Portal Prodigy™

Orders Features in Detail

Chapter Excerpt from Software User & Administration Guide
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www.portalprodigy.com

1.1 Introduction

Manage and fulfill orders for products as well as events, exchanges, membership and Press Releases. The Order feature is used to create, collect, review, report and manually editing any orders and invoices created by feature components, such as Event Registration, Product Purchasing, Press Releases, Exchange Fees and Membership Fees. The Order Management page allows administrators to manually modify order information for exception situations. Using Order Management permitted users can create new orders, add items to existing orders, create quotes, create recurring orders, and create returns.

Orders feature benefits include:

- Enables online shopping cart and checkout capabilities
- Customize payment options, shipping methods, sales tax parameters and ordering policies
- Set unlimited number of price groups and customer discount groups
- Create and track price quotes
- Convert price quotes to orders and invoices
- Create recurring, return and back orders
- Integrates contact management features to track prospect, customer and sales staff relationships and activities.
- Integrates inventory control system with shopping cart and sales department
- Creates journal entries and records for export to QuickBooks or other accounting packages.
- Allows for manual adjustments when special conditions or exceptions need to be applied to specified customers.

Some of the components, fields and settings of the Orders feature, discussed in detail in this chapter, are:

Order Features Management page
Default Shipping Carrier
Default Shipping Method
Default Security Group
Response Notification Email
Response Notification Template
Order Phone
Order Policies
GL Accounts section:

- Sales Tax Revenue
- Shipping Revenue

Search for Orders page
Text fields
Range fields
Criteria fields
Feature

Order Status

- Shopping Cart
- Submitted
- Pending
- Partially Fulfilled
- Fulfilled
- Completed
- On Hold
- Canceled

Order ID Range
Company ID
Contact ID
Created Date Range
Created By
Item ID
Record ID
Order Type

- Order
- Quote
- Recurring
- Return
- Credit Memo
- Back Order

Payment Entry Date Range
Company Name
Last, First Name
Modified Date Range
Modified By
Financial Status

- All
- Approved
- Declined
- Pending

Options
Found Orders section:
Order ID
Company Name
Contact Name
Status
Type
Management
Fulfillment
Order Management page:
Order For:

- Events
- Products
- Press Releases
- Exchanges
- Membership

Select User
Bill To: Retrieve Office
Bill To: Retrieve Home
Bill To:
Bill To Name
Bill To Attn:
Bill To Address 1
Bill To Address 2
Bill To C.S.Z.
Bill To Country -
Bill To Phone
Bill To Fax .
Bill To Email
Ship To:
Ship To Name:
Ship To Attn:
Ship To Address 1:
Ship To Address 2:
Ship To C.S.Z.:
Ship To Country
Ship To Phone:
Ship To Fax:
Ship To Email:
Order Status:

- Canceled
- On Hold
- Pending
- Submitted

Terms

- Pre-Paid
- Paid By Mail
- Pay At Event
- C.O.D.
- Terms

Order ID
Order Type:

- Order
- Quote
- Recurring
- Return
- Credit Memo
- Back Order

Salesperson ID:
Financial Status

- Pending
- Approved
- Declined

Payment Type
Related Record ID
Order Date
Ref. Order #
P.O. #
Contact ID
Order Items grid columns
Quantity
Shipped Qty.
B.O. Qty.
Canceled Qty.
Part #
Product
Unit Price
Extended Price
Add Item link
Created Date Range
Created By
Shipping and Totals section:
Allow Partial Shipment
Shipping Carrier
Shipping Method
Calculate Shipping & Tax
Sub-Total
Shipping Charges
Tax Total
Total
Special Instructions
Payments
Add Item in Order Management page
Price
Qty
Options:
Payment Options page
Options:
Auto Adjust Payment Amount
Enter Additional Payment
Leave as UnPaid
Payment:
Account Number
Payment Type
Name on Card
Expiration Month
Expiration Year
Payment Date:
Address 1:
City:
State:
Zip:
Country:
Options:

A single administrative Order Management page is available for manually editing all orders/invoices created by all feature components, including Event Registration, Product Orders, Press Releases, Exchange Fees and Membership Fees. The Order Management page allows administrators to manually modify order information that cannot be modified by the customer in the Visitor pages. An example of such a change is the Unit Price/Fee charged for an Item; customers cannot change this using the Visitor order entry interface, however an authorized administrative can using the Administrative Order Management interface.

Using Order Management permitted Administrators can create new orders, add items to existing orders, create quotes, create recurring orders, and create returns.

Note that in PORTALPRODIGY, the terms Order and Invoice are physically the same thing. The differentiation between an Order and an Invoice is the Order's status. An Order becomes an Invoice once it is billed or when it is prepaid. The Invoice amount is the amount billed or prepaid.

A difference between the Order Amount and the Invoice Amount occurs when part of an order cannot be fulfilled due to some Items not being available; typically this only applies to product orders. If an Order is only partially billed, then only the billed portion is considered invoiced and the unbilled portion is transferred to a new order called a Back Order. If an Order's Partial Shipment = "No", then backordered quantities will not cause a new Back Order to be created; they will just be logged during fulfillment and when all Items become fulfilled the Order will be released for Shipment and Invoiced in it's entirety. Thus each Order will have Order Totals and Invoiced Totals.

The reason for maintaining two sets of totals is to maintain a history of what was originally ordered versus what was actually shipped and invoiced. This is described in greater detail in the section on Order Processing and Posting.

1.2 The Visitor Experience

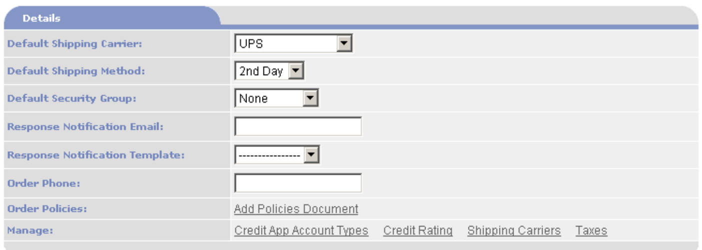
Each feature component provides a specialized user interface for the order entry experience that is applicable to that feature. E.g. events have an Event Registration process, Exchanges have Exchange Fee process, Memberships have a Member Fees process, Press Releases have a Press Release Fee process, and Products have a Shopping Cart and Checkout process. Please see the applicable feature chapter for a description of that features order entry experience.

1.3 Components

1.3.1 Order Features Management page:

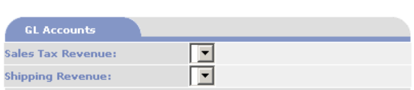
This is where the feature component is configured.

