User Manual

Prepared for:

OK365 Field Sales

Version 1.0

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1 OVERVIEW

OK365 Field sales app is an integrated solution between Dynamics 365 Business Central and Mobile to perform sales activities for the sales persons/drivers when they visit the customers.

Routing is planned and configured in Dynamics 365 Business Central. Each routing is assigned to Sales Person or Driver. Each route is setup with daily visit of customers at different locations.

Sale Person/Driver logs in to the OK365 Field Sales app on their Mobile device and the will be able to see the Customers need to be visit in their route for that day. From the mobile they can take orders from customers, deliver the goods, check the inventory, Issue the Invoice, collect the payment for the outstanding invoices and creation of Sales Returns. And all these transactions are real time update back to Dynamics 365 Business Central.

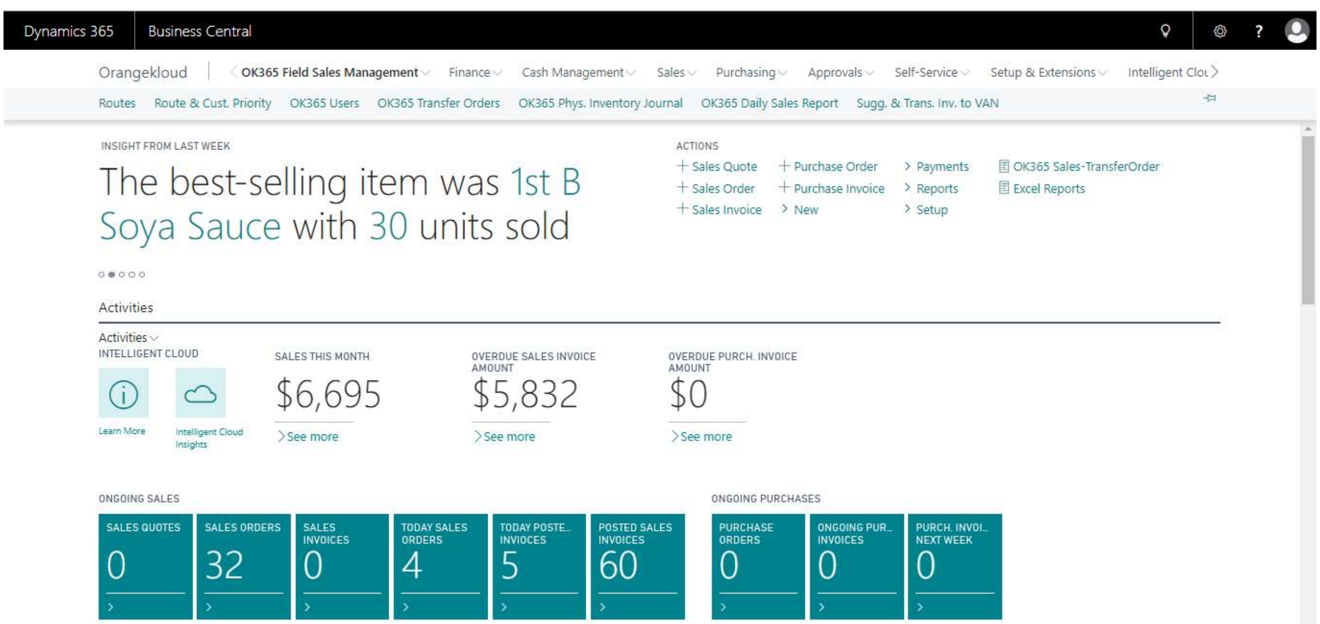
At the end of the day sales person/driver can perform the day end activities from their mobile like Stock take, transferring back stock to main warehouse and reconcile the actual cash collection and cheque collection against the daily sales report available in the app before submitting the cash collection Back office.

For all the cash collection and cheque collection, cash receipt journals will be auto generated and applied against the invoices.

Back office as part of the day end activity, they reconcile the cash and cheques submitted by Sales people with the cash receipt journals generated in the Dynamics 365 Business Central.

Daily sales report screen in Dynamics 365 Business Central helps back office to reconcile total cash sales, total credit sales for that day.

From the Dynamics 365 Business Central Home page, Back office can access and configure routes and monitor daily sales as shown in the below screen shot.

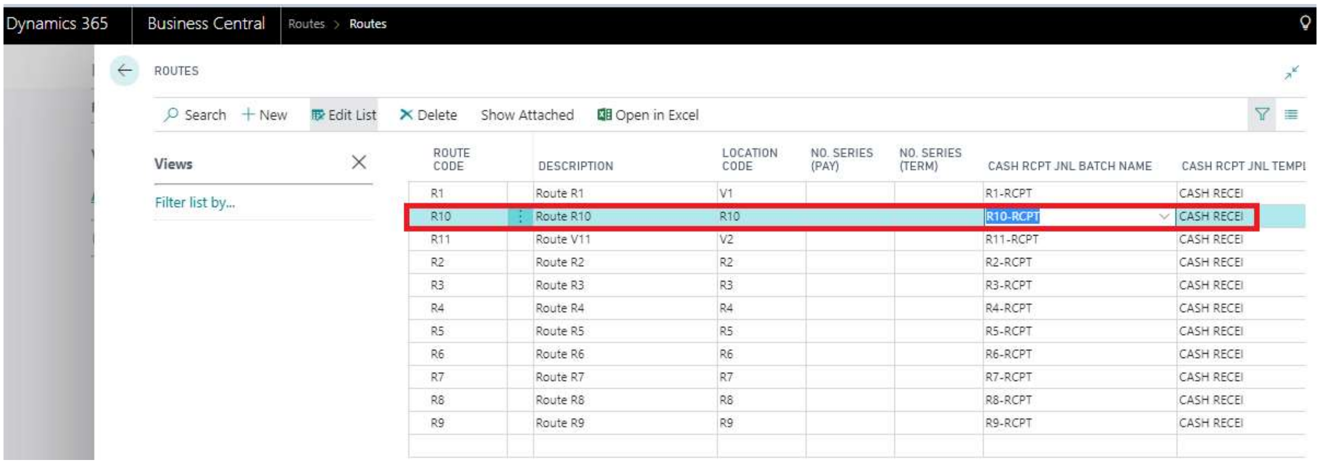


2 OK365 FIELD SALES - DYNAMICS 365 BUSINESS CENTRAL

2.1 Route planning

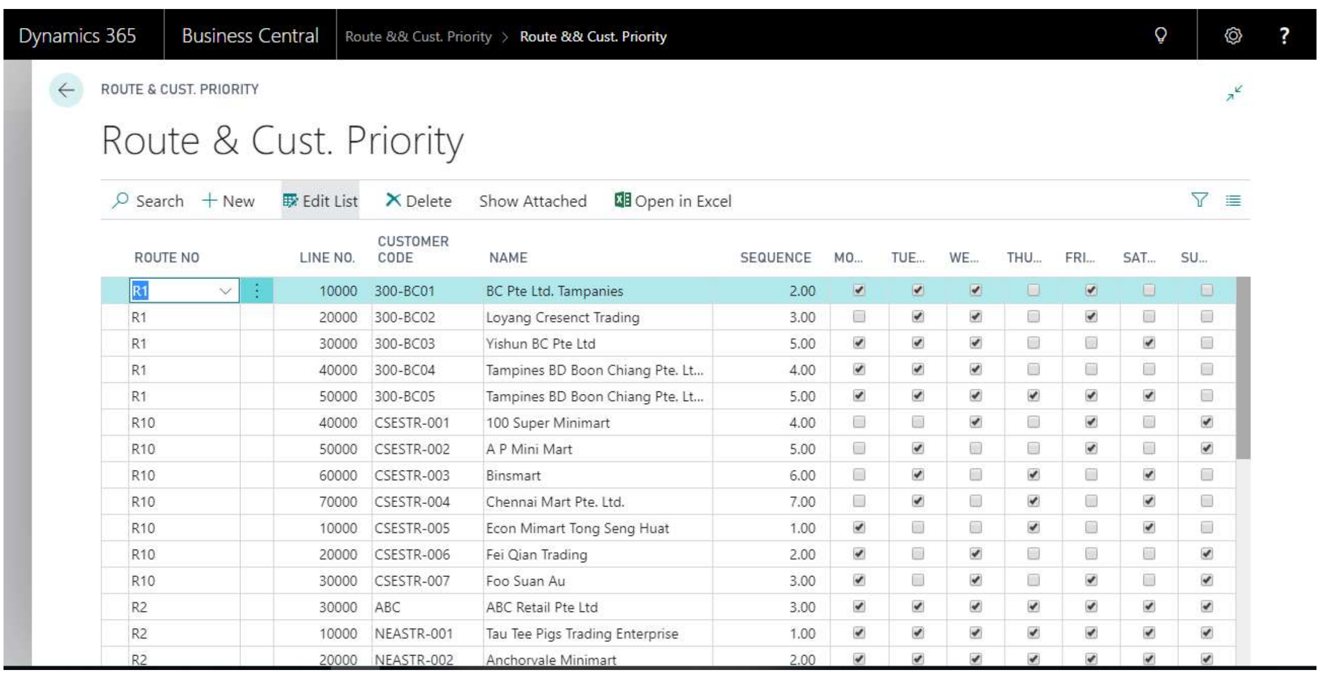
Multiple routes can be created using Route Master screen as shown in the below screen shot.

Cash receipt journal batches will be created per route and assigned to the routes for easy reconciliation of cash collection by route.



Using Route & Cust. Priority screen, Customers can be mapped to each route day wise.

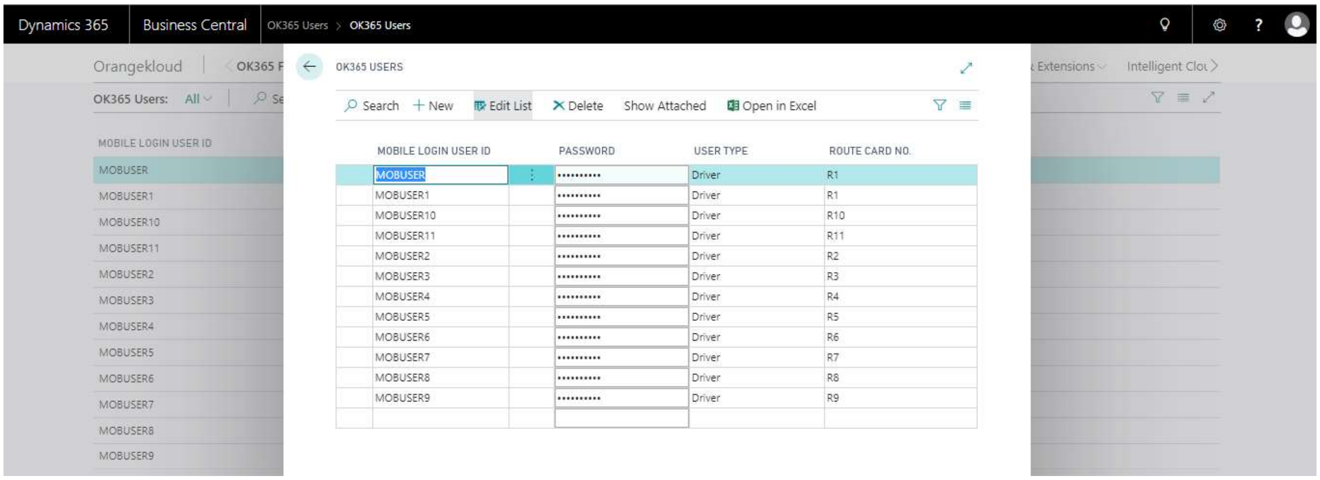
Sequence column helps to form speedy routes. When Sales person/Driver logs into the Field Sales App from mobile, they will see the order of customers to visit according to the sequence assigned.



