

**13. Print Pick Slips - R42520 (XJDE0001)**

Specify the version of the Print Pick Slips program (R42520) that the system uses to process pick slips for sales orders that are created using RMA. If you leave this processing option blank, the system uses the XJDE0001 version.

## 17.3.6 Entering Returned Material Authorizations

Access the Returned Material Authorization Revisions form.

**Customer**

Enter a user-defined name or number that identifies an address book record. You can use this number to locate and enter information about the address book record. If you enter a value other than the address book number (AN8), such as the long address or tax ID, you must precede it with the special character that is defined in the Address Book constants. When the system locates the record, it returns the address book number to the field.

For example, if address book number 4100 (Total Solutions) has a long address TOTAL and an \* distinguishes it from other entries (as defined in the Address Book constants), you could type **TOTAL\*** into the field, and the system would return 4100.

**Customer Ref # (customer reference number)**

Use to cross-reference a customer number with the RMA.

**Claim/PO Number (claim/purchase order number)**

Enter a claim submitted by a service provider for a warranty repair.

**Branch Plant**

Enter the branch/plant that the system uses when creating the sales order and purchase order.

**Request**

Enter a number that identifies a customer issue.

**Last Disposition**

Enter a value from UDC 40/RN that indicates the current status of a Returned Material Authorization Line. The special handling code for the Last Disposition field determines whether a purchase order, sales order (or credit order), or both are created when you enter the last disposition on an RMA line.

The special handling codes are:

- 1: Purchase order only.
- 2: Sales order only.
- 3: Recommendation only. No purchase order or sales/credit order is created. A recommendation is useful when you want to create an RMA but do not know whether you want to create a sales order or purchase order.
- 4: Closed.
- 5: Purchase order and sales order.
- 6: Credit order only.
- 7: Purchase order and credit order.

**RMA Item Number**

Enter a number that the system assigns to an item. It can be in short, long, or third-item number format.

**RMA Item Description**

Enter a user-defined name or remark.

**RMA Quantity**

Enter a value that represents the available quantity, which might consist of the on-hand balance minus commitments, reservations, and backorders. You enter this value in the Branch/Plant Constants program (P41001).

**RMA Line No (returned material authorization line number)**

Enter the number of the detail line on an RMA record.

**Inventory Item for Receipt**

Enter a number that the system assigns to an item. It can be in short, long, or third-item number format.

**Equipment Number for Receipt**

Enter an identification code that represents an asset. Values are:

- 1: Format for an asset number (a computer-assigned, 8-digit, numeric control number).
- 2: Format for a unit number (a 12-character alphanumeric field).
- 3: Format for a serial number (a 25-character alphanumeric field).

Every asset has an asset number. You can use unit number and serial number to further identify assets. If this is a data entry field, the first character that you enter indicates whether you are entering the primary (default) format that is defined for the system. A special character (such as / or \*) in the first position of this field indicates which asset number format you are using. You assign special characters to asset number formats on the system constants form for fixed assets.

**RMA Type**

Enter a value from UDC 00/DT that indicates the document type of the RMA records.

**Customer**

Enter an address book number that indicates to whom the shipment of replacement parts or return and exchange inventory items should be shipped.

## 17.4 Running the RMA - Update Sales Order Status Program

This section provides an overview of the RMA - Update Sales Order Status program and discusses how to:

- Set processing options for the RMA - Update Sales Order Status program (R400502).
- Run the RMA - Update Sales Order Status program.

### 17.4.1 Understanding the RMA - Update Sales Order Status Program

You run the RMA - Update Sales Order Status program (R400502) for advanced exchanges. For example, you create a sales order to ship an item and a purchase order to receive a defective, yet similar item. If the defective item is not received by the promised delivery date, the program updates the status of the related sales order detail line to a user-defined status such as *Print Sales Invoice* and the customer is charged for the replacement item. If the defective item is received by the promised delivery date, the program updates the status of the related sales order detail line to a user-defined status such as *Complete - Ready to Purge*. Additionally, the program changes the price to zero for the replacement item and does not print a sales invoice.

The system bases the data selection on the F40051 table. The system calculates the promised delivery date from the Received Lead Time field in the Return Material Authorization Defaults program (P40052). If the date has passed and the item has been returned, the system updates the sales order status. If the item has been received, the system updates the purchase order to another status.

#### 17.4.1.1 Taxed Prices

If you use taxed prices and access the RMA - Update Sales Order Status program, the system checks whether the Sales Taxed Prices constant is selected in the system constants. The system checks this constant to determine if the system adds a record in the Sales Order Detail Ledger Tax table (F42199TX) when a record is created in the Sales Order Detail Ledger File table (F42199).

You run this program for advanced exchanges. For example, you create a sales order to ship an item and a purchase order to receive a defective, yet similar item. If the defective item is not received by the promised delivery date, the program updates the status of the related sales order detail line to a user-defined status such as Print Sales Invoice and the customer is charged for the replacement item. If the defective item is received by the promised delivery date, the program updates the status of the related sales order detail line to a user-defined status such as Complete - Ready to Purge. Additionally, the program changes the price to zero for the replacement item and does not print a sales invoice.

## 17.4.2 Setting Processing Options for RMA - Update Sales Order Status (R400502)

Processing options enable you to specify the default statuses and versions for the RMA - Update Sales Order Status program (R400502).

### 17.4.2.1 Process

These processing options control the next status for item numbers.

#### 1. Next Status for Inventory Item Numbers not Received

Enter the next status to which related sales orders for inventory item numbers not received are changed. This is a UDC (40/AT).

#### 2. Next Status for Inventory Item Numbers Received

Enter the next status to which related sales orders for inventory item numbers received are changed. This is a UDC (40/AT).

### 17.4.2.2 Versions

This processing option controls the version of the Sales Order Entry program that is called from the program.

#### 1. Sales Order Entry - P4210

Enter the version of the Sales Order Entry program (P4210). If you leave this processing option blank, the system uses version ZJDE0001.

## 17.4.3 Running the RMA - Update Sales Order Status Program

Select Additional Order Processes (G4212), RMA - Update Sales Order Status.

Alternatively, select Daily Work Order Processing (G1712), RMA - Sales Order Update.

## 17.5 Running the RMA Purge Program

This section provides an overview of RMA purge and discusses how to:

- Set processing options for the RMA Purge program (R400510).
- Run the RMA Purge program.

### 17.5.1 Understanding RMA Purge

Run the RMA Purge program to remove all closed RMA records from the F40051 table. The system removes an RMA record when the associated sales orders or purchase orders are closed (no detail lines are found in the Sales Order Detail File (F4211) or Purchase Order Detail File (F4311) tables). You also can set the appropriate processing option for the RMA Purge program for additional validation; the system can check the Sales Order History File table (F42119) in addition to the F4211 table to ensure that the

sales order detail record is not contained in either table. If the sales order detail record is contained in either or both tables, then the system does not remove the RMA records.

## **17.5.2 Setting Processing Options for the RMA Purge Program (R400510)**

Processing options enable you to specify the purge process for the RMA Purge program (R400510).

### **17.5.2.1 Purge**

This processing option controls whether the system validates the Sales Order History File table (F42119) to ensure that no associated sales order detail lines are there. The RMA Purge program purges the RMA only when associated sales order lines are not found in either the F4211 table or the F42119 table.

#### **Validate Records**

Specify whether the system validates records against the F42119 table before purging RMA records. Values are:

Blank: Do not validate records against the F42119 table.

1: Do validate records against the F42119 table.

## **17.5.3 Running the RMA Purge Program (R400510)**

Select Additional Order Processes (G4212), RMA Purge.

Alternatively, select Daily Work Order Processing (G1712), RMA Purge.





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## Activating Preferences

This chapter contains the following topics:

- [Section 18.1, "Understanding Preferences"](#)
- [Section 18.2, "Understanding the Difference Between Basic and Advanced Preferences"](#)
- [Section 18.3, "Understanding Preference Types"](#)
- [Section 18.4, "Understanding Custom Preference Types"](#)
- [Section 18.5, "Setting Up Preference Master Information"](#)
- [Section 18.6, "Arranging the Preference Hierarchy"](#)
- [Section 18.7, "Setting Up Basic Preference Information"](#)
- [Section 18.8, "Setting Up Advanced Preferences"](#)
- [Section 18.9, "Assigning Customers and Items to Groups"](#)
- [Section 18.10, "Activating Preferences"](#)

**See Also:**

- "Working with Additional Adjustments" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.

### 18.1 Understanding Preferences

You set up preferences to override default information for specific sales order detail lines based on specific customer and item combinations. Typically, you use preferences when you have consistent business requirements that differ from the default values for the JD Edwards EnterpriseOne Sales Order Management system. For example, you can create preferences to fulfill these requirements:

- Customer-specific requirements.
- Item-specific requirements.
- Item-quantity requirements, specific by order.
- Policy-specific requirements, set by the company.

Before you use preferences, you must perform some setup tasks to customize preferences for the specific business requirements. As a business grows and changes, you can perform the same setup tasks to further customize preferences.

The setup and use of each preference requires careful planning. For example, consider the business purpose for using preferences with the efficient use of the system's processing time.

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**Note:** Do not use preferences for occasional variances. In those instances, manually enter exception information in the applicable fields of the customer or item information.

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### 18.1.1 Preference Master and Hierarchy

When you determine that you have a consistent business requirement that differs from the system's default values for sales order processing, you can set up preferences to accommodate those requirements.

The system displays preferences in logical groups on the Preference Profiles form. You use the Preference Master Revision form to specify where a preference appears on this form and whether effective dates and quantities are a part of the preference.

For each preference, you must define a hierarchy to indicate the order in which you want the system to apply preferences to sales orders.

## 18.2 Understanding the Difference Between Basic and Advanced Preferences

The system provides predefined preferences. These preferences are defined as either basic, or advanced. Basic preference profiles are based on specific preference types that you use to override the way the system processes orders. Basic preferences are helpful when customizing a specifically defined business requirement. Advanced preferences use many of the same preference types you use in basic preference profiles, but also provide more detailed and complex processing capabilities. Advanced preferences use similar logic as the JD Edwards EnterpriseOne Advanced Pricing system from Oracle.

### 18.2.1 Basic Preferences

You can use basic preferences to customize the way sales orders are processed. Use the basic preference to meet specific business requirements. A basic preference, or preference profile, is information that you define for a customer, an item or any combination of customer information (sold to, ship to, or parent addresses), customer group, item, and item group. The system uses preference profiles to override normal customer and item setup information when you enter orders.

All preferences share standard preference information that applies to all of the preference types in a category. When setting up basic preferences, you enter this information for each preference in the header portion of the Work With Preference Master form. You enter information unique to each preference in the detail area. All preferences share common fields, called key fields, where you enter basic preference information. You must enter this information for each preference in the header portion of the Preference Profiles Revisions form.

You enter custom preference information in the detail portion of the applicable preference profile form. Each preference has one or more definition fields unique to its requirements. For example, the definition fields for Carrier preferences are different from those for Mode of Transport preferences.

When entering basic preference information, you can also specify a sequence number that the system uses to search for preference records. For example, to set up a

preference for a customer and item combination and vary the preference by an additional key field, you must sequence the preference records. If you set the sequence for a preference with Branch/Plant A at 1, the sequence for Branch/Plant B at 2, and all other branches at 999, you can ensure that the system searches for the preferences for Branch/Plants A and B before using the preference that applies to all other branch/plants.

Consequently, you must use care when sequencing preference records. If the preference that applies to all branch/plants has a sequence number of 1, the system does not find the more specific preferences for Branch/Plants A and B, because the system first finds the preference that applies to all branch/plants. If you set up sequence numbers in increments, you can insert new preferences at a later date.

## 18.2.2 How the System Uses Basic Preferences

Each preference contains standards header lines. You can use the fields on these lines to define a preference for:

- A customer.
- A customer group.
- An item.
- An item group.
- Any combination of customer or customer groups.
- Any combination of item or item groups.

You must activate preferences before the system can use them. Programs, such as the Sales Order Entry program (P4210), search for applicable preferences that contain information affecting the customer and item combination for each order line.

For sales order entry, the system uses this information to complete parts of the order. The system uses a hierarchy that you define to find the appropriate customer and item preference.

The system runs a set of programs for each preferences that you create. When you enter an order and are using preferences, the system uses the hierarchy that you set up to search preference profiles for information that affects the customer and item combination for each order line. It uses this information to complete parts of the sales order.

Some preferences override default information, while others add more information for use during the stages of the sales order processing cycle. Therefore, some preference information might not be immediately displayed on the sales order.

