Synergetic User Guide

Purchase orders

Version 68

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Synergetic User Manual Chapters

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Purchase orders

The Purchase orders module allows you to:

- prepare purchase orders to send to suppliers
- control outstanding purchase orders.

Individuals, business units or departments can have the authority to either:

- Create, authorise and print or email purchase orders.
- Requisition purchase orders. If an individual, business unit or department can only create purchase order requisitions, the authorising officer must display each requisition for authorisation prior to printing, emailing or faxing.

You can select the supplier from the current supplier list or create a new supplier when creating the purchase order. If required, you can describe and cost each item as you enter the purchase order.

Purchase orders can be manually receipted or their receipt can be automated with the processing of the suppliers invoice for the goods using the Creditors Invoice Entry function.

Business units

You can create different ranges of order numbers for different business units. Usually, one business unit exists for each stock location. However, for purchase ordering purposes, you can define as many business units as required. You must link appropriate users to each business unit with a default business unit defined if they belong to more than one.

If purchase orders are used in a business unit that sells the items that they purchase, you can define the stock's item code on each line of the order.

Business units are set up in **Synergetic Financial Configuration**. See *Synergetic Financial Configuration - Business Units - Purchase Orders sub-tab* in the Finance manual. You define a code, description and the name and address of the business unit. You can use these details to print on your purchase order stationery.

Printing and faxing purchase orders

You can print:

- Purchase orders on your organisation's letterhead, or print, using the name, address and telephone number of your organisation or business unit, on blank paper.
- As many copies of the purchase order as required. Each copy can be labeled differently. For example, Supplier Copy, Department Copy.

If you have the appropriate software, you can fax purchase orders directly from your computer.

Emailing purchase orders

You can email purchase order notifications to:

- creditors
- the staff member who created the purchase order
- the staff member who authorised the purchase order
- the department head, if applicable
- additional recipients.

Purchase order process

Use purchase orders to request, return or exchange items received from creditors.

The typical sequence for processing purchase orders is as follows:

1. Create a new purchase order. See *Creating new purchase orders* (on page 9).
2. Either:
   - Select an existing creditor. See *Searching for purchase orders* (on page 6).
   - Create a new creditor. See *Creating new creditors* in the Creditors manual.
3. Enter all of the general information about the purchase such as order date, urgency, and header and trailer to be printed on the order. See *Purchase Order Maintenance - General tab* (on page 13).
4. Enter the line items for the purchase order. See *Purchase Order Maintenance - Details tab* (on page 17).
5. Update any other details required. See *Maintaining purchase orders* (on page 5).
6. Get the purchase order authorised, if required. See *Authorising purchase orders* (on page 35).
7. Either:
   - Print the purchase order and send it to the creditor. See *Printing purchase orders* (on page 37).
   - Email the purchase order to the creditor. See *Emailing purchase orders* (on page 39).
8. Receive the goods. See *Receiving goods against a purchase order* (on page 43).

   Note: You can also receive goods as part of the payment process in **Creditor Invoice Entry**. See *Entering creditor invoices* in the Creditors manual.

9. Once you have received all the items on the purchase order, pay the creditor.

   Find the creditor's ID by clicking Find... next to the **Creditor Paid** field on **Details** tab. See *Purchase Order Maintenance - Details tab* (on page 17).

   Note: The purchase order is updated automatically if payment is recorded via **Creditor Invoice Entry**. See *Entering creditor invoices* in the Creditors manual.

10. Mark the purchase order as completed. See *Completing purchase orders* (on page 47).

Sometimes things can go wrong. For example, you might:

- only receive part of an order
- need to cancel an order
- have items on backorder or oversupplied
- need to swap goods or issue a credit note to the supplier because you have overpaid.

See *Problems with purchases* (on page 49).

Maintaining purchase orders

Use the **Purchase Order Maintenance** function to:

- create new purchase orders
- maintain existing purchase orders
- receive goods against purchase orders.

How to:

- Authorise purchase orders. See *Authorising purchase orders* (on page 35).
- Print purchase order notifications. See *Printing purchase orders* (on page 37).
- Email purchase order notifications. See *Emailing purchase orders* (on page 39).
- Receive goods. See *Receiving goods against a purchase order* (on page 43).
- Complete purchase orders. See *Completing purchase orders* (on page 47).
- Resolve problems. See *Problems with purchases* (on page 49).

What you can do…	See…
View, add or change the purchase order details.	*Purchase Order Maintenance - General tab* (on page 13)
You can: • change the creditor you are sending the purchase order to • view the details about the creditor • launch the **Creditor Maintenance** windows to change creditor details.	*Purchase Order Maintenance - Creditor tab* (on page 16)
You can: • view, add or change the line items on the purchase order • receive goods against each line item.	*Purchase Order Maintenance - Details tab* (on page 17)
You can: • view information about the authorisation status of the purchase order • authorise or deny purchase orders.	*Purchase Order Maintenance - Authorisation tab* (on page 22)
Define your own tabs or programs within Synergetic.	*Purchase Order Maintenance - User Forms tab* (on page 24)
View details of who: • created the purchase order • last changed the order.	*Purchase Order Maintenance - Maint tab* (on page 26)
Store and maintain documents relating to purchase orders and relevant creditors.	*Purchase Order Maintenance - DocMan tab* (on page 28)
View a history of the changes made to the status of the purchase order.	*Purchase Order Maintenance - History tab* (on page 32)

Searching for purchase orders

Use the **Set Purchase Order Search Criteria** window to search for purchase orders. Enter the information that you have about the purchase order in the appropriate field, then click OK to search.

See *Searching* in the Introduction manual for details on how to use the search tools.

Note: If the purchase order is not found, click New... to add a new purchase order from this window. See *Creating new purchase orders* (on page 9).

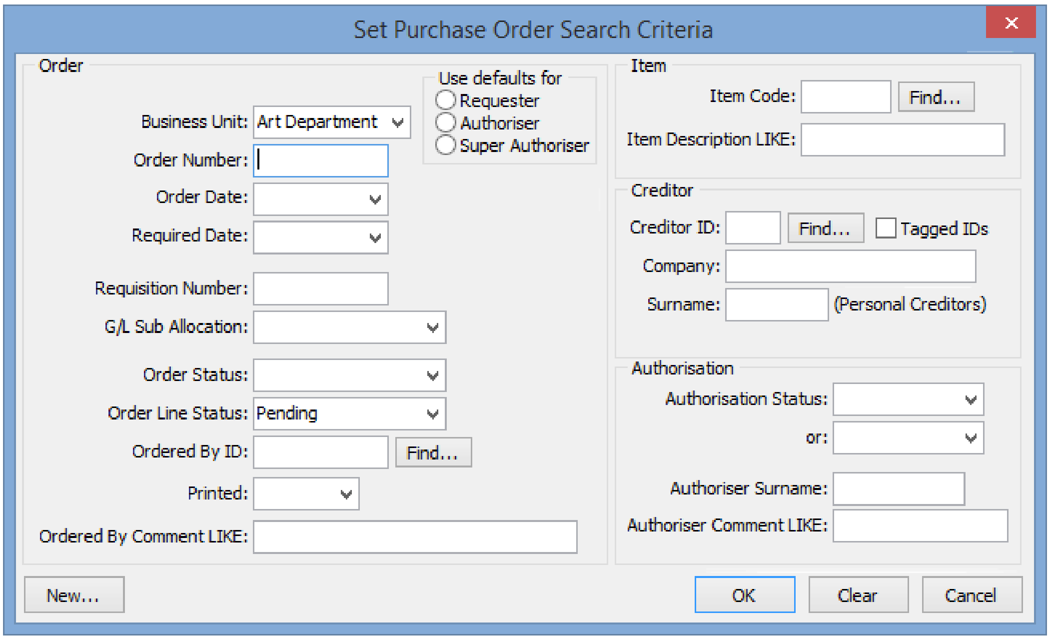
Opening the Set Purchase Order Search Criteria window

To open the **Set Purchase Order Search Criteria** window:

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.

Tip: You can also access the creditor functions by clicking Creditors.



Set Purchase Order Search Criteria window key fields and buttons

Order area fields

Field	Description
Business Unit	Search for the business unit that raised the purchase order.
Use defaults for: **Requester** **Authoriser** **Super Authoriser**	Use default values for the requester, authoriser and super authoriser.
Order Number	Search for a purchase order number.
Order Date	Search for a purchase order by order date.
Required Date	Search for a purchase order by the date the items are required.
Requisition Number	Search for a purchase order by requisition number.
G/L Sub Allocation	Search for the general ledger sub-allocation code the purchase order is assigned to.
Order Status	Search for a purchase order by order status. Values include: • Cancelled • On Order • Partially Filled • Completed.
Order Line Status	Restrict your search to orders with a line status of: • Cancelled • Filled • Pending.
Ordered by ID	Search for a purchase order by the orderer's Synergetic ID number.
Printed	Restrict your search to either only: • printed purchase orders • unprinted purchase orders.
Ordered By Comment LIKE	Search for a purchase order by description. **Note:** This search returns all descriptions similar to the one you enter.

Item area fields

Field	Description
Item Code	Search for a purchase order by item code.
Item Description LIKE	Search for a purchase order by description. **Note:** This search returns all descriptions similar to the one you enter, ignoring capitalisation. For example, BOOK will find book, BOOK, books and textbook.

Creditor area fields

Field	Description
Creditor ID	Search for a purchase order by creditor ID.
Company	Search for a purchase order by the name of the company supplying the items.
Surname	Search for a purchase order by the surname of the individual supplying the items.

Authorisation area fields

Field	Description
Authorisation Status	Search for a purchase order by authorisation status. Values include: • Authorised • Denied • Requested • Review.
Authoriser Surname	Search for a purchase order by the surname of the person who authorised the purchase order.
Authoriser Comment LIKE	Search for a purchase order by description. **Note:** This search returns all descriptions similar to the one you enter.

Buttons

Button	Description
Find...	Opens the **Creditor Search** window, the **Stock Item Search** window or the **Find Name on Community** window. Use to locate creditor ID numbers, stock item numbers or staff ID numbers.
New...	Creates a new purchase order. See *Creating new purchase orders* (on page 9).
Custom...	Opens a Custom Search Form if one has been created. See *Using custom search forms* in the Introduction manual.

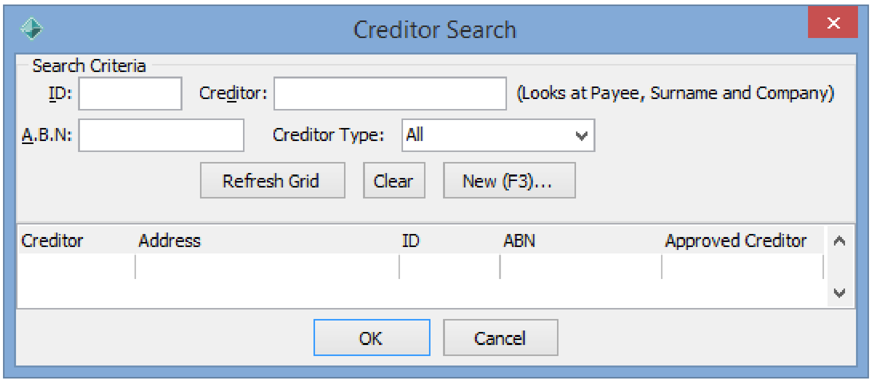
Creating new purchase orders

To create a new purchase order:

1. Either:

   - click New... on the **Set Purchase Order Search Criteria** window
   - click  on the **Purchase Order Maintenance** toolbar
   - select **File > New...** from the main menu when the **Purchase Order Maintenance** window is open
   - right click on the **Purchase Order Selector** grid and select **New...**
   - press **Ctrl + N** when the **Purchase Order Maintenance** window is open.

