



**User Conference 2025**

Wednesday, October 22<sup>nd</sup> — Friday, October 24<sup>th</sup>

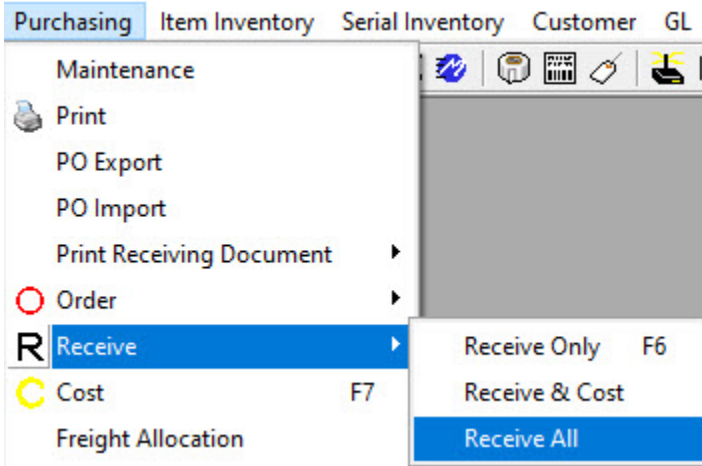
# Shipping & Receiving

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## Receiving a PO Manually

Using *Purchasing > Maintenance*, find the PO you are receiving. With the PO selected, you can see *Receive* is now available in the *Purchasing* menu.



- Receive Only: normally what is done if you only have the packing slip.
- Receive & Cost: receive and cost at the same time; typical for items as the invoice comes with the shipment.
- Receive All: receive the whole PO with the option to edit quantities received; only for items.

There is the option of clicking the *R* in the toolbar, as well, which is the same as Receive Only. Or you can click the little arrow and see the same options as are available in *Purchasing > Receive*.



## Models

When you go into receive mode for the PO, the first model to be received pops up.

**PO Serials for Model YMMV1175JZ, PO # 1154 - Add**

Model: YMMV1175JZ Description: MAYTAG OVER THE RANGE MICROV

Ordered: 1 Received: 0 Ordered For Location: Main Stock

Serial	Location	Return	Supplier Invoice	Received	Cost

Serial: [ ] Date Received: 4/14/2020

Location: [ ] Run #: [ ]

Actual Cost: 0.00 Floor Plan: [ ]

Freight: 0.00 Floor Due: 4/14/2020

Discounts: 0.00 Trust Document: [ ]

Cost: 0.00 Trust Line #: 0

Standard Cost: 312.00 Bin Location: [ ]

Supplier Invoice: [ ] Serial Type: ALL

Freight Invoice #: [ ] ☒ Available ☐ Return

Dye Lot: [ ]

Features: [ ]

Serial: [ ] Auto #: [ ] OK Cancel

## Serial

Enter the serial number for the piece you are receiving. If the model is set as an auto number (*Serial Inventory > Maintenance > First tab of a model*) then EPASS will ask for a quantity.

## Location

Enter the location the piece is being received to. Default is main stock.

## Dye Lot

This is only used in flooring. Each production batch has a specific dye lot number assigned to it. Each production batch can be sufficiently different enough to cause problems if different dye lots are used for the same job.

## Features

These are features specific to this serial number. This is commonly used for damaged pieces to note the damage. This is typically filled in after receiving, such as when you unbox a piece for delivery or are returning a piece to the supplier.

**Date Received**

The date the piece is being received on.

**Run**

May also be called FD#, Series #, Revision number etc. This is an identifier number used by manufacturers commonly seen in the electronics and appliance industries and is required when ordering parts.

**Floor Plan/Floor Due/Trust Document/Trust Line**

These are all a part of floor planning. Specifically, this is 'pay as sold'; you are financing the purchase of the merchandise that you will pay for as you sell. Typically, you have 90 days to sell and pay for the pieces without any interest; after which time, this will accumulate interest.

The floor plan is the company. The floor due is the date the amount is due before it starts accumulating interest. The trust document is the financing contract number and the trust line # is the line number this piece is on the contract. The trust document and line # is typically no longer required or used.

**Bin Location**

The bin location the items or serial numbers are being put into. Bin locations are setup in *Tools > System Maintenance > Tables > Bin Location*.

**Serial Type**

The type of serial this is. Serial types are setup in *Tools > System Maintenance > Tables > Serial Type*.

**Available (Checkbox)**

This serial is available for sale.

**Return (Checkbox)**

This serial is being returned to the supplier. This is automatically controlled by the quantity ordered on the PO detail screen; when the quantity is negative, the *Returned checkbox* will be checked automatically.

**Auto**

This tells EPASS to assign sequential numbers to the models being received. This is common in inexpensive model numbers where there is no serial number, or in furniture or flooring when you don't have serial numbers on the product. After you click *Auto #*, you just need to enter the quantity received for this model and EPASS will automatically assign sequential serial numbers.

PO Serials for Model YMMV1175JZ, PO # 1154 - Auto Number

Model: YMMV1175JZ Description: MAYTAG OVER THE RANGE MICROV

Ordered: 1 Received: 0 Ordered For Location: Main Stock

Serial	Location	Return	Supplier Invoice	Received	Cost

Quantity:

Date Received: 4/16/2020

Location:

Run #:

Actual Cost: 0.00

Floor Plan:

Freight: 0.00

Floor Due: 4/16/2020

Discounts: 0.00

Trust Document:

Cost: 0.00

Trust Line #: 0

Standard Cost: 312.00

Bin Location:

Supplier Invoice:

Serial Type: ALL

Freight Invoice #:

☒ Available ☐ Return

Dye Lot:

Features:

OK Cancel

## Receive To Location

The Receive to Location feature allows you to specify by PO the location to which the product is received. The location can default from the PO Number table and also needs to cascade to the individual model lines on the PO. This location, if selected, would override the location on the scanner during the receiving process, and would also override the default location when manually receiving in EPASS.