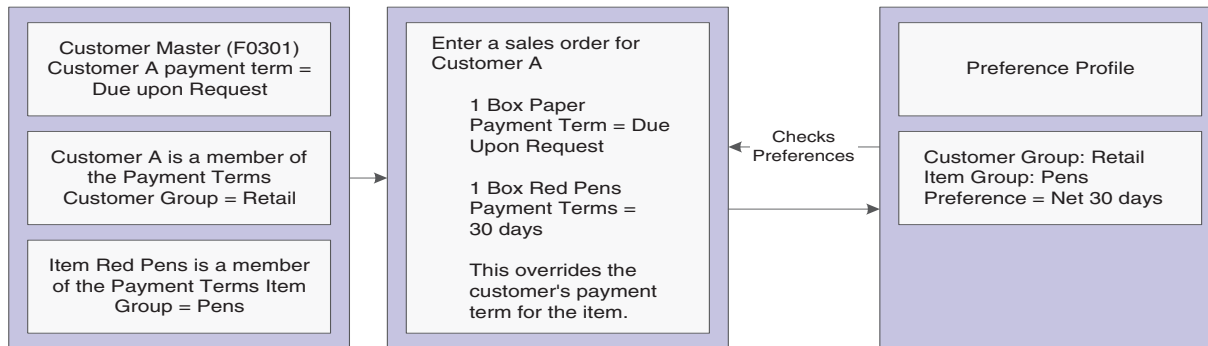
### 18.2.2.1 Example: Applying a Basic Preference

By default, payment is due upon request when an item is delivered to a customer. For example, you have defined the retail customers in the Payment Terms basic preference customer group RETAIL. Customer A, a member of RETAIL, orders red pens. The red pen is a member of the Payment Terms basic preference item group PENS, in which the payment terms for this group is set at Net 30 Days. Based on the hierarchy for this preference, the payment terms for the customer group and item group combination, Net 30 Days, overrides the customer's payment terms that you set up in Customer Master by Line of Business table (F03012).

When you enter the order for Customer A, the customer's payment terms appear on the order header, which comes from the F03012 table.

This diagram illustrates how the system applies preferences:

**Figure 18–1 Preferences**



### 18.2.3 Advanced Preferences

You can use advanced preferences to customize the way sales orders are processed. Use the advanced preference to meet complex business requirements. Advanced preferences enable you to use complex item and customer groups. The system processes complex groups based on category code definitions, similar to JD Edwards EnterpriseOne Advanced Pricing.

Advanced preferences use a single set of applications and definition tables, which eases set up and maintenance. Using advanced preferences consists of setting up one or more preference names, or types, a preference schedule, and the preference detail. When you set up an advanced preference, you identify specific, key fields for the preference to override when processing a specific order. You specify the key fields and the return value fields.

You can create a default preference schedule in the System Constants form that the system uses to resolve preferences. Optionally, you can override the default preference schedule by entering an alternate preference schedule in the processing options of the Sales Order Entry program (P4210).

The system resolves any preference that is not defined in the default or alternate advanced preference schedule using the basic preference setup. Therefore, the system enables you to set up basic preferences and advanced preferences and resolve them the way that you have defined the preference.

## 18.3 Understanding Preference Types

To customize the processing of orders, you can set up either basic preferences, or advanced preferences. Some preferences are available as both basic and advanced preferences. Some are available only as basic preferences and some are available only as advanced preferences. With both basic and advanced preferences, you can use different preference types. The preference types contain fields that all preferences share.

Preference fields are generally categorized as:

- Key fields
- Definition fields

You use these fields to enter standard preference information. Key fields are optional. You can use key fields as search criteria to have the system match preferences to sales

order. These fields are found in the header portion of the Preference Master Revision form.

Preference definition fields are the fields that the system uses to resolve the preferences. Each preference has one or more definition fields unique to its requirements. These fields are found in the detail portion of each Preference Master Revisions form. Definition fields are required, although in some cases a value can be a blank. Typically, the system uses the values you input in these fields to override or add information on a sales order.

The system uses preference information in several ways:

- Adds it to order detail records during order entry and displays it on the order header or detail forms.  
For example, inventory commitment information is added to the Sales Order Detail File table (F4211) and displays on the Sales Order Detail Revisions form.
- Adds it to order detail records during order entry but does not display it.  
For example, revenue cost center information is added to the F4211 table but does not display on the Sales Order Detail Revisions form.
- Uses it to override default information, such as priority codes, or to provide additional information, such as line of business.

This table provides an overview of preference types:

Preference Type	Advanced Preference ?	Business Purpose	Overrides	When Applied and Where to View
Carrier	Yes	Assign a preferred carrier for a customer or customer group. You can also exclude carriers.		Applied during order entry to the F4211 table.
Customer Currency	Yes	Assign currency for a customer or customer group. Because the system uses the branch/plant as search criteria, you can base the currency on the branch/plant for the order. Only one currency code is allowed per order.	None	Applied during order entry to the Sales Order Header File table (F4201). View in the Currency Code field in the order header.
Customer Freight	No	Specify the freight rate, freight handling, and route type. You can also designate how the billable charge is applied to the shipment.		Applied during order entry to the F4211 table.
Delivery Date	Yes	Calculate the delivery date based on the number of days that the items are in transit.	None	Applied during order entry to the F4211 table. View the delivery date in the grid of an order detail line.

<b>Preference Type</b>	<b>Advanced Preference ?</b>	<b>Business Purpose</b>	<b>Overrides</b>	<b>When Applied and Where to View</b>
Document Distribution	No	Designate specific delivery documents, the output queue, the number of copies to distribute internally and to the customers, and the mode of delivery.	None	Applied during either bulk/ packaged load confirmation or preprinted delivery documents.
Document Set	Yes	Define the group of delivery documents to print. You can also assign different document sets by depot.	None	Applied during either bulk/ packaged load confirmation or preprinted delivery documents. View the document set selected on the Document Selection form.
End Use	Yes	Define a product's end use and duty status. Used for regulatory, pricing, and market analysis purposes.	None	Applied during order entry to the F4211 table. View end use results in the End Use field in the grid of an order detail line. View duty status in the Duty field on the order detail line.
Extended Terms Deal	No	Offer extended terms to customers that purchase specific items or combinations of items.		Applied when you run the Order and Basket Level Pricing program (R42750).
Freight	Yes	Select the freight table that determines freight charges billable to customer or payable to contractors. Designate whether the freight is distance based, zone based, fixed fee, or time based. Also designate whether the freight is billable, payable, or both.	None	Applied when you run the Freight Update and Report batch program (R4981) to determine the billable and payable freight charges. Normally, this is part of end of day processing. You can also calculate billable freight before printing delivery documents.
Grade and Potency	Yes	Ensure that packaged products selected for delivery are within the customer's allowable grade or potency range. Designed to work with inventory commitments.	Default grade/potency range on the Additional System Info form in the Plant Manufacturing tab (included in the item branch/plant information).	Applied during order entry to the F4211 table. View the grade/potency ranges on the Order Detail Information form.

<b>Preference Type</b>	<b>Advanced Preference ?</b>	<b>Business Purpose</b>	<b>Overrides</b>	<b>When Applied and Where to View</b>
Gross Profit Margin Pricing	No	Define an item's price to meet target profit margins.		Applied during order entry to the F4211 table. View the percent profit margin on the order detail line.
Inventory Commitment	Yes	Specify one or more branch/plants to use as the supply source when a customer orders a product or group of products. You also specify the minimum percentage in any order that must be filled for a branch/plant to be selected.	Default branch/plant in order detail that comes from the order header Branch/Plant field.	Applied during order entry to the F4211 table. View the source branch/plant, mode of transportation, carrier, and route code in the sales order detail.
Line of Business	Yes	Identify a customer's line of business to use as a basis for price adjustments, sales analysis, or other business need.	None	Applied during order entry to the F4211 table. View results in reports.
Mode of Transport	No	Specify the type of carrier used to transport goods, origin of shipment, shipment destination information, and how supplier shipments are delivered.		Applied during order entry to the F4211 table. View the mode of transport on the order detail line.
Multiple Shipping and Receiving Locations	No	Define the shipping and receiving locations to which the system assigns product locations. Activate or deactivate the locations that you specify.	Default location in branch/plant constants.	Applied during sales order entry and purchase order entry. View the shipping and receiving locations that the system assigns using programs such as: Request Inquiry (P4600) Warehouse Movement Confirmations (P4617) Override Shipping Location (P460501) Work with Shipments (P4915) Work with Load (P4960)
Next Order Status	Yes	Change the next order status when a customer orders a specific product. By changing the order status after order entry, you can omit one or more steps in the standard processing for an order line or add processing steps.	Default Next Status code in the order activity rules.	Applied during order entry to the F4211 table. View the next status code in the Last Status and Next Status fields in the grid of an order detail line.

<b>Preference Type</b>	<b>Advanced Preference ?</b>	<b>Business Purpose</b>	<b>Overrides</b>	<b>When Applied and Where to View</b>
Order Detail Default	Yes	Process orders using the combined business purposes of the Payment Terms, Pricing unit of Measure, Revenue Business Unit, Line of Business, End Use and User Defined Price Code preference types.	As specified by preference type.	Applied during order entry to the F4211 table. View as specified by preference type.
Options and Equipment	No	Specify special options or equipment for shipments.		Applied during shipment revisions to the Shipment/Load Options and Equipment table (F4944). View the Option/Equipment field in the grid of the Shipment/Load Options and Equipment Revisions form.
Order Preparation Days	Yes	Ensure that you accurately determine the number of days that it takes to deliver a sales order based on the number of days that it takes to pick, pack, and ship the items.	None	Applied during order entry to the F4211 table.
Payment Terms	Yes	Specify the standard terms of payment for a customer. Payment terms affect invoice due dates and discounts.	Payment terms or instrument that appear on the order header and are set up in the Customer Master program (P03013).	Applied during order entry to the F4211 table. View payment terms in the order detail information.
Payment Terms (branch)	Yes	Specify the standard terms of payment for a customer by branch.	Payment terms or instrument that appear on the order header and are set up in the Customer Master program (P03013).	Applied during order entry to the F4211 table. View payment terms in the order detail information.



<b>Preference Type</b>	<b>Advanced Preference ?</b>	<b>Business Purpose</b>	<b>Overrides</b>	<b>When Applied and Where to View</b>
Price Adjustments Schedule	Yes	Use multiple pricing schedules per customer by item or item group.	Default schedule from the Customer Master by Line of Business table (F03012).	Applied during order entry to the F4211 table. View in the Pricing Unit of Measure field that follows the Unit Price field on an order detail line.
Pricing Unit of Measure	Yes	Set the unit of measure used to price an item. This information determines the correct price when invoices are printed.	Pricing unit of measure from the Item Master table (F4101).	Applied during order entry to the F4211 table. View in the Pricing Unit of Measure field that follows the Description field on an order detail line.
Pricing Unit of Measure (branch)	Yes	Set the pricing unit of measure and price extension calculation method by branch.		Applied during order entry to the F4211 table. View in the Pricing Unit of Measure field that follows the Description field on the order detail line.
Product Allocation	Yes	Restrict the amount of product that a customer can purchase. Use this preference if demand exceeds supply. You can also use it if a product is produced only for a specific customer or group of customers, and you must ensure that it is not distributed to others.	None	Applied during order entry to the F4211 table. You receive a warning message if you enter a quantity on the order detail line that exceeds the allocation limit for a customer. The order is placed on hold if you do not reduce the quantity to the amount of the remaining allocation. You can bypass the message and accept the excess amount, or accept the balance and cancel the excess.
Product Allocation (branch)	No	By branch, restrict the maximum quantity a customer can purchase, specify the total available product available and the percentage available for a specific customer or customer group.		Applied during order entry to the F4211 table.

<b>Preference Type</b>	<b>Advanced Preference ?</b>	<b>Business Purpose</b>	<b>Overrides</b>	<b>When Applied and Where to View</b>
Quality Management	No	Specify quality tests and specifications, tolerance values, preferred values, sample requirements, and results for a specific customer or a group of customers. This preference is branch specific.		Applied during shipment confirmation to the Test Results file (F3711).
Revenue Business Unit	Yes	Assign the business unit (Accounting Branch/Plant) based on customer, product, or combinations. You might use this preference for a distributed warehouse operation, where revenue is recognized centrally.	Default business unit that comes from the order header Business Unit field.	Applied during order entry to the F4211 table. View the Revenue Business Unit field on the Order Detail Information form and display all columns.
Revenue Business Unit (branch)	Yes	Assign the revenue branch, line of business, and salesperson to a branch/plant.		Applied during order entry to the F4211 table.
Sales Commission	Yes	Set up sales people and commission rates based on a customer/item combination. You can also vary the information by branch/plant and line of business.	Default commission code/rate data in the Customer Billing Instructions (page 2) form.	Applied during order entry to the F4211 table. View the sales commission data for an order detail line on the Order Detail Information form.
Sales Prices Based on Date	No	Define which date to use for pricing. For example, you might use the request date, ship date, transaction date, and so forth.		Applied during order entry to the F4211 table.
User Defined Price Code	Yes	Define codes to use for unique pricing needs. For example, you might define a price code to identify order lines that must be repriced when commodity prices are published for a specific period.	None	Applied during order entry to the F4211 table. View the price codes in the Price Codes fields in the grid area of an order detail line.

## 18.4 Understanding Custom Preference Types

Preference definition fields, also referred to as driver or value fields, are the fields that the system uses to resolve the preferences. Each preference has one or more definition fields unique to its requirements. These fields are found in the detail portion of each preference's revision form. Definition fields are required, although in some cases a

value can be a blank. Typically, the system uses the values you input in these fields to override or add information on a sales order.

### 18.4.1 Carrier Preference

You can use the Carrier preference to select or exclude a specific carrier for a:

- Customer
- Customer group
- Item
- Item group

You can also use it to select a carrier from a list of preferred carriers. You can use Carrier preference to exclude one or more carriers in a list. For example, if a customer always prefers to use a specific carrier for shipments of fragile items, set it up as a Carrier preference.

