

Cancelled Agency Orders

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Purpose of this document

The purpose of this document is to outline the workflow process for cancelling and archiving Agency Orders.

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Purpose

The Cancel Agency Order process provides the ability to delete Open Agency Orders that will not be fulfilled, recording an image of the deleted Agency Order along with a user defined/selected Reason Code. Using the archived Agency Order functionality will provide the user the ability to view deleted orders and the reason for deletion. The purpose of this document is to outline the workflow process for cancelling Agency Orders.

All of the restrictions for deletion of open agency orders will still apply. If deletion of the agency order is prohibited for any reason, this process will also respect those restrictions and not allow the cancellation of open agency order. See Agency Order Overview and Agency Express 3 Managing Web Orders for more information.

Ceres Object release 4.00.00 is required for the functionality described in this document.

General Workflow

1. **Setup** - The process of canceling an Agency Order will attempt to email the Agency notifying them of cancellation. The email address used for this notification is found on the Communication FastTab of the Agency Card. It does not send to the associated Shopper.

The screenshot shows the 'Edit - Agency Card - C1466 - Friendship House' interface. The top navigation bar includes tabs for HOME, ACTIONS, NAVIGATE, and REPORT. Below this is a toolbar with various icons for actions like New, Manage, Process, Report, and Show Attached. The main content area is titled 'C1466 - Friendship House' and contains a 'General' section with a breadcrumb trail: C1466 | Friendship House | 64171 | Matthew Fletcher. Below the 'General' section is the 'Communication' fasttab, which is expanded to show a form with the following fields:

Phone No.:	816-531-7788	Invoice Delivery Email:	
Phone Ext. No.:		Invoice Delivery Email cc:	
Fax No.:	816-531-2457	Statement Delivery Email:	
E-Mail:	housemgr@kc.org	Statement Delivery Email cc:	
Home Page:		Document Email Option:	

The 'E-Mail' field is highlighted with a red box.

2. **Agency Order** – Two new fields have been added to the Agency Order called Cancel Order and Reason Code. The Reason Code will be selected from a list of valid Codes.

Edit - Agency Order - AO-00488 · Friendship House

HOME ACTIONS NAVIGATE REPORT

View Post... E-mail Copy Document... Matriks Documents Order Confirmation... Not
Post and Print... Release Create Inventory Put-away / Pick... Picking List by Order Link
Process Reopen Statistics Process Report Show A

AO-00488 · Friendship House

General AO-00488 C1466 8/14/2014 Released

Lines

Invoicing

Bill-to Agency No.: C1466 Due Date: 8/14/2014
 Bill-to Contact No.: Payment Discount %: 0
 Name: Friendship House Pmt. Discount Date:
 Address: Post Office Box 10025 Payment Method Code:
 City: Kansas City Tax Liable:
 State: MO Tax Area Code:
 ZIP Code: 64171 Cancel Order:
 Contact: Matthew Fletcher Reason Code:
 Department Code: 100 Grant No.:
 Project Code: Direct Debit Mandate ID:
 Payment Terms Code: Credit Card No.:
 Cr. Card Number (Last 4 Digits):

- To initiate the process of cancelling the Agency Order, select a Reason Code.

Tax Area Code:

Cancel Order:

Reason Code: CMR6

Grant No.:

Direct Debit Mandate ID:

Credit Card No.:

Cr. Card Number (Last 4 Digits):

Agency L

Item No.:

Substitutio

Co...	Description
CMR4	Customer received shopping flo...
CMR5	Customer picked up product fro...
CMR6	Agency refused product/cancell...
CMR7	Processed from wrong distrib ct...
CMR8	Product was for Mobile Pantry - ...
CMR9	Test order invoiced
CONSOL	Consolidate Pallets

New Advanced Set as default filter column

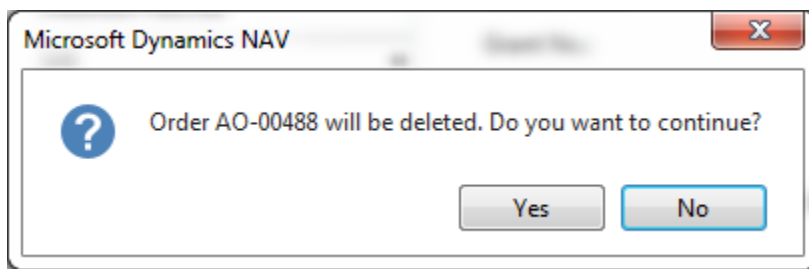
4. In this example, a Reason Code CMR6 was selected denoting the Agency has refused the product.
5. Next click the Cancel Order check box to indicate that you wish to initiate the Agency Order Cancellation process.