### PO Header Receive to Location Code Option and CheckBox

The Receive to Location Code option and checkbox allows you to select a location code and enable the "Receive to Location" checkbox to apply the same values to the model lines on the PO during ordering. Use this option when most/all of the models on the PO will be received to one location.

In the Add PO Header screen, select the *Receive to Location* check box to set the location as the one that everything on this purchase order will be received into.

### Receiving Receive To Location (in EPASS, Barcoding, and Mobile Salesperson)

If *Receive to Location* is selected for the model line on the PO, it will always receive to this location. In purchasing, EPASS will not allow you to change the location on the serial number. In barcoding, EPASS will ignore the current location setting on the scanner and force it into the location that was specified on the PO model line.

## PO-13 Receiving

This report shows which inventory has been received, whether manually or through the scan gun, from a certain supplier or specific employee in a given date range, as well as the estimated delivery date. This can combine multiple POs and span multiple supplier invoices. This will allow you to print a report that should match the bill of

loading from the vendor so you can show EPASS agrees with their paperwork and, when this is handed to Accounts Payable, they can also see everything is in order.

### To Run the Report

1. Go to **Purchasing > Reports > PO-13 - Receiving Report**.
2. Enter the report parameters.

Enter a specific PO# or leave blank to return all POs received within the date range.

PO - Receiving Report

Date Received From: 9/26/2024 To: 9/26/2024

PO #: 123456

Supplier: XXXXXXXXXX All Records

Received By: XXXXXX All Records

Location: XXXXXX All Records

Group By: Date Received

☒ Show Descriptions and BO Customer Info

OK Cancel Excel

Select to group results by **Date Received, Date Received/Location, PO, and User.**

3. When finished, click **OK** to run the report (a PDF of the report opens) or click **Excel** to export the report to an Excel sheet.

### Example - PDF

## Andersons Appliances

PO-13

### P/O Receiving Report

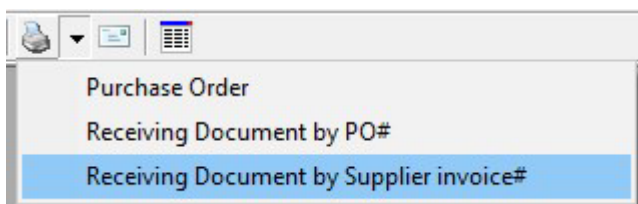
Receiving Date From: Mar 01, 2024 To: Mar 30, 2024 Supplier: All Records Received By: All Records  
Location: All Group By: Date Received  
Report Date: Sep 26, 2024 System Date: Sep 26/2024 System Time: 1:31 pm Page: 1

PO #	Supplier	Type	Date	Item # / Model #	Received Qty/Serial	Location	Bin	Cost	Supplier Inv #	User
Description	BO Invoice	Salesperson	Sold To Last Name	Job Status	Del/Pickup Date					
Date Received: 2024-03-11										
RS67	BRADLEE R	Model	03/11/24	CL3050W/O/R	123908	9WH		11,420.38		
30 WINE FRIDGE, GLASS, RH										
RS67	BRADLEE R	Model	03/11/24	DWHD870WFP	567890	9WH		2,556.56		
24 DISHWASHER, SS										
RS67	BRADLEE R	Model	03/11/24	DF48850/S/P/LP	567234	9WH		19,022.51		
48 DF RANGE, 8 BURNER, LP										
RS67	BRADLEE R	Model	03/11/24	DWHD870WFP	567123	9WH		2,556.56		
24 DISHWASHER, SS										

### Example - Excel

	A	B	C	D	E	F	G	H
1	PO-13 PO - Receiving Report - Andersons Appliances							
2								
3	Date Received From : 3/1/2024			Date Received To : 3/30/2024			Supplier : All Records	
4	Received By : All Records			Location : *****			Group By : Date Received	
5	Report Date : Sep 26, 2024			System Date : Sep 26, 2024			System Time : 13:29	
6								
7								
8	PO #	Item # / Model #	Description	Qty/Serial	Cost	Bin Location	Line Type	Supplier Invoice
9	RS67	CL3050W/O/R	30 WINE FRIDGE, GL	123908	11,420.38		Model	12345
10	RS67	DWHD870WFP	24 DISHWASHER, S	567890	2,556.56		Model	35467
11	RS67	DF48850/S/P/LP	48 DF RANGE, 8 BUI	567234	19,022.51		Model	55641
12	RS67	DWHD870WFP	24 DISHWASHER, S	567123	2,556.56		Model	66987
13	RS68	ELN13652	36 WALL MOUNT H	67123	816.37		Model	45556
14	RS69	WFW8620HC	~27 FRONT LOAD W	78934	1,380.06		Model	11154
15	RS69	WGD6120HC	7.4 CU FT FRONT LC	78945	990.53		Model	55741
16								

You can also choose the PO in **Purchasing > Maintenance** and click the arrow by the printer icon in the toolbar which provides additional options.



- **Receiving Document by PO#:** Which inventory was received today for a given PO.



