

# Customer Order Processing

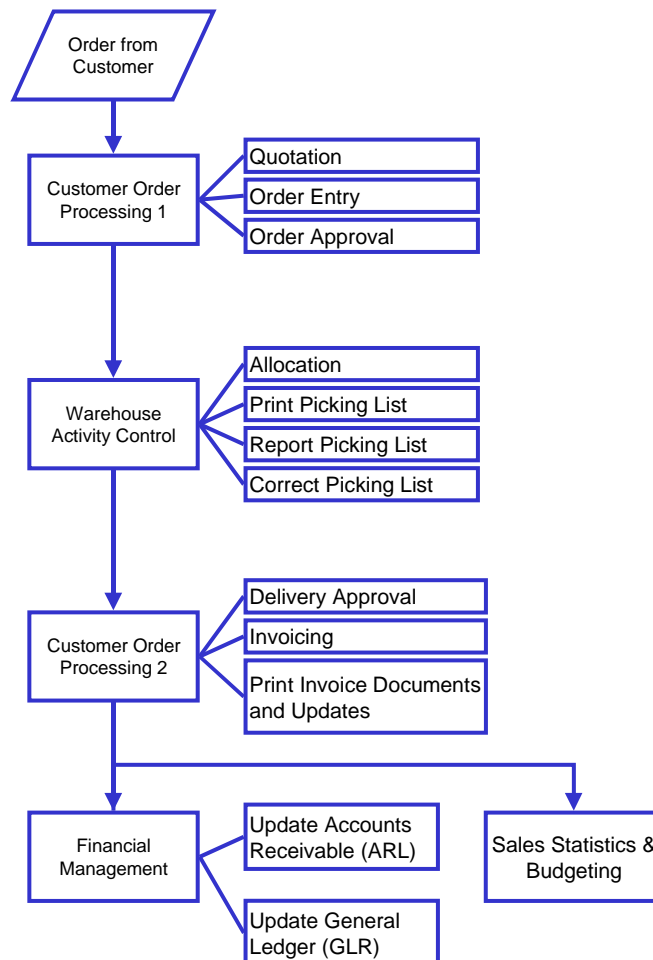
Customer Order Processing is used to enter orders placed by a customer and to administrate them throughout the entire customer order flow.

The customer order flow includes contact planning, price administration, invoicing, customer returns, and bonus and commission.

## Relationship

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Customer Order Processing interacts with other modules as illustrated below.



### Customer Order Processing 1

A customer order can be created from a quotation, through a batch order or through manual order entry.

## Order Approval

The customer order type determines whether an order is entered as preliminary or final. If a preliminary order, the order lines must be approved before allocation.

## Warehouse Activity Control

### Allocation

Before a customer order is delivered and invoiced, it must be released for allocation and picking list printing. Allocation means that quantities for ordered items are connected to a balance identity in Inventory Management. This is done manually or automatically.

### Print Picking List

After an order is allocated, picking lists are printed. The order must be reported as delivered. This means that the actual issue made using a picking list should be confirmed by reporting the list. When it is reported, the on-hand balance is updated and a delivery order is created.

If automatic reporting is selected and there are variances, the picking list must be corrected.

## Customer Order Processing 2

### Delivery Approval

The delivery order created after the picking list is reported can be corrected or changed without affecting the original customer order.

### Invoicing

The following updates are made during invoicing:

- VAT or sales tax is calculated.
- Invoice documents are printed or sent by EDI or fax.
- Bonus and commission are calculated.
- INTRASTAT statistics are calculated.
- EU sales are calculated.
- Invoices are recorded.
- Account specifications are created.
- Accounts receivable and the general ledger are updated.

## Financial Management

Data from Customer Order Processing, such as receivables and bonus/commission advances, update accounts receivable and the general ledger.

## Sales Statistics

Budgeting and reporting of statistical data is done in Sales Budget and Statistics. Both budget and statistical information is structured freely using optional selection criteria and information from Customer Order Processing.

## Prerequisites

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The following prerequisites must be met:

- Basic data is entered as described in [Basic Data for Customer Orders](#).
- The ordering customer is entered in the customer file.
- Inventory is entered.
- There are items in inventory.
- A customer order type is entered which corresponds to the customer and order.