Warehouse Receiving and Cross Docking

Release 8.6.6 (Eterm)

Legal Notices

Activant® Eclipse™ 8.6.6 (Eterm) Online Help System

Publication Date: June 25, 2009

Table Of Contents

Manual Warehouse Management Overview

The Warehouse Management program tracks inventory from receiving to shipping, along with the equipment used to perform these processes. Use Warehouse Management to do the following:

- Receive and put away material from vendors and other branches.

- Cross dock material.

- Pick and ship material to customers and other branches.

- Work with shipping manifests to aid in shipment delivery.

- Count inventory both to collect a baseline of your inventory and to then ensure that your inventory stays accurate and up-to-date in the system.

- Make inventory adjustments to keep inventory accurate.

- Define and maintain product and warehouse locations.

- Track equipment usage, profits, and costs.

- Control inventory you monitor closely for quality.

- Print bar code labels, ship tickets, and user-defined forms and labels.

See Also:

Manual Warehouse Management Setup Overview

RF Warehouse Management Overview

Manual Warehouse Receiving Overview

A standardized receiving process is important to ensure that all materials are correctly received and put away and that receiving documents are handled correctly. If stock receipts are not processed daily, it could contribute to inventory problems including negative on-hand quantities or missing inventory.

The first step in the receiving process is to set up your staging areas. Staging area examples might include areas for special orders, damaged material, or cross docking.

The receiving topics in this section cover how to receive products by individual purchase order using Stock Receipt Entry and the P/O Receiver Report. .

To receive products in an RF warehouse environment, see RF Receiving Process Overview in the RF Warehouse Management documentation.

See Also:

Receiving Purchase Orders in a Manual Warehouse

Receiving Transfers in a Manual Warehouse

Manual Warehouse Management Overview

Average Costs for Received Items

Items in your inventory have a system-calculated average cost, which is the range in which a product price falls. When you receive additional products into your on-hand quantity, the cost of the product, plus any freight charges are factored in the average cost.

For example, you have an on-hand quantity of one for a product with a current average cost of $0.00. You receive one of the products with a cost of $10.00. The new system calculated average cost is $10.00.

However, you can figure on-hand quantities with an average cost of $0 into the calculated average cost when you receive items into your warehouse. Set the Include Item With Zero Average Cost in Average Cost Calculation control maintenance record to **Yes** to include any on-hand inventory with a $0.00 average cost in the average cost calculation.

For example, if you have nine of a product on hand with a current average cost of $0.00, and you receive one on a purchase order with a cost of $10.00, the new average cost is calculated as follows:

$1.00 ($0.00*9 + $10.00*1) / (9 + 1)

Freight charges applied to a purchase order may also affect average costs. For additional information about applying freight costs to items you receive on a purchase order, see Editing Freight Charges on Purchase Orders.

See Also:

Manual Warehouse Receiving Overview

Receiving Orders Using Stock Receipt Entry

Use the Stock Receipt Entry program to track the stock that has been delivered to your warehouse to receive. You can reconcile the received packing slips against the original ordered quantities and update the system accordingly.

For example, a shipment arrives from your vendor for an order you placed for 20 widgets and 10 gadgets. The packing slip and items received total 15 widgets and 8 gadgets. Use the Stock Receipt Entry screen to enter the information on the purchase order and update the received quantities. The system then creates a backorder for the five widgets and two gadgets that were not in the shipment.

If you enter a freight amount to a Freight Vendor in the Stock Receipt Entry program and the vendor has an override G/L# entered in Vendor Maintenance, then the system credits that G/L account and not the Unbilled Accounts Payable (UBAP).

Additionally, you can receive the purchase order manually on the Purchase Order Entry Status screen or immediately in RF environments.

▶**To receive an order using Stock Receipt Entry:**

1. From the **Purch** menu, select **Stock Receipt Entry** to display the Purchase Order Entry screen in the Stock Receipt mode.

2. In the **Ship From** field, enter the purchase order number for which you want to receive stock and press **Enter** to display the purchase order.

3. Use the **View** hot key to change the columns listed on the screen by selecting a view with Received Quantities listed.

4. Edit the **Recv Qty** field for each line item with the amount you received on the truck.

5. Press **Esc** to exit the screen and display the Status screen.

   The system displays each item that was not received in a new generation line item with a backordered status.

6. In the **Order Status** field for the received items' generation, enter **R** for Received.

   The generation's status updates.

7. In the **Receive Date** field for the backordered generation, the current receive date displays. Enter the new receive date, if known.

   Note: You can return to this purchase order and enter the date at a later time.

8. Press **Esc** to exit the status screen.

9. Press **Esc** to return to the main menu.

See Also:

Manual Warehouse Receiving Overview

Receiving Purchase Orders in a Manual Warehouse

When receiving by purchase order, use the P/O Receiver Report to match each item in the shipment to the corresponding line item on the report. Record the quantity received from the shipment on the report to facilitate processing any discrepancies.

> **Note:** When you receive a purchase order or make changes to the cost of an item on a purchase order, the system updates the last cost information for the product on the order.

Use the P/O Receiver Report to handle receiving items in the following ways:

- Set aside items tagged to outgoing shipments in a staging area for immediate shipment. Write the transaction number on the carton or on a label so shipping personnel can recall and process the order.

  > **Note:** The P/O Receiver Report prints orders by ship date if the Exclude All Sales Orders Outside The Plenty Date From Avail Calc control maintenance record is set to **Y**. Any order that falls on or after the plenty date is included on the P/O Receiver Report after the orders that fall before the plenty date.

- Separate nonstock items to a designated area.

- Move items with a Call When Available status to a will call pick-up area, and write the transaction number on the items.

- Group material together by inventory location, if you use totes or carts to put away product.

  > **Note:** If you have items on a purchase order for which your company assigns serial numbers, and the Store Serial Numbers By Location control maintenance record is set to **Y**, use the Detail Product Serial Queue to assign products to a specific product location. For additional information about receiving serialized products, see Receiving Products with Serial Numbers.

The system directs you to put away products based on the locations defined in Product Location Maintenance.

▶**To manually receive a purchase order:**

1. Identify the purchase or transfer order number you want to receive.
2. Run and print the P/O Receiver Report.
3. Use the **Print** hot key to print the P/O Receiver Report.

   If the freight status on the P/O is **Prepaid** or **Collect**, enter an amount in the Totals screen that displays.

4. For each item received, mark it off on the P/O Receiver Report and note the quantity that you received.

   Note: Record any extra products received and the quantity.

5. If items on the P/O Receiver Report are tagged to outgoing shipments, set these items in a staging area for immediate shipment.

