ACHIEVE ORDER TO CASH (OTC)

USER MANUAL
Version 6.5

PRESENTED BY
ACHIEVE IT SOLUTIONS

Achieve Order to Cash (OTC) is part of the Achieve One Suite, which has been certified by SAP as conforming to SAP's standards for Business One add-on solutions.

SAP® Certified
SAP Business One Integration

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Introduction

Do you need to be able to get instant access to all the information about your customer, their Oders, your Inventory, and Sales activities? **Achieve Order to Cash** provides a quicker, easier way to visualize and access all the data in your SAP Business One system to give your users the data they need with the click of a button. Utilizing **Achieve Order to Cash** within your SAP Business One System, your company can improve customer service levels, profits and organizational efficiencies.

Summary of features:

- *Zero Setup or Configuration required*

- *Customer Centric Inquiry*
    - See all data related to a customer
    - See all customers related to a Sales Person
    - Integrate with Document Delivery to give information to your customers

- *Vendor Centric Inquiry*
    - See all relevant data for a vendor
    - See all relevant data related to a buyer
    - Full transactional review of open and historical documents

- *Item Centric Inquiry*
    - See all sides of an inventory inquiry including supply, demand and history
    - Generate new transactions with a click of a button

- *Management focused Sales and Purchasing Analysis Inquiry*
    - Instant access to profitability and trend drivers
    - Rapid analysis for performance by customer, manufacturer, Salespeople, Item Categories and more

Version 6.5

This manual is specific to Version 6.5 of **Achieve Order to Cash (OTC)**, which is distributed in conjunction with SAP Business One version 9.1 and above. In addition to various minor enhancements and changes to screen formats, it includes the following new elements:

OTC Sales and Purchasing Analysis, Integration with In Transit.

Setups

There is no setup required for **Achieve Order to Cash**. The analysis is immediately available on all Business One data, old and new. The only requirement is to license the module.

Preparation

Use of base SAP Business One features greatly enhances the abilities of OTC. For example, thoughtful creation of Item Groups, or setting up Manufacturer data on the Item Master provides attributes that can be used for filtering and or analysis.

Glossary of Terms and Documents

Since the use of the **Achieve Order to Cash** functionality encompasses many features from SAP Business One and the enhancements provided by the other modules in the Achieve One suite, it can be helpful to understand what data is available and what the filters are based upon. This section provides a glossary that can be used to reference the underlying SAP and Achieve One functions, as well as provide a comprehensive overview of what can be accessed via **Achieve Order to Cash**.

Activity	This field allows the filtering of SAP Business One's standard Activity Documents based on the 'Action' field.
	The valid values for the field are as follows: • Phone Call • Meeting • Task • Note • Campaign • Other

Activity (tab)	Activities refer to interactions you have with business partners, such as phone calls, meetings, tasks, or other types of activities. Activities can also be linked to Item Master data record, and/or or marked as personal.
	You are able to manage a one-time activity, follow Up activities, or recurring activities.
	For more information, please refer to the SAP Help page for [Activities Management](#).
Activity Subject	This field allows the filtering of SAP Business One's standard Activity Documents based on the 'CntctSbjct' field.
	This field is optional on the Activity Document and provides the ability to select another detailed classification of the activity to expand upon the Activity Type.
	This field contains user defined data as created in the Activity Subjects Setup window, and is linked to a related Activity Type.
	Note that OTC allows the selection of any existing Subject or the default of "All" which does not filter the results on the Activity tab.
Activity Type	This field allows the filtering of SAP Business One's standard Activity Documents based on the 'CntctType' field.
	This field is optional on the Activity Document and provides the ability to select a more detailed classification of the activity than the Action (Activity) alone.
	This field contains user defined data as created in the Activity Subjects Setup window, and is linked to a related Activity Type.

Note that OTC allows the selection of any existing Subject or the default of "All" which does not filter the results on the Activity tab.

AP Credit Memo

This tab displays the standard SAP Business One marketing document for A/P Credit Memos.

If goods are returned to the vendor, or a mistake was made while creating the AP Invoice documents, then the A/P Credit Memo is the clearing document for the A/P invoice. You can reverse the A/P invoice transaction either partially or completely by creating an A/P credit memo.

For more information, please refer to the SAP Help page for A/P Credit Memo.

AP Down Payment Invoice

This tab displays the standard SAP Business One marketing document for A/P Down Payment Invoices.

If one of your vendors requires you to make a down payment before shipping the goods you ordered, you can map this business practice by creating an A/P down payment invoice.

After you make the payment to your vendor, you can deduct the down payment amount from the final invoice.

For more information, please refer to the SAP Help page for Down Payments.

AP Invoice

This tab displays the standard SAP Business One marketing document for A/P Invoices.

The A/P invoice is a request for outgoing payment. It also records the cost in the profit and loss statement. When you receive an A/P invoice, SAP Business One posts the related accounts for the vendor in the accounting system.

For more information, please refer to the SAP Help page for A/P Invoices.

AP Reserve Invoice

This tab displays the standard SAP Business One marketing document for A/P Reserve Invoices.

You use A/P Reserve Invoices to document an A/P invoice you receive from a vendor before goods arrive. After you receive the goods, you create a Goods Receipt PO based on the A/P Reserve Invoice to update inventory quantities and inventory values.

For more information, please refer to the SAP Help page for A/P Reserve Invoices.

Approved Documents

This filter is a condition that can be used to limit the results within Order to Cash when looking at Sales Order or Sales Order EDI documents. This utilizes the Confirmed field on the Sales Order header (Approved check box on the Logistics tab). An order is considered Approved if the value of the field is 'Y' or checked, and is considered Unapproved if the value of the field is 'N' or unchecked.

The filter criteria is a radio button selection with the following (mutually exclusive) options:

- Approved Sales Orders
- UnApproved Sales Orders
- Both

Note that there are a variety of ways in which the Confirmed field can be controlled and defaulted. This include the Document Settings > Sales Order tab, manually maintaining the field by the user interface, the use of the SAP Business One Approvals, or Achieve One Sales Order Approvals.