- **Receiving Document by Supplier Invoice:** Which inventory was received for a specific supplier invoice #. The supplier invoice number is supplied as a part of costing a PO

## OE-10 Shipped Serials

This report will ensure that you haven't missed finishing open invoices. I.E. it will show you all 'Open' and 'Committed' invoices in the system that have serial numbers assigned on them but not finished. This commonly happens with customer pickups when the sales staff forget to hand in the paperwork.

### Report Parameters

Parameter	Description
<b>Date Shipped From &amp; To</b>	This is the date the inventory was shipped. This is tracked by EPASS as the serial inventory is scanned out or the serial number is added to an invoice through the invoice detail screen. It defaults to yesterday's date.
<b>Type</b>	This option will let you select either delivery invoices, pickup invoices or all (both delivery and pickup). It defaults to All.

Parameter	Description
Invoice Status	This is invoice status box. Options are <i>All</i> , <i>Open</i> (will include committed also) and <i>Finished</i> . It defaults to <i>All</i> but typically you only want to select <i>Open</i> .
Branch	This option will let you select one or multiple branches. Access to this is based on security.
Salesperson	This option will let you select one or multiple salespeople. Access to this is based on security.
Only show invoices with all product shipped	If this box is checked then it will only show invoices where every model line has been delivered.
Show List	If this box is checked then it will show the selling price in the report.
Show Cost	This option will let you select the cost and it will show on the report. Options are <i>None</i> , <i>Serial Cost</i> , and <i>Standard Cost</i> . Access to this is based on security.
Group By	Group the report by: Salesperson, Shipped by Location, Invoice, Branch.

## Appliance Company

OE-10

### Shipped Serials Report

Date Shipped From		Apr 12, 2020		To: Apr 13, 2020		Inv. Status: All		Group By : Salesperson		Salesperson: All Records	
Report Date:		Apr 13, 2020		System Date:		Apr 13, 2020		System Time:		1:45 pm	
Branch:		All Records		Page:		1					
Invoice	Date Shipped	Sold To Last	Inv StartDate	Job Status	Model	Brand	Serial	Cost	Loc	User	
ANN KEIRSTED											
4173	4/13/2020	FRANK	9/13/2006		1050	GEH	555	2.55		PP	
Sub-Total							Cost:	2.55			
BOB JONES											
4531	4/13/2020	WATSON	4/3/2020		1050	GEH	SFDSF1274	2.55	02	PP	
Sub-Total							Cost:	2.55			
DIRK BREWKA											
S00005872-1	4/13/2020	STEVENS	4/3/2020	ASAP	P1951M70CMBL	BEST	121545	521.00		PP	
Sub-Total							Cost:	521.00			
NICK FAIOLA											
3522	4/13/2020	Test Customer	3/20/2003		1050	GEH	888888888	0.00	AAA	PP	
3595	4/13/2020	Smith	7/3/2003		E84HB51F	JOH	0000001	0.00		PP	
AB00020047	4/13/2020	SMITH	4/9/2020		F120008-2	SMI	00001	0.00	UNK	PP	
Sub-Total							Cost:	0.00			
PAUL DAVE											
S00005790	4/13/2020	DEFREITAS	11/21/2005	ASAP	FFEF3009PB	XX	6756411	401.53		PP	
Sub-Total							Cost:	401.53			
Grand Total							Cost:	927.63			

## OE-48 Shipping Lead Time

This report will let you see the average time it takes to complete an invoice from the date the invoice was created until it gets shipped. I.E. it will provide you with the time frame it took to fulfill a customer invoice. It will help you measure where the hold ups are and ask the question of why did it take so long from invoice start date to schedule/pickup date, or finished date of the invoice to complete this customer invoice.

## REPORT PARAMETERS

- **Date From & Date To:** This is the invoice start date range used to compare with the date type selected to calculate the shipping lead time.
- **DATE TYPE:** The options are *Finish Date* or *Schedule/Pickup Date*.
- **REPORT TYPE:** The report can be run in either summary or detail.
- **GROUP BY:** The report can be grouped by either branch or invoice type.
- **OK:** Click *OK* to print the report.
- **Cancel:** Click *Cancel* to cancel the report.

## Appliance Sales & Service

OE-48

### Shipping Lead Time

Date From :	Jun 1, 2020	Date Type :	Schedule/Pickup Date	Group By :	Branch				
Date To :	Jun 29, 2020	Report Type :	Detail						
Report Date :	Jun 29, 2020	System Date :	Jun 29, 2020	System Time :	3:22 pm	Page :	1		
* Avg Per Unit includes 'Rebate' Miscellaneous amounts									
Branch	Inv Type	Invoice #	Units	Avg per Unit	PreTax Total Invoice	Invoice Start Date	Invoice Sched/Pickup Date	Lead Time	Avg Lead Time Days
Default	SA	S00020007	6	552.99	3,317.96	05/31/2020	06/03/2020	3	
Default	SA	S00020017	1	169.00	169.00	05/27/2020	06/03/2020	7	
Default	WTY	SV00060016	0	0.00	114.00	06/10/2020	06/16/2020	6	
Default	WTY	SV00060017	0	0.00	105.00	06/12/2020	06/16/2020	4	
<b>Branch:</b>	<b>Default</b>	<b>Count :</b>	<b>4</b>	<b>Total :</b>	<b>7</b>	<b>721.99</b>	<b>3,705.96</b>	<b>20</b>	<b>5.00</b>
<b>Grand Totals</b>		<b>4</b>	<b>7</b>	<b>721.99</b>	<b>3,705.96</b>			<b>20</b>	<b>5.00</b>



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R&D Business Systems Ltd.