   The **Creditor Search** window is displayed.



2. Either:
   - Select an existing creditor:
     – Type in either the creditor's ID, name or A.B.N.

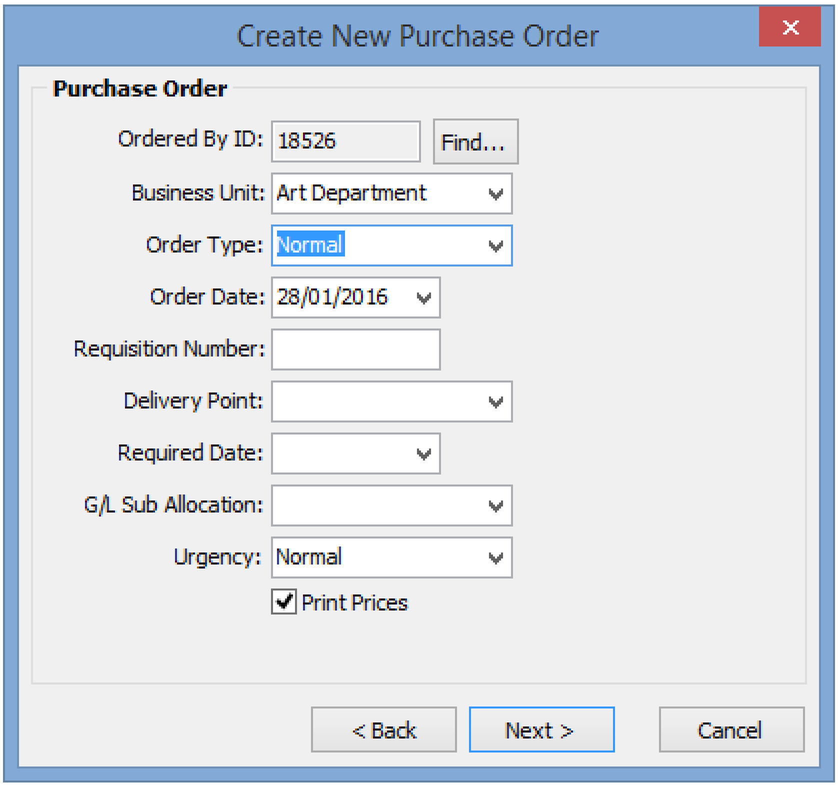
Note: You can also search using the % symbol in a text field as a wildcard. When searching by name (given, preferred, surname and so on), you can use the **%** wildcard to match the records containing only the letters you specified in the order that you entered. Depending on the placement of the **%**, you can return many different matches from the database.

     – Click Refresh Grid.
     – Highlight the creditor you want.
     – Click OK.
   - Create a new creditor:
     – Click New (F3)....

     The **Create New Creditor** window is displayed.

     – Create a new creditor record. See *Creating new creditors* in the Creditors manual.

   The **Create New Purchase Order - Purchase Order** window is displayed.

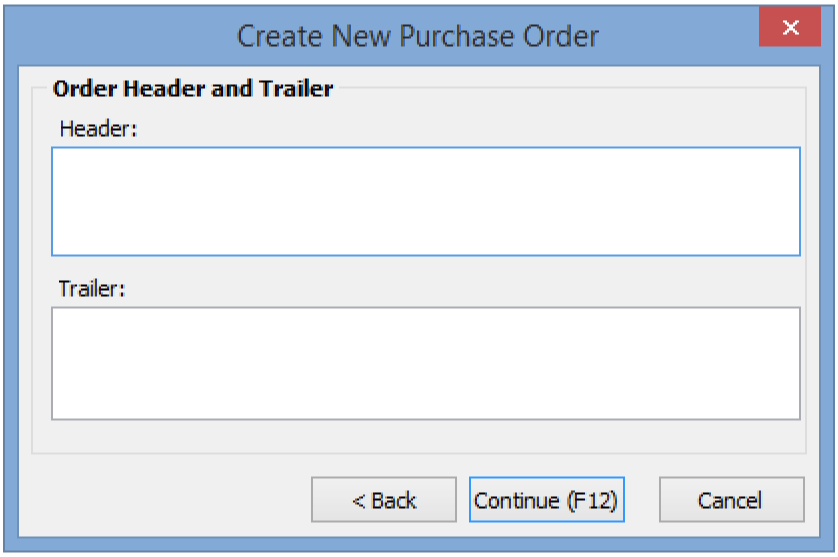


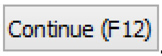
3. If required, click Find... to change the **Ordered By ID**.

Tip: The **Ordered By ID** defaults to the current user.

4. Select the business unit and order type.
5. Select the order date, if different from today.
6. Enter any other required information about the purchase order.
7. Click Next >.

The **Create New Purchase Order - Order Header and Trailer** window is displayed.



8. If required, enter a comment. To enter a comment that is printed:
   - above the list of line items on the purchase order, type the information into the **Header** field.
   - below the list of line items on the purchase order, type the information into the **Trailer** field.
9. Click 

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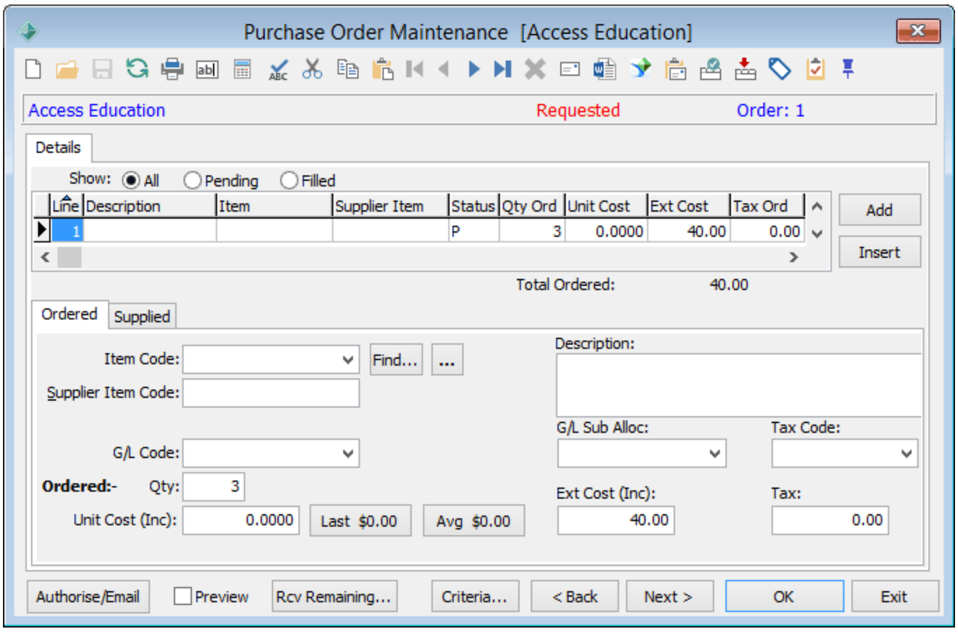
   The **Details** tab of the **Purchase Order Maintenance** window is displayed.



10. Enter the line items for the purchase order. See *Purchase Order Maintenance - Details tab* (on page 17).

Note: You may be able to leave the **G/L Code** fields blank at this point if you don't know the correct general ledger codes but the purchase order cannot be authorised until the **G/L code** fields are complete. See the **Enforce G/L Code Type** on the *Synergetic Financial Configuration - Business Units - Purchase Orders sub-tab* in the System maintenance manual.

11. Click Finish.

    The extended cost is automatically calculated when you enter the quantity and unit cost. The tax amount is calculated based on the tax code you select.

    The purchase order is given a status of **Requested**, and a purchase order number is generated.

    Users with the required level of authority are able to:

    - Authorise purchase orders. See *Authorising purchase orders* (on page 35).
    - Print purchase orders. See *Printing purchase orders* (on page 37).
    - Email purchase orders. See *Emailing purchase orders* (on page 39).

    Note: You can update details on the purchase order at any time before it is authorised. See *Maintaining purchase orders* (on page 5).

Purchase Order Maintenance - General tab

Use the **General** tab to view, add or change the purchase order details.

Opening the General tab

To open the **General** tab:

1. Select **Module > Creditors > Purchase Order Maintenance**.

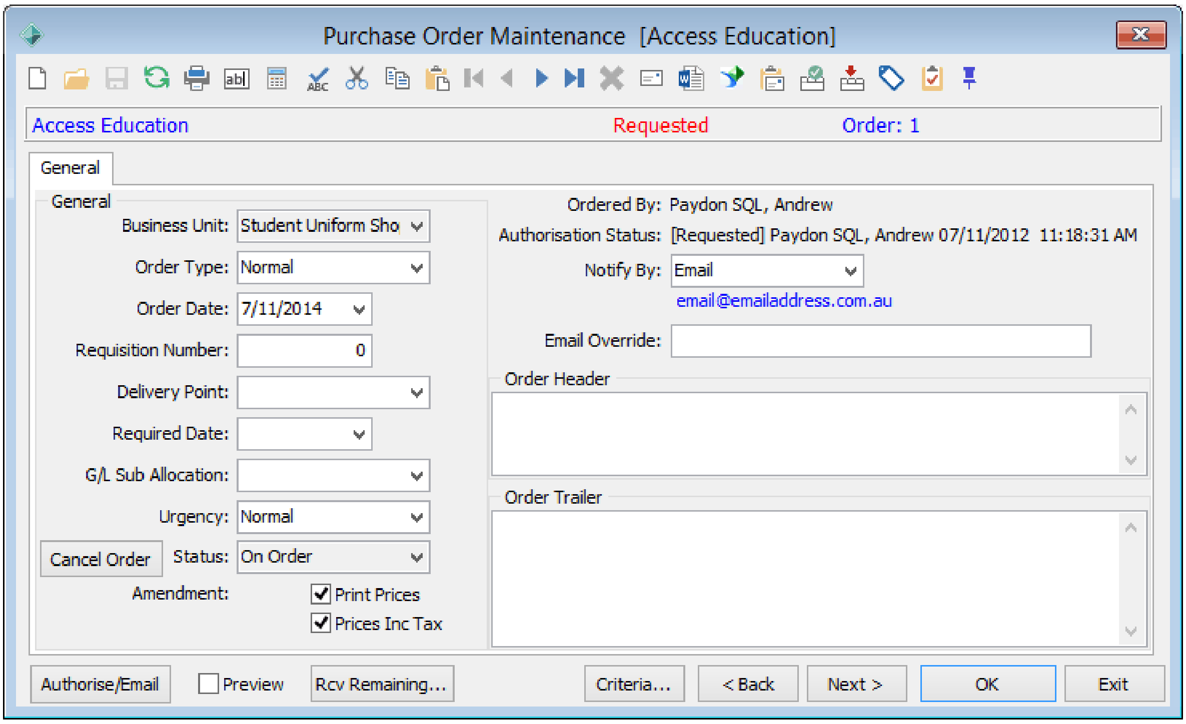
   The **Set Purchase Order Search Criteria** window is displayed.

