User Guide

Automated Order Management

Last updated: February 28, 2023

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1.   ABOUT

The Automated Order Management application for Dynamics 365 Business Central allows users allocate sales orders when inventory is constrained. The application determines order fulfillment based on net available quantity balanced against user-defined criteria.

For more information, please go to https://www.websan.com/order-prioritization

2.   BASIC SETUP

This section covers the basic system setup needed to use the Automated Order Management application. These steps should be completed prior to using the app.

To begin using the application, one must establish master settings. Please configure below:


Order Exceed Configurations
Order Exceed Configurations
✓ Saved

Create Warehouse Shipment	⬤	Use Historical Table Data	◯	Net Available Months	2
Create Warehouse Picks	⬤	Lookback Period	6M		
Item Substitution	⬤	GAP Days	120		

Fields

A.   Create Warehouse Shipment: When enabled, a warehouse shipment will automatically be created when the sales order is approved.

B.   Create Warehouse Picks: When enabled, a warehouse pick will be created for approved sales orders.

C.   Item Substitution: Will allow item substitution when a backorder exists for a sales order line.

D.   Use Historical Table Data: Enables ability to review manually loaded historical sales data.

E.   Lookback Period: Default Lookback Period to be utilized when a value is not set on Item card. Default value will be 6 months if left blank.

F.   GAP Days: Number of days from current date until the next shipment is scheduled to arrive for an item. Default value will be 120 days if left blank.

G.   Net Available Months: Number of months to hold inventory when calculating item substitution.

The next step in the setup process is to configure the Business Level distributor code.
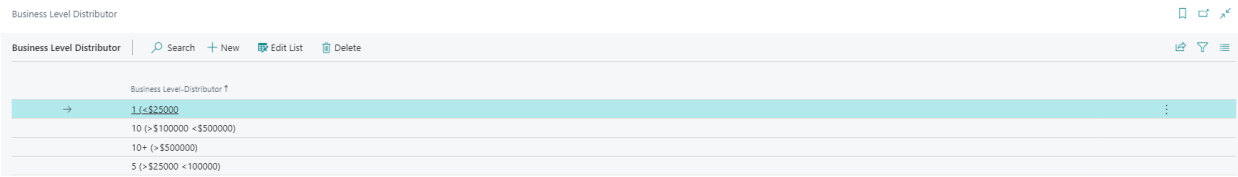
Next, is to configure the Order Management Control Panel. This window dictates the number of items to release to each customer.
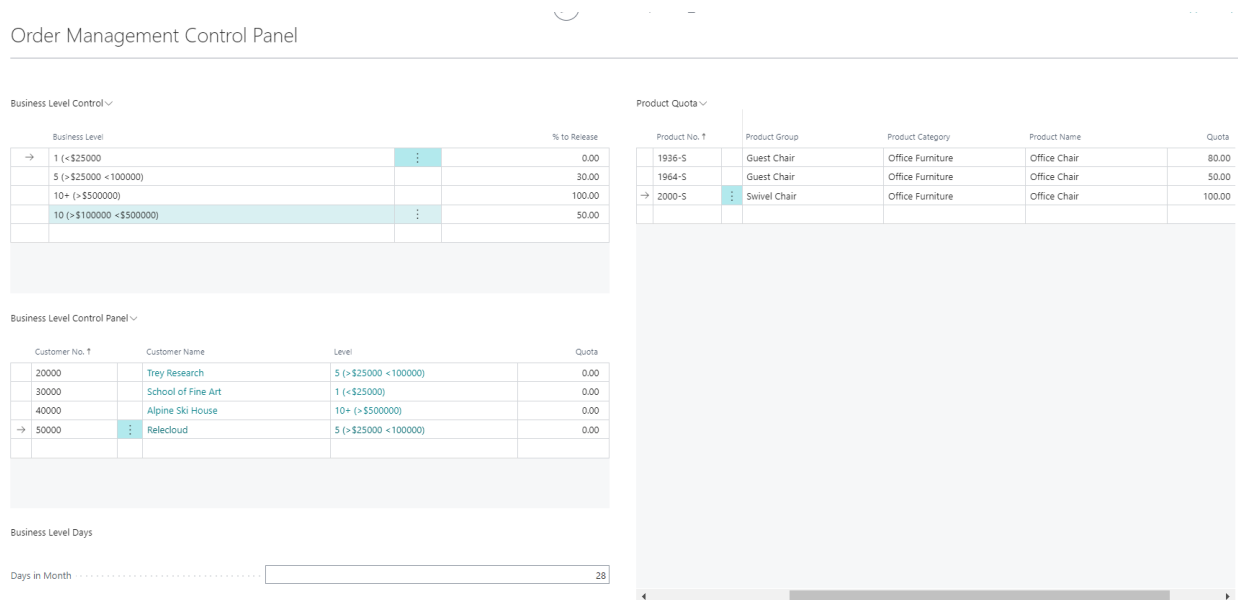
Business Level Control: Dictates the fulfillment percentage based on the sales quantity for the Business Level assigned to the customer. The sales quantity is based on all open sales orders for the customer.