Details section:



- **Default Shipping Carrier** – product orders will default to this shipping carrier. Selecting “None” forces the user to select a value before an order can be saved. Example values - “Fed-X”, “UPS”.
- **Default Shipping Method** – if a Default Shipping Carrier is selected, a default shipping method must be specified, e.g. *Ground* or *Next Day Morning*
- **Default Security Group** – assigned to users when they create orders???
- **Response Notification Email** – specify the email address of the person responsible for processing new orders and PORTALPRODIGY will notify this person every time an order is placed.
- **Response Notification Template** – specify the email Broadcast Template for the Response Notification Email. Email Broadcast Templates are created using the Broadcast Feature.
- **Order Phone** – enter your sales or customer service telephone number to be displayed during shopping checkout process.
- **Order Policies** - Add Policies Document – click on this link to copy a document to the PORTALPRODIGY server.

GL Accounts section:



- **Sales Tax Revenue –** posting of orders will credit this GL account with the total invoice sales tax amount.

- **Shipping Revenue –** posting of orders will credit this GL account for the total invoice shipping fees (freight) amount charged.

1.3.2 Search for Orders page:

Used to find existing orders based on entered search criteria.

Text fields – An * asterisk character may be placed at the beginning, end, or both beginning and end of your search criteria value as a wildcard in order to find all values beginning with, ending with or containing that value, respectively; otherwise, PORTALPRODIGY searches for an exact match to your entry.

Range fields – when you enter a beginning and ending range value, PORTALPRODIGY will find all values including and between the specified values.

Criteria field definitions:

- **Feature –** allows a single selection from list box. Used to retrieve Orders for a specific Feature Component. Defaults to “All”. It only lists Feature Components that have been enabled in Feature Management.

- **Order Status** – allows a single selection from list box. The following choices are available - (see the Features Administration section of this chapter for explanations of each value)

  - **All Orders –** this is the default, which includes all Orders regardless of Order Status.

  - **Shopping Cart –** orders with this status are in the process of being created by a visitor in the Visitor portion of the Website and have not been submitted. Orders with this status will be deleted if not submitted and the visitors session times-out. Session time-outs are set by a PORTALPRODIGY Administrator. Sessions are usually set to 15 minutes. This means that for the session to time-out the Visitor would have to no activity with the PORTALPRODIGY server for a period of 15 minutes.

- **Submitted** – this is a temporary status that is assigned to orders when being created in Order Management or when submitted by visitors in the Visitor portion of the Website. When an Order is saved by an administrator or submitted by a Visitor, PORTALPRODIGY reconciles the inventory availability and if everything reconciles the Order Status is set to *Pending*. If an order persists with a status of *Submitted* it means the order could not be reconciled. Orders cannot be reconciled when inventory becomes unavailable from the time the item is added to the cart and the time the order is submitted. Under normal circumstances PORTALPRODIGY will respond with a notification to the user that there is insufficient inventory along with instructions for adjusting the order. If for some reason the user does not receive or respond to this (a broken Internet connection would be a likely cause), the order will persist with the Submitted status. Correcting the problem is simple, Save the order again and when prompted, adjust it accordingly.

- **Pending** – orders with this status are ready to be fulfilled. The process of creating the order has been completed

- **Partially Fulfilled –** orders with this status have unfulfilled items. They can be processed and the remaining unfulfilled items can be fulfilled.

- **Fulfilled** – orders with this status have been fulfilled but not posted.

- **Completed** – orders with this status have been fulfilled and posted. They cannot be changed.

- **On Hold –** orders with this status cannot be processed until they status is changed to some other value.

- **Canceled** – orders with this status cannot be fulfilled, changed, or processed. Canceling an order is a way of deleting an order without removing its history. This provides an audit trail for the transaction.

- **Order ID Range** – this is the number that PORTALPRODIGY automatically assigns to all Orders.

- **Company ID –** Customer's Company ID. PORTALPRODIGY automatically assigns a unique number to each company when the company is added to the system.

- **Contact ID –** Customer's Contact ID. PORTALPRODIGY automatically assigns a unique number to each contact when the contact is added to the system. Note that Contact ID and User ID are the same thing.

- **Created Date Range –** when a new order is created, PORTALPRODIGY stores the date maintained by the PORTALPRODIGY web-server system clock. Entering a date in the first text box only, will retrieve all Orders with Created Date greater than or equal to the entered date. Entering a range is inclusive of entered date values.

- **Created By –** used to retrieve by Contact ID of user who created the Order.

- **Item ID –** used to retrieve by Order Item ID. PORTALPRODIGY automatically assigns a unique number to each Item when the Item is added to the system.

- **Record ID** - used to retrieve by feature ID such as Event ID or Exchange ID. It is dependent on value selected for Feature criteria field. PORTALPRODIGY automatically assigns a unique number to every record when the record is added to the system.

- **Order Type** – select from the following:

  - **Order** – this type of order is used when a customer is committing to purchase the goods or services from your organization that are specified on the order as order items.

  - **Quote** – this is when a customer wants a formal price quote for the goods or services specified on the order as order items, but the customer is not making a commitment to purchase them. Quotes can be converted to orders simply be changing the type setting.

  - **Recurring** - this type of order is used when a customer is committing to purchase the goods or services from your organization that are specified on the order as order items on a repetitive basis. This type of order is used as a template to create actual orders.

  - **Return** – this type of order is used when a customer is returning goods or canceling unused services. It is used to add Items back into inventory and reduce sales revenue. If payment has been made for the returned goods or unused services, it also a Credit Memo for the returned amount, reducing the customers balance or when they do not owe your organization it creates a credit balance on the customers account.

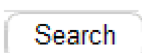
- **Payment Entry Date Range –** used to retrieve paid orders based on date of payment(s).

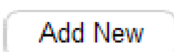
- **Company Name –** enter as text.

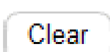
- **Last, First Name –** the first text box is for the Customer Contact Last Name and the second text box is for the Customer Contact First Name.
- **Modified Date Range** –
- **Modified By** – enter a Contact ID.
- **Financial Status** – select a single value from the list box. Defaults to "All".
    - **All –** selecting this value causes the search to ignore Financial Status.
    - **Approved –** include orders with finance status set to *Approved*.
    - **Declined -** include orders with finance status set to *Declined*.
    - **Pending –** include orders with finance status set to *Pending*.

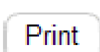
Options:

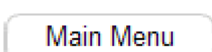
- 

 Items Per Page – enter the number of values to retrieve and display at a time. Defaults to last specified value.
- 

 Search – submits criteria to server and returns matching Orders.
- 

 Add New – use to add a new Order using Order Management page.
- 

 Clear – clears all entered criteria values.
- 

 Print – performs Internet browser print operation, which prints the browser windows content according to your browser's print settings.
- 

 Main Menu – returns you to Site Administration Menu.

