Customers Orders & Layaway Management

Advance amount is received against the dummy product. When the product is delivered, the system creates sales return against the dummy product to balance the transaction.

Customers Orders and Layaway Management

Map any defined product against customer orders
(this product will be treated as dummy product by the system & background transactions will be carried out against it).
Configuration> system Configuration> Product/STR

Shop Activities> Customer Orders & Layaway Management

Orders against Defined Products

Orders Against Un-Defined Products

Layaway management

Orders can be taken against the entire product range

Orders can be taken against products defined under one line item

Enable the Layaway button

Map the line item on the system configuration screen
Configuration> System Configuration> Product/ STR

Deliver button will be inactivated and inventory will be deducted from the system when layaways are created

Inventory will not be deducted from the system until the product is delivered
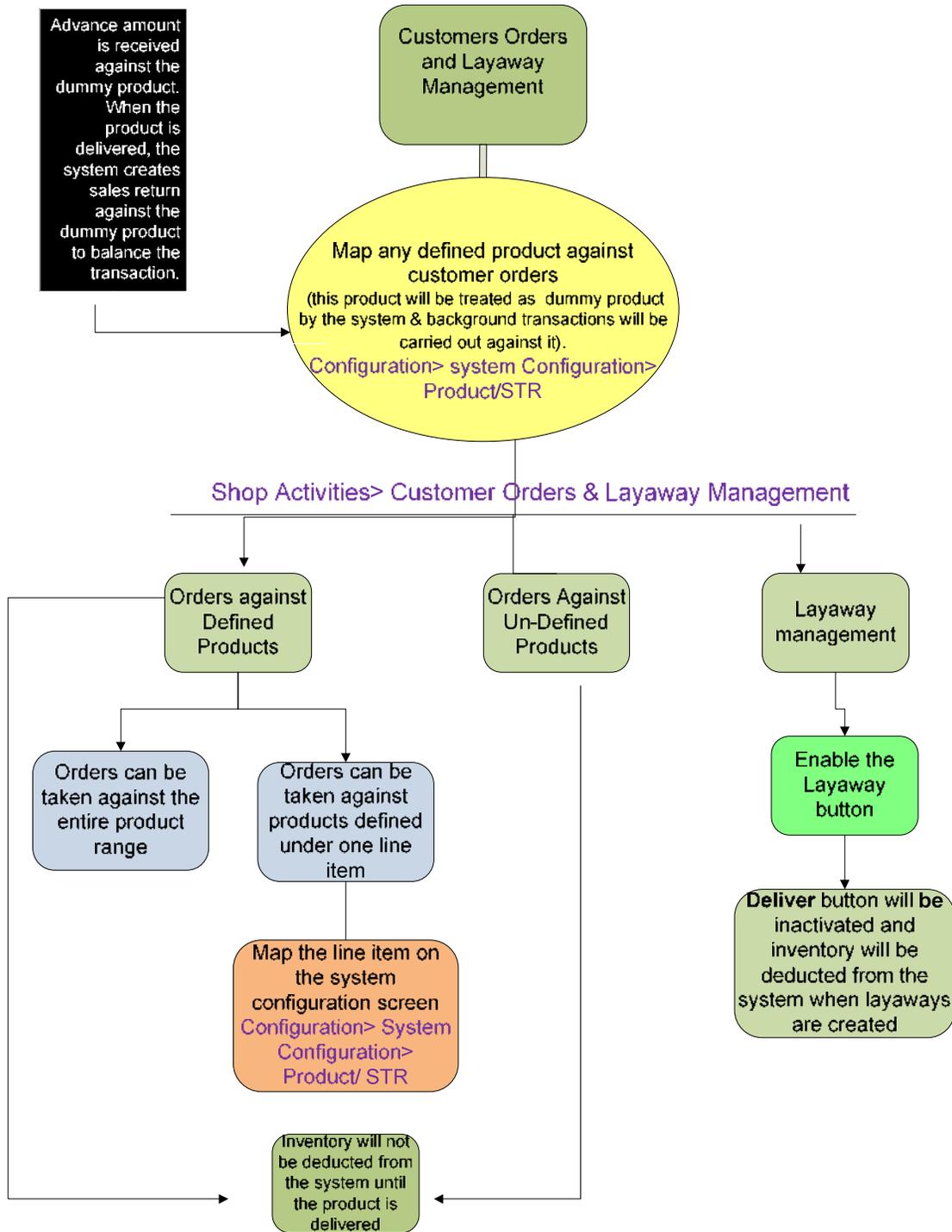
Management of Orders and Alterations

Advance booking of orders and alterations of purchased garments are important features of retail management in garments. As far as advance booking of orders is concerned, there are a few likely scenarios:

1. **(A)** A customer wants an article of clothing that you are short on. So you book an order for the article, receive advance against it and agree to deliver it on some future date. During the time between the booking of an order and its delivery, you will go through the regular procedure of stocking up the inventory: you will make a purchase order, receive the product, make a GRN against that article (thus add it to your stock), and deliver it on the agreed date. When you deliver it, the article will be subtracted from the inventory.