AR Collections Tracking Document (Related Collections)

This button will display a listing of Achieve One documents that are part of the AR Collections module called Collections Tracking.

The use of this list is similar to the functionality provided by the SAP Business One Activates Overview list you can review when choosing Related Activities on a document or BP Master Data Record.

By default, only open Collections Tracking Documents are shown, but all related collections can be shown by unchecking the filter box.

A collections tracking document allows for effective AR management and improved cash flow by identifying multiple SAP marketing documents (typically overdue AR Invoices) that need to be followed up upon with the customer. It also provides a central place to record information about the interactions with the customer, they're promise to pay information, as well as when and who is responsible for follow up.

For more information about the Collections Tracking document or the AR Collections workflow, please review the manual for AR Collections.

AR Credit Memo

This tab displays the standard SAP Business One marketing document for A/R Credit Memos.

If goods are returned by the customer, or a mistake was made while creating the AR Invoice documents, then the A/R Credit Memo is the clearing document for the A/R invoice. You can reverse the A/R invoice transaction either partially or completely by creating an A/R credit memo.

For more information, please refer to the SAP Help page for A/R Credit Memos.

AR Down Payment Invoice

This tab displays the standard SAP Business One marketing document for A/R Down Payment Invoices.

If you require your customers to make a down payment before shipping the goods they ordered, you can map this business practice by creating an A/R down payment invoice.

After you receive the payment from your customer, you can deduct the down payment amount from the final invoice.

For more information, please refer to the SAP Help page for [Down Payments](#).

AR Invoice

This tab displays the standard SAP Business One marketing document for A/R Invoices.

The A/R invoice is a request for an incoming payment. It also records the revenue in the profit and loss statement. When you create an A/R invoice, SAP Business One posts the related accounts for the customer in the accounting system.

For more information, please refer to the SAP Help page for [A/R Invoices](#).

AR Reserve Invoice

This tab displays the standard SAP Business One marketing document for A/R Reserve Invoices.

You use A/R Reserve Invoices to document an A/R invoice you create for a customer before goods are delivered. After you ship the goods, you create a Delivery based on the A/R Reserve Invoice to update inventory quantities and inventory values.

For more information, please refer to the SAP Help page for [A/R Reserve Invoices](#).

Blanket Agreement

This tab displays the standard SAP Business One marketing document for Blanket Agreements.

This document is available on both Customer and Vendor inquires. Blanket agreements are long-term arrangements between a purchasing organization and a vendor, or a sales organization and a customer, for the supply of items or provision of services over a period of time based on predefined terms and conditions. Blanket agreements can be used as a basis for expected revenue forecasts, quantity reservation, and capacity planning.

For more information, please refer to the SAP Help page for [Blanket Agreements](#).

Closed Documents

This filter is a condition that can be used to limit the results within Order to Cash when looking at activities and marketing documents. This utilizes the 'DocStatus' field on the document header (Status field on the header). A document is considered closed if the value of the field is 'C'.

The filter criteria is a radio button selection with the following (mutually exclusive) options:

- Open Documents
- Closed Documents
- Both

Note that documents can have their status updated automatically based on standard transactional processing, or the status can be closed via the user choosing the close or cancel right click options.

Container

This tab will display a listing of Achieve One documents that are part of the Container Management module called Container Entry documents.

A container entry document allows the business flow on purchasing documents to represent incoming containerized shipments. This includes the ability to select multiple purchase orders, from multiple vendors, and or any portion of the PO or PO lines and group them together for inbound logistics tracking including the in transit statuses, and enhanced date management. . The products can then be packaged into one or more containers, allowing tracking of seal and inspection numbers, and ease of use when receipt of the goods occur. The Goods Receipt PO can be generated for individual containers, or the whole shipment. Landed Costs can be tracked in advance of the GRPO, and automatically applied to the GRPOs when created.

Note that this tab will only appear if Achieve One Container Management is licensed and enabled.

For more information, please see the Container Management manual.

Customer

This filter is a condition that can be used to limit the results within OTC Sales and Purchase Analysis. This utilizes the 'CardCode' field on the document header (Customer field on the header).

The filter criteria is a choose from list that is populated by the values in the BP Master Data table OCRD filtered to the Customer type. When left blank, OTC does not filter the results.

There is also a Customer tab in OTC Sales and Purchase Analysis. Within this tab there are multiple sub tab offering analysis where the Customer to is used as a grouping/summarizing field rather than a filter field.

Customer Category

This filter field is a condition that can be used to limit the results within Customer, Item and Salesperson tabs of the OTC Sales and Purchasing Analysis. The filter is using the value for Customer's 'GroupCode' as currently defined on the BP Master when the transaction is linked to a customer.

The valid values are derived from the OCRG table for Customer Groups and also added is an ALL Customer Categories, which returns an unfiltered result set. For more information about Customer Groups, please refer to the SAP Help page for [Defining Customer and Vendor Groups](#).

Delivery

This tab displays the standard SAP Business One marketing document for Deliveries.

You use a Delivery to document a shipment of goods, which is typically based on a Sales Order. Adding a Delivery will update on hand, committed and available, inventory quantities and inventory values. In addition posting are made to the Inventory and Cost of Goods sold G/L accounts.

For more information, please refer to the SAP Help page for [Delivery](#).

Document Delivery

The Document Delivery Button is used to pass the selected records from Order to Cash to the Achieve One Document Delivery Module.

To select a record, highlight the row. To select multiple records, you can use the Shift Key or Control Keys to select rows, much like you would in Excel.

Document Delivery enhances SAP Business One's ability to communicate with Customers and Vendors by automatically emailing, faxing or printing marketing documents. The reports are saved as attachments, and the messages can be pre-created with templates including dynamic data from standard and user defined fields. Additionally rules can be created to ensure the document goes to the right contact based on which document is sent, including to multiple recipients and/or with multiple reports.

For more information, please refer to the Document Delivery manual.

