



# User Guide

## Automated Order Management

Last updated: February 28, 2023

**TABLE OF CONTENTS**

Table of Contents ..... 2

1. About..... 3

2. Basic Setup ..... 4

3. Functionality ..... 8

4. Reporting..... 12

5. Security ..... 13

6. Registration..... 14

## 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

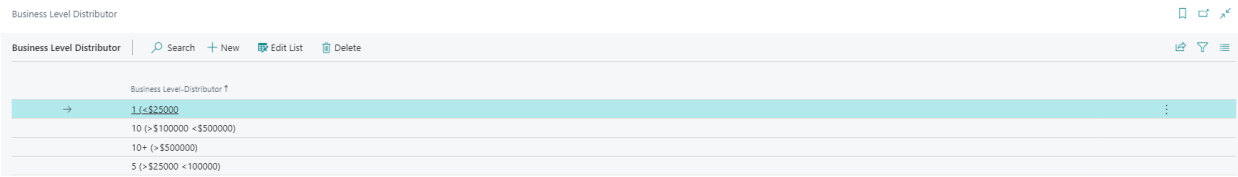
This section covers the basic system setup needed to use the Automated Order Management application. These steps should be completed prior to using the app.

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

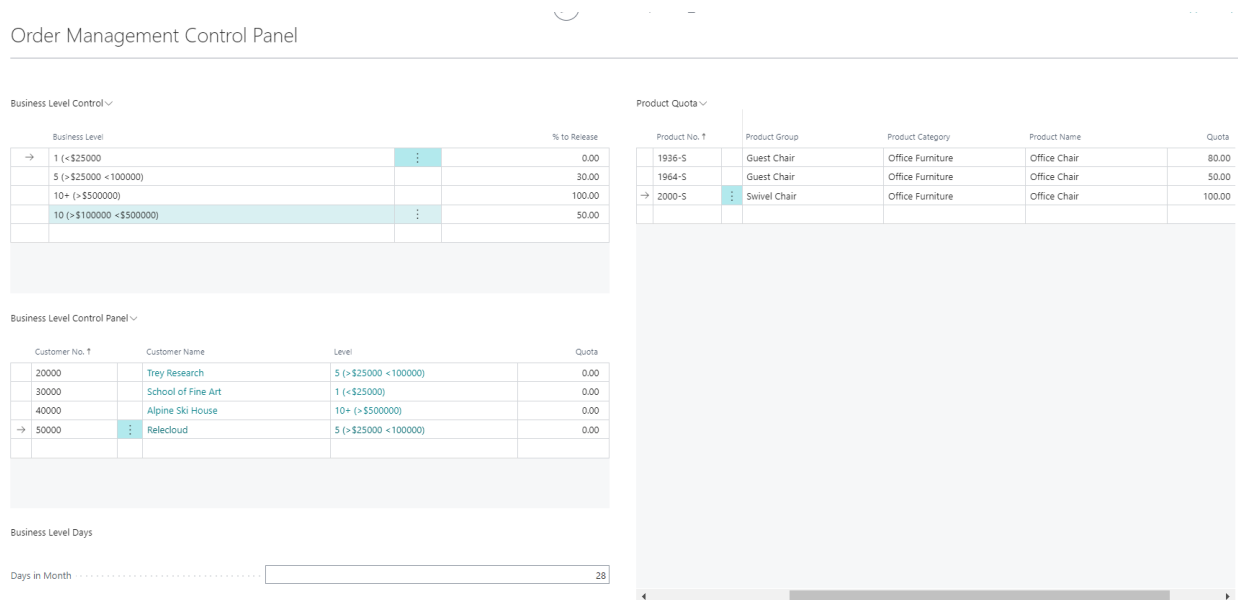
### Fields

- 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.