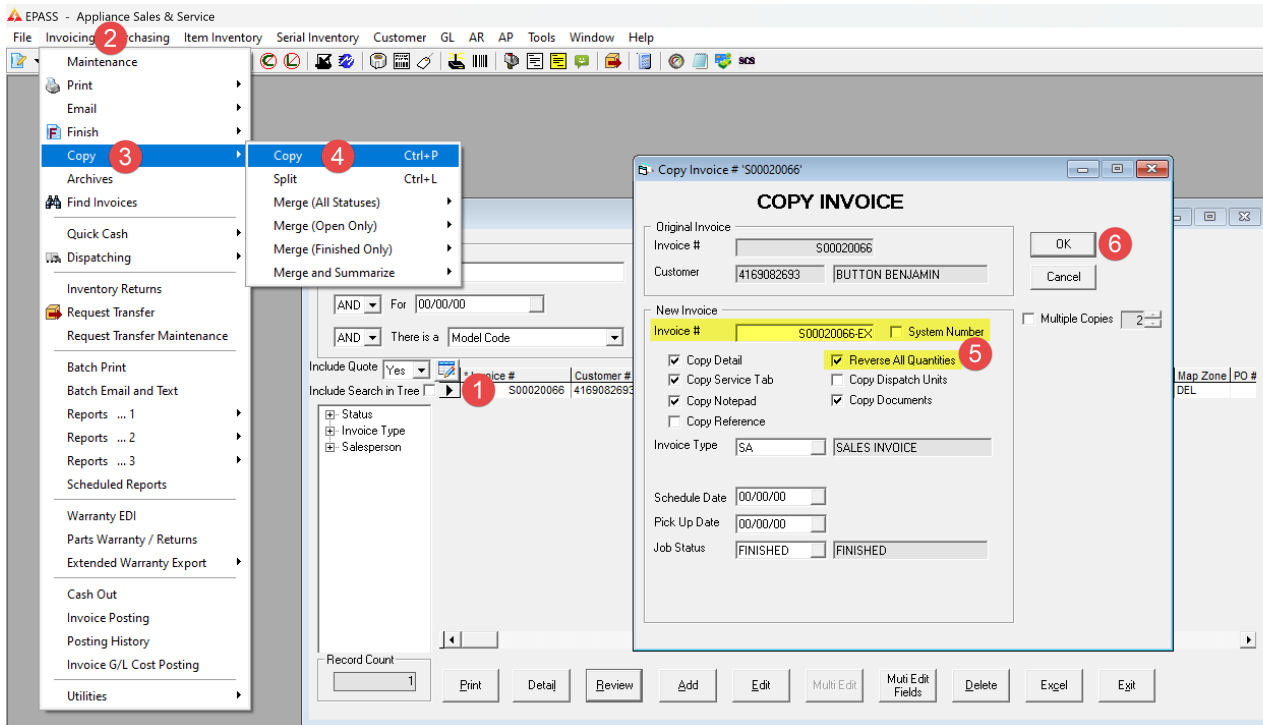
TF: 888.629.4218

[sales@epass.software](mailto:sales@epass.software)

In the above example, we have selected to compare to the schedule/pickup date. It shows the Lead Time column. I.E. it is the number of days calculated between the invoice start date and the invoice schedule/pickup date and an avg. lead time in days. I.E. it is the total number of lead time days divided into the total number of invoices created in the selected time frame.

## Processing an Exchange:

To complete an exchange, you would copy the finished invoice – (unselect System Number and check off 'Reverse Quantities').



Then delete the lines you do not need;

**Invoicing**

Search Options [Click here to make this your default Search](#)

Search For: 20066 By: Invoice # Matching: End of Field Search

AND For: 00/00/00 By: Schedule Date Matching: Equal Status: All

AND There is a Model Code Of Matching: Equal

Include Quote: Yes

Include Search in Tree:

- Status
- Invoice Type
- Salesperson

* Invoice #	Customer #	Name	Address	Sched Date	Status	Inv Type	SP	Total	Balance	Job Status	Map Zone	PO #
S00020066	4169082693	BUTTON BENJAM	1235 HERAL		Finished	SA	MG	2603.64	0.00	FINISHED	DEL	
S00020066-EX	4169082693	BUTTON BENJAM	1235 HERAL		Open	SA	MG	-2603.64	-2603.64	FINISHED	DEL	

Record Count: 2

Print **1** Detail Review Add Edit Multi Edit Multi Edit Fields Delete Excel Exit

**Invoice # S00020066-EX - BUTTON, BENJAMIN - Review Model**

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	-1	-1,338.00	NYN	Committed	10/10
Warranty	No	2Y1499WS		Washers 2 Year \$1000-\$1499.99	1	-60.99	NNN		
Model	No	WED6120HW		7.4 CUFT ELEC DRYER W/HAMPER...	-1	-1,000.00	NYN	Committed	1/1
Warranty	No	2Y1499MA		Major Appliances 2 Year \$1000-\$1499...	1	-40.99	NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Model	WED6120HW			7.4 CUFT ELEC DRYER W/HAMPER	Ordered	-1	1,000.00	Package	Trip# 1
Location		Main Stock			Shipped	0	Total	-1,000.00	-31.5 Spiff 0.00
SKU #		Serial	Location	QOH		1	Std. Cost	685.00	
Equiv				Not Avail		0			00/00/00
Brand	UNKNOWN			QOO		1			
Product	PRICE LIST IMPOR	Color		Written		0			Status
Mfr Wty	0	Features		Inventory Type					Committed
PO #		Reference							Created
Branch	Default	Commission							XYZ 1/16/2024
Note									Modified
									00/00/00

Commit Discont Serial Split Line Header Add Edit **Delete** Exit Add From Cart

Invoice Total: -2,603.64 GM %: -32.9

Now you can add the model again as a positive number.