Freight Control Carrier

This filter field is a condition that can be used to limit the results within Order to Cash when looking at the Achieve One Freight Control documents called Shipping Request. This utilizes the 'U_CarrCd' field on the Shipping Request document header.

The Carrier is a setup field from within Freight Control that identifies information about who is responsible for the shipment of packages. Typical examples include UPS or FedEx, but LTL and even internally controlled trucks and local pickup are often configured. Note that the carrier is common across multiple service levels, such that Next Day Air and Ground may share the same carrier.

For more information about carriers, please see the Freight Control manual.

| **Freight Control** | This tab will display a listing of Achieve One documents that are part of the Freight Control module called Shipping Request documents. |

A Shipping Request allows an outbound logistics document to be created which can combine multiple Sales Order or Reserve Invoice documents or portions of the document or even document lines to be selected for shipment. The Shipping Request then allows for enhanced definition about how the shipment will be handled by the selected carrier, who pays for freight, duty, which account will be used as well as markup options for freight costs, which can be passed on as additional expense or freight charges to the customer. Optionally the Shipping Request can also be used to facilitate warehouse picking processes in addition to packing processes, and can automate the creation of target documents such as Deliveries and/or A/R Invoices.

Note that this tab will only appear if Achieve One Freight Control is licensed and enabled.

For more information about Shipping Requests, please see the Freight Control manual.

Freight Control Ticket Status

This filter field is a condition that can be used to limit the results within Order to Cash when looking at the Achieve One Freight Control documents called Shipping Request. This utilizes the 'U_Status' field on the Shipping Request document header.

The valid values for this field are:
- Based on Document Options
- Pending
- Released to Pack
- Packed & Ready to Ship
- Shipping Info Requested
- Shipping Info Received
- Shipped
- Manifested
- Completed

- Released to WMS
- Voided

Note that the statuses can be advanced automatically based on typical transactional processing, or can be updated manually by the users.

For more information about Shipping Request statuses, please see the Freight Control manual.

Goods Receipt PO

This tab displays the standard SAP Business One marketing document for Goods Receipt POs.

You create this document when you receive goods from the vendor. When you create a goods receipt PO, SAP Business One receives the goods into the warehouse, updates the quantities, and creates an accounting journal entry.

For more information, please refer to the SAP Help page for Goods Receipt PO.

Goods Return

This tab displays the standard SAP Business One marketing document for Goods Return.

The goods return document is used to return delivered goods to vendors or to reverse a purchasing transaction for an item completely or partially, for example, a goods receipt PO. When you create a goods return, the goods are issued from the warehouse and the quantities are reduced. SAP Business One automatically creates the relevant posting to update the inventory values as well.

For more information, please refer to the SAP Help page for Goods Return.

In – Transit In

This sub-tab to the In transit tab in the OTC Customer and OTC Vendor Inquiries displays the Achieve One document for In Transit IN documents related to the In Transit (Gate Entry) module in Achieve One.

The In Transit module is used to track item transactions that are not part of an Inventory

transaction in SAP. Examples are the pre-GRPO acceptance of a trailer on your premises. The IN transaction can be stand alone or based on SAP documents and even In Transit Out documents.

Note that this tab will only appear if Achieve One In-Transit is licensed and enabled.

For more information, please refer to the In Transit manual.

In – Transit Out

This sub-tab to the In transit tab in the OTC Customer and OTC Vendor Inquiries displays the Achieve One document for In Transit OUT documents related to the In Transit (Gate Entry) module in Achieve One.

The In Transit module is used to track item transactions that are not part of an Inventory transaction in SAP. Examples are the post Delivery tracking of a truck delivering materials to customers on a route. The OUT transaction can be stand alone or based on SAP documents and even In Transit IN documents.

Note that this tab will only appear if Achieve One In-Transit is licensed and enabled.

For more information, please refer to the In Transit manual.

Incoming Payment

This tab displays the standard SAP Business One marketing document for Incoming Payments.

An Incoming payment is used to record each time your company receives a payment from a customer, vendor, or account and support the following payment means: Cash, Check, Credit Card, Bank Transfer.

For more information, please refer to the SAP Help page for [Incoming Payment](#).

Inventory – Inventory Transfer Requests

This sub tab to the Inventory Tab on the OTC Item Inquiry displays the standard SAP Business One marketing document for Inventory Transfer Requests.

An Inventory Transfer Request allows for documentation of a planned transfer, or provides a mechanism to request a transfer. The document does impact committed and available inventory, but does not change on hand quantities. If accepted, the document is closed by creating a linked Inventory Transfer document.
Note: When implementing Achieve One WMS, there is a feature that enhances Inventory Transfer Requests by creating and In Transit warehouse. Thus each Inventory Transfer Request is separated into two separate documents. Both will appear in the OTC window.

For more information, please refer to the SAP Help page for Inventory Transfer Request Window.

Inventory – Item Locations

This sub tab to the Inventory Tab on the OTC Item Inquiry displays the enhanced information about On Hand Inventory and SAP Bin Locations. This tab will show the quantity of the item in a Bin Location, the type of Bin Location, the date of the last transaction, and allocation information for WMS transactions.

Inventory – Suggested Transfers

This sub tab to the Inventory Tab on the OTC Item Inquiry displays the achieve One Suggested Bin Transfer (SBT) that is related to the Achieve One WMS Module.

A Suggested Bin Transfer is created when WMS rules indicate that inventory should be moved based on order reservations to a reserved bin. This could occurs when inventory is available in an unreserved location, and is needed in a reserve location. This transaction can only be processed on the WMS hand held. It is distinct from a directed put away.

Note that this tab will only appear if Achieve One WMS and Order Reservations are licensed and enabled.

For more information, please see the Achieve Warehouse Management manual.

Item Category

This filter field is a condition that can be used to limit the results within all tabs of the OTC Sales and Purchasing Analysis. The filter is using the value for Item's 'ItmsGrpCod' as currently defined on the Item Master for the Items link to the transactions.

The valid values are derived from the OITB table for Item Groups and also added is an ALL Item Categories, which returns an unfiltered result set.