The system uses the Carrier preference to evaluate routes. A route with an excluded carrier is not selected during automatic route selection. The system displays a warning message in routing options if you select an excluded route for a shipment.

When you enter transportation information for an inbound shipment, such as a purchase order or customer return, you can set up the Carrier preference based on the customer, item, and receiving warehouse. For purchase orders, the system uses the supplier and item and warehouse combination as default information on the purchase order.

The Carrier preference is available as an advanced preference.

### 18.4.2 Customer Currency Preference

Use the Customer Currency preference to assign a currency code to a customer number or to a customer group. Unlike other preferences, this preference does not include the item or item group, because the currency code must be the same for all items on an order.

This preference overrides the default currency code from the Customer Master by Line of Business table (F03012) in the order header record. However, you must still include the customer currency in the F03012 table. This is because accounts receivable processing does not check preferences. Instead, it uses currency from each order detail line.

The header currency code applies to all detail lines in the order. Therefore, when you rely solely on the Customer Currency preference to set the order's currency code, you can have only one currency code per order.

The Customer Currency preference can be defined for a specific selling branch/plant or for all branch/plants. For example, if the company sells jet fuel to international airlines, the order might be in the euro from a depot in France and British pounds from a depot in the United Kingdom.

### 18.4.3 Customer Freight Preference

The Customer Freight preference works within the system by:

- Adding billable charges to an order.
- Selecting a routing entry.

- Specifying the freight terms for a shipment.

For example, if multiple freight charges exist on an order, you can use this preference to determine if all freight charges should be added on one summarized line or if the individual charges should be appear on separate lines.

The Customer Freight preference also determines the factors that influence automatic route selection. The system evaluates cost, performance, and delivery time, based on the customer freight preference.

#### 18.4.4 Delivery Date Preference

You can use the Delivery Date preference to have the system calculate the delivery date based on the number of days that the items are in transit to the customer.

A sales order has several dates that the system uses to determine a delivery date:

Date	Description
Order date	The date that you enter the order into the system, or the date to appear on the order.
Requested date	The date the customer requests to receive the order. You can enter a single date for the entire order or several dates for individual detail lines.
Pick date	The date that warehouse personnel picks the items from inventory.
Ship date	The date that you promise to ship the order. You can enter dates for individual detail lines.
Delivery date	The date that you tell the customer that the order is due to arrive.

The system calculates the ship and delivery dates under these circumstances:

- Preferences are activated.
- One or more of the Branch/Plant, Route Code, Mode of Transport, Priority Code, and Carrier Number fields match the key fields of the preference.

Except for the Mode of Transport field, the fields display in the order detail from the Customer Master by Line of Business table (F03012). If they are blank, no match is necessary for the system to calculate dates.

When you set up this preference, you must define:

- The minimum number of days between order entry and scheduled pick date.
- The number of days that goods are in transit between ship and delivery.

##### 18.4.4.1 Example: Applying Dates for Products with the Delivery Date Preference

These examples are based on the four order preparation days and five lead time transit days that are specified in the delivery date and order preparation days preferences:

Action	Result
Order taker manually enters a ship date.	<p>The program enters the promised date in advance:</p> <ul style="list-style-type: none"> <li>■ Sales order entered: Friday, November 6.</li> <li>■ Pick Date calculated: Sunday, November 8.</li> <li>■ Ship Date entered: Thursday, November 12.</li> <li>■ Promised Date calculated: Tuesday, November 17.</li> </ul> <p>The system calculates the promised date by adding the lead time transit days to the ship date. The system calculates the pick date by subtracting four days from the ship date.</p>
Order taker manually enters a promised date.	<p>The program back schedules the ship date. The system subtracts the lead time transit days from the promised date to calculate the ship date:</p> <ul style="list-style-type: none"> <li>■ Sales order entered: Friday, November 6.</li> <li>■ Promised Date entered: Monday, November 23.</li> <li>■ Ship Date calculated: Wednesday, November 18.</li> <li>■ Pick Date calculated: Saturday, November 14.</li> </ul> <p>The system calculates the pick date by subtracting four days from the ship date. A warning appears if the pick date is before the order entry date.</p>
Order taker does not enter promised date and ship date.	<p>The program calculates the promised date by adding the order preparation days to determine the pick date and adding the lead time transit days to the pick date:</p> <ul style="list-style-type: none"> <li>■ Sales order entered: Tuesday, November 13.</li> <li>■ Pick Date entered: Tuesday, November 13.</li> <li>■ Ship Date calculated: Saturday, November 7.</li> <li>■ Promised Date calculated: Thursday, November 12.</li> </ul>
System calculates a ship date that is before the sales order entry date.	<p>If the ship and pick dates are before the order date, the system displays a soft error indicating the pick date is less than the order date. The order can still be processed.</p>

Verify that the priority code information for the customer is set up in the F03012 table.

### 18.4.5 Document Set Preference

Use the Document Set preference to identify the set of delivery documents for a particular customer and item combination. The Document Set name is linked to the Document Set Profile Revisions form where the individual document sets are assigned.

If you are using delivery documents, you must define at least one Document Set preference. How you define the preference depends on types of products, such as bulk products or lubricants, or whether the customer is foreign or domestic. You can also vary the preference by branch/plant.

The system applies Document Set preferences when documents print during these stages:

- Shipment Confirmation
- Bulk/Packaged Load Confirm
- Preprint Delivery Documents

After each stage, you can view or change the document set information on the Document Selection form.

#### 18.4.5.1 Example: Document Set Preference

Generally, companies create separate Document Set preferences for bulk and packaged products. This example summarizes an efficient method to set up two Document Set preferences so that the appropriate document sets are shipped with each product:

1. Create an item group.
2. Assign a Document Set preference to the item group.
3. Set up another Document Set preference for all items and all customers by leaving the Customer, Customer Group, Item, and Item Group fields blank.
4. Set up the preference hierarchy for the Document Set preference so that:
  - Item Group/All Addresses is first in the hierarchy.
  - All Items/All Addresses is second in the hierarchy.

When the system processes the Document Set preference during Bulk/Packaged Load Confirm, the preference hierarchy causes the system to first search for an Item Group preference. If the item in the sales order line is a bulk item and you have assigned it to the item group, the system uses the document set for bulk products. Otherwise, the system uses the standard preference default values and issues the document set for all items and all customers. In this case, the system uses the document set for packaged products because you have not assigned packaged products to the bulk product item group.

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**Note:** When you set up a Document Set preference, verify that it does not conflict with an Invoice Cycle preference for the customer and item combination. Cycle billing (deferred invoicing) and delivery document invoicing are mutually exclusive.

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To generate the invoice with the delivery documents, select a document set that includes a primary invoice.

To generate the invoice on a cyclical basis such as weekly or monthly, run the Cycle Billing program (R49700).

#### 18.4.6 End Use Preference

Use the End Use preference as system criteria for applying price adjustments. You can also use this preference to set up a paid or free status for stock that is commingled for duty.

End use refers to the customer's end use of the product. For example, you might be required to charge different prices for the same item depending on its end use. A product specific to aviation might have a special duty applied in which the amount of duty might depend on end use (in this case, different duty amounts that are based on different airports).

End Use and Duty Status are key fields. You can create different End Use preferences to assign values for various customer and item combinations. You can then assign the applicable End Use and Duty Status field values for each customer and item combination to suit the company's business needs.

### 18.4.7 Extended Terms Deal Preference

The Extended Terms Deal preference works with basket pricing to offer extended payment terms to customers who purchase designated items or combinations of items.

The basket level payment terms preference is resolved when a basket level adjustment is applied. The system finds a payment terms preference and overrides the payment terms currently in the order entry detail. Even after the preference has been resolved, you can manually override the payment terms.

### 18.4.8 Freight Preference

Use the Freight preference to link the sales order detail line to a freight table. The system uses freight tables to determine freight charges based on distance, zone, or fixed fee. The system also uses freight tables to determine whether the freight is billable, payable, or both. Use the Freight preference to specify a freight table for a customer/customer group and item/dispatch group.

The Freight preference differs from other preferences in that it does not have an Item Group selection. Instead, it uses the same dispatch groups that the JD Edwards EnterpriseOne Transportation Management system uses to group products for dispatch.

The Freight preference works with freight tables. You define the Freight preferences based on the distance-based, zone-based, or fixed-fee-based freight tables. You can specify one or more freight tables, for example, if you charge a customer a fixed fee and an additional distance-based fee for the same item or dispatch group.

You must also designate whether the freight charge is billable to customers, payable to contractors, or both. Branch/Plant and Mode of Transport are optional search fields.

The system applies the Freight preferences when you run the Freight Update and Report program (R4981) to determine billable and payable freight charges. Normally, this is part of end-of-day processing. However, billable freight charges can also be calculated before printing delivery documents.

### 18.4.9 Grade and Potency Preference

Use the Grade and Potency preference to select inventory for a customer that is based on a specific grade or potency range for an item. You can set up base pricing by an item's grade or potency. You could use this preference if a customer requires a grade/potency range that differs from the standard range that you define for an item through item branch/plant information.

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**Note:** Because bulk products cannot be selected by grade or potency or load confirmed by lot, you should use this preference only for packaged products.

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The Grade and Potency preference works with the Inventory Commitment preference and the commitment method to determine the availability of products. The preference causes the system to ensure that available quantities are within a customer's specified grade/potency parameters.

In addition, the system uses the value that you enter in the Days Expired Before field of the Grade and Potency preference to determine if the expiration date is within the customer's allowable days. This ensures that the availability of product is the quantity of the grades or potencies that the customer enables and within an expiration date.

You can only use the Grade and Potency preference if either the Potency Control or the Grade Control fields are activated for the item. This is done in the Item Branch program (P41026). You typically use this preference only if a customer requires a grade or potency range that differs from the standard ranges that are set up in the Item/Branch Plant Info form.

You cannot specify both grade and potency for the same item. However, when you create the Grade and Potency preference, the system displays both the Grade and Potency fields. This display occurs regardless of the status of the Potency Control and Grade Control fields setting in the P41026 program.

The system does not check the status of the activation settings in Item Branch when you create a Grade and Potency preference. Therefore, you are not prevented from entering values into the From Grade, Thru Grade, From Potency, or Thru Potency fields. You could also enter data in both fields. In either case, the system does not apply preference information that conflicts with activation settings or data entry rules.

#### **18.4.10 Gross Profit Margin Pricing Preference**

You can use the Gross Profit Margin Pricing preference to help determine what the price of an item should be to meet the targeted profit margin, or you can enter a profit margin percentage on an order line and the system calculates a price based on that percentage.

This preference establishes target gross profit margins for items/item groups and customer/customer groups. You can customize the profit margins even further because the preference enables you to define minimum and maximum targets.

The system tests and resolves the profit margin range and displays a soft error when the gross profit margin goes outside of the designated parameters and accepts the order.

#### **18.4.11 Inventory Commitment Preference**

Use the Inventory Commitment preference to:

- Specify that each order line be filled from one or more branch/plants based on customer/customer group or item/item group.
- Specify the branch/plants from where you want products shipped.
- Determine the percentage of the order to be filled from each branch/plant.
- Specify the mode of transport and carrier information in the sales detail line.
- Source (the ability to ship an order from one or many branch/plants) inventory for future orders.

If you use this preference to specify the branch/plants from where you want products shipped, use the Sequence Number and Branch/Plant fields to control the product's ship from location. You can then sequence the preferences to establish a priority order.

You can use this preference to perform inventory sourcing all of the time, regardless of the commitment date of the branch/plant in the order header. If the order is in the future based on branch/plant in the order header, this preference commits the inventory. The system performs commitments for all sourced branch/plants based on



their respective commitment days. You must enter **2** in the Inventory Commitment Preference processing option on the Preference tab in the processing options of the Sales Order Entry program (P4210).

If you use this preference to determine the percentage of the order to be filled from each branch/plant, use preference sequences to establish an order. If you are unable to fill the order from any branch, the system creates a backorder on the branch/plant with the lowest sequence number. Normally, only packaged products, not bulk products, are backordered.

As each branch is checked, the order is shipped from any one branch that can fill the entire order. Depending upon the number in the Percent To Fill field, a portion of the order line can be filled from one or more branch/plants.

The system applies this preference during sales order entry. You can view the specified source branch/plant in the Branch/Plant field in the grid of an order detail line.

#### 18.4.11.1 Percent-To-Fill Value and Related System Actions

If the value in the Percent To Fill field is zero percent, the system performs normal processing. The system performs no checking for the quantity on hand, and regardless of the quantity on hand, it is shipped to fill the order.

If the value in the Percent to Fill field is between **1** and **99** percent, the system requires that any branch must be able to fill the percentage that is specified. If the branch can fulfill the percentage, the quantity available is shipped and the remainder is transferred to the next branch. The system checks each branch to determine if the quantity can be shipped.

If you specify a percent-to-fill value of **100** percent for each of several branch/plants, an order can only be filled from a single branch/plant that has sufficient quantity to fill the order. If no branch/plant has sufficient quantity to fill 100 percent of the order, the order is put on backorder or partially shipped from the first preference branch/plant that it can satisfy.

