

BASIC BILLING TRAINING USING Cloudsuite Distribution SX.e (CSD)

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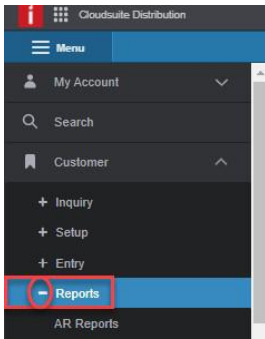
OVERVIEW OF Cloudsuite Distribution SX.e (CSD)

The Cloudsuite Distribution SX.e menu options and functions that are available to you depend on your individual user settings.

Logging into CSD

Accessing Modules and Functions

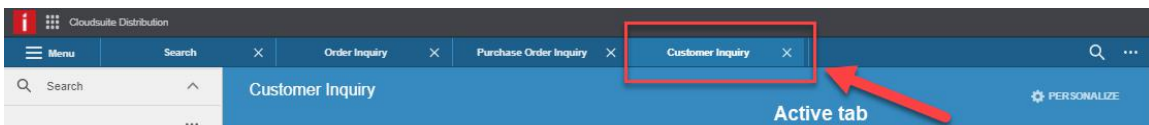
You can use the **Menu**, the **Address** field, and the **Reports** page to access a function. You can access the **Menu** and **Address** field in the Application Menu bar. You can access the **Reports** page in any Reports category in the **Menu**.



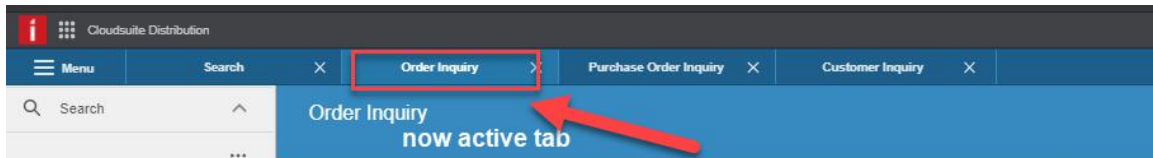
After you access a function, select tabs, or use the toolbar or wizards, to navigate the function.

Menu

The **Menu** contains the modules, categories, and functions that you can access, depending on your operator security. Use the **Menu** to directly access Distribution SX.e functions. Click the **Menu** button to open and close the **Menu**. Alternatively, press **Esc** to close the **Menu**. If you select a category, such as **Inquiry**, within a module, press **Enter** to open and close the category. Click a function within a category to open it. Alternatively, press **Tab** or an **Arrow** key to highlight a function, and then press **Enter**. Open functions are displayed in the Application Menu bar. The active function is highlighted.



To navigate to another open function, click the function in the Application Menu bar or the **Menu**.



Alternatively, click the active tab, press **Tab** or an **Arrow** key to highlight a different tab, and then press **Enter**.

If space is limited in the Application Menu bar, access additional open functions in the **More** tab.

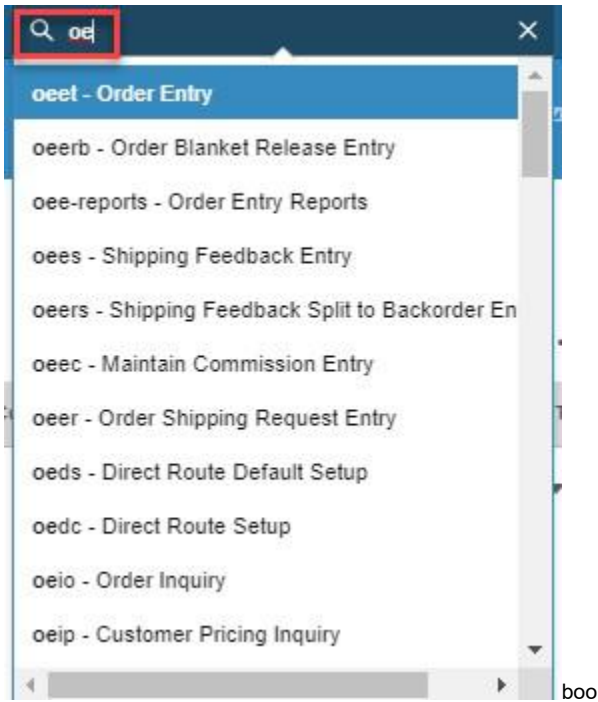
Address field

You can use the **Address** field in the Application Menu bar to access a function directly. Specify the acronym or name of a function, or a portion of these values, and then select the function from the list.

Click a function to select it, or use the down **Arrow** key to highlight the function and then press **Enter**.



The **Address** field uses a type-ahead capability. As you type the acronym, the list is reduced until it matches your acronym. If your search does not yield a match, check your spelling. Otherwise, the acronym might not be supported.



Reports page

If you select a Reports category, such as **AR Reports**, in the **Menu** or **Address** field, the **Reports** page opens. The associated reports are listed by acronym and title in the grid.

Reports (23)

	Function Name	Title
→	arms	AR Ship To Master List Report
→	arpp	AR Period Analysis Report
→	arrcm	AR Credit Card Manager
→	arrmg	AR Group Master Report
→	arrt	AR Trial Balance Report
→	arrct	AR Credit Card Status
→	arrrmb	AR Master Billing List
→	arrrca	AR Credit Card Reprocess Stale Files

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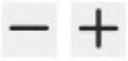






To search for a report, specify the acronym for the report in the **Function Name** field. Alternatively, use the **Search** field above the grid to search for the report. This search is not limited to the report acronym. After you locate the report, click the **Right Arrow** to open the report.

You can use the **Report Type** and **Function Name** fields to search a report in another module.



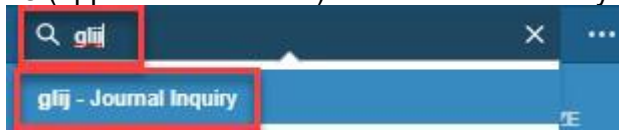
Navigation icons

This table shows the icons that you can use to navigate Cloudsuite Distribution SX.e:

Icon	Description
	Action. Click to access the Personalize options for a control in the Personalize window.
	Close. Click to close a page or window.
	Collapse/Expand. Select to hide or show the details within a section.
	Collapse/Expand. Select to hide or show functions and panes, such as the Infor Ming.le context and utility applications or the Search pane.
	Collapse/Expand. Select to hide or show functions within menu categories. Used in grids to hide or show information contained in a row.
	Left Arrow or Back Arrow. Click to return to the previous page or window.
	Lookup. Select to perform a lookup of the field.
	Menu. Select to expand the detail for the record.
	More. Click to access additional features and functions.
	Right Arrow or Drill Down. Click to open a record, open an inquiry function, or advance to the next page or window.
	Search or Address field. Click to access the field. This icon represents the Address field only in the Menu Application bar.

General Ledger Inquiry (GLIJ)

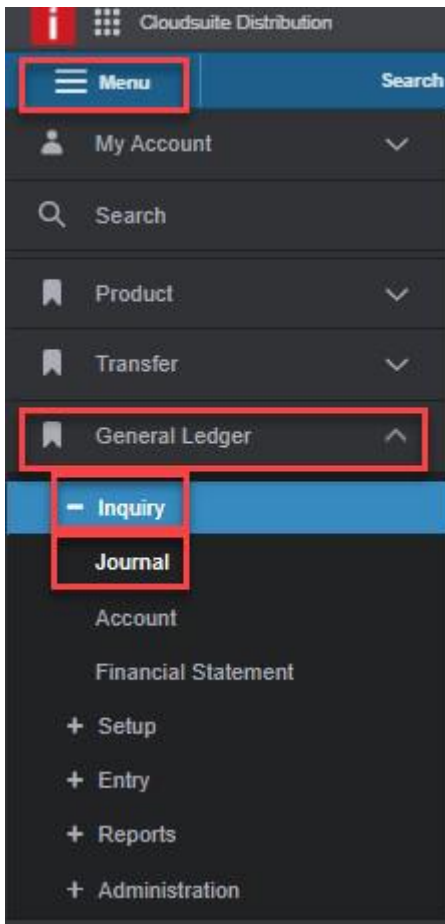
- Type **GLIJ** (upper or lower case) into Search box entry (top right) and press



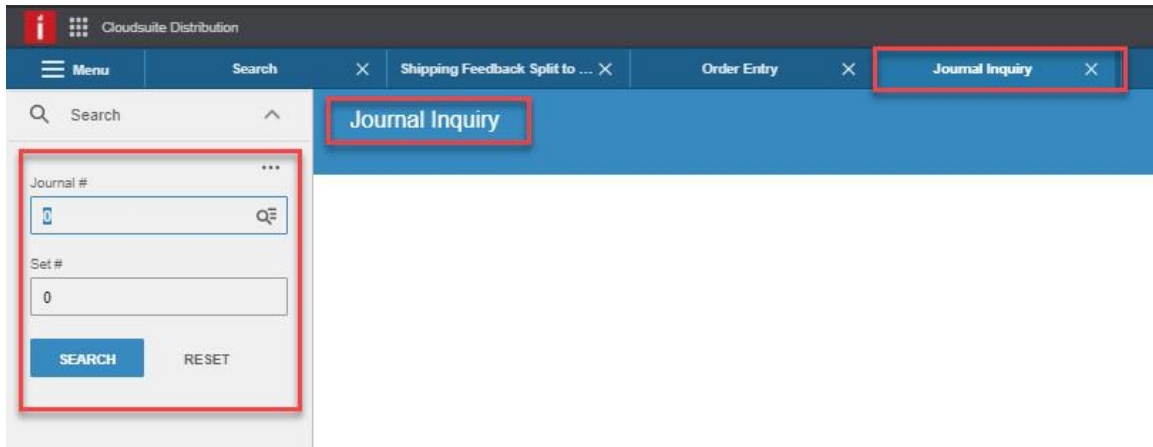
ENTER


--OR--

- Click **Menu**
- Click **General Ledger** drop down arrow
 - Click **+ next to Inquiry**
 - Click **Journal**



The GL Journal Inquiry screen displays.




The Search icon  is displayed next to fields from which SX.e can assist you by providing a listing of associated information. Click the search icon or SEARCH button and the associated Lookup window appears. Each window and the associated search fields that appear depend on the field from which you clicked the button.

From the GL Journal Inquiry screen:

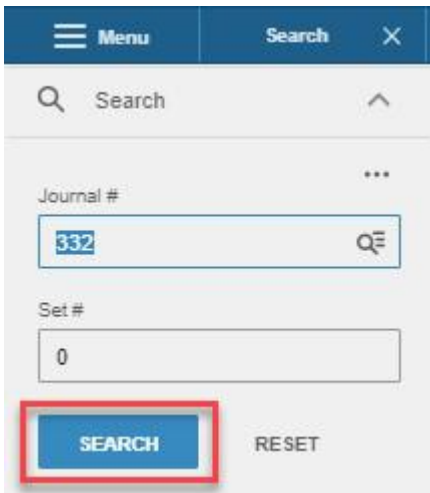


- Enter the Journal Number if known and click **Search**.

If needed, click the Lookup Search  button to search for information. You can enter information such as Operator, function that created the Journal and Date Range and click **Search**. Journals appear in the list based on your entries.

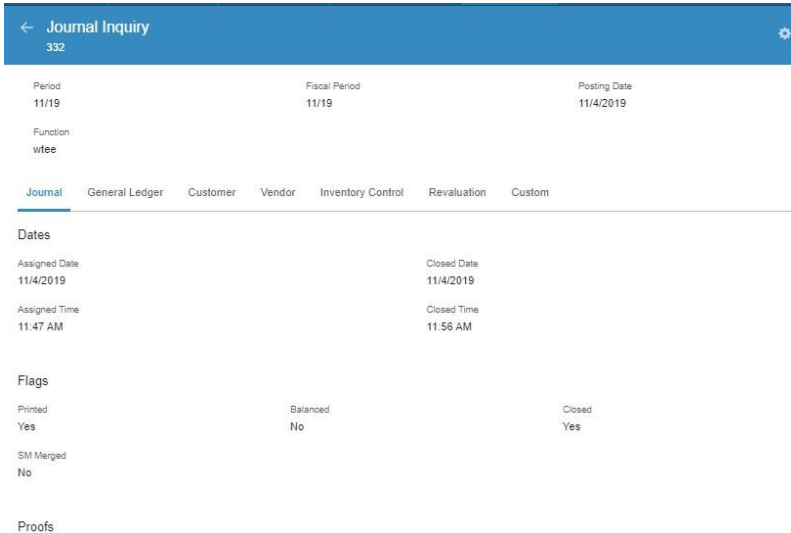
- Double click on the desired Journal and click **SEARCH**.





