



Eclipse Product Serial Numbers

Release 8.6.4 (Eterm)

Legal Notices

© 2008 Activant Solutions Inc. All rights reserved. Unauthorized reproduction is a violation of applicable laws. Activant and the Activant logo are registered trademarks and/or registered service marks of Activant Solutions Inc. in the United States and other countries. Activant Eclipse is a trademark and/or service mark of Activant Solutions Inc. All other trademarks or service marks are the property of their respective owners and should be treated as such.

Activant® Eclipse™ 8.6.4 (Eterm) Online Help System

This online help system, as well as the software described in it, is provided under license and may be used only in accordance with the terms of the license. The content provided is for informational use only and is subject to change without notice. Activant Solutions Inc. assumes no responsibility or liability for any errors or inaccuracies that may be included in this documentation.

Publication Date: October 14, 2008

Table Of Contents

Product Serial Numbers Overview	1
Setup Requirements for Product Serial Numbers	2
Control Maintenance Records.....	2
Authorization Keys	2
Setting Up a Product for Serial Numbers	2
Setting Up for Printing Serial Numbers.....	3
Entering Product Serial Numbers	4
Entering Product Serial Number Ranges	6
Moving Serial Numbers for Back-ordered Serialized Items.....	7
Selling Products with Serial Numbers	8
Entering Serial Numbers on the Sales Order Status and Body Screens	8
Entering Serial Numbers on the Sales Order Scheduling Screen	9
Entering Serial numbers on a Product's Inventory History Ledger	9
Entering Serial Numbers From the Invoice Preview Queue.....	10
Receiving Products with Serial Numbers	11
Entering Serial Numbers on the Purchase Order Status Screen	11
Entering Serial Number on the Scheduling Screen.....	11
Entering Serial Numbers on a Product's Inventory History Ledger	12
Searching for Product Serial Numbers	13
Reviewing Product Serial Numbers.....	14
Using the Detail Product Serial Queue	15
Reviewing Product Serial Number History	17
Understanding Product Serial Number Order IDs	19
Reporting on Product Number Transactions.....	20
Index	21

Product Serial Numbers Overview

The system includes features that let you track serial numbers on products. Track serial numbers on *inbound* products (those you are receiving into inventory) and *outbound* products (those you are selling).

Click to learn more about each task in using product serial numbers:

- Setting up for using serial numbers, you can specify when and how users are prompted to enter serial numbers.
- Entering serial numbers individually, or assigning a range of serial numbers.
- Entering inbound serial numbers while receiving products into inventory.
- Entering outbound serial numbers while selling products.
- Searching for serial numbers to locate associated orders, or displaying numbers used for a product.
- Reviewing transactions in a branch for a particular serial number.
- Reviewing product serial numbers to check a list of serial number and quantity discrepancies, or reviewing the Detail Product Serial Queue to further examine the details of one product's serial numbers.
- Understanding product serial number Order IDs, which identify the different transactions for a serial number. Examples include purchase and sales orders, plus adjustments.

Setup Requirements for Product Serial Numbers

The following are the control maintenance records and authorization keys that are used for product serial numbers. The additional setup listed is also required.

Control Maintenance Records

- Pick By Serial Number Based On Received Date
- Prompt For Serial Numbers In RF
- Prompt For Serial Numbers On Outbound Transfers
- Prompt For Serial Numbers On Return Sales Order For O Type
- Prompt For Serial Numbers On Sales Orders With A Ship Ticket Status
- Prompt For Serial Numbers When Processing Any Type Of Order
- Require Auth To Process Sales Order With Open Serial Numbers
- Store Serial Numbers By Location

Authorization Keys

- SERIAL.OVRD
- SOE.PROCESS.OPEN.SERS

Setting Up a Product for Serial Numbers

Each product that requires serial numbers must be set up using the Product Price Maintenance screen. Specify how serial numbers are handled when receiving and selling the product.

►To set up a product for serial numbers:

1. From the **Files** menu, select **Product** to display the Product Maintenance screen.
2. In the **Product ID** field, enter the product's ID.
3. Display the product and use the **Prices** hot key to open the Product Price Maintenance screen.
4. In the **Ser #?** field for each branch, press **F10** and indicate how serial numbers are handled:

Code	Description
I	Inbound & Outbound - The system prompts for a serial number when receiving the product. When selling the product, the shipping ticket has a reminder to write down the serial number.