For more information about Item Groups, please refer to the SAP Help page for Item Groups Setup.

Manufacturer

This filter field is a condition that can be used to limit the results within all tabs of the OTC Sales and Purchasing Analysis. The filter is using the value for Item's 'FirmCode' as currently defined on the Item Master for the Items link to the transactions.

The valid values are derived from the OMRC table for Manufacturer and also added is an ALL Manufacturers, which returns an unfiltered result set.

For more information about Manufacturers, please refer to the SAP Help page for Manufacturers Setup.

Open Documents

This filter is a condition that can be used to limit the results within Order to Cash when looking at activities and marketing documents. This utilizes the 'DocStatus' field on the document header (Status field on the header). A document is considered open if the value of the field is 'O'.

The filter criteria is a radio button selection with the following (mutually exclusive) options:
- Open Documents
- Closed Documents
- Both

Note that documents can have their status updated automatically based on standard transactional processing, and will only be open if one or more lines has not been fully processed and/or if the user has not manually changed the status to closed or cancelled. SAP Business One also provides functionality that can reopen a document in certain cases, such as a cancellation or being copied to particular target documents. The controls for these functions can be found in the Document Settings administrative screen.

Opportunity

Opportunities are used to track and analyze pending sales according to the progress of activities such as meetings, negotiations, and other proceedings in the sales pipeline.

For more information, please refer to the SAP Help page for Sales Opportunities.

Outgoing Payments

This tab displays the standard SAP Business One marketing document for Outgoing Payments.

An Outgoing payment is used to record each time your company makes a payment from a customer, vendor, or account and support the following payment means: Cash, Check, Credit Card, Bank Transfer.

For more information, please refer to the SAP Help page for Outgoing Payments.

Production Orders – Disassembly Orders

This sub tab of the Production Order on the OTC – Item Inquiry displays the standard SAP Business One marketing document for Production Orders that have a Type of 'Disassembly'.

A Production Order is a document that identifies a finished good and components that make up the finished good. When the Type is Disassembly processing the Production Order will result in the consumption of the finished good and a corresponding increase in inventory for the component items. This means you have taken the

whole and break it down into is parts. When working with a Disassembly Production Order, the relationship between the finished good and the components is copied from a Bill of Materials, or BOM.

For more information, please refer to the SAP Help page for [Production](#).

Production Orders – Issues for Production

This sub tab of the Production Order on the OTC – Item Inquiry displays the standard SAP Business One marketing document for Issue for Production.

This document is used with Production Orders to reflect that component item inventory has been assigned to the Production Order. Generally, this means it was a reduction of on hand inventory, and has its value offset to a Work In Progress or WIP account. This document is generate for manually issued items, where black flush items are consumed during a Receipt from Production (completion).

For more information, please refer to the SAP Help page for [Issues for Production Window](#).

Production Orders – Receipt from Production

This sub tab of the Production Order on the OTC – Item Inquiry displays the standard SAP Business One marketing document Receipt from Production.

Tis document is used with Production Order to reflect that the Finished Good has been produced and assigned to the Production Order. This generally mean that there is an increase of on hand inventory for the goods being produced. This is offset against the WIP account.

For more information, please refer to the SAP Help page for [Receipt from Production Window](#).

Production Orders – Special Orders

This sub tab of the Production Order on the OTC – Item Inquiry displays the standard SAP Business One marketing document for Production Orders that have a Type of 'Special'.

A Production Order is a document that identifies a finished good and components that make up the finished good. When the Type is Special processing the Production Order will result in the addition of the finished good to inventory and a corresponding decrease in inventory for the component items. This means you have taken the parts and assembled it down its parts. When working with a Special Production Order, the relationship between the finished good and the components is does not have a Bill of Materials, or BOM.

For more information, please refer to the SAP Help page for Production.

Production Orders – Standard Orders

This sub tab of the Production Order on the OTC – Item Inquiry displays the standard SAP Business One marketing document for Production Orders that have a Type of 'Standard'.

A Production Order is a document that identifies a finished good and components that make up the finished good. When the Type is Standard processing the Production Order will result in the addition of the finished good to inventory and a corresponding decrease in inventory for the component items. This means you have taken the parts and assembled it down its parts. When working with a Standard Production Order, the relationship between the finished good and the components is defined by a Bill of Materials, or BOM.

For more information, please refer to the SAP Help page for Production.

Purchase Order

This tab displays the standard SAP Business One marketing document for Purchase Orders.

The purchase order is a document used to request items or services from a vendor at an agreed upon price.
For more information, please refer to the SAP Help page for Purchase Order.

Purchase Quotation

This tab displays the standard SAP Business One marketing document for Purchase Quotation.

The purchase quotation is a document used as part of the request for quote process to request items or services from vendors and can be used to compare and shop for an improved price.

For more information, please refer to the SAP Help page for [Requesting Quotations](#).

Reserved Items

This filter is a condition that can be used to limit the results within Order to Cash when looking at the Sales Quotation, Sales Order and Purchase Order marketing documents. This utilizes the Achieve One Order Reservations module to determine which document lines are included in a supply or demand reservation.

The filter criteria is a radio button selection with the following (mutually exclusive) options:
- Reserved Items
- Un-Reserved Items
- Both

Note that this filter will only appear if Achieve One Order Reservations is licensed and enabled.

For more information, please refer to the Order Reservations manual.

Sales Order

This tab displays the standard SAP Business One marketing document for Sales Orders.

The sales order is a commitment from a customer or lead to buy a product or service.

For more information, please refer to the SAP Help page for [Sales Order](#).

Sales Order EDI – 810 Invoices

This sub tab of the Sales Order EDI tab displays standard SAP Business One AR Invoice marketing documents that are configured to utilize the Achieve One EDI module with the intent that they will be

transmitted in an EDI format to a trading partner (BP code).

These are Invoices that are designated as EDI Invoices because the EDI Partner ID UDF (U_AISEDIPART) is populated.

Note that this tab will only appear if Achieve One EDI is licensed and enabled.

