How to Never Run Out of Stock and Turn Missed Sales into Opportunities

Tracking missed sales and shop requests

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Table of Contents

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Missed sales or lost sales are your potential sales that could have happened but didn't either because the required items were out of stock or because you never had that item or brand in the first place.

To be able to turn such missed opportunities into sales, you need to have a clear picture of all your missed opportunities. In other words, you need to do the following:

1. Record all your missed Sales
2. Replenish your stock at regular intervals

In this article you will learn how to keep track of missed sales, create requests for restocking, and how to process missed sale opportunities in Candela. The article is divided into the following three parts:

1. **Recording missed sales**
2. **Creating requests for Restocking**
3. **Processing missed sales.**

1. Recording Missed Sales (at Shops, the screen is visible only to shop users)

Admin or HO user configures the system for Recording

Missed sales happen at shops, thus shop sales person or whoever is in charge of a particular shop, should be able to record such missed opportunities.

In Candela, recording missed sales is just a matter of one simple configuration:

Go to: **Configuration>System Configuration>Sale** tab

Mark the checkbox '**Enable Missed Sale Recording' and Update**

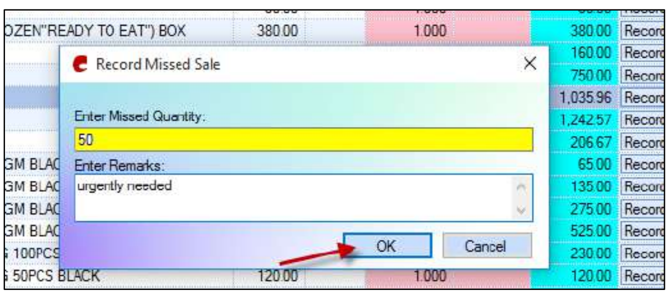
Remember: All Configurations are done by Admin

Shop User logs in

When a customer comes and asks for an item, the sales person will click F4 in product help field.

A screen will open up showing stock of all products, and a column showing '**record missed sale button**,' against each product.

To record missed sale, click the button and a pop up will appear. Enter the quantity of missed sales or whatever you think is needed to replenish the stock. You can also enter comments if you want to:



All recorded missed sales will be saved in the system. The shop user can prepare a request for stock based on the missed sales.

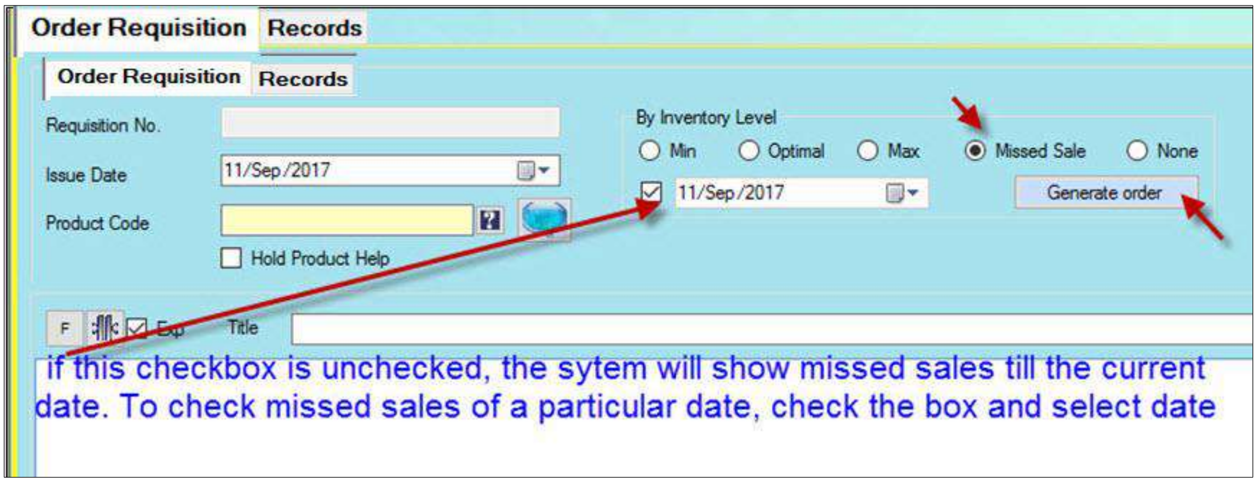
2. Creating Requests for Restocking (at shops)

Shops can create requisition requests in the following three ways:

1. Requests against recorded missed Sales
2. Requests against inventory levels (set at Product Re-order Quantity screen)
3. Requests according to the required estimated quantity.