6. Separate nonstock items into the assigned areas.

7. Place stock items on a tote or cart for put away.

8. Compare the marked-up P/O Receiver Report to the matching purchase or transfer order invoice to verify the material you have received was on the original order.

9. Use the Stock Receipt Entry utility to record the products you have received on the purchase order.

   - For complete purchase orders that have no backorder items, verify quantities and complete receiving.

   - For incomplete purchase orders that have items on backorder, create an order generation for the receive date. Then enter the actual received quantities and complete receiving for that generation.

   Note: If you are receiving material for a different branch, the system may warn you that you are receiving material for a branch that is different than the terminal's branch assignment. Accept the warning to continue to receive material for a different branch.

10. After all items have been accounted for and separated to their proper stocking locations, put the items away following your normal warehousing procedures.

    Note: After you have received and recorded all the products, the system adds all items to the on-hand quantities. However, the items are not released for sales or transfers until the system checks for stock availability, identifies the transactions on which the items appear, and sends that order to the print spooler or Customer Calling Queue.

Receiving Material on the System Before Putting Away in a Manual Warehouse Workflow

Vendor or carrier delivers material

Unload shipment and stage material

Sign freight bill or other carrier's document

Check in material

What kind of order are you receiving?

Regular Order

Direct Shipment (turn back)

Transfer Order

Next
2

Setup Considerations

Legend

System User Task	
Automated System Step	
Decision	
Manual User Task	
Other workflow	
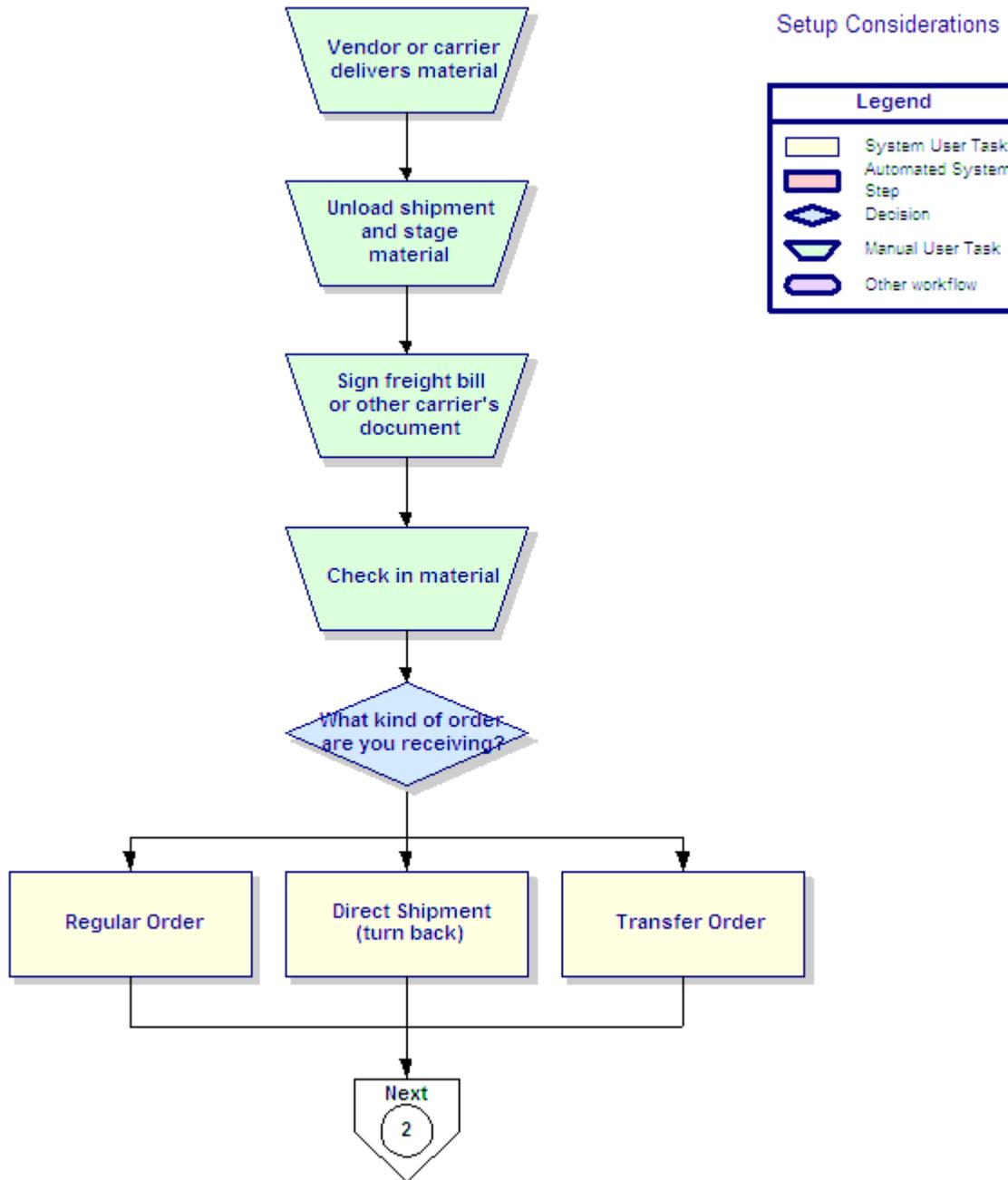
Putting Away Material Before Receiving on the System in a Manual Warehouse Workflow
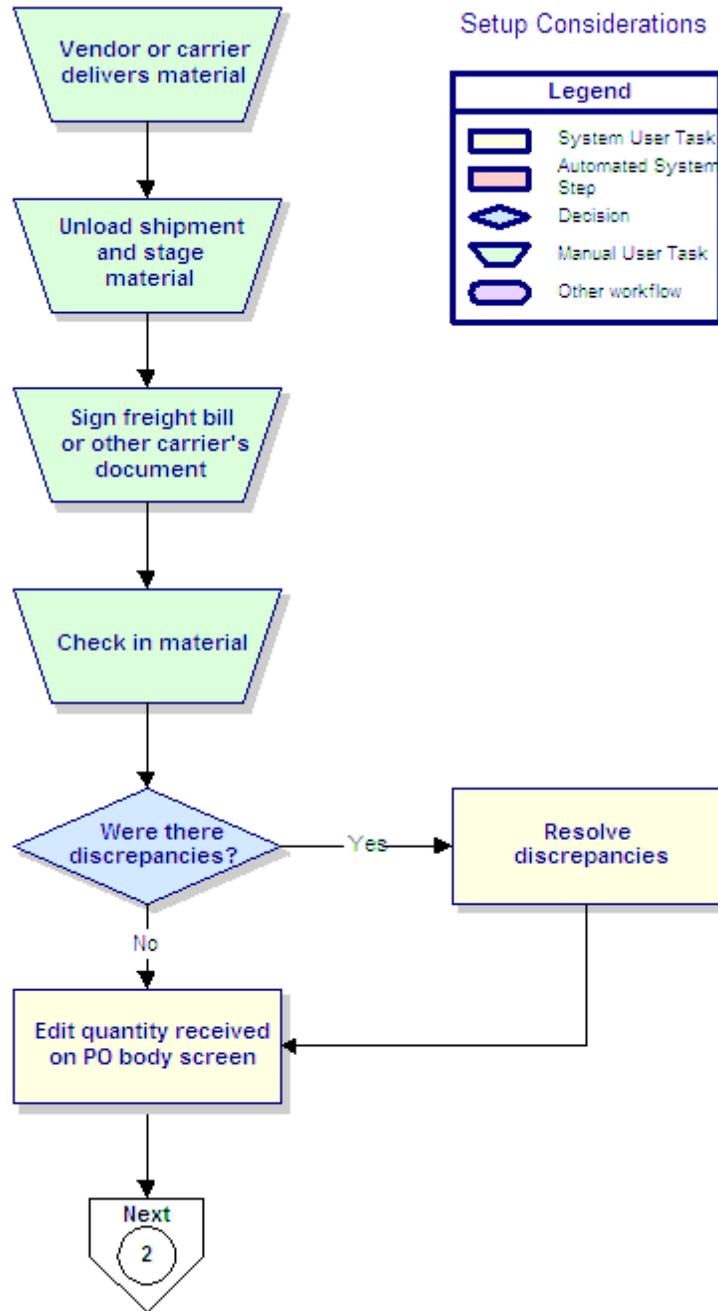
Completing P/Os with No Backorder Items in a Manual Warehouse