For more information, please refer to the Achieve EDI manual.

Sales Order EDI – 812 Credit Memos

This sub tab of the Sales Order EDI tab displays standard SAP Business One AR Credit Memo marketing documents that are configured to utilize the Achieve One EDI module with the intent that they will be transmitted in an EDI format to a trading partner (BP code).

These are Credit Memos that are designated as EDI Credit Memos because the EDI Partner ID UDF (U_AISEDIPART) is populated.

Note: This tab will only appear if Achieve One EDI is licensed and enabled.

For more information, please refer to the Achieve EDI manual.

Sales Order EDI – 850 – Orders

This sub tab of the Sales Order EDI tab displays standard SAP Business One Sales Order marketing documents that are configured to utilize the Achieve One EDI module with the intent that they will be transmitted in an EDI format to a trading partner (BP code).

These are Sales Orders that are designated as EDI Sales Orders because the EDI Partner ID UDF (U_AISEDIPART) is populated.

Note: This tab will only appear if Achieve One EDI is licensed and enabled.

For more information, please refer to the Achieve EDI manual.

Sales Order EDI – 855 Acknowledgements

This sub tab of the Sales Order EDI tab displays standard SAP Business One Sales Order marketing documents that are configured to utilize the Achieve One EDI module with the intent that they will be transmitted in an EDI format to a trading partner (BP code), and have had an 855 Acknowledgement sent as indicated by having the EDI Process Date (U_AISEDIDATE) populated.

These are Sales Orders that are designated as EDI Sales Orders because the EDI Partner ID UDF (U_AISEDIPART) is populated.

Note: This tab will only appear if Achieve One EDI is licensed and enabled.

For more information, please refer to the Achieve EDI manual.

Sales Order EDI – 856 Delivery ASN

This sub tab of the Sales Order EDI tab displays standard SAP Business One Delivery marketing documents that are configured to utilize the Achieve One EDI module with the intent that they will be transmitted in an EDI format to a trading partner (BP code).

These are Deliveries that are designated as EDI Deliveries because the EDI Partner ID UDF (U_AISEDIPART) is populated

Note: This tab will only appear if Achieve One EDI is licensed and enabled.

For more information, please refer to the Achieve EDI manual.

Sales Quotation

This tab displays the standard SAP Business One marketing document for Sales Quotations.

You create the sales quotation document as an offer or proposal that you send either to a customer, or to

a lead. Entering a quotation does not result in any posting that alters quantities or values in inventory management or accounting.

For more information, please refer to the SAP Help page for Sales Quotation.

Sales Return

This tab displays the standard SAP Business One marketing document for Sales Return.

You use a Sales Return if a customer wants to return goods, or if a mistake was made on the delivery. When you create the return, the system corrects the inventory quantities.

For more information, please refer to the SAP Help page for Return.

Salesperson

This filter is a condition that can be used to limit the results within Order to Cash.This utilizes the 'SlpCode' field on the document header (Salesperson field on the header).

The filter criteria is a "choose from" list that is populated by the values in the Salesperson table OSLP. In addition a value is added for All Sales Employees which does not filter the results.

There is also a Salesperson tab in OTC Sales and Purchase Analysis. Within this tab there are multiple sub tab offering analysis where the salesperson is used as a grouping/summarizing field rather than a filter field.

Ship-to

This filter is a condition that can be used to limit the results within OTC Sales and Purchase Analysis. This utilizes the 'ShipToCode' field on the document header (Ship To field on the header).

The filter criteria is a choose from list that is populated by the values in the Addresses table CRD1 related to the Customer selected in the customer filter. When left blank, OTC does not filter the results

There is also a Ship To sub-tab in OTC Sales and Purchase Analysis offering analysis where the ship to is used as a grouping/summarizing field rather than a filter field.

State

This filter is a condition that can be used to limit the results within OTC Sales and Purchase Analysis. This utilizes the 'StateS' field on the address extension for the document header. If the field is null, then the 'State' field from the Ship To (CRD1) table will be used.

The filter criteria is a "choose from" list that is populated by the values in the States table (OCST). In addition a value is added for All States which does not filter the results.

There are also State sub-tabs in OTC Sales and Purchase Analysis. Within these tabs the States are used to offer analysis where the state is used as a grouping/summarizing field rather than a filter field.

Vendor

This filter is a condition that can be used to limit the results within OTC Sales and Purchase Analysis. This utilizes the 'CardCode' field on the document header (Vendor field on the header).

The filter criteria is a choose from list that is populated by the values in the BP Master Data table OCRD filtered to the Vendor (Supplier) type. When left blank, OTC does not filter the results.

There is also a Vendor tab in OTC Sales and Purchase Analysis. Within this tab there are multiple sub tab offering analysis where the Vendor to is used as a grouping/summarizing field rather than a filter field.

Warehouse

This filter is a condition that can be used to limit the results within OTC Sales and Purchase Analysis. This utilizes the 'Whse' field on the the document rows.

The filter criteria is a "choose from" list that is populated by the values in the Warehouse table

(OWHS). In addition a value is added for All Warehouses which does not filter the results.

There are also Warehouse sub-tabs in OTC Sales and Purchase Analysis. Within these tabs the Warehouses are used to offer analysis where the state is used as a grouping/summarizing field rather than a filter field.

WMS – Being Picked by WMS

This sub tab of the WMS tab displays either standard SAP Business One Sales Orders or Achieve One Shipping Request documents based on the WMS Settings. The documents displayed in this tab are currently in use by one or more WMS Hand Held users, and are being processed in the warehouse by pickers. When documents are in the status, they cannot be changed. The Achieve One WMS Status will be 30 for these documents.

Note that this tab will only appear if Achieve One WMS is licensed and enabled.

For more information, please refer to the Achieve Warehouse Management manual.