Invoice # S00020066-EX - BUTTON, BENJAMIN - Review Model

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	-1	-1,338.00	NYN		10/10
Warranty	No	ZY1499WS		Washers 2 Year \$1000-\$1499.99	1	-60.99	NNN		
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	1	1,338.00	NYN	Open	11/11
Warranty	No	ZY1499WS		Washers 2 Year \$1000-\$1499.99	1	60.99	NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Model	WFW8620HC	5.0 CU. FT., 14 CYCLES, 11 OPTI	Ordered	1	L1	1,338.00	Package	Trip# 1	
Location	Main Stock	Shipped	0	Total	1,338.00	25.0	Spiff	0.00	
SKU #	Serial	Location	QOH	10	Std. Cost	1,003.00			
Equiv		Not Avail	0						
Brand	UNKOWN	QOO	10						
Product	PRICE LIST IMPOR	Color	Written	16					
Mfr Wty	0	Features	Inventory Type						
PO #		Reference	<input type="checkbox"/> Auto Backorder						
Branch	Default	Commission	<input type="checkbox"/> Reserve Exclusive when Ordering						
Note			<input checked="" type="checkbox"/> 77						

Commit	Discount	Header	Add	Edit	Delete	Exit	Add From Cart	Barcode	Invoice Total
Serial	Split Line								0.00
									GM % 0.0

You can now put the incorrect serial shipped, back into inventory by manually serializing the negative line.



**Review Invoice # 500020066 - BUTTON, BENJAMIN - Review Model**

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	1	1,338.00	NNN	Shipped	10/10
Warranty	No	ZY1439WS		Washers 2 Year \$1000-\$1499.99	1	60.99	NNN		
Model	No	WED6120HW		7.4 CUFT ELEC DRYER W/HAMPER...	1	1,000.00	NNN	Shipped	1/1
Warranty	No	ZY1439MA		Major Appliances 2 Year \$1000-\$1499...	1	40.99	NNN		
Payment		CASH			0	2,503.64	NNN	Committed	

**Invoice # 500020066-EX - BUTTON, BENJAMIN - Review Model**

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	1	1,338.00	NNN	Shipped	10/10
Warranty	No	ZY1439WS		Washers 2 Year \$1000-\$1499.99	1	60.99	NNN		
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	1	1,338.00	NNN	Shipped	10/10
Warranty	No	ZY1439WS		Washers 2 Year \$1000-\$1499.99	1	60.99	NNN		



**Note:** It is always recommended to have both the original invoice and new invoice open at this time. You can copy the Serial Number from the original invoice by clicking it and highlighting it, you can then paste that Serial Number on the Negative Line of the exchange invoice.

Once the negative line is serialized. You can then ship the correct serial out and finish the invoice to be posted.

Invoice # S00020066-EX - BUTTON, BENJAMIN - Review Model

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	-1	-1,338.00	NYN		11/11
Warranty	No	2Y1499WS		Washers 2 Year \$1000-\$1499.99	1	-60.99	NNN		
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	1	1,338.00	NYN	Open	11/11
Warranty	No	2Y1499WS		Washers 2 Year \$1000-\$1499.99	1	-60.99	NNN		

Invoice Serials for Model WFW8620HC, Invoice # S00020066-EX - Add

Model: WFW8620HC | 5.0 CU. FT., 14 CYCLES, 11 OPTIONS... | Ordered: 1 | Sold: 0

Serial	Loc	Return	Features	Received	Cost	Std. Cost	Taken	Status

Assign Serials to Invoice # S00020066-EX

Serial	Std. Cost	Ordered For Inv	Loc	Bin Loc	Received	Floor Due	Features	Bar
<input type="checkbox"/> 428930489-2834	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 583022	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 84-32-4893248	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 84-93285	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 849-32-24	1003	1028			3/3/2023	3/3/2023		3V/C
<input checked="" type="checkbox"/> 849032489034	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 849238429	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 8523948293	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 8530-248	1003	1028			3/3/2023	3/3/2023		3V/C

Commit  
Serial

Dye Lot

Invoice Total: 0.00  
GM %: 0.0



**Note:** If needing to Update the Serial as it was entered incorrectly at the time of receiving. Please do so before putting that Serial back on the exchange invoice. (Update Serial will be done with the scan gun, you can then scan it out to ship and finish the invoice)

