

# Exact Macola ES: Order Entry

## Processing customer orders is one of the most critical functions in any distribution and manufacturing business.

Order entry and fulfillment must be done in a streamlined fashion, accuracy must be high, and the goods must be delivered where and when requested. Your customer service function needs the power and flexibility of inventory, receivables and production information. When you run Exact Software's Order Entry (O/E) with the Accounts Receivable (A/R) and Inventory Management (I/M) modules, you'll streamline every step of your order process, increasing customer service levels and reducing inventory.

O/E supports the three primary phases of order processing. It facilitates the order entry process by accepting orders and quotes, validating credit and calculating pricing. O/E supports the picking and shipping process by recommending order lines, serial/lot/bins to be picked and generating shipping documents such as labels, packing slips, and bills of lading. Finally, it supports the billing and invoicing processes, closing the loop between customer service, the warehouse and accounting. The Return Materials Authorization (RMA) functionality may be used in conjunction with O/E to track and more easily process customer returns.

### Flexible pricing and discounts

Set up your own pricing system in O/E by specifying price break tables. You can construct an unlimited number of tables based on eight categories including combinations of customer number, item number, customer type, and product category. Use these price tables to maintain special negotiated prices for one or more customers or items. Or, set different price breaks for individual product lines. Also, provide contract pricing with beginning and ending effectivity dating on any pricing table. Macola ES also allows you to apply discounts to the whole order and track these discounts through accounting.

### Flexibility in entering orders

With six different order classifications available, Regular Orders, Invoice Orders, Master Orders, Credit Memos, Blanket Orders and Quotes, you have great flexibility in handling customer requirements. O/E accommodates many types of orders, feature/option bills (configured items), kit items, stocked items, and non-inventory service charges. Easy access to account numbers, customers, and inventory parts is available through O/E's pop-up windows. You can also quickly check customer credit history, a crucial feature when customer service is making fulfillment decisions.



### Macola ES Order Entry business benefits:

- Real-time credit management, customer status and history
- Multi-currency order processing
- Detailed drill down and reporting
- Prepayment and deposits during the order entry process
- Sell inventory, bill services on a single order
- Return Material Authorization (RMA) processing
- Direct integration with Macola Bar Code and EDI

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A very powerful feature of Macola ES is the hard vs. soft allocation of inventory. Typically, inventory quantities are soft allocated during the order entry process. A quantity is reserved for the order, but specific units are not identified. During the billing process, serial, lot and bin numbers that were picked are assigned to the order. With hard allocation, you commit specific serial, lot and/or bin numbers to an order during the order entry process. Multiple automatic allocation methods are available, including user-defined priority, FIFO and earliest expiration date. This feature allows for very tight control over inventory movement.

Another very powerful feature of Macola ES is the ability for the user to determine when inventory will be updated during the order fulfillment process. O/E automatically allocates inventory once the order has been entered. The user defines whether inventory will be relieved at picking, shipping, or billing. No longer must the user manually reconcile physical or cycle counts against what has been picked or shipped, but not yet billed and posted. Not only can the user determine when inventory is updated, but the system also includes a Picked Not Shipped Report and a Shipped Not Billed Report. And, to ensure reconciliation at month end, there is the option to post to separate General Ledger (G/L) accounts at each step in the process.

The system will also check for sufficient stock and allows you to override, cancel, backorder, or use substitute items. The quantity on-hand and allocated fields will correctly reflect shipments and open order paperwork.

## Shipping control

If a customer has several ship-to addresses where merchandise is delivered, even though billing is sent to one central office, O/E will maintain those multiple addresses for each customer. You also have the flexibility to assign tax schedules for each customer at the ship-to level. And the Shipping Lead Time function will ensure that the product is picked and shipped to guarantee timely delivery based on where it is being shipped to, where it is being shipped from, and how it is being shipped. You can also integrate third-party manifest systems using Macola ES's shipping interface to further automate your shipping and tracking processes.

## Fill backorders

When you need to locate customers who have been placed on backorder for out-of-stock items, O/E's Fill Backorders feature displays all the necessary information. You can fill existing backorders once the item is available with the touch of a key. You can also selectively allocate the available inventory to certain customers.

Item No.	Loc.	Qty Ordered/Credit	Qty Shipped	Unit Price	Disc Pct	Est Price	Unit Cost	Suggested	Promised	Item Notes
SCABASSY	CA	1.00	1.00	180.000000	0.00	180.00	96.000000	07/08/2002	07/08/2002	

*Easy to enter Sales Order entry screen provides you access to supporting information to complete your order very efficiently. In addition to other information, you have access to credit history, stock availability by location, Available-to-Promise, and contract pricing/discount information.*

## Maintain serial/lot control

Ensure you have the power and resources to effectively utilize serial/lot control by activating it within I/M. The Serial/Lot feature allows you to track, record sales, and maintain full control over finished goods and their components. O/E requests serial/lot numbers on picking tickets and invoices.

## Return Material Authorization (RMA)

Return Materials Authorization provides your customer service and sales representatives the power to track return products from customers. RMA helps improve customer satisfaction by providing a centralized application for entry and resolution of material returns from customers. RMA processing allows you to provide your customers with a RMA number and later re-ship or credit the customer for the return.

## O/E to purchase

You can designate items that are special purchases and automatically generate a Purchase Order for those in Macola ES Purchasing/Receiving. This allows you to minimize the manual processing of special items' sales to your customers.

*For more information about Macola ES Order Entry, please contact your business partner or account representative today, or visit [www.exactamerica.com/macola](http://www.exactamerica.com/macola).*