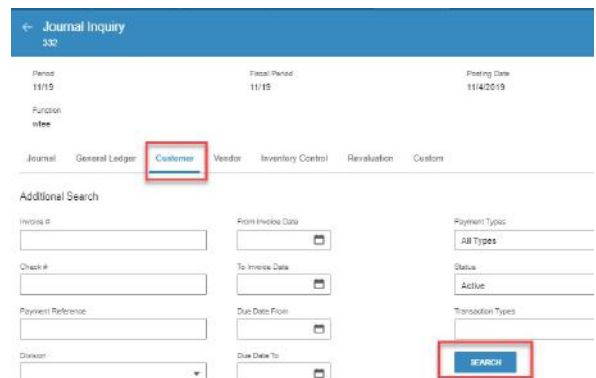
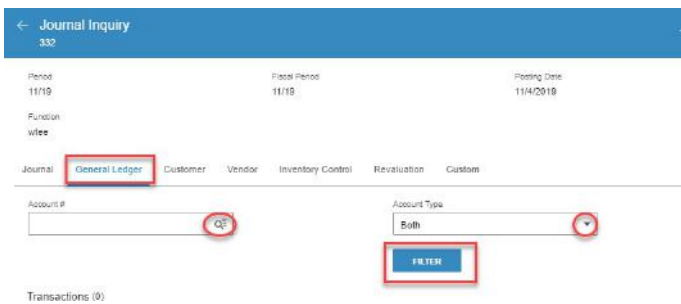
The **Journal** View displays information about the Journal:

- The open and close status of the journal, proof, total debits and credits, balance status of the journal



Depending on the function that created the Journal, click on the appropriate View to display specific information.

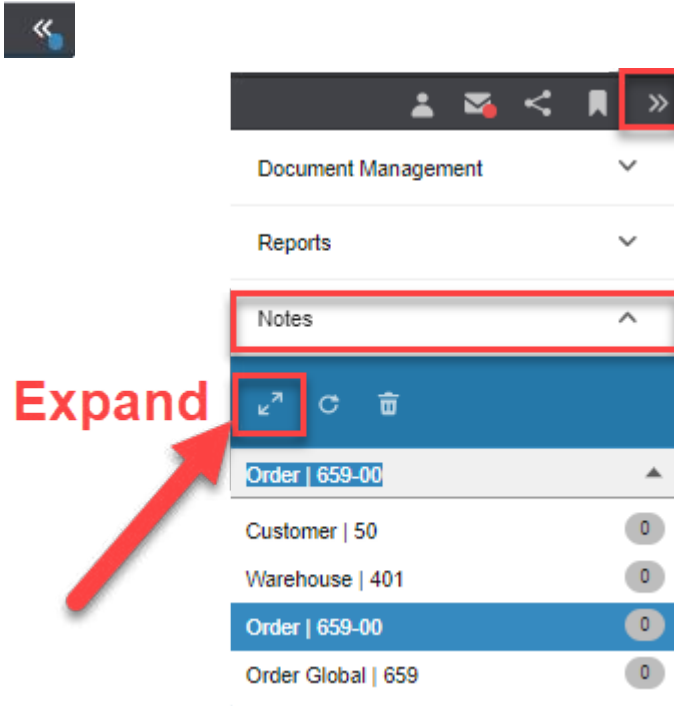
- Within each View, use the Criteria to request display specific information if needed. Click **SEARCH** if needed.



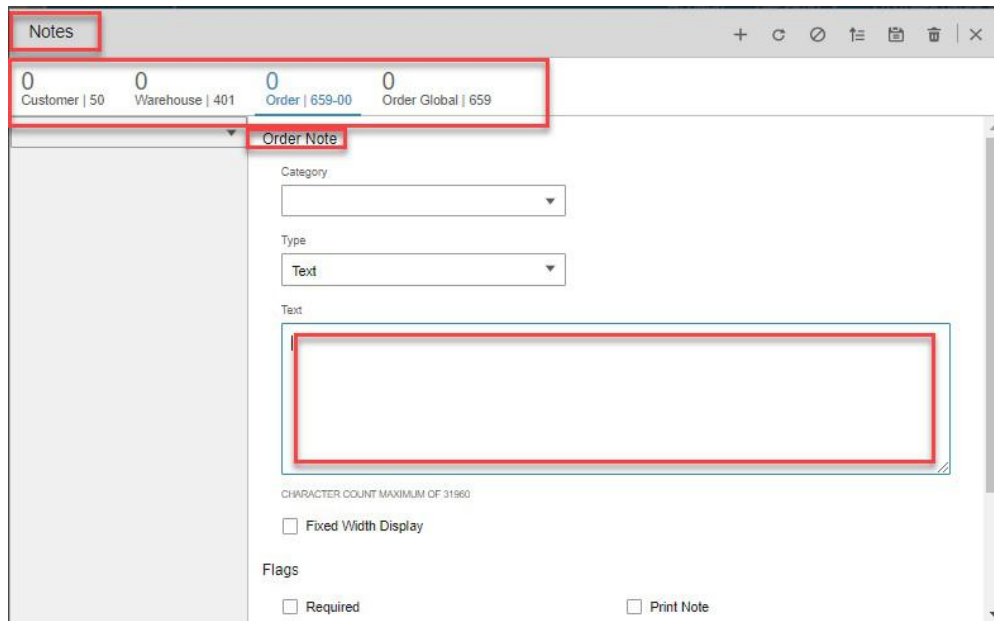
Creating a note

In the **Notes** window, you can add, edit, or delete a note. You can also change the order of the notes.

Notes for Cloudsuite Distribution are located in the Context application of Infor Ming.le



Click the expand double faced arrow to open the Notes box.



Click where you want the note to appear:

1. On the Customer record
2. On the Warehouse record
3. On the Order

- On the Order Global - For example, if sales order 1234-00 results in back order 1234-01, the Order Global note is attached to the original sales order and the back order (all back orders, if there are any)

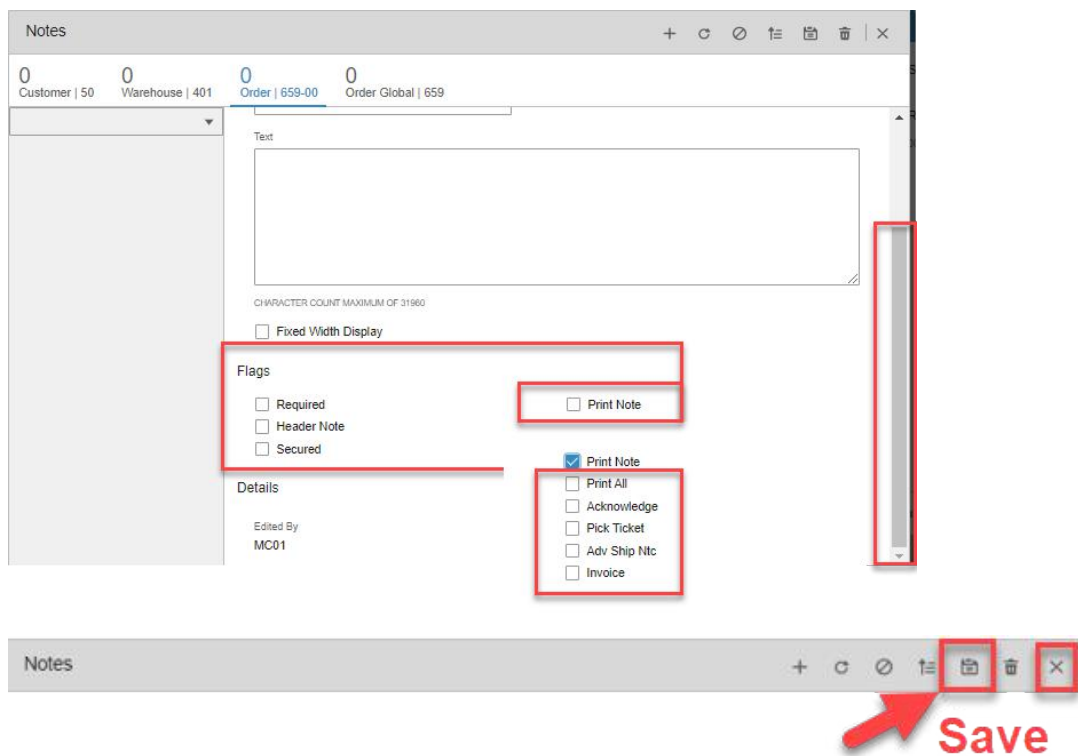
Type your note in the text box.

Check appropriate flag if needed. Choices are Required, Header Note or Secured.

If you check the Print Note box, the following choices appear:

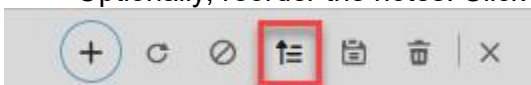
- Print all
- Acknowledgement
- Pick Ticket
- Adv Ship Notice
- Invoice

Check what is appropriate for the note you are entering.



When you create a note, you can select these options:

- Required – Select this option to ensure that the note is read by all users.
- Secured - Select this option to restrict access to the note. If you select Secured, the other options are not available.
- Print Note - Select this option to choose documents on which the note is printed.
- Optionally, reorder the notes. Click the **Reverse sort order** icon,



.Sales Order Inquiry (OEIO)

The OE Order Inquiry window is used to view detailed information about a Sales Order. This includes Customer and Ship To information, Type (Quote, Stock, Direct, and Return), Stage (status), Line Items (Product, quantities, price, ties), taxes, history and addons. Notes about the Order and Line Items can be viewed and maintained from this function.

You can enter a known Order Number OR use the Criteria View and enter information to find a specific Order/s.