   Tip: You can also access the purchase order functions by clicking 

   .

2. Search for the purchase order. See *Searching for purchase orders* (on page 6).
3. Open the purchase order.

   The **General** tab of the **Purchase Order Maintenance** window is displayed.



Purchase Order Maintenance - General tab key fields and buttons

Fields

Field	Description
Business Unit	Business unit that the purchase order is for. For information on how to configure business units, see *Synergetic Financial Configuration - Business Units* in the Finance manual. **Note:** This field cannot be changed after the purchase order has been created.
Order Type	Type of purchase order that is printed. Values include: • Credit - the creditor has charged too much and you are requesting a credit note from them • Normal - a normal purchase order requesting item(s) to be supplied. • Oversupply - print a document detailing oversupplied items. Send this to the creditor along with the items that were oversupplied. • Swapped - print a document to send with goods that need to be swapped for other goods. **Note:** If the type is **Normal**, the purchase order heading is **Purchase Order**. Otherwise it is **Goods Return Voucher**.
Requisition Number	Requisition number, if required. **Tip:** Some organisations use requisition numbers that come from a docket book that has been supplied to each department/business unit. Enter the requisition number in Synergetic so that you can reference the original request from a department.
Delivery Point	Point of delivery for the creditor. See the *luDeliveryPoint lookup table* in the Finance manual.
Required Date	Date the order is required.
G/L Sub-Allocation	General ledger sub-allocation code that the purchase order amount is posted to. **Note:** Synergetic displays the message ****NOT AUTHORISED TO THIS GL**** if you attempt to use a general ledger that you do not have permission to use.
Urgency	Urgency of the order. Values include: • ASAP • Normal • Urgent. **Note:** This information does not print on the purchase order. Use as an internal reference only.
Status	Status of the order. Values include: • Cancelled • On Order • Partially Filled • Completed.

Field	Description
Amendment	Amendment letter, if applicable. **Note:** You can make changes to a printed purchase order. When you next try to print the order, you are asked if you would like to increment the amendment letter, starting at **A**. For example, the first amendment to purchase order 5012 would be purchase order 5012A, the second, 5012B and so on. Every time you select **Yes** the amendment is increased alphabetically. This is highly recommended for auditing purposes.
Print Prices	Select to print prices next to each item. These prices come from the last average price in Item Maintenance. See *Item Maintenance - Purchase Orders tab* in the Sales manual. If the prices are not correct, you can choose not to print them on the purchase order.
Prices Inc Tax	Select to indicate that all prices include tax. This is automatically selected if the **Order Prices Include Tax** flag on the **Creditor Maintenance - Account** tab is selected. See *Creditor Maintenance - Account tab* in the Creditors manual.
Ordered By	Name of the person who requested the order. Automatically defaults to the person currently logged in to Synergetic.
Auth'n Status	Displays the status of the purchase order's authorisation, including: • the date and time the authorisation status was last modified • the surname, given name and preferred name of the staff member who authorised the purchase order, if it has been authorised.
Notify By	How the creditor is notified of the purchase order: • print - notification is printed for mailing • email - notification is emailed from Synergetic. **Note**: If you select the **email** notification method, ensure the creditor has their email address listed in the **Creditor Maintenance - General tab**. See *Creditor Maintenance - General tab.*
Email Override	Email address to send notifications to instead of the creditor's **Occupation** email address.
Order Header	Information to print before items on the purchase order.
Order Trailer	Information to print after items on the purchase order.

Buttons

Button	Description
Cancel Order	Cancel the order.

Purchase Order Maintenance - Creditor tab

Use the **Creditor** tab to:

- change the creditor you are sending the order to
- view the details about the creditor
- launch the **Creditor Maintenance** windows to change creditor details.

Opening the Creditor tab

To open the **Creditor** tab:

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.

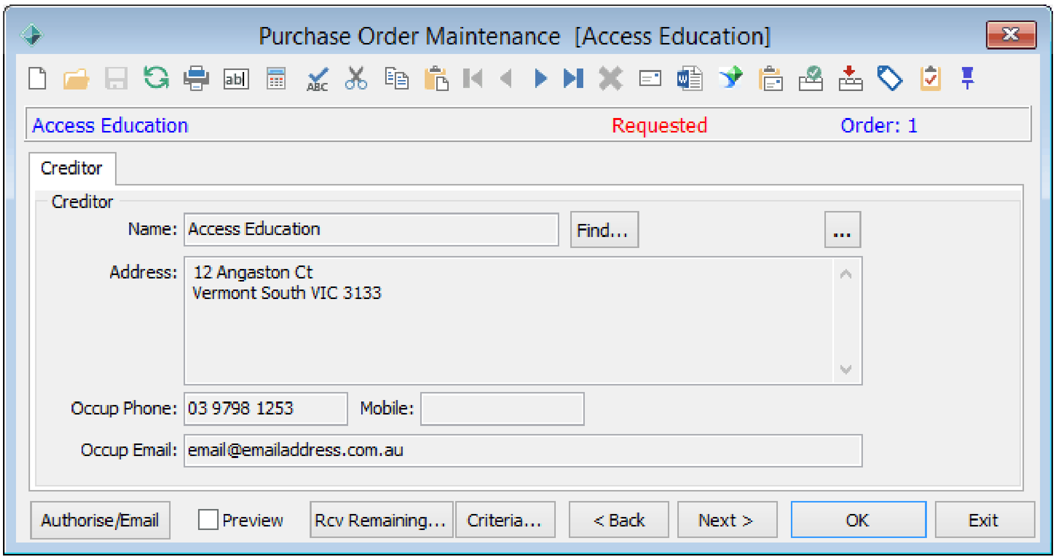
   Tip: You can also access the purchase order functions by clicking Creditors.

2. Search for the purchase order. See *Searching for purchase orders* (on page 6).
3. Open the purchase order.

   The **General** tab of the **Purchase Order Maintenance** window is displayed.

4. Click the **Creditor** tab.

   The **Creditor** tab of the **Purchase Order Maintenance** window is displayed.



To change:

- The creditor, click Find... and select the new creditor.
- Any of the creditor's details, click ... to launch the Creditor Maintenance windows. See *Maintaining Creditors* in the Creditors manual.

Purchase Order Maintenance - Details tab

Use the **Details** tab to enter, view or change the line items on the purchase order. The line items are linked to existing items that you have previously entered in the Item Maintenance window. See *Item Maintenance - Sales tab* in the Sales manual.

Use the:

- **Ordered** sub-tab to enter the details of items that you want to order
- **Supplied** sub-tab to enter and track the delivery and payment status of individual items.

Opening the Details tab

To open the **Details** tab:

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.

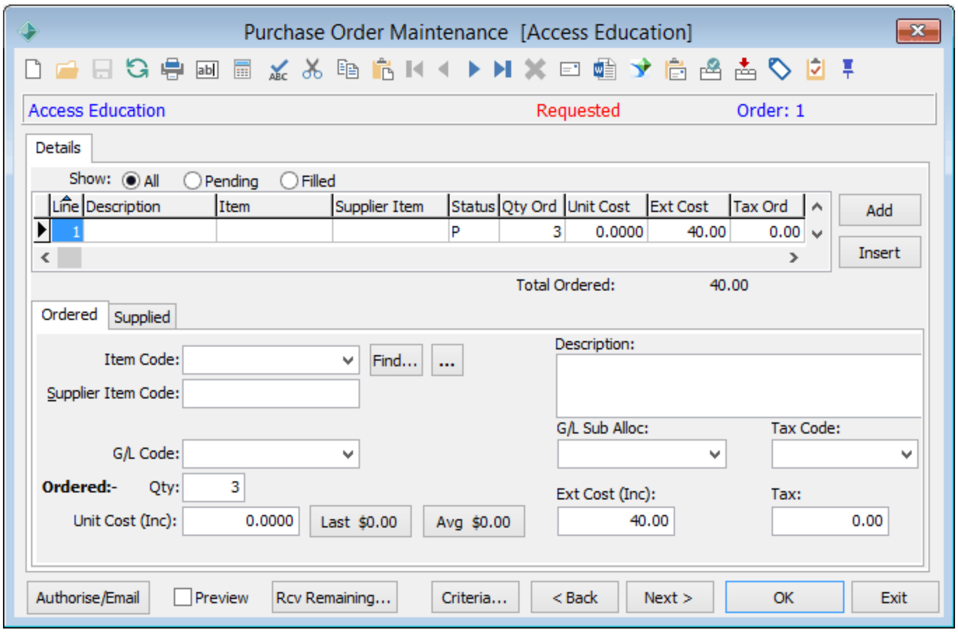
Tip: You can also access the purchase order functions by clicking 

.

2. Search for the purchase order. See *Searching for purchase orders* (on page 6).
3. Open the purchase order.

   The **General** tab of the **Purchase Order Maintenance** window is displayed.
4. Click the **Details** tab.

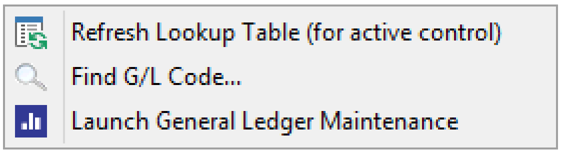
   The **Details** tab of the **Purchase Order Maintenance** window is displayed.



Note: The **Ordered** sub-tab is displayed by default.

Purchase Order Maintenance - Details tab - Ordered sub-tab key fields and buttons

Fields

Field	Description
Show	Select the type of purchase orders you want to display. Values include: • All • Pending • Filled.
Item Code	Item code for the required items. Click Find... to locate the required item in the **Stock Item Search** window. To view or change the details for the selected item, click ... to launch the **Item Maintenance** window. **Important note:** You must save before launching or any changes you have made will be lost.
Supplier Item Code	Supplier's stock item code. This prints next to the detail description on the purchase order.
G/L Code **G/L Sub Alloc**	General ledger and sub-allocation codes that the purchase amount for the item is posted to. Either: • Select a G/L code from the drop-down list. • Right click in the field to find a particular G/L code.  Select **Find G/L Code**. The **General Ledger Search** window is displayed. **Note:** The **G/L Code** fields can be left blank at this point if you don't know the correct general ledger codes, but the purchase order cannot be authorised until the **G/L code** fields are complete.
Qty **Unit Cost** **Ext Cost**	Quantity, unit cost and total cost of the items. When an **Item Code** is selected the **Quantity** and **Unit Cost** are populated from the default values for **Re-order** quantity and **Average Cost** for the item code in **Item Maintenance**. They are multiplied to calculate the **Extended Cost**. **Tip:** You can enter decimal quantities in the **Qty** field by selecting the **Allow Decimal Places in Quantities** field for the selected **Item Code**. See *Item Maintenance - Item tab* in the Sales manual. **Note:** These amounts also depend upon whether the **Prices Include Tax** field is selected on the **General** tab. See *Purchase Order Maintenance - General tab* (on page 13). You can enter new values if required.

Field	Description
Tax Code	Tax code applicable to this order.
Tax	Amount of tax in the order. **Note:** This amount is automatically calculated. If the **Prices Incl Tax** field is selected on the **General** tab, then Synergetic automatically calculates the extended price to include the tax.