Code	Description
A	Inbound & Automatic Outbound - The system prompts for a serial number when receiving the product. When selling the product, the system assigns the <i>lowest</i> serial number and prints it on the pick ticket.
D	Inbound & Outbound by Date - The system prompts for a serial number when receiving the product. When selling the product, the system assigns the <i>oldest</i> serial number and prints it on the pick ticket.
R	Returns & Outbound Only - The system prompts for a serial number only when receiving the product as a return. When selling the product, the shipping ticket has a reminder to write down the serial number.
O	Outbound Only - The system does not prompt when receiving the product. When selling the product, the shipping ticket has a reminder to write down the serial number.
N	No Serial Tracking - The product has no serial numbers.

5. Press **Esc** to save and close the Product Price Maintenance screen.
6. Press **Esc** until you close the Product Maintenance screen. When prompted, enter an appropriate Reason for Change to the product record.

Setting Up for Printing Serial Numbers

If your business forms are custom programmed by the system, the pick tickets can have the automatically assigned numbers printed on the form. When using custom forms with manually assigned numbers, the forms can provide space for the picker to hand write the serial number on a pick ticket.

To print ship tickets for orders that contain open serial numbers, you must be assigned the SERIAL.OVRD authorization key to complete the printing process.

Entering Product Serial Numbers

Use the Serial Number Entry screen to view, enter, or edit product serial numbers. You can use the screen for serial numbers on inbound products (those you are receiving into inventory) and outbound products (those you are selling).

If you have products that require serial numbers, the system might prompt you to enter them while you are completing the following tasks:

- Receiving a purchase order, if the **Prompt For Serial Numbers When Processing Any Type Of Order** control maintenance record is set to **Y**.
- Receiving a purchase order, if the cursor is on a serialized product, or kit with a serialized product, for which serial numbers are not entered.
- Invoicing a sales order, if the **Prompt For Serial Numbers When Processing Any Type Of Order** control maintenance record is set to **Y**.
- Invoicing a sales order, if the cursor is on a serialized product, or kit with a serialized product, for which serial numbers are not entered.

►To enter a product serial number:

1. From the **Orders** menu, select **Serial Number Entry** to display an invoice number prompt.
2. Enter an invoice or purchase order number that has open serial numbers to display the Serial Number Entry screen.

Field	Description
Desc	The product's description.
Order ID	The order number. Displays a purchase order number (starts with P) for inbound serial numbers or a sales order number (starts with S) for outbound serial numbers. For more information, see Understanding Product Serial Number Order IDs.
Qty Ord	The quantity ordered.
Qty Recd	The quantity received. Displays for inbound only.
Qty Shpd	The quantity shipped. Displays for outbound only.
Serial #	The serial number, for each product in the numbered list.

3. In the **Serial #** field for each product listed, enter or edit the serial number. Serial numbers can be up to 15 characters long.

Note: With the cursor on an empty serial number field, press **F10** to view the Open Serial Numbers screen. This lists the numbers already assigned to the product items in stock. If entering an inbound number, do not duplicate a number listed. If entering an outbound number, select a number from the list.

4. If your company tracks serial numbers by location, enter the location where the serialized product resides in your warehouse in the **Location** field.

If a product is set to auto-assign serial numbers when the product is placed on an order, the serial number assigned is specific to the allocated location from which the pick location the system assigns for the product. To track serial numbers by location, the **Store Serial Numbers by Location** control maintenance record must be set to **Y**.

5. Use the following hot keys as needed.

To...	Use this hot key...
enter a group of serial numbers, instead of entering each individually	Ser# Range Opens the Serial Number Range screen, if any numbers are unassigned.
view a list of transactions associated with the selected serial number	Ser# Hist Opens Serial Number History screen.