After physically receiving an order, compare the received quantities recorded on the P/O Receiver Report with the original purchase order's quantities displayed on the Stock Receipt Entry screen. Through this comparison, you can verify the quantity you received has completed the order, and then you can complete the receiving process and close the order.

▶**To complete a purchase order with no backorder items:**

1. From the **Purch** menu, select **Stock Receipt Entry** to display the Stock Receipt Entry screen.

2. In the **Ship From** field, enter the transaction number for the purchase or transfer order that you received.

3. In the **Qty/Unit** field, verify that all quantities listed match the quantities recorded on the report sheet.

   If you did not receive all quantities, indicate the backordered items on the purchase order.

4. After you verified that you received all quantities on the order, press **Esc**.

   The system displays the Stock Receipt Status screen.

5. In the **Status** field, type **R** to receive all quantities.

   Note: If you are receiving material for a different branch, the system may warn you that you are receiving material for a branch that is different than the terminal's branch assignment. Accept the warning to continue to receive material for a different branch.

6. At the **Receive qtys for** prompt, confirm the receipt date.

7. Press **Esc** to process the transaction and complete receiving.

See Also:

Receiving Purchase Orders in a Manual Warehouse

Completing Purchase Orders With Backorder Items in a Manual Warehouse

Putting Away Material Before Receiving on the System in a Manual Warehouse Workflow

Receiving Material on the System Before Putting Away in a Manual Warehouse Workflow

Manual Warehouse Receiving Overview

Completing P/Os With Backorder Items in a Manual Warehouse

Use partial purchase order receiving for large stock receipts that you are unable to check in at one time or for incomplete shipments from the vendor.

Complete partial orders by comparing the P/O Receiver Report with the Stock Receipt Entry screen to verify quantity. Then create a new purchase order generation with the items from the order that you did not receive.

▶**To complete a purchase order with backorder items:**

1. From the **Purch** menu, select **Stock Receipt Entry** to display the Stock Receipt Entry screen.

2. In the **Ship From** field, enter the transaction number for the purchase or transfer order that you received.

3. Use the **ShipDates** hot key and select **New** to create a new ship date that matches the date you are receiving the material.

4. At the prompt, enter the following information:

Field	Description
Enter New Reqr'd Date	The date you require the products on the purchase order.
Enter New Recv Date	The date the shipment was received.
Enter New Recv Branch	The branch for which the order was placed.
Enter New Status	**O** for a status of Open.

   After you complete the prompt's fields, the system returns to the Stock Receipt Entry screen. The **Qty/Unit** field no longer displays any numbers.

5. In the **Qty/Unit** field next to each item you received, enter the quantity received.

6. After you enter all items' quantities that you received, press **Esc** to display the Stock Receipt Status screen.

7. Select the order generation that you just created by matching the receive date with the date in the **Recvdate** field.

8. Use the **View Items** hot key to confirm that you selected the correct order generation.

9. In the **Status** field for the order generation, type **R** to receive the items on that order generation.

   Note: If you are receiving material for a different branch, the system may warn you that you are receiving material for a branch that is different than the

terminal's branch assignment. Accept the warning to continue to receive material for a different branch.

10. Press **Esc** to process the purchase or transfer order and complete that order generation.

The items that you did not receive are on a different order generation, along with all their information, such as locations and serial numbers.

Receiving Turned Back Directs in a Manual Warehouse

A turned back direct is a direct order that you are storing. Generally, the customer requests that material that was shipped directly to their job site be warehoused at the branch due to time or space limitations.

For example, a customer orders 100 sinks for installation at a new apartment complex. However, the construction is delayed due to rain and the sinks cannot be stored on site for a week. The customer requests the sinks be "turned back" to the warehouse for storage until the crew is ready for them.

▶**To receive a turned back direct:**

1. Sign the bill of lading and compare the count of all packages to the amount received.

   Note: Do not break down the pallet or remove the shrink-wrap.

2. Make note of the sales order number on the bill of lading and place the material in the staging location.

3. From the **Orders** menu, select **Sales Order Entry** and display the sales order that is on the bill of lading.

4. Use the **Ship Dates** hot key and select **New** to create a new generation.

   Note: You are creating a new generation because the direct has a new ship date.