**Item Card** ✓ Saved

1000 · VE2 - No Fix bin

Process Request Approval Item Prices & Discounts Actions Related Reports Automate Fewer options

---

Item > PALLET

---

Inventory > 50

---

**Costs & Posting** Show less

<p><b>Cost Details</b></p> <p>Costing Method ..... FIFO</p> <p>Standard Cost ..... 0.00</p> <p>Unit Cost ..... 10.00</p> <p>Indirect Cost % ..... 0</p> <p>Last Direct Cost ..... 10.00</p> <p>Net Invoiced Qty. .... 20</p> <p>Cost is Adjusted ..... <input type="checkbox"/></p> <p>Cost is Posted to G/L ..... <input type="checkbox"/></p> <p>Purchase Prices &amp; Discounts ..... <a href="#">Create New...</a></p>	<p><b>Posting Details</b></p> <p>Gen. Prod. Posting Group ..... RETAIL</p> <p>Tax Group Code ..... TAXABLE</p> <p>Inventory Posting Group ..... RESALE</p> <p>Default Deferral Template ..... </p> <p><b>Foreign Trade</b></p> <p>Tariff No. ....</p> <p>Country/Region of Origin Code ..... </p> <p>Lookback Period ..... <b>6M</b></p> <p>Sales History ..... 0.00</p>	<p>Sales History Qty ..... 0</p> <p>Re-Stocking Fee % ..... 10.00</p> <p>Sales History ..... 0.00</p> <p>Sales History Qty ..... 0</p>
--	--	--

---

Prices & Sales > 48.00

**Stockkeeping Unit Card** ✎ ↻ + 🗑

MAIN · 1000

New Item Navigate More options

---

**General**

<p>Item No. .... 1000</p> <p>Description ..... VE2 - No Fix bin</p> <p>Location Code ..... MAIN</p> <p>Variant Code ..... </p> <p>Assembly BOM ..... No</p>	<p>Shelf No. ....</p> <p>Last Date Modified ..... 12/5/2019</p> <p>Qty. on Purch. Order ..... 0</p> <p>Qty. in Transit ..... 0</p> <p>Qty. on Sales Order ..... 100</p> <p>Inventory ..... 0</p>	<p>Qty. on Job Order ..... 0</p> <p>Qty. on Assembly Order ..... 0</p> <p>Qty. on Asm. Component ..... 0</p> <p>Lookback Period ..... <b>6M</b></p> <p>Sales History ..... 0.00</p> <p>Sales History Qty. .... 0</p>
---	--	--

---

Invoicing > 0.00

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

Customer Card  
20000 - Trey Research

Process Request Approval New Document Prices & Discounts Customer Report Actions Related Reports Automate Fewer options

**General**

No. 20000  
 Name Trey Research  
 IC Partner Code  
 Balance (LCY) 28,720.76  
 Balance (LCY) As Vendor 0.00  
 WSI Balance Due (LCY) 28,692.51  
 Credit Limit (LCY) 0.00  
 Blocked  
 Privacy Blocked  
 Salesperson Code PS  
 Responsibility Center

Item Commitment  
 VIC Item Commitment  
 VIC  
 Allow Substitutes  
 Allow Backorders  
 Document Sending Profile  
 Total Sales 109,204.80  
 Costs (LCY) 130,977.40  
 Profits (LCY) -77,629.80  
 Profit % -145.5  
 Last Date Modified 3/30/2023  
 Disable Search by Name

Business Level-Distributor 5 (>\$25000 <100000)  
 Customer Category FURNITURES  
 Container Discount  
 Purchaser Contact  
 Purchaser Contact Name  
 Purchaser Contact  
 Purchaser Contact Name  
 Account Contact  
 Account Contact Name  
 Warehouse Contact  
 Warehouse Contact Name

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

1936-S - BERLIN Guest Chair, yellow

Item Substitution Entry | Search + New Edit List Delete Condition More options

Variant Code	Substitution No. ↑	Substitute Type	Substitute No.	Description	Interchangeable	Condition
	1	Item	1972-S	MUNICH Swivel Chair, yellow	<input type="checkbox"/>	<input type="checkbox"/>
	2	Item	1980-S	MOSCOW Swivel Chair, red	<input type="checkbox"/>	<input type="checkbox"/>
→	3	Item	1964-S	TOKYO Guest Chair, blue	<input type="checkbox"/>	<input type="checkbox"/>

### 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.

The screenshot shows the 'Sales Order' interface for 'S-ORD101027 · School of Fine Art'. It includes a top navigation bar with 'Process', 'Posting', 'Release', 'Prepare', 'Print/Send', 'Request Approval', 'Order', and 'Report'. Below this is a form for shipping details such as 'Contact' (Meagan Bond), 'Shipment Method', 'Agent', and 'Shipping Time'. A table below the form lists order lines. A red box highlights the following columns in the table: 'Qty. To Release', 'Extra Quantity To Release', 'Total Qty. To Release', 'Back Order Qty.', 'Item Substitution', 'Item Substitution Description', 'Item Substitute Net Available', and 'Exclude Order Exceed'.