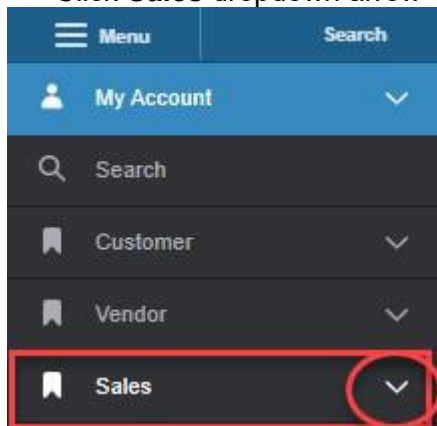
To access OE Order Inquiry you can:

- Type **OEIO** (upper or lower case) into an Search bar and press **ENTER**

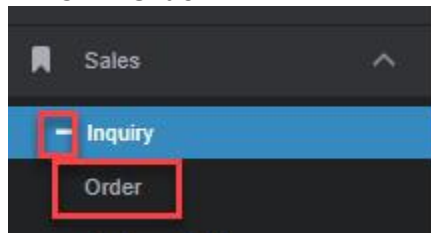


--OR--

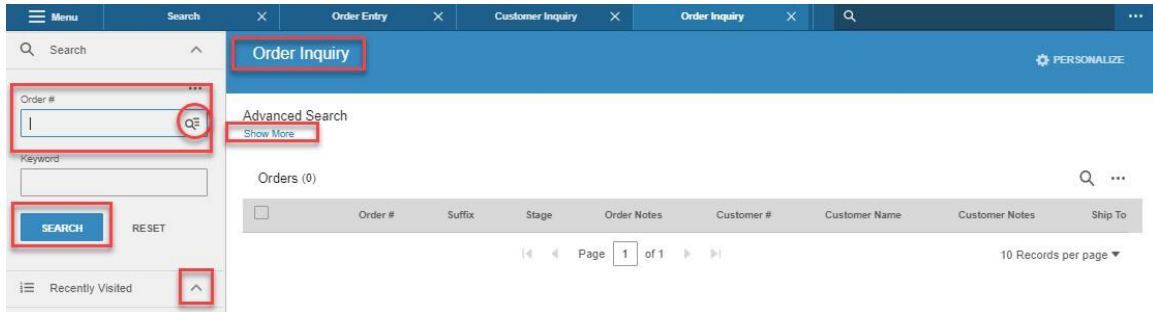
- From the Menu window:
 - Click **Sales** dropdown arrow




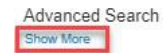
- Select + next to Inquiry
 - Click **Order**



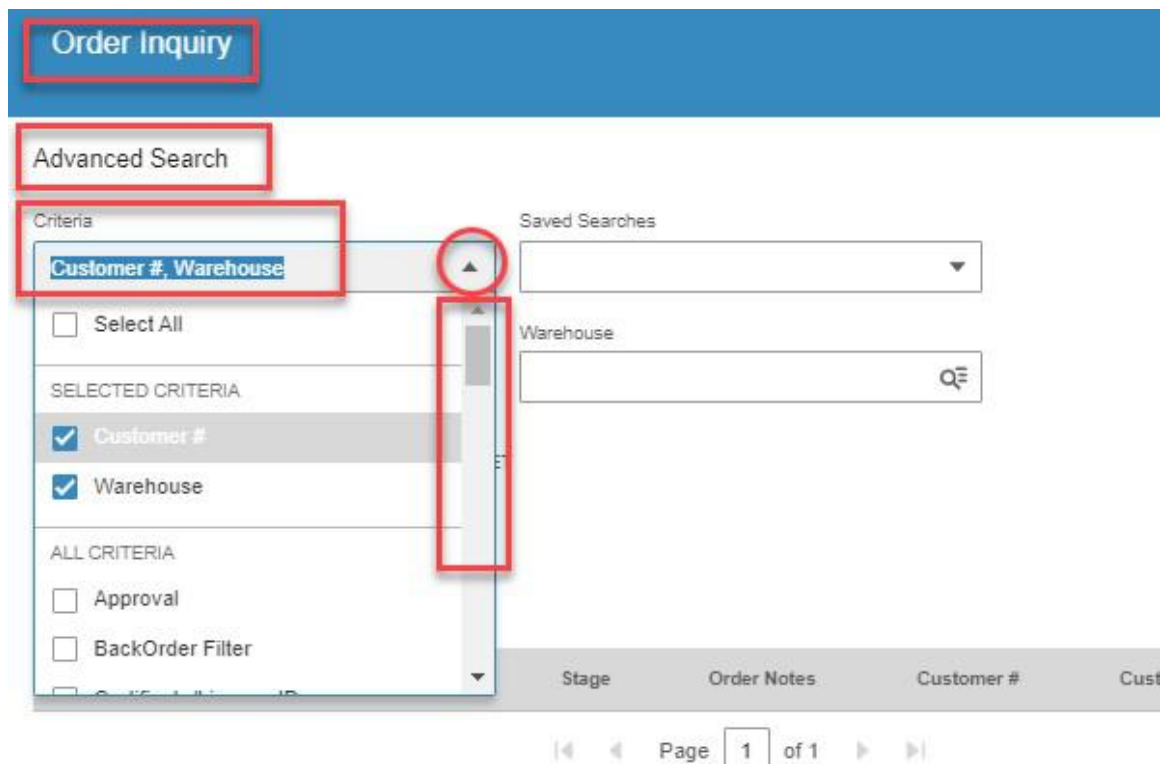
The Order Inquiry window displays.



- If you know the Order Number, you can enter it in the Order # in the field and click search.
- If you don't know the Order Number, you can use the Search  icon to search OR
- Use the Advanced Search for more criteria to choose from. Click Show More



hyperlink. Use dropdown arrow to see all available criteria.



- .Once all criteria is selected and complete, click on the SEARCH button to get the list of orders. In the example below Taken By is the field that was added.

OE Order Inquiry List

The List window allows you to view the Orders that fit the criteria entered on the Criteria window.

- Click the desired Order to load the associated Order Number and then click **SEARCH**. You can access any of the Tabs across the top of the window.

Customer #	Back Order	Origin Copy Type
002	Yes	
Ship To	Currency	Origin Order #
002		0-00

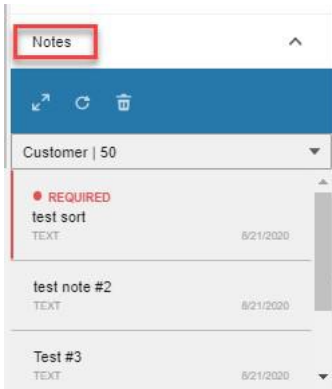
View Tabs (across the top of inquiry screen)

- **Header:** displays Order, sales and shipping information.
- **Line Detail:** displays Line Items for an Order. Line information includes Product Number/Description, Quantity Ordered/Shipped, Price, Margins, Cost and Ties (Related Order).
- **Line History:** displays the number of back orders created for each Line.
- **Totals:** displays history for an Order, including totals, discounts, dates and addons.
- **Taxes:** displays tax information for an Order.
- **Packages**
- **History:** is beneficial for Orders containing back order Items.
- **Custom**

OE Order Inquiry Order Header

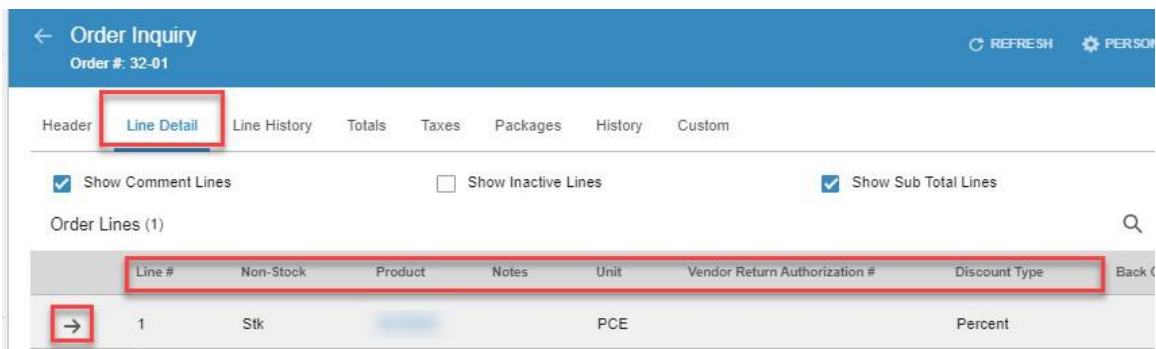
The Order Header displays general information about the Customer and Order.

If a Field is in blue color, it is letting you know this is a hyperlink. It will take you to a new window. To see if there are any notes, look in the context app pane.



OE Order Inquiry Line Detail

Once you enter a valid Order Number in the banner or choose a valid Order Number on the OE List tab, click **Line Detail** tab to access the Line Detail window and display the Line Items for that Order.

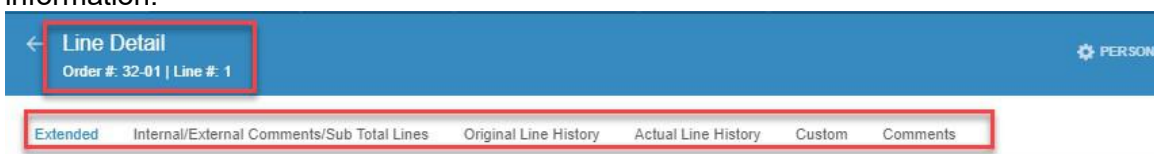


The **Show Inactive Lines** option (check mark) allows you to view Items sent to Lost Business within the Line Detail window. The Items sent to Lost Business appear in Line Detail with “L/B” in the N column.

Detail Line

To access information about the Line, click the arrow next to the line number. The line detail window displays. Click each tab to information.

→ to the line see additional



To get back to the Order Inquiry window, click the arrow next to the Line Detail Banner.



- Use the right and bottom scroll bars as needed to scroll through the list and view information that does not fit on the initial screen.
- Click each tab to see additional details
 - The **Extended** window displays information is supplemental information pertaining to each Line Item.
 - The **Internal/External Comments** window
 - **Sub Total Lines** window
 - Original Line History
 - Actual Line History
 - Custom
 - Comments

OE Order Inquiry Totals

The Totals window displays totals, discount, date, and addons information for this Order. Click **Additional Addons** to view addons, descriptions, and amounts.

OE Order Inquiry History

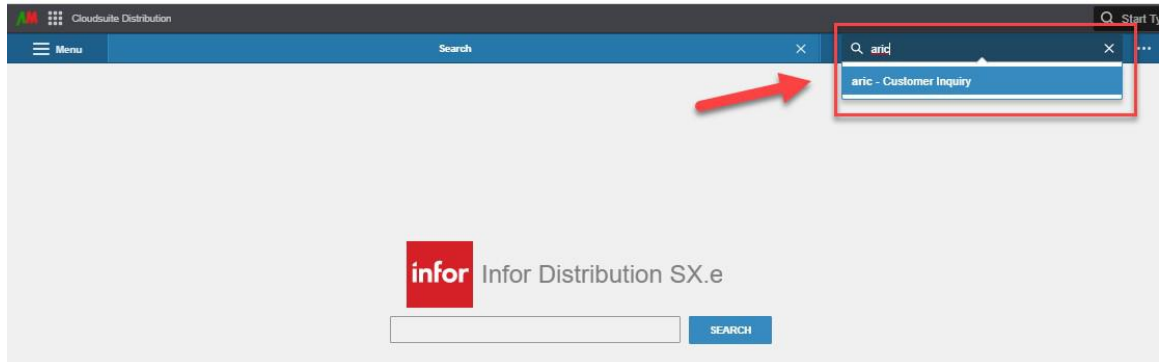
This window is most beneficial for those Orders which contain back ordered Items.

Customer Inquiry (ARIC)

The AR Customer Inquiry Center (ARIC) displays information about a Customer and/or Ship To (job site) record, which includes static information as well as transactions, balances, terms, credit information and history. You can enter a customer note and a transaction note from ARIC.