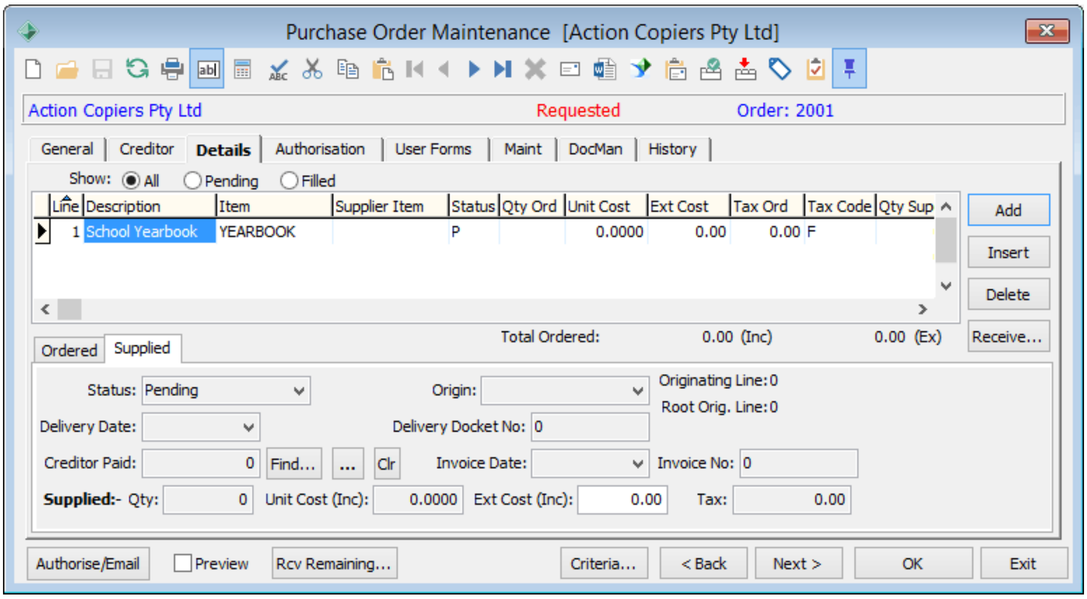
Buttons

Button	Description
Add	Add a new line item at the end of the current list of items and input the details.
Insert	Insert a new line item above the highlighted item and input the details.
Delete	Delete the highlighted line item.
Receive...	Receive items against the highlighted line item.
Find...	Find the item to be included in the purchase order line item.
...	Launch the Item Maintenance window.
Last $0.00	Populate the **Unit Cost (Inc)** field with the last cost used when purchasing this item.
Avg $0.00	Populate the **Unit Cost (Inc)** field with the average cost for purchasing this item.

Purchase Order Maintenance - Details tab - Supplied sub-tab fields and buttons

Click the **Supplied** sub-tab, if required.

The **Supplied** sub-tab of the **Purchase Order Maintenance** window is displayed.



Fields

Field	Description
Status	Current order status of the item. Values include: • Cancelled • Filled • Pending.
Origin	Why the item was ordered. For example a back order or a normal order.
Delivery Date	Date you received the item.
Delivery Docket Number	Delivery docket number when you received the item.
Creditor Paid	Synergetic ID of the creditor to receive the payment. Click Find... to select the creditor. **Note:** If the creditor has multiple branches in Synergetic, this is the Synergetic ID of the creditor's **head office**. See *Creditor Maintenance - General tab* in the Creditors manual.
Invoice Date **Invoice Number**	Invoice details.
Qty **Unit Cost**	Quantity of items received and the unit cost. **Note:** The extended cost and backorder amounts are automatically calculated for you.
Backorder Amount	Backorder amount for partially received purchase orders.

Buttons

Button	Description
Add	Add a new line item at the end of the current list of items and input the details.
Insert	Insert a new line item above the highlighted item and input the details.
Delete	Delete the highlighted line item.
Receive...	Receive items against the highlighted line item.
Find...	Find the creditor to be paid for the purchased items.
...	Launch the **Creditor Maintenance** window.
Clr	Clears the **Creditor ID** field. **Tip:** Use this if the payment to the creditor does not go through or if there is a dispute about the payment.

Purchase Order Maintenance - Authorisation tab

Use the **Authorisation** tab to:

- view information about the authorisation status of the purchase order
- authorise or deny purchase orders.

There are two categories of user who can authorise purchase orders:

1. A user who belongs to the **SuperAuthorisor** group can authorise any purchase order. See *Group/User Security Maintenance - Groups View* in the System maintenance manual.
2. Each business can set up one or more people to authorise purchase orders within that unit only. See **Module > System > Finance Configuration Maintenance > Business Units > Purchase Orders**.

Opening the Authorisation tab

To open the **Authorisation** tab:

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.

   Tip: You can also access the purchase order functions by clicking 

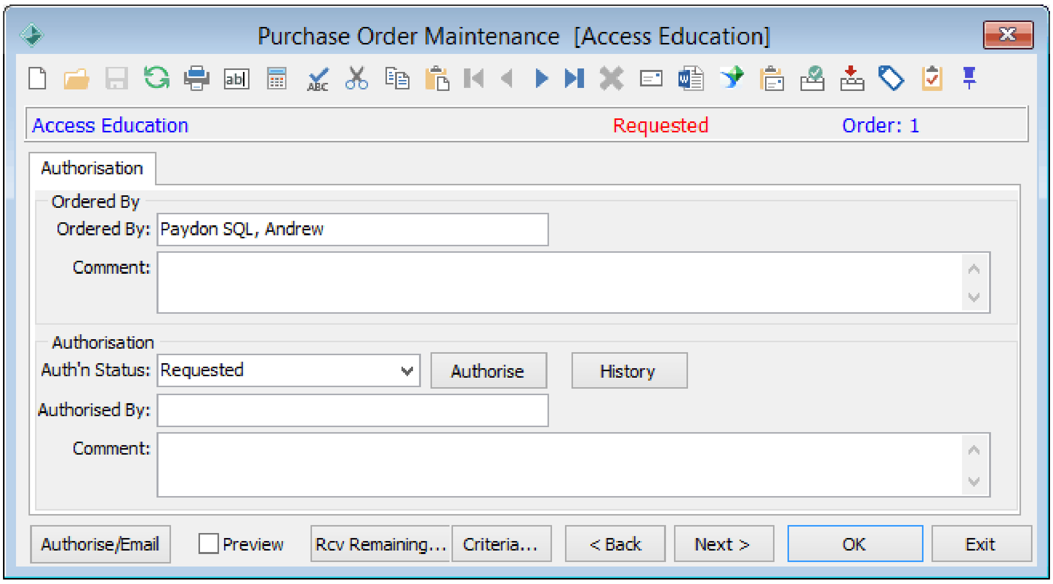
   .

2. Search for the purchase order. See *Searching for purchase orders* (on page 6).
3. Open the purchase order.

   The **General** tab of the **Purchase Order Maintenance** window is displayed.

4. Click the **Authorisation** tab.

   The **Authorisation** tab of the **Purchase Order Maintenance** window is displayed.



Purchase Order Maintenance - Authorisation tab key fields and buttons

Fields

Field	Description
Ordered By	Name of the person who placed the order.
Comment	Any comments or notes regarding the order.
Auth'n Status	Authorisation status of the order. Values include: • Authorised • Denied • Department Approved • Requested • Reviewed.
Authorised By	Name of the person who set the authorisation status of the order.
Comment	Any comments or notes regarding the authorisation status.

Buttons

Button	Description
Authorise	Authorise the purchase order.
History	Display a history of authorisation changes made to the order.

Purchase Order Maintenance - User Forms tab

Use the **User Forms** tab to open forms that have been created at your organisation.

To launch the program linked to the user form listed, either:

- select the user form in the grid area and click ...
- double click on the user form record in the grid area.

Opening the User Forms tab

To open the **User Forms** tab:

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.

   Tip: You can also access the purchase order functions by clicking 

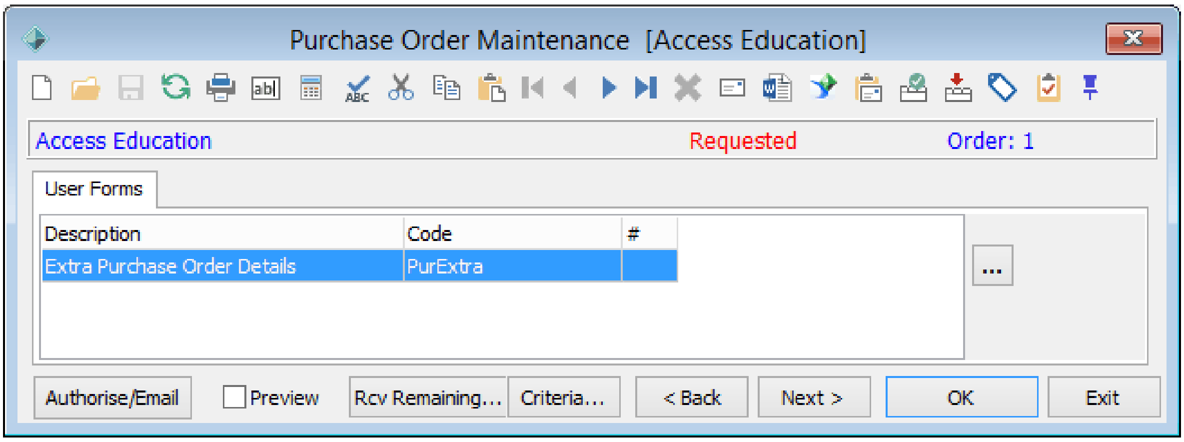
   .

2. Search for the purchase order. See *Searching for purchase orders* (on page 6).
3. Open the purchase order.

   The **General** tab of the **Purchase Order Maintenance** window is displayed.

4. Click the **User Forms** tab.

   The **User Forms** tab of the **Purchase Order Maintenance** window is displayed.



Purchase Order Maintenance - User Forms tab key fields and buttons

Grid area fields

Field	Description
Description	Description of the user form.
Code	User form code.
#	Number of records displayed.

Buttons

Button	Description
...	Launch the highlighted user-defined form.

Purchase Order Maintenance - Maint tab

The **Maint** tab displays details of who:

- made the most recent changes to the purchase order and when
- created the purchase order and when.

Opening the Maint tab

To open the **Maint** tab:

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.

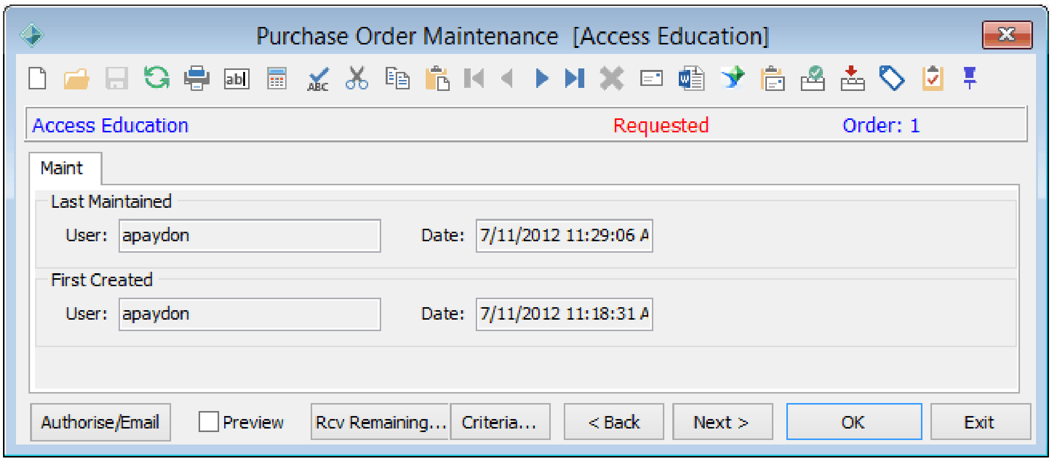
   Tip: You can also access the purchase order functions by clicking .

