

## Agency Orders with Grants

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### **Purpose of this document**

This document provides supplemental information on Agency Orders where Grants apply to offset Agency Fees.

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## Purpose

Agency Orders are used to process orders from Agencies for product. These can be either “Shopping Orders” completed when an Agency is checking out, or a Pre-Order of product for pickup or delivery. An Agency Order in Ceres allows you to create the initial order, ship product, and finish by posting an invoice.

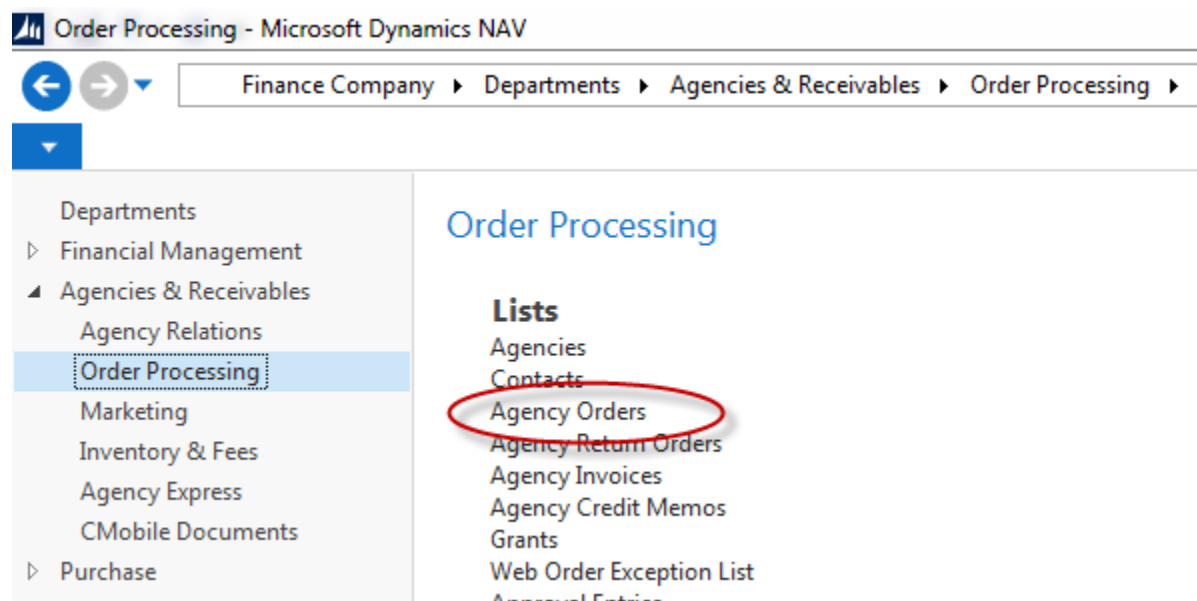
Agency orders can be created manually or via a more automated means such as the Agency Express 3.0 web ordering system. The *Agency Order Overview* document has detailed information about handling Agency Orders. This document provides supplemental information on Agency Orders where Grants apply to offset Agency Fees. See Related Topics section for many related documents regarding Agency Ordering.

Agencies that are qualified for Grant funds will see their fees reduced by the Grant Funds available to apply to some or all of their order. This document will discuss how Grants may be applied on an Agency Order as well as how to troubleshoot if the Grant does not apply.

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

## Accessing the Agency Order

1. The Agency Order can be accessed from Departments → Agency & Receivables → Order Processing → Agency Orders.



2. If you are using batches, select your batch from the batch list; otherwise you will be taken directly to the list of open orders.

3. You will see the listing of open Agency Orders that exist within the system. Select one from the list to edit it, or click New to create a new Order.

## Creating Agency Orders

1. Click Home → New to create a new Agency Order  
**Note:** Agency Orders can be edited by highlighting an order from the list, then right clicking and selecting Edit (or by double clicking on the Order number).
2. Press the Enter key to have Ceres automatically assign the next document number in the No. field. This will also fill in the Posting Date, Order Date, and Shipment Date by using the Work Date
3. In the Sell-to Agency No. field, enter the Agency No. or use the lookup to select the Agency from the list. The Agency's name, address, branch code and Fund No. will flow from the Agency card. If the Agency has any invoicing information, shipping information or delivery information it will flow to the appropriate tab of the Agency Order. This includes location, delivery zone, payment terms, etc.