To access the Customer Inquiry Center screen, you can:

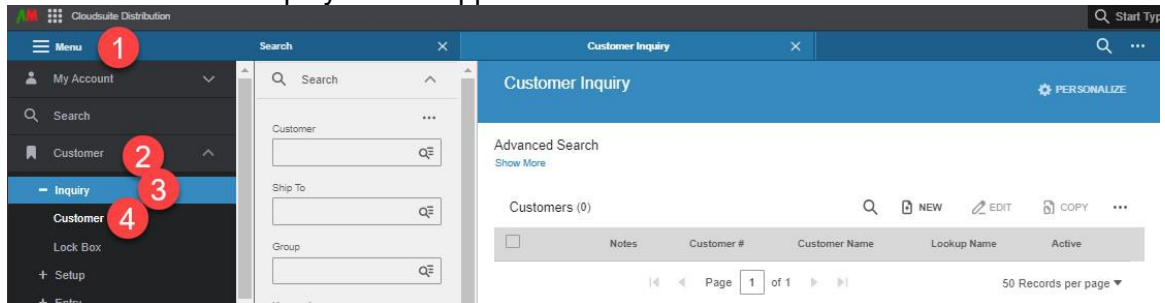
- Type **ARIC** (upper or lower case) into an Address entry and press **ENTER**



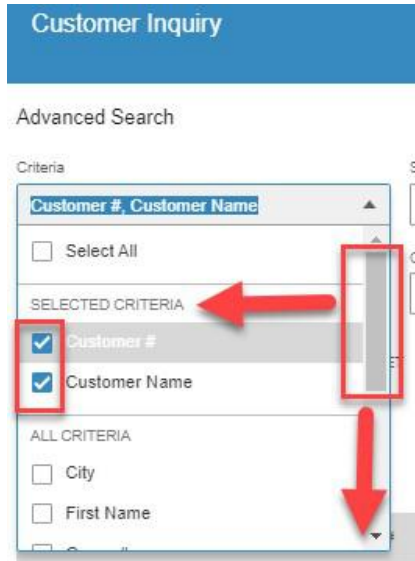
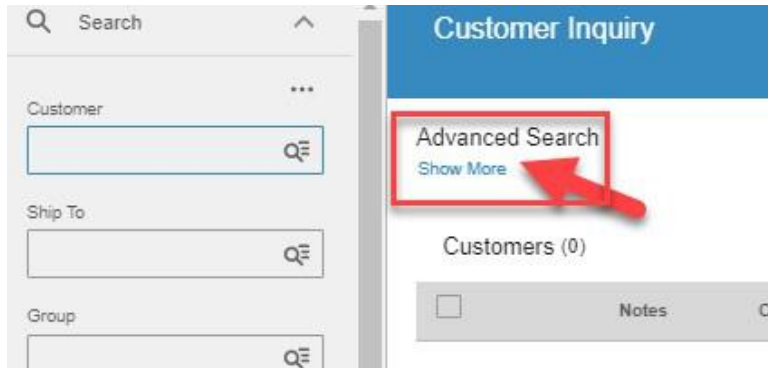
--OR--

- From the Menu panel:
 -
 - Click **Menu** button
 - Click **Customer**
 - Click **Inquiry**
 - Click **Customer**

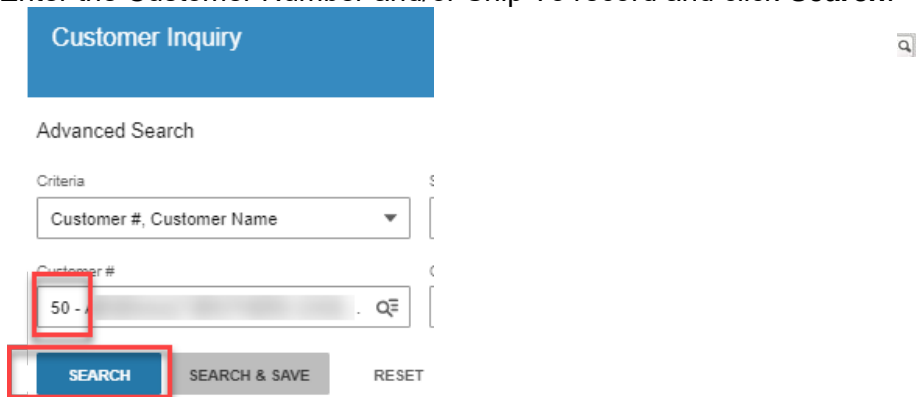
The AR Customer Inquiry screen appears.



- Click on advanced search and select desired criteria



- Enter the Customer Number and/or Ship To record and click **Search**.



NOTE: If needed, click the Look up button to search for information



The Customer Inquiry screen appears displaying information about the entered Customer.

Customer Information - The Customer window contains static Customer information, Customer balances, terms, credit limit and credit availability.


- The Period Balances links display past due Invoices in "aging buckets" for the Customer. Click on the period link for information. See next two pages.
- Click **Toggle Stmt Balances** and **Toggle Credit Info** to toggle between the Credit and Statement Balances view. This also displays the Credit Manager.
- Click **Prev YTD** to view last year's year to date information. Click **OK**.
- Click **Order/Tax** to view Ordering and Tax information. Click **OK**.

ShipTo Information - The Ship To window contains static Ship To (job site) information, Ship To Balance information and Customer's Credit Limit.

- Enter or lookup the Ship To in the Ship To entry.
- Click **Order/Tax Information** to view ordering and tax information. Click **OK**.
- Click **Ship To's** to view Customer and Ship To period balances. Click **OK**.

Job Information - Displays First Sale Date and Sales JTD balance by Ship To.

Transaction Information - This inquiry displays the Customer's transaction history.

- The middle portion of the window allows you to limit the transactions, for example by Status, or change the sort for all records that display.
- You can view additional information, such as **General Ledger** and **Transaction Details** by clicking a line to highlight and then right clicking to display a short cut menu from which you can select.
- To enter a note for an AR Transaction, click a line to highlight and then click  from the Context Menu bar.
- You can obtain the associated Invoice or Journal by clicking a line to highlight and then clicking the Invoice or Journal # column link. Click **Back**.

History Information - The information on this window is taken directly from the AR Setup Payment History record (each month of year with five period balances).

Credit Information - This inquiry displays the Customer's credit information. If you previously accessed a customer record, the Customer information automatically appears. If not, enter the **Customer #** and criteria to display information.

If you leave the **Customer #** blank, you can view the following information:

- Customers with a credit limit over a specified amount.
- Customers for a specific credit manager
- Customers on hold based on total exposure.

Customer Pricing Inquiry (OEIP)

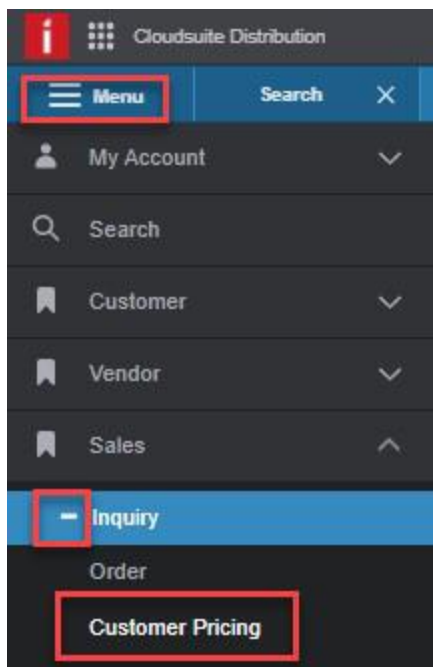
The Pricing Inquiry is a quick reference to see the actual prices and discounts available to a Customer/Ship To for a Product without having to enter an Order.

- Type **OEIP** (upper or lower case) into an Address entry and press **ENTER**



--OR--

- From the Menu window:
 - Click **Sales** button
 - Click **+** next to **Inquiry**
 - Click **Customer Pricing**
- Click **Enter**, the Customer Pricing Inquiry window displays.



- Enter Customer number or use lookup search to locate it.
- Enter ShipTo or use the lookup search
- Enter Whse or use the lookup search
- Enter product code or use the lookup search
- Click **SEARCH**

The prices and discounts displayed on the Pricing Inquiry screen are based on the Customer, Ship To and Product Pricing records.

If **Record #** exists on the lower right corner of the screen, this Customer has special pricing.

Price Type (PDSC Ty):

- PDSC Type 1: pricing record has been created for this Customer and Product. Type I records are “personalized” 1/1 Product to Customer.
- PDSC Type 2: pricing record has been created for this Customer and this GROUP of Products. Type II records are based on Product Price Type and will be modified to meet the demand of the individual account.
- Other Types are more generic and encompass Customer groupings or simple Products. Only Type 1 and 2 is Customer specific.

- On the quantity, the price may go down to a certain level.
- If the Customer has previously purchased this Product, click **Price History**. A window appears displaying Invoice, Date, Selling Price, Cost and Quantity.
- Click **Work Sheet** to access an entry window from which you can have SX.e calculate a Price based on an entered Cost, Margin or Discount.

If a Sales Rep lowers the Price, there should be a Note added to the Order by the Branch Manager approving it. (A Note should be added before the Order is delivered or picked.)

ORDER BILLING

Basic Order Billing

The following steps need to be done by the branch before billing:

- Make sure that the Pick ticket and the Delivery note match.
- Verify trucking information, pulled by, customer signature are on Order Delivery ticket.
- Access OEIO in Cloudsuite Distribution SX.e to view the Order. Verify Header, Notes, Order Lines, Quantities, Price Changes, Non-stocks (if not tied to PO-have inventory), Ties, Tax, etc. Message the appropriate person with any issue.
- Access OEIP in Cloudsuite Distribution SX.e to check Pricing and PD Records.
- Pick Tickets must be filed every day at the branch location. These documents MUST be kept for 7 years as required by law.
- Confirm all CODs and NETs payments are collected.
- All hand changes made must be initialed by the person who made them.

- All quantities received must be circled.
- Pulled by, loaded by, checked by and double checked by must be initialed.
- **For Orders that are boomed, hours must be changed. TBD – not code in System**
- Check for customer signature and delivered by signature.
- All returns must have a Warehouse Return Form with the initials of the person who checked the material back into warehouse.

Some branches apply payments to the COD (cash and check) Orders and NET payments to an Account through the OEET Tendering (COD) and Receive Payment on Account (NET).

The Billing Analyst Accesses:

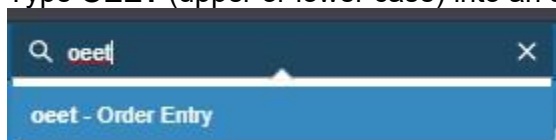
Once tickets are reviewed, you **MUST** put it in Shipping Feedback no later than 3:30 PM EST. Each warehouse is to be billed separately. If you are out for the day, notify the Branch Manager

- **Order Inquiry - OEIO** in CSD to view the Order. Verify Header, Notes, Order Lines, Quantities, Price Changes, Non-stocks (if not tied to PO-have inventory), Ties, Tax, etc. Message the appropriate person with any issue.
- **Customer Pricing Inquiry - OEIP** in CSD to check Pricing and PD Records.
- **Order Entry - OEET** in CSD to maintain an Order.
- **Shipping Feedback – split to Back Order Entry - OEERS** in CSD to create a Back Order.
- **Invoice Exception Inquiry - OEIX** in CSD to view Orders not invoiced.
- **Shipping Feedback Entry - OEES** in CSD to verify Margin is over 5% and to maintain an Order for billing. When complete, change the Order Stage to Shipped to prepare the Order for Invoicing.

Most Shipped Invoices are processed automatically at the end of the day. The process updates all Orders that have been shipped and places them in Stage 4 (Invoiced) or Stage 5 (Paid) if the payment amount equals the Invoice amount.

Maintaining an Order (OEET)

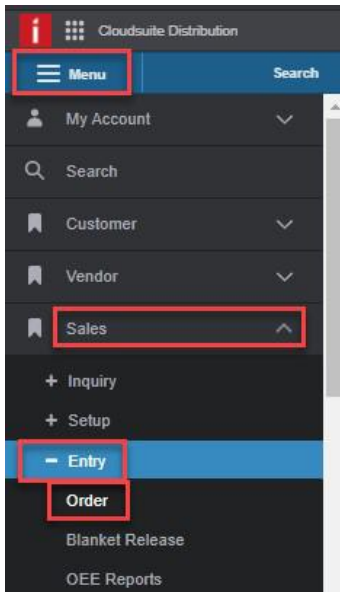
1. Access OE-Entry-Transaction Entry. You can:
 - Type **OEET** (upper or lower case) into a search box



and press **ENTER**

--OR--

- From the Menu window, click **Sales**
- Then click the + sign next to **Entry**
- Click on **Order**



2. Click on **Maintain** button.



3. Enter the Order Number or use the Lookup button if needed.

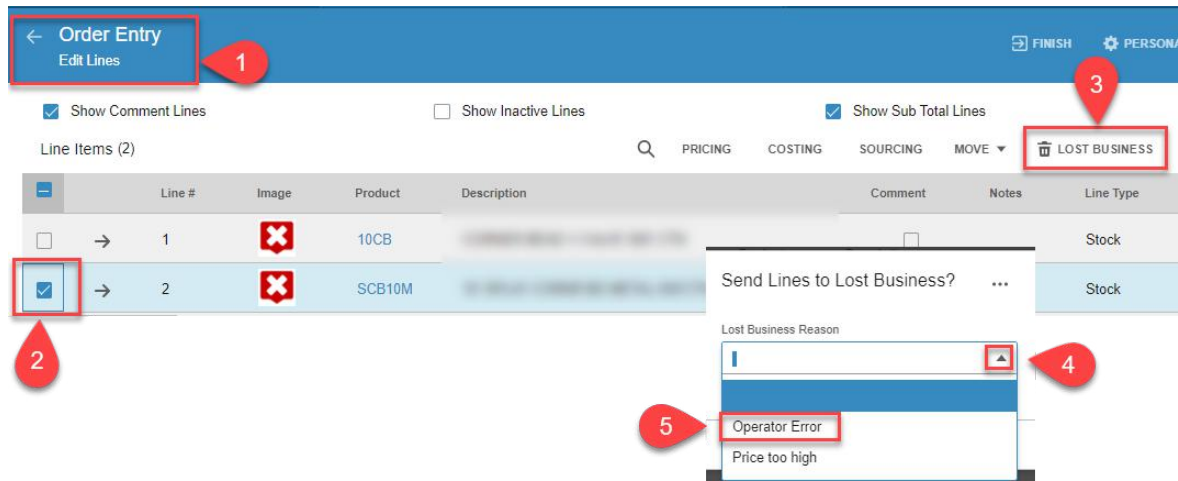
4. Click **Next** at the right of the window.