6. Press **Esc**.

Entering Product Serial Number Ranges

Use the Serial Number Range screen to enter an entire set of serial numbers, without having to type each one separately. If serial numbers have not yet been assigned, use the screen to assign a range of serial numbers to a group of products. For example, if you are entering inbound serial numbers on a purchase order and are receiving 100 products to which you want to assign consecutive serial numbers, use the Serial Number Range screen to enter the first and last number in the range, and to indicate the increment by which each number increases. Using ranges saves you time, and prevents errors by not having to enter 100 serial numbers separately.

You can access the Serial Number Range screen from the Serial Number Entry screen, as described below, or using the **Ser# Range** hot key on the Detail Product Serial Queue screen.

►To enter a product serial number range:

1. From the **Orders** menu, select **Serial Number Entry** to display an invoice number prompt.
2. Enter an invoice or purchase order number that has open serial numbers to display the Serial Number Entry screen.
3. Use the **Ser# Range** hot key to display the Serial Number Range screen for the item.

Note: If all the item's serial numbers are already assigned, the system displays a message. Press **Esc** to abort.

4. In the **Starting Serial Number** field, enter the beginning serial number for the range. You can include letters of the alphabet within a serial number, such as ABC1001.
5. In the **Ending Serial Number** field, enter the last serial number for the range.

Leave blank to let the system generate the correct number based on the item's received or shipped quantity. If you enter an ending serial number that defines a range greater than the number of items to which serial numbers must be assigned, the system only uses as many serial numbers as there are items.

6. In the **Increase By** field, specify how to increment the numbers. By default, the next serial number increases by one.
7. Press **Esc** to close the screen and assign the range of serial numbers.

Moving Serial Numbers for Back-ordered Serialized Items

In order entry, if you attempt to move an order quantity for an item with serial numbers assigned to another order generation to back order the item, the system displays a warning:

"Warning! You are about to move items from a shipment that has had serial numbered entered. Continue? (Y/N)."

If you continue, you must manually move the previously-entered serial numbers from the original order generation to the back order generation.

► To move serial numbers for back-ordered serialized items:

1. From the order, use the **Sched** hot key to display the Scheduling screen.
2. Position the cursor in the **ShipQty** column and change the ship quantity as necessary to create the back-order generation.

The system displays a warning message that you are about to move serialized items.

3. Enter **Y** to continue.
4. Position the cursor on the original order generation and use the **Ser# Entry** hot key to display the Serial Number Entry screen.

Note: You cannot press **Esc** to close this screen until you have moved the extra serial numbers from this generation.

5. Position the cursor on the serial number that is not included on the order and must be back-ordered, and press **Spacebar** to blank out the entry. Repeat for each serial number not included on the order.
6. Press **Esc** to return to the Scheduling screen.
7. Position the cursor on the back order generation and use the **Ser# Entry** hot key to display the Serial Number Entry screen.
8. Enter the serial numbers that must be back-ordered.
9. Press **Esc** to return to the Scheduling screen.
10. Press **Esc** to return to the order and make any other required adjustments.

Selling Products with Serial Numbers

When products require *outbound* serial numbers, you might need to enter the serial numbers when you sell the products to your customers. You can also set up serial numbers so the numbers used on sales orders are automatically assigned. Managers can select the method that is most appropriate for each product and each warehouse workflow.

If the system custom programmed your business forms, the pick tickets can have the system-assigned numbers printed on the form. When using custom forms with manually assigned numbers, the forms can provide space for the picker to hand write the serial number on a pick ticket.

You can also enter or edit serial numbers from the following locations:

- Sales order Status screen
- Sales order Body screen
- Scheduling screen
- A product's Inventory History Ledger
- Invoice Preview Queue

Entering Serial Numbers on the Sales Order Status and Body Screens

If you are manually entering outbound serial numbers, you normally do this from the Status screen of a new or existing open sales order, while already there to change the order status to Pick Up Now or Invoice. You can also access serial number entry from the Body screen of an existing open order. After you enter all the serial numbers on either the Status or Body screens, use the Serial Number Entry screen to edit serial numbers.