2.1 Requests against Missed Sales

To create a request against missed sales, the shop user will go to: **Shop Activities>Order Requisition**



Select the radio button **Missed Sale** and click **Generate Order.** All recorded missed sales with the required quantity (the quantity added in the missed sales pop up) will load in the grid.

Click **Save** to save the request.

***Note**: The shop user can change quantity in the grid*

2.2 Requests against inventory levels (set at product re-order level screen)

*A quick reminder: Inventory levels are set by Admin users on **Configuration>Product Re-order quantity** Screen.*

To create requests against inventory levels, do the following:

a. Select products either by clicking **F1** in the product help field or through **Criteria loader**
b. Select the required radio button for inventory levels.
c. Click **Generate Order** button.

The system checks inventory levels of the selected products and loads the order quantity accordingly. For example, if you have selected **Min** radio button for a particular product and the min inventory level for that product is 50, and the current stock in the shop is 10, the system will load 40 in the order quantity column.

Click **Save** to save the request.

2.3 Requests According to Required Estimated Quantity

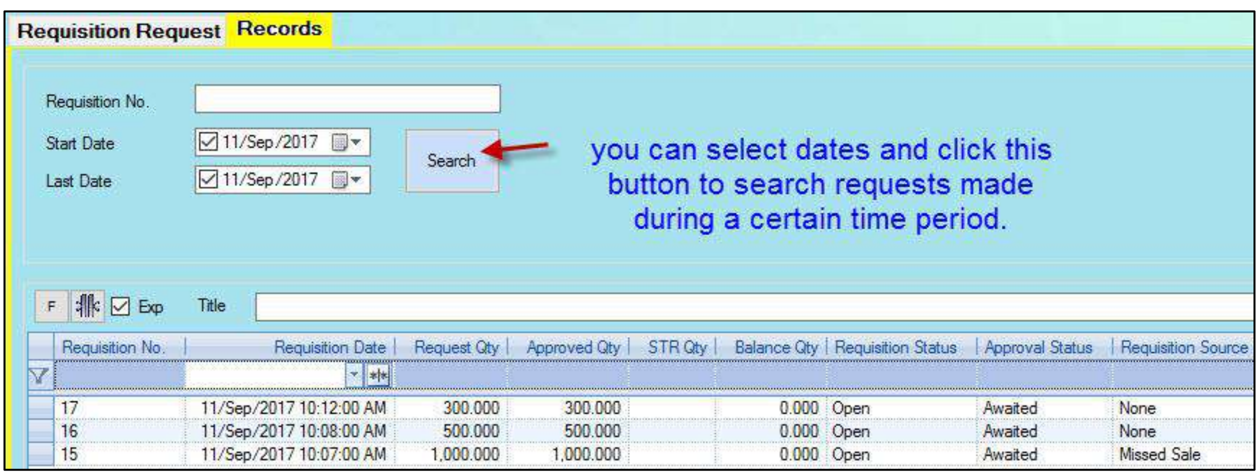
Shops can also create requests by simply loading products and entering order quantity in the **Order Qty** column against each product.

After entering quantity for products, click **Save** to save the requests.

Once a request is saved, the system will generate a stock request which the HO or Admin users can see and take whatever action they want to.

2.4 How Shops can Check Status of their Requests

The status of all requests will appear on the **Records** tab:



Line fields of Records screen explained:

Requisition No: It's the system generated number for each request

Requisition Date: When the request was made

Request Qty: The quantity mentioned in the request

Approved Qty: The request quantity approved by HO

STR Qty: The quantity out of the total approved quantity for which STR is made.

Balance Qty: The remaining balance of approved quantity ***after STR is made***.

Requisition Status: Shows the status of requests after they have gone through the approval process. For example, if a particular request has been approved but no further action is taken on it, the requisition status will appear **Open**. Similarly, if a request has been approved and in process, the requisition status will appear as **in-process**.

Approval Status: Shows the status of approval process meaning whether a particular request has been approved, rejected, or is awaiting approval or rejection.

Requisition Source: This column shows the source of each request. It shows whether a request is made against missed sales, inventory level or estimated quantity (in case of estimated quantity, word **'None'** will appear against such requests).

It is all About Rights!