If the percent to fill value is **100** percent, the system requires that the branch must be able to ship the entire quantity. This prevents shipping from multiple branches, but enables the system to check all branches to determine if the entire quantity can be shipped. If you specify a percent-to-fill value of **100** percent for each of several branch/plants, an order can only be filled from a single branch/plant that has sufficient quantity to fill the order. If no branch/plant has sufficient quantity to fill 100 percent of the order, the order is backordered or partially shipped from the first preference.

This table illustrates an example of an order that is placed for a quantity of 500:

Branch/Plant: quantity available	Percent-to-fill as set up on preference	Minimum order quantity available	Result
Branch/Plant A: 99	50 percent	200	Do not ship from this branch because the available branch/plant quantity is less than the minimum order quantity.
Branch/Plant B: 400	80 percent	400	Ship 400 from this branch.

Branch/Plant: quantity available	Percent-to-fill as set up on preference	Minimum order quantity available	Result
Branch/Plant C: 96	95 percent	95	Ship 96 from this branch because the available branch/plant quantity is at least 95 percent of the order balance of 100.

The system backorders the remaining quantity of 4 to Branch/Plant B.

#### 18.4.11.2 Technical Considerations

The Percent To Fill field provides you with the flexibility to fill an order line from one or more branch/plants. The Inventory Commitment preferences work with the system's normal checking that is done for quantity available, and adds a check on all branches that are defined in the preference.

Consider this for the Inventory Commitment Preference:

Task	Description
Activating the Inventory Commitment preference.	You must activate the Inventory Commitment preference through a separate processing option in the Sales Order Entry program (P4210).
Working with kits and configured items.	The Inventory Commitment preference does not function with kits or configured items.

Before you use this preference, verify that the sales order entry preference options for inventory commitment are blank.

#### 18.4.11.3 Transaction Processing

Transaction processing ensures data integrity for specific programs and tables. If a database error or server failure occurs while the system is committing records to the database, you must roll back all table updates related to the transactions from the database so that the system can maintain data integrity. Transaction processing enables the system to store data in a queue until issuing a commit command, at which time the system moves the data to the corresponding table.

The system creates boundaries for each process that is covered by transaction processing. A transaction boundary includes all data elements that constitute a transaction. When a database error or server failure occurs, the system generates a work flow message indicating that the system has returned to its original state before the failure occurred.

### 18.4.12 Line of Business Preference

Use the Line of Business preference to specify a customer's line of business, such as aviation. Line of Business preferences can be set for customer, customer group, item, and item group combinations.

The business can derive useful data for sales analysis when you define Line of Business preferences. You can write reports to produce reports by line of business. Price adjustments can be based on line of business.

This preference is applied during sales order entry.

### 18.4.13 Mode of Transport Preference

The system uses the Mode of Transport preference to select a specific transportation method based on destination, in addition to preferences at the customer or item level. For example, if a customer prefers that a parcel carrier using second day air always ship all shipments to a specific destination, you would set that up as a Mode of Transport preference.

When you enter transportation information for an inbound transaction, such as a purchase order or customer return, you can set up the Mode of Transport preference based on the customer, item, and receiving warehouse. For purchase orders, the system uses the supplier and item and warehouse combination as default information on the purchase order.

### 18.4.14 Multiple Shipping and Receiving Locations Preference

Use the Multiple Shipping and Receiving Locations preference to define the shipping and receiving locations to which the system assigns products. You also can activate or deactivate the locations that you define. If you activate the locations, the Multiple Shipping and Receiving Locations preference overrides the default location that is specified in the Branch/Plant Constants program (P41001).

For example, when you ship large quantities of products, warehouse personnel pick the products and place them at the appropriate docks so that drivers can load the products into trucks. When you receive products, you might require delivery drivers to deliver products to various locations. By defining all shipping and receiving locations that you might use, you can use the JD Edwards EnterpriseOne Sales Order Management system to help you plan for the shipment and arrival of products.

If you do not agree with the locations to which the system assigns products, you can override the locations using the JD Edwards EnterpriseOne Warehouse Management system or the JD Edwards EnterpriseOne Transportation Management system.

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**Note:** If you want to override the location using the JD Edwards EnterpriseOne Warehouse Management system, you can use the Requests Inquiry program (P4600) or you can use the Confirmation program (P4617).

If you want to override the location using the JD Edwards EnterpriseOne Transportation Management system, you can use the Work with Shipments program (P4915) or the Work With Loads program (P4960).

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**See Also:**

- "Locating Existing Pick Requests" in the JD Edwards EnterpriseOne Applications Warehouse Management Implementation Guide.
- "Confirming Pick Suggestions Interactively" in the JD Edwards EnterpriseOne Applications Warehouse Management Implementation Guide.
- "Working with Loads" in the JD Edwards EnterpriseOne Applications Transportation Management Implementation Guide.
- "Reviewing Shipment Status" in the JD Edwards EnterpriseOne Applications Transportation Management Implementation Guide.

### 18.4.15 Next Order Status Preference

Use the Next Order Status preference to skip or insert processing steps after sales order entry. The processing flow is determined by the order activity rules. The Next Order Status preference overrides the next step in the order activity rules. You should only use this preference to change the steps in the order activity rules when you enter an order.

For example, you might want to send an Electronic Data Interchange (EDI) order acknowledgment for a specific customer and item combination. For another customer, you might want to skip the confirmation steps defined in the order activity rules.

The order activity rules determine which steps you can skip. For example, to skip from Enter Sales Order (Status 520) to another status step, you must select an Other Allowed status code. You may not be able to skip from Enter Sales Order to Cycle Billing (Status 580) because the alternate steps are not set up in the order activity rules.

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**Note:** During preference setup, the system does not prohibit you from entering invalid activity/status codes. However, during sales order processing, the system highlights status code fields on the sales order to indicate that the system is retrieving an invalid activity/status code.

---

Before you use this preference, determine the order activity rules and the steps that can be skipped in the process flow.

### 18.4.16 Options and Equipment Preference

The Options and Equipment preference specifies the options and equipment required for a shipment. This preference is resolved at all possible grid points on the preference hierarchy so that multiple options and equipment requirements are added to a shipment.

In addition, each specific preference can contain a list of possible options or equipment. For example, a shipment of perishable items requires a refrigerated trailer. You set up an option preference for these items on a refrigerated trailer. This option applies to any shipment that contains perishable items. When the system routes the shipment, the system selects only from those carriers, modes of transport, or routing entries that provide refrigerated trailers.

## 18.4.17 Order Preparation Days Preference

You can set up information about the amount of time that it takes to prepare an order for shipping in the Order Preparations Days preference. This helps you to accurately determine the number of days that it takes to deliver the sales orders from the date that the customer places the order.

Order preparation days are the number of days that it takes to pick and pack the items on the sales order, before shipping. The system uses the priority code that you set up for the customer in the F03012 table to determine the amount of preparation time. However, you can override the priority code for a single order during order entry.

When you enter an order, the system uses information in the Order Preparation Days preference and first attempts to obtain dates by back scheduling. Back scheduling involves calculating the pick, ship, and delivery dates for an order, starting with the delivery date and working backward.

If the pick date is before the current date, the system forwards schedules starting with the order date to obtain pick, ship, and delivery dates.

### 18.4.17.1 Example: Applying Dates for Products with the Order Preparation Days Preference

These examples are based on four order preparation days and five lead time transit days specified in the preference:

Action	Result
Order taker manually enters a ship date.	<p>The program enters the promised date in advance:</p> <ul style="list-style-type: none"> <li>■ Sales order entered: Friday, November 6.</li> <li>■ Pick Date calculated: Sunday, November 8.</li> <li>■ Ship Date entered: Thursday, November 12.</li> <li>■ Promised Date calculated: Tuesday, November 17.</li> </ul> <p>The system calculates the promised date by adding the lead time transit days to the load date. The system calculates the pick date by subtracting four days from the ship date.</p>
Order taker manually enters a promised date.	<p>The program back schedules the ship date. The system subtracts the lead time transit days from the promised date to calculate the ship date:</p> <ul style="list-style-type: none"> <li>■ Sales order entered: Friday, November 6.</li> <li>■ Promised Date entered: Monday, November 23.</li> <li>■ Ship Date calculated: Wednesday, November 18.</li> <li>■ Pick Date calculated: Saturday, November 14.</li> </ul> <p>The system calculates a pick date by subtracting four days from the ship date. A warning appears if the pick date is before today.</p>

Action	Result
Order taker leaves Promised Date and Ship Date fields blank.	<p>The program calculates the promised date by adding the order preparation days to determine the pick date and adding the lead time transit days to the pick date:</p> <ul style="list-style-type: none"> <li>■ Sales order entered: Tuesday, November 3.</li> <li>■ Pick Date entered: Tuesday, November 3.</li> <li>■ Ship Date calculated: Saturday, November 7.</li> <li>■ Promised Date calculated: Thursday, November 12.</li> </ul>
System calculates a ship date that is before the sales order entry date.	If the ship and pick dates are before the order date, the system displays a soft error indicating the pick date is less than the order date. The order can still be processed.

### 18.4.18 Payment Terms Preference

Use the Payment Terms preference to identify payment terms and instruments for specific customer and item combinations. The system applies payment terms only at the item detail level. For any items that are not included in this preference, the system applies the payment terms from the customer master information at the order level.

### 18.4.19 Payment Terms (Branch) Preference

Use the Payment Terms (Branch) preference to identify payment terms and instruments for specific customer and item combinations. The system applies payment terms only at the branch level. For any items that are not included in this preference, the system applies the payment terms from the customer master information at the order level.

### 18.4.20 Price Adjustment Schedule Preference

Use the Price Adjustment Schedule preference with the JD Edwards EnterpriseOne Advanced Pricing system. You can use this preference to assign a different price adjustment schedule for items sold to a specific customer. You can also use this preference to create penalty schedules for agreements with business partners.

This preference overrides the default schedule from F03012 table. The system applies this preference during sales order entry.

**See Also:**

- "Setting Up Adjustment Controls" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.

### 18.4.21 Pricing Unit of Measure Preference

Use the Pricing Unit of Measure preference to:

- Override the Pricing Unit of Measure field (in the default sales detail line).

The system completes the sales detail line based on information in the processing options of P4210 or the Item Master program (P4101). You might use this preference when the company has negotiated a price with a customer in a specific unit of measure. You then must set up pricing for the customer and item in that unit of measure and enter a Pricing Unit of Measure preference to ensure that the system automatically adds the pricing unit of measure to the order. The pricing unit of measure can differ from the transaction unit of measure and can vary by branch/plant.

- Calculate the Price at Ambient/Standard.

The system uses this flag at the time of delivery confirmation to re-extend the price using the standard or ambient temperature, depending on which value you want.

---

**Note:** Leaving any of the key fields blank indicates you want to specify all values for that field. For example, a blank in the Business Unit field causes the system to apply the Pricing Unit of Measure preference to all business units.

---

Before you use the preference:

- Set the sales price retrieval unit of measure in system constants.
- Confirm that a base price or advanced pricing record exists for the pricing unit of measure to be entered in this preference.

**See Also:**

- [Setting Up Base and Standard Pricing.](#)
- [Setting Up System Constants.](#)

## 18.4.22 Pricing Unit of Measure (Branch) Preference

Use the Pricing Unit of Measure (Branch) preference to:

- Override the Pricing Unit of Measure field by branch (in the default sales detail line).

The system completes the sales detail line based on information in the processing options of P4210 or the Item Master program (P4101). You might use this preference when the company has negotiated a price with a customer in a specific unit of measure. You then must set up pricing for the customer and item in that unit of measure and enter a Pricing Unit of Measure preference to ensure that the system automatically adds the pricing unit of measure to the order. The pricing unit of measure can differ from the transaction unit of measure and can vary by branch/plant.

- Calculate the Price at Ambient/Standard.

The system uses this flag at the time of delivery confirmation to re-extend the price using the standard or ambient temperature, depending on which value you want.

---

**Note:** Leaving any of the key fields blank indicates you want to specify all values for that field. For example, a blank in the Business Unit field causes the system to apply the Pricing Unit of Measure (Branch) preference to all business units.

---

Before you use this preference:

- Set the sales price retrieval unit of measure in system constants.
- Confirm that a base price or advanced pricing record exists for the pricing unit of measure to be entered in this preference.

**See Also:**

- [Setting Up Base Prices.](#)
- [Setting Up System Constants.](#)

### 18.4.23 Product Allocation Preference

Use the Product Allocation preference to restrict the amount of an item or item group that a customer or customer group can purchase. For example, use this preference if the demand for a product exceeds the supply or if government regulations restrict limits for certain products.

You can set quantity limits to define the quantity that a customer or customer group is allowed to purchase or the quantity of each item or item group that is allowed to be sold. The system checks for allocation limits before it checks availability. Product allocation indicates how product is distributed among customers. Product availability indicates how much of any product is at any branch/plant location.

Product allocations can be set up as either:

- A fixed number of item units.
- A percentage of the available product.

If the order quantity exceeds allocated quantity, a warning message appears when you enter a sales order. At that time, you can put the order on hold or reduce order quantity to the allowable or available quantity.