Found Orders section:

Page 1 of 1 | Total matches:1

Order ID	Company Name	Contact Name	Status	Type	Management	FulFillment
2	Diedre Moire Corporation, Inc.	Stephen Reuning	Completed	Order	Manage	

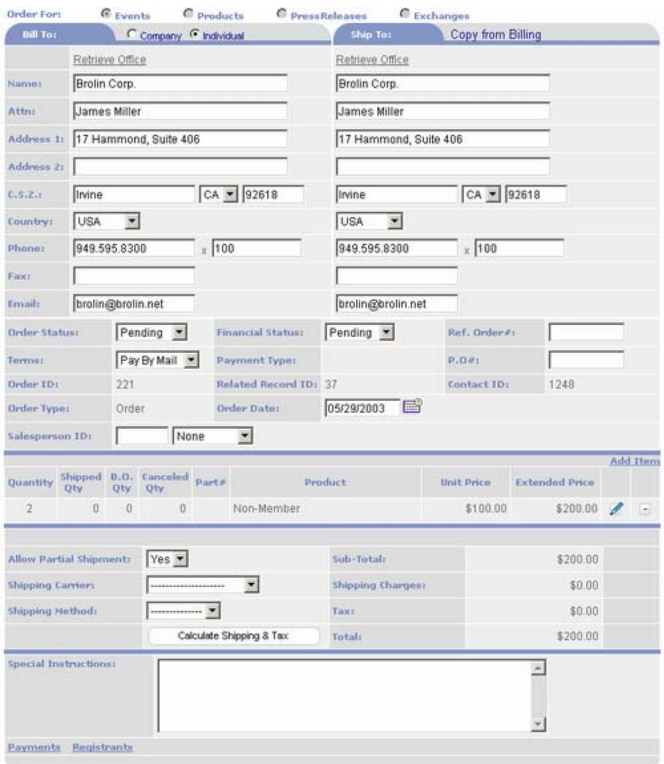
Contains the following columns:

- **Order ID –** assigned by the system when the order is created.
- **Company Name –** when the order is for a company, the company's name is listed; otherwise it is left blank.
- **Contact Name –** the person who placed the order.
- **Status –** designates the processing status of the order.
- **Type –** designates the purpose of the order. It can be an Order, Quote, Recurring (Order), or Return.
- **Management –** click on the Manage link to display Order Management page for the Order on that row.
- **Fulfillment –** click on the Fulfill link to display Manual Fulfillment page to fulfill the Order on that row.

1.3.3 Order Management page:

Used to create, edit and delete Orders. It can be used to manage Orders created by customers from the Visitor portion of the site.

When managing an existing Order, the Order Management page appears as follows:



Contains the following elements:

- **Order For:** select one of the following Feature options (note that an Order can only contain Order Items for a single Feature):
  - **Events –** specifies that the order is for and event registration.
  - **Products –** specifies that the order is for items in the shopping catalog.
  - **Press Releases –** specifies that the order is for press release fee.
  - **Exchanges –** specifies that the order is for an exchange listing.
  - **Membership –** specifies that the order is for a membership fee.
- **<u>Select User</u>** – displays Search for Contacts page. If a single matching Contact is found, PORTALPRODIGY will automatically select the Contact; otherwise you must select from the list of Found Contacts.

- **Bill To: <u>Retrieve Office</u>** – displayed if Customer Contact record's Send to Office is selected. Auto fills Bill To data elements from Contact's Office values.

- **Bill To: <u>Retrieve Home</u>** - displayed if Customer Contact record's Send to Home is selected. Auto fills Bill To data elements from Contact's Home values.

- **Bill To:** select either Company (Organization) or Individual.

- **Bill To *Name -** enter the name of the party responsible for payment. If for Company enter the Company Name otherwise enter the Individuals Name. A name is required

- **Bill To Attn:** Enter the 'Attention To' name. This is primarily used when Order is for a Company.

- **Bill To *Address 1 -** enter the street address including suite or apartment number. If there is an asterisk displayed, the value is required.

- **Bill To Address 2 -** used when you need a second line for the street address.

- **Bill To *C.S.Z. -** enter City into the first text box, select a state from the list box, and enter a postal zip code in the last text box. If you do a large portion of your commerce in a single state you and set a default state in Orders Feature Management. If there is an asterisk displayed, the value is required.

- **Bill To *Country -** defaults to "USA". If there is an asterisk displayed, the value is required. Only allows select from the list box. PORTALPRODIGY allows you to specify which countries you do commerce with. This is done in feature management.

- **Bill To *Phone -** enter the billing contacts telephone number into the first text box and if there is an extension enter this in the second text box. If there is an asterisk displayed, the value is required.

- **Bill To Fax -** enter billing contact person's telephone number for their FAX.

- **Bill To *Email -** enter the billing contact person's email address. If there is an asterisk displayed, the value is required.

- **Ship To:** click on the <u>Copy From Billing</u> link to copy the values from the Bill To fields to the Ship To fields.

- **Ship To *Name:** if for Company enter the Company Name otherwise enter the Individuals Name. If there is an asterisk displayed, the value is required.

- **Ship To Attn:** enter the persons name that shipping should be addressed to, i.e. 'Attention To' name. This is primarily used when Order is for a Company.

- **Ship To *Address 1:** enter the street address including suite or apartment number where goods are to be shipped. If there is an asterisk displayed, the value is required.

- **Ship To Address 2:** used when you need a second line for the street address.

- **Ship To *C.S.Z.:** enter City into the first text box, select a state from the list box, and enter a postal zip code in the last text box. If you do a large portion of your commerce in a single state you and set a default state in Orders Feature Management.   If there is an asterisk displayed, the value is required.

- **Ship To *Country -** defaults to "USA". If there is an asterisk displayed, the value is required. Only allows select from the list box. PORTALPRODIGY allows you to specify which countries you do commerce with. This is done in feature management.

- **Ship To *Phone:** enter the shipping contacts telephone number into the first text box and if there is an extension enter this in the second text box. If there is an asterisk displayed, the value is required.

- **Ship To Fax:** enter shipping contact person's telephone number for their FAX.

- **Ship To *Email:** enter the shipping contact's email address. If there is an asterisk displayed, the value is required.

- **Order Status:** defaults to "Submitted" when creating new Order. You may select one of the following:

    - **Canceled –** this permanently cancels the order. Orders that have been fulfilled or completed cannot be canceled.

    - **On Hold –** this temporarily places the order on hold. Orders that are on hold cannot be fulfilled or posted until they are taken off hold.