2.2 Mobile User creation

Mobile User Master maintains the user id and password details of Sales Persons/Drivers that are going to use Field Sales app in the Mobile.

Route card No. column in the Mobile User Master is used to assign route to Mobile user.



2.3 Stock Suggestion by Transfer Order Batch Job

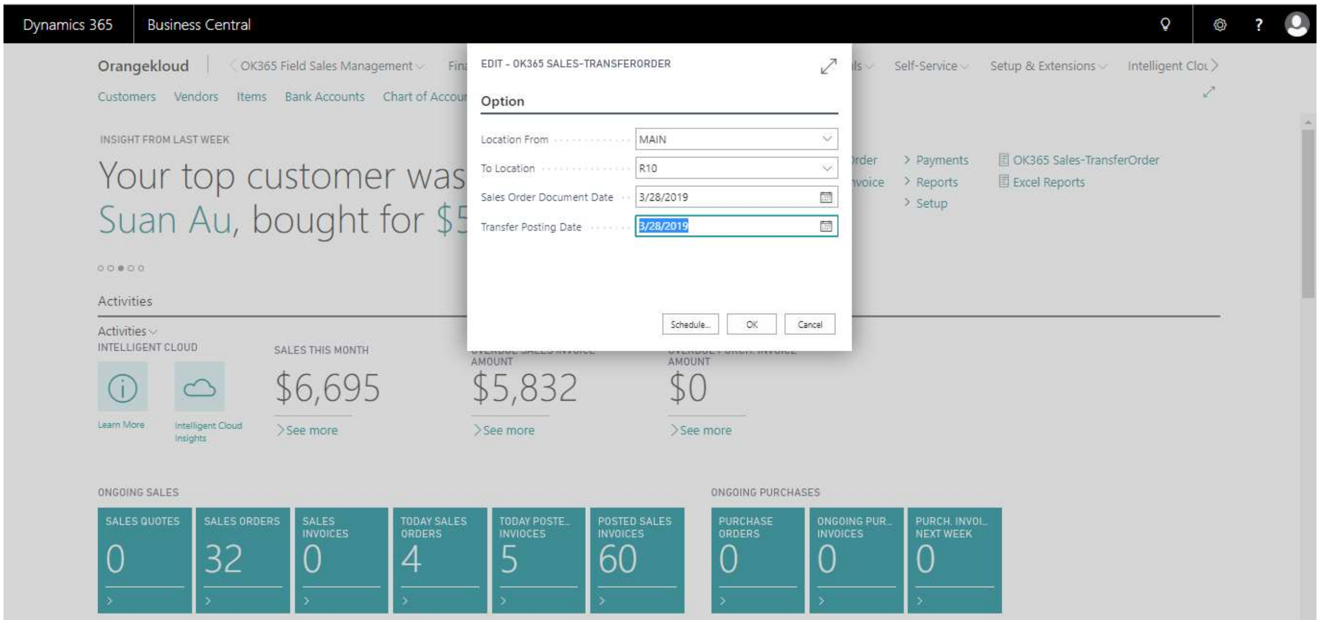
As part of OK365 Field Sales solution, Dynamics 365 Business central has a batch job which suggests the Stock to be replenished for each route based on the Sales Orders and Current Inventory of each Vehicle.

Back office runs the batch job from Dynamics Business Central. Batch creates Transfer order for each route suggesting the quantity to transfer from warehouse to vehicle.

Mobile Salesperson/Driver can check the Transfer order details and can update the quantity from mobile.

Once updated the quantity, Mobile Salesperson/Driver releases the Transfer Order. Transfer Order status will be updated to Release in Dynamics 365 Business central.

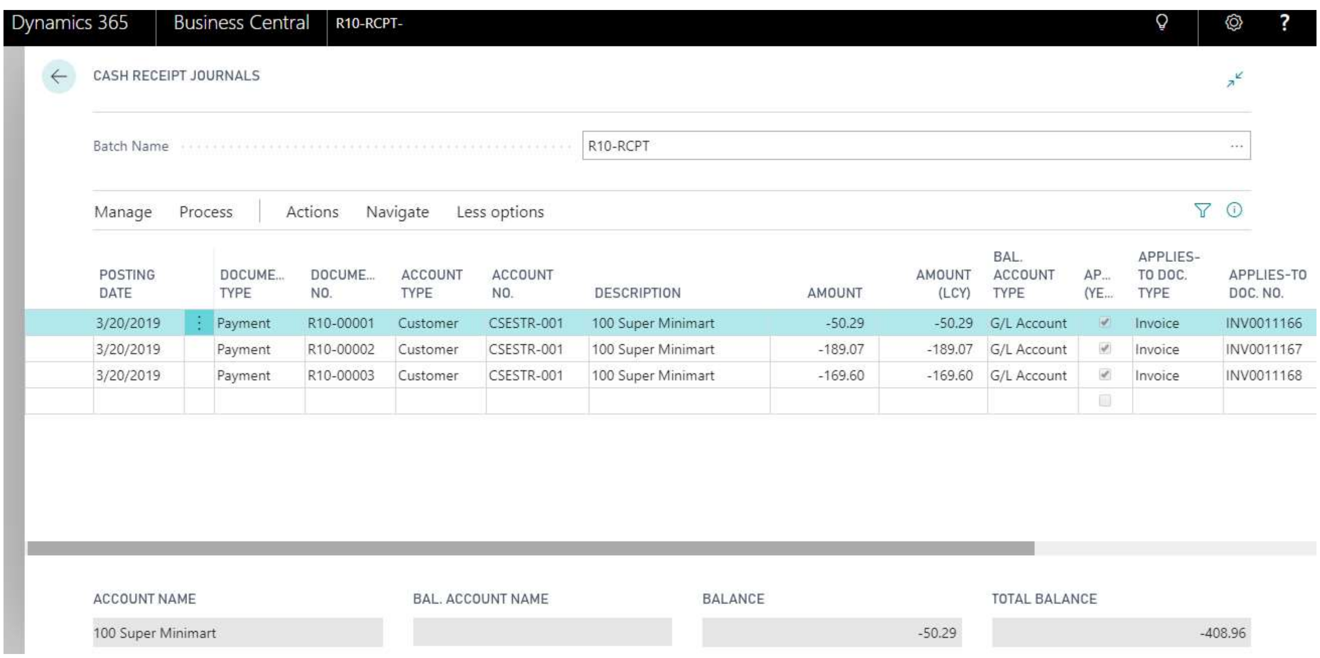
Back office posts the Released Transfer orders.



2.4 Autocreation of Cash Receipt Journals per Route

When the Sales people/Driver visits the customers and collect the payments by sing Mobile Fields Sales, cash receipt journals will be auto created and auto applies to invoices in Dynamics 365 Business Central. Each route is mapped to individual batch for easy reconciliation purpose.

Below are the screen cash receipt journals auto generated and applied to the invoices for the route R10 when Sales People Collected the payment from Mobile Field Sales App.

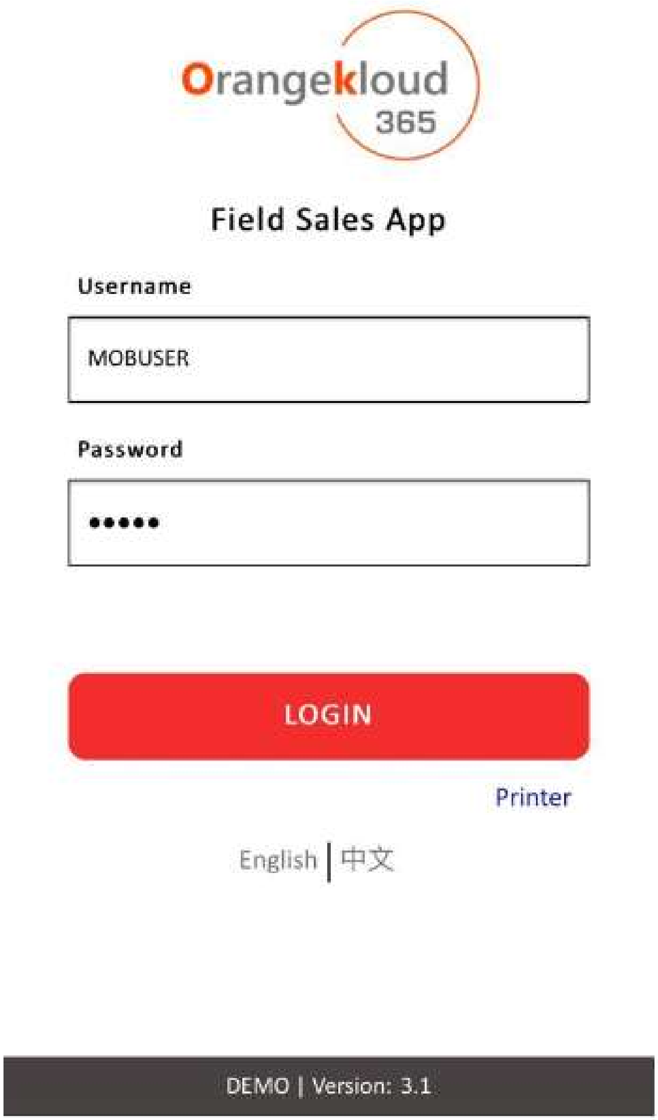


3 OK365 Field Sales - Mobile Sales Management

3.1 Salesperson/Driver Login

Salesperson/Driver logs into the mobile app by entering the Salesperson/Driver name and password.