2. Search for the purchase order. See *Searching for purchase orders* (on page 6).
3. Open the purchase order.

   The **General** tab of the **Purchase Order Maintenance** window is displayed.

4. Click the **Maint** tab.

   The **Maint** tab of the **Purchase Order Maintenance** window is displayed.



Purchase Order Maintenance - Maint tab key fields

Last Maintained area fields

Field	Description
User	User who last edited the purchase order.
Date	Date of the last change.

First Created area fields

Field	Description
User	User who created the purchase order.
Date	Date the purchase order was created.

Purchase Order Maintenance - DocMan tab

Use the **DocMan** tab to view, import, export, update and delete documents, pictures and spreadsheets related to purchase orders.

Also see *Using document management (DocMan)* in the Introduction manual.

Opening the DocMan tab

To open the **DocMan** tab:

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.

   Tip: You can also access the purchase order functions by clicking 

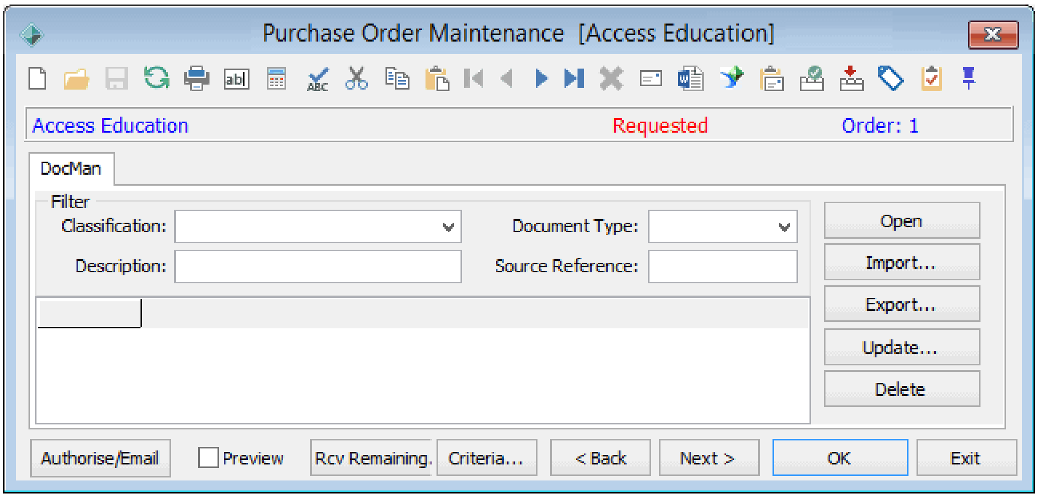
   .

2. Search for the purchase order. See *Searching for purchase orders* (on page 6).
3. Open the purchase order.

   The **General** tab of the **Purchase Order Maintenance** window is displayed.

4. Click the **DocMan** tab.

   The **DocMan** tab of the **Purchase Order Maintenance** window is displayed.



Purchase Order Maintenance - DocMan tab key fields and buttons

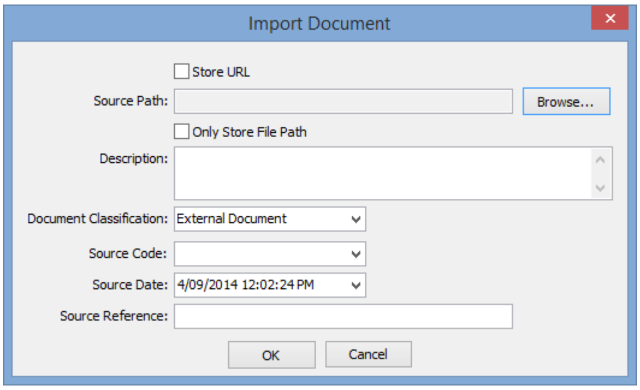
Fields

Field	Description
Classification	Classification of the documents to be displayed. Access to documents can be restricted based on user security levels. Select the classification from the drop-down list to filter the documents displayed.
Document Type	Type of document. For example: • Microsoft Word Document • JPG Photo • Adobe Acrobat File • Microsoft Excel Spreadsheet. **Note:** The document types set up are those that are used at your organisation as defined in the **luDocumentType** lookup table. See *luDocumentType lookup table* in the **Synergetic** System maintenance manual. Select the type of document from the drop-down list to filter the documents displayed.
Description	Filter the documents to those which have the typed words in the description.
Source Reference	Filter the documents to those which have the typed words in the source reference.

Grid area fields

Field	Description
Created Date	Date and time the document, spreadsheet or picture was imported into Synergetic.
Classification	Classification of the document. Classifications are maintained in the **luDocumentClassification** lookup table. See *luDocumentClassification lookup table* in the System maintenance manual.
Description	Short description of the document.
Source Code	Source of the document. Typical examples include: • Archive • Magazine • Newspaper • School Photo • Website. Document sources are maintained in the **luDocumentSourceCode** lookup table. See *luDocumentSourceCode lookup table* in the System maintenance manual.
Source Date	Date the document was published or received.
Source Reference	Cross-reference to the source. For example the name, issue date and page of a newspaper where the student's photograph appeared.
Source Path	Location of the document in the file system or URL. This field shows the document's original location if the file has been embedded in the Synergetic database.
Type	Type of document. Typical examples include: • DOC, DOCX (Microsoft Word document) • JPG (photo using the Joint Photographic Experts Group format) • PDF (Adobe Acrobat file) • XLS, XLSX (Microsoft Excel spreadsheet). Document types are maintained in the **luDocumentType** lookup table. See *luDocumentType lookup table* in the System maintenance manual.
Seq	Unique number identifying the document.

Buttons

Button	Description
Open	Open the highlighted item in the appropriate application to view or change the item. For example, if you highlight a Microsoft Word document and click Open, Microsoft Word is launched to open the document.
Import...	Import a document, spreadsheet, picture or link an external web page. See: • *Linking documents using a tag list* in the Introduction manual • *Importing one or more documents* in the Introduction manual. 
Export...	Export a document, spreadsheet or picture. To copy a document, spreadsheet or picture from the Synergetic database and save it in a Windows folder: 1. Click Export... . 2. Browse for the folder. 3. Click Save.
Update...	Open the highlighted document on the **DocMan** tab and update the information about the document. **Note:** You cannot update fields if the document is a photo loaded using **Photo Maintenance**.
Delete	Delete the highlighted document from the **DocMan** tab. **Note:** Deleting an embedded record deletes the original document, spreadsheet or picture from the Synergetic database. Deleting a linked document removes the link from the Synergetic database but does not affect the original document.

Purchase Order Maintenance - History tab

Use the **History** tab to view:

- changes made to the status of the purchase order
- when the changes were made
- which staff member made the changes.

Opening the History tab

To open the **History** tab:

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.

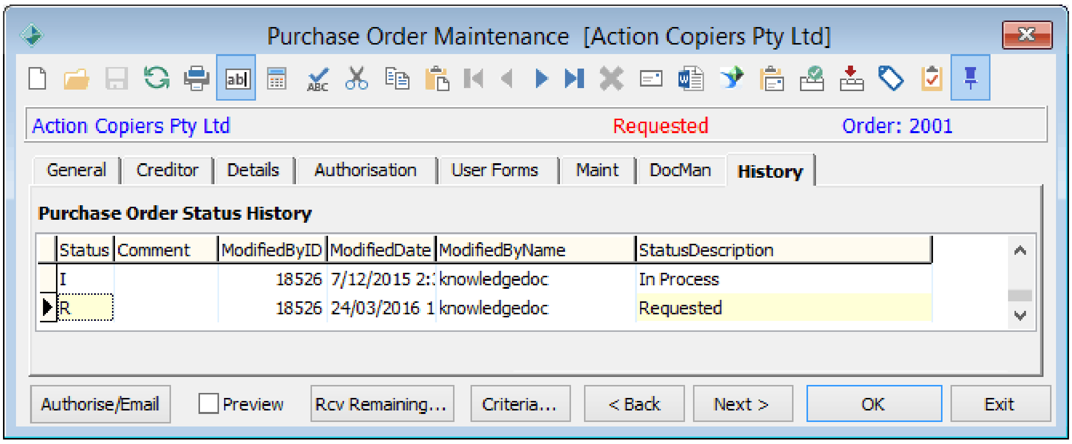
   Tip: You can also access the purchase order functions by clicking .

2. Search for the purchase order. See *Searching for purchase orders* (on page 6).
3. Open the purchase order.

   The **General** tab of the **Purchase Order Maintenance** window is displayed.

4. Click the **History** tab.

   The **History** tab of the **Purchase Order Maintenance** window is displayed.



Purchase Order Maintenance - History tab key fields

Field	Description
Status	Status of the order.
Comment	Comment about the purchase order authorisation. This is entered in the **Comment** field in the **Authorisation** area of the **Authorisation** tab. See *Purchase Order Maintenance - Authorisation tab* (on page 22).
ModifiedByID	Synergetic ID for the staff member who modified the order status.
ModifiedDate	Date and time the order status was modified.
ModifiedByName	Name of the staff member who modified the order status.
StatusDescription	Description for the order status.

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Authorising purchase orders

You have to have permission granted to you before you can authorise purchase orders. Your Synergetic administrator can grant this permission.

To authorise a purchase order:

1. Select **Module > Creditors > Purchase Order Maintenance**.

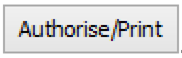
   The **Set Purchase Order Search Criteria** window is displayed.

   Tip: You can also access the purchase order functions by clicking 

.

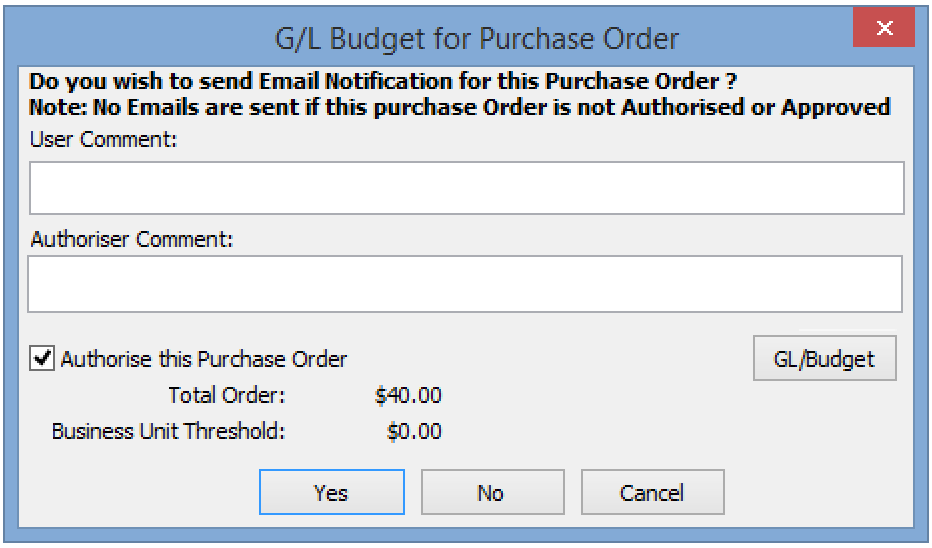
2. Search for the purchase order. See *Searching for purchase orders* (on page 6).
3. Open the purchase order.