5. Enter the required date of today and the status of **Ship when Specified**.

6. In the **Qty** and **Description** fields, enter the product number and product that you received.

7. Place your cursor on the line item and use the **Comment** hot key to open the Comments screen.

8. Enter a comment containing the following:

   - Date received

   - Bill of lading

   - Piece count - such as, five pallets of 60 pieces

   - Summary of material - such as "Miscellaneous Valves and Fittings"

9. Press **Esc** to save the entry and access the Header screen.

10. In the **Shipping Instructions** field, enter the staging location for the order.

11. Press **Shift-F4** and select **Order** to display the Enter Tracker For screen.

12. Create the tracker to notify the writer of the turned-back direct shipment.

13. Press **Esc** to save changes and exit the screen.

Locations in a Manual Warehouse

When receiving items into your warehouse from a purchase order or work order, you can receive the items into several locations in your warehouse. Use split locations when you have more stock than can fit in one area in your warehouse.

For example, you order five boxes of notebook paper because your vendor is running a special. Your primary location is big enough to store only two boxes at a time. Identify a secondary location that can hold the remaining three boxes.

This topic provides instructions about receiving products into multiple locations from the following order types:

- Purchase.
- Work orders.

▶**To receive products on a purchase order into multiple warehouse locations:**

1. From the **Purch** menu, select **Stock Receipt Entry** to display the Purchase Order Entry Body screen.

2. In the **Ship From** field, enter the purchase order or transfer order number to display the order you want to receive.

3. Place the cursor on the line item you are receiving.

4. Use the **Sched** hot key to display the Schedule screen.

5. Place the cursor on the line item that has the **Ship-Qty** or **Recv-Qty** for which you want to record a new location.

6. Use the **Split Locations** hot key to display the Split Locations screen.

7. In the **Typ** field, indicate the stock type you are receiving. Press **F10** and select one of the following:

Type	Description
S	Stock
F	Defective
R	Review
O	Overship
L	Display

8. In the **Location** field, enter the primary location for the product.

   You can enter locations other than the primary location for the product, such as secondary and floating locations. Press **F10** to select a location defined for the product. If the Display All Locations In Split Locations control maintenance record is set to **No**, the list for the **Location** field displays only those locations that have an on-hand quantity

greater than zero. If it is set to **Yes**, the list displays all locations defined for the product, regardless of their on-hand quantity.

To view the warehouse locations where quantities of the product are stored, use the **Location Maint** hot key to display the Product Location Maintenance screen.

Note: If the Allow Blank Locations In Split Location control maintenance record is set to **Yes**, you are not required to enter a location in the **Location** field. If the RF Put Away Method control maintenance record is set to **Most Recent Put Away Location** for the branch at which you are receiving, the **Location** field defaults to the last location in which you received this product.

9. In the **Qty** field, enter the number of items you want to store in the primary location.

10. Repeat steps 6 through 8 to record additional locations for the items and the amount you want to store in each location.

11. Press **Esc** to save the location and to return to the Schedule screen.

12. Press **Esc** to save the updates and to return to the Order screen.

13. Press **Esc** to save all changes and close the purchase order screen.

▶**To receive products from a work order into multiple warehouse locations:**

1. From the **Orders** menu, select **Work Order Entry** to display the Work Order Entry screen.

2. In the **Order ID** field, enter the work order number you want to receive.

3. Select a process and use the **Material** hot key to display the Work Order Entry Material Detail screen.

4. Select a line item and use the **Schedule** hot key to display the Work Order Entry Scheduling screen.

5. Use the **Split Locs** hot key to display material information on the Split Locations screen.

6. In the **Location** field, enter warehouse location to which to receive the product.

You can enter locations other than the primary location for the product, such as secondary and floating locations. Press **F10** to select a location defined for the product. If the Display All Locations In Split Locations control maintenance record is set to **No**, the list for the **Location** field displays only those locations that have an on-hand quantity greater than zero. If it is set to **Yes**, the list displays all locations defined for the product, regardless of their on-hand quantity.

To view the warehouse locations where quantities of the product are stored, use the **Location Maint** hot key to display the Product Location Maintenance screen.

Note: If the **Allow Blank Locations In Split Location** control maintenance record is set to **Yes**, you are not required to enter a location in the **Location** field. If the **RF Put Away Method** control maintenance record is set to **Most Recent Put Away Location** for the branch at which you are

receiving, the **Location** field defaults to the last location in which you received this product.

7. In the **Lot** field, enter the detail lot ID for the product, if necessary.

8. In the **Qty** field, enter the amount of the product to receive into the selected location.

9. Press **Esc** to apply the changes and return to the Work Order Scheduling screen.

10. Press **Esc** to return to the main menu.

Receiving Consignment Purchase Orders in a Manual Warehouse

The Vendor Consignment Inventory program lets you handle specified products for the vendor. The vendor retains ownership of the products, but you store and sell the products for the vendor, usually in exchange for a percentage of the sale amount.

The system keeps consignment inventory separate from regular inventory. Receive the purchase order to move the consigned inventory to your regular inventory count.

▶**To receive a consignment purchase order:**

1. From the **Purch** menu, select **Purchase Order Entry** to display the purchase order Body screen.

2. In the **Ship-From** field, enter the vendor name whose inventory is on consignment.

3. Select the consignment purchase order from the list to display the purchase order details.

4. Press **Esc** to display the order Status screen.

5. In the **Order Status** field, type **R** for Received.

   The system posts the following based on the Received status:

   - Debit to the Inventory account.

   - Credit to the Clear Purchases to Inventory account.

   - Debit to the Purchases account.

   - Credit to the Unbilled Accounts Payable account.

6. Press **Esc** to complete the order transaction.

7. Press **Esc** to close the screen.

See Also:

Receiving Purchase Orders in a Manual Warehouse

Manual Warehouse Receiving Overview

Creating Nonstock Products From a Purchase Order

The system allows authorized users to create nonstock products on the fly from a purchase order. If you receive stock in an order from a vender that is not included among your product inventory, you can create a nonstock product record from the purchase order.

▶**To create a nonstock product from a purchase order:**

1. From the **Purch** menu, select **Purchase Order Entry** to display the Purchase Order Entry Body screen.

2. In the **Ship From** field, enter the purchase order number of the order in which the nonstock product was received.

3. On a blank line, enter the quantity of the nonstock product you received in the **Qty** field.

4. Tab to the **Description** field and use the **Nonstock** hot key to display the Nonstock Entry screen.

5. In the **Search** field, type **New**.

   If a list displays, press **Esc** to display a blank entry screen.

6. In the **Mfr's Code Description** field, enter the product's code, if any, and full description.

   For example, the description can include the manufacturer name, the part number, and any other identifying information for the product.

7. Provide additional information about the nonstock product, as described in the field description table in Adding Nonstock Products to Sales Orders.