    - **Pending –** this is when Order is ready to be fulfilled. This status is assigned by the system after the submitted order has been saved and reconciled.

    - **Submitted –** this is only available when creating a new order.

- **Terms -** select the payment terms for the customer. Values displayed in list box are dependent on administrative configuration and customer terms. Possible values include:

    - **Pre-Paid –** select when payment is required at time order is submitted.

    - **Paid By Mail –** select when payment is required before fulfillment of order.

  - **Pay At Event –** select for Events only, when payment is allowed at the Event.
  - **C.O.D. –** select when payment is required upon delivery.
  - **Terms** such as "Net 30" or "2 / 10 Net 30"- select when customer has an account with your organization and customer is granted credit terms. (See the section on Credit Terms for more information.)

- **Order ID -** read only. PORTALPRODIGY assigns the next sequential Order ID when a new Order is saved.
- **Order Type:** read only once an Order has been saved. When creating a new Order the following options are available:
  - **Order –** specifies that it is an actual order for products or services.
  - **Quote –** specifies that it is a quote for products or services. Quotes can be converted to Orders.
  - **Recurring –** specifies that it is a recurring Order. Recurring Orders are templates that are used to create an Order from.
  - **Return –** specifies that it is a product return. Returns are used to place product back into inventory and to issue credits or refunds.
- **Salesperson ID:** you may enter a Contact ID in the text box or select from the list box. The list box lists all Contacts with Contact Type "Employee".
- **Financial Status -** defaults to "Pending".
  - **Pending –** select when the customer' payment or on account terms have not been approved yet.
  - **Approved –** select when the customer's payment or on account terms for the order have been approved.
  - **Declined –** select when the customer's payment or on account terms have been declined, thus flagging the order to be held until alternative payment or terms have been approved by applicable person or department within your organization.
- **Payment Type -** default to blank (no) value. List box lists all values selected in Administration Payments Features Management. Values include "American Express", "Check", "Master Card", "VISA", etc. Select when payment has been received.

- **Related Record ID:** If Feature is Event, this is used to enter and display the Event's ID, If Feature is Exchange, this is used to enter and display the Exchanges ID, etc.

- **Order Date –** defaults to current date.

- **Ref. Order # -** used by PORTALPRODIGY to record a reference to another Order ID when the order is backorder resulting from another order, a credit or debit memo resulting from a refund or modification to a previously processed order.

- **P.O. # -** used to enter a customer's purchase order number.

- **Contact ID:** read only. Displays the customer's Contact ID.

Order Items grid columns

- **Quantity:** displays the total quantity ordered. The Quantity can be changed using the Edit option.

- **Shipped Qty.:** displays the total quantity shipped.

- **B.O. Qty.:** displays the total quantity on backorder.

- **Canceled Qty.:** displays the quantity canceled. Fulfillment provides an option to enter a Canceled Quantity which is typically used to cancel backordered quantities.

- **Part #:** displays the Product Code.

- **Product:** displays the Products Name.

- **Unit Price:** displays the Products Unit Price. The Unit Price can be changed using the Edit option.

- **Extended Price:** displays the result of the Quantity Ordered multiplied by the Unit Price.

- **Edit Icon –** click on the icon to edit the row's Order Item.

- **Delete Icon-** click on the icon to delete the row's Order Item from the Order. You will be prompted to confirm deletion.

- **<u>Add Item</u> link –** displays the Search for Product Items page where you select an Item to add to the Order.

The following two fields are currently not displayed but will be added in future version:

- **Created Date Range –** when a new order is created, PORTALPRODIGY stores the date maintained by the PORTALPRODIGY web-server system clock. Entering a date in the first text box only, will retrieve all Orders with Created Date greater than or equal to the entered date. Entering a range is inclusive of entered date values.

- **Created By –** used to retrieve by Contact ID of user who created the Order.

Shipping and Totals section:

- **Allow Partial Shipment –** select *Yes* to allow partial shipment of the Order. Select *No* to require all Items to be fulfilled before shipment.

- **Shipping Carrier –** used to select a carrier.

- **Shipping Method –** used to select a shipping method for the selected carrier.

- **Calculate Shipping & Tax –** click on this option button to retrieve rates for currently selected Shipping Carrier and Shipping Method and recalculate shipping amount and to retrieve applicable tax rate for currently selected state and zip code and recalculate tax amount.

- **Sub-Total –** displays the total of Extended Price for all Items.

- **Shipping Charges –** displays the total shipping fees for the Order.

- **Tax Total –** displays the total sales tax for the Order.

- **Total –** displays the Order Total Amount which is = Sub-Total + Shipping Charges + Tax Total.

- **Special Instructions -** You may use this memo field for any purpose you like such as for entering special shipping or fulfillment instructions.

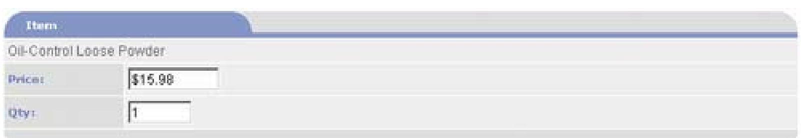
- **Payments** – click on this link to display the Order Payments page shown below:

The Order Payments page lists all payments applied to the Order.

Option Buttons:

- **Save –** submits criteria to server and returns matching Orders.
- **Print** – performs Internet browser print operation, which prints the browser windows content according to your browser's print settings.
- **Reports –** displays Report Selection page with applicable reports category
- **Cancel -** closes page, discarding entries and edits and returns to Find Order page.
- **Close** – prompts to save changes. Yes response saves changes, closes page, and returns to Find Order page.

1.3.4 Add Item in Order Management page:



Data Elements:

- **Price -** defaults to Items list price. You may enter a different price.
- **Qty -** defaults to 1. You may enter a different quantity.
- **Options:**
    - **Add:** click to add the Item to the Order.
    - **Cancel -** click to return to Order Management page without adding the Item to the Order.
    - **Close -** click to return to Find Items page to select a different Item without adding the current Item.

1.3.5 Payment Options page:

This page is only displayed when adding an Item to an Order that has been previously paid.