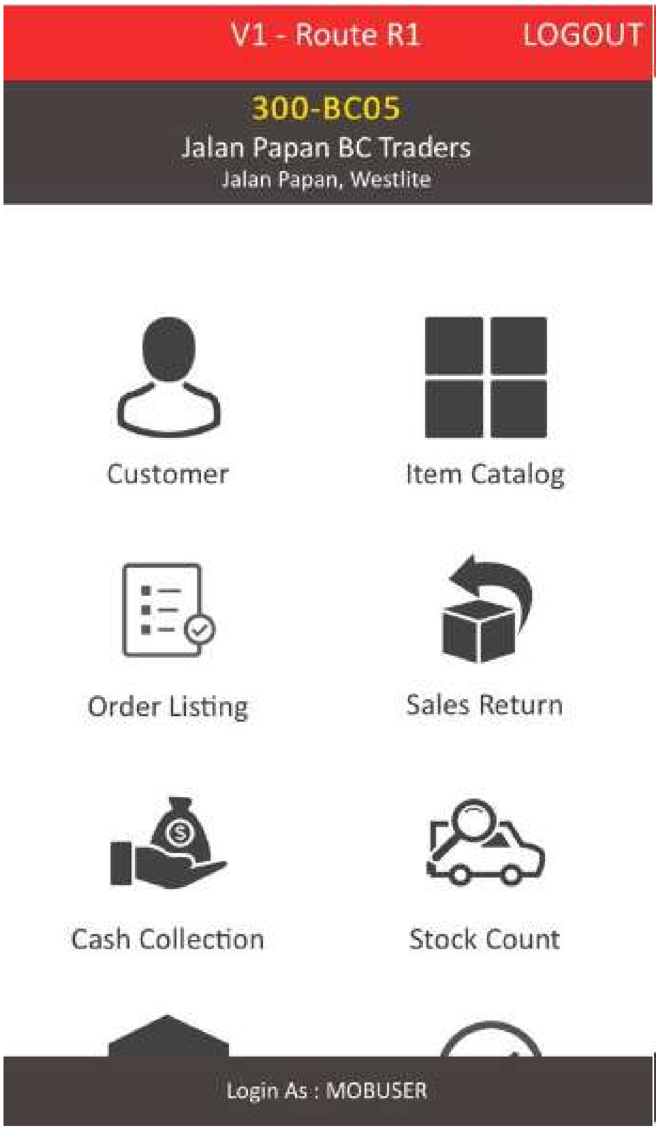
All the mobile Salesperson/Drivers configuration and route assignment will be done in Dynamics 365 Business Central.

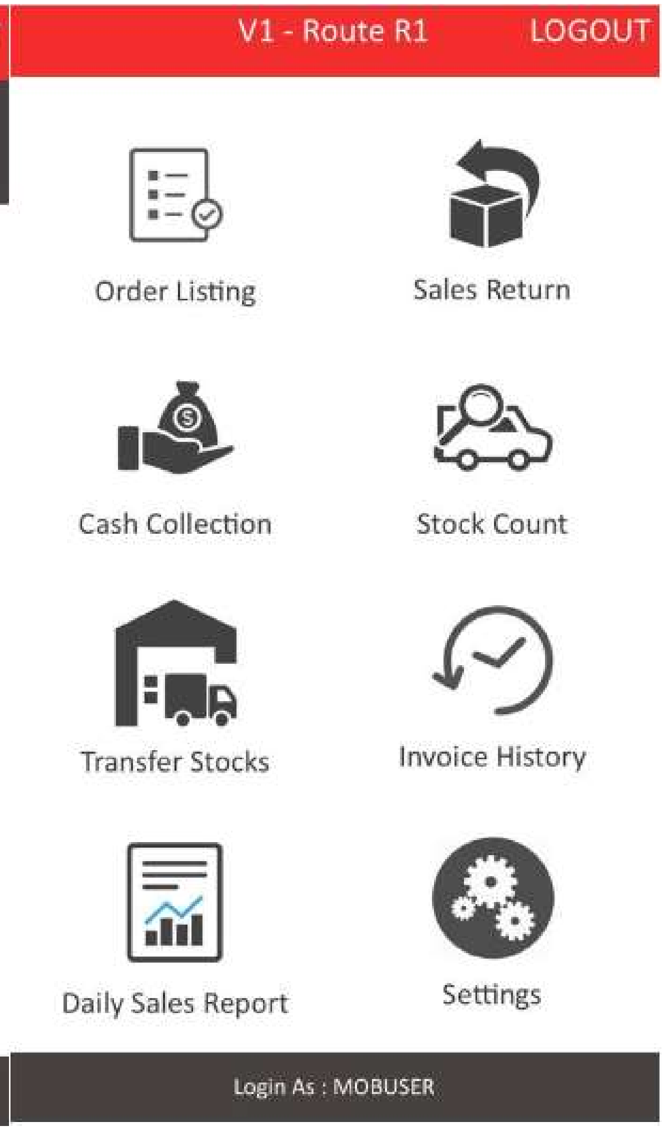


3.2 Main Menu

Main menu with different operation will be displayed once the Salesperson/Driver logged into the mobile app.

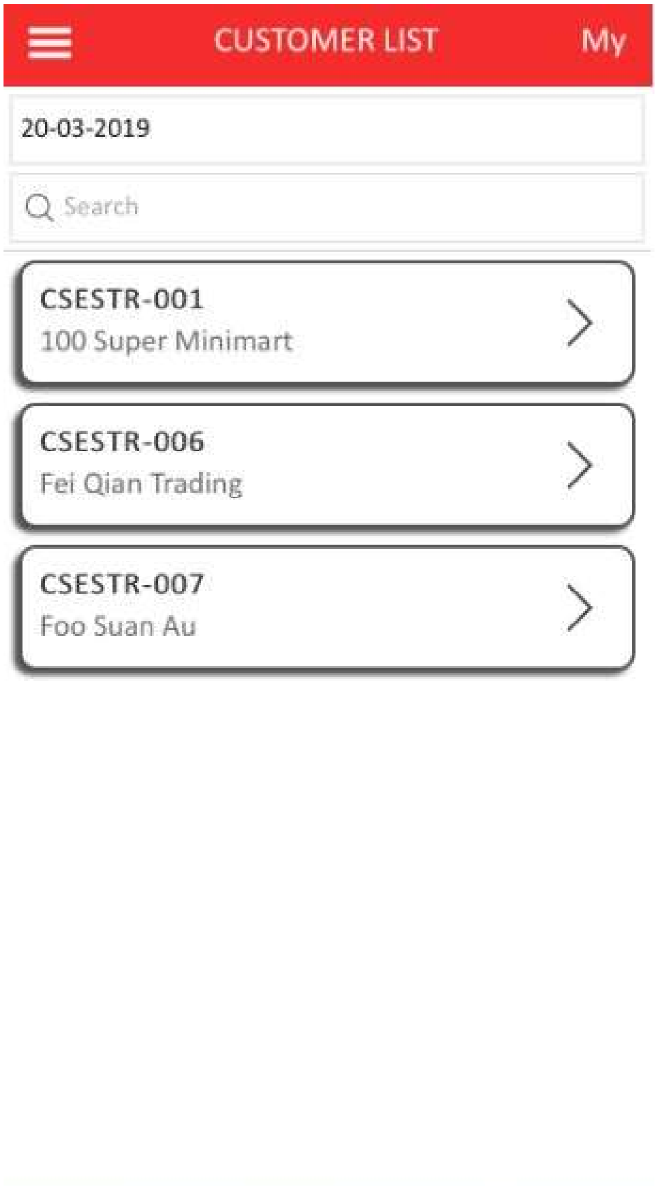
Salesperson/Driver can see the route information on the top of the main menu screen.





3.3 Customers

Upon clicking the Customer icon from main menu, mobile app displays the list of the customers mapped to the route for that day. All the customers will be appeared in the order as per the sequence defined in the routing.

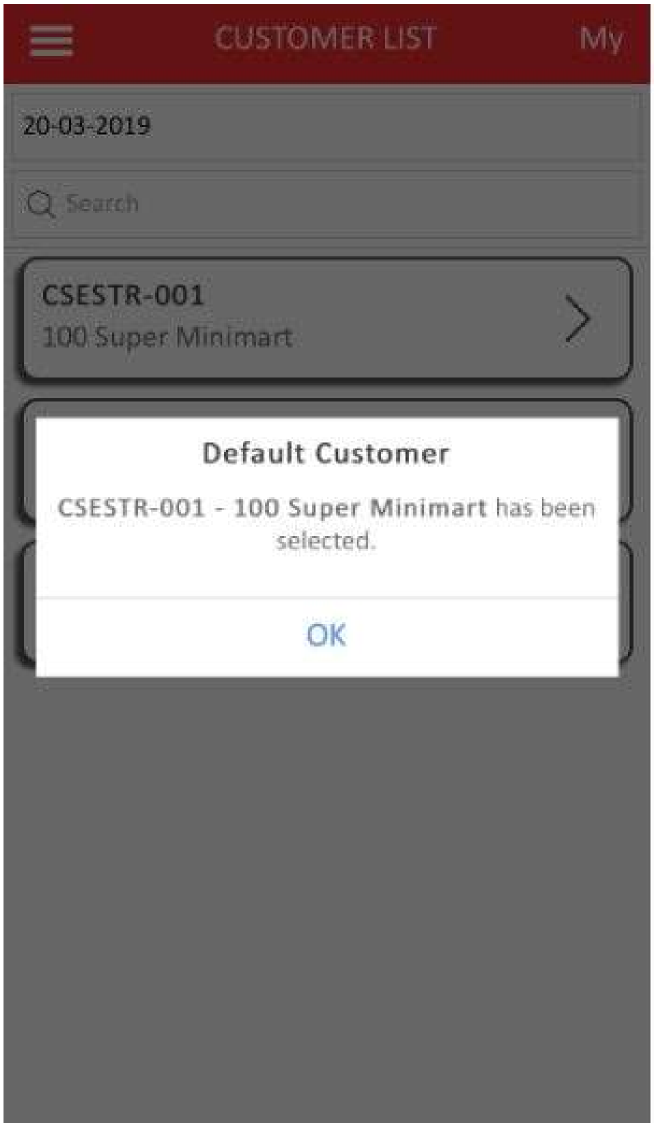


3.3.1 Customer Selection

When visited the customer, Salesperson/Driver logs into the field sales app and select the customer from the Customer list.

Upon selecting the customer from the list, mobile app prompts the customer selection message.

