

MEMBER BUSINESS  
SOLUTIONS



## Agency Clear Back Orders

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### **Purpose of this document**

This document explains how to clear Agency back orders in Ceres, and to automatically update and delete warehouse documents when posted regardless of whether the quantity (shipped/handled) when the line is complete.

As of Ceres object 4.01.20, this has been replaced with the Inventory Shorts Functionality.

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# Table of Contents

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<b>PURPOSE.....</b>	<b>3</b>
<b>ACCESSING THE CLEAR BACK ORDER FUNCTIONALITY .....</b>	<b>3</b>
<b>ACCESSING THE ABANDONED WAREHOUSE DOCUMENT CLEANUP UTILITY .....</b>	<b>5</b>
<b>RELATED TOPICS:.....</b>	<b>7</b>

## Purpose

Most food banks do not allow for back orders of products ordered by Agencies. Ordering more than the food bank has on hand is more likely via web orders than manual orders, but can happen in both cases due to timing issues. The task of deleting and cleaning up these open warehouse documents and open Agency Orders can be time consuming. The Clear Back Order functionality in Ceres will automatically update and delete warehouse documents when posted regardless of whether the quantity (shipped/handled) on the line is complete.

In addition to the automated feature, under certain conditions it is possible in Ceres to have a warehouse document that no longer applies to a valid Agency Order. This is considered an abandoned warehouse document. As part of the Clear Back Order functionality, a utility was created that will clear the abandoned warehouse document.

*Ceres Object release 4.00.00 is required for the functionality described in this document.*

*The Clear Back Order functionality was replaced with the Inventory Short Handling functionality in Ceres Object release 4.01.20. Please refer to the Inventory Short Handling Procedure Document for more information.*

## Accessing the Clear Back Order Functionality

1. The automatic clearing of back orders is defined in the Agency and Receivables Setup. The Agency and Receivables Setup page can be accessed from Departments → Agencies & Receivables → Administration → Setup → Agencies & Receivables Setup.

Agencies & Receivables, Administration - Microsoft Dynamics NAV

Finance Company ▶ Departments ▶ Agencies & Receivables ▶ Administration

**Departments**

- ▶ Financial Management
- ▶ Agencies & Receivables
  - Agency Relations
  - Order Processing
  - Marketing
  - Inventory & Fees
  - Agency Express
  - CMobile Documents
- ▶ Purchase
- ▶ Donation
- ▶ Warehouse
- ▶ Human Resources
- ▶ Roadnet
- ▶ Appian

## Agencies & Receivables, Administration

### Analysis & Reporting

#### Setup

- Analysis Types
- Distributions Analysis Line Templates
- Distributions Analysis Column Templates
- Distributions Analysis View Card

#### Setup

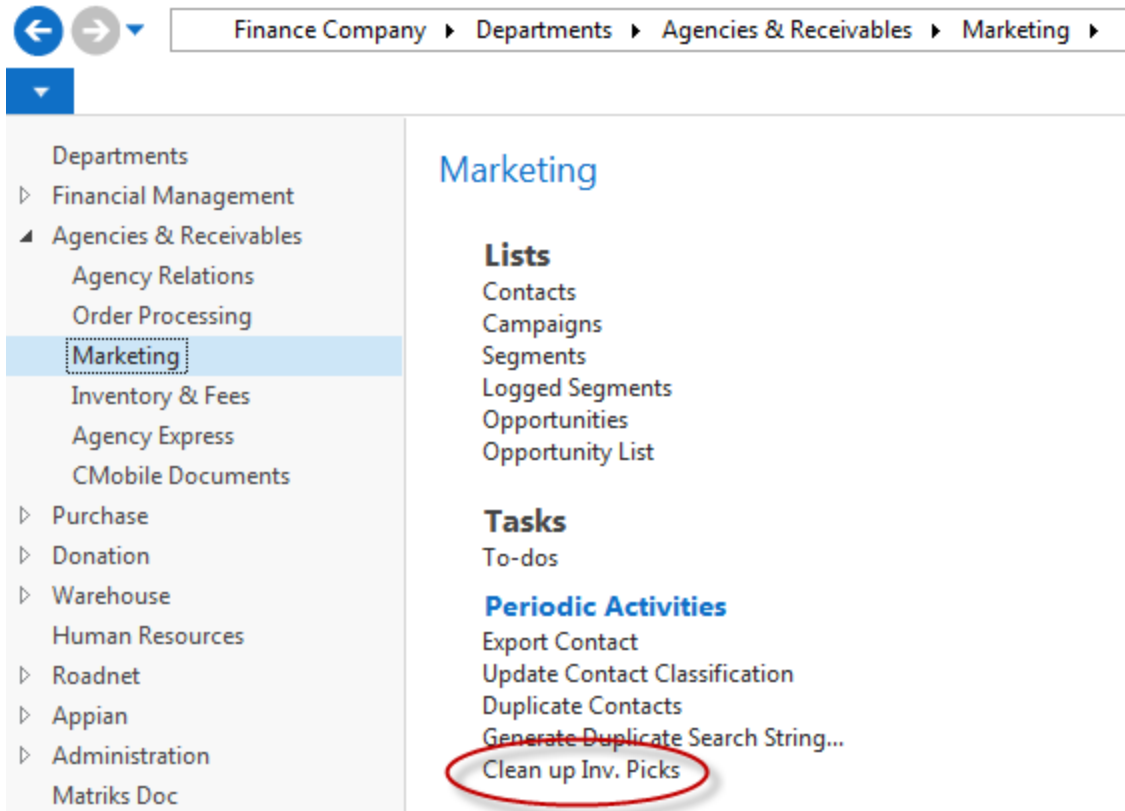
- Marketing Setup
- Agencies & Receivables Setup**
- Order Promising Setup
- Nonstock Item Setup
- Delivery Zones
- Delivery Fees