8. In the **DFLT-LIST** field, enter the wholesale cost of the item.

9. In the **DFLT-COST** field, enter the retail cost of the item.

10. Press **Esc** to save the product and populate the purchase order.

See Also:

Receiving Purchase Orders in a Manual Warehouse

Handling Purchase Order Receiving Discrepancies

Manual Warehouse Receiving Overview

Handling Purchase Order Receiving Discrepancies

Your company may need to deal with gaps in receiving material. Due to vendor issues, you may receive too much or too little of an ordered product, or you may receive incorrect or damaged items. You can track each of these issues in the system to keep your inventory management up to date.

This topic provides procedures for suggested business practices when managing the following discrepancies when receiving by purchase order:

- More product than ordered
- Less product than ordered
- Incorrect items
- Damaged material

Receiving More Product Than Ordered

You may receive too much of a product on a purchase order. Receiving the additional items creates a unique open order generation on the purchase order, but does not make the overshipment quantity available for sale. However, by receiving overshipments, the purchasing agent is notified in the Returned Goods Queue that a vendor shipped too much stock. The purchasing agent then makes the decision about whether to return the goods to the vendor, or to accept the items into stock.

▶**To receive more product than you ordered:**

1. From the **Purch** menu, select **Stock Receipt Entry** to display the Stock Receipt Entry screen.

2. Display the purchase order you want to receive by entering the transaction number in the **Ship From** field.

3. In the **Qty/Unit** field on a new line, enter the quantity you received over the amount that you ordered.

   For example, if you received 100 widgets but ordered 10, enter 90 for the quantity on the new line.

4. In the **Product Description** field, enter the product name or description.

5. With the new line item selected, use the **Sched** hot key to display the Scheduling screen.

6. In the **RecvQty** field on the Plenty Date line, enter the overshipment amount.

7. In the **Stat** field, type **O** to indicate the quantity is overshipment.

8. In the **Recv Date** field, change the date to the current date, or the date you received the overshipment quantity.

9. Press **Esc** to return to the Body screen.

10. Repeat steps 2 through 8 to receive overshipments of additional items on the purchase order.

> **Note:** If you are authorized to receive additional stock into the warehouse inventory, press **Esc** from the purchase order Body screen to display the Status screen. The new, open order generation for the items you just received displays. In the **Status** field for that generation, type **R** to receive the quantity into your inventory. To return goods to the vendor, see Creating Return Purchase Orders.

11. If a purchasing agent makes the decisions about what to return to the vendor, press **Shift-F4** and select **Order** to display the Enter Tracker For screen.

> **Note:** If you make the decisions about what to return to the vendor, it may not be necessary to create a separate tracker for the overshipment. Create the return purchase order and return the goods to the vendor as necessary.

12. Create the tracker to notify the purchasing agent about the overshipment.

13. Press **Esc** to save all changes to the purchase order.

Creating Backorders for Items Not Received

You may receive fewer products than what you ordered. Place the items you did not receive on backorder from within the purchase order to alert the purchasing agent to contact the vendor. Populate the Customer Calling Queue with Trouble orders to view orders that require the items before the date you expect to receive them from the vendor.

If the **B/O** field in Vendor Maintenance is set to **R** for review, the receive date for a backorder generation is left blank, allowing you to enter the actual date you expect to receive the items after communicating with the vendor. A blank receive date on a purchase order populates the Review P/O Backorders Queue making the purchasing agent aware that there are items on backorder.

If the **B/O** field in Vendor Maintenance contains a numerical value, the receive date for a backorder generation is the date that number of days from today. For example, if the current date is December 1, 2002, and the **B/O** field in Vendor Maintenance is set to 10, the receive date December 11, 2002.

▶**To create a backorder for an item not received:**

1. From the **Purch** menu, select **Stock Receipt Entry** to display the Stock Receipt Entry screen.

2. Display the purchase order you want to receive by entering the transaction number in the **Ship From** field.

3. Use the **View** hot key and select a view that contains the **Recv Qty** field.

4. In the **Recv Qty** field for the line item you need to backorder, enter the quantity you actually received and press **Enter**.

5. Press **Esc** to display the Status screen.

The Status screen displays generations for the quantity you did receive, and an open generation for the quantity you did not receive.

6. If the **B/O** field in Vendor Maintenance is set to **R** for review, no date displays in the **RecvDate** field for the backorder's generation. Leave the **RecvDate** field blank to populate the Review P/O Backorders Queue, making the purchasing agent aware that you did not receive the ordered quantity from the vendor.

   If the **B/O** field in Vendor Maintenance contains a numerical value, the **RecvDate** field for the backorder's generation is the date that number of days from today. Update the date if necessary.

7. Repeat steps 4 through 6 to receive additional items on the purchase order.

8. If a purchasing agent or other personnel contact vendors about backorders, press **Shift-F4** and select **Order** to display the Enter Tracker For screen.

   Note: If you contact the vendor, it may not be necessary to create a separate tracker for the undershipment.

9. Create the tracker to notify the personnel about the undershipment.

10. Press **Esc** to save all changes to the purchase order.

Receiving Incorrect Items from a Vendor

You may receive incorrect items from your vendor or additional items that you did not include on your purchase order but that appear on the vendor packing slip.

If you received an incorrect item, create a new line item on the existing purchase order for the incorrect item. If the incorrect item was shipped in lieu of an item you ordered, backorder the item you did not receive. To bring the incorrect item into inventory, add the item to the purchase order and follow the overshipment instructions.

If the incorrect item is an item that you do not typically stock but you want to receive it into your inventory, add the item to the purchase order and create a nonstock product.

If you receive items from your vendor that are neither on the packing slip nor the purchase order, receive the items on the purchase order and flag the items as overshipment so they route to the Return Goods Queue.

▶**To receive an incorrect item from a vendor:**

1. From the **Purch** menu, select **Stock Receipt Entry** to display the Stock Receipt Entry screen.

2. Display the purchase order to which you want to add the incorrect item by entering the transaction number in the **Ship From** field.

3. In the **Qty/Unit** field, enter the quantity of the product you did receive on a new line.

4. In the **Product Description** field, enter or search for the product.

   If the product is nonstock, use the **Nonstock** hot key to display the Nonstock Entry screen and create the nonstock product.

5. Use the **Comment** hot key and add a comment to the line item that describes the shipping error. For example, "Vendor shipped X instead of Y."

6. If the items are not on the purchase order or the packing list, use the **Sched** hot key to display the Schedule screen. If the items appear on the packing list but not on the purchase order, continue with step 9.

7. Change the date to tomorrow to create a new order generation and change the status to **O** for Overshipment.

    Flagging the quantity as overshipment routes the items to the Return Goods Queue.