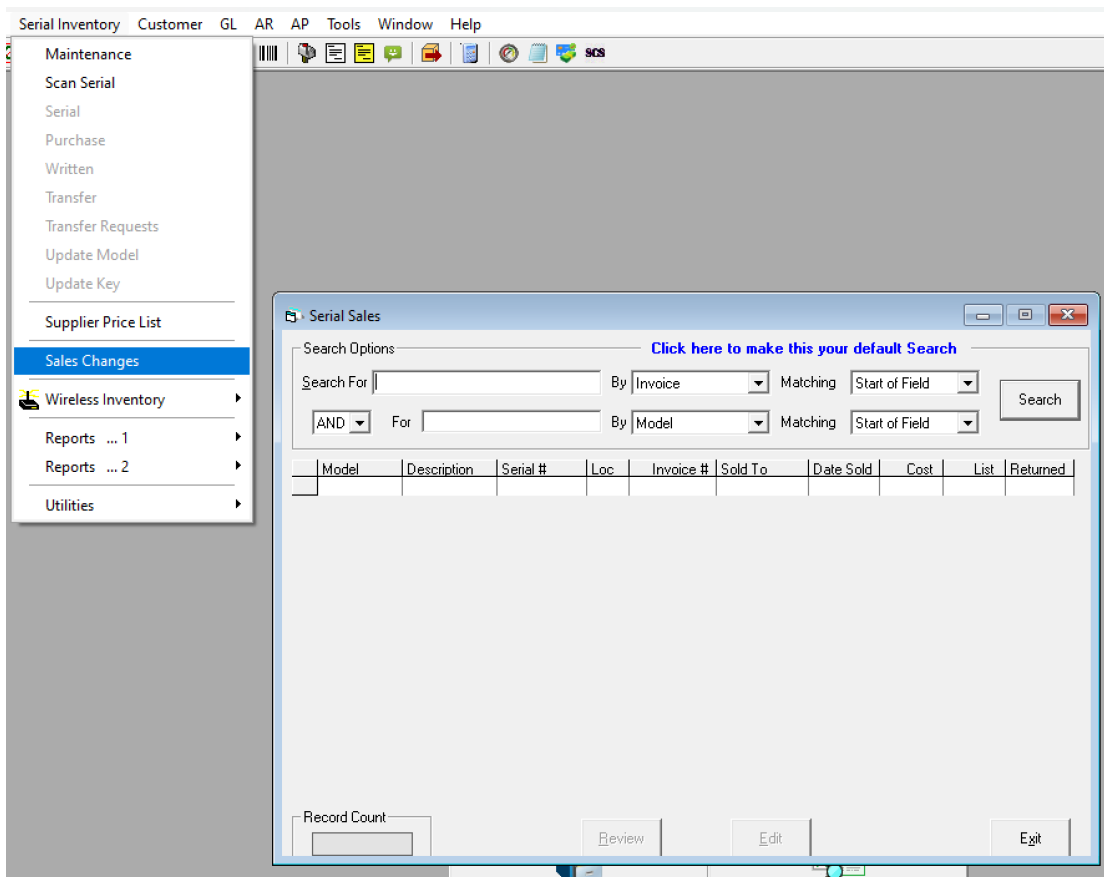
## How to Edit an incorrect Shipped Serial

This document will walk you through different scenarios and how to correct an incorrect shipped serial

### Scenario 1:

The wrong Serial barcode was scanned and the correct one is in inventory.

To correct this, you would use the Sales Changes option under Serial Inventory Menu



You would then search for the Invoice that was incorrect and select edit

The 'Serial Sales' window displays search options and a table of sales records. The search options include 'Search For' (S00020063), 'By' (Invoice), 'Matching' (Start of Field), and a 'Search' button. Below the search options is a table with columns: Model, Description, Serial #, Loc, \* Invoice #, Sold To, Date Sold, Cost, List, and Returned. The table contains one record for Model WED8620HC, Description 7.4 CU. FT., 13, Serial # 9532493, Loc, \* Invoice # S00020063, Sold To NEW, Date Sold 1/11/2024, Cost 0.00, List 1338.00, and Returned. At the bottom, there is a 'Record Count' box showing 1, and buttons for 'Review', 'Edit', and 'Exit'.

You can then use the little grey box next to the Serial # to select the correct Serial that was delivered to the customer

The 'Edit Serial Sales' window shows a dropdown menu for selecting the correct Serial #. The dropdown menu is open, showing a list of serial numbers: 9532493, 8532592-3, and 853428623-0523. The window also displays various fields for editing the sales record, including Model (WED8620HC), Description (7.4 CU. FT., 13 CYCLES, 8 OPTIONS, 5 TEMPER), Serial # (9532493), Invoice # (8532592-3), Sold To Customer (853428623-0523), Date Sold, Date Delivered, Supplier Invoice, Freight Invoice #, PD # (1181), Date Received (3/3/2023), Floor Plan, Floor Due (3/3/2023), Trust Document, Trust Line # (0), Features, Salesperson 1 (MG), Salesperson 2, Location (Main Stock), Brand (UNKNOWN), Product (PRICE LIST IMPORT), New / Used (New), Supplier (MISC), and Modified (XYZ, 1/11/2024). Buttons for 'OK' and 'Cancel' are visible.



**Note:** After the Sales Change is complete, please check Barcode Labels on Hand. A new inventory label may need to be re-printed.