WMS – Completed

This sub tab of the WMS tab displays either standard SAP Business One Sales Orders or Achieve One Shipping Request documents based on the WMS Settings. The documents displayed in this tab have been processed and from a WMS perspective are complete, however the document is still open in SAP Business One. This can happen if the target document cannot be created, for example if a customer was changed to inactive. Generally, documents should not remain in this status. The Achieve One WMS Status will be 50 for these documents.

Note: This tab will only appear if Achieve One WMS is licensed and enabled.

For more information, please refer to the Achieve Warehouse Management manual.

WMS – Doc Processor

This sub tab of the WMS tab displays either standard SAP Business One Sales Orders. The documents

displayed in this tab are waiting for the Achieve Warehouse Management Document Processor service to run and be picked up by Freight Control. The Achieve One WMS Status will be 39 for these documents.

Note: This tab will only appear if Achieve One WMS is licensed and enabled.

For more information, please refer to the Achieve Warehouse Management manual.

WMS – Freight Control Pack

This sub tab of the WMS tab displays Achieve One Shipping Request documents. The documents displayed in this tab have been picked by WMS Hand Held users, and have been packed in Freight Control. The Achieve One WMS Status will be 45 for these documents and the Shipping Request will have a status 03 – Packed and Ready to Ship.

Note: This tab will only appear if Achieve One WMS and Freight Control are licensed and enabled.

For more information, please refer to the Achieve Warehouse Management manual.

WMS – Freight Control Pick

This sub tab of the WMS tab displays Achieve One Shipping Request documents. The documents displayed in this tab have been picked by WMS Hand Held users, and are waiting to be packed in Freight Control. The Achieve One WMS Status will be 45 for these documents and the Shipping Request will have a status 02 – Released to Pack.

Note: This tab will only appear if Achieve One WMS and Freight Control are licensed and enabled.

For more information, please refer to the Achieve Warehouse Management manual.

WMS – Open Documents

This sub tab of the WMS tab displays either standard SAP Business One Sales Orders. The documents displayed in this tab are currently available to process in WMS, indicating they are approved and are not

currently in use. The Achieve One WMS Status will be either 0, 10, or 11 for these documents:

- 0 – Not ready for WMS
- 10 – Ready for Allocation to WMS
- 11 - Backordered

Note: This tab will only appear if Achieve One WMS is licensed and enabled.

For more information, please refer to the Achieve Warehouse Management manual.

WMS – Parked Orders

This sub tab of the WMS tab displays either standard SAP Business One Sales Orders or Achieve One Shipping Request documents based on the WMS Settings. The documents displayed in this tab were initially started to be picked by a WMS Hand Held user, but parked (or exited) by the user without completing the picking process. This can be used when the picker intends to finish the pick later, or allow another Hand Held user to finish the pick. The Achieve One WMS Status will be 35 for these documents

Note: This tab will only appear if Achieve One WMS is licensed and enabled.

For more information, please refer to the Achieve Warehouse Management manual.

WMS – Pending Replenishment

This sub tab of the WMS tab displays either standard SAP Business One Sales Orders or Achieve One Shipping Request documents based on the WMS Settings. The documents displayed in this tab have been selected to be processed in WMS, but have not or cannot complete the inventory allocation process. All released open documents will appear in Pending Replenishment until the Document Processor has attempted to perform an allocation. If there is a lack of available to allocate inventory, such as material being in a bin location which cannot be picked, the document will remain in Pending Replenishment until

the material becomes available. Note that the whole document maintains this status, even in only one row is affected. The Achieve One WMS Status will be 12 for these documents.

Note: This tab will only appear if Achieve One WMS is licensed and enabled.

For more information, please refer to the Achieve Warehouse Management manual.

WMS – Ready for WMS

This sub tab of the WMS tab displays either standard SAP Business One Sales Orders or Achieve One Shipping Request documents based on the WMS Settings. The documents displayed in this tab have been released to WMS, and have been allocated by the Document Processor, but have not yet been processed by a WMS Hand Held user. The Achieve One WMS Status will be 20 for these documents.

Note: This tab will only appear if Achieve One WMS is licensed and enabled.

For more information, please refer to the Achieve Warehouse Management manual.

WMS – Release by Logistics

This sub tab of the WMS tab displays either standard SAP Business One Sales Orders or Achieve One Shipping Request documents based on the WMS Settings. The documents displayed in this tab have been allocated by the Document Processor or manually released overriding the Pending Replenishment status. They cannot be processed by the WMS Hand Held users and are waiting for the Document Processor to move them to Ready for WMS status. The Achieve One WMS Status will be 15 for these documents.

Note: This tab will only appear if Achieve One WMS is licensed and enabled.

For more information, please refer to the Achieve Warehouse Management manual.

WMS – Shipping Requests

This sub tab of the WMS tab displays Achieve One Shipping Request documents based on the WMS Settings. The documents displayed in this tab have been added to Shipping Requests, but the Shipping Request has not been released to WMS. This is similar to Open Documents, except that the SAP Sales Order has already been assigned to a Shipping Request. No allocations are made until the Shipping Request is released. Achieve One WMS Status will be either 0, 10, or 11 for these documents:

- 0 – Not ready for WMS
- 10 – Ready for Allocation to WMS
- 11 - Backordered

Note: This tab will only appear if Achieve One WMS and Freight Control licensed and enabled and the WMS settings are to pick by Freight Control.

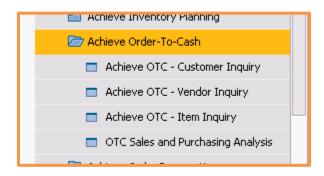For more information, please refer to the Achieve Warehouse Management manual.

Achieve Order to Cash (OTC)

Although the Order to Cash module can be found on the Achieve One menu, it is a tightly integrated analysis tool which is pervasive throughout the system. It is similar to the ability to use the golden drill down arrow in SAP, in that since it is frequently used, the manner in which it is used varies based upon the needs of the individual user.

Many users "start" their work by opening OTC and branch out to other areas of SAP Business One as needed from OTC, return back to OTC as soon as they complete the tasks, ready to accept any new work that comes up. Other users work within traditionally defined workflows, such as entering Sales Orders, but find a need to get more information about the customer than is available on the BP Master, so with a click they open OTC, get the insight they need, and return to work.