Business Level Control Panel: This is an optional multiplier to the Business Level Control, allowing exceptions at a per customer level.

Days in month: Number of working days of current month; used to calculate customer monthly usage.

Product Quota: This is used to determine percentage of quantity that one can allocate per customer per item.

Once the above system configuration is complete, users must also set the following values on the Item and Customer records:

Item – Lookback Period: Time set for the system to look in past records and get the quantity sold for item that is within that lookback period.

Customer Card – Business Level Distributor: Used by the Business Level Control Panel to determine the quantity to release.

Users can optionally configure the Item Substitution Entry. This window dictates the hierarchy of substitution at an item level if substitution is enabled.

3. FUNCTIONALITY

The Automated Order Management application assists in the order fulfillment process.

The begin using the application, users must have open Sales Orders. The application can be run by selecting Process > Calculate Order Fulfillment. This will automatically populate the Qty to Release and Extra Quantity to Release fields on the Sales Order Line.

Below are few pre-requisite calculations before calculating the Qty. to Release against the sales order.

- ✓ Net Available: Stock on hand – Open Orders – Stock committed from Quantity on Warehouse shipment or Warehouse Pick – Inventory reserved (this will be for the combination of the item and location for the newly created SO.

- ✓ AMS: Total posted invoice quantity for the combination of item and location/ lookback period

    Lookback period hierarchy:

    a. Lookback period on SKU card; if blank then

    b. Lookback period on Item Card; if blank then

    c. Lookback period on Order Management Configuration

- ✓ Months of Stock: Net Available/ AMS (average monthly stock)

- ✓ Daily Usage: AMS/ Days in month on the Order Management control panel

- ✓ Current Days of Stock: MOS * Days in month on the Order Management control panel

- Quantity to Release: (((Customer ship to monthly usage x Customer level quota) x Product quota for the item) – Qty on Open SO – This month Quantity shipped to)

  - ➢ Customer ship to monthly usage: Total posted sales invoice with location same as the location on the Sales Order line subject for order management calculation / lookback period for the SKU of the item (the SKU must be for the location code used on the SO line)

  - ➢ Customer level quota: the Business level control panel quota % set on the customer.

  - ➢ Product quota for the item: the product quota % set per Item on the Order Management control panel.

  - ➢ Quantity on Open SO: Total unshipped quantities on the sales order lines for the combination of item and location on sales order excluding the quantity of the newly created sales order.

  - ➢ This month Quantity shipped to: Current month posted sales line for the combination of customer, item, and location based on the newly created sales order.

- Extra Quantity to Release: This will be calculated in the following steps:

  - ➢ Remaining Quantity requested: Sales Order Quantity- Quantity to Release

  - ➢ Next receipt due date: get the earliest expected receipt date for the item on the SO line.

  - ➢ Upcoming shipment arriving in

    a. Next receipt date – current date, if there's no expected receipt date for the item then use item lead time

    b. Item lead time – current date

  - ➢ Gap days: Current days of stock – Upcoming shipment arriving in

➢ If the gap days is greater than 120, then release all the quantity (Sales order quantity – quantity to release), if it is less than 120, then the value must be = ((Sales order quantity- Quantity to release)* business level control % to release)) For example, if the Sales Order Quantity is 100 and Quantity to release is 35 and business level % to release is 50% (and gap days are just 60), then the calculation must be as follows:

i.   Sales Order Quantity – Quantity to release: 100-35 = 65

ii.   ii. Remaining Quantity x business level % to release: 65* 50%= 32.5

iii.   iii. Extra quantity to release = 33 (round up)

➢ Compare the product of Gap days * Daily usage and the sum of Quantity to Release and additional release based on customer level.

i.   If product of Gap days and Daily usage is lower, then get it as the Extra Quantity to Release.

ii.   Otherwise, if the sum of Quantity to release and additional release based on customer level is lower, then get the additional release based on customer level as the Extra Quantity. to Release.

Total Qty to Release and Back Order Quantity are also automatically populated.

Total Qty to Release: Sum of Qty to Release and Extra Quantity to Release.

Back Order Quantity: delta between Quantity less Total Qty to Release.