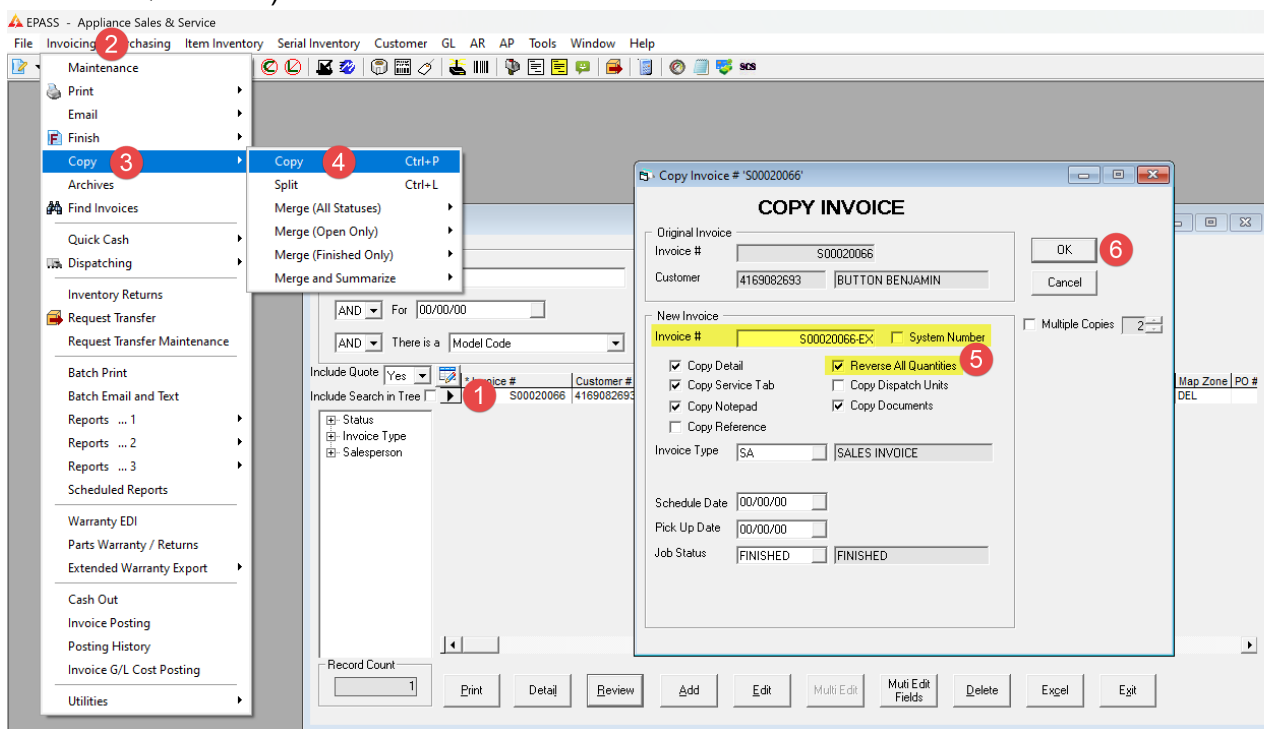
## Scenario 2:

The wrong Serial was shipped and was incorrect at the time of shipping and there is no other QOH. This can be handled in 2 ways

### Option 1

If there was a Warranty sold with the model that was shipped incorrectly, a full exchange invoice would need to be created to assure the correct Serial is submitted for Warranty.

To complete an exchange, you would copy the finished invoice – (unselect System Number and check off 'Reverse Quantities').



Then delete the lines you do not need, and add the model again as a positive number.

**Invoicing**

Search Options: [Click here to make this your default Search](#)

Search For: 20066 By: Invoice # Matching: End of Field Search

AND For: 00/00/00 By: Schedule Date Matching: Equal Status: All

AND There is a Model Code Of Matching: Equal

Include Quote: Yes

Include Search in Tree:

- Status
- Invoice Type
- Salesperson

* Invoice #	Customer #	Name	Address	Sched Date	Status	Inv Type	SP	Total	Balance	Job Status	Map Zone	PO #
S00020066	4169082693	BUTTON BENJAM	1235 HERAL		Finished	SA	MG	2603.64	0.00	FINISHED	DEL	
S00020066-EX	4169082693	BUTTON BENJAM	1235 HERAL		Open	SA	MG	-2603.64	-2603.64	FINISHED	DEL	

Record Count: 2

Print **1** Detail Review Add Edit Multi Edit Multi Edit Fields Delete Excel Exit

**Invoice # S00020066-EX - BUTTON, BENJAMIN - Review Model**

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	-1	-1,338.00	NYN	Committed	10/10
Warranty	No	ZY1499WS		Washers 2 Year \$1000-\$1499.99	1	-60.99	NNN		
Model	No	WED6120HW		7.4 CUFT ELEC DRYER W/HAMPER...	-1	-1,000.00	NYN	Committed	1/1
Warranty	No	ZY1499MA		Major Appliances 2 Year \$1000-\$1499...	1	-40.99	NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Model	WED6120HW	7.4 CUFT ELEC DRYER W/HAMPER	Ordered	-1		1,000.00		Package	Trip# 1
Location	Main Stock	Shipped	0		Total	-1,000.00	-31.5	Spiff	0.00
SKU #	Serial	Location	QOH	1	Std. Cost	685.00			
Equiv		Not Avail	0						
Brand	UNKNOWN	QOO	1						
Product	PRICE LIST IMPO	Color	Written	0					
Mfr Wty	0	Features	Inventory Type						
PO #		Reference							
Branch	Default	Commission							
Note									

Commit Discont Serial Split Line Header Add Edit **Delete** Exit Add From Cart

Invoice Total: -2,603.64 GM %: -32.9

Invoice # S00020066-EX - BUTTON, BENJAMIN - Review Model

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	-1	-1,338.00	NYN		10/10
Warranty	No	ZY1499WS		Washers 2 Year \$1000-\$1499.99	1	-60.99	NNN		
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	1	1,338.00	NYN	Open	11/11
Warranty	No	ZY1499WS		Washers 2 Year \$1000-\$1499.99	1	60.99	NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Model	WFW8620HC	5.0 CU. FT., 14 CYCLES, 11 OPTI		Ordered	1	L1	1,338.00	Package	Trip# 1
Location		Main Stock		Shipped	0	Total	1,338.00	25.0	Spiff 0.00
SKU #		Serial	Location	QOH	10	Std. Cost	1,003.00		
Equiv				Not Avail	0				
Brand	UNKNOWN			QOH	10				
Product	PRICE LIST IMPOR	Color		Written	16				
Mfr Wty	0	Features		Inventory Type					
PO #		Reference		<input type="checkbox"/> Auto Backorder					
Branch	Default	Commission		<input type="checkbox"/> Reserve Exclusive when Ordering					
Note									

Commit Discourt Serial Split Line Header Add Edit Delete Exit Add From Cart

Invoice Total: 0.00  
GM %: 0.0

You can now put the incorrect serial shipped, back into inventory by manually serializing the negative line.