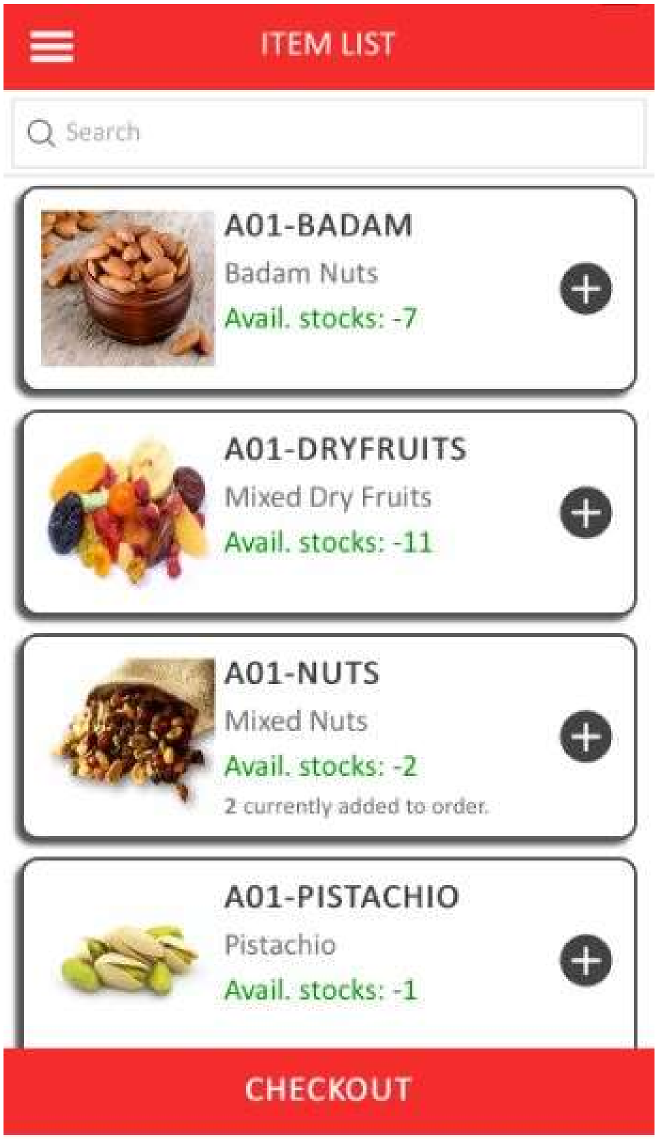
Selected Customer information can be seen on the top of the Main Menu screen.



3.4 Item Catalog

Item Catalog lists all the items and their available stock details.

Item Catalog will throw error message if the customer is not selected.



3.5 Order Taking, Invoicing and Payment

3.5.1 Sales Order Creation

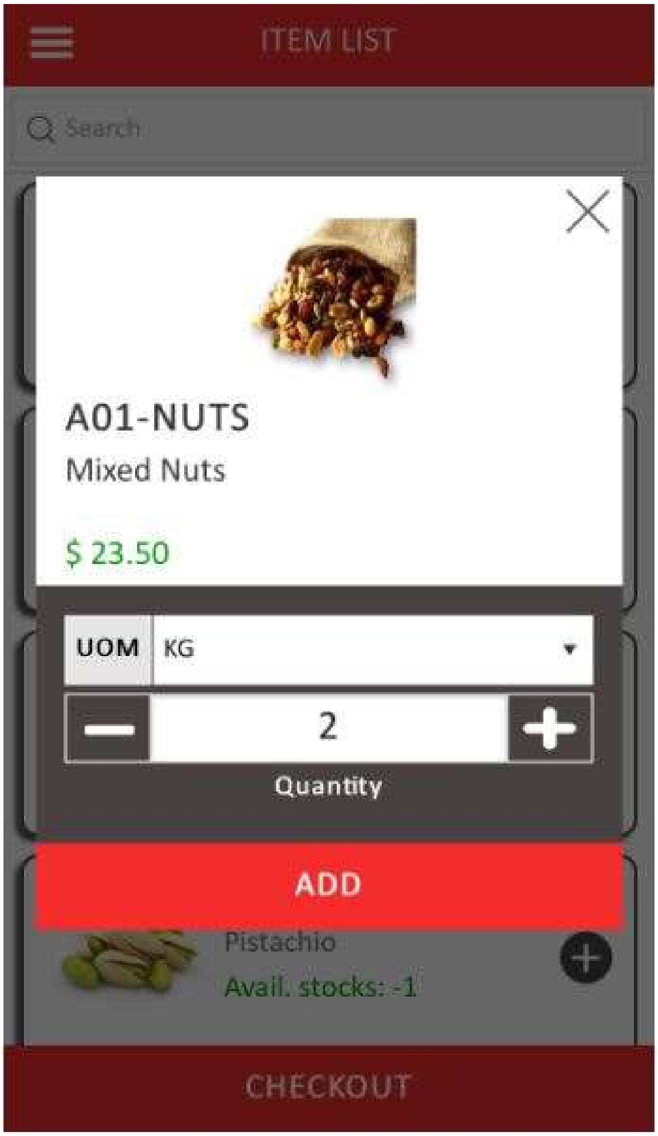
If the customer requests any of the items, Salesperson/Driver can create sales order from the Item Catalog screen by clicking the Plus Button besides the requested items.

Mobile Salesperson/Driver can scroll down to see the other items.

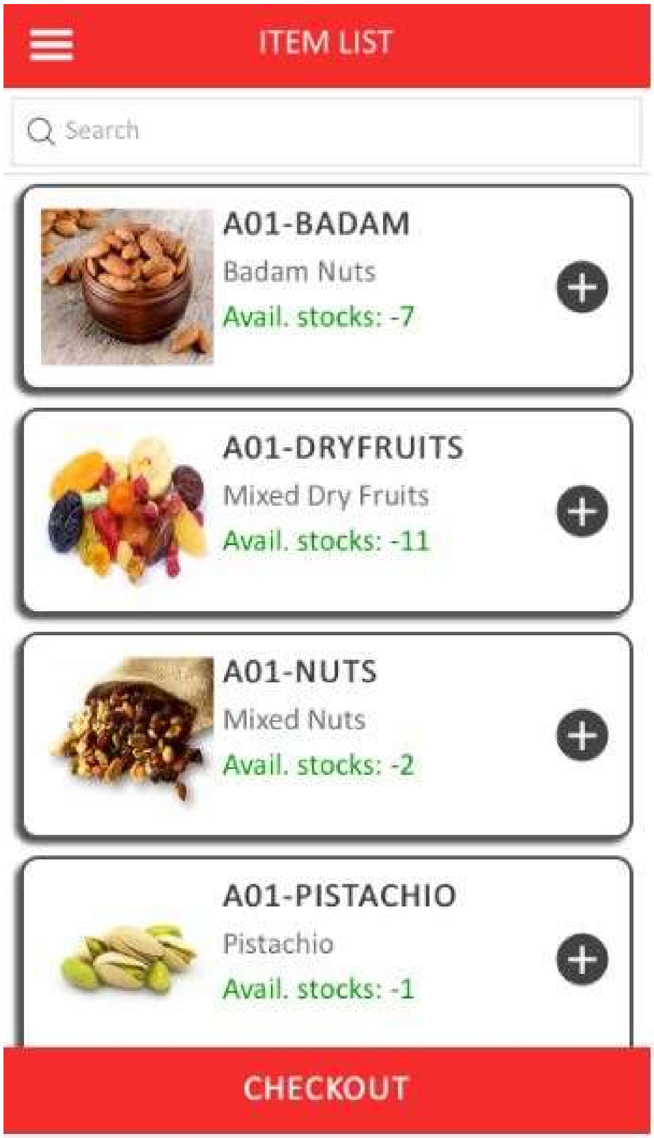
Upon clicking the plus button beside the item, a screen will pop up to enter the quantity as shown in the below screen shot. Popup screen will also show the Item unit price.

Salesperson/Driver either can click plus button to increase/reduce the quantity or manually can enter the required quantity.

After entering the quantity, click ADD button to add the items.

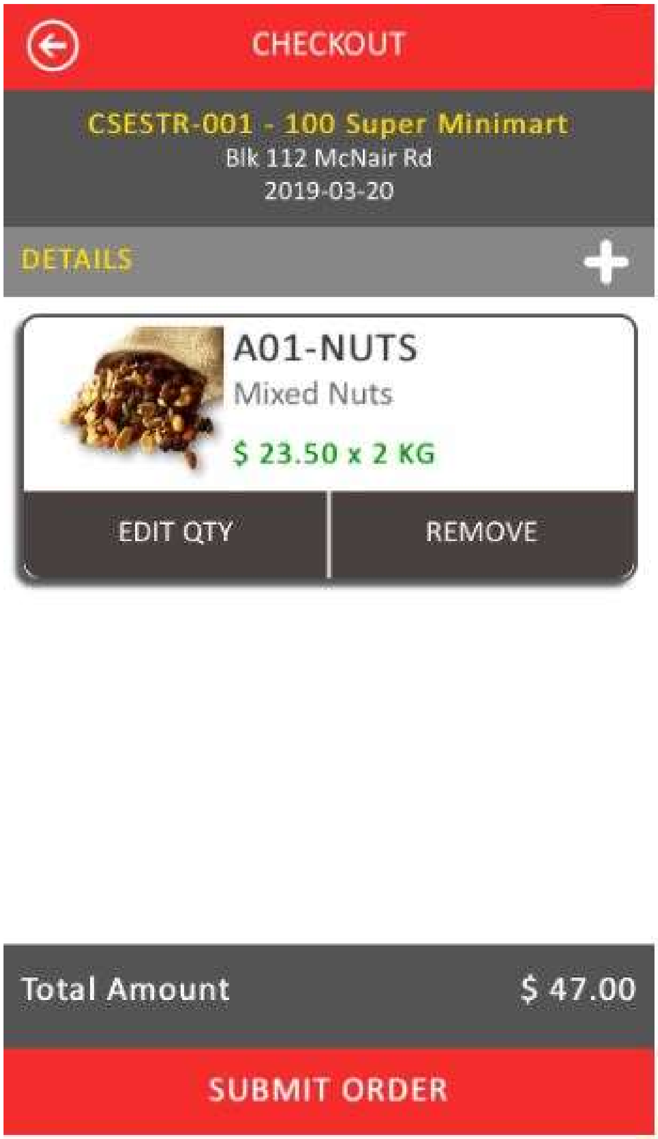


After adding the item requested by customer, Click on Checkout button placed below the Item Catalog screen.

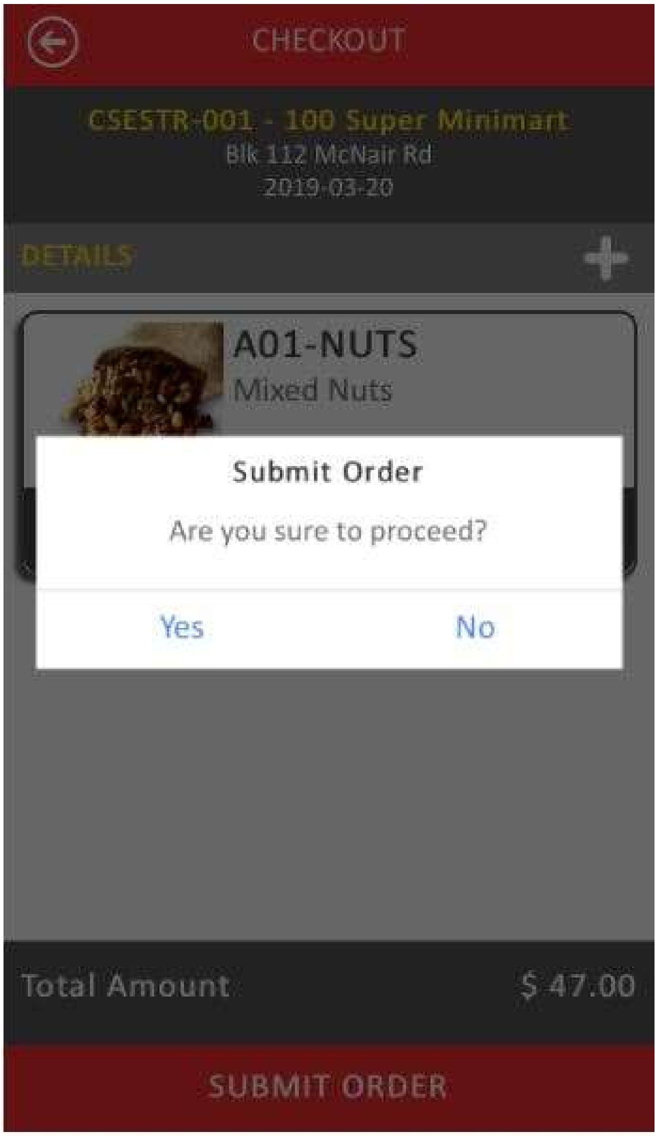


Upon clicking the Checkout button, Order summary screen will be displayed with all the items that are selected, quantity ordered, unit price and Order total amount details as shown in the below screen shot.