8. Press **Esc** to return to the purchase order.

9. Press **Shift-F4** and select **Order** to display the Enter Tracker For screen.

10. Create the tracker to notify the purchasing agent about the incorrect product received.

11. Press **Esc** to save all changes to the purchase order.

Receiving Damaged Items from a Vendor

You may receive damaged or defective items from your vendors. You may discover damaged or defective material while you are verifying and checking in the order against the PO Receiver Report. However, you may not discover the damage or defect until after you received the purchase order in the system.

▶**To receive a damaged or defective item from a vendor at the time of receipt:**

1. From the **Purch** menu, select **Stock Receipt Entry** to display the Stock Receipt Entry screen.

2. Display the purchase order you want to receive by entering the transaction number in the **Ship From** field.

3. Select the item that was damaged and use the **Sched** hot key to display the Scheduling screen.

4. In the **RecvQty** field for the receive date, enter the amount of the item that was damaged.

5. In the **Typ** field, type **F** to indicate the quantity was damaged or defective.

6. Press **Esc** to return to the Body screen.

7. Repeat steps 2 through 6 to receive other damaged goods.

    Note: To return the goods to the vendor, see Creating Return Purchase Orders.

8. If a purchasing agent makes the decisions about what to return to the vendor, press **Shift-F4** and select **Order** to display the Enter Tracker For screen.

9. Create the tracker to notify the purchasing agent about the damaged items.

10. Press **Esc** to save all changes and exit the order.

▶**To indicate a damaged or defective item during the put away process:**

1. From the **Purch** menu, select **Stock Receipt Entry** to display the Stock Receipt Entry screen.

2. Display the purchase order you want to receive by entering the transaction number in the **Ship From** field.

3. Select the item that was damaged and use the **Sched** hot key to display the Scheduling screen.

   The Schedule screen displays the location that printed on the PO Receiver Report for the item.

4. Use the **Split Locations** hot key to display the Split Locations screen.

5. In the **Type** field, type **F** on a new line to indicate that the stock in that location is defective.

6. In the **Location** field, enter the warehouse location where you are storing the defective items.

7. In the **Qty** field, enter the number of items that are defective. Reduce the number of items in the original storage location by the number of defective items.

   For example, you received 100 widgets and store widgets in location 01-01-188 in your warehouse. However, upon putting away the widgets, your stock person discovered that two widgets were dented and unusable. You store defective items waiting review in location 01-01-400. In the **Qty** field for location 01-01-400, enter 2 and decrease the total quantity in 01-01-188 line by two.

8. Press **Esc** to return to the Schedule screen.

   The received quantity now displays with the new, defective location also listed.

9. Return to the Purchase Order Entry Body screen.

10. With the line item selected, use the **Comment** hot key to indicate the quantity of the line item that needs reviewing.

11. Press **Esc** to exit the purchase order.

See Also:

Vendor Overage Workflow

Vendor Short Shipments Workflow

Vendor Damaged Goods at Time of Receipt Workflow

Receiving Purchase Orders in a Manual Warehouse

Manual Warehouse Receiving Overview

Vendor Overage Workflow

Legend

▭	System User Task
▭	Automated System Step
◆	Decision
▽	Manual User Task
⬭	Other workflow

Identify overage or wrong item from vendor

Is overage due to standard package quantity?

— Yes →

Open PO and add a line item for additional quantity received

Attach a line item comment about the standard package overage

Place cursor on line item and use the Schedule hot key

Place the cursor in the Recv Qty field on the line that has the overage

Change the Type to O for Overage

Receive both original quantity ordered and the overage quantity on one generation

— No →

Open the PO and use the ShipDates hot key and select New

Enter a new date in the Reqd Date and Recv Date prompts

Press Enter to return to the body of the PO

Enter the quantity and items that were overshipped

Enter line item comment to identify packing slip quantity and actual quantity received

Place the cursor in the Recv Qty field on the line that has the overage

Change the Type to O for Overage

Receive the original quantity on one generation and the overage on another gen

Purchasing Agent check the Return Goods Queue for Type O generations

Next 2

Vendor Short Shipments Workflow

Identify shortage from the vendor

Open purchase order and change quantity to quantity you received

Message purchasing agent to review short shipment and send instructions

Go to PO Header screen; select standard internal note "Shortage - See Order Log"

Go to PO Status screen; change status to Received and press Esc

Next
2

Setup Considerations

Legend

System User Task	
Automated System Step	
Decision	
Manual User Task	
Other workflow	

Vendor Damaged Goods at Time of Receipt Workflow

```
┌─────────────────┐    ┌─────────────────┐    ┌─────────────────┐
│ Identify damaged │    │ Open PO with    │    │ Verify total    │        Setup Considerations
│ material at time │───▶│ damaged material│───▶│ quantity        │
│ of receipt       │    │ using Stock     │    │ received (both  │    ┌──────────────────────────┐
└─────────────────┘    │ Receipt Entry   │    │ good and        │    │          Legend          │
                       └─────────────────┘    │ damaged) in Recv│    ├──────────────────────────┤
                                              │ Qty field of PO │    │  ▭   System User Task    │
                                              └─────────────────┘    │                          │
                                                       │             │  ▭   Automated System    │
                                                       ▼             │      Step                │
                                              ┌─────────────────┐    │  ◇   Decision            │
                                              │ Place cursor on │    │                          │
                                              │ line item you   │    │  ▽   Manual User Task    │
                                              │ are receiving   │    │                          │
                                              └─────────────────┘    │  ⬭   Other workflow      │
                                                       │             └──────────────────────────┘
                                                       ▼
                                              ┌─────────────────┐
                                              │ Use the Schedule│
                                              │ hot key to view │
                                              │ the Schedule    │
                                              │ screen          │
                                              └─────────────────┘
```

Total quantity of line item damaged?

- **Yes** → Change the Typ field on the line item to F (Defective) → Enter line item comment that identifies the freight carrier or vendor and bill of lading number → Enter internal notes with number damaged cartons on Header screen → **Next 2**

- **No** → Position cursor on line item that has good material → In the Recv Qty field enter the amount of good items received and press Enter → At the prompt, place cursor in Recv Qty column of first line that has the Recv Qty of 0 → Press Enter; place cursor on the line item with damaged qty and change Type field to F → Press Esc to return to Body screen → Change Recv Qty to total quantity received (good and damaged)

Receiving Transfers in a Manual Warehouse

Transfers move inventory between branches without creating purchase orders and incurring additional procurement costs. You can use transfer orders to procure an unavailable item for an order or reduce the number of items that a branch needs to purchase. In addition, you can replenish branches by transferring surplus stock from one branch to another and balance inventory between your branches.