***Note**: Requisition request screen is right based. The admin users need to give shop users the right to use this screen:*

Security>Group Rights

*From User groups select **Sales Shop**; From **Form Categories** select **Shop Activities**; **Expand Shop Activities; Expand Requisition Request**; Mark all checkboxes.*

3. Processing Missed Sales (At Head Office)

The shop users can only record missed sales and create requests for stock. All processing of the stock requests will take place at Head Office.

To process stock requests, the Admin users will carry out the following steps:

1. Approve Requisition
2. Process Requisitions

3.1 Approve Requisition

To see and approve, partially approve or reject all stock requests from shops, you will go to:

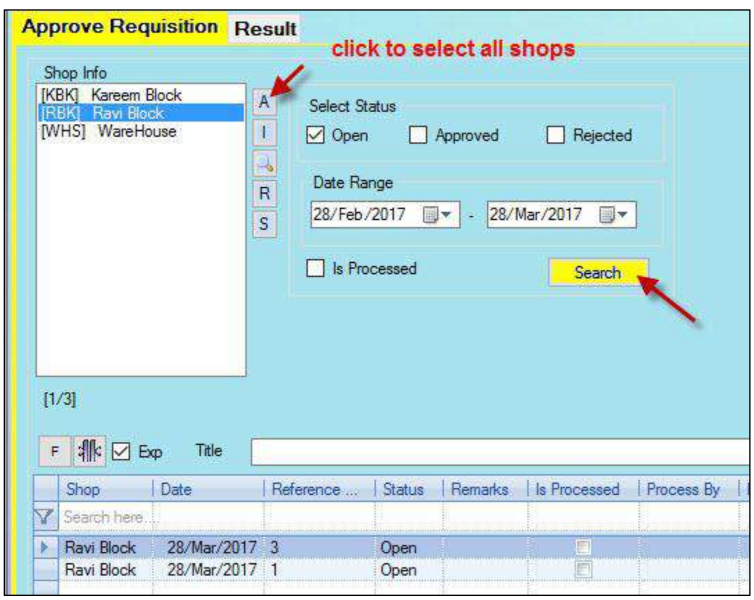
Purchase>Approve Requisition

Select **shop** whose requests you want to view

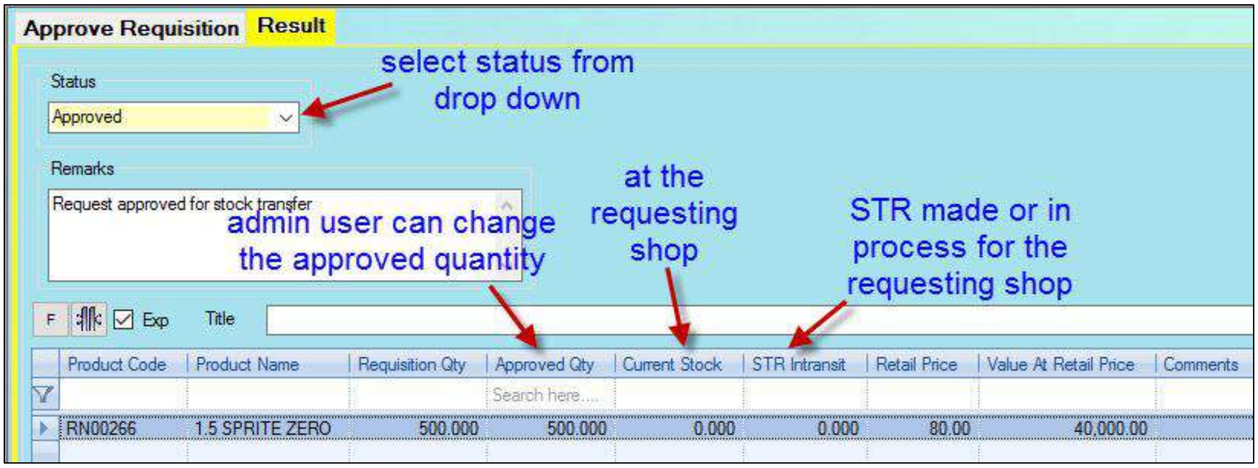
Select **Status** to view requests by status (for all new requests, you will select the checkbox **Open**)

Click **Search**

All requests (according to the selected status) will appear in the grid.



In the grid, double click the request *whose status you want to change*. **Result t**ab will open up:



From **Status** drop down select status for the request.

Enter remarks if you want to.