Each time you place an order for an allocated product, the quantity ordered during the effective date range accumulates toward the allocation limit. The system updates the Quantity Sold field each time you enter an order. This field displays the quantity that was ordered at the time the allocation went into effect. When you change or cancel an order, the system subtracts the quantity from the running total. The system applies the product allocation preference before checking availability.

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**Note:** You should disable the Quantity From and Quantity Thru fields on the Preference Master program (P40070) for the Product Allocation preference. This actuin enables the system to automatically perform unit of measure conversions for this preference.

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#### 18.4.23.1 Technical Considerations

Consider this for Product Allocation preference:

Task	Description	Task	Description
Working with kits and configured items.	The Product Allocation preference does not function for kits and configured items.	Working with kits and configured items.	The Product Allocation preference does not function for kits and configured items.



Task	Description	Task	Description
Quantity sold and balance calculations.	<p>The balance column on the Product Allocation Profile Revisions form updates with the quantity available to purchase if any of these conditions apply:</p> <ul style="list-style-type: none"> <li>■ Use Allocation Method 1.</li> <li>■ Use Allocation Method 2 with the amount remaining in the Quantity Pool.</li> </ul> <p>If you place an order on hold because it exceeds the allocated amount, the system displays the balance as a negative amount for either Allocation Method 1 or 2.</p>	Quantity sold and balance calculations.	<p>The balance column on the Product Allocation Profile Revisions form updates with the quantity available to purchase if one of these conditions apply:</p> <ul style="list-style-type: none"> <li>■ Use Allocation Method 1.</li> <li>■ Use Allocation Method 2 with the amount remaining in the Quantity Pool.</li> </ul> <p>If you place an order on hold because it exceeds the allocated amount, the system displays the balance as a negative amount for either Allocation Method 1 or 2.</p>
Activating product allocation	<p>You can set quantity limits to define the quantity that a customer or customer group is allowed to purchase or the quantity of each item or item group that is allowed to be sold.</p> <p>You must use the Product Allocation Hold code with the Product Allocation Preference.</p>	Activating product allocation	<p>You can set quantity limits to define the quantity that a customer or customer group is allowed to purchase or the quantity of each item or item group that is allowed to be sold.</p> <p>You must use the Product Allocation Hold code with the Product Allocation Preference.</p>

Before you use this preference, you must identify the product allocation hold code in the sales order entry processing options if both of these apply:

- You create Product Allocation preferences.
- You want to place orders on hold if a customer's order exceeds their allocation.

#### 18.4.24 Product Allocation (Branch) Preference

Use the Product Allocation (Branch) preference to restrict the amount of an item or item group that a customer or customer group can purchase by branch. For example, use this preference if the demand for a product exceeds the supply or if government regulations restrict limits for certain products.

You can set quantity limits to define the quantity that a customer or customer group is allowed to purchase or the quantity of each item or item group that is allowed to be sold by branch. The system checks for allocation limits before it checks availability. Product allocation indicates how product is distributed among customers. Product availability indicates how much of any product is at any branch/plant location.

Product allocations can be set up as either:

- A fixed number of item units.
- A percentage of the available product.

If the order quantity exceeds allocated quantity, a warning message appears when you enter a sales order. At that time, you can put the order on hold or reduce order quantity to the allowable or available quantity.

Each time you place an order for an allocated product, the quantity ordered during the effective date range accumulates toward the allocation limit. The system updates the Quantity Sold field each time you enter an order. This field displays the quantity that was ordered at the time the allocation went into effect. When you change or cancel an order, the system subtracts the quantity from the running total. The system applies the product allocation preference before checking availability.

---

**Note:** You should disable the Quantity From and Quantity Thru fields on the Preference Master program (P40070) for the Product Allocation preference. This action enables the system to automatically perform unit of measure conversions for this preference.

---

#### 18.4.24.1 Technical Considerations

Consider this for the Product Allocation preference (Branch):

Task	Description
Working with kits and configured items.	The Product Allocation preference does not function for kits and configured items.
Quantity sold and balance calculations.	<p>The balance column on the Product Allocation Profile Revisions form updates with the quantity available to purchase if one of these conditions apply:</p> <ul style="list-style-type: none"><li>■ Use Allocation Method 1.</li><li>■ Use Allocation Method 2 with the amount remaining in the Quantity Pool.</li></ul> <p>If you place an order on hold because it exceeds the allocated amount, the system displays the balance as a negative amount for either Allocation Method 1 or 2.</p>
Activating product allocation	<p>You can set quantity limits to define the quantity that a customer or customer group is allowed to purchase or the quantity of each item or item group that is allowed to be sold.</p> <p>You must use the Product Allocation Hold code with the Product Allocation preference.</p>

Before you use this preference you must identify the product allocation hold code in the sales order entry processing options if both of these apply:

- You create Product Allocation preferences.
- You want to place orders on hold if a customer's order exceeds their allocation.

### 18.4.25 Quality Management Preference

Use a Quality Management preference to either request or require that a test be run and certain quality standards be met for a particular customer and item combination.

Before you use this preference, set up test specifications, which require the system to run a test or set a quality standard.

**See Also:**

- "Defining Specifications in the JD Edwards EnterpriseOne Applications Quality Management Implementation Guide.

### 18.4.26 Revenue Business Unit Preference

Use the Revenue Business Unit preference to recognize revenue for a business unit that is different from the central business unit. This preference enables you to override the default branch/plant with the branch/plant you enter in this preference. The Revenue Business Unit preference does not apply to interbranch sales.

Additionally, you can use this preference for a salesperson that might be located at the revenue business unit that is associated with the preference.

#### 18.4.26.1 Example: Revenue Business Unit Preference

This example summarizes how to set up the Revenue Business Unit preference to ship items from multiple sites while posting revenue to a single site:

1. Create a southwest customer group for an item.
2. Set up a Revenue Business Unit preference.
3. Set the preference hierarchy for the Revenue Business Unit preference at the intersection of Ship to Customer Group and Item Number.
4. In the Business Unit field on the Revenue Business Unit Profile Revisions form, enter a branch/plant.
5. In the Revenue Business Unit field on the Revenue Business Unit Profile Revisions form, enter a different branch/plant than you entered in the Business Unit field.

Before you use this preference, set the Sales Update program (R42800) processing option to specify the revenue business unit.

### 18.4.27 Revenue Business Unit Preference (Branch)

Use the Revenue Business Unit (Branch) preference to recognize revenue for a business unit that is different from the central business unit by branch. This preference enables you to override the default branch/plant with the branch/plant you enter in this preference. The Revenue Business Unit (Branch) preference does not apply to interbranch sales.

Additionally, you can use this preference for a salesperson that might be located at the revenue business unit that is associated with the preference.

#### 18.4.27.1 Example: Revenue Business Unit (Branch) Preference

This example summarizes how to set up the Revenue Business Unit (Branch) preference to ship items from multiple sites while posting revenue to a single site:

1. Create a southwest customer group for an item.
2. Set up a Revenue Business Unit (Branch) preference.

3. Set the preference hierarchy for the Revenue Business Unit (Branch) preference at the intersection of Ship to Customer Group and Item Number.
4. In the Business Unit field on the Revenue Business Unit Profile Revisions form, enter a branch/plant.
5. In the Revenue Business Unit field on the Revenue Business Unit Profile Revisions form, enter a different branch/plant than you entered in the Business Unit field.

Before you use this preference, set the Sales Update program (R42800) processing option to specify the revenue business unit.

### 18.4.28 Sales Commission Preference

Use the Sales Commission preference to set up sales personnel and commission rates based on customer and item combinations. You can assign multiple sales representatives or sales groups when you are setting up commission rates. Line of Business and Branch/Plant are additional search fields for this preference. You can assign different commission preferences for various customer and item combinations based on the line of business and branch/plant values.

The system normally provides default values from the Customer Master table for the sales commission fields in the sales order header. If the billing instructions Rate fields are blank for the commission royalty information, the system can provide default values for the commission rate. Normally, the system provides default values for each line on the sales order. The preference overrides the header information at the line level.

Before you use this preference, you must set up all sales people in the address book and on the Commission/Royalty Information form before you can enter them on a preference.

**See Also:**

- [Setting Up Commission Information.](#)

### 18.4.29 Sales Price Based on Date Preference

Use the Sales Price Based on Date preference to guarantee a price for a certain time frame. For example, if you must offer the May price for an item appearing on sales orders placed in June, you can set up this preference.

The system uses the Sales Price Based on Date preference to evaluate whether the preference is being used or if an effective date has been established for the price, and then applies the price associated with the date to the sales order.

The Sales Price Based on Date preference overrides all adjustments for the time frame that the Sales Based on Date is effective.

### 18.4.30 User Defined Price Code Preference

Use the User Defined Price Code preferences to define codes for the company's unique pricing needs. Price codes are added to the sales order detail line during order entry.

Price codes can be used in JD Edwards EnterpriseOne Advanced Pricing programs to define price adjustments. They can also be used for reporting requirements. For example, you might use a price code for temporary pricing. You define a price code to identify order lines that must be repriced when commodity prices are published for a specific period.

When the price is known, you can run the Sales Order Batch Price/Cost Update program (R42950). You should only select those lines with the price code that equal the specified value.

**See Also:**

- [Updating Prices.](#)
- [Setting Up Base Prices.](#)

## 18.5 Setting Up Preference Master Information

This section provides an overview of preference master setup and discusses how to set up preference master information.

### 18.5.1 Understanding Preference Master Setup

The system displays all preferences in logical groups on the Work With Preference Profiles form. You use the Preference Master Revision form to specify where a preference appears on this form and whether effective dates and quantities are a part of the preference.

If you activate quantities for a preference in the master preference information, no unit of measure conversions take place. Therefore, the system searches only for a preference with the same unit of measure as the unit of measure entered on the order.

For example, if you set up a preference with the unit of measure as liters (LT) and enter a sales order in gallons, the system does not select the preference because it does not convert the gallons to liters when searching preference records.

If you need the effective quantity fields active for a particular preference, you must create separate preferences for each unit of measure that can be used as the sales order transaction unit of measure.

### 18.5.2 Form Used to Set Up Preference Master Information

Form Name	Form ID	Navigation	Usage
Preference Master Revision	W40070D	Sales Order Advanced & Technical Ops (G4231), Preference Master  Click Add on the Work With Preference Master form.	Set up preference master information.

### 18.5.3 Setting Up Preference Master Information

Access the Preference Master Revision form.

**Preference Type**

Specify a value from user-defined code (UDC) 40/PR that identifies a preference type.

**Preference Classification**

Specify a classification or title that the system uses to group preference on the Preference Profile.

**Enable Effective Dates**

Specify whether the system displays fields for effective date ranges for a preference. You might want the system to display effective date ranges if you enter effective dates and effective quantities for a preferences.

**Enable Effective Quantity**

Specify whether the system displays fields for effective quantity ranges for a preference. Effective quantity fields are optional fields that you can disable before setting up any preference records, but not after you have created preference records.

If you assign effective quantity, you must assign effective dates.

## 18.6 Arranging the Preference Hierarchy

This section provides an overview of arranging the preference hierarchy and discusses how to arrange the preference hierarchy.

### 18.6.1 Understanding Arranging the Preference Hierarchy

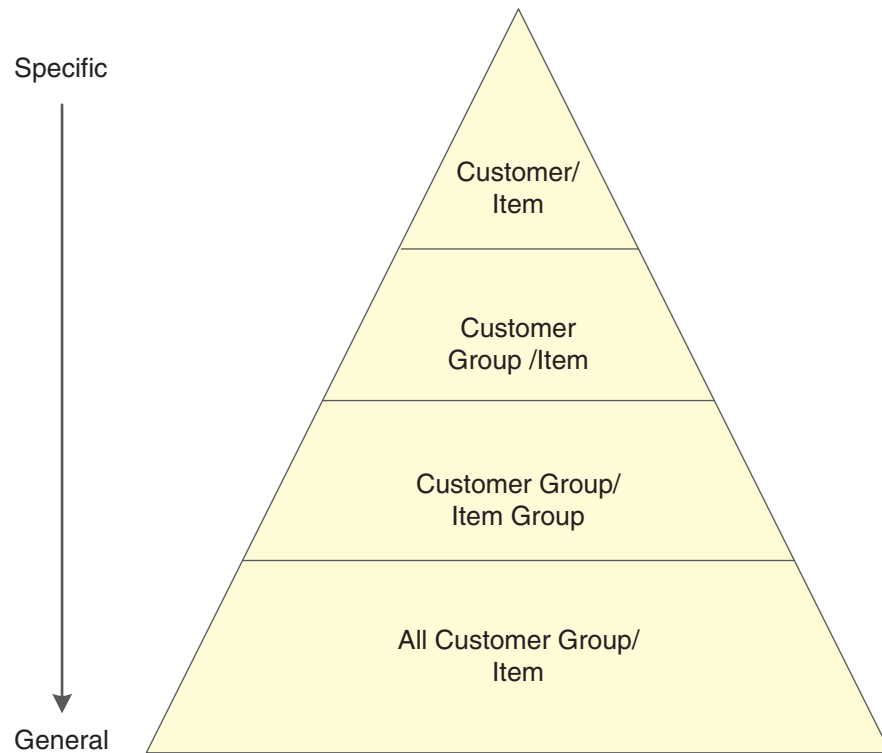
For each preference type, you must define a hierarchy to indicate the order in which you want the system to apply preferences to sales order.