5. To cancel an Order Line:

1. From the Order Entry, Edit Lines button, the Edit line window displays
2. Select the line that needs to go to Lost Business
3. Select the Lost Business Button
4. Use the drop down arrow to display the reason

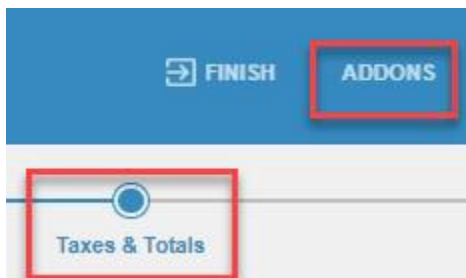
5. Select a reason
6. Click the Ok button
7. This brings you back to the Order Entry screen.



8. Click the Finish button.



6. To view totals and view/add/change Add On charges, click the **Taxes & Totals** View.



- Click an Add On to display the addon list and then click the Add On needed to select. For some Add Ons, the charge amount defaults in the right entry. You can type a charge in this entry. You can click the button to the right of the charge entry to toggle between dollar amount (\$) and percentage (%). Click **Recalculate**.
- Click **Additional Addons** to display the Additional Addons window to change, add or delete additional Addons.
- Sales Reps do not have access to the first two Add-on lines (only Billing Department will be able to remove these delivery charges).

Billing (OEES)

1. Access OE Entry Shipping Feedback. You can:

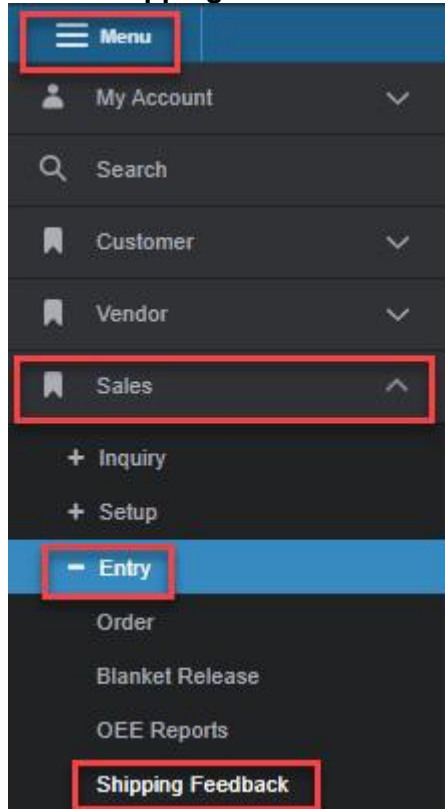
- Type **OEES (Shipping Feedback Entry)**, (upper or lower case) into an



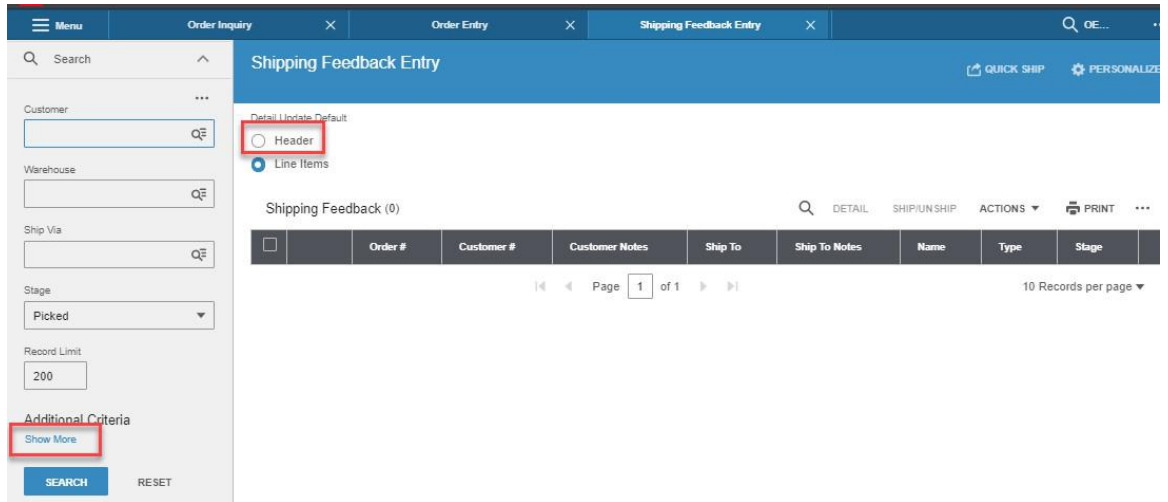
Search
and press **ENTER**

--OR--

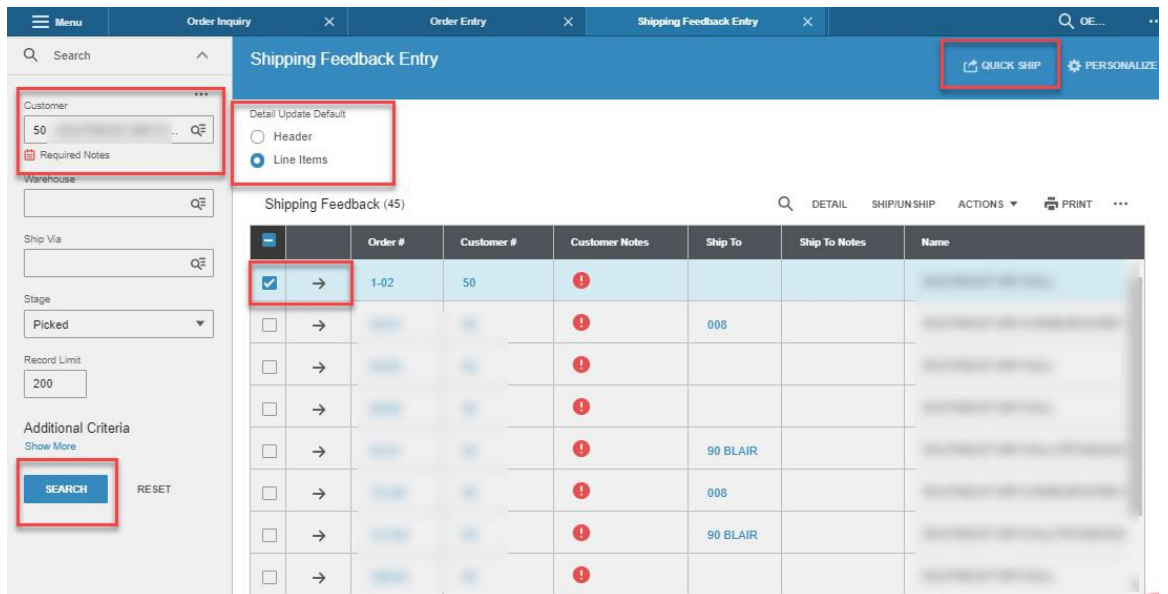
- From the Menu, click **Sales**
 - Click **OE** button
 - Click the + sign next to **Entry**
 - Click **Shipping Feedback**



The OE Entry Shipping Feedback screen appears.



1. Enter the Customer number and click Search or use the Lookup button to locate the customer number.



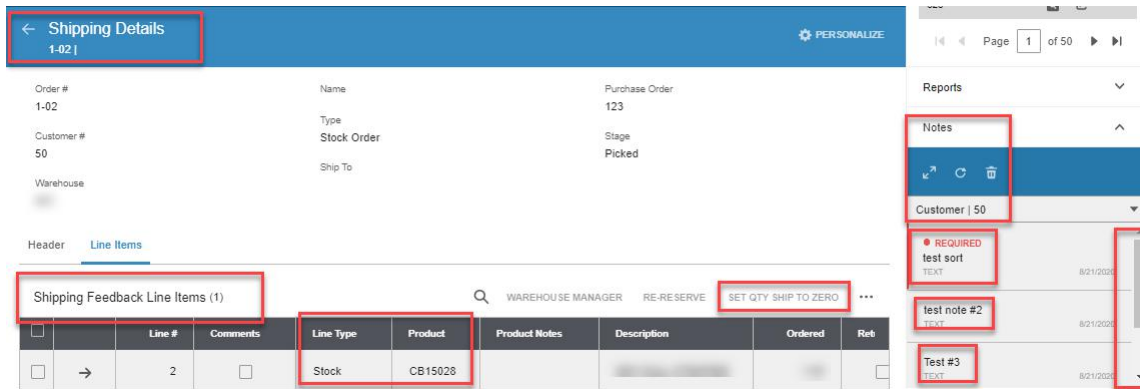
If the Quick Ship window appears, go to step 3.

2. Once a list appears, select the Order number you desire. Once selected a blue check mark will appear.
 3. Click on the **Quick Ship** button on the top right or
 4. Click on the arrow to open up the ticket to see the line details
3. From the Quick Ship windows, enter the desired Order Number into the Order # entry (do not press ENTER).



4. To view/change Line Items or Order shipping information, click **Detail.**

- Check the quantities against the paper work to confirm the quantity shipped.
 - Boom, labor, olabor, piggy hour are to be updated correctly, in the system and on the paper work.
 - Check for Items added to the Order.
 - Verify Margin% and question if below 5%.



- You can view Notes on the right side of your screen in the Notes Contact app. This customer has 3 notes. No order notes.

5. To change the ship quantity of a Line:

- From the Line Item Detail window, click inside the Shipped field of the desired Line and change the quantity.
- If the quantity shipped is changed, indicate that a Back Order is not to be created by typing **N** in the B/O entry.
- Click the line (outside the entry box) or press **Enter** to record your information. A message appears asking if a physical count is required. Click **Yes** or **No** to indicate if a Count should be initiated.
- If you increased the quantity shipped, a question appears asking if you wish to update the ordered quantity to match the shipped quantity. Click **Yes** or **No** accordingly.

6. To change Ship To and Ship Via information, and to add, change or delete Add On charges, click the **Header tab. The Header appears with delivery information for the Order.**

- For Add Ons, click an Add On entry to display the drop down list and then click the Add On needed to select. For some Add Ons, the charge amount defaults in the right entry. You can type a charge in this entry. You can click the button to the right of the charge entry to toggle between dollar amount (\$) and percentage (%). Click **Recalculate**.
- To view tax jurisdiction, click the GeoCode lookup.

8. Click **Ship** button after details reviewed and Order Stage is updated to Shipped.

9. To ship the Order complete, click **Ship/Unship** from the Quick Ship window for the displayed Order.

A message appears indicating that the Order has been shipped.

This changes the Order to a Shipped Stage and prepares it for Invoicing.

- From the OEEES Ship/Unship window, you may click the same Ship/Unship button to unship the ticket to prevent it from invoicing if more research needs to be done.

Note: When in the Shipping Details screen, you may choose the header details next to Line Items to review that information before shipping the ticket.