Click **update.**

3.1.1 Different Approval Statuses and What do They Mean?

Approved: If a shop request is approved this means the admin has taken the shop request seriously and will now proceed to take further steps for sending stock to the requesting shop.

Partial Approval: This means the quantity that is approved is less than the requested quantity.

Rejected: If a request is rejected this means no further steps will be taken against that request.

A Note about Requisition and Approval statuses as they will appear at shop Requisition screen

	Approval Status	**Requisition Status**
If a requested is approved but no further action is taken	awaited	Open
If a request is approved and is being processed	Approved	In-process

If partially approved	Approved	In-process
If Rejected	Rejected	Open

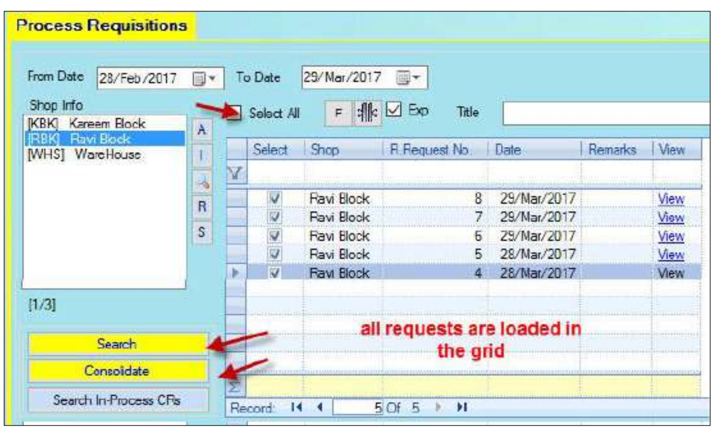
3.2 Process Requisitions

Once the requests have been approved or partially approved you will go to Process requisition screen **Purchase>Process Requisitions** and start processing the request, and this will involve the following steps:

3.2.1 Consolidate Requests

Consolidating requests means to merge all requests from one shop into a single request. For this carry out the following steps:

a. Select the shop whose requests you want process
b. Click search to load requests in the grid
c. Mark the checkboxes against the requests you want to consolidate. Or check ‘**Select All’** check box to select all in one go.
d. Click **Consolidate**



Consolidating Requests of More than one Shop

If you have received requests from many shops you can also select all shops (**by clicking A**) and click **Search.**

All requests from all shops will load in the grid.

Now when you click **Consolidate**, the system will consolidate requests separately against each shop. For example, if there are 3 requests from shop A and 3 from shop B the system will create two Consolidated Requests (CRs) against each shop.

3.2.2 Process Request

When you have approved and consolidated requests you will begin processing it. This means you will take steps to transfer stock to the requesting shop. Now there are two ways to do so:

a. You can create an STR (Stock Transfer Request against the warehouse or any other shop from where you want to shift the stock to the requesting shop.

b. If you don't have the requested stock in your warehouse, you will purchase it and then transfer it to the requesting shop.

   Let's look at the above two scenarios one by one.

Creating STR

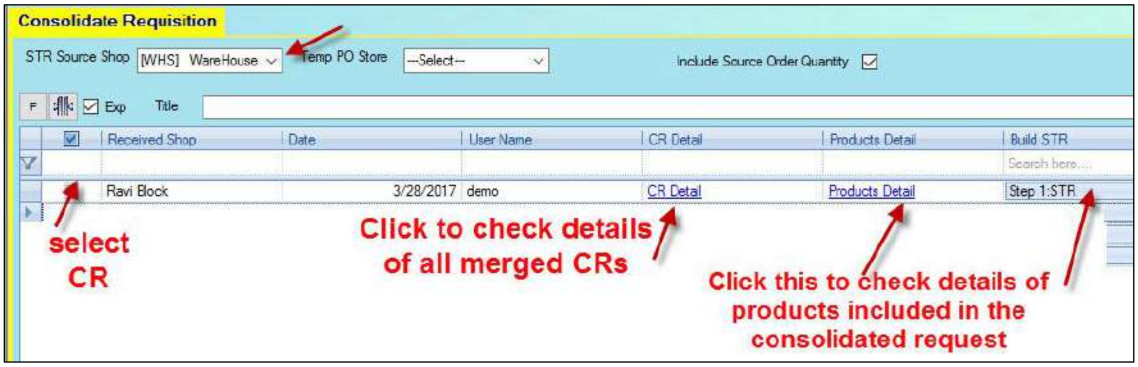
To create STRs for the consolidated requests, carry out the following steps:

1. When you Consolidate Requests, the system will automatically take you to the next screen.
   Or
   On **Process Requisition** screen, select the shop whose consolidated CRs you want to view. Click **Search In-process CRs** button. This will take you to the **Consolidated Requisition** screen where you will find consolidated CRs of the selected shop.