2. On the General FastTab of the Agencies & Receivables Setup Page, place a checkmark in the Clear Back Orders field to turn the feature on. This will automatically update the Qty to Ship field on the Agency Order based on the quantity that was actually shipped when the pick document or Agency Order is posted.

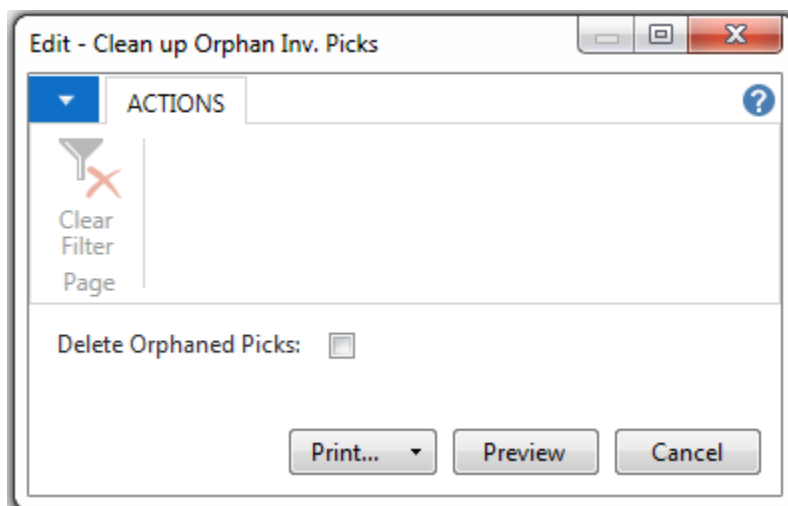
General			
Discount Posting:	<input type="text" value="No Discounts"/>	Sync Posting Date / Shpt. Date:	<input type="checkbox"/>
Credit Warnings:	<input type="text" value="No Warning"/>	Delivery Charge Type:	<input type="text" value="Account (G/L)"/>
Stockout Warning:	<input checked="" type="checkbox"/>	Delivery Charge No.:	<input type="text" value="485000"/>
Shipment on Invoice:	<input type="checkbox"/>	Delivery Charge Description:	<input type="text" value="Delivery Fee"/>
Return Receipt on Credit Memo:	<input type="checkbox"/>	Inventory Lookup:	<input type="text" value="Qualified Not Zero"/>
Invoice Rounding:	<input type="checkbox"/>	Allocations Exist:	<input checked="" type="checkbox"/>
Ext. Doc. No. Mandatory:	<input type="checkbox"/>	Calculate Agency Fees from:	<input type="text" value="Item"/>
Appln. between Currencies:	<input type="text" value="None"/>	Reason Code Mandatory:	<input checked="" type="checkbox"/>
Logo Position on Documents:	<input type="text" value="Right"/>	Suppress Printing of Shpt:	<input checked="" type="checkbox"/>
Company Position on Documents:	<input type="text" value="Center"/>	Use Parent Agency:	<input checked="" type="checkbox"/>
G/L Freight Account No.:	<input type="text"/>	Shopper Mandatory:	<input checked="" type="checkbox"/>
Default Posting Date:	<input type="text" value="Work Date"/>	Same Fund on Sales Lines:	<input type="checkbox"/>
Default Quantity to Ship:	<input type="text" value="Remainder"/>	Always Show Available Quantity:	<input checked="" type="checkbox"/>
Copy Comments Blanket to Order:	<input checked="" type="checkbox"/>	Show Requested Qty. Message:	<input type="checkbox"/>
Copy Comments Order to Invoice:	<input checked="" type="checkbox"/>	<b>Clear Back Orders:</b>	<input type="checkbox"/>
Copy Comments Order to Shpt.:	<input checked="" type="checkbox"/>	Agency Top Off Text Code:	<input type="text" value="TOPOFF"/>
Copy Cmts Ret.Ord. to Cr. Memo:	<input checked="" type="checkbox"/>	Require Shipment Method Code:	<input type="checkbox"/>
Copy Cmts Ret.Ord. to Ret.Rcpt:	<input checked="" type="checkbox"/>	Default 501(c)(3) from Parent:	<input checked="" type="checkbox"/>
Allow Tax Difference:	<input type="checkbox"/>	Appointment Consumption Method:	<input type="text" value="Both Order Types"/>
Calc. Inv. Discount:	<input type="checkbox"/>	Confirm App. Consumption:	<input type="text" value="Both Order Types"/>
Calc. Inv. Disc. per VAT ID:	<input type="checkbox"/>	Delivery Consump. Lead (Hours):	<input type="text" value="4"/>
Tax Bus. Posting Gr. (Price):	<input type="text"/>	Pickup Consump. Lead (Hours):	<input type="text" value="3"/>
Exact Cost Reversing Mandatory:	<input checked="" type="checkbox"/>	Exclude Item from CM:	<input checked="" type="checkbox"/>
Check Prepmnt. when Posting:	<input type="checkbox"/>	Allow Pallet No. Change CM/RTO:	<input checked="" type="checkbox"/>