12. Make sure that all changes are made in both the system and on the paper work.

Print your batch sheet and make sure that your number of tickets matches the number of tickets scanned.

Run an Edit (Order Register Report)

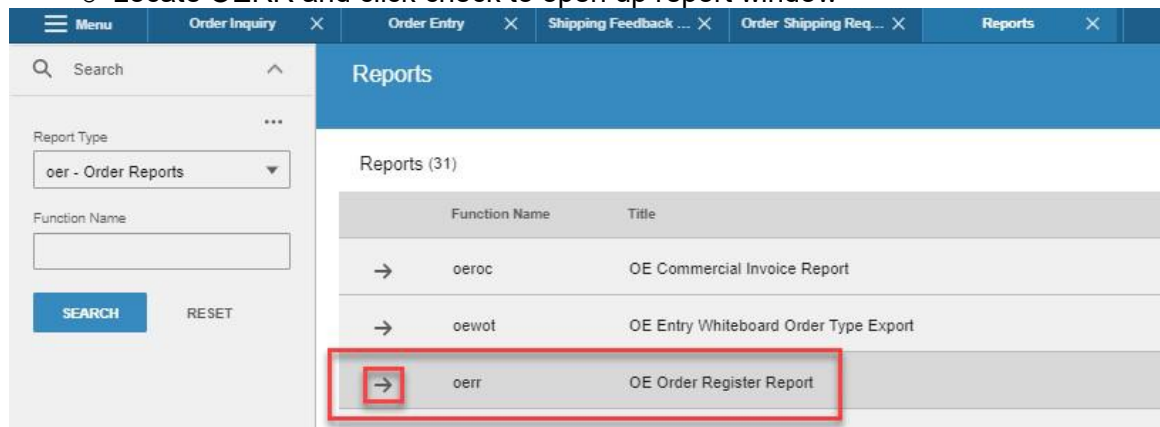
This report checks margin by a Billing Analyst.

1. Access OE Order Register Report.

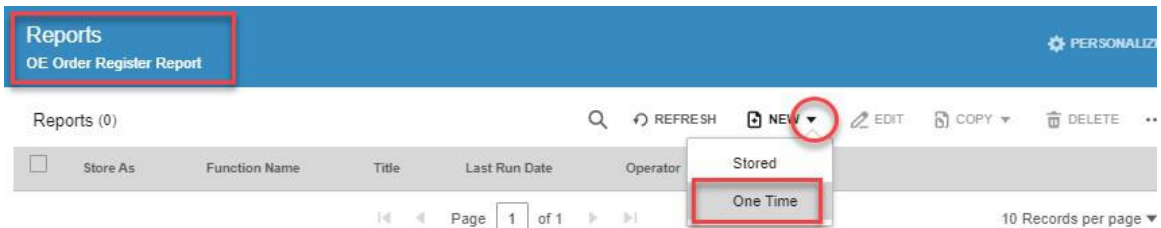
- From the Search window, click **OERR**



- OR Click the MENU bar,
 - Click Sales
 - Click + sign next to Reports
 - Locate OERR and click check to open up report window



2. Click **New One-time**.



3. Once next window opens, click the down arrow on the Printing Information entry and click **View** to select. Click **Next**.

Information ← PREVIOUS

New

Report Information

Report Title: Priority:

Group:

Printing Information

Print Type:

- Print
- Fax
- File
- Email
- Receipt
- Device
- View**

Information ← PREVIOUS **→ NEXT** ○ CANCEL

New

Report Information

Report Title: Priority:

Group:

Printing Information



Print Type:

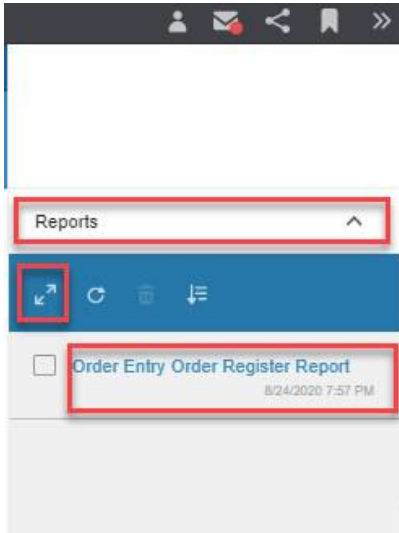
4. Next, enter the following into the two range entries.
- Order #: beginning and ending Order Number of the batch
 - Stage Code: 3
 - Whse: warehouse number being billed
 - Last Updated By: operator code of Billing Analyst
 - **Click Next.**

- On next page, Options: Totals Only: Yes, Click **Next**.

5. Click **Save** on Run screen. Go to the report Viewer to view or obtain the report from the printer. This report displays Orders in Shipped Stage.

The Report Viewer is located on the right side of your window in the Ming.le Context

apps section.  You may click the expand button  or just click on the report name hyperlink to open the report.

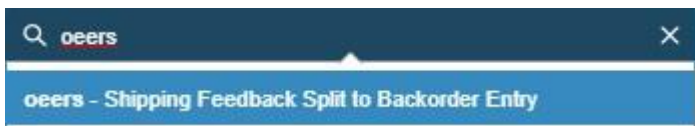


OE Entry Shipping Feedback Split to Backorder - Creating a Back Order (OEERS)

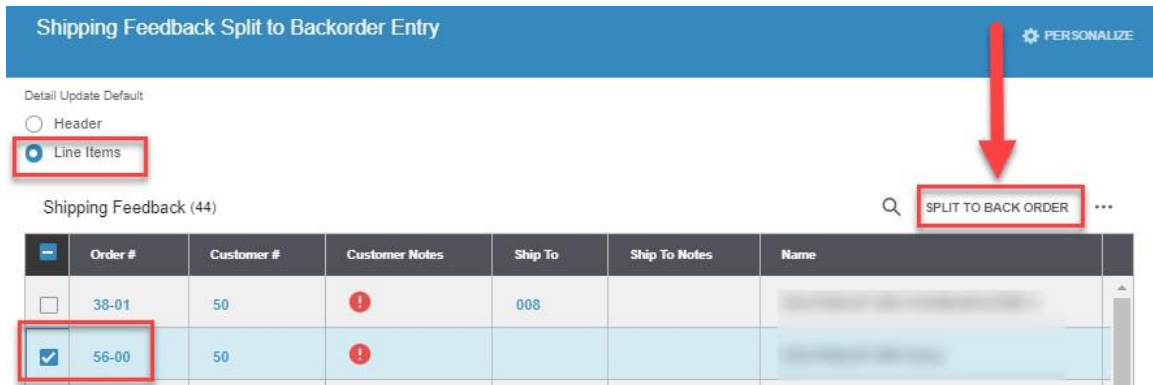
The OE Entry Shipping Feedback Split to Backorder option allows you to change the Quantity Shipped on an Order and create a Back Order for the Order Lines that were not shipped. SX.e uses the same Order Number with a Suffix increased by one (01, 02, etc.) with the quantity difference from the original Order. The original Order remains in a Picked Stage and the Back Order is in an Ordered Stage. Any Tie will carry over to the Back Order.

NEVER create a Back Order for Stock Items. N/S Items and Specials Back Orders should have been already created before this gets to you.

1. Access OE Entry Shipping Feedback Split to Backorder.
 - From the Search or Address bar, type and click **OEERS**.

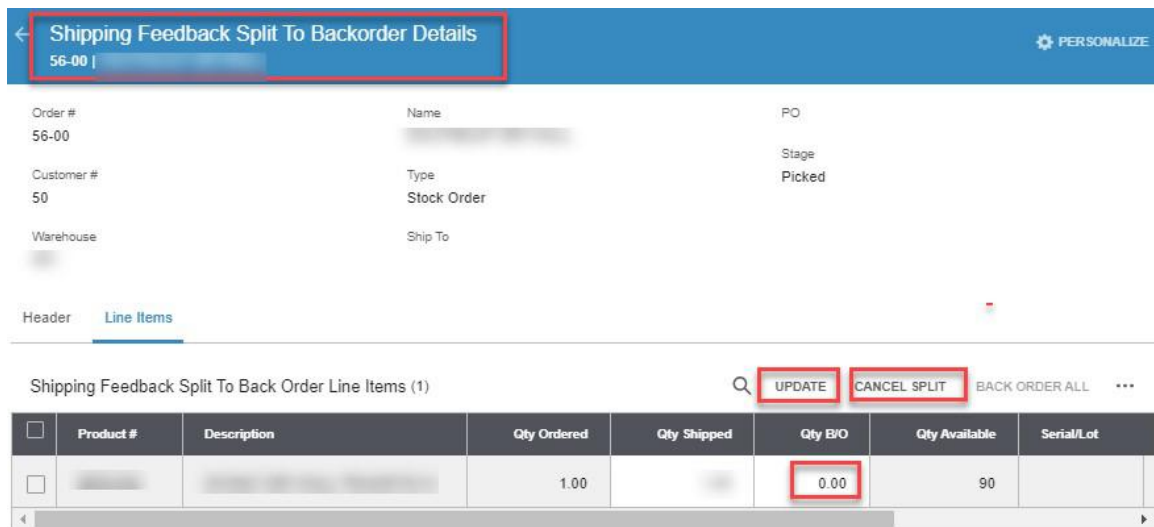


2. Type or lookup the Customer Number or Name into the Customer # entry.
3. Verify that **Picked** is selected for Stage. If needed, click the down arrow and select **Picked** or a different Stage.
4. Click **Search**. A listing of Orders appears for the Customer based on the indicated Stage.
5. Select the desired Order by clicking on the box to the left of the order and click **Split to Back Order** button from the blue menu bar.



The Shipping Feedback Split to Backorder Detail screen appears with the Line Items.

- Click inside the Qty Ship column of the Line Item to which you need to change and type the actual quantity being shipped. A Back Order will be created for any short Order Lines (Quantity Shipped is less than Quantity Ordered).



- Click the next line to backorder if applicable.
- Repeat steps 5 through 7 for any other Line Items that need to be changed.
- Click **Update**.

A Back Order is created in an Ordered Stage (same Order Number with Suffix increased by one) for the short Order Lines (Quantity Shipped is less than Quantity Ordered). The Quantity Ordered and Quantity Shipped of the Back Order are based on the deduction that was entered in the original Order. The Back Order is in an Ordered Stage. The Stage of the original Order remains in the Picked Stage and the Quantity Shipped is based on your entry. Any Tie carries over to the Back Order.

10. You are returned to the Order listing for the entered Customer.

If you need to create a Back Order for another Order for the Customer, go back to step 5 and continue. If you need to create a Back Order for a different Customer, go to step 2, enter the Customer and continue.

- When complete, you can click on the x on the menu tab to exit the Split to Back Order screen.

Shipping Feedback Split to Backorder Entry

Detail Update Default

Header

Line Items

Shipping Feedback (44) SPLIT TO BACK ORD

<input type="checkbox"/>	Order #	Customer #	Customer Notes	Ship To	Ship To Notes	Name
<input type="checkbox"/>		50	!	008		

On the Back Order Header, you may need to do the following using OEET:

- Change the Ship Via to WC (Will Call) to prevent the Pick Ticket from printing in the next batch.
- Change the Required Ship Date and Promised Date so the Pick Ticket prints in the correct day's batch.
- Change the Instructions as needed. Verify delivery charges and remove if needed. Remove routing information if any exist.

