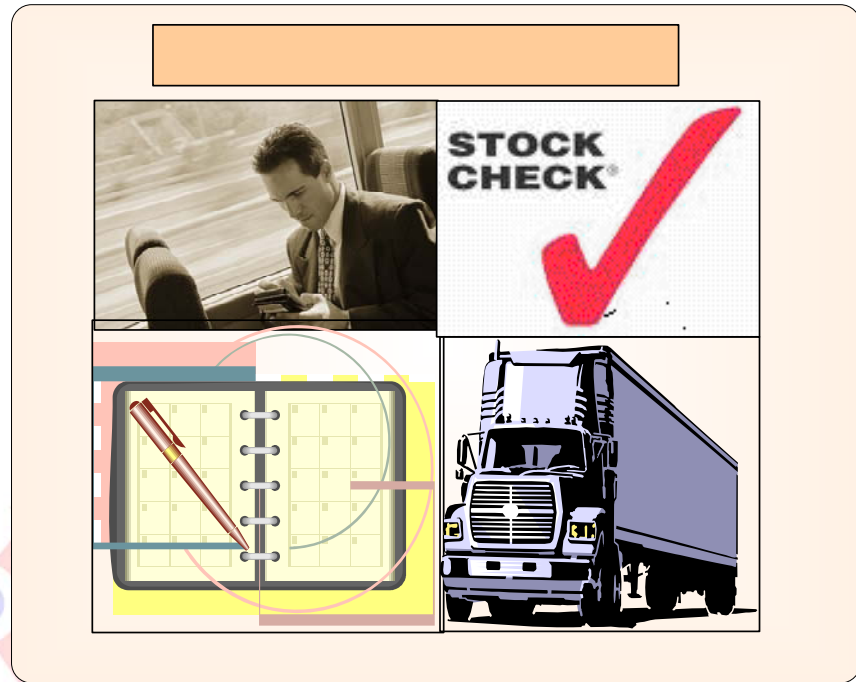


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SALES

Flexible sales order scheduling, reduce cost, on time delivery, maximize profits and improve customer satisfaction.

Business Performance Sustained

Best Practice
eXensys – Order scheduling

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Introduction:

This white paper document explains about the process of eXensys sales order scheduling in sales and distribution. The success of every organization depends on its ability to achieve perfect order management in terms of on time delivery to the customers as per the commitments. The organizations significantly improve profits when ever they deliver the on demand goods to the customers on time as per their commitments. Sale order scheduling plays a critical role in the sales order management and also in improving customer satisfaction. To achieve customer satisfaction and improve margins, the organization must be equipped with both effective and efficient order scheduling process. Exensys order scheduling provides the most complete and flexible solution to achieve top order management performance with excellent customer satisfaction.

Many industries have failed to deliver goods on time as per the commitments made to the customer due to lack of scheduling problems, stock maintenance or production of goods. This can leave the customers unsatisfied and as of this reason the company can loose orders. To avoid such things, eXensys provides flexible sales order scheduling. Order Scheduling is a process that helps to balance customer demands with taking care the organization's ability to fulfill it. Sales order scheduling contains information about the delivery of quantities, delivery dates, ATP check, back order information, and schedule details along with schedule-wise status.

Overview:

Sales order scheduling is a part of sales order management. If any sales order requires scheduling then that particular sales order executes through sales order scheduling process. Multiple schedules can do against single sales order against that we can deliver the goods to customer as per commitment dates.

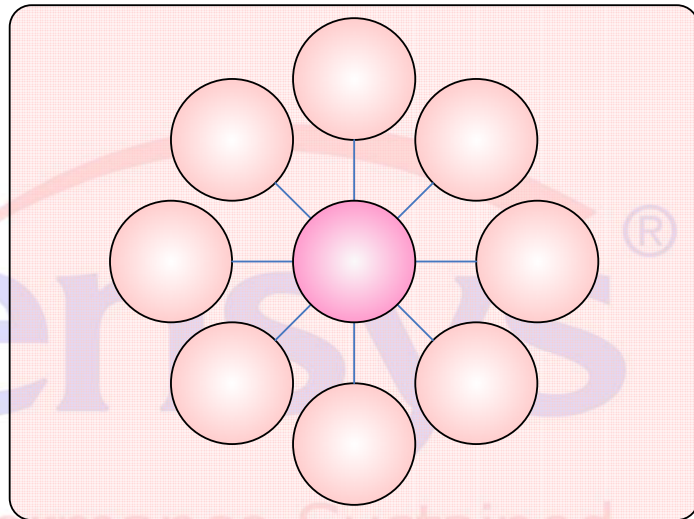
A Sales Order stands as a customer's confirmation to the organization for the purchase of products/services through purchase order. Once it is posted and approved, all the stake holders of the organization strive to fulfill the order. So, it mobilizes all the resources across the organization to do the necessary activities to fulfill the order. A sales

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order can be booked on the sold-to party. If any sales order checked with scheduling check box then these orders comes into order scheduling screen.