Type	No.	Item Ref. No.	Description	Location Code	Quantity	Qty. To Release	Extra Quantity To Release	Total Qty. To Release	Back Order Qty.	Item Substitution	Item Substitution Description	Item Substitute Net Available	Exclude Order Exceed	Requester Quantity
Item	1900-S		PARIS Guest Chair, black	MAIN	10	0.00	0.00	0.00	0.00			0.00	<input type="checkbox"/>	

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. Remaining Quantity x business level % to release:  $65 * 50\% = 32.5$
  - 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

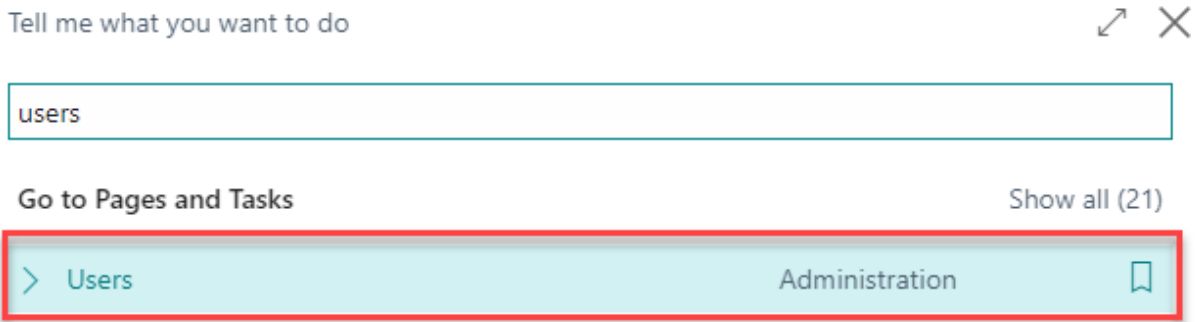
Within a future release of the application, users will be able to access a log of all transactions the application had modified. There is no reporting available in the current version of the application.

## 5. SECURITY

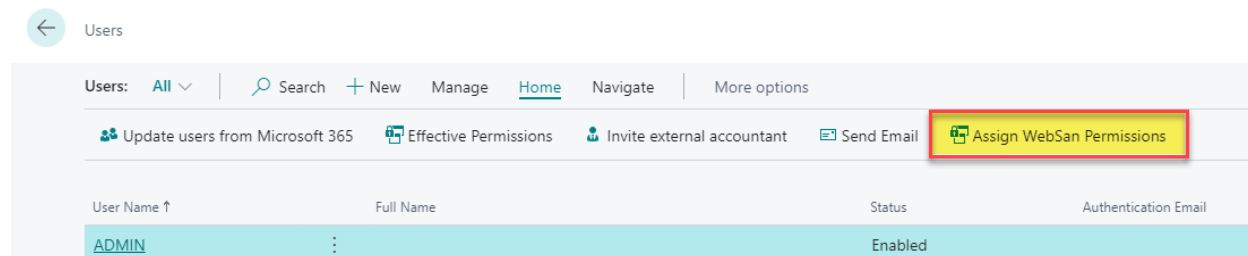
The Automated Order Management app, along with the rest of WebSan Inc.'s Dynamics 365 apps, have a built-in AutoPermission security functionality. When a user with the proper credentials installs an App, the AutoPermission function automatically triggers and assigns or updates the user's permissions. 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.

✎ 🔗 + 🗑 ✓ Saved 🔖 📄 ↗

### WebSan Client Information

📄 Transmit Data

---

#### General

MS Client ID ..... On Hold .....

Active .....

---

#### Contact Information

Company ..... *	<input type="text"/>	PostalCode / ZipCode *	<input type="text"/>
Name ..... *	<input type="text"/>	Country ..... *	<input type="text"/>
Address ..... *	<input type="text"/>	Phone .....	<input type="text"/>
Address2 .....	<input type="text"/>	Email .....	<input type="text"/>
City ..... *	<input type="text"/>	Email CC .....	<input type="text"/>
Province / State ..... *	<input type="text"/>	Billing is Same as Co... ·	<input checked="" type="checkbox"/>