The Preference Hierarchy Revisions form contains rows that identify customers and customer groups and columns that identify items or item groups. You use the intersections of the rows and columns to enter the hierarchy sequence.

The hierarchy tells the system in which order to search. The hierarchy must start with the number 1 and proceed in numeric order; you cannot skip numbers.

When the system searches for preference information, it uses the hierarchy to determine the order in which to search preference information. The system begins with the intersection in which you entered 1 and searches for records that are defined for that customer and item combination. If no preference for that intersection is found, the system identifies the intersection in which you entered 2, and so forth.

This diagram illustrates the way the system searches for preference information:

**Figure 18–2 Preference Hierarchy**


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**Note:** When you define hierarchies, you should start with the most general groups (that is, begin with item only and customer only), and then define the more specific groups. Be aware that the system does not allow certain combinations for some preferences, for example, Print Messages.

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### 18.6.2 Form Used to Arrange the Preference Hierarchy

Form Name	Form ID	Navigation	Usage
Preference Hierarchy Revisions	W40073D	Sales Order Advanced & Technical Ops (G4231), Preference Master  Select a preference and then select Hierarchy from the Row menu on the Work With Preference Master form.	Arrange the preference hierarchy.

### 18.6.3 Arranging the Preference Hierarchy

Access the Preference Hierarchy Revisions form.

## 18.7 Setting Up Basic Preference Information

This section provides an overview of setting up basic preferences and lists the forms to enter basic preference information.

### 18.7.1 Understanding Setting Up Basic Preferences

After you set up the preference master and hierarchy information, you can enter the basic preference information. When setting up basic preferences, you enter information for each preference in the header portion of the Work With Preference Master form. You enter information that is unique to each preference in the detail area.

When entering basic preference information, you can also specify a sequence number that the system uses to search for preference records.

### 18.7.2 Forms Used to Enter Basic Preference Information

Form Name	Form ID	Navigation	Usage
Carrier Profile Revisions	W40333B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select a Carrier and then click Select on the Work With Preference Master form. Click Add on the Work With Carrier Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change carrier profile preference information.
Customer Currency Profile Revisions	W40345D	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select the Customer Currency and then click Select on the Work With Preference Master form. Click Add on the Work With Customer Currency form. Add the appropriate information and click OK on the Customer Currency Profile Revisions form.</p>	Add and change customer currency profile preference information.



Form Name	Form ID	Navigation	Usage
Customer Freight Revisions	W40332B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Customer Freight and then click Select on the Work With Preference Master form. Click Add on the Work With Customer Freight Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change customer freight preference information.
Delivery Date Profile Revisions	W40309A	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Delivery Date and then click Select on the Work With Preference Master form. Click Add on the Work With Delivery Date Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change delivery date preference information.
Document Distribution Profile Revisions	W40329A	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Document Distribution and then click Select on the Work With Preference Master form. Click Add on the Work With Document Distribution Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change document distribution preference information.

Form Name	Form ID	Navigation	Usage
Document Set Profile Revisions	W40330A	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Document Set and then click Select on the Work With Preference Master form. Click Add on the Work With Document Set Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change the document set preference information.
End Use Profile Revisions	W40304D	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select End Use and then click Select on the Work With Preference Master form. Click Add on the Work With End Use Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change end use preference information.
Grade & Potency Profile Revisions	W40308B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Grade and Potency and then click Select on the Work With Preference Master form. Click Add on the Work With Grade &amp; Potency Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change grade and potency preference information.

Form Name	Form ID	Navigation	Usage
Inventory Commitment Profile Revisions	W40306B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Inventory Commitment and then click Select on the Work With Preference Master form. Click Add on the Work With Inventory Commitment Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change inventory commitment preference information.
Line of Business Preference Profiles	W40310B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Line of Business and then click Select on the Work With Preference Master form. Click Add on the Work With Line of Business Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change line of business preference information.
Mode of Transport Profile Revisions	W40334B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Mode of Transport and then click Select on the Work With Preference Master form. Click Add on the Work With Mode of Transport Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change mode of transport preference information.

Form Name	Form ID	Navigation	Usage
Receiving Locations Profile Revisions Shipping Locations Profile Revisions	W40320B	Sales Order Advanced & Technical Ops (G4231), Preference Master  Select Receiving Locations or Shipping Locations and then click Select on the Work With Preference Master form. Click Add on the Work With Locations Preference Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.	Add and change receiving and shipping locations preference information.
Next Order Status Profile Revisions	W40341B	Sales Order Advanced & Technical Ops (G4231), Preference Master  Select Next Order Status and then click Select on the Work With Preference Master form. Click Add on the Work With Next Order Status form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.	Add and change next order status preference information.
Options and Equipment Profile Revisions	W40331A	Sales Order Advanced & Technical Ops (G4231), Preference Master  Select Options and Equipment and then click Select on the Work With Preference Master form. Click Add on the Work With Options and Equipment Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.	Add and change options and equipment preference information.

Form Name	Form ID	Navigation	Usage
Order Preparation Days Revisions	W40316B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Order Preparation Days and then click Select on the Work With Preference Master form. Click Add on the Work With Order Preparation Days form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change order preparation days preference information.
Payment Term Profile Revisions	W40301C	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Payment Terms and then click Select on the Work With Preference Master form. Click Add on the Work With Payment Term Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change payment term preference information.
Payment Term Profile Revisions	W40338B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Payment Terms (Branch) and then click Select on the Work With Preference Master form. Click Add on the Work With Payment Term Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change branch payment term preference information.

Form Name	Form ID	Navigation	Usage
Price Adjustment Schedule Profile Revisions	W40314B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Price Adjustment Schedule and then click Select on the Work With Preference Master form. Click Add on the Work With Price Adjustment Schedule form.</p>	Add and change the price adjustment schedule preference information.
Pricing Unit of Measure Revisions	W40302C	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Pricing Unit of Measure and then click Select on the Work With Preference Master form. Click Add on the Work With Pricing UoM Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change pricing unit of measure preference information.
Pricing Unit of Measure Revisions	W40347B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Pricing UOM (Branch) and then click Select on the Work With Preference Master form. Click Add on the Work With Pricing UoM Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change branch pricing unit of measure preference information.

Form Name	Form ID	Navigation	Usage
Product Allocation Profile Revisions	W40307A	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Product Allocations and then click Select on the Work With Preference Master form. Click Add on the Work With Product Allocations Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change product allocation preference information.
Product Allocation (Branch) Profile Revisions	W40339A	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Product Allocation (Branch) and then click Select on the Work With Preference Master form. Click Add on the Work With Product Allocations Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change branch product allocation preference information.
Quality Management Profile Revisions	W40318B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Quality Management and then click Select on the Work With Preference Master form. Click Add on the Work With Quality Management Profile form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change the quality management preference information.

Form Name	Form ID	Navigation	Usage
Revenue Business Unit Profile Revisions	W40303C	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Revenue Business Unit and then click Select on the Work With Preference Master form. Click Add on the Work With Revenue Business Units form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change the revenue business unit preference information.
Revenue Business Unit Profile Revisions	W40349B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Revenue Business Unit (Branch) and then click Select on the Work With Preference Master form. Click Add on the Work With Revenue Business Units form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change the revenue business unit by branch preference information.
Sales Commission Profile Revisions	W40344B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Sales Commission and then click Select on the Work With Preference Master form. Click Add on the Work With Sales Commission form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change the sales commission preference information.



Form Name	Form ID	Navigation	Usage
Price Code 1 Profile Revisions	W40311B	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select User Defined Price Code 1 and then click Select on the Work With Preference Master form. Click Add on the Work With Price Code 1 Profiles form. Select the appropriate combination and click Select on the Preference Hierarchy Selection form.</p>	Add and change the price code preference information.

## 18.8 Setting Up Advanced Preferences

This section provides an overview of setting up advanced preferences and discusses how to:

- Set up preference definitions.
- Set up preference schedules.
- Set up preference details.
- Set up preference detail values.

### 18.8.1 Understanding Setting Up Advanced Preferences

Preferences are user-defined specifications for how the system processes an order. The system utilizes both basic and advanced preferences. Advanced preferences are set up using the same functionality as the JD Edwards EnterpriseOne Advanced Pricing system uses. For example, the groups an item and customer groups are processed based on category code definitions, as in JD Edwards EnterpriseOne Advanced Pricing.

JD Edwards EnterpriseOne Advanced Pricing uses complex customer and item groups to manage pricing schedules. When you use advanced preferences, you also use complex customer groups and complex item groups to specify how the system processes the order. Advanced preference are set up with schedules that specify how the system processes the preferences.

Advanced preferences consist of one or more preference names, or types, a preference schedule, and the preference detail.

When you set up an advanced preference, you identify specific, key fields for the preference to override when processing a specific order. You specify the key fields and the return value fields.

#### 18.8.1.1 Advanced Preference Types

A preference type, or name, is the profile created for a specific override to default order processing. The preference type usually agrees with the purpose of the preference.

When you set up a preference type, you assign a preference hierarchy. The preference hierarchy allows a preference to be set up for a specific item, item group, customer, customer group, or a combination of these.

In advanced preference, multiple basic preferences have been rolled up into a single advanced preference. An example of a rolled-up advanced preference is the Order Detail Defaults preference. The Order Detail Defaults preference contains several basic preferences, including Payment Terms, Pricing Unit of Measure, Revenue Business Unit, and End Use. Combining basic preferences into an advanced preference simplifies set up time, and improves system processing time.

#### **18.8.1.2 Advanced Preference Schedules**

A preference schedule contains one or more preference types and manages the way that the system processes preferences. In the schedule, you specify the sequence in which the system processes preferences. You can also specify effective dates for a schedule.

You must define the preference types and complete the preference details for each schedule.

#### **18.8.1.3 Advanced Preference Details**

You define advanced preference details when you add preference types to preference schedules. More specifically, details are key fields and return value fields. Key fields are dependent on the preference hierarchy as defined in the preference types. Return value fields are user-defined specifications for processing.

Advanced preference details may include groups, item and customers numbers, quantity level breaks and units of measure. The system uses the details you define to resolve the processing specific instructions and need for the business requirements.

#### **18.8.1.4 Advanced Preference Processing**

Advanced preference processing is based on a preference schedule. The preference schedule consists of one or more preference names or types. Each schedule can also contain additional details and value specific to the way you want the system to process orders.

1. The system validates the schedule identified in the system constants. This schedule determines which preferences the system resolves during order processing. If you have set the Sales Order Entry program (P4210) Preference tab processing option, Override Schedule for Advanced Preferences, to override the schedule specified in the system constants, the system uses the schedule specified for that version of the Sales Order Entry program. The system uses the schedule to find the appropriate preference names, or types, to process.
2. The system validates how you have identified the preference using the Price Adjustment Type program (P4071). The system takes into account the preference hierarchy you have set up and the preference type.
3. The system uses the details you have set up for the preference. These details include groups, item and customer number, quantity level breaks, and units of measure. The details the system uses at this point also include the specific key and return value fields that you define when you define the preference type.

This table illustrates the sequence in which the system processes advanced preferences:

Sequence	Preference Information	Program or Fields
1	Preference types specified in the advanced preference schedule.	P4070 – Advanced Preference Schedule Revisions
2	Preference type specifications such as: <ul style="list-style-type: none"> <li>■ Hierarchy</li> <li>■ Quantity level breaks</li> <li>■ Complex groups</li> </ul>	P4071 – Advanced Preferences Name Revisions
3	Preference Details based on: <ul style="list-style-type: none"> <li>■ Preference hierarchy.</li> <li>■ Customer or item group or both as defined in Preference Type.</li> </ul>	P4072 – Advanced Preference Detail Revisions
4	Key fields	Key fields and return value as specified in P4072.

## 18.8.2 Forms Used to Set Up Advanced Preferences

Form Name	Form ID	Navigation	Usage
Preference Definition Revisions	W4071A	Advanced Preferences (G40311), Advanced Preferences Name Revisions  Click Add on the Work with Preference Types form.	Set up preference definitions.
Preference Schedule Revisions	W4070C	Advanced Preferences (G40311), Advanced Preferences Schedule Revisions  Click Add on the Work with Preference Schedules form.	Set up preference schedules.
Preference Detail Revisions	W4072A	Advanced Preferences (G40311), Advanced Preferences Detail Revisions  Search for a Preference Name and click Add on the Work with Preference Detail form.  Select the appropriate combination and click Select on the Preference Hierarchy Selection form.	Set up preference details.
Preference Values Revisions	W4072C	Select a row and select Pref Details from the Row menu.	Set up preference detail values.

## 18.8.3 Setting Up Preference Definitions

Access the Preference Definition Revisions form.

See "Working with Adjustment Definitions" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.

**Preference Name**

Enter a value from UDC 40/TY that identifies an preference adjustment.

**Advanced Preference Type**

Enter a value from UDC 40/AP that specifies how the system processes an advanced preference price adjustment.

## 18.8.4 Setting Up Preference Schedules

Access the Preference Schedule Revisions form.

See "Building Adjustment Schedules" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.

**Preference Schedule**

Enter a value from UDC 40/AS that identifies an advanced preference schedule. A preference schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule.