### AO-00391 · The Salvation Army

| General                     |                          |
|-----------------------------|--------------------------|
| No.:                        | AO-00391                 |
| Sell-to Agency No.:         | C1722                    |
| Parent Agency No.:          | 1884                     |
| Sell-to Contact No.:        |                          |
| Sell-to Agency Name:        | The Salvation Army       |
| Sell-to Address:            | 6723 State Avenue        |
| Sell-to Address 2:          |                          |
| Sell-to City:               | Kansas City              |
| Sell-to State:              | KS                       |
| Sell-to ZIP Code:           | 66102                    |
| Sell-to Contact:            | Majors William Heaver    |
| Sell-to Contact Phone:      | 913-232-5400             |
| Sell-to Contact Phone Ext.: |                          |
| Posting Date:               | 8/18/2014                |
| Order Date:                 | 8/18/2014                |
| Shipment Date:              | 8/18/2014                |
| Location Code:              |                          |
| Zone Code:                  |                          |
| External Document No.:      |                          |
| Assigned User ID:           |                          |
| Appointment Time:           |                          |
| Shopper:                    | SH00037                  |
| Shopper Name:               | PROGRAM                  |
| Your Reference:             |                          |
| Order Modifications:        |                          |
| Order Version:              | 0                        |
| Status:                     | Open                     |
| Fund No.:                   | UR                       |
| Mobile Pantry:              | <input type="checkbox"/> |
| Send to Voxware:            | <input type="checkbox"/> |
| Outstanding Picks:          | 0                        |
| Posted Shipments:           | 0                        |

^ Show fewer fields

4. Fill in the Shopper field. This is the person who placed the order.
5. Fill in the Your Reference field with an Agency supplied document number, such as a purchase order number, that will help them identify documents related to this agency order (NOTE: This field will be auto-filled if a Web Order and cannot be overwritten).
6. Move to the lines of the Agency Order. Here you specify which items the agency is ordering, along with the quantity and any fees. Depending on the setup of the warehouse location, you may need to

enter additional information here, regarding pallets, lots or bin locations. This will be discussed in detail in the Creating and Processing Agency Orders document section titled Agency Order Shipping Options.

| Lines  |           |                    |             |               |              |         |         |            |                      |  |
|---|-----------|--------------------|-------------|---------------|--------------|---------|---------|------------|----------------------|--|
| Line  | Functions | Order              | Find        | Filter        | Clear Filter |         |         |            |                      |  |
| Type  | No.       | Available Quantity | Description | Location Code | Pallet No.   | Lot No. | Quan... | Cubic Feet | Unit of Measure Code |  |
| Item  | 10026     | 146                | Tea         | KAN           |              |         |         |            | CASE                 |  |

7. In the Type field, select Item.
8. In the No. field, type in the Item Number or use the lookup to select the Item from the List. The Item's Description, Unit of Measure, Available Quantity, and Agency Fee will flow forward to the line.  
  
**Note:** Availability of items is subject to numerous factors including location, agency qualifiers and item qualifiers
9. If you wish to change the Location for this line, in the location field, select the Location where the Item will be shipped from.
10. If the Location you specified is not utilizing warehouse picks, then you must enter the Bin Code, Lot No. and Pallet No. The Pallet No. is only required for items that are setup as palletized items.
11. Select the Dimension Values that apply to the item for this order. If you require a Department and/or Projects, you will need to specify the Codes on the lines and on the Invoicing FastTab. If you enter the Department and Project on the Invoicing FastTab, all lines entered will default to the same Department and Project automatically. You may change them on the lines if necessary.

Lines

| Line      | Functions       | Order                    | Find                     | Filter          | Clear Filter |                 |              |           |            |             |
|-----------|-----------------|--------------------------|--------------------------|-----------------|--------------|-----------------|--------------|-----------|------------|-------------|
| Zone Code | WAP/Pick Status | UNC Storage Requireme... | FBC Storage Requireme... | Allocation Code | Bin Code     | Department Code | Project Code | GL Branch | Grant Code | Grant Un... |
|           | DRY             | DRY                      |                          |                 |              | 1000            | CIRHOPE      |           |            |             |