Invoicing Exception Inquiry (OEIX)

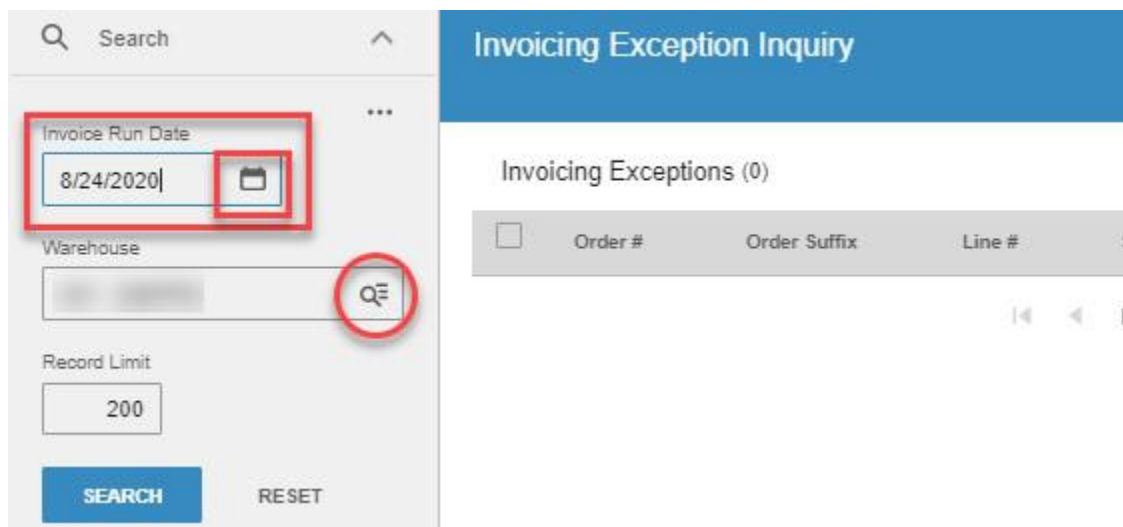
Any Orders that did not invoice due to exceptions along with the corresponding exception error message display in this option. You can also go directly into a specific Order from OEIX.

Access OE Invoicing Exception Inquiry screen:

- From the Search bar, type **OEIX** and select the pop up.

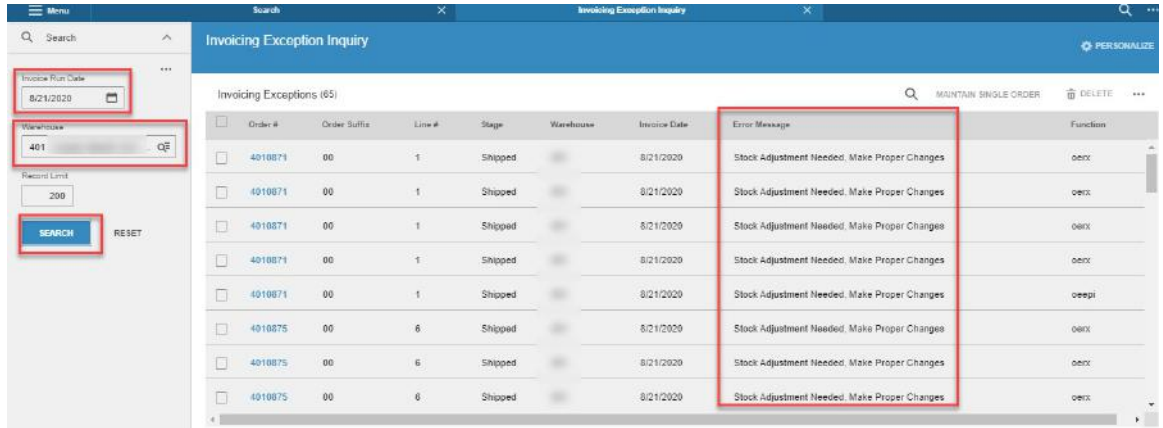


- Enter the following into the OE Invoicing Exception by Whse screen:
 - Invoice Run Date
You can type a date (mm/dd/yy) OR access the calendar (press the Ctrl and down arrow keys together and double click date from calendar).
When checking for daily kickouts, type yesterday's date. You may need to check two and three days back as well.
 - Warehouse



- Click **SEARCH**. The OE Invoicing Exception Inquiry screen appears displaying Invoice exceptions for the entered Warehouse/date. These Orders remain in a Shipped Stage since they could not be invoiced.

This list includes: Order Number, Line Number, Date, Error Message



To view a specific Order (note the Line Number and Error Message):

- Double click the Order/Error line. SX.e takes you to OEIO for the selected Order.
- Click **Line Detail** to view Order Lines.

An Order can go into exception for a number of reasons; for example, on hold, cancelled order, tax issue, inventory issue.

The Biller should check previous Invoice Run Dates. If the Order has been in exception for multiple days and has not been rectified, the branch should be notified.

The branch needs to do the research and rectify the issue. When resolved, the branch emails the Billing Department that an Order can be invoiced. The Order should process automatically in the next Invoice processing.

Applying a Payment to Invoice

An Order will go to the Paid Stage when a payment is applied to the Invoice using the AR Entry Cash Receipts option (ARECE) or automatically from the Lockbox.

Purchase Order Inquiry (POIP)

A Purchase Order (PO) is a document used to obtain merchandise from a Vendor. The PO Inquiry function is used to view detailed information about a PO, including Vendor, Stage (status), Buyer, Line Items (Product, quantities, price, ties), Addons and dates.

PO Order Inquiry Criteria

The Criteria window assists you in finding a specific Purchase Order.

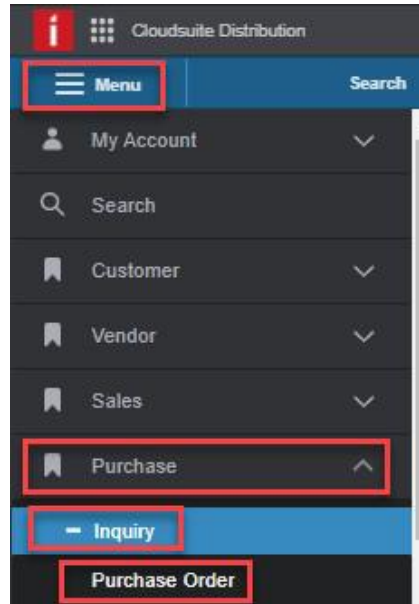
To access PO Order Inquiry, you can:

- Type **POIP** (upper or lower case) into an Search bar

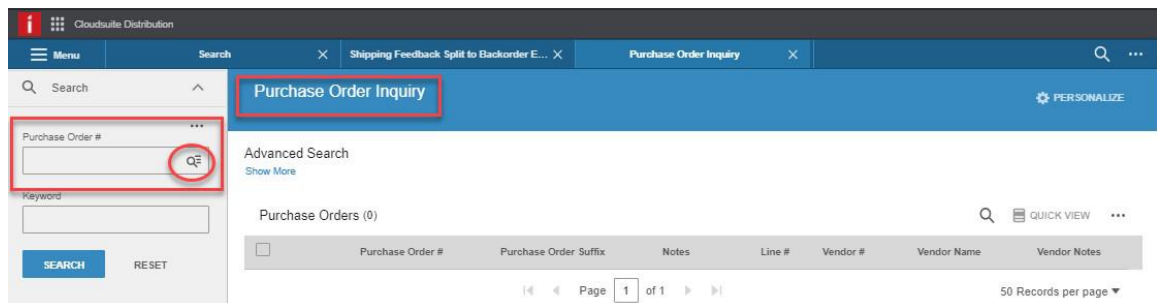


--OR--

- From the Menu bar
 - Click **Purchase**
 - Click + next to **Inquiry** button
 - Click **Purchase Order** under Inquiry



The Criteria window appears.



- If you know the Purchase Order Number, enter it in the PO # entry and click search

- If you don't know the PO Number, you can use the Criteria view (using a specific Vendor, Product, Warehouse, Stage) to find the PO you want to view. Once list appears, select the PO number and then click search.

Purchase Order #	Purchase Order Suffix	Vendor #	Vendor Name	Total PO Amount	Invoiced Amount	Received Amount
37	00	26	[REDACTED]	0.00	0.00	0.00
36	00	26	[REDACTED]	0.00	0.00	0.00
114	00	165	[REDACTED]	6.18	0.00	0.00

View Tabs

Click the View Tabs located on the top of the Purchase Order Inquiry screen to access additional information based on the criteria. These tabs are as follows.

- **Header:** Vendor information, ship/bill to locations, totals, names, phone numbers.
- **Line Detail:** displays the PO Line Items and associated information including quantity, ties, line history, cost and addon information.
- **Totals:** displays information about the Purchase Order's discount, capitalized addons, order totals and important dates.
- **History:** review including stage, costing, shipping and payment information.
- **Custom:** displays anything implemented unique to our company.

PO Order Inquiry PO List

Use this window to view the Purchase Orders that fit the criteria entered on the Criteria tab. You use the Criteria window when you do not know the Purchase Order Number you want to inquire on. After you enter the desired information on the Criteria window, click **SEARCH** to access and populate the PO List window.

Once you have the list of Purchase Orders that fit the criteria, use the scroll bar on the right to scroll through the list and then click to select the Purchase Order you want to examine. You can also start typing your desired Purchase Order Number and SX.e will search for it.

When you find the Purchase Order, double-click the highlighted line to load that Purchase Order number in the PO # field in the banner. With the Purchase Order number in the banner, you can access any of the tabs in this inquiry to view information about the Purchase Order.

If you entered the full Purchase Number in the Criteria PO # entry, click **SEARCH** from the PO List window without scrolling and highlighting.

The top **banner** displays general information, including Vendor, Ship From warehouse, Marjam warehouse, Buyer's initials, PO Type and Stage (Ordered, Printed, Received, Costed, Closed). The banner remains for all Views.

Corrected appears below the PO # if a PO Line was corrected by Inventory Control. Also, a Back Order PO (01, 02...) was created containing the PO Line with the corrected quantity. **Receipt Corrected** appears in the banner of the Back Order. You can obtain correction information about the Line from the Line History option.

PO Order Inquiry Header

This window displays Vendor, Vendor Ship From warehouse and shipping information.

The screenshot shows the 'Purchase Order Inquiry' window for PO # 37-00. The 'Header' tab is selected. The 'General' section displays the following information:

Vendor #	26 - ARMSTRONG WORL	Ship From	0	Line	
To	401	Vendor Type		Stage	Ordered
Bill	401	Type	Purchase Order	Buyer	ZPO
Freight Terms		Approval	y	Transfer Location	
Freight Bill Account		Supplier's Order #			


Net Billed: No

Show Less

If the PO was received, the receiving operator displays along with journal number.
 To verify that the journal was closed during receiving, click the RCV Journal # link to go to Journal Inquiry (Journal View) and verify that Closed is Yes.

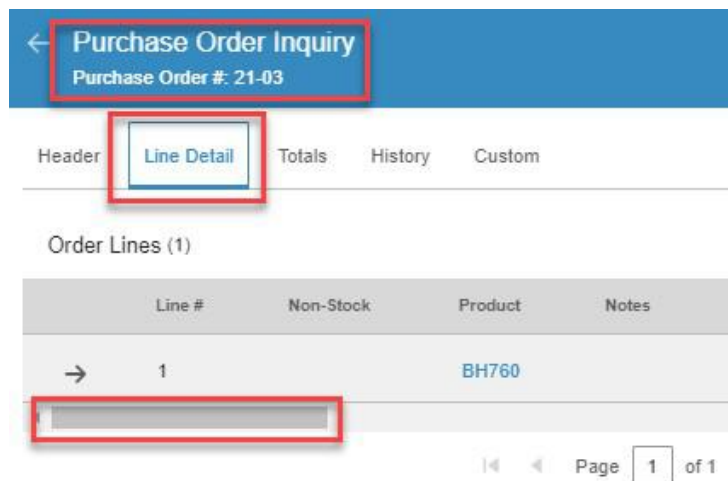
From this window you can view additional information by clicking **Additional Info**.

- When you click Additional Info, a window displays the ship to and bill to locations on the Purchase Order. If the Purchase Order is a Direct Order (DO), the Order Entry customer's phone number and ship to location display.
- To view other information about the Purchase Order, click **Misc** in the Additional Information window. Clicking Misc displays totals, names and phone numbers. Click **OK** to return to the header window.



If a record is highlighted in a color, SX.e is telling you that there are associated notes. Click  from the menu bar to view **Notes**. After viewing, click **Close** to exit.