> **Note:** You can receive an open generation of a transfer on a closed shipped generation without needing to reopen the closed period.

▶**To receive a transfer:**

1. From the **Xfers** menu, select **Transfer Order Entry** to display the Transfer Body screen.

2. In the **Ship From Branch** field, enter the transfer order number you want to receive. Press **F10** to select from a list.

3. In the **Recv Qty** field, enter the quantity you received for each product.

   If your screen does not contain the **Recv Qty** field, use the **View** hot key and select **Qty Shipped / Qty Recvd** to change the Transfer Order Entry view.

4. Press **Esc** to access the Status screen.

5. Place your cursor on the **Open Received** line and change the **Open** status to **Received.** The P/O Receiver Report for the receiving generation prints.

   > **Note:** If you are receiving material for a different branch, the system may warn you that you are receiving material for a branch that is different than the terminal's branch assignment. Accept the warning to continue to receive material for a different branch.

▶**To process tagged items:**

1. Use the P/O Receiver Report to identify any tagged items and place in the appropriate staging area in your warehouse.

2. Place a special order label on the material.

3. Continue verifying all material received.

See Also:

Putting Away Transfers Before Receiving on the System in a Manual Warehouse Workflow

Receiving Transfers on the System Before Putting Away in a Manual Warehouse Workflow

Receiving Products into Multiple Locations in a Manual Warehouse

Manual Warehouse Receiving Overview

Putting Away Transfers Before Receiving on the System in a Manual Warehouse Workflow

```
Our truck or
carrier delivers
material
        |
        v
Unload shipment
and stage
material
        |
        v
Check in material
against packing
slip, note actual
qty received
        |
        v
Access the PO Receiver
report, enter transfer
number, and select
Print hot key
        |
        v
Put material away
based on PO
Receiver report
location
        |
        v
      Next
       (2)
```

Setup Considerations

Legend	
☐	System User Task
☐	Automated System Step
◇	Decision
▽	Manual User Task
⬭	Other workflow

Receiving Transfers on the System Before Putting Away in a Manual Warehouse Workflow

Our truck or carrier delivers material

Unload shipment and stage material

Do you want to verify shipment quantities? — Yes → Check in material against packing slip, note actual qty received

Setup Considerations

Legend

▭	System User Task
▭	Automated System Step
◇	Decision
▽	Manual User Task
⬭	Other workflow

Quantity changes necessary? — Yes → Open transfer and change the receive quantity

No

No

Print labels and attached to products

Go to the Transfer Status screen; change status to R for Received.

Message designated person at shipping branch to resolve the discrepancy

Using labels or report to put material away?

Access PO Receiver; enter transfer #; specify A, H, or M for Order status; use Print hot key

Next
2

Receiving Work Orders in a Manual Warehouse Workflow

Received completed work order from vendor

↓

Open Work Order Processing and enter Work Order ID

↓

Use Material hot key and ensure quantity received matches In column quantity

↓

Do quantities match? —No→ **Go to Qty In field and change to the appropriate quantity** → **Remaining qty backordered or cancelled?** —Cancel→ **Leave completion date blank and press Enter**

Yes ↓ (from Do quantities match?)

Backorder ↓ (from Remaining qty backordered or cancelled?)

Press Esc to go back to the main work order screen

Enter a new completion date for backordered quantity

↓

↓

Tab to the Status field and change from In Process to Complete

Press Esc to go back to the main work order screen; Change status to Complete

↓

Next 2

Setup Considerations

Legend
- System User Task
- Automated System Step
- Decision
- Manual User Task
- Other workflow

Cross Docking Overview

The cross docking process occurs when material received at your dock can fulfill an outgoing order at your receiving branch or at another branch; and instead of receiving the material, stocking it on your shelves, and then picking it for the outgoing orders, you immediately transfer the material from the receiving dock to the shipping dock holding the outgoing orders.

For example, you receive 20 kitchen sinks on a purchase order (P/O). You have a sales order ready to be shipped once it is fulfilled with two kitchen sinks. Instead of receiving and putting away all 20 kitchen sinks and then picking two of those sinks for the sales order, immediately move two of the kitchen sinks to the shipping dock holding the pending sales order.

Cross docking makes warehouse processes more efficient, especially in a central purchasing scheme where it is necessary to receive all ordered products at one branch and then transfer the appropriate material to each child branch. By cross docking material, you can skip the putting away and picking steps for much of your received inventory.

Use the Cross Dock Printing Confirmation Queue and the Cross Dock Suggested Transfer Queue to cross dock material. From these queues, you can view all outgoing orders with a shipping status that can be fulfilled with material received on P/Os and transfers. Specifically, use each of the queues to do the following:

- Cross Dock Printing Confirmation Queue – Use to view and select outgoing orders at your branch that can be fulfilled with incoming inventory. Print pick or work tickets to complete the outgoing order.

- Cross Dock Suggested Transfer Queue – Use to view outgoing orders at other branches that can be fulfilled with incoming inventory at your branch. Transfer the material to other branches by either creating new transfers or adding to existing transfers.

See Also:

How the System Selects Orders for Cross Docking

Printing Pick or Work Tickets for Cross Dock Tasks

Using the Cross Dock Suggested Transfer Queue

Setup Requirements for Cross Dock

Manual Warehouse Management Overview

How the System Selects Orders for Cross Docking

When selecting orders to place in the Cross Dock Printing Confirmation Queue or the Cross Dock Suggested Transfer Queue, the system searches for the following attributes:

- Only outgoing orders with a shipping status, such as Ship When Specified, display in the queues.

- Only outgoing orders that can be partially or completely fulfilled by material on orders being received display in the queues. Quantity being received must meet the following caveats:

  - The received material must be available – not tagged to other orders, not defective, and so on.

  - The received material can be cross docked only from purchase and transfer order generations that have been received.

When the above attributes are met, the system displays outgoing orders in the queues in the following order:

- **Status A, Ship When Avail** – When an outgoing order is tagged to an incoming order that is received, then the order displays. There is no quantity check by the system. If an order is not tagged, then the system checks the quantities for each product type and location on the incoming order. If the quantities are less than or equal to the received order quantity, then the order displays.

- **Status H, Ship When Complete** – When an outgoing order is tagged to an incoming order that is received, then the order displays. There is no quantity check by the system. If an order is not tagged, then the system checks the quantities for each product type and location on the incoming order. If the quantities are less than or equal to the received order quantity, then the order displays. Orders with Ship When Complete statuses display only when *all* quantity is available.