Invoicing

|                      |                       |                                  |                          |
|----------------------|-----------------------|----------------------------------|--------------------------|
| Bill-to Agency No.:  | C1722                 | Due Date:                        | 8/18/2014                |
| Bill-to Contact No.: |                       | Payment Discount %:              | 0                        |
| Name:                | The Salvation Army    | Pmt. Discount Date:              |                          |
| Address:             | 6723 State Avenue     | Payment Method Code:             |                          |
| City:                | Kansas City           | Tax Liab:                        | <input type="checkbox"/> |
| State:               | KS                    | Tax Area Code:                   |                          |
| ZIP Code:            | 66102                 | Cancel Order:                    | <input type="checkbox"/> |
| Contact:             | Majors William Heaver | Reason Code:                     |                          |
| Department Code:     | 1000                  | Grant No.:                       |                          |
| Project Code:        | CIRHOPE               | Direct Debit Mandate ID:         |                          |
| Payment Terms Code:  |                       | Credit Card No.:                 |                          |
|                      |                       | Cr. Card Number (Last 4 Digits): |                          |

12. In the Quantity field, specify the amount of quantity ordered.

13. Repeat the steps above for each additional item that will be ordered.

## Calculate Delivery Charge Functions

Ceres provides the ability to calculate and charge the Agency for the delivery of product on the Agency Order. This is accomplished through the delivery zones and fees process which is explained in detail in the *Delivery Zones and Delivery Fees* document.

- To calculate the delivery charge on an Agency Order, select Actions → Functions → Calculate Delivery Charge. This only applies to orders with a Shipment Method Code of DELIVER and there is a Delivery Zone on the order that has associated Delivery Fees.

New - Agency Order - AO-00391 - The Salvation Army

| HOME    | ACTIONS                   | NAVIGATE                            | REPORT |
|---------|---------------------------|-------------------------------------|--------|
| Release | Calculate Delivery Charge |                                     |        |
| Reopen  | Calculate Grants          |                                     |        |
|         | Validate Web Order        |                                     |        |
| Request |                           | Create Inventory Put-away / Pick... |        |
|         |                           | Create Whse. Shipment               |        |

2. Ceres will calculate the appropriate charge and insert a delivery charge line on the agency order (The G/L Account entered on the line is based upon the Delivery Charge (Account) No. assigned in Agencies & Receivables Setup.

| Lines       |           |                    |              |               |              |         |         |           |                       |
|-------------|-----------|--------------------|--------------|---------------|--------------|---------|---------|-----------|-----------------------|
| Line        | Functions | Order              | Find         | Filter        | Clear Filter |         |         |           |                       |
| Type        | No.       | Available Quantity | Description  | Location Code | Pallet No.   | Lot No. | Quan... | Unit Fees | Line Amount Excl. Tax |
| G/L Account | 485000    | 0                  | Delivery Fee |               |              |         | 1       | 70.00     | 70.00                 |
| Item        | 10026     | 146                | Tea          | KAN           |              |         | 1       | 0.30      | 0.30                  |

## Calculate Grants

1. Ceres provides the ability to calculate and allocate qualified grant money to the Agency Orders. Grants should automatically calculate on the Agency Order lines if they apply. Ceres will automatically calculate grant applications for an Agency Order line anytime a line is created or an existing line is modified. This is true when the Agency Order line is manually created or modified by a user as well as for Agency Order lines that are modified or created by Ceres during the release process (for Shipment Option 1 and/or Shopping Zone orders), and posting of an Inventory Pick or Warehouse Shipment. During the posting of these warehouse documents Ceres will “explode” warehouse information back to their related Agency Order. In some cases this will result in the update of an Agency Order line; if it existed prior to the warehouse document’s creation. In other cases Ceres will create new Agency Order lines to synchronize inventory usage information with the warehouse documents. Regardless of whether Ceres modifies an existing Agency Order line or creates a new one during this synchronization, grant calculation will occur for the Agency order line.

There are several types of qualifiers associated with Grants, explained as follows, (and also described in the Grants Receiving-Usage & Reporting document) that determine whether there will be a Grant Allocation Amount on the order line.

**Agency/Grant Qualifier (aka Grant/Agency):** For the Grant to apply on an Agency order, both the Grant & the Agency Cards must have the same qualifier assigned. All items on the order will qualify for the Grant funds, if the Agency has the same qualifier as the Grant.

