

## PRINTING PICK TICKETS

When tickets are first entered they should be printed at the end of the order by selecting the option to print pick tickets. If the salesperson knows that you do not have any of the items in stock, then this is not necessary to print a ticket. Select the option to "update without printing" and the order will be backordered.

Sales Order Entry was designed to print "NEW" tickets only.

Warehouse Processing was designed to print backorder tickets.

After material is shipped it should be "put-up" (committed or allocated) on the order. This reduces the "Quantity Available to Sell". Then it is ready to have the invoice created, printed, and updated. In order to prevent duplicate shipments, another ticket does not print until the last one is put-up.

### Receiving purchase orders

After they receive p.o.'s, each ticket should automatically be selected for printing on the WAR menu. They should NOT go back into Sales Order Entry and print another ticket.

When the Receiving report is printed, if the status of the ticket is PRINTED, then it should be selected after the last ticket is put-up and invoiced. If the status is SELECTED, then it will be in the next batch they print on WAR menu. The Receiving Report is the "guide" for filling orders.

Status on receiving report:

*PRINTED*: the last thing that happened on this order was that a pick ticket was printed. Another one will not be selected for printing until that one is put-up, in order to avoid duplicates.

*SELECTED*: the backorder ticket has been selected for printing and will print in the next batch of backorder tickets.

They should run "SELECT ALL SHIPPABLE BACKORDERS" daily, which is under "SELECT PICK TICKETS" on the WAR menu. This is because when a ticket is in process (waiting to be put-up) it is not selected for printing when receiving is done. In order to prevent duplicate shipments, another ticket does not print until the last one is put-up. Therefore, if items come in on a p.o. before that happens, the items go into stock and then running "SELECT ALL SHIPPABLE BACKORDERS" checks all items to see if there is stock that can be shipped or if specials have been received and can now be shipped.

## Printing the quantity to ship on pick tickets

The system can be set to automatically calculate the quantity available to ship on pick tickets. An option that can take this further is to set it to automatically put-up this quantity after the ticket prints. In order for these options to work well your inventory must be accurate.

If it is not accurate, then this will force you to update your inventory daily and have it be accurate. If a ticket prints a quantity to ship and you do not have it on the shelf, then the put-up quantity (committed or allocated) on the ticket must be adjusted and the inventory must be adjusted. If more are found on the shelf, and the ticket indicates that there is a partial backorder, then the inventory must be adjusted and the put-up quantity corrected.

## Frequently Asked Questions

· If we don't have any of the items in stock, how do I print a ticket to give to the purchasing department to order the material?

The material will appear on the backorder reports for the purchasing department, but if you want to print a copy of the order to give to him, then print an "order acknowledgement".

· What if the status on the receiving report shows PRINTED, but we cannot find the pick ticket?

There is a 2 step process to override the system:

- In PUT-UP SHIPPING on the WAR menu, enter the order #, and hit <ENTER> through the items.
- In SELECT PICK TICKETS FOR PRINTING on the WAR menu, use the option to FORCE out the ticket.

Then it will print in the next batch of backorders.

· What if a ticket prints and there is nothing in the warehouse to ship on it?

You should never tear a ticket up and throw it away! If the system is set to automatically put-up the inventory, then it must be un-put up. Then the inventory for the items on the ticket should be reviewed and adjusted where necessary. It should be marked "VOIDED" and put in a file of voids in the warehouse. If there is confusion on the shipping of this order, then this is documentation that can be referred back to.