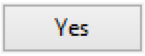
   The **General** tab of the **Purchase Order Maintenance** window is displayed.

4. Click 

.

   The **GL Budget for Purchase Order** window is displayed, if you are able to authorise purchase orders.



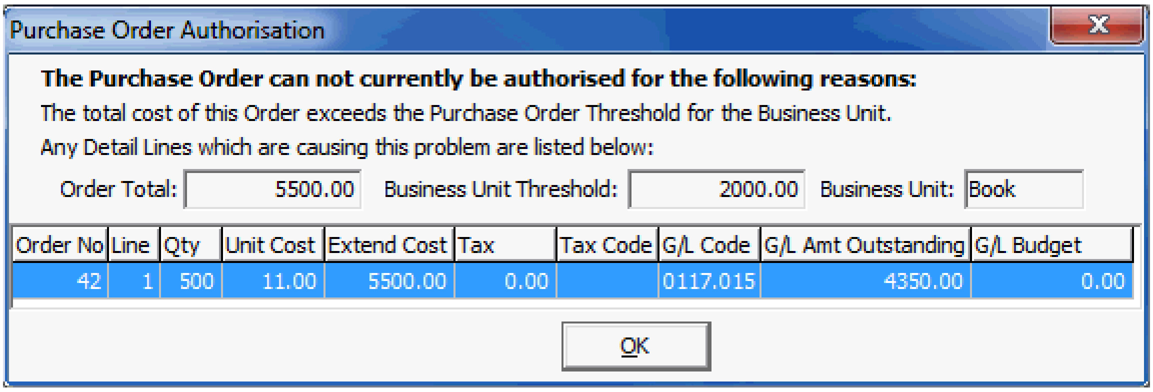
5. Select 

to authorise and print the purchase order.

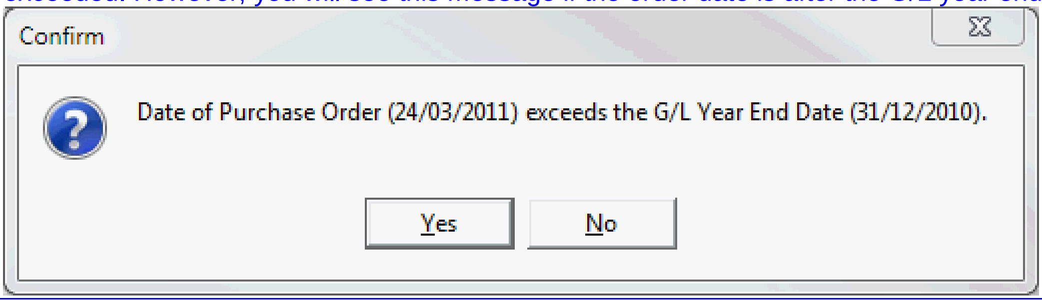
   Synergetic checks to make sure that:

   - The order date is before the general ledger year end date.
   - Each order line is less than the general ledger budget allowed for the business unit in the current G/L year.
   - The total cost of the order is less than the purchase order threshold for the business unit. The threshold for the business unit is set in **Module > System > Finance Configuration Maintenance > Purchase Orders** in the **Threshold** field.

   If any of these conditions are not met, the **Purchase Order Authorisation** window is displayed.



Note: If you are a SuperAuthoriser, Synergetic assumes that you have the authority to override both the budget and threshold, and you will not see this window even if one of these limits has been exceeded. However, you will see this message if the order date is after the G/L year end date.



6. Click 

.

   A copy of the purchase order is printed and the order is marked as a**uthorised**.

Printing purchase orders

Once the order is ready to be sent to the supplier, you can print it. You can either:

- preview the order on the screen before printing it
- send it straight to the printer.

Previewing an order

To preview the order:

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.

   Tip: You can also access the purchase order functions by clicking 

   .

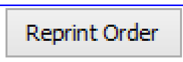
2. Search for the purchase order. See *Searching for purchase orders* (on page 6).

   The **General** tab of the **Purchase Order Maintenance** window is displayed.

3. Select **Preview**.

4. Click 

   .

   Note: If the order has already been printed, 

   is displayed.

   A preview of the order is displayed.

   Note: The process can be slightly different if the purchase order was requested and has not been authorised yet. Also, see *Purchase Order Maintenance - Authorisation tab* (on page 22) and *Authorising purchase orders* (on page 35).

Printing an order

To print the order:

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.

2. Search for the purchase order. See *Searching for purchase orders* (on page 6).
3. Open the purchase order.

   The **General** tab of the **Purchase Order Maintenance** window is displayed.

4. Clear the **Preview** field if required.
5. Click Print Order.

Note: If the order has already been printed, Reprint Order is displayed.

The purchase order is printed.

Note: The Originator or Authoriser of this purchase order will receive an email notification when the order is printed, providing that email notifications are enabled for the relevant Business Units. See *Synergetic Financial Configuration - Business Units - Purchase Orders sub-tab* in the Finance manual.

Emailing purchase orders

Once the order is ready to be sent to the supplier, you can email it to the creditor and other recipients instead of printing. You can:

- preview the order on the screen before emailing it
- email the order without previewing
- add or remove recipients from the email.

Previewing an order

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.

   Tip: You can also access the purchase order functions by clicking Creditors.

2. Search for the purchase order. See *Searching for purchase orders* (on page 6).

   The **General** tab of the **Purchase Order Maintenance** window is displayed.

3. Select **Email** from the **Notify By** drop-down list.
4. Select **Preview**.
5. Click .

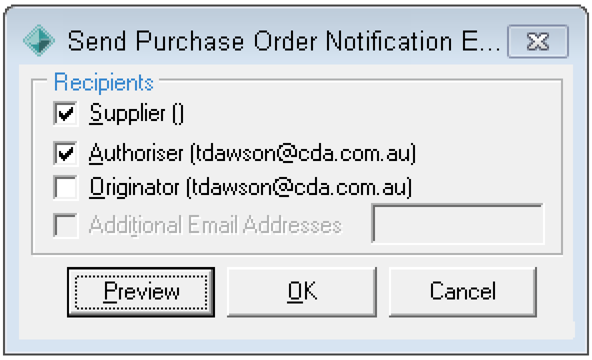
   Note: If the creditor does not have **email** selected as their **Purchase Order Notify Method**, ! appears next to the **Notify By** drop-down list. Check the creditor has an email address listed in the **Creditor Maintenance** window before continuing. See *Creditor Maintenance - General tab* in the Creditors manual. Also see *Creditor Maintenance - Account tab* in the Creditors manual.

6. Click Authorise/Email.

   The **G/L Budget Purchase Order** window is displayed.

7. Click Yes.

   The **Send Purchase Order Notification Email** window is displayed.

8. Click Preview.

   The preview of the purchase order is displayed.

Emailing an order

To email an order:

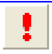
1. Select **Module > Creditors > Purchase Order Maintenance**.

The **Set Purchase Order Search Criteria** window is displayed.

2. Search for the purchase order. See *Searching for purchase orders* (on page 6).

   The **General** tab of the **Purchase Order Maintenance** window is displayed.

3. Select **Email** from the **Notify By** drop-down list.
4. Clear the **Preview** field if required.
5. Click .

Note: If the creditor does not have email selected as their **Purchase Order Notify Method**,  appears next to the **Notify By** drop-down list. Check the creditor has an email address listed in the **Creditor Maintenance** window before continuing. See *Creditor Maintenance - General tab* in the Creditors manual. Also see *Creditor Maintenance - Account tab* in the Creditors manual.

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6. Click Authorise/Email.

Note: If the purchase order has already been emailed, Resend Email is displayed.

   The **G/L Budget Purchase Order** window is displayed.

7. Click Yes.

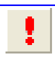
   The purchase order notification is emailed.

Adding and removing recipients from the email

1. Select **Module > Creditors > Purchase Order Maintenance**.

   The **Set Purchase Order Search Criteria** window is displayed.
2. Search for the purchase order. See *Searching for purchase orders* (on page 6).

   The **General** tab of the **Purchase Order Maintenance** window is displayed.
3. Select **Email** from the **Notify By** drop-down list.
4. Select **Preview**.
5. Click .

Note: If the creditor does not have email selected as their **Purchase Order Notify Method**,  appears next to the **Notify By** drop-down list. Check the creditor has an email address listed in the **Creditor Maintenance** window before continuing. See *Creditor Maintenance - General tab* in the Creditors manual. Also see *Creditor Maintenance - Account tab* in the Creditors manual.

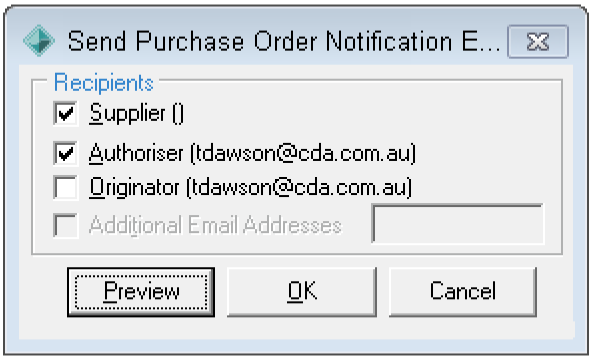
6. Click Authorise/Email.

Note: If the purchase order has already been emailed, Resend Email is displayed.

   The **G/L Budget Purchase Order** window is displayed.

7. Click Yes.

   The **Send Purchase Order Notification Email** window is displayed.



8. Select the recipients you want to email the purchase order notification to. Clear any recipients whom you do not want to send the email to.

Note: The **Additional Email Addresses** field can be configured in the **Finance Configuration Maintenance** window. See *Synergetic Financial Configuration - Business Units - Purchase Orders sub-tab* in the Finance manual.