**Preference Name**

Enter a value from UDC 40/TY that identifies an preference adjustment.

## 18.8.5 Setting Up Preference Details

Access the Preference Detail Revisions form.

See "Setting Up Adjustment Details" in the JD Edwards EnterpriseOne Applications Advanced Pricing Implementation Guide.

**Preference Name**

Enter a value from UDC 40/TY that identifies an preference adjustment.

## 18.8.6 Setting Up Preference Detail Values

Access the Preference Values Revisions form.

**Sequence**

Enter a number that specifies the sequence of information.

**Value Fields**

Enter a value for the advanced preference detail. The system changes the fields based on the value in the Advanced Preference Type field. Each advanced preference uses different key fields to determine how to process information.

## 18.9 Assigning Customers and Items to Groups

This section provides an overview of assigning customers and items to groups, lists a prerequisite, and discusses how to:

- Assign a customer to a preference group.
- Assign an item to a preference group.

## 18.9.1 Understanding Assigning Customers and Items to Groups

Before you use basic preferences, you must perform some setup tasks to customize preference for the specific business requirements. As the business grows and changes, you perform the same tasks to further customize preferences.

To save time while defining basic preferences, you can assign a customer or an item to a group. You can then define preferences once for a group rather than many times for several customer or items. For example, you can group all customers with the same payment terms. Then, when you create a payment terms preference, you can define one preference for the group.

### 18.9.1.1 Assign a Customer to a Preference Group

You can assign a customer to a customer group for any preference. For example, you can identify some customer as seasonal customers and create specific payment terms for them. To do this:

- Set up a SEASON customer group user-defined code.
- Assign all seasonal customers to this group.

Create one Payment Terms preference for the seasonal customer group.

You can assign any new seasonal customers to the seasonal customer group. The system automatically applies the Payment Terms preference to all of the new customer's sales orders.

## 18.9.2 Prerequisite

Verify that the user-defined codes for customer groups and item groups are set up.

## 18.9.3 Forms Used to Assign Customers and Items to a Group

Form Name	Form ID	Navigation	Usage
Customer Group Revisions	W40071D	<p>Sales Order Advanced &amp; Technical Ops (G4231), Preference Master</p> <p>Select Customer Groups from the Form menu on the Work With Preference Master form.</p> <p>Search and select a customer number and click Select on the Work With Customer Group Preferences form.</p>	Assign a customer to a preference group.

Form Name	Form ID	Navigation	Usage
Item Group Preference Revisions	W40072D	Sales Order Advanced & Technical Ops (G4231), Preference Master  Select Item Groups from the Form menu on the Work With Preference Master form.  Search and select a customer number and click Select on the Work With Item Group Preferences form.	Assign an item to a preference group.

#### 18.9.4 Assigning a Customer to a Preference Group

Access the Customer Group Revisions form.

For each advanced preference, you can specify the group to which the customer belongs. Enter the appropriate value from the UDC table for each advanced preference.

#### 18.9.5 Assigning an Item to a Preference Group

Access the Item Group Preference Revisions form.

For each advanced preference, you can specify the group to which an item belongs. Enter the appropriate value from the UDC table for each advanced preference.

### 18.10 Activating Preferences

This section provides overviews of how to activate preferences and how to select preferences, lists prerequisites, and discusses how to:

- Set processing options for the Preferences Selection program (R40400).
- Run the Preferences Selection program.

#### 18.10.1 Understanding How to Activate Preferences

You can activate each preference to use during order processing. With interactive processing, you activate each preference within a Preference Processing version. This version contains a list on which you activate or deactivate each preference for processing by the system.

You can use batch processing of preferences as an alternative to interactive processing during sales order entry. You can run preference batch processing after you have entered orders. Batch processing preferences can speed sales order entry because the system does not have to search for and apply each preference as you enter each order.

You can locate a specific preference to view how the preference has been defined. You can also locate preferences to determine if preferences exist for a customer and item combination before creating a new preference.

---

**Note:** Values that you enter manually on the sales order line item override preference values.

---

## 18.10.2 Understanding How to Select Preferences

You must set the processing options for preference profile processing for all of the version of order entry programs in which you want to apply preferences. You cannot use batch processing for the Inventory Commitment, Product Allocation, or Delivery Date preferences.

You must activate each preference for the system to use during processing. Preference are activated within a version for the Preference Processing Options program (R40400). The prompts contain a list on which you activate or deactivate each preference for processing by the system.

To determine whether a preference is active, refer to the Preference Status field on the preference inquiry or revision forms that are specific to the preference you are reviewing.

Preference values override default values that the system uses from the Item Master table (F4101), Item Branch table (F4102), Customer Master by Line of Business table (F03012), or data dictionary tables. If you do not activate preference in the sales order program or in the preference profile program, the system uses normal default values.

### 18.10.2.1 Locating Preferences

You can locate a specific preference to view how the preference has been defined. You can also locate preferences to determine if preference exist for a customer and item combination before creating a new preference.

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**Note:** If preferences exist for the customer and item combination, you should determine the strategy of their use before creating another preference that might conflict with existing preferences.

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## 18.10.3 Prerequisites

Before you complete the tasks in this section:

- Define a preference schedule in the system constants.
- Ensure that you have activated preference profile processing in the processing options of the Sales Order Entry program (P4210).

## 18.10.4 Setting Processing Options for Preferences Selection (R40400)

Use these processing options to process preferences.

### 18.10.4.1 Process Ctl

These processing options determine the preferences that the system processes.

#### **Payment Terms, Pricing Unit of Measure, Revenue Cost Center, End Use, Product Allocation, and Grade and Potency**

Specify whether the system processes the preference and whether the system writes to the Preference Resolution Ledger table (F40300R). Values are:

Blank: Do not process.

- 1: Process the preference.
- 2: Process the preference and write to the F40300R table.

---

**Note:** The Product Allocation preference does not support the resolution ledger.

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#### 18.10.4.2 Process Ctl 2

These processing options determine the preferences that the system processes.

##### **Delivery Date, Line of Business, Price Code 1, Price Code 2, and Price Code 3**

Specify whether you want the system to process the preference and whether the system writes to the Preference Resolution Ledger table (F40300R). Values are:

Blank: Do not process.

- 1: Process the preference.
- 2: Process the preference and write to the F40300R table.

#### 18.10.4.3 Process Ctl 3

These processing options determine the preferences that the system processes.

##### **Order Preparation Days, Price Adjustment Schedule, Next Order Status, Sales Commission, and Customer Currency**

Specify whether you want the system to process the preference and whether the system writes to the Preference Resolution Ledger table (F40300R). Values are:

Blank: Do not process.

- 1: Process the preference.
- 2: Process the preference and write to the F40300R table.

#### 18.10.4.4 Process Ctl 4

These processing options determine the preferences that the system processes.

##### **Payment Terms (branch specific), Pricing Unit of Measure (branch specific), Revenue Cost Center (branch specific), Product Allocation (branch specific), Receiving Location, and Shipping Location**

Specify whether you want the system to process the preference and whether the system writes to the Preference Resolution Ledger table (F40300R). Values are:

Blank: Do not process.

- 1: Process the preference.
- 2: Process the preference and write to the F40300R table.

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**Note:** The Product Allocation preference does not support the resolution ledger.

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### 18.10.5 Running the Preferences Selection Program

Select Sales Order Advanced & Technical Ops menu (G4231), Preference Selection.



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# Delivered Workflow for JD Edwards EnterpriseOne Sales Order Management

This appendix contains the following topics:

- [Section A.1, "Delivered Workflow for JD Edwards EnterpriseOne Sales Order Management"](#)

**See Also:**

- *JD Edwards EnterpriseOne Tools Workflow Tools Guide.*

## A.1 Delivered Workflow for JD Edwards EnterpriseOne Sales Order Management

This section discusses the JD Edwards EnterpriseOne Sales Order Management workflow.

### A.1.1 JDESOENTRY Workflow Process

This section discusses the JDESOENTRY workflow process.

#### A.1.1.1 Description

**Workflow Description**

When you activate the JDESOENTRY Workflow process and the system puts an order on hold, an action message is sent to the person responsible for the hold code notifying them that the current order is on hold.

**Workflow Trigger**

After you click OK to accept the sales order, the system checks the processing option on the Workflow tab of the Sales Order Entry program (P4210) to determine if workflow is active. The system also checks the processing options for hold codes and compares the order against the order hold information.

**Workflow Action**

The approver for order entry receives a message in the electronic work bench indicating that an order is on hold. The approver then selects the link to the application "Work with held orders" to release this order.

### **A.1.1.2 Workflow Objects**

**System**

42B

**Workflow Object Name**

JDESOENTRY

**Object IDs**

N4201570, B4200310

**Event Description / Function Name**

WorkflowProcessingSOE

**Sequence / Line Number**

10

## **A.1.2 Acknowledgment Workflow**

This section discusses the Acknowledgment workflow.

### **A.1.2.1 Description**

**Workflow Description**

Alerts the user when the system receives an EDI Acknowledgment for an outbound EDI message and whether the outbound message was accepted or rejected.

**Workflow Trigger**

When a record is added, either manually or through flat file conversion, to the Acknowledgment Header table. The system resolves preferences based on the Acknowledgment Code. For example, if the order is accepted or rejected. If the system finds a preference, the system launches the workflow.

**Workflow Action**

The user receives a message indicating that the Acknowledgment was either accepted or rejected. There is detail information, such as Sold To, Ship To, Shipment Number, Invoice Number, that assists the user in determining what outbound message was either accepted or rejected.

### **A.1.2.2 Workflow Objects**

**System**

42B

**Workflow Object Name**

K470600

**Object ID**

N4700600

**Event Description / Function Name**

LaunchAcknowledgmentWorkflow

**Sequence / Line Number**

45

## A.1.3 Sales Order Change Approval

This section discusses the Sales Order Change Approval workflow.

### A.1.3.1 Description

#### Workflow Description

The Approval Process Required for Sales Order Changes processing option on the Audit Log tab of the Sales Order Entry program (P4210) must be set to activate workflow. When a user changes certain fields on a sales order and clicks OK, the system places the order on hold and sends a message to the specified approver. The system enters an **AH** hold code for approval hold. The system releases the order and accepts the change only when the approver accepts the change.

#### Workflow Trigger

When a user attempts to change any of these fields on a sales order: Quantity (Transaction and Secondary), Unit of Measure (Transaction and Secondary), Price (Unit and Extended), Requested Date, Promised Delivery, and Payment Terms.

#### Workflow Action

The approver for changes to the order receives a message in the work center under the queue "SO Change Approval". The approver then selects the message to review the details of the change and a link to the workflow allows the approver to accept or reject the change. The approver can also enter comments regarding the approval or rejection.

### A.1.3.2 Workflow Objects

#### System

42B

#### Workflow Object Name

JDESOCHNG

#### Object IDs

N4202130, B4200310

#### Event Description / Function Name

ApprovalProcessWorkflow

#### Sequence / Line Number

25



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## JD Edwards EnterpriseOne Sales Order Management Reports

This appendix contains the following topics:

- [Section B.1, "JD Edwards EnterpriseOne Sales Order Management Reports"](#)
- [Section B.2, "JD Edwards EnterpriseOne Sales Order Management Reports: A to Z"](#)
- [Section B.3, "JD Edwards EnterpriseOne Sales Order Management: Selected Reports"](#)
- [Section B.4, "R004203 - Prepayment Transaction Report"](#)
- [Section B.5, "Processing Options for Prepayment Transaction Report \(R004203\)"](#)
- [Section B.6, "R42600 - Sales Ledger Report"](#)
- [Section B.7, "Processing Options for Sales Ledger Report \(R42600\)"](#)
- [Section B.8, "R42611 - Sales Analysis Summary"](#)
- [Section B.9, "Processing Options for Sales Analysis Summary \(R42611\)"](#)
- [Section B.10, "R42620 - Open Orders by Customer Reports"](#)
- [Section B.11, "Processing Options for Open Orders by Customer Reports \(R42620\)"](#)
- [Section B.12, "R42632 - Open Orders by Item Reports"](#)
- [Section B.13, "R42640 - Held Orders Reports"](#)

### B.1 JD Edwards EnterpriseOne Sales Order Management Reports

You generate various JD Edwards EnterpriseOne Sales Order Management reports to review order status information about:

- Open orders
- Held orders
- Backorders

You can also access and review several types of sales history information.

### B.2 JD Edwards EnterpriseOne Sales Order Management Reports: A to Z

This table lists the JD Edwards EnterpriseOne Sales Order Management reports sorted in alphanumeric order by report ID.

