

End User Guide (View Order to Cash)

Services-365

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Revision history

Version	Date	Revision Description	Prepared by
1.0	2016-12-12	First Version	The Createch group
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Objective User guide

The objective of this user guide is to present the report **View Order to Cash** to facilitate the research of the status of a sale order from its creation to the payment of the invoice. The report presents the Sales Order with quantity not transfer to an invoice. The **View Order to Cash** report will show all Sales Orders and any corresponding documents related to that Sales Order. This allow you to quickly see what stage of the sales process the Order has reached.

1. Access the **View Order to Cash**
2. Analyze the information of the report and use the Drill Down function to access a specific document
 - Sales Order
 - Purchase Orders
 - Sales Shipments
 - Sales Invoices
 - Payments
3. User scenario example for use of report.

1. Access the report View Order to Cash

This section describes the steps to access the report.

The report is located on the **Home page (Sales Order Processor Rolecenter)** of the user, under the Insights section. You can also search for the page "Order to Cash". The starting point of the report is the Sales Order No.

Each time a transaction is processed, the View Order to Cash updates the information so the user can have a quick overlook of the status of the sales order. When all the items of the Sales Order are attached to an invoice, the Sales Order No. will disappear from the report and the user will have to use a different process to analyze the information.

The user can follow all the transaction documents that are related to the Sales Order No.

- Purchase Order (by using the Drop Shipment process)
- Sales Shipments
- Sales Invoices
- Payments

2. Analyze the information of the report and access a specific document

On the View Order to Cash, all documents from the Sales Order to the Payments can be drilled down to see the document information. You will be able to see the number of posted documents related to the released sales order.

Order to Cash						...
NO.	SELL-TO CUSTOMER NAME	SALES SHIPMENTS	SALES INVOICE	PURCHASE ORDER	PREPAYME..	
S-ORD101008	...	School of Fine Art	1	2	1	
S-ORD101012		Adatum Corporation	0	0	1	

Once you select what documents you would like to see, click on the number and a list of documents will be on the next page. You will then be able to select the document you would like to view if you choose to do so.

3. User scenario example for use of report

This user scenario is meant to show a basic example of what the **View Order To Cash** report will show.

1. We begin by creating a Sales Order. This example uses S-ORD101219 for all steps. In this order we have already shipped and Invoiced 1 of 5 items. So now we are going to ship 2 more units but not Invoice any.

S-ORD101219 · Adatum Corporation

Notifications: 2 *This customer has an overdue balance. | Reminder: your work date is 2032-07-01*

Process Report Approve Release Posting Prepare Order Request Approval Print/Send Navigate Actions Navigate Report Fewer c

General Show more

Customer Name	Adatum Corporation	Due Date	2032-08-01
Contact	Robert Townes	Requested Delivery Date	
Posting Date	2032-07-01	External Document No.	
Order Date	2032-07-01	Master Purch. Quote No.	
Your Reference			

Lines | Manage Line Order Page Fewer options

Type	Line Discount %	Line Amount Excl. Tax	Amount Including Tax	Qty. to Ship	Quantity Shipped	Qty. to Invoice	Quantity Invoiced	Qty. to Assign
→ Item		1,448.00	1,636.24	2	1		1	0

After this has been shipped, we can check our **View Order to Cash** report which shows 2 shipments but only 1 invoice as expected.

S-ORD101219 · ADATUM CORPORATION

Order to Cash

No. ↓	Sell-to Customer Name	Sales Shipments	Sales Invoice	Purchase Order	Prepayments
→ S-ORD101219	Adatum Corporation	2	1	0	0

- Next we will go ahead and ship 1 more unit and invoice this unit plus the previous 2 we did not invoice.

S-ORD101219 · Adatum Corporation

Notifications: 2 This customer has an overdue balance. | Reminder: your work date is 2032-07-01

Process Report Approve Release Posting Prepare Order Request Approval Print/Send Navigate Actions Navigate Report Fewer c

General

Show more

Customer Name	Adatum Corporation	Due Date	2032-08-01
Contact	Robert Townes	Requested Delivery Date	
Posting Date	2032-07-01	External Document No.	
Order Date	2032-07-01	Master Purch. Quote No.	
Your Reference			

Lines Manage Line Order Page Fewer options

Type	Line Discount %	Line Amount Excl. Tax	Amount Including Tax	Qty. to Ship	Quantity Shipped	Qty. to Invoice	Quantity Invoiced	Qty. to Assign
→ Item	:	1,448.00	1,636.24	1	3	3	1	0

As we can see below, we can now see the 3 shipments and 2 invoices as expected.

S-ORD101219 · ADATUM CORPORATION



Order to Cash

No. ↓	Sell-to Customer Name	Sales Shipments	Sales Invoice	Purchase Order	Prepayments
→ S-ORD101219	Adatum Corporation	3	2	0	0

If we would like to see the shipments or invoice individually, we simply click the numbers to drill down and see the related documents.

POSTED SALES SHIPMENTS

× Reminder: your work date is 2032-07-01 Use today | Change to... | Turn off reminder

No.	Sell-to Customer No.	Sell-to Customer Name	Currency Code	Location Code	No. Printed	Authoriz... Transacti...
S-SHPT102395	10000	Adatum Corporation			0	<input type="checkbox"/>
S-SHPT102394	10000	Adatum Corporation			0	<input type="checkbox"/>
S-SHPT102393	10000	Adatum Corporation			0	<input type="checkbox"/>

3. As long as the Sales Order has not been completely shipped and invoiced, it will appear on the **View Order to Cash** report. The report will also show purchase documents if the order is a drop-shipment. You will also see Pre-Payments if any were made for the order in question.