Sales Order scheduling: Sales Order can be scheduled by using Available to Promise tool. For scheduling, priority for the requisite goods is placed with the inventory department. On scheduling a sales order, the available stock can be locked against a schedule. Picking and delivery with reference to sales order schedule are handled through inventory module.

Process Description of sales order scheduling



If any sales order has been checked with the scheduling check box then those particular sales order automatically comes into the sales order scheduling. While scheduling the sales order, the available to promise quantity is checked for the required item. Available-to-promise (ATP) is an order scheduling and order fulfillment strategy that is provided for uncommitted quantity. It facilitates to promise the delivery of quantities and delivery of schedules can be completed based on the requirements of the customers.

User checks for the availability of the stock for delivery on a particular delivery date. The system supports the consolidated planning for the forth coming week (ATP Week). The system displays all the sales orders for the ATP week along with all the planned issues and receipts. Any particular sales order can be scheduled and stock is reserved for the same.

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Considering the priority of other sales orders, planned receipts, and issues the user can reserve the stock against a Sales Order.

Customer orders are received from multiple locations. They can be confirmed after ensuring the availability of stock at any of the locations, based on the availability of stock the stock can be locked for a customer. On completion of the order scheduling, the stock gets allocated against a customer's order and will not be available for any other issues. This process helps in proper planning of order confirmation and avoids delivery slippages. The ATP quantity is calculated based on the following considerations: On-hand inventory + Scheduled Receipts – Scheduled issue.

Order Scheduling is a process that helps to balance the customer demands with the organization's ability to fulfill the demand. The following are some of the aspects involved in sales order scheduling.

Required Qty: It's the quantity dispatched to the customer.

ATP Check: ATP enables the organization to make delivery commitments to the customers while scheduling the order.

ATP Week: It is nothing but the schedule date against ATP week user locks the required quantities.

ATP Qty = Availability stock + Schedule receipts – Schedule Issues

Available stock: It is nothing but the availability of required items as on hand in inventory.

Schedule receipts: It is nothing but receiving required items through purchase order or from manufacturing as on ATP date.

Schedules issue: It provides the information about the issues against selected item.

Locked Quantity: It is reserving stock as per the required quantity and required date. The locked quantity will be reserved in inventory from selected dispatch location and warehouse as per the order schedules.

Back Order quantity: The items that are not available as per the requested quantity on required date are treated as back order quantity. This back order quantity indent will be automatically transferred to the purchase or manufacturing departments for the arrangement of items as per the required date.

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Back Order qty = ATP quantity – Locked quantity

Reservation: It is nothing but reserving the required item stock from inventory as per the customer commitments.

Other order info: It gives the information about the sales orders that are booked with same ATP item and same ATP date. It displays all the sales order information.

eXensys order scheduling support processing of multiple schedules against single sales order. If the user has created multiple schedules against single sales order, then the system provides all the information about schedule number, locked qty, back order qty, delivery date and status. The system supports to do partial shipment from multiple dispatch locations on different dates. The system allows to edit ATP if required. Once the order scheduling is completed, if any back order quantity is applicable, then this back order quantity information will be sent to manufacturing department. If the item type is MTO the same back order information will be sent to purchase department. Even back order quantities can be shipped to the customers through drop shipment functionality.

When ever purchase or manufacturing department receives back order indents, then they will procure the same item or produce the item. Further, back order quantities will be received from manufacturing or from purchase departments and the same will be dispatched to the customer on scheduled date. If order schedules contain multiple schedules, then the same will be reflected in picking or in the delivery note while processing. The system will allow to do each schedule-wise picking or delivery. Until all the schedules are completed, we can continue referring the same order schedule in picking or delivery. When ever all the schedules are completed, then the particular order schedule will not be available for further references. If any picking or delivery note is executed through order schedule or cancelled, then the same order schedules will be available for further references. The system maintains the schedule-wise status and this status changes automatically based on the execution of picking and delivery. When ever the entire schedule-wise status is closed, then status of order schedule will become closed and, the order scheduling process will be completed.

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Benefits:

Following are the benefits in order schedule processes,

- Flexible sales order scheduling process.
- Improving accuracy of sales order process.
- Automatic ATP calculations.
- Edit ATP functionality.
- Automatic requisition of back order indents.
- Multiple schedules against single sales order schedule.
- Delivering of goods on scheduled time.
- Automatic schedule wise status update.
- Quick order processing and efficient delivery scheduling.
- Improve customer satisfaction.
- Maximize profits.

Conclusion:

The organizations are looking to reduce the time to deliver the goods as per the commitment and reduce mistakes in order scheduling process. Exensys provides the flexible solution to the organizations to avoid these mistakes.

- Order to delivery is very effective because it not only calculates ATP but also automatically provides the information on back order quantities.
- Integration with other modules.
- Reports on order schedules.