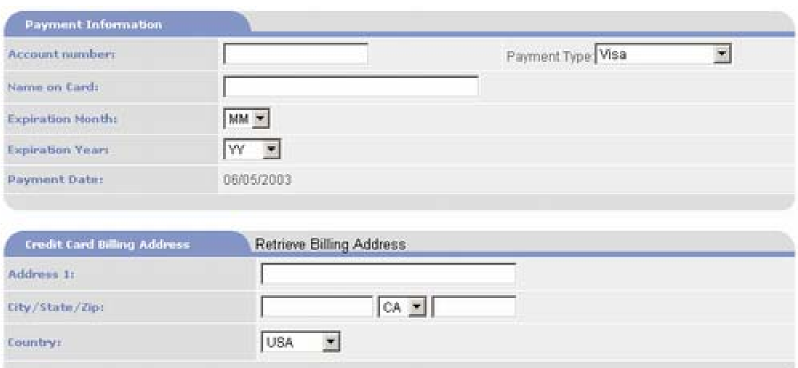
Options:

- **Auto Adjust Payment Amount –** this option is only available when the Payment has not been authorized or posted. The payment amount will be increased by the changes. This should be used when you have taken someone's credit card but it has not been submitted to the bank yet.

- **Enter Additional Payment –** click on this option to enter and additional payment to cover the changes to the Order Amount.

- **Leave as UnPaid –** click on this Item to create an unpaid balance.

Payment:



Data Elements:

- **Account Number:** except for cash payment, enter the account number for the selected Payment Type. When Payment Type is a credit card, upon saving the page PORTALPRODIGY will validate that the correct number of digits have been entered and the beginning number is correct for the type of credit card selected.

- **Payment Type:** select a payment type from the list box.

- **Name on Card -** except for cash payment, enter the exact name as it is displayed on the customer's credit card, check or money order.

- **Expiration Month** - when credit card payment, enter or select the expiration month displayed on the customer credit card; otherwise leave blank.

- **Expiration Year** - when credit card payment, enter or select the expiration year displayed on the customer credit card; otherwise leave blank.

- **Payment Date:** read only.

When Credit Card Address Required has been enabled the Credit Card Billing Address data elements are displayed (you must enter the address that the Customer's credit card bill is sent to):

- **Address 1:** used to enter the street address that the credit card is billed to.

- **City:** used to enter the city that the credit card is billed to.

- **State:** defaults to Default Order State as configured in Features Administration.

- **Zip:** used to enter the zip code that credit card is billed to.

- **Country:** defaults to USA. Enter the customer's credit card billing Country.

Options:

- **Cancel:** click to return to Order Management page without entering a payment.

- **Proceed:** click to save the payment and process.

1.4 Feature Administration

Access to the Order Management page is granted using the Security Groups Management feature. See the Security Features Chapter for more information.

Using Order Management, authorized administrators can create, edit and delete the various different Order Types, including Quotes, Orders, Recurring Orders, and Returns. There is an additional Order Type, Backorders, which are automatically created by PORTALPRODIGY when an order is partially shipped. When customers place an order using the visitor user interface, the order type is not accessible to them and is always set to "Order".

Permitted Administrators may also use the visitor user interface **Select User** option to create orders on behalf of customers. This option will display the Find Contacts page for finding and selecting the customer or optionally creating a new contact record for the customer. Once a contact/customer has been selected, PORTALPRODIGY will return to the customer order entry process within the visitor user interface, allowing the administrator to complete the process on behalf of the client. It is often desirable to use the visitor user interface, especially when registering people for events because the visitor user interface makes it easy to select registration options.

For greater control and flexibility, the Order Management page provides an administrative backdoor into the transaction process where the administrator can access advanced features. For example, quotes, refunds and recurring orders can only be created and edited from Order Management, not from the visitor user interface.

Before you can begin to utilize the Order Management and Shopping components, you need to first configure the following options in Features Administration:

- Orders Features
- Shipping Carriers
- Taxes
- Payment Features
- Terms
- Order Policies
- Product & Inventory Features
- GL Features (Only required when you elect to use GL Journal Transaction feature)
- Quick Registration (Optional, but highly recommended)
- Thanks You & Order Confirmation Notification

Once you have configured the options in Features Administration, your next step is to create an Items record for each Product you sell. You do this using Items Management. If you plan to track inventory, you need to also enter your current inventory quantities. This may be done for each Item, directly from Item Management as you are creating the Item records, or you may create your Item records first then use the Inventory Entry feature to enter initial inventory quantities.

The final step to Your product catalog is automatically published on your website if have not enabled the Advance Catalog feature.

If you did not enable the Advanced Product Catalog option (found in Product & Inventory Features Management), once you have created Items records, you are ready to start taking orders. If you enabled the Advanced Product Catalog option, the next step is to use the Product Catalog feature component to set up your online storefront.

1.4.1 Order Types supported by PORTALPRODIGY

Quotes:

Create Quotes to keep track of price estimates provided to customers and to track potential sales orders. PORTALPRODIGY creates professionally formatted Quotes that you can print or email to the client. When the client is ready to place their order for the quoted items, PORTALPRODIGY will automatically create the Order from the Quote. This is done using the Create Order option on the Order Management page. This option copies the Quote to a new Order with Order Type = “Order” and stores a reference to the Quote in the Ref Order ID field. This reference enables comparative reporting of quoted prices versus actual prices and other types of statistical reporting. Note that Customers are not permitted to create Quotes. Quotes can only be created using the Administrator interface. Quotes do not affect Inventory, cannot have payments applied, cannot be invoiced and cannot be fulfilled.

Orders:

When something is actually ordered the Order Type is set to “Order”. Orders affect Inventory, can have payments applied, can be invoiced, and can be fulfilled. Orders can also be partially fulfilled. When an Order is partially fulfilled and partially invoiced, the system creates a new type of Order called a Backorder.

Backorders:

Backorders are automatically created by PORTALPRODIGY to track the unfulfilled portion of non-prepaid Orders. PORTALPRODIGY creates a new Order with Order Type “Backorder” to provide a new Order# that can be used to invoice the customer, when the backordered Items are fulfilled and shipped. This is extremely important for applying payments to Orders/Invoices. It allows a single numbering system and table structure to be used for both Orders and Invoices.

Backorders always contain a reference to the original Order. The reference is stored in the Ref Order ID field. If a Backorder is partially fulfilled, the system will create another Backorder, repeating this process until the last Backorder is fulfilled. Each Backorder will contain a reference to the original Order. Although the need for multiple backorders may not be a common occurrence, the PORTALPRODIGY architecture is capable of accommodating it. In fact, PORTALPRODIGY can support an unlimited number of backorders.

Neither Customers nor Administrators can manually create Backorders. Backorders are created automatically by the system as part of the Order Posting and Fulfillment process. The Order Date of a Backorder is always set to the original Order’s Order Date.

Warning! It is important not to confuse backordered Items with the Order Type "Backorders", as they are two different things. Both Order Types, "Orders" and "Backorders", can contain backordered Items.