Achieve One > Achieve Order-To-Cash
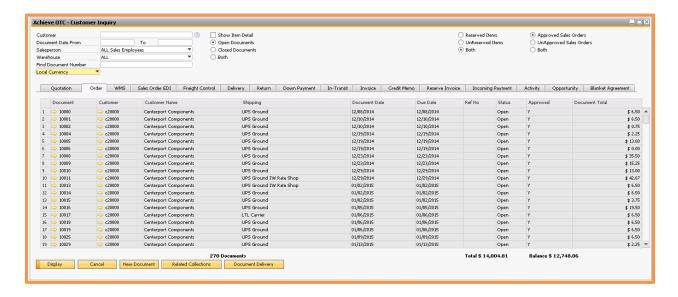

Achieve OTC – Customer Inquiry

The Achieve One Customer Inquiry offers an overview of all the SAP Documents and Activity that can be associated with customers. This is a powerful tool that can be used as an analytic review, or a customer service launch pad.

When using the Customer Inquiry, there are two primary modes.

- When launched from a Customer Record, or if a customer filter is added, the entire screen can be limited to a single customer. This allows for rapidly toggling between the tabs to get information relevant to the customer, such as Order status, or Opportunity and Activity overviews.

- When Opened from the Main Menu, or when the customer filter is cleared, the screen become a reporting overview. This allows insight into the activity organized by Salesperson, or Warehouses. It is easy to see Open documents only. This can use used as a dashboard to get up to the second overview of daily progress

All Marketing Document views of the Customer Inquiry will allow the user to get both a Count of the documents and a total of their Sales Value. This is useful to get a recap of how much business a customer has done over time, or Today's Sales, Today's Shipments, or Today's Cash. Salespeople can get insight into any quotes or opportunities that need their attention. Customer Service Representatives can quickly and easily find order history information.
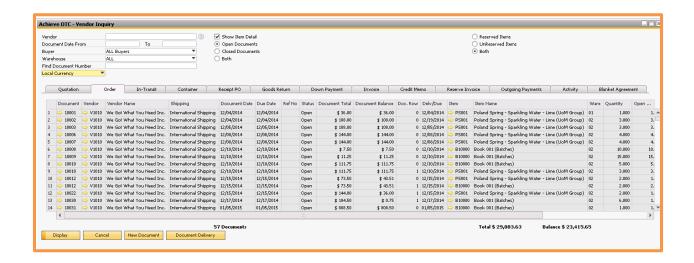
Each of these functions is supported by the tabs, which load rapidly and without having to run multiple reports, or go to different Modules in SAP Business One. The filters allow the data set to show different results, such as switching from Open to History, at the click of a button. Multiple filters can be used simultaneously. And when searching for a specific document, the Find option will highlight the row. In addition, Marketing Documents can be presented at the Document Header level, or the user can Show Item Detail, which will allow visibility to the transaction rows.

When the need arises, the user can also generate new transactions directly from the relevant OTC Customer Inquiry tab. This speeds up service time, and data entry time by automatically populating the customer data. Sending the customer a copy of their orders, invoices, or other documents is also a click away, even for multiple documents at the same time.

Achieve OTC – Vendor Inquiry

The Achieve One Vendor Inquiry offers an overview of all the SAP Documents and Activity that can be associated with Vendors. This inquiry has the same capabilities as the Customer Inquiry but is targeting uses that manage or work with inbound documents and vendor relationships.
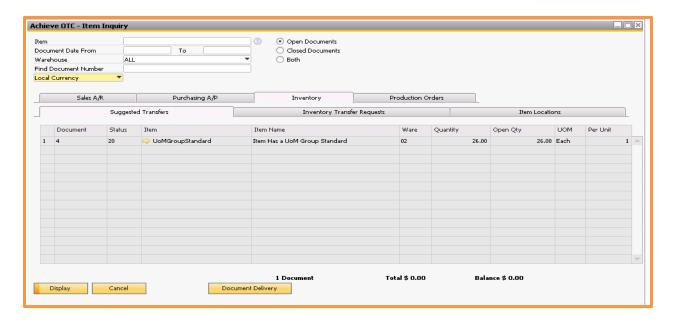

Utilizing OTC for this purpose allows complete visibility into common needs, such as payment history, historical purchase pricing, knowing about open Credit Memos when placing orders, and spend volume which can be useful in negotiations. Additionally, it becomes easier to manage the transactions, as the status of items on Containers, and seeing how much of an expected receipt is already reserved against demand documents.

Achieve OTC – Item Inquiry

The Achieve One Item Inquiry offers Procurement, Warehouse, and Logistics Managers with a centralized starting point to oversee all the inputs that impact their functions. This inquiry has the same capabilities as the Customer Inquiry but is organized with an Item centric view, rather than a Business Partner view. This actually provides more information as the functionality extends to both Sales and Purchasing, in addition to adding Inventory and Production data. However, the ability to filter by Business Partner or Salesperson is not used in this Inquiry.
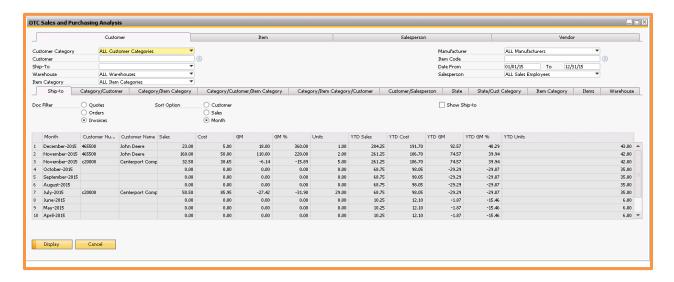
OTC Sales and Purchasing Analysis

The Sales and Purchasing Analysis is differentiated from the Customer, Vendor, and Item Inquires in that it is only an analytic tool. The data contained in this option is summarized and does not show the individual transactions.