1. **(B)** If you have an extremely broad product range you may find it too bothersome to take orders for every item short in the inventory. In such cases you can fix a line item and define products under it that *can* be re-ordered. For e.g., if you deal in garments, accessories and shoes but can take orders only for garments, you can define all your garments under one line item. You can then map this line item on the system configuration screen (explained below).

2. Another situation could be where a customer likes something, wants to buy it, but doesn't have the required amount or for whatever reasons asks to you put the article on hold by giving you a certain advance against that product. You lay-away the article and thus reduce the available inventory by the quantity that is laid-away or put aside for the customer.

3. You have the kind of business model that allows customers to place orders for garments that are made according to their specifications. This means you don't have such article as your pre-defined inventory; you just take the order for a particular product, prepare it and deliver it to the customer without adding to or subtracting it from your existing inventory. In such cases you don't need to prepare a purchase order or a GRN. The entire business transaction is carried out without any impact on the system inventory.

Candela helps you effectively manage all the above scenarios. As you might have figured out, in case of advance orders you need to account for the advance received against products that don't exist. This problem is taken care of by creating a dummy product against which you will receive advance. When the product is delivered, the entire receivable (advance plus balance amount) will be reversed as sales return against the dummy product. This will neutralize the impact of the previous transactions against the dummy product.

The role of dummy products may sound a bit complicated but it is just a punching bag for the system to carry out all background calculations!

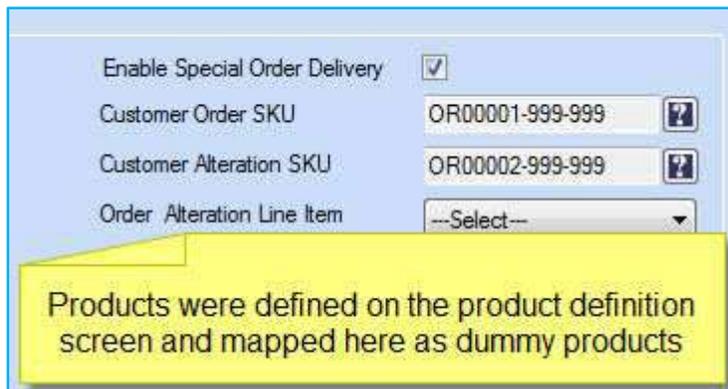Let's see how these transactions happen in Candela.

- **Scenario 1 (A)**

   - Define two products under any line item to map as dummy products:
    -

- Map the products as dummy products on the System Configuration Screen as **Customer Order SKU**, and **Customer alteration SKU.** You can also map just one product against these two fields.

    - **Configuration> System Configuration > Product/STR**

- Save configuration. Log off. Log in
- Now go to Layaway management screen:

Shop Utilities >Customer Orders and Layaway Management
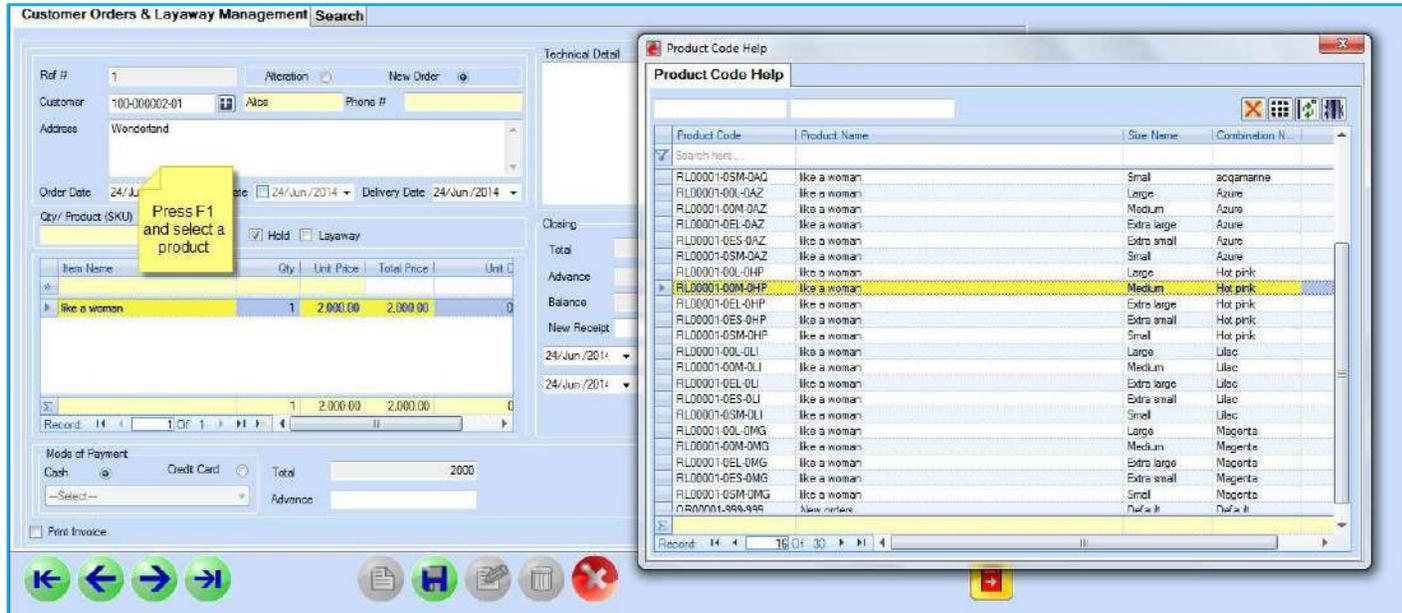
In the above figure, you have received an order against a predefined product in medium size that is not available at the time of booking of the order.

Ref #: System generated number.

Alteration or New Order: Check the appropriate radio button.

Customer Details: Enter customer details

Order date, Try date, Delivery Date: Enter the respective dates.

Qty/ Product (SKU): Select the product being ordered or altered from the list (or define it on the quick definition screen). You can also take orders for products that have not been defined and don't exist in the system. Write the name of the product and enter details: **Item name, Qty, Unit Price**, **Total Price, Unit Disc.**

Mode of Payment: Select the appropriate mode.

Hold : Enabling this checkbox will help you hold product list and select as many products as you want for advance booking of orders or alterations.

Layaway: You can put a product on hold for a customer on receiving a certain advance against that product. Enabling the layaway checkbox will deduct that product from the inventory when you lay it away. The **Deliver** tab will change to **Close.**

If you don't enable the checkbox, the system will deduct the product from the inventory only when the order is delivered.

Advance: Enter the amount of advance payment received.

Technical Detail: Add details about the order.

New Receipt: Here you will enter any further advance by the customer.

Balance Update: Press this tab when you receive further advance on a particular Order. This will update the balance amount.

Deliver Order: Press this when you deliver order.