Recurring Orders:

Save time using PORTALPRODIGY Recurring Orders feature. Recurring Orders are similar to Quotes. They do not affect Inventory, cannot have payments applied, cannot be invoiced and cannot be fulfilled. Their purpose is to store orders that will be used by the Process Recurring Orders option to create repetitive orders. You may create a new order from a Recurring Order by selecting the Create Order option on Order Management page. This process copies the Recurring Order to a new Order and sets the new Order's Order Type to "Order". The system stores a reference to the Recurring Order that it was created from. This reference is stored in the Order's Ref Order ID field. The new Order is then processed like any other Order. Customers cannot create Recurring Orders, as this option is only available in Orders Administration, which is only accessible to permitted Administrators. Recurring Orders are used for things like billing clients for quarterly maintenance contracts or for annual membership dues.

Return:

PORTALPRODIGY manages returned items using Return Order Type. Returns add Items back into Inventory and if the Items have already been paid for, will create a Credit Memo or issue a Refund. Returns contain a reference to the original Order, which is stored in Ref Order ID field. Returns can only be created by permitted Administrators, and cannot be created in the visitor use interface. See the tutorial section for step-by-step instructions for creating Returns.

You may create a Return by adding a new Order, selecting Order Type = "Return", enter the Original Order ID in RefOrderID field and select Retrieve button.

The system creates the Return order listing all of the Original Order's Order Items with quantity set to zero. You may enter quantities and you may change the unit price. An additional Order Item "Return Handling Charge" is automatically added. This is a Service Charge that is shared by all Feature Components. The Description (Item Name) and price can be overridden.

1.4.2 Order Statuses:

Order Status is the state of an Order.

- **Shopping Cart –** when a customer adds Products to their shopping cart an Order record is created and given this status. Inventory has not been committed. If the customer abandons their cart (session expires before Order is submitted), the Order record is removed from the system. A Session Timeout setting on the PORTALPRODIGY Server determines how long inactive sessions last before being terminated by the system. Session Timeout is typically set to a value between 15 and 30 minutes. Please contact an PORTALPRODIGY Server Administrator to have this value changed.

- **Submitted –** This status is assigned by the system when a customer submits their finalized order or an Administrator saves an Order. Inventory is committed but potential changes in availability have not been reconciled. Under normal circumstances an Order will only have this status for a few seconds while PORTALPRODIGY reconciles the order to validate availability.
- **Pending** - This status is assigned by the system after the submitted order has been reconciled. Inventory has been committed and all changes in availability have been reconciled. Order is considered finalized and ready to be fulfilled, i.e. it is pending fulfillment.
- **Fulfilled** - This status is assigned by the system when fulfillment is processed and all Items have been fulfilled and no Items have backorder quantities.
- **Partially Fulfilled** - This status is assigned by the system when fulfillment is processed and some Items have been fulfilled but some Items still have unfulfilled (backorder) quantities.
- **Completed** - This status is assigned by the system when the Order is posted and the Order has been completely fulfilled, invoiced, and posted.
- **On Hold** - This status is assigned manually by an Administrator. While an Order is on hold it cannot be modified, fulfilled, invoiced, or posted.
- **Canceled –** This status is manually applied to an Order using Order Management. It is used to logically delete an Order. Once an order has related items such as payments, journal entries, etc. the system will not allow deletion of the order; instead, it allows the Order to be canceled, which maintains a historical record of the Order.

Warning! Once an Order has been set to Canceled, the Order can no longer be processed and the cancellation cannot be reversed. When Cancel is selected, PORTALPRODIGY displays a warning dialog box and requires confirmation.

1.4.3 Transaction Processing Overview:

When an Order is submitted, the system commits inventory on a first come basis. I.e. it commits inventory in the order that Orders are submitted. It tracks committed quantities in the Inventory.QtyCommitted field. As soon as the quantity committed exceeds the quantity available, the system places all additional order quantities for an Item in its

Inventory.QtyCommittedBO field. When Inventory is updated (received), it is added to the quantity on hand, Inventory.QtyOnHand. Once the quantity on hand (Inventory.QtyOnHand) exceeds the quantity committed (Inventory.QtyCommitted + Inventory.QtyCommittedBO), the system will once again show availability for the Item.

Between the time an order is placed and the time it is fulfilled, additional inventory quantities can be received; thus, the fulfillment process is used to determine the quantities available for fulfilling an Order's backorder Items. Also, during fulfillment it is possible that Inventory that should be available according to the system is actually not available; i.e. the value for Inventory.QtyOnHand could be incorrect. This can be due to many reasons including theft, breakage, data entry errors, misplaced inventory, and manual fulfillment of an Order that has not been entered into the system. Consequently the system must be able to accommodate and track each of these conditions. Theft, breakage (damaged inventory), and data entry errors are usually accounted for by entering adjustments. Adjustments correct the Inventory.QtyOnHand and they record the correction in the GLEntries table. The field Inventory.QtyAdjusted is used to track this. The Inventory Adjustments feature is used to enter adjustments. The Inventory Entry feature is used to enter quantities received from vendors.

Only the Invoiced (Shipped) portion of an Order can be posted, thus orders are posted when InvTrxs are completed. InvTrxs are completed when the product or service has been fulfilled and shipped.

Thus Product Orders are normally posted when the Product is shipped to the customer and Event Orders are normally posted after the Event has been completed, which is usually the next business day after date of event. Regardless of when an Order is posted, only the Invoice amounts are posted. The TMS is responsible for determining and creating the Invoice amounts (see Part 1 of this specification).

When an Invoice is posted the system creates the following entries:

- Debit Accounts Receivable account for total invoice amount.
- Credit specified Revenue account for each Item for the Item invoice amount.
- Credit Sales Tax Revenue account for total invoice sales tax amount.
- Credit Shipping Revenue account for total invoice shipping amount.

When an Order is fulfilled, for each Item fulfilled/shipped:

- Debit Cost of Goods Sold account for cost of Item(s).
- Credit Inventory account for cost of Item(s).

When a Payment is posted the system creates the following entries:

- Debit the specified Cash account for the total amount of payment.
- Credit Payment Deposits account for the total amount of payment.

When Payment Distributions are posted the system creates the following entries:

- Debit the Payment Deposits account for the total amount distributed.

- Credit Accounts Receivable account for the total amount distributed.

Orders that are Pre-Paid do not get their Payment Distributions until the Order is fulfilled/shipped. The system creates the GL Entries for Payment Distribution of Pre-Paid Orders as part of the Fulfillment Posting process. Should we add OrderID to payment table to make it easier to manage pre-paid Orders and Financial/Payment Approval process? Answer=Yes. The payment for Pre-paid Orders will always be for one order only.