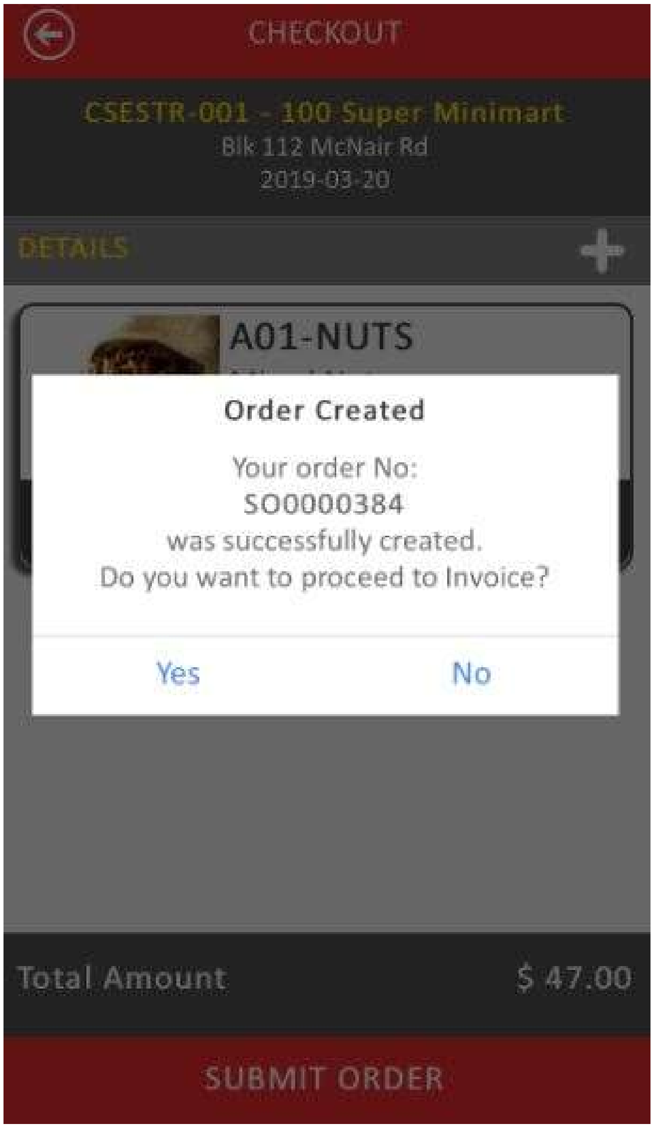
Click on Submit Order button.



A prompt will be appeared as shown in the below screen shot. Click yes to proceed to create the order.



App prompts the message with the order number created as shown in the below screen shot.

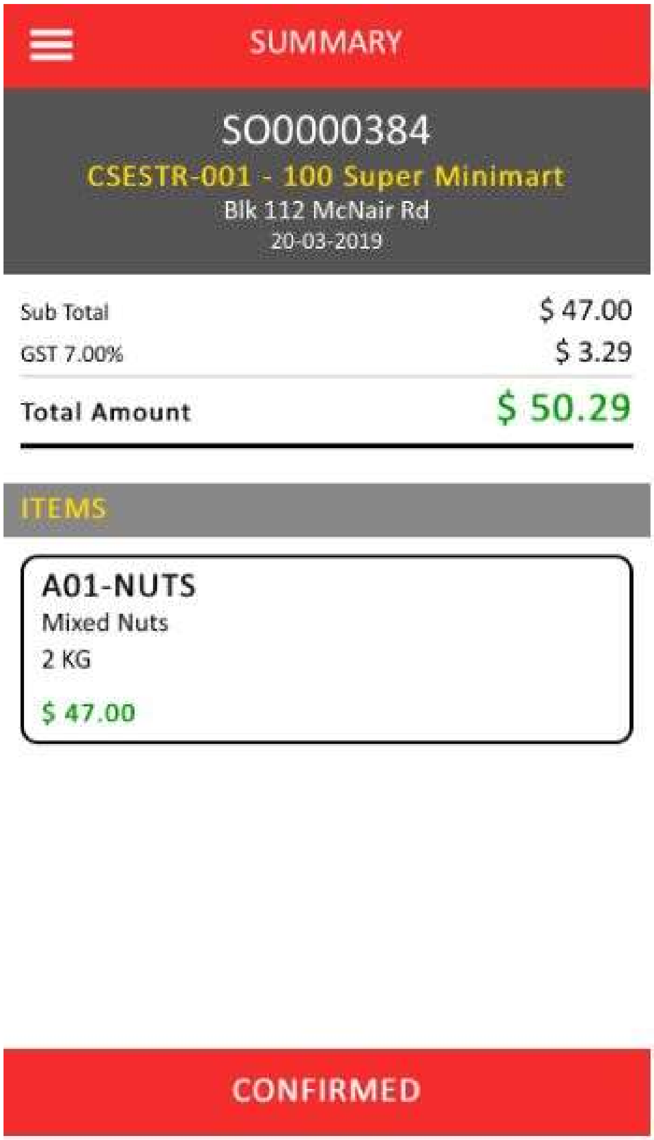


3.5.2 Invoicing

When the Sales Order is created, app prompts with a message "Do you want to proceed to Invoice?" as seen in the previous screen shot.

Choose Yes and the Summary Screen will be displayed with amount, gst and item details.

Click on Confirmed button



Choose the Payment Method example cash or cheque and choose Pay&Invoice if the customer making cash payment or cheque payment.

Otherwise choose just Invoice.

For the Pay&Invioce option, Field Sales Solution post the Invoice and auto generates the Cash Receipt journal in Dynamic Business Central.

Invoice option posts the Invoice in Dynamics 365 Business Central.

3.5.3 Customer Sign, Post and Print Invoice.

Customer Sign in the Signature area.

Once Customer Signed, click on Submit button.

Use Clear button, If the signature is not proper and in case Customer wants to clear and sign again.

Upon clicking on Submit button, app prompts with a message as shown in the below screen shot. Choose Yes to post the Invoice.

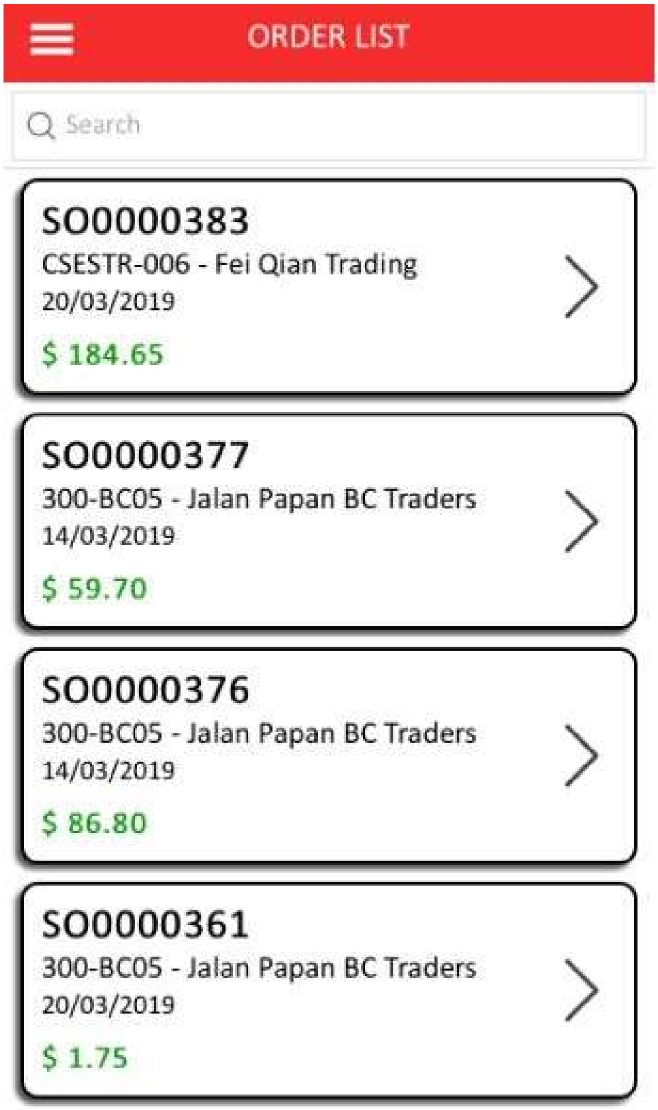
App triggers the posting of both Shipment and Invoice in the Dynamics 365 Business Central real time.

After posting, app prompts the message with the Posted Invoice Number details as shown in the below screen shot.

App also prints the two copies of Invoice with Customer Signature on it.