► To enter serial numbers on the sales order Status screen:

1. From the **Orders** menu, select **Sales Order Entry** to display the sales order Body screen.
2. Display the existing open order for the items without serial numbers.
3. Press **Esc** to close the sales order Body screen and display the Status screen.
4. In the **Order Status** field, change the order status to either **Pick Up Now** or **Invoice**.
If changing to an **Invoice** status, a message might remind you that you are "About to Invoice an Order With Open Serial Numbers!" Enter **Y** to continue.
5. When prompted to **Enter Serial Numbers Now (Y/N)**, enter **Y** to open the Serial Number Entry screen.
6. Enter the product serial number information and press **Esc**.
7. Press **Esc** to close the Status screen.

► **To enter serial numbers on the sales order Body screen:**

1. From the **Orders** menu, select **Sales Order Entry** to display the sales order Body screen.
2. Display the existing open order for the items without serial numbers.
3. Navigate to the line item requiring a serial number to open the Serial Number Entry screen.
4. Enter the product serial number information and press **Esc**.
5. Press **Esc** to close the Body screen, and again to close the Status screen.

Entering Serial Numbers on the Sales Order Scheduling Screen

Enter serial numbers on the sales order Scheduling screen if you are unable to enter the serial numbers on the Status or Body screens, for example, when selling an order with a Call When Complete status. This method also lets you enter or edit serial numbers later, which is useful if you did not have the serial numbers at hand, or were unable to enter them during order entry.

► **To enter serial numbers on the sales order Scheduling screen:**

1. From the **Orders** menu, select **Sales Order Entry** to display the sales order Body screen.
2. Display the existing open order for the items without serial numbers.
3. Use the **Sched** hot key to open the Scheduling screen.
4. With the correct order generation selected, use the **Ser# Entry** hot key to open the Serial Number Entry screen.
5. Enter the product serial number information and press **Esc**.
6. Press **Esc** to close the Scheduling screen.
7. Press **Esc** to close the Body screen, and again to close the Status screen.

Entering Serial numbers on a Product's Inventory History Ledger

Similar to using a sales order's Scheduling screen, use a product's Inventory History Ledger to enter or edit the serial numbers later. Use this method if you do not know the sales order number, but do know the product.

► **To enter serial numbers on a product's Inventory History Ledger:**

1. From the **Orders > Inquiries** menu, select **Inventory History Ledger** to display the Inventory History Ledger screen.
2. In the **Desc** field, enter the product description.
3. With the correct order generation selected, use the **Ser# Entry** hot key to open the Serial Number Entry screen.
4. Enter the product serial number information and press **Esc**.
5. Press **Esc** to close the Inventory History ledger for the product, and again to close the screen.

Entering Serial Numbers From the Invoice Preview Queue

Use the Invoice Preview Queue to enter or edit serial numbers prior to printing and sending invoices.

► To enter serial numbers from the Invoice Preview Queue:

1. From the **Orders > Queues** menu, select **Invoice Preview Queue** to display the Invoice Preview Queue screen.
2. Complete the screen's header fields to select orders to display. For more information, see *Previewing Invoices Before Printing Them*.
3. In the **Open Serial #'s** field, press **F10** and ensure that either **Include** or **Only** is selected. These options list orders that still need serial numbers.
4. With the order selected, use the **Edit** hot key to open the order for editing.
5. On the order's Body screen, navigate to the line item requiring a serial number to open the Serial Number Entry screen.
6. Enter the product serial number information and press **Esc**.
7. Press **Esc** to close the Body screen, and again to close the Status screen.

Receiving Products with Serial Numbers

If products are set up to require inbound serial numbers, you need to enter the serial numbers during receiving the products into stock. You can receive products with serial numbers by entering the numbers in any of the following locations

- Purchase order Status screen
- Purchase order Scheduling screen
- A product's Inventory History Ledger

Entering Serial Numbers on the Purchase Order Status Screen

When receiving products, you normally enter product serial numbers from the Status screen of a purchase order, while already there to change the status. You can also access serial number entry from the Body screen. After you enter all serial numbers on either the Status or Body screens, use the Serial Number Entry screen to edit serial numbers.