## Accessing the Abandoned Warehouse Document Cleanup Utility

1. To access the abandoned warehouse document cleanup utility select Departments → Agencies & Receivables → Marketing → Periodic Activities → Clean Up Inv. Pick

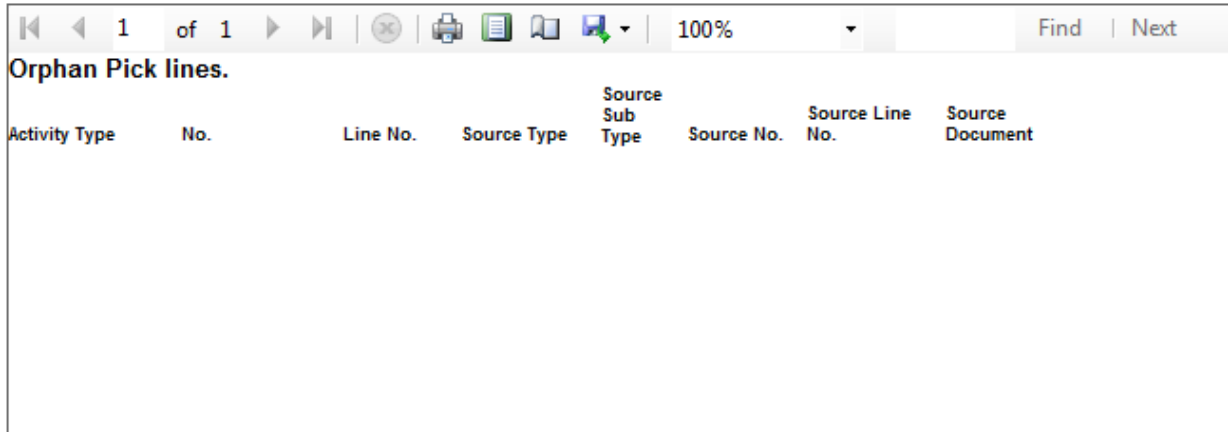


2. The Utility Page will open. There are two options for this Utility, the first is simply to list the pick documents that are abandoned without updating (deleting) them, and the second option will actually delete the pick documents.
3. If you want to delete the abandoned pick documents, place a checkmark in the Delete Orphaned Picks field and then select Print to run the utility. All abandoned warehouse documents will be deleted and shown on the report. If this box is left unchecked the utility will simply show the pick documents that are abandoned.



- The generated report will look similar to the one shown here. The report will show if you have any open warehouse documents even if none are abandoned. However, the report will only show the abandoned documents. In this example shown we have open warehouse documents, none are abandoned; therefore we see the report showing the header with no detail information.

## Clean up Orphan Inv. Picks



Orphan Pick lines.

Activity Type	No.	Line No.	Source Type	Source Sub Type	Source No.	Source Line No.	Source Document
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**Note:** With the Clear Back Order functionality turned on, no abandoned warehouse documents should be created through the normal Agency Order processing functions. Under certain situations, users may be able to create an abandoned warehouse document. If you are using advanced warehousing, it is recommended that this utility be used periodically to view/clean-up these abandoned warehouse documents to maintain proper inventory control and availability.

## Related Topics:

- Agency Order Overview
- Agency Orders with Grants
- Agency Express Managing Web Orders
- Cancelling and Archiving Agency Orders
- Inventory Short Handling