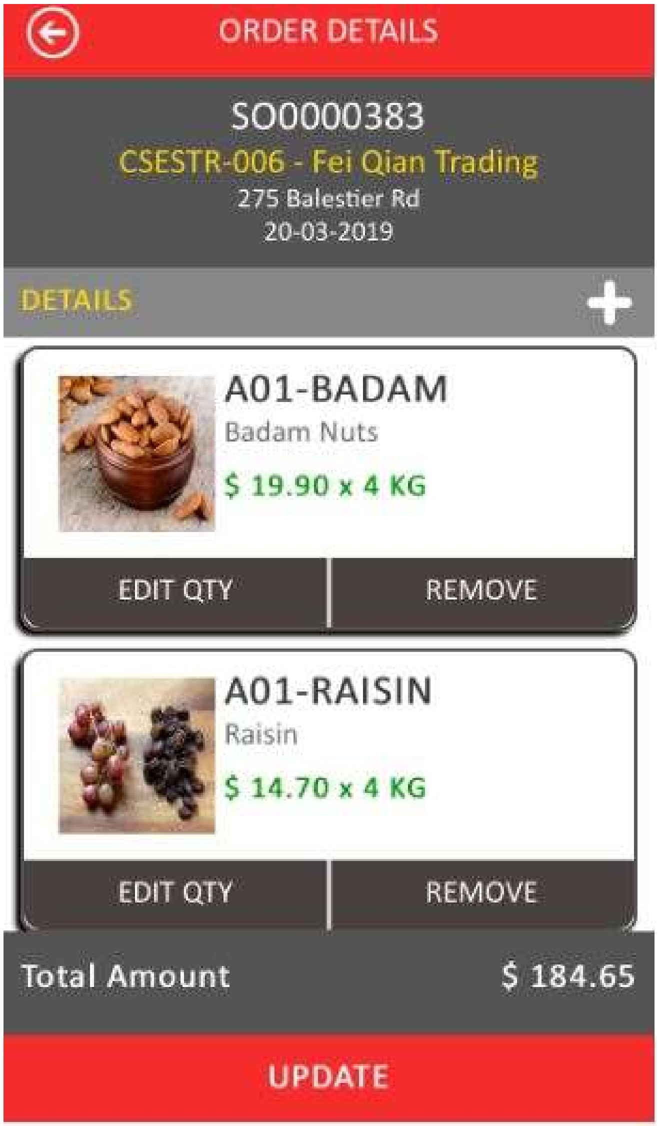
3.6 Order Listing

Order list displays all the open Sales Orders. All the pre orders and sales orders created at the customer site will be displayed under Order Listing.



3.6.1 View and Edit Sales Orders

Form the Order list, Salesperson/Driver can click on the arrow symbol of the order to see the details.

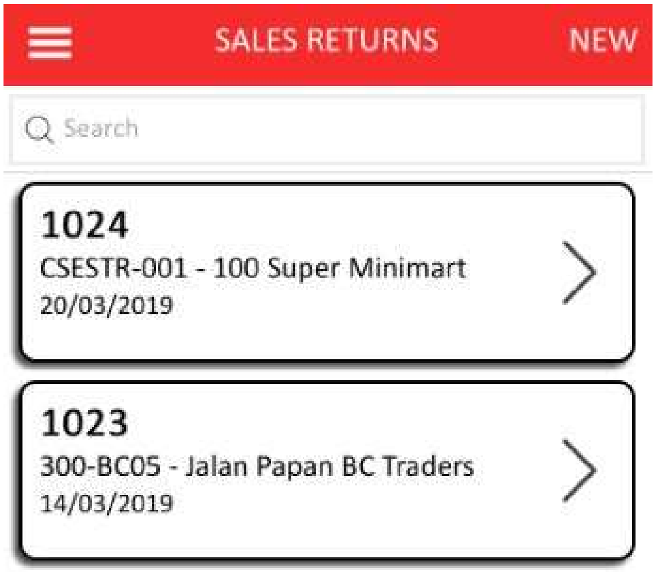


Salesperson/Driver can edit the Order created upon customer request. Salesperson/Driver can edit the quantity or remove the item and can Update the order as shown in the below screen shot.

All the updates are real time and immediately updated back to Dynamics 365 Business Central.

3.7 Sales Return

Sales Return shows the list of Sales Return orders created as shown in the below screen.



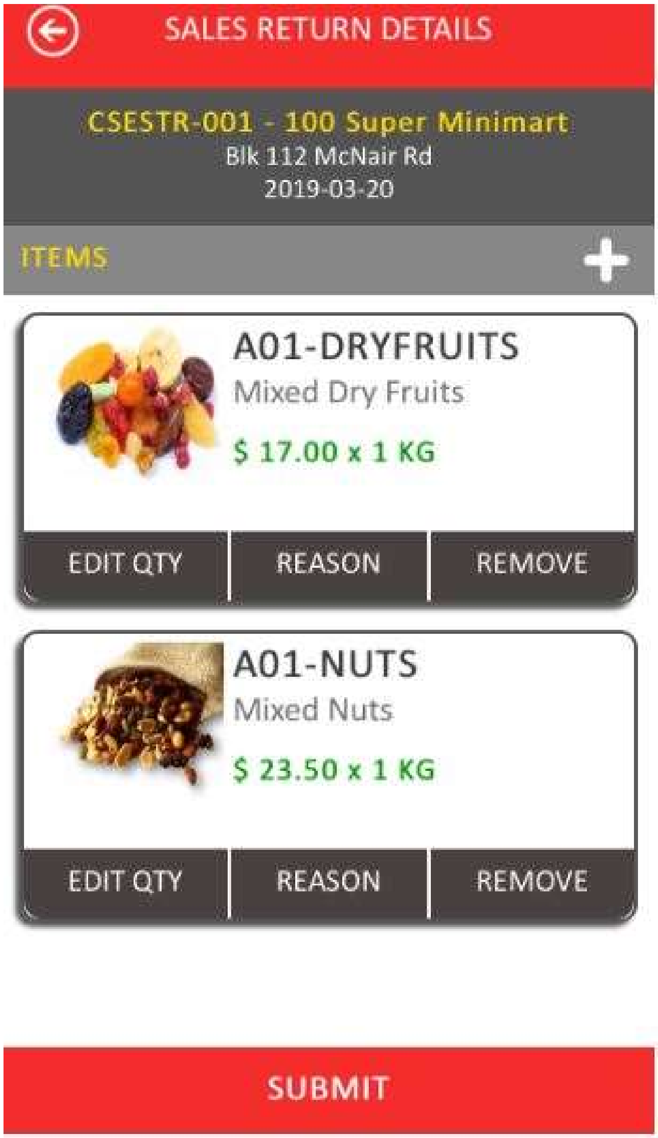
3.7.1 View and Edit Sales Return Orders

Form the Sales Return Order list, Salesperson/Driver can click on the arrow symbol of the order to see the details.

Salesperson/Driver can edit the Order created upon customer request.

Salesperson/Driver can edit the quantity or remove the item and can Update the order as shown in the below screen shot.

All the updates are real time and immediately updated back to Dynamics 365 Business Central.

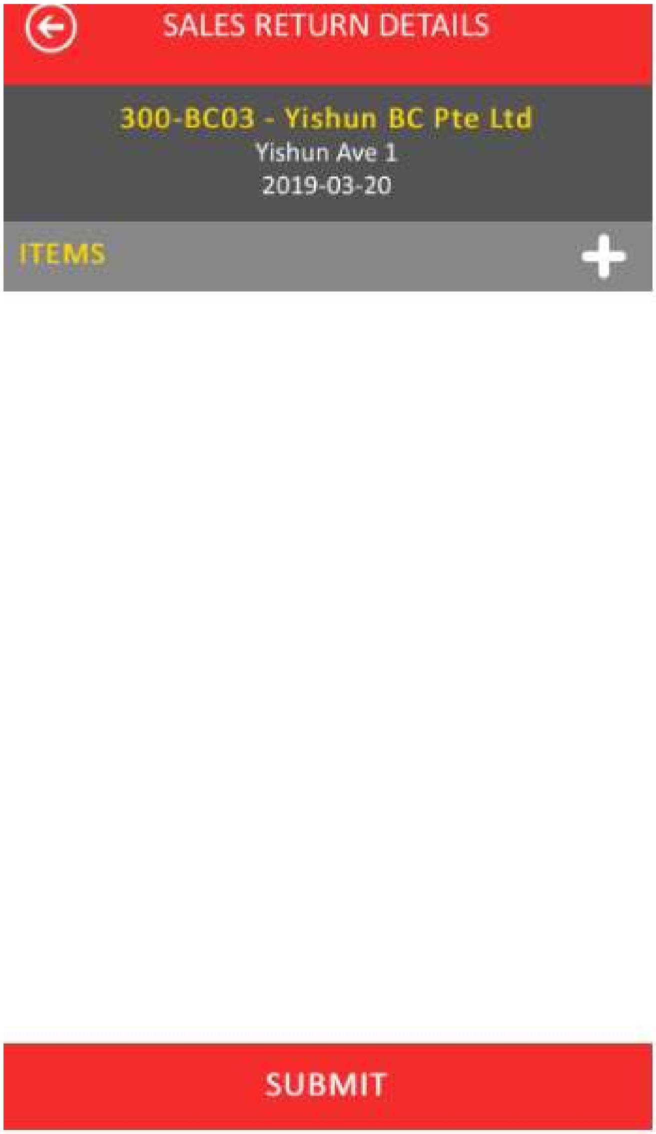


3.7.2 Sales Return Order Creation

From the Sales Return Order list screen, Salesperson/Driver can click on New button placed at the right corner of the screen to create Sales Return Order.

When Salesperson/Driver click on New button, app displays below screen.

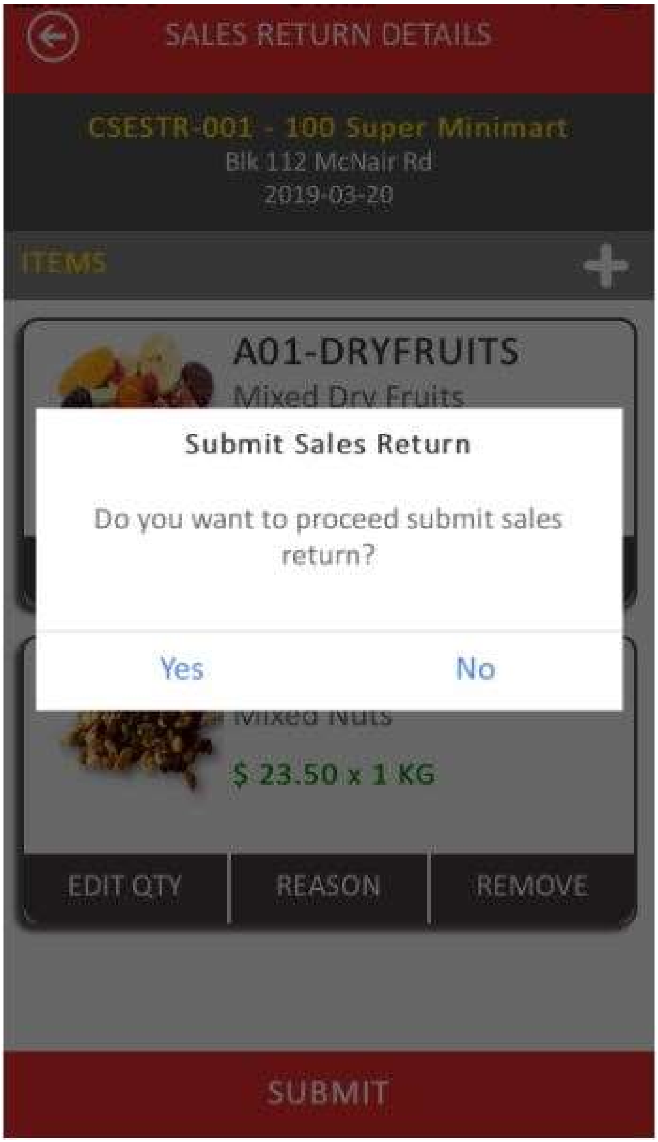
Salesperson/Driver click on Plus symbol to add the items and quantity to return.