   Note: *you can also select all shops and click search In-process CR button to view consolidated CRs of all shops*

2. On Consolidated Requisition screen, select the CR for which you want to build STR.

3. Select Source shop from where you want to transfer stock to the requesting shop.



4. Click **Step 1: STR** button. This will take you to the **STR View Before Generation** Screen.

5. Click **Generate STR** button.

Note: *When STR is generated against a CR, it will no longer appear in the list of* ***In-Process CRs****.*

If the Generated STR does not contain the entire requested quantity, the quantity not included in STR will appear as ***Balance*** *Quantity on* ***Shop Requisition Records*** *tab*

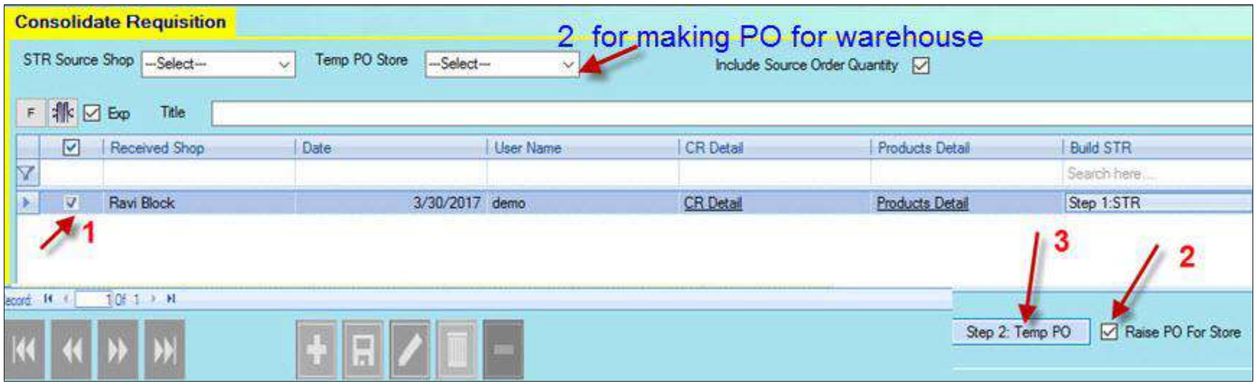
Creating Purchase Order

If the Head office wants to process a shop's request but the stock is not available at warehouse, it will create a purchase order to purchase stock.

Let's see what steps are involved in creating a purchase order against the shop request

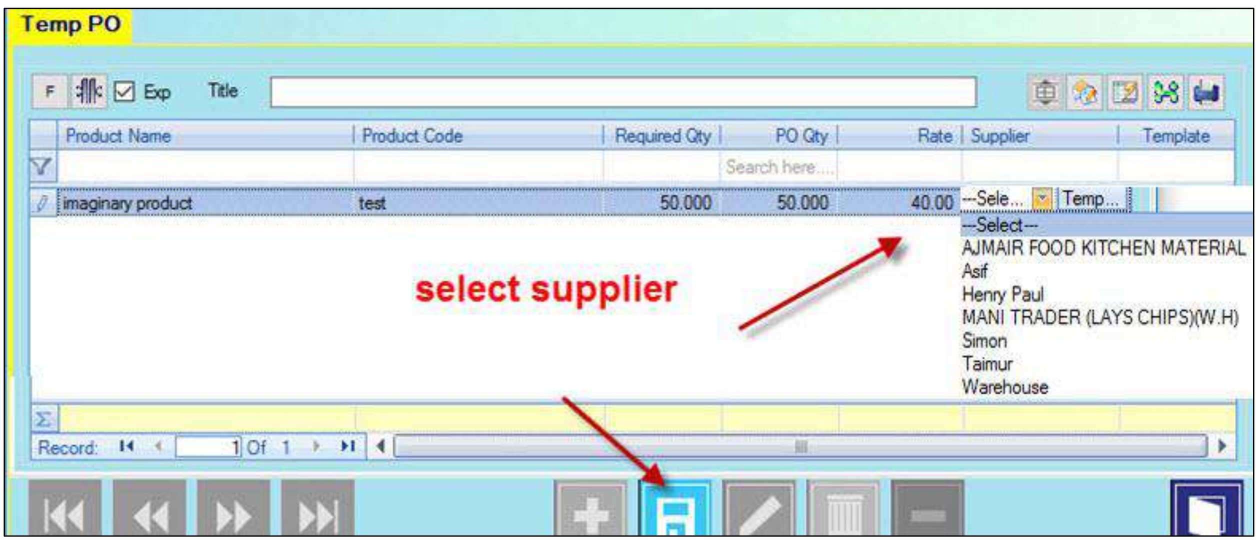
On Consolidated Requisition screen carry out the following steps:

a. Select the CR for which you want to create a PO
b. Select the checkbox **'Raise PO for Store'**
c. Click **Step 2 Temp PO** button



Temp PO screen will open up.

Select supplier from the supplier drop down and click **Save**



Making Purchase order for Warehouse

The system gives you the option to make PO for Warehouse. This means the purchased inventory will first arrive at the warehouse and then STR from warehouse to requesting shop will be created.

From **Temp PO store** drop down, select warehouse

Click **Step 2 Temp PO**

Select Supplier and **Save**

For saving PO Temp you need to comply with certain pre-requisites. The system will check the following and will not let you save **PO Temp** if these requirements are not fulfilled:

Supplier: Select the supplier from the supplier drop down on **PO Temp** screen

MOQ (Minimum Order Qty): It is the lowest quantity of a certain product that a supplier is willing to sell. Meaning if a PO Temp does not satisfy the MOQ requirement for a particular product, the system will not let you save the PO.

Product wise MOQ for each supplier is entered on **Misc>Minimum Order Quantity**

Note: If MOQ is not mentioned, the system will not ask you to validate.

MOA (Minimum Order Amount): It is the amount below which a PO can't be created. This amount is entered on **Misc>Supplier** screen for each supplier.

Note: If MOA is not mentioned, the system will not ask you to validate.

Credit Limit: It is the maximum amount of credit that a particular supplier is willing to give you. Credit limit for each supplier is entered on **Misc>Supplier** screen for each supplier.

If **PO temp** amount exceeds the credit limit of the product's supplier, the system will not let you save PO.

Note: If credit limit of the selected supplier is not defined the system will not ask you to validate.

- The saved **Temp PO** will now appear on the **PO** screen.
- When PO is approved, you can load it on the GRN screen, receive stock against it and Save.

CONFIGURATIONS

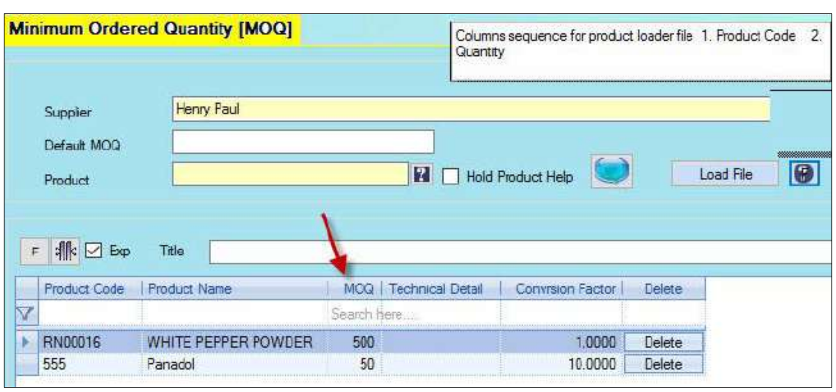
Minimum Order Quantity

It's all about rights!

This screen is right based. To be able to view this screen, go to: **Security>Group Rights**; select Group, from **Form categories** select **Configuration>Misc**; Expand **Minimum Order Quantity (MOQ**); mark the checkboxes and **Save**

Minimum Order Qty: It is the lowest quantity of a certain product that a supplier is willing to sell. To configure MOQ for each product follow the steps below:

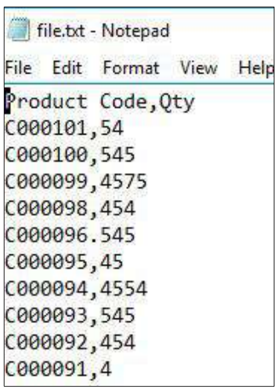
1. Go to **Misc>Minimum Order Quantity**
2. From **Supplier** drop down select supplier
3. Click product help to select product
4. Enter MOQ for the selected product in **Default MOQ** field
5. **Save**.
6. Now select the next product, and so on.
7. All selected products and their default MOQ will appear in the grid.