**Item / Grant:** For the Grant to apply on an Agency Order, the qualifier must be on both the Item Card and the Grant. Any Item that has the same qualifier as the Grant will be funded by the Grant if there are available grant monies

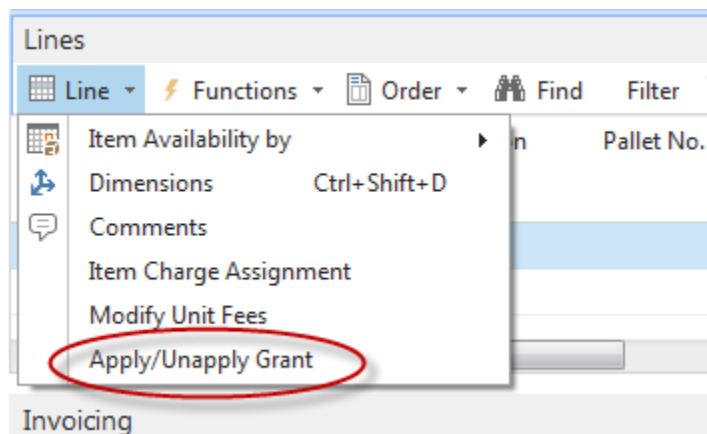
**Item / Grant / Agency:** For the Grant to apply the qualifier must be on the Item, Grant and Agency Card. County qualifiers may also apply. See the Grants Receiving-Usage & Reporting document for more information. If Grant funds apply, the Grant Allocation Amount should be populated when the Qty. x Fees are calculated:

| Lines              |              |               |            |         |              |           |                       |                          |                         |
|--------------------|--------------|---------------|------------|---------|--------------|-----------|-----------------------|--------------------------|-------------------------|
| Line               | Functions    | Order         | Find       | Filter  | Clear Filter |           |                       |                          |                         |
| Available Quantity | Description  | Location Code | Pallet No. | Lot No. | Quan...      | Unit Fees | Line Amount Excl. Tax | Grant Unapplied          | Grant Allocation Amount |
| 0                  | Delivery Fee |               |            |         | 1            | 70.00     | 70.00                 | <input type="checkbox"/> |                         |
| 146                | Tea          | KAN           |            |         | 50           | 0.30      | 15.00                 | <input type="checkbox"/> | 15.00                   |

- To see what Grant (or Grants) were used on the order line, click on the line underneath the Grant Allocation Amount and the Grants and amounts applied will display:

| Grant Allocations   |                    |        |                    |
|---------------------|--------------------|--------|--------------------|
| Type to filter (F3) | Grant No.          |        |                    |
| Grant No.           | Description        | Amount | Outstanding Amount |
| 9032                | Misc. Agency Grant | 15.00  | 15.00              |

- If more than one Grant applies, you will see all Grants applied in this window.
- If the Grant funds are not automatically allocated on the lines where Grants should apply, to calculate the grant allocation on an agency order, select Actions → Functions → Calculate Grant.
- If Grant funds are allocated to a line and you would like to remove the Grant Allocation for that specific line, select Line Actions → Line → Apply/Unapply Grant .





The Grant Allocation Amount will be removed and the “Grant Unapplied” box will be checked (it may be necessary to show the “Grant Unapplied” field via “Choose Columns”).

| Unit Fees | Line Amount<br>Excl. Tax | Grant<br>Unapplied                  | Grant<br>Allocation<br>Amount | C |
|-----------|--------------------------|-------------------------------------|-------------------------------|---|
| 70.00     | 70.00                    | <input type="checkbox"/>            |                               |   |
| 0.30      | 15.00                    | <input checked="" type="checkbox"/> |                               |   |

If you would like to restore the Grant Allocation, select Line Actions → Line → Apply/Unapply Grant and the Grant Allocation Amount will be restored and the “Grant Unapplied” box will be unchecked.

| Unit Fees | Line Amount<br>Excl. Tax | Grant<br>Unapplied       | Grant<br>Allocation<br>Amount | C |
|-----------|--------------------------|--------------------------|-------------------------------|---|
| 70.00     | 70.00                    | <input type="checkbox"/> |                               |   |
| 0.30      | 15.00                    | <input type="checkbox"/> | 15.00                         |   |

6. If the Grant funds still do not allocate, then you will need to troubleshoot why they were not applied. See below for suggestions for what to look for:
  - a. Are the appropriate qualifiers assigned to the Item, Agency and/or Grant?
  - b. Is the Grant released?
  - c. Is the Posting Date on the order AFTER the released date on the Grant?
  - d. Are there enough funds on the Grant to cover the amount on the line?
  - e. Is the Grant funded for specific Agencies only and does that Agency have a remaining balance to use for that Grant?
  - f. Please see the Grants Receiving-Usage & Reporting document for more information on Grant Setup, Grant Usage and Grant Reports.

## Related Topics

1. Grants Overview
2. Agency Order Overview
3. Agency Delivery Zones and Delivery Fees
4. Agency Invoice Credit and Recreate