After completing selection of items and quantity to return, Click on Submit button.

App prompts with a message. Choose Yes.

Sales return order will be immediately created in Dynamics 365 Business central and app prompts a message on mobile screen with the Return order number.



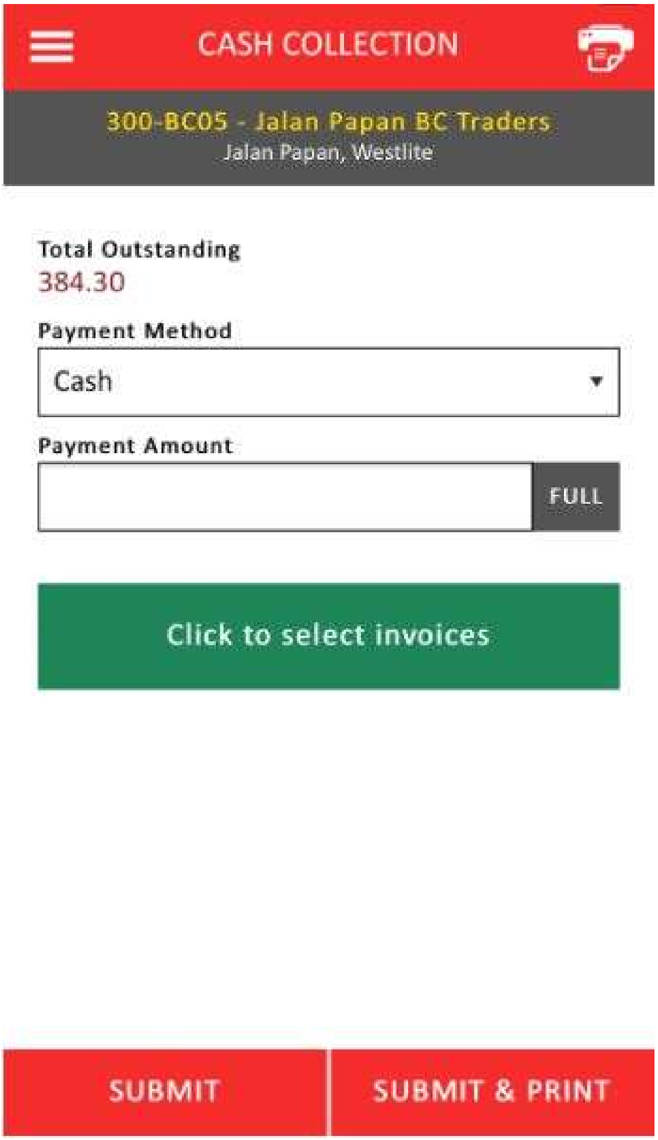
3.8 Cash Collection

Cash collections allows Salesperson/Driver to collect payments from the customers for the Outstanding invoices.

When Salesperson/Driver click on Cash collection, app displays the cash collection screen as shown in the below screen shot.

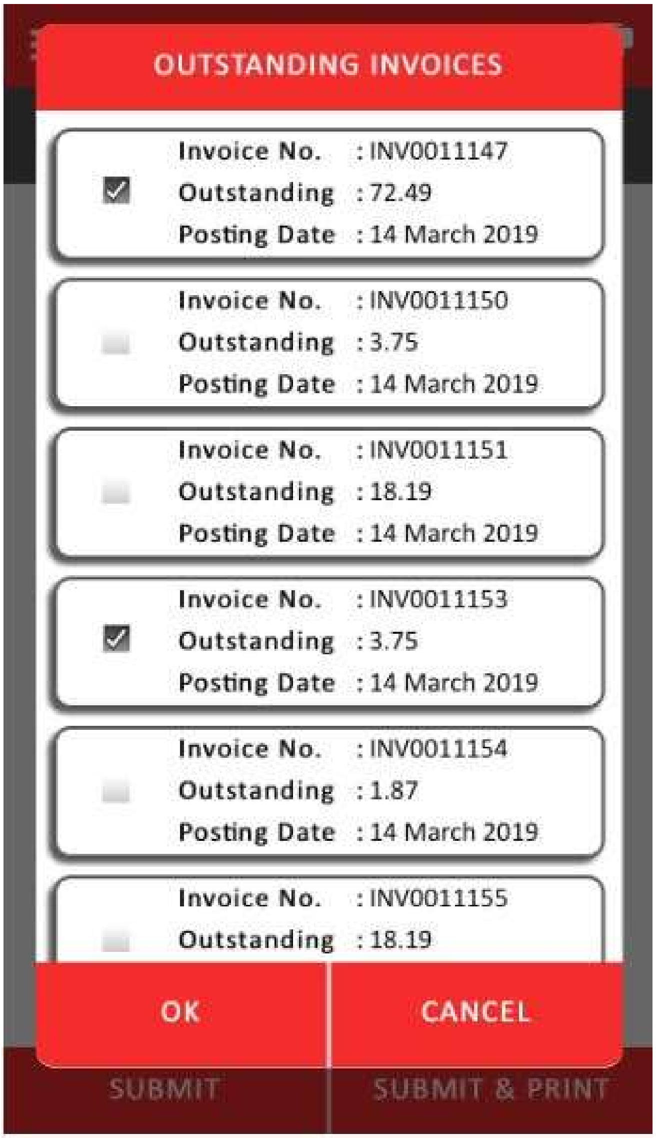
By default, displays the Customer selected from the Customer list and also shows the Total outstanding amount.

Click on the “Click to select Invoices”.



App shows all the outstanding invoices for that customer as shown in the below screen shot.

Tick the invoices that customer would like to make the payment and click ok.

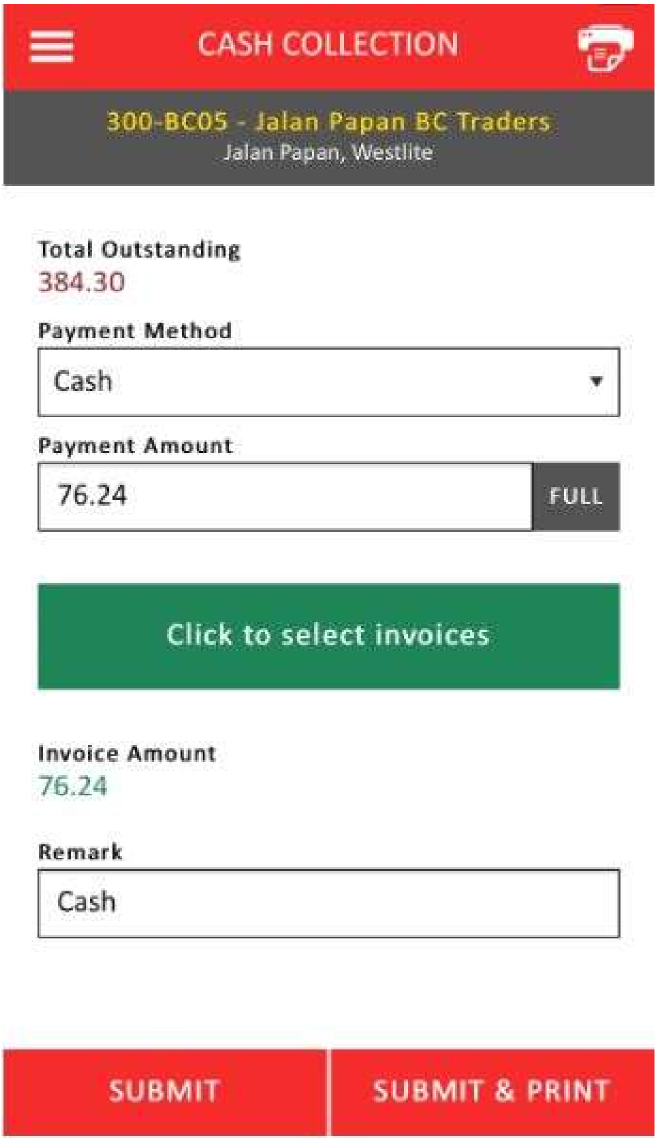


Payment Amount and Invoice Amount will be updated with the total amount of invoices selected for the payment as shown in the below screen shot.

Click on Submit or Submit&Print button.

Both options immediately auto create the cash receipt journals in Dynamics 365 Business Central and applies the invoices against cash receipt journal created.

Submit&Print option prints the Receipt apart from creation of cash receipt journals.



3.9 Stock Count

At the end of the day when driver returns to Office, Driver performs Stock count as part of Day end activity.

Upon Clicking on Stock Count, app prompts with message “Do you want to calculate stocks?” as shown in the below screen shot.

Choose yes.

App triggers the Calculate Inventory function of Dynamics 365 Business Central Physical Inventory Journal.

Physical inventory journals will be created in Dynamics 365 Business Central and app displays those journals as shown in the below screen shot.

Salesperson/Driver counts the physical stock for each item and update the quantity if found any discrepancy as shown in the below screen shot.

After updating the actual quantity for all the items, Salesperson/Driver click Release button.

All the quantity will be updated back to Dynamics 365 Business Central.

Physical Journal Lines status in Dynamics 365 Business Central change to Released indicating the back office to post.

Physical Journal Status as Released is an indication to the back office that driver did the stock count and updated the quantity from Mobile.

3.10 Transfer Stocks

Transfer stocks allows Mobile driver to replenish his van before visiting to customers.

Also, as part of the day end activity, Mobile driver can transfer back goods from his vehicle to Main office.

3.10.1 Transfer from Warehouse to Van

As part of OK365 Field Sales solution, Dynamics 365 Business central has a batch job which suggests the Stock to be replenished for each route based on the Sales Orders and Current Inventory of each Vehicle.

Back office runs the batch job from Dynamics Business Central. Batch creates Transfer order for each route suggesting the quantity to transfer from warehouse to vehicle.

Mobile Salesperson/Driver can check the Transfer order details and can update the quantity from mobile.

Once updated the quantity, Mobile Salesperson/Driver releases the Transfer Order. Transfer Order status will be updated to Release in Dynamics 365 Business central.