In the above figure, we have received a cash advance of 1000. The system will generate an auto sale invoice for this amount against the dummy products mapped on the configuration screen. You can view this dummy sale on the Sales and Return Screen by pressing Search Invoice:
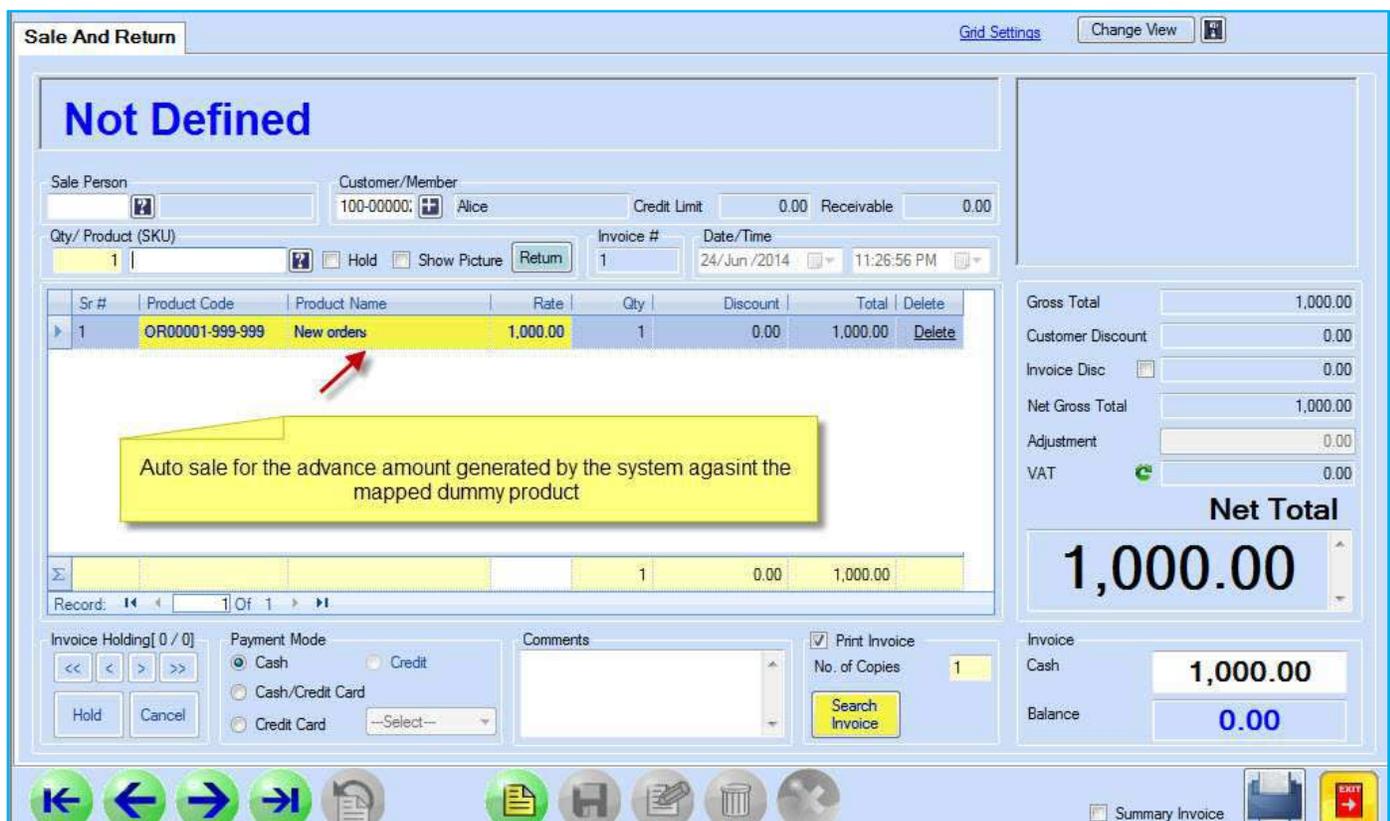
When the balance amount of 1000 is received from the customer, you add the amount in **New Receipt**, press **Balance update** and **Deliver:**

Two more transactions will be carried out by the system, and on the sales and return screen you will find two more invoices.

 The first invoice will show: One dummy sale for the balance amount of 1000 against the dummy product.

The second invoice will show: Total amount of sale against the actual product; and sales return of the total amount against the dummy product.

Sale And Return

Grid Settings   Change View

Not Defined

Sale Person

Customer/Member
100-00000; Alice   Credit Limit   0.00 Receivable   0.00

Qty/ Product (SKU)
1   ☐ Hold ☐ Show Picture Return   Invoice # 2   Date/Time 24/Jun/2014   11:53:32 PM

Sr #	Product Code	Product Name	Rate	Qty	Discount	Total	Delete
1	OR00001-999-999	New orders	1,000.00	1	0.00	1,000.00	Delete

> Another auto sale against the dummy product for the balance amount

| Σ | | | | 1 | 0.00 | 1,000.00 | |

Record: 14 ◄   1 Of 1 ► ►I

Gross Total	1,000.00
Customer Discount	0.00
Invoice Disc ☐	0.00
Net Gross Total	1,000.00
Adjustment	0.00
VAT	0.00

Net Total
1,000.00

Invoice Holding[0 / 0]   Payment Mode
<< < > >>   ● Cash   ○ Credit
                ○ Cash/Credit Card
Hold Cancel   ○ Credit Card --Select--

Comments
Short tunic with straight trousers, abstract print in the front- Hot pink

☑ Print Invoice
No. of Copies 1
Search Invoice

Invoice
Cash   1,000.00
Balance   0.00

☐ Summary Invoice

Sale And Return

Grid Settings   Change View

Not Defined

Sale Person

Customer/Member
100-00000; Alice   Credit Limit   0.00 Receivable   0.00

Qty/ Product (SKU)
1   ☐ Hold ☐ Show Picture Return   Invoice # 3   Date/Time 24/Jun/2014   11:53:37 PM