►To enter serial numbers on the purchase order Status screen:

1. From the **Purch** menu, select **Purchase Order Entry** to display the purchase order Body screen.
2. Display the purchase order for the items without serial numbers.
3. Press **Esc** to display the Status screen.
4. In the **Order Status** field, change the status from **Open** to **Received**.
5. If prompted, enter **Y** to receive quantities for the date shown.
6. When prompted to **Enter Serial Numbers Now (Y/N)**, enter **Y** to display the Serial Number Entry screen.
7. Enter the product serial number information and press **Esc** to return to the Status screen.
8. Press **Esc** to process the order.

Entering Serial Number on the Scheduling Screen

When receiving products you can also enter or edit serial numbers on the Scheduling screen for a purchase order. Use this method if you were unable to enter the serial numbers on the Body or Status screens, while receiving the purchase order. This method lets you enter or edit serial numbers later, which is useful if you did not have the serial numbers at hand, or did not enter them during receiving.

►To enter serial numbers on the purchase order Scheduling screen:

1. From the **Purch** menu, select **Purchase Order Entry** to display the Body screen.
2. Display the purchase order for the items without serial numbers.
3. Use the **Sched** hot key to display the Scheduling screen.

4. Select an order generation and use the **Ser# Entry** hot key to display the Serial Number Entry screen.
5. Enter the product serial number information and press **Esc** to return to the Scheduling screen.
6. Press **Esc** to return to the Body screen.

Entering Serial Numbers on a Product's Inventory History Ledger

When receiving products, you can enter or edit serial numbers on a product's Inventory History Ledger. Similar to using the Scheduling screen, this method lets you enter or edit the serial numbers later. Use this method if you do not know the purchase order number, but do know the product.

►To enter serial numbers on a product's Inventory History Ledger:

1. From the **Orders > Inquiries** menu, select **Inventory History Ledger** to display the Inventory History Ledger screen.
2. In the **Desc** field, enter the product description.
3. Select an order generation and use the **Ser# Entry** hot key to display the Serial Number Entry screen.
4. Enter the product serial number information and press **Esc** to return to the Inventory History Ledger screen.
5. Press **Esc** to clear the screen.

Searching for Product Serial Numbers

Use the Serialized Search screen to locate a transaction that contains a particular serial number. You can also display the serial numbers for a serialized product, either in stock or on an open sales order, or display serial numbers on open orders for either a customer or vendor.

You can perform searches using a menu choice as described below, or by using the **Serial # Search** (or **Serialized Search**) hot key on the Purchase, Sales, or Transfer Order Inquiries screens. You can display the Inquiries screens using the **Inq** hot key on the Body screen of a purchase, sales, or transfer order.

► To search for product serial numbers:

1. From the **Orders > Inquiries** menu, select **Serial Number Search** to display the Serialized Search screen.
2. Enter your search criteria in one or more of the following fields.

Field	Description
Serial #	The serial number.
Product	The product description.
Cust/Vend	The customer or vendor.

Note: To *search* for a transaction number with open serial numbers, use the Serial Number Entry screen.

3. Use the **Search** hot key to start the search based on the criteria that you entered.

If more than one transaction meets your criteria, a list displays. The list contains the serial number, ship date, branch, product description, ship-to or ship-from, and order number. Select a list entry and press **Enter** to display the entry.

The system populates the fields in the Serialized Search screen with the serial number, product, and customer information. The system also provides the purchase order, sales order, or transfer order associated with the serial number in the **Order #** field.

4. Use the following hot keys to access additional information regarding the serial numbers and the associated transactions:

To...	Use this hot key...
open the selected transaction for viewing	View
open the selected transaction for editing	Edit
display a list of transaction associated with the selected serial number	Ser# Hist
enter notes about a transaction	Notes

5. Press **Esc** to clear the screen for another search, and press **Esc** again to close the screen.

Reviewing Product Serial Numbers

Use the Product Serial Queue to review all the products with inventory and serial number discrepancies. The **DiffAmt** column shows how large a difference exists between a product's on-hand quantity and the number of available serial numbers, either inbound or outbound.

Note the differences and use hot keys to get more information about a product. Edit quantities or serial numbers using the Serial Number Entry screen.

The queue lists the products within a branch and buy line when either of the following occur:

- On-hand quantity does not equal the serial number quantity.
- Serial number quantity does not equal the total number of serial numbers.