There is a checkbox on the Sales Order Line titled Exclude Order Exceed. This will cause the sales line to be excluded from the Automated Order Management application calculations.

Back Order Reservation feature: This will automatically reserve a Purchase Order against the

Sales Order wherein a back-order quantity is set on an approved Sales Order line.

4. REPORTING

Within a future release of the application, users will be able to access a log of all transactions the application had modified. There is no reporting available in the current version of the application.

5.   SECURITY

The Automated Order Management app, along with the rest of WebSan Inc.'s Dynamics 365 apps, have a built-in AutoPermission security functionality. When a user with the proper credentials installs an App, the AutoPermission function automatically triggers and assigns or updates the user's permissions. No other action is needed from the user.

When a user without the proper credentials installs an App, the AutoPermission function allows the installation, but user permissions are not changed. In this case, a user with the proper security credentials can change the user's permissions later.

To change user permissions, search and go to the User list.
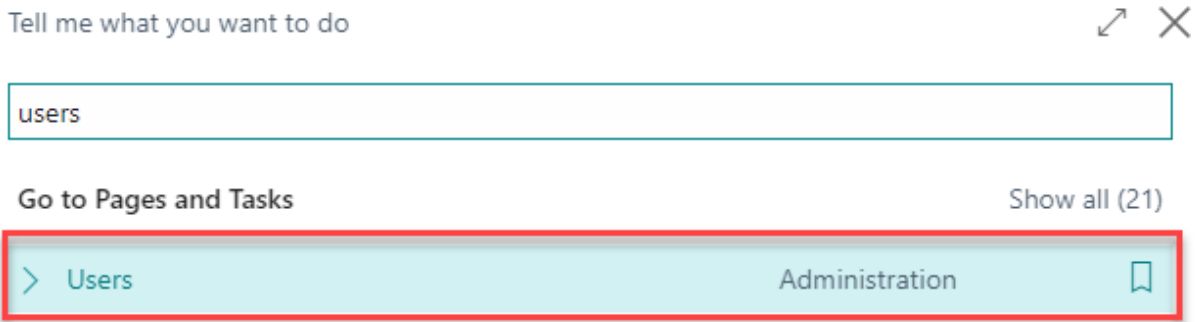
In the Users window, select Assign WebSan Permissions to assign all users the WebSan Permission Set.
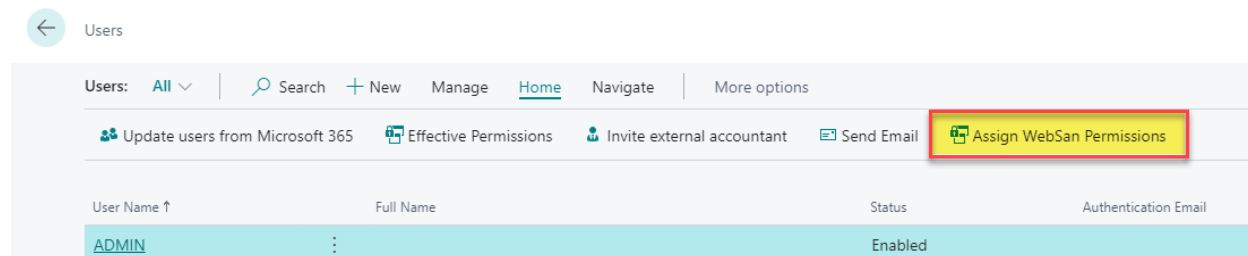
6. REGISTRATION

To register a WebSan Inc.'s application, in Business Central, search WebSan Client Information and select WebSan Client Information – Administration.

Tell me what you want to do		⤢ ✕

websan client information

Go to Pages and Tasks

⟩ WebSan Client Information	Administration	▢

In the WebSan Client Information window, enter your company's contact and billing information. After your information is complete, select Transmit Data.

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WebSan Client Information

🖳 Transmit Data

General

MS Client ID · · · · · · · · ·	On Hold · · · · · · · · · (○)
Active · · · · · · · · · · · (●)	

Contact Information

Company · · · · · · · · ✱	[ ]	PostalCode / ZipCode ✱	[ ]
Name · · · · · · · · ✱	[ ]	Country · · · · · · · · ✱	[ ]
Address · · · · · · · · ✱	[ ]	Phone · · · · · · · ·	[ ]
Address2 · · · · · · · ·	[ ]	Email · · · · · · · · ·	[	]
City · · · · · · · · · ✱	[ ]	Email CC · · · · · · · ·	[ ]
Province / State · · · · · ✱	[ ]	Billing is Same as Co... · (●)