PO Order Inquiry Line Detail

The Line Detail window displays the Line Items for the Purchase Order you selected on the PO List tab or entered in the PO # field in the banner.



Some Column Definitions

- **Product, Units, Qty Ordered, Rcv Qty, Inv Qty** (Costed and Closed Stage): use to review received material.
- **Spec Cost:** Product is setup with Special/Price Cost Unit.
- **N:** indicates if the Product is a Nonstock (N).
- **Com:** **c** indicates a note (Comment) is on the Line Item. With the Line highlighted, click  from the menu bar to view **Notes**, and verify you are on the PO Line Note Type. You can modify and insert notes. Click **Close** to exit.
- **Unlabeled column:** Product Notes are indicated with * or !. With the Line highlighted, click  and verify you are on the Product Note Type.
- **Canceled:** Any Line Items that have been cancelled will appear with Yes.

Detail Line

To view additional information about the Line Item, click the desired line to highlight and right click for the short cut menu.

Click the links on the short cut menu to display the respective windows which are described below. After viewing the windows, click **OK** to return to the PO Line window.

- The **Extended** window displays additional information about the Line Item. You see information about the quantities of the Line Item ordered, received and costed. You also see dimensions of the product.
- The **Nonstock** option is available if the product you selected is a nonstock product. The Nonstock window displays information about the nonstock product, such as the description, cost and size.
- The **Ties** option is available if the Line Item you selected is tied to an Order, Warehouse Transfer or fabrication order. The Ties window displays all the tie information for this Line's Purchase Order. You can view the Order or Transfer the Purchase Order is tied to, as well as the exact Line Number the Order is tied to.

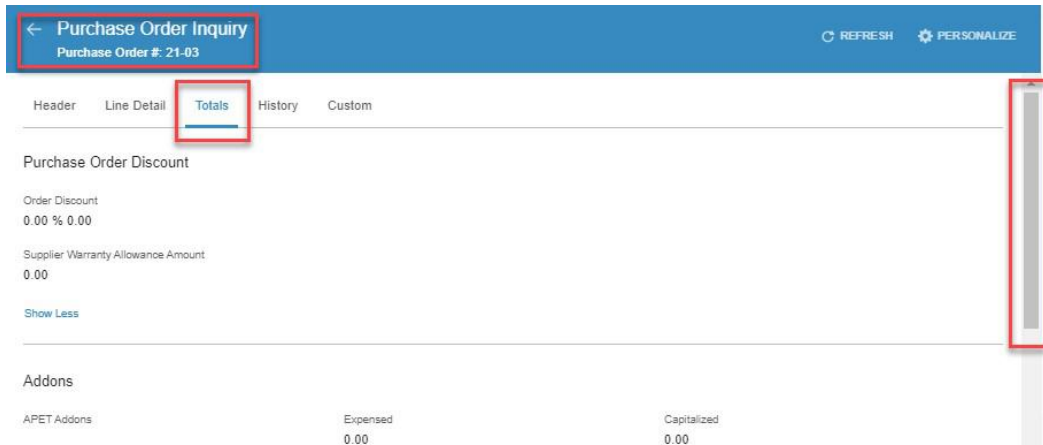
Click **View Ties** to view the OE Order Inquiry window. This window will display detailed information about the Sales Order that was tied to this Purchase Order.

- The **Line History** information is most beneficial for Purchase Orders with back ordered Line Items. You can display one Line Item from an Order at a time. The history for that Line displays and indicates the number of Back Orders or Releases created due to the line and the status of each Back Order or Release.
-
- Use the **Addon** option to view addon values for a specific Line on a PO. This option is available when the PO is in Received Stage or higher since addons are not distributed to the Line until the PO is received. This option can only be selected for a single PO Line; it will not be available if multiple Lines are selected.

PO Order Inquiry Totals

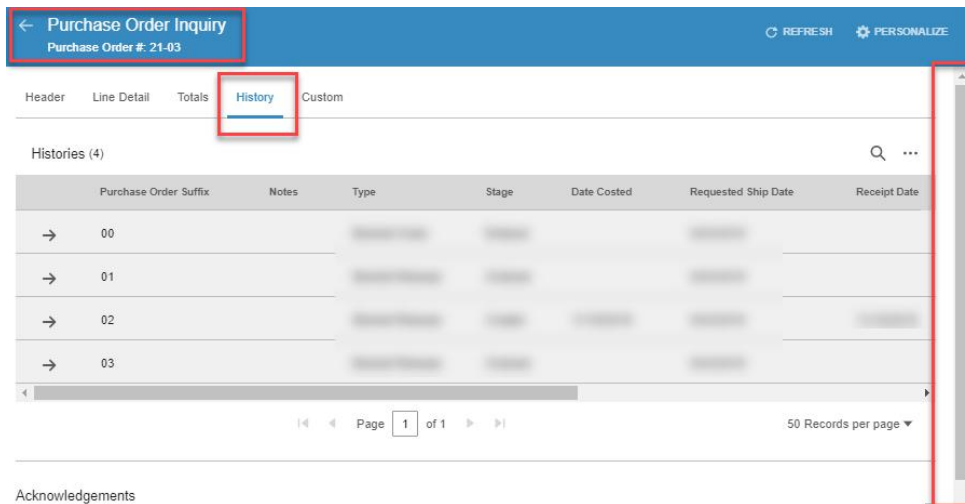
The Totals window displays information about the Purchase Order's discount, capitalized addons, Order totals and important dates. If a Purchase Order has been received, the operator's initials appear with the Receipt date.

Note that the Order discount applies to the entire Order and is in addition to any Line Item discounts you may have received on this Purchase Order. The Target is the Order amount you want to reach to take advantage of incentives given by the Vendor.



PO Order Inquiry History

This window allows you to view the history for the Purchase Order Number and Suffix entered in the banner. This is a comprehensive review of the Purchase Order, including Stage, costing, shipping and payment information.

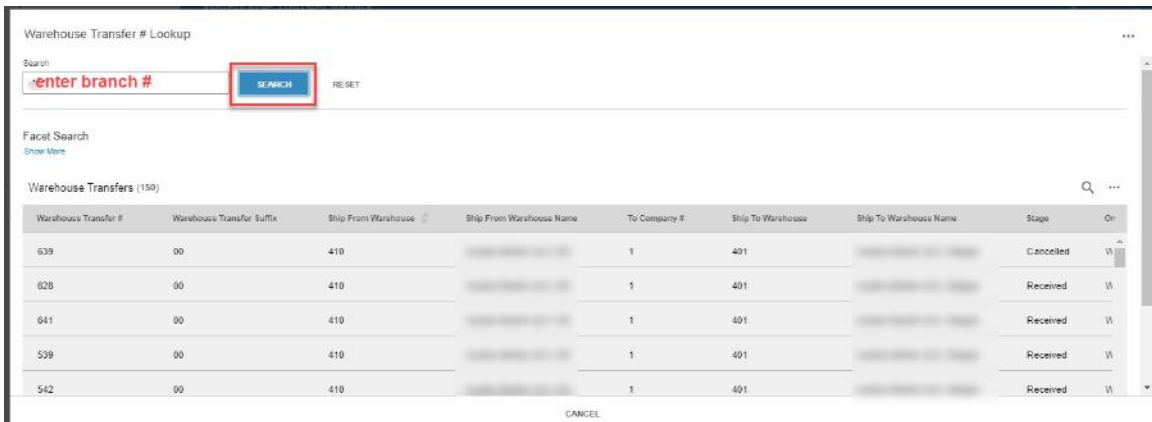
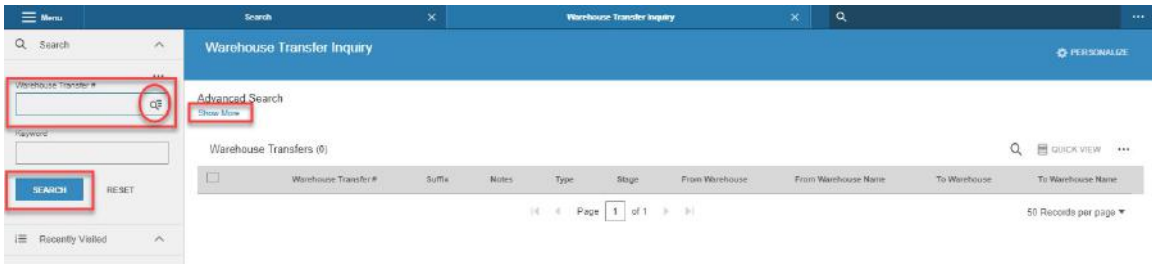
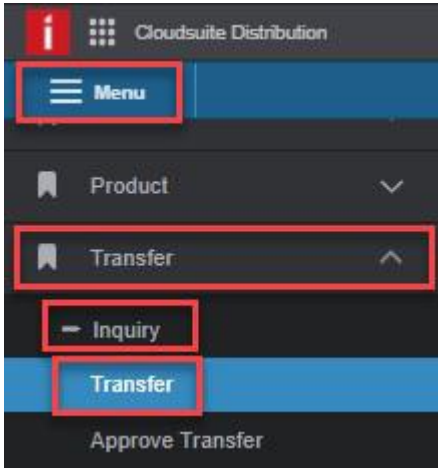


Warehouse Transfer Inquiry (WTIT)

WTIT - The Warehouse Transfer Inquiry displays information about a Warehouse Transfer, such as From and To branches and companies, stage (status), dates, line items, totals, notes and operators.

The functionality WTIT is very similar to POIP; however, in a WT, Marjam warehouses (From and To) replace Vendor information of a PO.


Criteria View: search entries; **WT List View:** WT listing based on criteria; **Header View:** To/From company/warehouse and shipping information; **Line Detail View:** WT Lines, quantity, comments, tie; **Total View:** totals, dates, links to ship and receiving journals. Also, you may need to click on the journal link to access Journal Inquiry to view the operator and verify if the journal is open or closed. If open, you may need to go back into WTEI (WT Receiving) or WTES (WT Shipping) and click Final Update.




Logging Out of CSD

This section provides the procedure to effectively end your session when you are finished using Cloudsuite Distribution SX.e. The correct log out procedure keeps licenses available to other users and the Marjam User Log accurate. Please note that closing the Internet browser screen first (large red X in the top right hand corner) does not log you out of SX.e

1. Complete all SX.e functions and close all SX.e process screens.


You can click  from the upper right corner of each individual process screen.



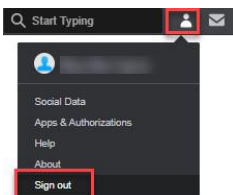
IMPORTANT NOTE: Always avoid clicking the red  button in the top right corner of your screen. This closes the entire Web session before you are fully out of SX.e.

2. When all process screens are closed, exit from SX.e by signing out from your My account screen:
 - Click My Account and then Sign Out hyperlink.

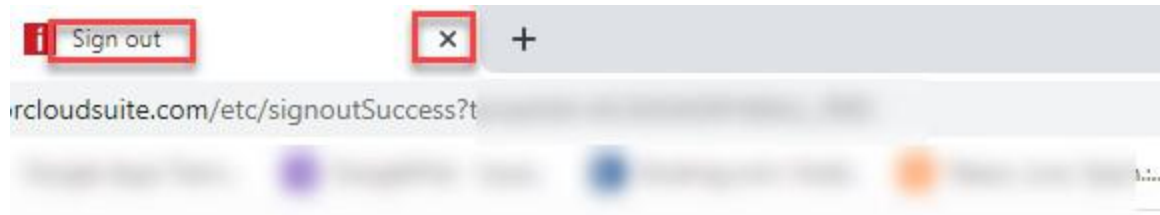


IMPORTANT NOTE: Always avoid clicking the red  button in the top right corner of your screen. This closes the entire GUI session before you are fully out of SX.e.

3. Once out of SX.e you need to log off of Ming.le. Click on the person icon located on the right upper portion of your window and then sign out.



4. Wait for the Infor Sign out successful screen to appear.



NOTE: Click the "X" to close the web page.