- **Status S, Ship When Specified** – When an order's ship date meets the current date and the same rules as for Status H, Ship When Complete can be applied, the order displays.

- **Status M, Ship Item Complete** – When an order's items can be fulfilled by both the total of tagged and stock quantities and the same rules as for Status A, Ship When Avail can be applied, then the order displays.

See Also:

Cross Docking Overview

Printing Pick or Work Tickets for Cross Dock Tasks

Using the Cross Dock Suggested Transfer Queue

Printing Pick or Work Tickets for Cross Dock Tasks

By using the Cross Dock functionality, you can fulfill outgoing orders with received material on a purchase order (P/O) or transfer without putting away the material first.

> **Note:** To cross dock material, the shipping branch on the *outgoing order* must be the same as the receiving branch on the *incoming order.*

Using the Cross Dock Printing Confirmation Queue, view outgoing orders that can be fulfilled using the material that just came in to the warehouse from a P/O or transfer. Then select the outgoing orders to process, and print pick or work tickets for the material that can fulfill the sales orders.

Pick or work tickets for cross dock tasks print with the following information:

- Receiving dock location from where to pick the material.

- P/O or transfer number from which to pick the material.

Important: You cannot print pick or work tickets for orders committed to child branches. You must instead transfer the material to the child branch. In addition, you cannot print pick or work tickets for invoiced orders – orders that might have shipped and been invoiced from another branch while you were in the process of preparing to ship them from the receiving branch.

▶**To print a pick or work ticket for a cross dock task:**

1. From the **Purch** menu, select **Purchase Order Entry** to display the Purchase Order Entry screen.

2. Display the purchase order on which you have items to receive by entering the transaction number in the **Ship From** field.

3. Press **Esc** to view the header information and enter freight information, if needed.

4. Press **Esc** to display the Order Status screen.

5. Change the status from **Open** to **Received** for the item that has arrived.

6. Use the **XDock** hot key to display the Cross Dock Printing Confirmation Queue screen.

7. In the **Prt** column, type **Y** next to the orders you want to process.

   Use the **Set All** hot key to select all the orders in the queue.

8. Use the **Print Tickets** hot key to print pick or work tickets for the orders selected.

   Note: The system alerts you if you attempt to print pick or work tickets for orders not shipping from the receiving branch.

9. Press **Esc** to exit the screen.

How the System Determines Printer Location for Cross Dock Tasks

Before printing pick or work tickets for cross dock tasks, set the Use Current Location When Printing From Cross Dock control maintenance record to one of the following to determine where the tickets print:

- **Y** – Pick or work tickets print at the user's currently assigned location.

- **N** – Pick or work tickets print at the location determined by the printer selection hierarchy. This hierarchy selects a location in the following order:

What the System Checks	Where Identified
1. The printer location override defined for the ship via within a branch.	**PickTicketPtrLo**c field in Ship Via Branch Overrides/Auto Scheduling. For more information, see Assigning Ship Vias to Branches.
2. The printer location assigned to the shipping branch.	**Ship Ticket Branch** field in Printer Location Maintenance. For more information, see Defining Printer Locations.
3. The user's currently assigned location.	**Slave Printer** field in Slave Printer Assignment. For more information, see Assigning Slave Printers to Terminals.

More Options from the Cross Dock Printing Confirmation Queue

The Cross Dock Printing Confirmation Queue screen also offers these options.

Hot Key	Description
View Order	Displays the selected order in view-only mode.
Xfer	Displays the Cross Dock Suggested Transfer Queue screen. Use this screen to view outgoing orders at other branches that can be fulfilled by your branch's inventory.

See Also:

Cross Docking Overview

How the System Selects Orders for Cross Docking

Using the Cross Dock Suggested Transfer Queue

Using the Cross Dock Suggested Transfer Queue

The Cross Dock Suggested Transfer Queue displays outgoing orders at other branches that can be fulfilled by your branch's inventory &endash; both inventory received on purchase orders (P/Os) or other transfers, or items in stock.

Use the Cross Dock Suggested Transfer Queue to do the following:

- Review outgoing orders at other branches listed in the queue.

- Add items to transfers to fulfill the other branches' outgoing orders.

- Create new transfers to fulfill the other branches' outgoing orders.

- Transfer material to child branches, even if no orders are found related to a received P/O or transfer generation.

▶**To use the Cross Dock Suggested Transfer Queue:**

1. From the **Purch** menu, select **Purchase Order Entry** to display the Purchase Order Entry screen.

2. Display the purchase order on which you have items to receive by entering the transaction number in the **Ship From** field.

3. Press **Esc** to view the header information, and enter freight information, if needed.

4. Press **Esc** to display the Order Status screen.

5. Type **R** to change the status from Open to Received for the item that has arrived.

6. Use the **XDock** hot key to display the Cross Dock Printing Confirmation Queue screen.

7. Use the **Xfer** hot key to display the Cross Dock Suggested Transfer Queue screen.

8. The **Xfer?** field defaults to **Y**. Change for each line item if you do not want to add them to an order.

9. Manage the selected line items using one of the following hot keys:

Hot Key	Function
Create Xfer	Creates a transfer order for the selected line items. The system prompts to ship all material on the latest ship date, if the selected items ship on different days. **Note:** Creating a transfer does not change the status from Open to Shipped. Instead you must change the status manually on the Transfer Order Status screen. For this reason, we recommend that you set the Order Status Print Status Defaults control maintenance record for open transfers to **Batch**. The status on batch printed transfer orders changes immediately.

Hot Key	Function
Add to Xfer	If open transfer orders between the two branches already exist, the system displays a list of currently open transfer orders, letting you add the selected line item to a transfer order.
	If no open transfers exist for the selection, the system prompts to create a new transfer. If you select a transfer that is currently being edited by another user, the system displays a message and prompts you to create a new transfer
	Note: When adding to transfers, you can select those transfers with a future date at least one day beyond the current date.

9. Press **Esc** to save changes and exit the screen.

More Options from the Cross Dock Suggested Transfer Queue

The Cross Dock Suggested Transfer Queue screen also offers these options.

Hot Key	Function
Inq	Opens the Inventory Inquiry screen for the selected product.
Deselect All	Resets the **Xfer?** field to No.
Select Range	Selects a range of items to add to a transfer. After using this hot key to initiate the range, use the **Up Arrow** and **Down Arrow** keys to select the last line of the range. Press **Enter** to select.

See Also:

Cross Docking Overview

Printing Pick or Work Tickets for Cross Dock Tasks

How the System Selects Orders for Cross Docking

Index