1.5 Tutorials

1.5.1 Create a New Order

From the Site Administration Menu:

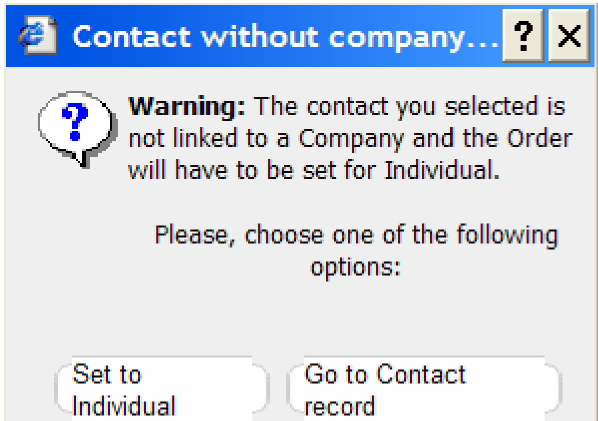
- Click on the Order + button (located in the Transaction Mgmt. section).
- This displays the Create Orders >> Select Contact page.
- You have two options:
  - Enter search criteria to search for an existing contact. Note that when the system finds a single match, it automatically selects it for you.
  - Click on the Add New button to create a new contact record. See Contacts, Members, Vendors & Companies Feature in Detail Chapter for further instructions.

It is extremely beneficial to always attempt to locate a customer's existing contact record whenever there is a possibility that one exists. Avoiding duplicate contact records offers many benefits including easier tracking of customer transactions, more accurate evaluation of marketing efforts and avoids duplicate mailings.

- If the Order is for a company you will need to assign a company record to the contact. To assign a company to the contact, click on the icon located to the right of the Company Name field in Contact Management. This will display the Search for Companies page which operates just like the Search for Contacts page. You have two options:
  - Enter search criteria to search for an existing company.
  - Click on the Add New button to create a new company record. Click Close when finished and select Yes to save changes.
- Once you have saved or selected the Company, PORTALPRODIGY returns to the Contact Management page and automatically fills in the Company Name and Company ID.

- The next step is to save the Contact record. This returns you to the Order and automatically inserts the Contact ID and Company ID in the Order record.
- This displays the Order Management page in add mode.

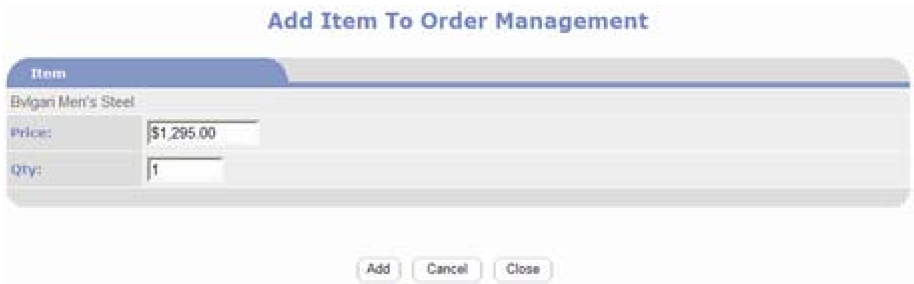
- If Order is for an Individual, verify that the Individual radio button (located to the right of Bill To: label) is selected. If Order is for a Company, click on the Company radio button.
- Click on the Select User option to display the Search for Contacts page.
  -
- If the Order is set to For Company and the contact you select does not have a company, the following message is displayed:



- Click on Set to Individual to update the order record for Individual.
- Click on Go to Contact Record to assign the individual to a company.

- You have three options for entering the Bill To and Ship To information:
  - Manually enter the data.
  - Click on Retrieve Home. This will copy the Contact's Home Address, Email and Phone number. You may change the retrieved information.
  - Click on Retrieve Office. This will copy the Contact's Office Address, Email and Phone number. You may change the retrieved information.
- Select Terms from the drop down list.
- If you select Pre-Paid for Terms, select a Payment Type.
- If you selected on account Terms such as Net 30, you may enter a purchase order number into P.O. # field.
- If you track sales by salesperson, enter the salesperson's ID or select a name from the drop down list.
- You may change the Order Date.

- You are now ready to add products to the order. Click on Add Item. This displays the Search for Product Items page
- Using the Search for Product Items locate and select an Item. This displays the Add Item To Order Management page.



- You may change the default price.

- You may enter a different quantity. The default quantity is always one.

- Click Add button to add the Item to the Order. You may add additional Items by repeating the above steps.

- Set the Shipping Options then click Calculate Shipping & Tax button.

- When finished with the data entry, Click Process button. This does two things:

    - If you select Pre-Paid Terms, it displays the Payment Entry page. Enter the payment information and click Proceed button to return to the Order Management page.

    - The status of the order is set to Pending, inventory is committed, and GL Entries are made.

- Depending on the settings in Features Management, the Financial Status for the Order may be automatically updated from the default value of Pending to Approved. To enable fulfillment for the Order, the Order's Financial Status must be set to Approved. You may set it manually.

- When finished, click Close to exit. If you made additional changes after clicking on Process, you will be prompted to save the changes, otherwise it will just return to the Search for Orders page without prompting to save.

1.5.2 Update an Existing Order

From the Site Admin Menu:

- Select  for Order Management. This will display the Search For Orders page.

- If you know the Order ID enter into the first and second fields in Order ID Range as shown below.

Order ID Range:	2 to 2

Then click [Search];

otherwise enter some other criteria and click [Search].

- Click on Manage link located on the row of the Order to edit.

Page 1 of 1 — Total matches:1

Order ID	Company Name	Contact Name	Status	Type	Management	Fulfillment
2	Brolin Corp	Brock Miller	Submitted	Order	Manage	

- The Order is retrieved in the Order Management page.

- When finished with the edits, click on [Close] button located at bottom of Order Management page and confirm to save changes.

1.5.3 Print an Order

The Order Management page contains two options for printing an Order.

- The [Print] button prints the entire contents of the browser window.

- The [Print Order] button opens a new window with a printer friendly version of the order, including payment information.

1.5.4 Cancel an Order

From the Site Admin Menu:

- Select  for Order Management. This will display the Search For Orders page.

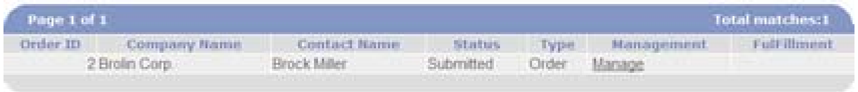
- If you know the Order ID enter into the first and second fields in Order Id Range as shown below.