Review Invoice # S00020066 - BUTTON, BENJAMIN - Review Model

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	1	1,338.00	NYN	Shipped	10/10
Warranty	No	ZY1499WS		Washers 2 Year \$1000-\$1499.99	1	60.99	NNN		
Model	No	WED5120HW		7.4 CUFT ELEC DRYER W/HAMPER...	1	1,000.00	NYN	Shipped	1/1
Warranty	No	ZY1499MA		Major Appliances 2 Year \$1000-\$1499...	1	40.99	NNN		
Payment	CASH				0	2,603.64	NNN	Committed	

Commit Discourt Serial Split Line Header Add Edit Delete Exit Add From Cart

Invoice Total: 2,603.64  
GM %: 26.8

Invoice # S00020066-EX - BUTTON, BENJAMIN - Review Model

Model WFW8620HC

Serial 84-93285

Location Main Stock

QOH 10



**Note:** It is always recommended to have both the original invoice and new invoice open at this time. You can copy the Serial Number from the original invoice by clicking it and highlighting it, you can then paste that Serial Number on the Negative Line of the exchange invoice.

Once the negative line is serialized. You can then ship the correct serial out and finish the invoice to be posted.

Invoice # S00020066-EX - BUTTON, BENJAMIN - Review Model

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	-1	-1,338.00	NYN		11/11
Warranty	No	2Y1499WS		Washers 2 Year \$1000-\$1499.99	1	-60.99	NNN		
Model	No	WFW8620HC		5.0 CU. FT., 14 CYCLES, 11 OPTIONS...	1	1,338.00	NYN	Open	11/11
Warranty	No	2Y1499WS		Washers 2 Year \$1000-\$1499.99	1	-60.99	NNN		

Invoice Serials for Model WFW8620HC, Invoice # S00020066-EX - Add

Model: WFW8620HC | 5.0 CU. FT., 14 CYCLES, 11 OPTIONS... | Ordered: 1 | Sold: 0

Serial	Loc	Return	Features	Received	Cost	Std. Cost	Taken	Status

Assign Serials to Invoice # S00020066-EX

Serial	Std. Cost	Ordered For Inv	Loc	Bin Loc	Received	Floor Due	Features	Bar
<input type="checkbox"/> 428930489-2834	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 583022	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 84-32-4893248	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 84-93285	1003				3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 849-32-24	1003	1028			3/3/2023	3/3/2023		3V/C
<input checked="" type="checkbox"/> 849032489034	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 849238429	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 8523948293	1003	1028			3/3/2023	3/3/2023		3V/C
<input type="checkbox"/> 8530-248	1003	1028			3/3/2023	3/3/2023		3V/C

Commit  
Serial

Dye Lot

Invoice Total: 0.00  
GM %: 0.0



**Note:** If needing to Update the Serial as it was entered incorrectly at the time of receiving. Please do so before putting that Serial back on the exchange invoice. (Update Serial will be done with the scan gun, you can then scan it out to ship and finish the invoice)



## Option 2

Edit Customer History – Not Recommended if appliance is sold with Warranty

Go into Customer Maintenance, Search for Customer, Select History Button, Select Edit

Customer # Finish Date Invoice # Type Inv. Type Model Serial Sale Amount Reference Note

NEW	2024-01-11	S00020063	Sales	SA	WED8620HC	9532493	1,338.00		
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Invoice: S00020063 Invoice Type: SA SALES INVOI Salesperson: MG MONICA GELLAR

Model: WED8620HC 7.4 CU. FT., 13 CYCLES, 8 OPTIC Brand: XX UNKNOWN

Serial: 9532493 Reference: Product: XX PRICE LIST IMPORT

Equipment #: Bill To: Branch: Default Appliance Sales & Service

Run Number: Quantity: 1 Features:

Sale Amount: 1,338.00 Note:

Cost Amount: 0.00

Del / Finish Date: 1/11/2024 1/11/2024

Models View Invoice Print Add Edit Delete Excel Exit

After selecting Edit, you can then manually edit the serial number that was shipped to the customer

Customer # Finish Date Invoice # Type Inv. Type Model Serial Sale Amount Reference Note

NEW	2024-01-11	S00020063	Sales	SA	WED8620HC	9532493	1,338.00		
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Invoice: S00020063 Invoice Type: SA SALES INVOI Salesperson: MG MONICA GELLAR

Model: WED8620HC 7.4 CU. FT., 13 CYCLES, 8 OPTIC Brand: XX UNKNOWN

Serial: 9532493 Reference: Product: XX PRICE LIST IMPORT

Equipment #: Bill To: Branch: Default Appliance Sales & Service

Run Number: Quantity: 1 Features:

Sale Amount: 1,338.00 Note:

Cost Amount: 0.00

Del / Finish Date: 1/11/2024 1/11/2024

Models OK Cancel