►To review product serial numbers:

1. From the **Orders > Queues** menu, select **Product Serial Queue** to display the Product Serial Queue screen.
2. In the **Branch** field, enter the branch where the products are stocked.
3. In the **Buy Line** field, enter a buy line, or leave the field blank to display all products.
4. Press **Enter**.

The following information displays:

Field	Description
Description	The first line of the product's description.
On-Hand	The quantity of product currently in stock. A negative quantity indicates a product with over-committed inventory.
SerQty	The quantity of currently available ("open") serial numbers for the product. A negative quantity indicates some serial number reuse, such as using A1234 twice.
DiffAmt	The difference between the on-hand quantity and the open serial number quantity (SerQty).

5. Use the following hot keys to access additional information about the products and the serial numbers:

To...	Use this hot key...
view more details using the Detail Product Serial Queue about a product	Detail
view the Inventory History Ledger for the selected product	Inv Hist
locate an item in a long list	Find

6. Press **Esc**.

Using the Detail Product Serial Queue

Use the Detail Product Serial Queue to review the list of available serial numbers for a product at a specific branch or warehouse location. If your company assigns serial numbers by product location, use the Detail Product Serial Queue to view all the serial numbers for a product in a specific warehouse location. You can also use the Detail Product Serial Queue to assign serial numbers for products at an indicated branch and location.

You can open the screen from the Product Serial Queue screen, as described below, or open the screen using the **Serial #** hot key when working in Product Location Maintenance.

If you find problems with serial numbers, you can edit quantities or serial numbers as necessary.

► To review the Detail Product Serial Queue:

1. From the **Orders > Queues** menu, select **Product Serial Queue** to display the Product Serial Queue screen.
2. In the **Branch** field, enter the branch where the product is stocked.
3. In the **Buy Line** field, enter the product's buy line, or leave the field blank to display all products.
4. Select the product you want to view in the list and use the **Detail** hot key to display the Detail Product Serial Queue screen.

The system populates the following fields:

Field	Description
Desc	The product description.
Branch	The branch for which serial numbers display.
Location	The warehouse location where the serial numbered product is located. If your company does not track serial numbers by location, this field is blank. To change the location for which you are viewing or adding product serial numbers, move your cursor to the Location field and enter a different assigned location for the product. For sites that have the Store Serial Numbers By Location control maintenance record set to N , the Location field displays All and is not editable.
Ser# Bal	The total number of serial numbers listed in the Serial Number field. The number normally equals the On-Hand quantity.
On-Hand	The total quantity in stock at this branch.
Serial Number	If the product is set up for inbound serial numbers, the Serial Number column lists each open serial number for this product in this branch.
Bal Qty	The quantity of items with this serial number at this branch. The Bal Qty is normally 1 . More than 1 indicates a product set up for inbound and outbound serial numbers, which was received more than once. Less than 1 indicates a product set up for inbound and outbound numbers, where the number was sold yet never received.

5. Use the following hot keys to view addition information about the products and the serial numbers:

To...	Use this hot key...
display a list of transactions associated with the selected serial number	Ser# Hist
display a product's Inventory History Ledger	Inv Hist
enter a group of numbers instead of entering each individually for any numbers that are unassigned	Ser# Range
print and send to the Hold file the Detail Product Serial Queue report for the selected part number	Print

6. Press **Esc**.

Reviewing Product Serial Number History

Use a product's serial number history to review each transaction in a branch associated with a particular serial number. For example, the history can include the purchase order on which the serial number item was received, and the sales order on which it was sold. The history could also contain another transaction if the customer returned the item, and yet another if you returned it to the vendor for credit. For more information, see Understanding Product Serial Number Order IDs.

You can view a product's serial number history from the Serialized Search screen, as described below, or display it using the **Ser# Hist** hot key while entering product serial numbers and while reviewing the Detail Product Serial Queue.

► **To review the history of a product serial number:**

1. From the **Orders > Inquiries** menu, select **Serial Number Search** to display the Serialized Search screen.
2. Search for a product serial number.
3. Display the serial number and use the **Ser # Hist** hot key to display the Serial Number History screen.
4. In the **Br** field, enter the branch whose history you want to review.