Order ID Range:	2 to 2

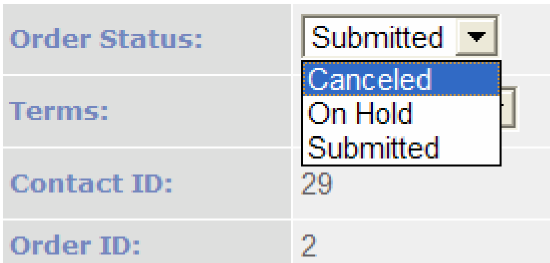
Then click [Search];

otherwise enter some other criteria and click [Search].

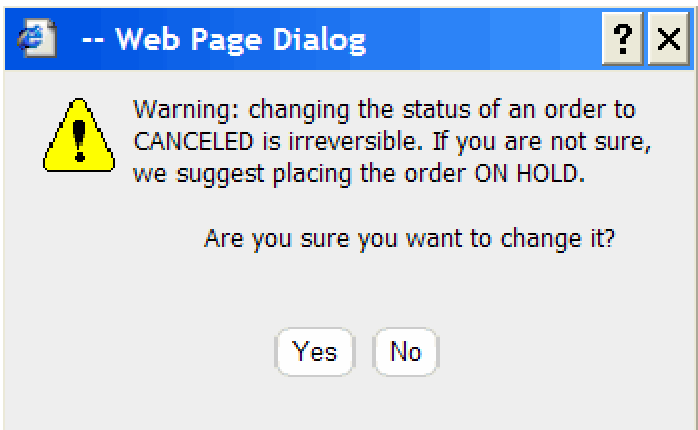
- Click on Manage link located on the row of the Order to Cancel.

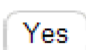


- On the Order Management page click on the Order Status list box as shown below and select Canceled.

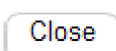


- .The following warning dialog box is displayed:



- Click 

.

- Click on 

button located at bottom of Order Management page and confirm to save changes.

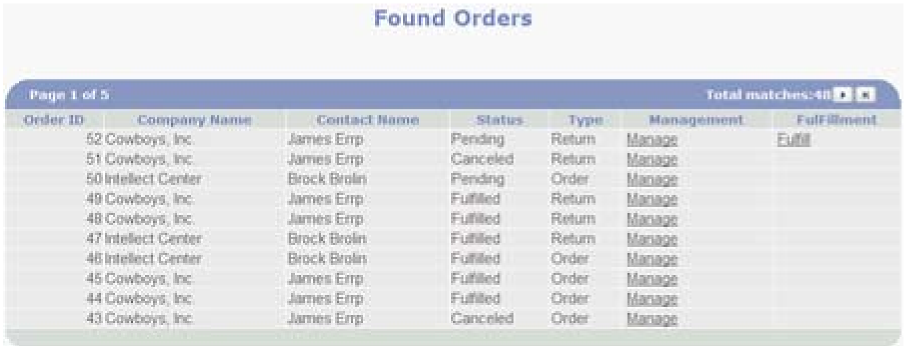
- The Order is now canceled. The Order can no longer be edited or processed.

1.5.5 Create a Return

Creating a Return is basically the same process as creating a new order. Before starting you must have the original Order # for the returned items; if not, use Search for Orders to find it. There are two main steps to Returns. The first step is to create the Return Order and the second step is to fulfill the Return Order. This allows you to record a return authorization and to create the Return Order prior to receiving the returned items. When the returned items are received, you then fulfill the Return Order to compete the process.

- From the Site Administration Menu click on the Order + button (located in the Transaction Mgmt. section) or from the Search For Orders page click Add New button. The Order Management page is retrieved in add mode.
- Set the Order Type to *Return*.
- Enter the Original Order ID in Ref. Order#
  - 

- Click Retrieve button. This retrieves all of the Original Order's Order Items with quantities set to zero. If a Restocking Fee is specified in Orders Features Management, the Restocking Fee is automatically added as an Item on the Return. This is an optional Service Charge that is applied as a percentage rate to the total amount of the Return, including tax and shipping charges.
- Enter the returned quantities for each Item being returned.
- You may adjust the unit price.
- You my change the Description (Item Name) and price. You may also delete the Service Charge Item.
- To not refund Shipping Charges, set Shipping Carrier to blank (------------------) and click the Calculate Shipping & Tax button to set shipping charges to zero.
- When finished with the data entry, Click Process button. This does several things:
  - It removes the line Items where Quantity is set to zero (not returned).
  - It sets the Returns Order Status to *Pending*.
  - It saves the Return.
- Click Close to exit from Order Management page.



Found Orders

Page 1 of 5 — Total matches:48

Order ID	Company Name	Contact Name	Status	Type	Management	FulFillment
52	Cowboys, Inc.	James Errp	Pending	Return	Manage	Fulfill
51	Cowboys, Inc.	James Errp	Canceled	Return	Manage	
50	Intellect Center	Brock Brolin	Pending	Order	Manage	
49	Cowboys, Inc.	James Errp	Fulfilled	Return	Manage	
48	Cowboys, Inc.	James Errp	Fulfilled	Return	Manage	
47	Intellect Center	Brock Brolin	Fulfilled	Return	Manage	
46	Intellect Center	Brock Brolin	Fulfilled	Order	Manage	
45	Cowboys, Inc.	James Errp	Fulfilled	Order	Manage	
44	Cowboys, Inc.	James Errp	Fulfilled	Order	Manage	
43	Cowboys, Inc.	James Errp	Canceled	Order	Manage	

- If you have received the returned items and are ready to complete the return, click the Fulfill link for the Return Order in the Found Orders listing. The Fulfill is displayed in the last column which is labeled Fulfillment and is only displayed after the Return has been processed.
  - When prompted to confirm the Return fulfillment, click *Yes*.
  - The returned items are added back into inventory.
  - The Return's Order Status is set to *Completed*.
  - If the returned Items have been paid for, a Credit Memo for the total amount of the Return is created.
  - Search for Orders page is refreshed to remove the Fulfill link for the Return.

1.6 Special Situations

1.6.1 Submitted Status:

This is a temporary status that is assigned to orders when being created in Order Management or when submitted by visitors in the Visitor portion of the Website. When an Order is saved by an administrator or submitted by a Visitor, PORTALPRODIGY reconciles the inventory availability and if everything reconciles the Order Status is set to *Pending*. If an order persists with a status of *Submitted* it means the order could not be reconciled. Orders cannot be reconciled when inventory becomes unavailable from the time the item is added to the cart and the time the order is submitted. Under normal circumstances PORTALPRODIGY will respond with a notification to the user that there is insufficient inventory along with instructions for adjusting the order. If for some reason the user does not receive or respond to this (a broken Internet connection would be a likely cause), the order will persist with the Submitted status.

Correcting the problem is simple:

- Save the Order again.
- If the Order cannot be reconciled you will be prompted to correct it.
    - Adjust the order accordingly.
    - Save the order again.