9. Click OK.

Receiving goods against a purchase order

To receive goods against a purchase order:

1. Search for the purchase order you are receiving the items against. See *Searching for purchase orders* (on page 6).

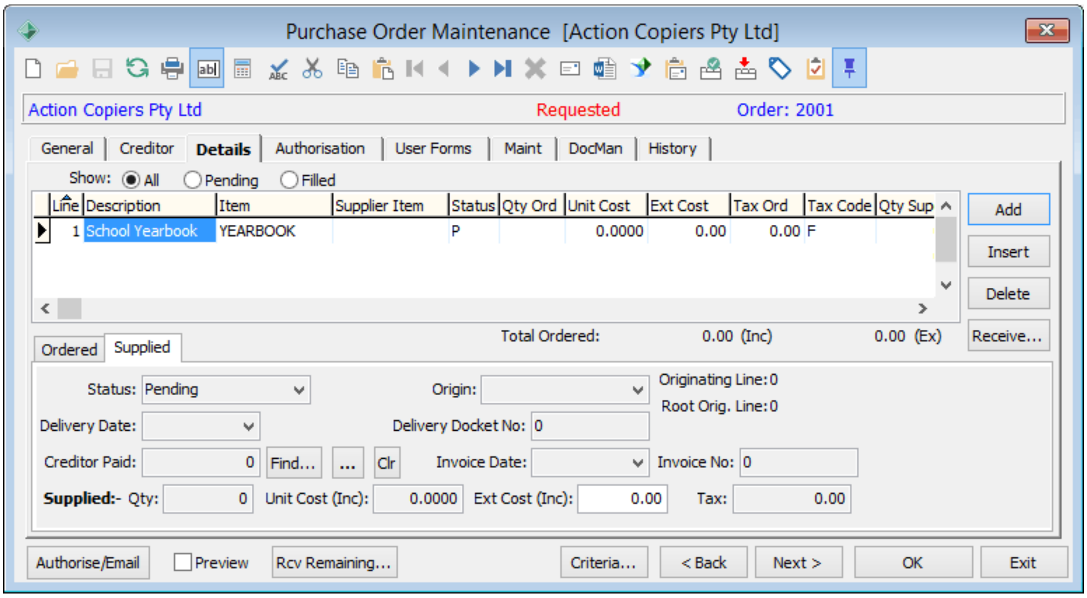
   The **General** tab of the **Purchase Order Maintenance** window is displayed.

2. Click the **Details** tab. See *Purchase Order Maintenance - Details tab* (on page 17).

   The **Details** tab of the **Purchase Order Maintenance** window is displayed.

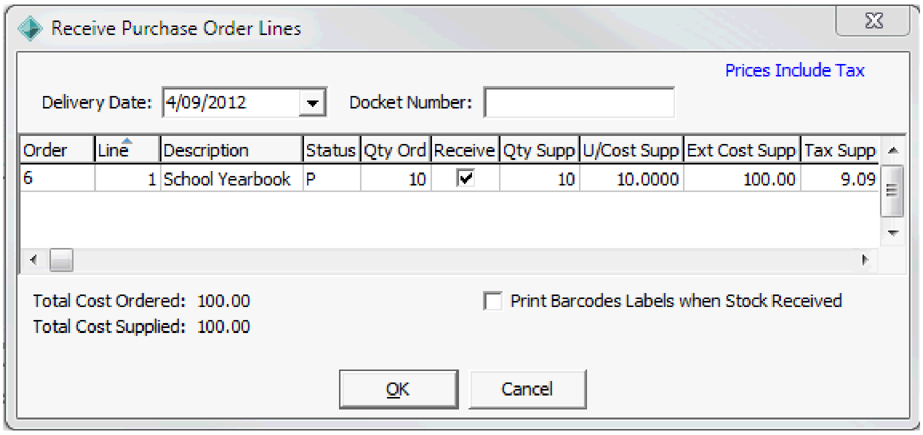
3. Click the **Supplied** sub-tab.

   The **Supplied** sub-tab of the **Purchase Order Maintenance** window is displayed.



4. You can either:
   - Receive each line item individually:
     – Highlight the line item.
     – Click Receive... .
     – Enter the delivery date, delivery docket number and quantity supplied.
   - Receive all remaining line items:
     – Click Rcv Remaining... .

The **Receive Purchase Order Lines** window is displayed.



Tip: Select **Print Barcode Labels when Stock Received** to add labels to the print queue for items with label printing enabled. See *Synergetic Financial Configuration - Business Units - Sales sub-tab - Page 4 sub-tab* in the Finance manual.

If you clicked Rcv Remaining..., all order lines are marked as received with the **Qty Supp** set to the quantity ordered.

Tip: Click Rcv Remaining... to receive the order based on the purchase order quantities. Enter the delivery date and delivery docket on the **Receive Remaining Items** window.

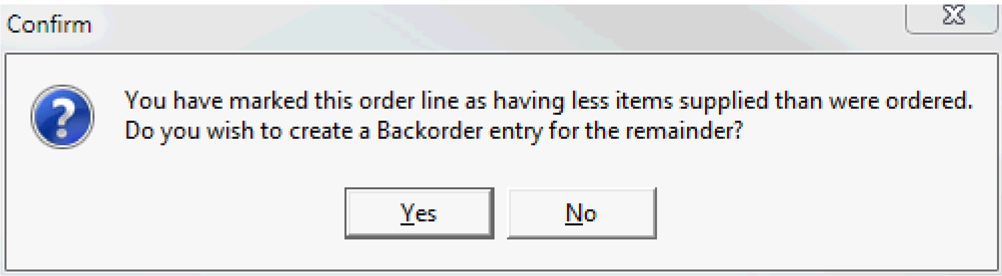
Note: You can also receive purchase orders when you are entering the creditor invoice. See *Creditor Invoice Entry - Purchase Orders tab*. The method you use depends on the procedures in place in your organisation.

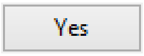
Receiving partially completed orders

If you did not receive the full quantity that you ordered:

1. Change the **Qty Supp** field to the amount you received.

   The following warning is displayed.

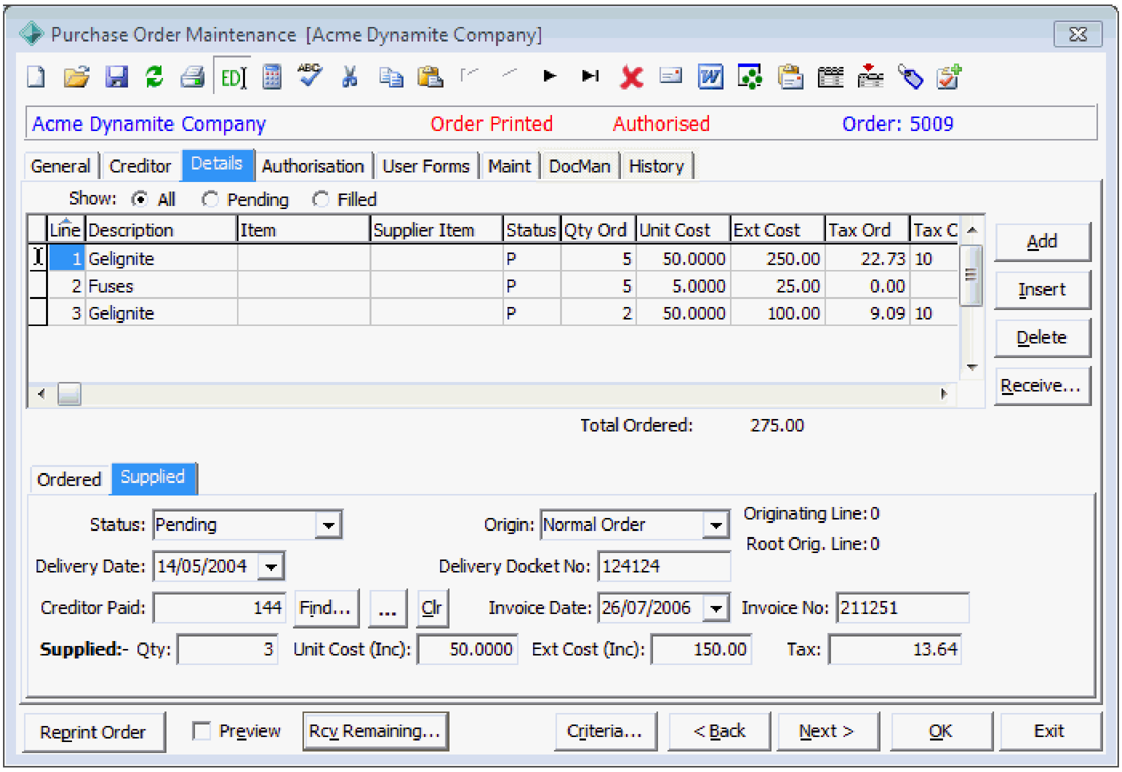


2. Click .

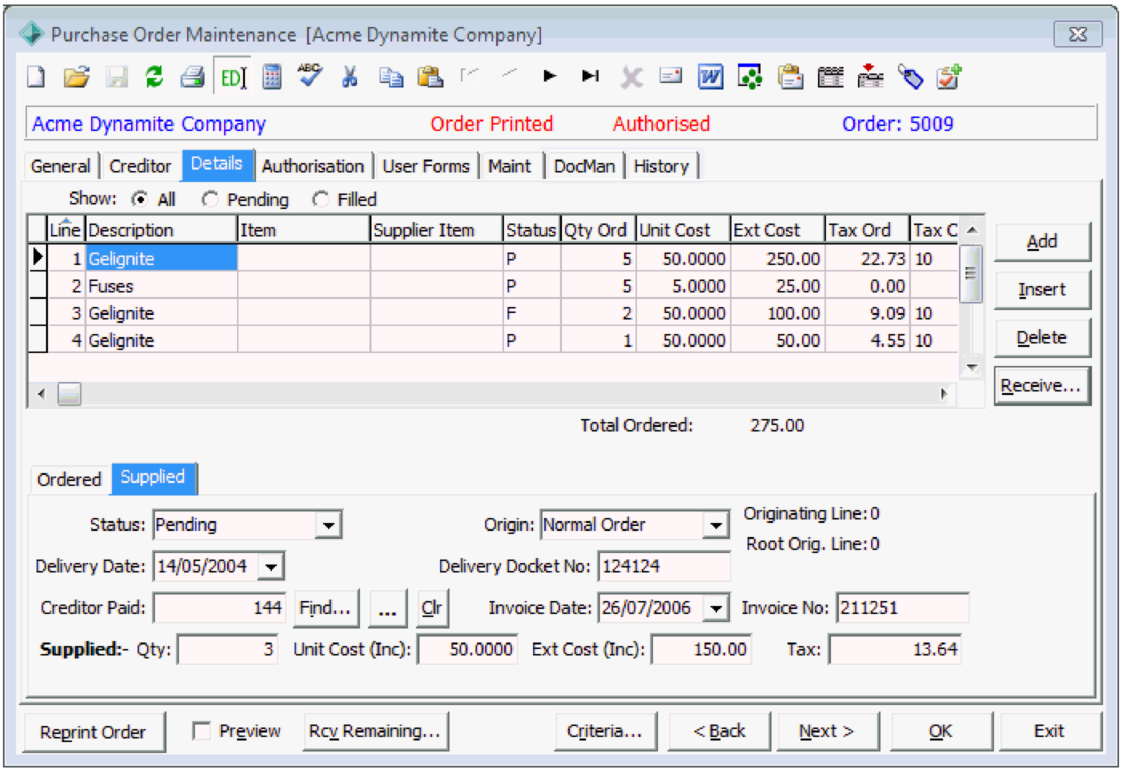
   The remaining items on the order line are put on back order. A separate order line is created, and the **Origin** field is set to **backorder**.

   Beside the **Origin** field, two messages show the originating line and the root originating line for the back order:

- The originating line is the purchase order line that the back order was generated from.
- The root originating line is the first order line in the chain. In the example below, the originating line and the root originating line are the same as the back order originated from order line number 1.



3. If you receive items that are on back order but again do not receive the full amount, another back order is generated as shown in the example below.



In this case, the originating order line is 3, because the back order was generated from order line 3. However, the root originating line is still 1. This is because the back order that generated this order line is generated originally from order line 1. This enables you to follow a chain of back orders and partially filled orders.

Completing purchase orders

The purchase order status automatically updates to **Completed** when all the items have been marked as **Filled**. See *Purchase Order Maintenance - General tab* (on page 13).