If the branch has a transaction history, the system populates the fields on the bottom-half of the screen as described below. If the system finds no historical data, close and redisplay the screen to search for the history at another branch.

Field	Description
Desc	The product description.
Ser#	The serial number of the product.
Br	The branch where the product serial number is located.
Order ID	Number that identifies each transaction, such as the purchase order number the on which the product was received, and the sales order number on which the product was sold. The order ID field also indicates if an automatic or manual quantity adjustment was made to the quantity. For more information, see Understanding Product Serial Number Order IDs.
Date	The date the transaction occurred.
Quantity	The transaction's effect on the serial number's availability. Usually shows 1 or -1. Could show 2 or -2, if the serial number was received or sold in the same transaction twice.

5. Use the following hot keys to access addition information about the transactions:

To...	Use this hot key...
open the selected transaction for viewing	View
open the selected transaction for editing	Edit

To...	Use this hot key...
view or edit a transaction's serial number	Ser# Entry Not applicable to an Order ID such as A1234567, which indicates an inventory adjustment.

Note: To remove an **Order ID** field entry that shows a Manual Adj or Auto Adj, press **Alt-Delete**. When you remove an adjustment entry, the change made to the serial number count is reversed. Only remove an adjustment entry to correct a prior mistake.

6. Press **Esc** to close the screen.

Understanding Product Serial Number Order IDs

You can associate a single serial number with a number of transactions. For example, there is one transaction when the *inbound* item is received into inventory on a purchase order and another transaction when the *outbound* item is sold to your customer.

Additional transactions are involved if your customer returns the item to you, and if you return it to your vendor for credit. Other transactions can be involved with work orders. Automatic or manual adjustment transactions can affect serial numbers, as shown below.

Transaction Code	Indicates...
P	The purchase order on which the item was received (or returned to the vendor). For example, P1234567.
S	The sales order on which the item was sold or returned to you. For example, S1234567.
T	The transfer order used to transfer the item between branches. For example, T1234567.
R	The rental order for the serialized item. For example, R1234567.
W	The work order involving the item. For example, W1234567.
A	The adjustment to inventory, such as a Product Maintenance change. For example, A1234567.
Manual Adj	Manual quantity adjustment for this serial number in the Bal Qty field in the Detail Product Serial Queue window.
Auto Adj	System-made quantity adjustment . Auto adjustments keep the overall quantity of open serial numbers for an item at zero— when the product is sold with outbound serial numbers, but is not set up for inbound serial numbers.

Reporting on Product Number Transactions

Use the Product Serial Number Transaction Listing report to view the transaction number associated with each serial number for a product. The report includes the serial number, the branch as which the serial number was received or sold, the number associated with the transaction, and the date the transaction occurred.

► **To run the Product Serial Number Transaction Listing report:**

1. From the **Reprts > End of Month Reports** menu, select **Product Serial# Transaction Listing** to display the Product Serial # Listing screen.
2. In the **Product** field, enter the product for which you want to view transactions.
Use **F10** to select from a list of recently accessed products. Use the **Multi** hot key to include multiple products in the report.
3. Use the enter **Print** or enter **Hold** hot keys as needed.

Index

D

Detail Product Serial Queue..... 15

G

generations, order

 adjusting serial numbers 7

P

Product Serial Number Transaction Listing
 Report..... 20

product serial numbers

 about..... 1

 authorization keys 2

 back-orders..... 7

 control maintenance records 2

 discrepancies 14

 entering 4, 8

 history 17

 order IDs 19

 queue 15

 ranges 4, 6

 receiving..... 11

 report..... 20

 reviewing..... 14, 15

 searching 13

 selling..... 8

 setting up..... 2

Product Serial Queue 14, 15

products

 with serial numbers, selling 8

Q

quantities

 product serial numbers..... 14

queues, serial numbers 15

R

receiving, manual warehouse

 products with serial numbers 11

reports, serial numbers 20

S

serial numbers

 about..... 1

 discrepancies 14

 entering 4

 history 17

 order IDs 19

 queue 15

 ranges 6

 receiving..... 11

 report..... 20

 reviewing..... 14

 searching 13

 selling..... 8

 setting up..... 2