The data can be filtered to quick give insight into Sales, Costs, Profitability and trends over time. This can be very broad, covering the entire operations of the company, or can be narrowed to lower levels, such as the specific performance of a Salesperson by Manufacturer in a given state by Item Category.
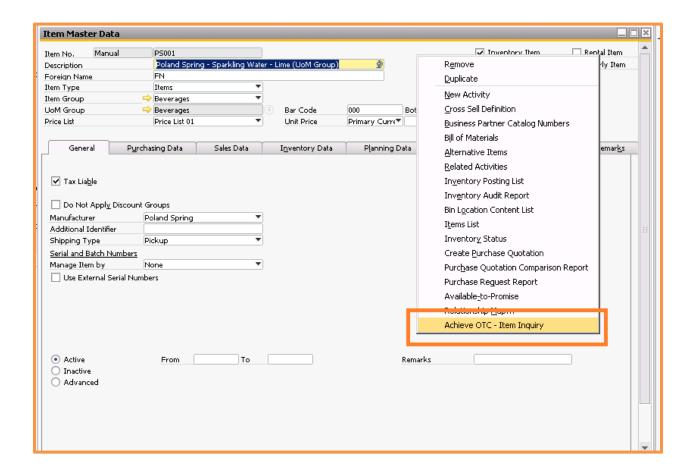
Accessing OTC directly from Master Data

In addition to the main menu options, it is often convenient to open the Order to Cash inquires directly from a Master Data record on which you want more information. When utilizing the methods shown below, OTC will automatically apply an appropriate filter based on the record the window was launched from, such as the Item Number.
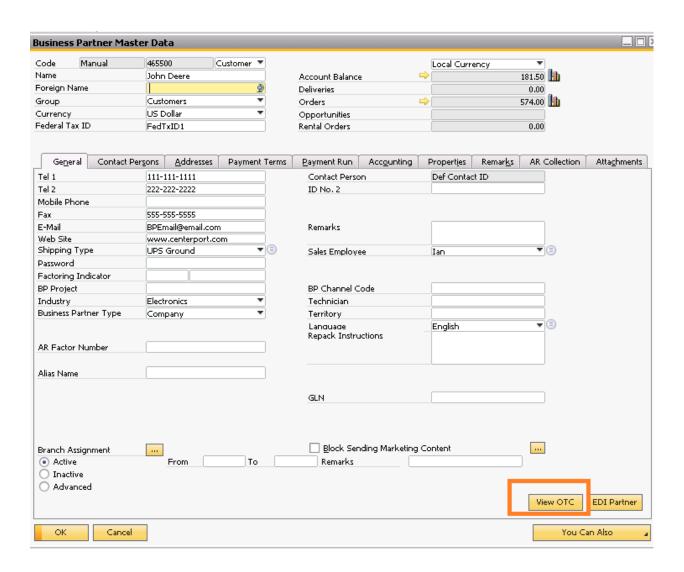
Item Master Data

To open the OTC – Item Inquiry from an Item Master, simply right click and choose the Achieve OTC – Item Inquiry option.

Business Partner Master Data

To open the OTC – Customer Inquiry from a Business Partner Master, simply click on the View OTC button. This is toggled by the Business Partner Master type, as a vendor record would launch the OTC – Vendor Inquiry.

Achieve One Module Integration

Achieve Order to Cash is integrated with several other Achieve One modules. This integration ensures that the OTC screens provide complete information relevant to the modules implemented. Please note that if the modules are not licensed and enabled, the functionality for these modules will not appear. The following Modules are currently supported.

AR Collections

The *Achieve AR Collections Management* module provides enhanced functionality that is fully integrated into SAP Business One. Credit managers and collections staff are provided with a one-screen dashboard to view all relevant credit information for each customer. A complete history of credit calls may be tracked and reviewed on-screen. Multiple documents may be referenced and attached to the collections history. Other tools include the ability to print, fax, or email documents to preset destinations for each customer; and a credit approval screen for sales orders on hold. Reports are provided to summarize and display history and forecasts.

Container Management

The *Achieve Container Management* module can help track the contents of containers, their estimated and actual shipment dates, statuses and their costs. It integrates completely with SAP Business One Purchase Orders, Goods Receipt PO's, and Landed Costs. It provides all of the added features you need to stay informed at all stages of the shipment. Reports by shipment status are also included.

Document Delivery

Document Delivery refers to the ability to preset destinations for documents that are sent to business partners. You may choose from the following methods of routing documents:

- Fax
- Email
- Internal Message
- Print

EDI

The *Achieve EDI Control* module provides enhanced functionality that is fully integrated into SAP Business One. EDI administrators are able to create and manage trading partners, automate the creation of both SAP documents and EDI documents, and ensure that process and procedures are followed such that successful communication with different trading partners can be accomplished, even with their varied requirements.

Freight Control

The *Achieve Freight Control* module serves as a bridge between SAP Business One and the carrier shipping systems. All relevant information for each order is copied to a Shipping Request document. Operators may enter the quantity shipped and packaging information, and

verify shipping charges. The data is transmitted to the carrier's system, and final charges and tracking numbers are returned. Finally, the Delivery document and/or Invoice may be automatically created from the Shipping Request. In addition, Achieve Freight Control includes a Rate Shopping feature, which allows operators to view shipping rates by various carriers and shipping options, from within the Sales Order screen. This enables them to provide accurate estimates of shipping charges to customers at the time the order is placed.

In Transit (Gate Entry)

The *Achieve In-Transit Module* has been designed to track the entry and exit of goods at gate level. The In-Transit module allows you to keep track of the goods that are moved to and from the warehouse/company.

WMS

Achieve Warehouse Management is designed to provide the tools your company will need to process more orders and move more inventory in less time. Every function, from receiving to manifesting, is designed to let you pick the right goods into the right carton and ship them out the door accurately, quickly and efficiently. The system is designed to let warehouses re-engineer for maximum productivity and retail compliance by providing a process for efficient warehouse operations with Radio Frequency (RF) handhelds, bar codes, and a pick/pack/ship software package that allows you to implement this process.