If only some of the items were delivered:

1. Search for the purchase order. See *Searching for purchase orders* (on page 6).

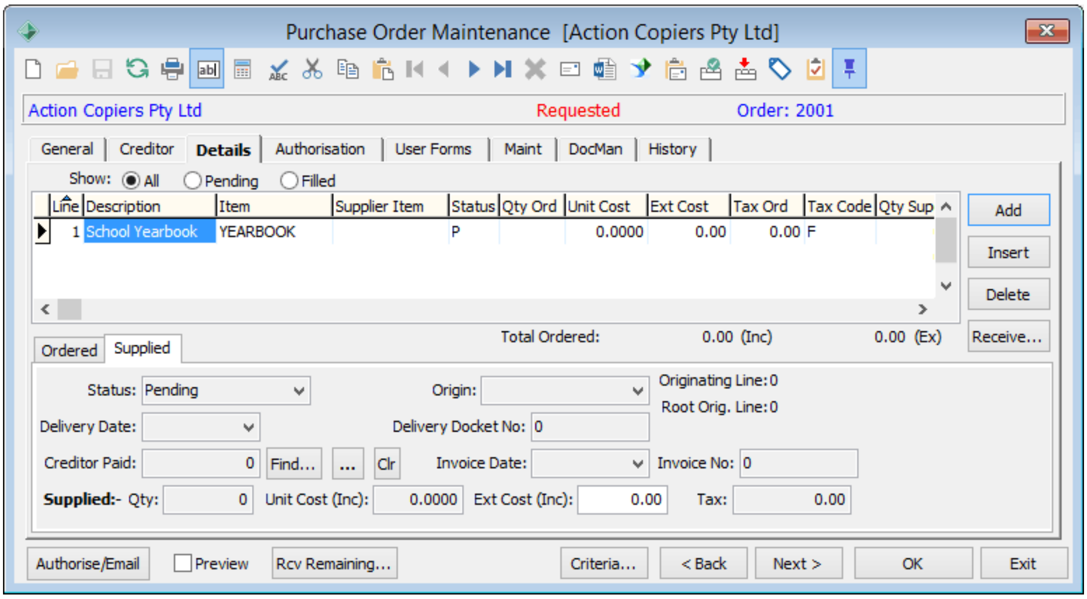
   The **General** tab of the **Purchase Order Maintenance** window is displayed.

2. Click the **Details** tab. See *Purchase Order Maintenance - Details tab* (on page 17).

   The **Details** tab of the **Purchase Order Maintenance** window is displayed.

3. Click the **Supplied** sub-tab.

   The **Supplied** sub-tab of the **Purchase Order Maintenance** window is displayed.



4. Change the status of:

   - Each item that was delivered to **Filled**.
   - Other line items to **Pending** or **Cancelled**.

   The status on the **General** tab is automatically updated to match the status on the **Supplied** sub-tab of the **Details** tab.

Purchase order status codes

Refer to the table below for a list of matching status codes.

General tab	Detail tab
Completed	Filled
Partially Filled	Pending
Cancelled	Cancelled
On Order	Pending

Problems with purchases

There are a number of possible problems that can occur when purchasing.

Problem	See…
You are receiving a partial order.	*Receiving goods against a purchase order (on page 43).*
Items cannot be supplied because they are on back order.	
You need to cancel an order.	*Cancelling orders* (on page 51).
Too many items were supplied.	*Credit notes, oversupplied items and swapping items* (on page 50).
You need to swap goods that were faulty or wrongly supplied.	
The supplier charged too much and you need to request a credit note from them.	
You need to make changes to the order once it is completed.	*Making changes to a completed order* (on page 52).

Note: For an overview of the standard purchasing process, see *Purchase order process* (on page 4).

Credit notes, oversupplied items and swapping items

Use the **General** tab of the **Purchase Order Maintenance** window to record:

- credit notes
- oversupplied items
- items to be swapped.

These are all flagged by the value of the **Order Type** field on the **General** tab. See *Purchase Order Maintenance - General tab* (on page 13).

The relevant order types are:

Order Type	Description
Credit	The creditor has overcharged you. You need a credit note from them.
Oversupply	The creditor has supplied too many items. You need a credit note or a refund for the oversupply. Select this value to print a list of the oversupplied items. You can return this to the creditor along with the excess items.
Swapped	The creditor has supplied faulty items or incorrect items. You need to exchange the items. Select this value to print a list to return with the goods that need to be exchanged.

Cancelling orders

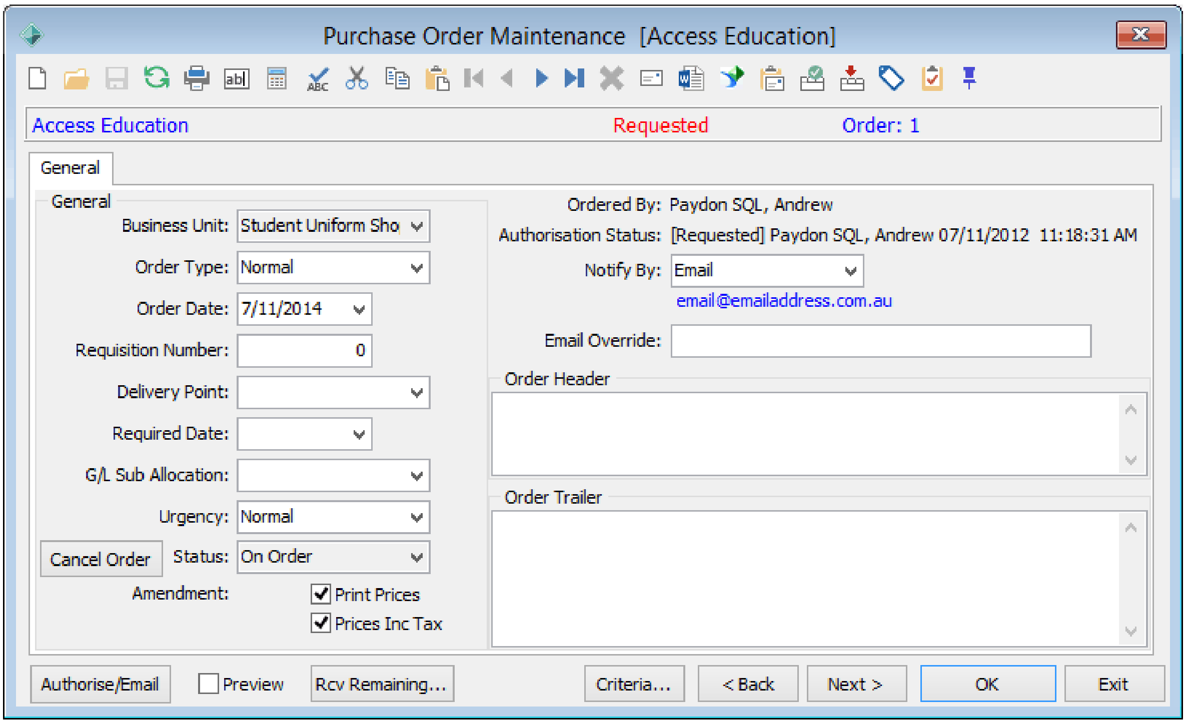
Use the **General** tab of the **Purchase Order Maintenance** window when you need to cancel an order. See *Purchase Order Maintenance - General tab* (on page 13).

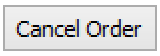
Note: You can only cancel a purchase order if it has not had goods received against it.

To cancel an order:

1. Search for the purchase order. See *Searching for purchase orders* (on page 6).
2. Open the purchase order.

   The **General** tab of the **Purchase Order Maintenance** window is displayed.



3. Click 

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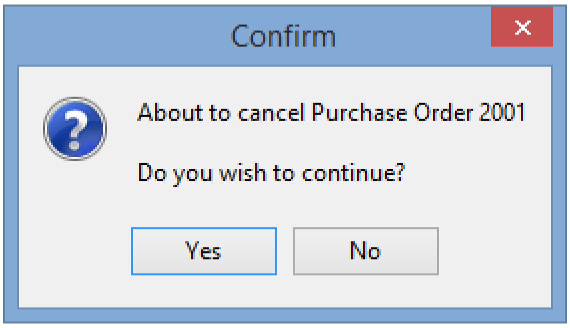
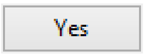


4. Click 

.

   The order status is changed to cancelled.

Note: You cannot change the order status. If you accidentally cancel a purchase order, create a new purchase order with the same details.

Making changes to a completed order

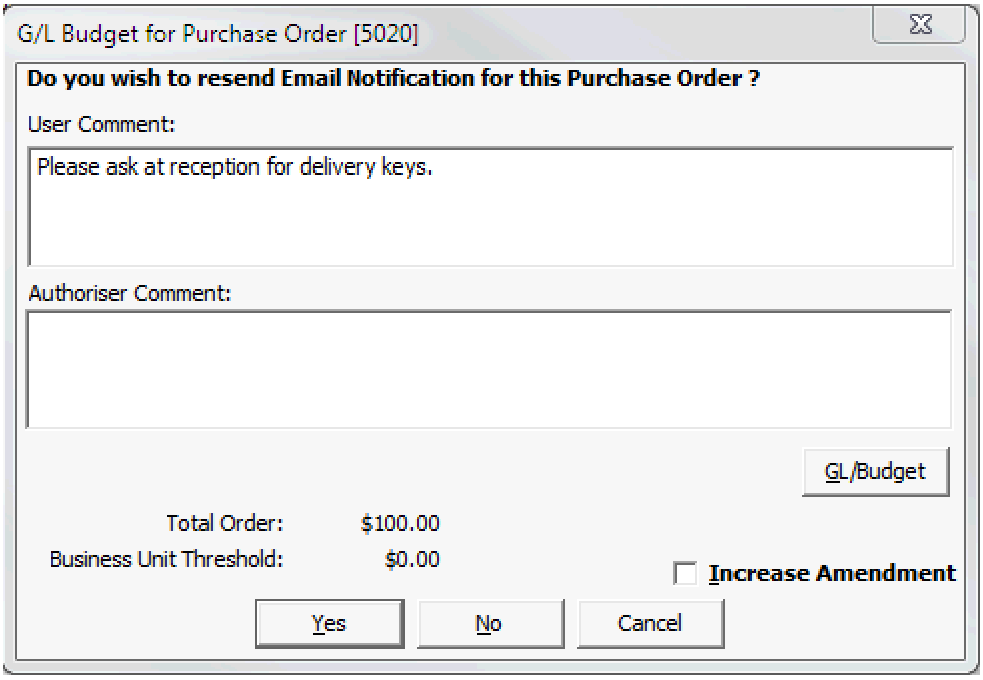
You can make minor changes to purchase orders after they are completed. To change a purchase order after it has been completed:

1. Search for the purchase order. See *Searching for purchase orders* (on page 6).
2. Open the purchase order and make the required changes.

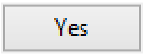
   Note: You cannot add or remove detail lines in a completed order.

3. Print the amended order.

   The **G/L Budget for Purchase Order** window is displayed.

   Tip: We strongly recommend that you select **Increase Amendment** to keep track of changes to purchase orders. This appends an amendment letter to the purchase order number. For example, the first amendment to purchase order 5012 would be purchase order 5012A, the second, 5012B and so on.

4. Click 
   .

   Continue processing the purchase order as normal.

Index

W