Sr #	Product Code	Product Name	Rate	Qty	Discount	Total	Delete
1	RL00001-00M-0HP	like a woman	2,000.00	1	0.00	2,000.00	Delete
2	OR00001-999-999	New orders	2,000.00	-1	0.00	-2,000.00	Delete

> Sales return against the mapped dummy product will be made to neutralize the effect of the final invocie of 2000

| Σ | | | | 0 | 0.00 | 0.00 | |

Record: 14 ◄   2 Of 2 ► ►I

Gross Total	0.00
Customer Discount	0.00
Invoice Disc ☐	0.00
Net Gross Total	0.00
Adjustment	0.00
VAT	0.00

Net Total
0.00

Invoice Holding[0 / 0]   Payment Mode
<< < > >>   ● Cash   ○ Credit
                ○ Cash/Credit Card
Hold Cancel   ○ Credit Card --Select--

Comments
Short tunic with straight trousers, abstract print in the front- Hot pink

☑ Print Invoice
No. of Copies 1
Search Invoice

Invoice
Cash   0.00
Balance   0.00

☐ Summary Invoice

Scenario 1 (B)

The scenario where you want to have a fixed range of products that can be orders/reordered, you can define all such products under one line item and then map that line item on the system configuration screen.

For example, you can define one line item for orders and alterations.

Configuration> Mis > Line items

The next step is: Go to the system configuration screen (**Configuration > System Configuration>Product/STR)** and map the line item:
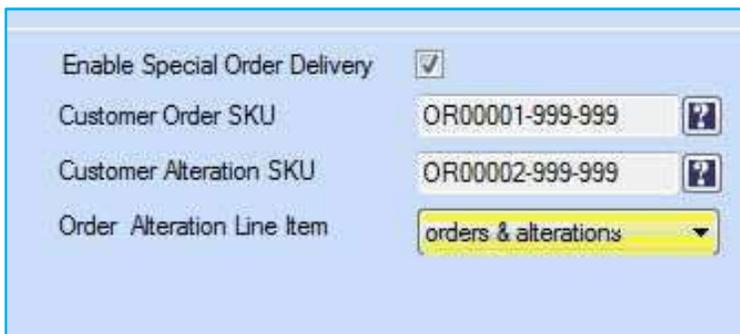
Now on the Orders and Layaway Management screen when you press F1 only the products defined under the mapped line item will appear.

Scenario 2- Layaway management

Now suppose a customer asks you put an article on hold and pays a certain advance. You put aside the article and it is subtracted from your inventory:

On the sale and Return screen:

Sale And Return

Not Defined

Sales return of the balance amount against the mapped dummy product and sale of total amount against the actual product

When you receive the balance amount of 1500:

Sale And Return

Not Defined

when you receive the balance amount on the lay-away product, the system will generate an auto sale of the balance amount against the mapped dummy product to neutralise the impact of the previous transaction.

Scenario 3

You can also take orders for garments that are not defined on the product definition screen and are made according to Customers' specifications.

Let's assume you have received an order from Cinderella for a fancy evening gown and she has given you an advance payment of 10000. You don't have fancy evening gowns in your defined product line but decide to make one for her. Now to manage Cinderella's order, you will go to:

Shop Utilities >Customer Orders and Layaway Management

Now suppose Cinderella on her next visit makes the balance payment and you **Deliver** her order. The system will generate two invoices:

Another dummy sale against the mapped dumpy product for the balance amount; and one dummy entry against the mapped product:

The last invoice shows a negative inventory for the product because the product never existed in the system:

REPORTS

You can view tranactions carried out on the **Cutomers Orders and layaway management** screen on the following reports:

1. **Reports> C-Sales Reports > C-11 Shop Sales Report**

2. **Reports> C-Sales Reports > C-43 Customer Orders and Layaway Management Report**

C-43 Special Order Sales Report

Criteria | Result

Title: Special Order Sales Report Dated (25/May/2014 To 25/Jun/2014)

Shop Name

	Ref No	Total Amount	Advance	Balance	Delivery Date	Is Delivered
	1	2,000.00	1,000.00	1,000.00	24/Jun/2014	✓
	2	2,000.00	500.00	1,500.00	25/Jun/2014	✓
	3	30,000.00	10,000.00	20,000.00	25/Jun/2014	✓
		34,000.00	11,500.00	22,500.00		
Σ		34,000.00	11,500.00	22,500.00		

Record: 1 Of 3

Your sales report, as shown above, will show net sales and amount received against the ordered and delivered products.