Creating a Loader file for MOQ

Instead of selecting products one by one, you can also create a loader notepad file and load it.

Format for the notepad file is **Product Code, Quantity.**



You can simply click the **Load File** button to load file and **Save**

Minimum Order Amount

Minimum Order Amount (MOA): **It** is the amount below which a PO can't be created. Meaning if a PO Temp does not satisfy the MOA requirement for a particular Supplier, the system will not let you save the PO Temp.

To Configure MOA for suppliers follow the steps below:

1. Go to **Misc>Supplier**
2. From **Records** tab, select the supplier you want to add MOA for.

   (If you are defining a new supplier, you can add MOA while defining the supplier).
3. The selected supplier will load on the main screen
4. In **MOA** field enter the amount below which PO Temp can't be created.

5. **Update or Save**

Configuring Credit Limit

Credit Limit: Credit limit for each supplier is entered on **Misc>Supplier** screen for each supplier.

Note: *MOQ, MOA and credit limit do not apply in case of Purchase Order. This means if you create a purchase order directly on the PO screen you can place an order below Minimum Order Quantity, Amount and Credit limit set for particular supplier on the Supplier screen.*

Note: MOA and Credit limit fields on Supplier screen are visible only when '**Enable Sub Supplier'** check box is checked on **System Configuration>Purchase** tab

Configuring PO Validity Days

PO validity screen helps you configure the number of days for which PO for a particular shop will be valid. For example, if a PO is made on 29 and in the validity column 2 is entered. The PO will remain valid till 31. After the expiry of validity days, PO will expire and GRN can't be created against it.

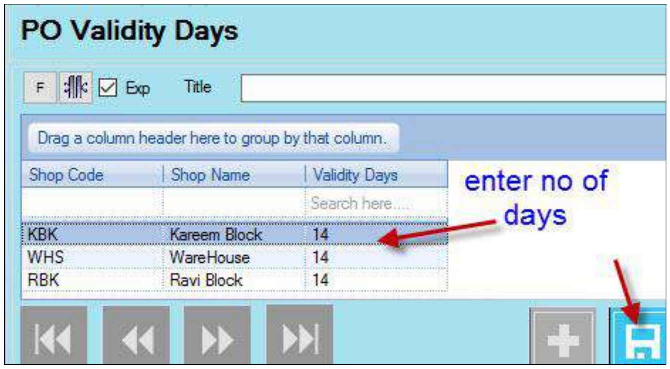
Activating PO Validity screen

Go to **Configuration>System Configuration>Purchase** tab and mark the checkbox **'Enable PO Validity Days.'**

Entering PO Validity days

- Go to **Misc>PO Validity Days.**
- In the grid enter number of day for which PO will remain valid for each shop,

- Save



SUPPLIERS AND SUB SUPPLIERS

Sometimes a supplier may have a network of sub-suppliers who are responsible for arranging supplies of various products for selected regions. Candela gives you the option to create a sales network for a particular region. To create a region wise sales network, follow the steps below:

Remember: *To be able to define sub suppliers, 'Enable sub supplier' check box should be checked on* ***system configuration>Purchase tab.***

1. To create a main supplier, define or select a supplier on the **Misc>Supplier** screen
2. Keep **'Is Sub Supplier** 'checkbox unchecked.
3. Select **Supplier Region**

Note: Regions are defined on Misc>Shop Region

4. If you want to you, enter MOA and Credit limit (these fields are not mandatory).
5. Enter information in other fields.
6. **Save**

Creating Sub Suppliers

1. To create a sub- supplier, define or select a supplier on the **Misc>Supplier** screen

2. Mark the checkbox **'Is Sub Supplier.'**

3. **Main Supplier** drop down field will become active. Select main supplier for the sub supplier.

4. If you want to, mark the check box 'Combine PO to Main Supplier'

> **Note: Combine PO to main Supplier** checkbox indicates whether PO will be created against main or sub supplier. If this checkbox is checked PO will be created against main supplier, meaning the **Temp PO** drop down on Purchase order screen will show such Temp POs only against the main supplier. Selection of sub suppliers will not show any Temp POs.

5. Select **Supplier Region**

6. If you want to, enter MOA and Credit limit (these fields are not mandatory).

7. Save.