Report ID and Report Name	Description	Navigation
R004203 Prepayment Transaction Report	Use this report to determine which transactions are at which statuses.	Prepayment Processing (G42131), Prepayment Transaction Report
R42600 Sales Ledger Report	Use this report to analyze sales history.	Sales Order Reports (G42111), Sales Ledger Report
R42611 Sales Analysis Summary	Use this report to review period-to-date and year-to-date sales amounts and sales margin.	Sales Order Reports (G42111), Sales Analysis Summary Reports
R42620 Open Orders by Customer Reports	Use this report to review: <ul style="list-style-type: none"> <li>Orders that have been picked but not shipped.</li> <li>Orders that have been picked but not billed.</li> <li>Open orders that exceed the customer's requested ship date.</li> </ul>	Sales Orders Reports (G42111), Open Orders by Customer Reports
R42632 Print Open Orders by Item Reports	Use this report to review the number of open orders for an item and determine how to fill them using availability information.	Sales Order Reports (G42111), Open Orders by Item Reports
R42640 Held Orders Reports	Use this report to review a list of all sales orders that are on hold for these reasons: <ul style="list-style-type: none"> <li>Credit</li> <li>Profit margin</li> <li>Partial order hold</li> <li>Price review</li> </ul>	Sales Orders Reports (G42111), Held Orders Reports

### B.3 JD Edwards EnterpriseOne Sales Order Management: Selected Reports

This section provides detailed information, including processing options, for individual reports. The reports are listed alphanumeric order by report ID.

#### B.4 R004203 - Prepayment Transaction Report

You can use the Prepayment Transaction Report program (R004203) to determine which transactions are at which statuses. Based on data selection, the report can list prepayments that are authorized but not settled or transactions that are in error.

#### B.5 Processing Options for Prepayment Transaction Report (R004203)

Processing options enable you to specify the default processing for the Prepayment Transaction Report program (R004203).

### B.5.1 Purge

This processing option enables you to specify whether the system purges prepayment transactions.

#### 1. Purge Prepayment Transactions

Specify whether the system should or should not purge prepayment transactions.

Values are:

Blank: Prepayment transactions are not purged.

1: Purge settled prepayment transactions.

## B.6 R42600 - Sales Ledger Report

You generate the Sales Ledger Report program (R42600) to analyze sales history. Depending on the version of the Sales Ledger Report that you select, you can analyze sales history in these ways:

- By order (document) type, such as phone orders, blanket orders, COD orders, and credit orders.
- By line type, such as stock sales, non-stock sales, freight, and miscellaneous charges.
- By order status, such as shipped, backordered, or canceled.
- By customer, salesperson, or order entry person.
- By customer payment terms.
- By price amounts.

In the order activity rules, you can specify the steps in the process where the system records entries to the S.O. Detail Ledger File table (F42199).

Because the F42199 table can contain multiple records for a single order detail line, you must specify either a next or last status code in the data selection for the Sales Ledger Report. If you do not specify a status code, the report can overstate historical sales information.

The most common reasons why information does not print on this report is:

- You did not specify the correct status code in the processing options.
- The order has one or more hold codes.
- The system did not update the Sales Summary History File (F4229) table when you ran the Update Customer Sales program (R42800).

Verify that the processing options for the R42800 program are set to update records in the F4229 table.

See [Updating Customer Sales](#).

## B.7 Processing Options for Sales Ledger Report (R42600)

Processing options enable you to specify the default processing for the Sales Ledger Report program (R42600).

### B.7.1 Dates

These processing options enable you to specify dates for the report.

**From Date**

Enter the beginning date range for the report.

**Thru Date (through date)**

Enter the ending date range for the report.

## B.8 R42611 - Sales Analysis Summary

You generate the Sales Analysis Summary program (R42611) to review period-to-date and year-to-date sales amounts and sales margin. The Sales Analysis Summary program retrieves information from the Sales Summary History File table (F4229).

The most common reasons why information does not print on this report is:

- You did not specify the correct status code in the processing options.
- The order has one or more hold codes.
- The system did not update the F4229 table when you ran the Update Customer Sales program (R42800).

Verify that the processing options for the R42800 program are set to update records in the F4229 table.

See [Updating Customer Sales](#).

## B.9 Processing Options for Sales Analysis Summary (R42611)

Processing options enable you to specify the default processing for the Sales Analysis Summary program (R42611).

### B.9.1 Print

These processing options enable you to specify the requested period for the report.

**Enter requested period start date**

Enter the starting date (in the range of SPC expiration dates) that the system uses to build the workfile for review. Enter this date in MM/DD/YY format.

**Enter requested period end date**

Enter the ending date (in the range of SPC expiration dates) that the system uses to build the workfile for review. Enter this date in MM/DD/YY format.

## B.10 R42620 - Open Orders by Customer Reports

You print the Open Orders by Customer Reports program (R42620) to review:

- Orders that have been picked but not shipped.
- Orders that have been picked but not billed.
- Open orders that exceed the customer's requested ship date.

You can generate different versions of this report to review:

- Open orders and their total amount.
- Open orders beyond a specific date.
- Open orders for a specific document type or line type.



This report includes backordered items if you have set a processing option in sales order entry to create a backorder when inventory is not available. You must release backorders into the order process before generating this report to reflect accurate backorder and open order information.

If you use JD Edwards EnterpriseOne Demand Scheduling Execution from Oracle, the report displays the Scheduled Pick Time (PDTT) in the Date/Time column.

**See Also:**

- [Entering Additional Orders.](#)

## B.11 Processing Options for Open Orders by Customer Reports (R42620)

Processing options enable you to specify the default processing for the Open Orders by Customer Report (R42620).

### B.11.1 CURRENCY PROC

This processing options enables you to specify the currency that the system prints on the report.

**Currency Print Option**

Specify the currency in which to print amounts. Values are:

- 1: Print amounts in foreign currency.
- 2: Print amounts in both foreign and domestic currency.

If you leave this processing option blank, the system prints only domestic currency amounts.

## B.12 R42632 - Open Orders by Item Reports

You generate the Print Open Sales Orders by Item program (R42632) to review the number of open orders for an item and determine how to fill them using availability information.

This report prints the detail line items within each of the sales orders and sorts the information by item number. It prints the on-hand quantities for each item within a warehouse location.

If you use JD Edwards EnterpriseOne Demand Scheduling Execution, the report displays the Scheduled Pick Time (PDTT) in the Date/Time column.

Verify that all necessary backorders have been released for processing.

## B.13 R42640 - Held Orders Reports

Use this report to review a list of all sales orders that are on hold for these reasons:

- Credit
- Profit margin
- Partial order hold
- Price review



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# Glossary

## **Customer Number and Customer**

Enter a number that identifies an entry in JD Edwards EnterpriseOne Foundation - Address Book, such as employee, applicant, participant, customer, supplier, tenant, or location.

You can use this number to locate and enter information about the address book record. If you enter a value other than the address book number (AN8), such as the long address or tax ID, you must precede it with the special character that is defined in JD Edwards EnterpriseOne Foundation - Address Book constants. When the system locates the record, it returns the address book number to the field.

For example, if address book number 4100 (Total Solutions) has a long address TOTAL and an \* distinguishes it from other entries (as defined in JD Edwards EnterpriseOne Foundation - Address Book constants), you could type \*TOTAL into the field, and the system would return 4100.

## **Customer PO (customer purchase order)**

Enter the number of the purchase order to use as a cross-reference or secondary reference number.

## **Cust Price Group, Customer Price Grp, and Customer Group (customer price group)**

Enter a value from UDC 40/PC to identify the pricing group associated with this customer or supplier.

For sales orders, you assign a pricing group to a customer on the Customer Billing Instructions form. Groups typically contain customers with common pricing characteristics, such as retailers, wholesalers, and so forth.

For purchase orders, you assign a pricing group to a supplier on the Supplier Billing Instructions form.

## **Effective Date, Effective From, and Eff Date From (effective date from)**

Enter a date that indicates when the address, item, transaction, or record becomes active. The meaning of this field differs, depending on the program. For example, the effective date can represent any of these dates:

- The date on which a change of address becomes effective.
- The date on which a lease becomes effective.
- The date on which a price becomes effective.
- The date on which the currency exchange rate becomes effective.

- The date on which a tax rate becomes effective.

The default date is the current system date. You can enter future effective dates to plan for upcoming changes.

### **Expiration Date, effective Thru, and Eff Date Thru (effective date through)**

Enter a date that indicates when the address, item, transaction, or record is no longer in effect. The meaning of this field differs, depending on the program. The default date is December 31 of the default year that is defined in the data dictionary for the **Century Change Year** field.

### **Item Number**

Enter a number that identifies the item. The system provides three separate item numbers plus an extensive cross-reference capability to alternative item numbers. The three types of item numbers are:

- **Item Number (short)**  
An 8-digit, computer-assigned item number.
- **2nd Item Number**  
A 25-character, user-defined, alphanumeric item number.
- **3rd Item Number**  
Another 25-character, user-defined, alphanumeric item number.

In addition to these three basic item numbers, the system provides an extensive cross-reference search capability. You can define numerous cross-references to alternative part numbers. For example, you can define substitute item numbers, replacements, promotional items, bar codes, customer numbers, or supplier numbers.

### **Item Price Group, Item Price Grp, and Item Group**

Enter a value from UDC 40/PI to identify an inventory price group for an item.

Inventory price groups have unique pricing structures that direct the system to incorporate discounts or markups on items on sales and purchase orders. The discounts or markups are based on the quantity, dollar amount, or weight of the item ordered. When you assign a price group to an item, the item takes on the same pricing structure defined for the inventory price group.

You must assign an inventory price group to the adjustment definition or the item, for the system to interactively calculate discounts and markups on sales orders and purchase orders based on an item group.

### **Last Status**

Review the value from UDC 40/AT to determine the last step in the processing cycle that has been successfully completed for this order line.

### **Line Type and Ln Ty**

Enter a code to control how the system processes lines on a transaction. This value controls transaction interfaces with the JD Edwards EnterpriseOne General Ledger system from Oracle, JD Edwards EnterpriseOne Job Cost system from Oracle, JD Edwards EnterpriseOne Accounts Payable system from Oracle, JD Edwards EnterpriseOne Accounts Receivable system from Oracle, and JD Edwards EnterpriseOne Inventory Management system from Oracle.

The line type also specifies the conditions under which a line prints on reports, and is included in calculations. Some common codes are:

**S:** Stock item.

**J:** Job cost.

**N:** Non-stock item.

**F:** Freight.

**T:** Text information.

**M:** Miscellaneous charges and credits.

**W:** Work order.

### **Location**

Enter the area in the warehouse where you ship or receive inventory. The format of the location is user-defined and you enter the location format for each branch/plant.

A location format comprises elements and, optionally, a separator character. The total length of all elements in this field, including separators, cannot exceed 20 characters.

### **Lot Number**

Enter a number that identifies the lot or serial number. A lot is a group of items with similar characteristics.

### **Order Company**

Enter a number that, along with order number and order type, uniquely identifies an order document (such as a purchase order, a contract, a sales order, and so on).

If you use the Next Numbers by Company/Fiscal Year facility, the Automatic Next Numbers program (P0010) uses the order company to retrieve the correct next number for that company. If two or more order documents have the same order number and order type, the order company lets you locate the desired document.

If you use the regular Next Numbers facility, the system does not use the order company to assign a next number. In this case, you do not use the order company to locate the document.

### **Order Date**

Review the field to determine the date that the order is entered into the system. This date determines which effective level the system uses for inventory pricing.

### **Payment Instrument**

Enter a value from UDC 00/PY that specifies how payments are made by the customer.

For example, **C** for check or **T** for electronic funds transfer.

### **Payment Terms, Pymt Terms and Default Payment Terms**

Enter a code that specifies the terms of payment, including the percentage of discount available if the invoice is paid by the discount due date. Use a blank code to indicate the most frequently used payment term.

You define each type of payment term on the Payment Terms Revisions form. Examples of payment terms include:

- Blank: Net 15.
- **001:** 1/10 net 30.
- **002:** 2/10 net 30.

- **003:** Due on the 10th day of every month.
- **006:** Due upon receipt.

The payment terms code prints on customer invoices.

### **Quantity Ordered**

Enter the number of units that the customer ordered.

### **Requested Date**

Enter the date that the customer requested for delivery. The requested date is the date that the item should arrive at the customer location.

### **Requested Time**

Enter the time requested for delivery. Enter the time using the 24-hour time format (HHMMSS). For example, enter 6:00 a.m. as **060000**, and enter 7:00 p.m. as **190000**.

### **Revision Number**

Review the field to determine the number of times this order has been modified. You can locate a specific change order number to review the fields that were modified.

The system uses this field only if you activate the audit logging feature in the Sales Order Entry programs (P4210 and P42101) processing options and you do not bypass audit logging in the customer billing instructions for the customer on the sales order.

### **Ship To**

Enter the address number of the location to which you want to ship this order. The address book provides default values for customer address, including street, city, state, zip code, and country.

### **Sold To**

Enter a number that identifies an entry in the JD Edwards EnterpriseOne Address Book system, such as employee, applicant, participant, customer, supplier, tenant, or location. The sold to customer address identifies the customer entity to whom the goods are sold.

### **Tax Area/Code, Tax Area, and Tax Rate/Area**

Enter a code that identifies a tax or geographic area that has common tax rates and tax authorities. The system validates the code you enter against the Tax Areas table (F4008). The system uses the tax rate area with the tax explanation code and tax rules to calculate tax and general ledger distribution amounts when you create an invoice or voucher.

### **UoM and UM (unit of measure)**

Enter a value from UDC 00/UM to specify the measurement used to define the quantity of an inventory item. For example, **CS** (case) or **BX** (box).

### **Unit Price**

Review or enter the list or base price to be charged for one unit of an item. If you do not set up prices in the Item Base Price File table (F4106), you must manually enter the price on the sales order.