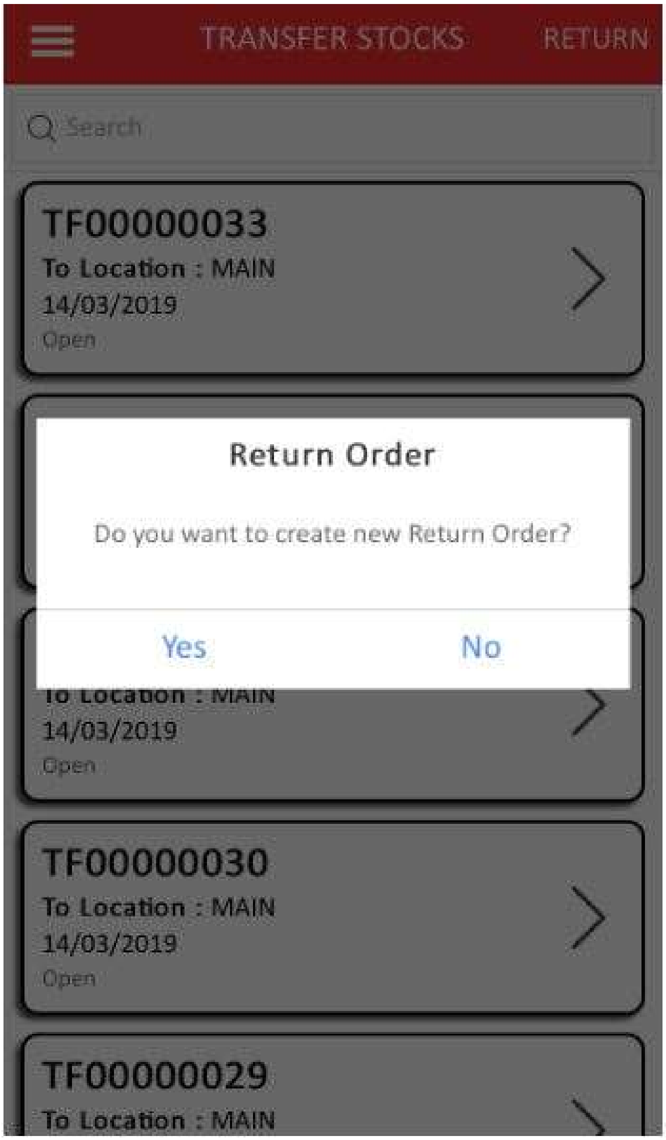
Back office posts the Released Transfer orders.

3.10.2 Transfer Return

End of the Day when the driver returns to office, Driver can transfer back the stock from his van to warehouse to empty the van by creating Transfer Return.

Driver click on Return button placed on top right corner of Transfer order list screen.

App prompts a message. Click Yes to create Transfer return.

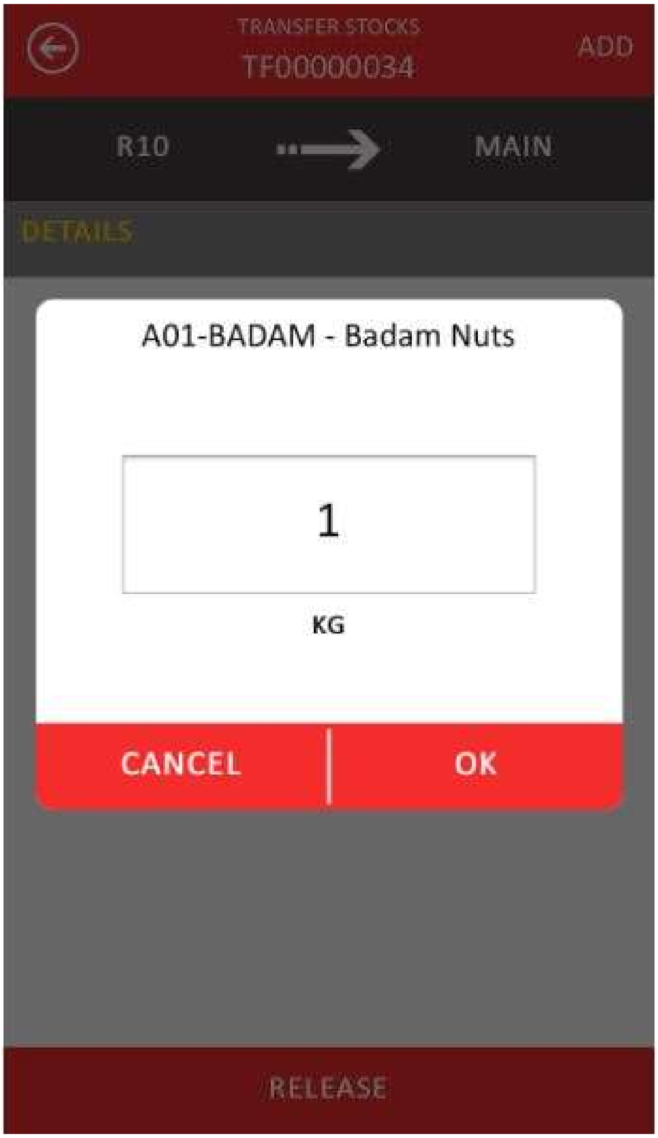


App displays the below screen by creating Transfer order from Vehicle to Main warehouse.

Driver can add items by clicking on ADD button placed on top right corner.

After Adding the items and quantity to be returned to warehouse, Driver clicks on Release button.

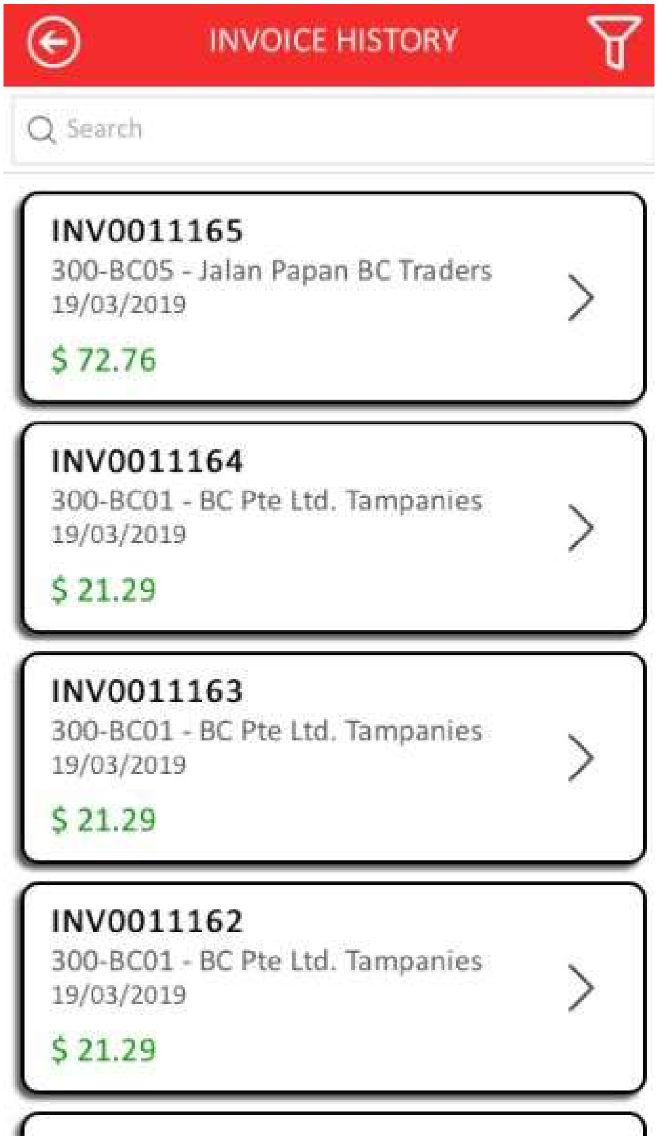
Transfer lines will be updated and Transfer order status will be released in Dynamics 365 Business Central.



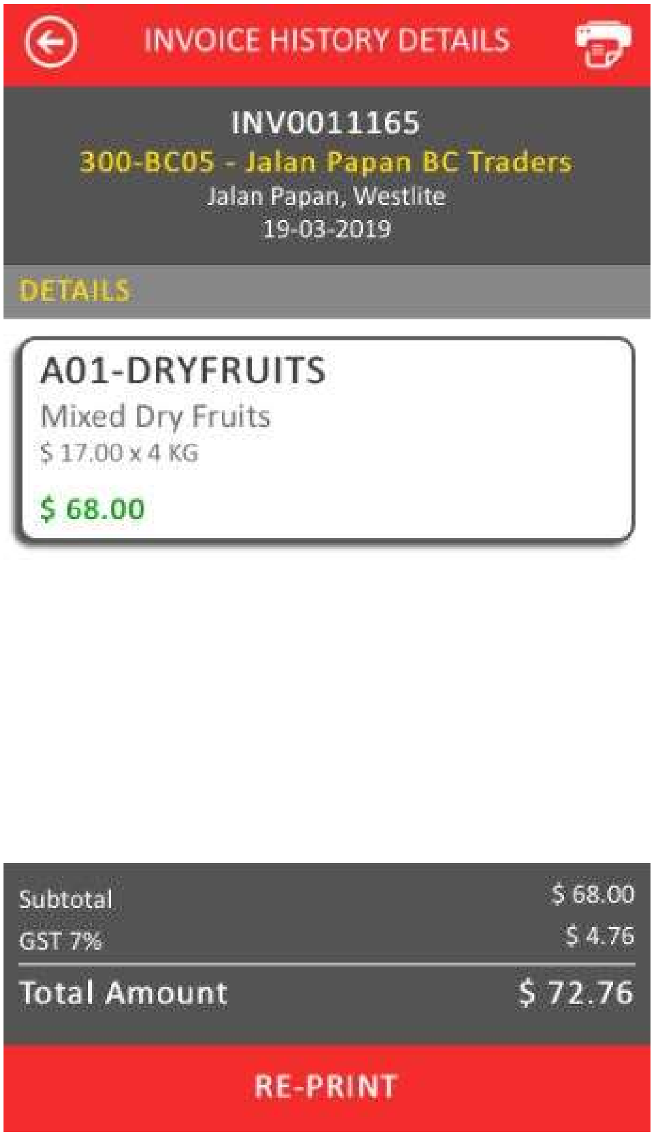
3.11 Invoice History

Invoice History shows the list of outstanding invoices for the selected customer.

Mobile Salesperson/Driver can select and click on arrow button to see the details of the Invoice.



Below screen shot shows the details of the invoice.

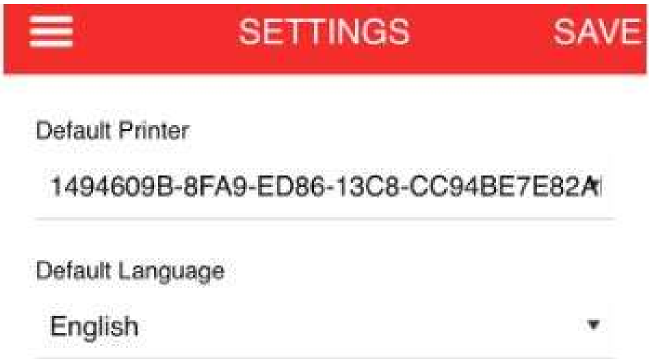


3.12 Daily Sales Report

3.13 Settings

Through Settings, Salesperson/Driver can select the language and configure the printer to print invoices and cash receipts.

Field Sales app supports both English and Chinese language.


SETTINGS
SAVE
Default Printer
1494609B-8FA9-ED86-13C8-CC94BE7E82A
Default Language
English


Done
English
Chinese