Cancel Order: ☐

Reason Code: CMR6

6. A dialog box will appear asking you to confirm your decision to cancel the Agency Order. Select Yes if you wish to continue with the Agency Order cancellation process. Select No if you have made an error or do not wish to abort the Agency Order cancellation process for any reason.

This is the last chance to cancel the process. Selecting Yes will perform the appropriate database checks to ensure that deletion is allowed, and if there are no restrictions prohibiting deletion, the order will be cancelled.



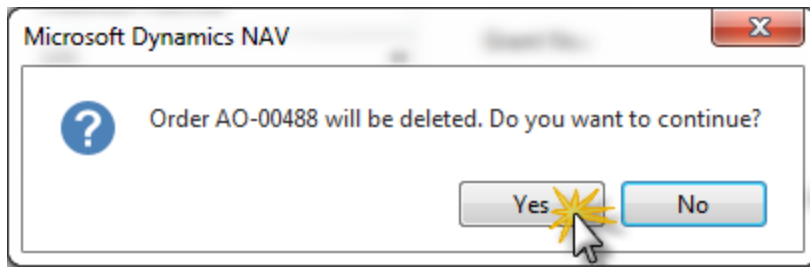
7. Below is an example of a restriction that may occur stopping the cancellation of the Agency Order. Agency Order deletion is not allowed if there are outstanding warehouse documents pending against the Agency Order. In below example, there outstanding inventory pick documents open which results in an error message. It will be necessary to clear any restrictions before continuing with the cancellation process.

AO-00488 · Friendship House

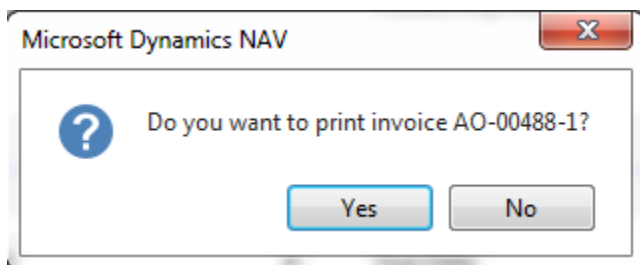
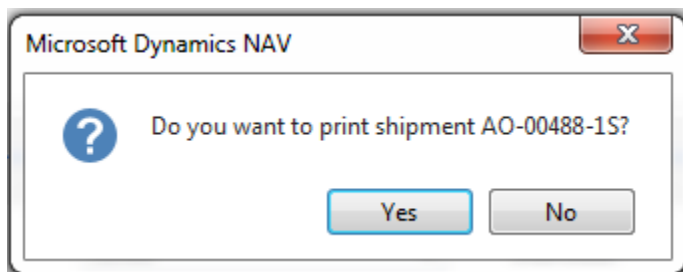
The Agency Document Line cannot be deleted when a related Warehouse Activity Line exists. (Select Refresh to discard errors)

General	AO-00488	C1466	8/14/2014	Released	▼
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8. Clear the restrictions and proceed with the cancellation process. Click the Cancel Order check box and select Yes to continue.



9. After clicking Yes in the confirmation dialog box the process begins. Two additional dialog boxes will display asking if you wish to print documents for the shipping document and an invoice for audit trail purposes. Printing these documents is optional to the process. Choose the appropriate answers in accordance with your food bank's defined business process rules.



10. At this point, the latest version of the Agency Order has been archived and the Agency Order has been cancelled. If the Agency email address was valid, an email notifying the Agency of the order cancellation has been sent. Below is an example of the email received.

Sales Order AO-00488 has been cancelled.

□ Finance Company <williamh@esopro.com>























Sent: Thu 8/14/2014 3:06 PM

To: □ William W. Hart

Sales Order AO-00488 has been cancelled.

11. To view archived agency order documents go to Departments → Agencies & Receivables → Archive and then select Agency Order Archives. A list of archived orders will be displayed. Select the correct Order and double-click on it to open the archived document.

Agency Order Archives ▾

Versi... No.	▲	Date Archived	Time Archived	Archived By	Inter... Exist	Sell-to Agency No.	Sell-to Agency Name	External Document No.	Sell-to Contact	Sell-to ZIP Code
2		8/13/2014	4:18:36.577...	SWPROS\...		C1423	Mirror Inc.		Richard Gilchrist	66605
1		8/11/2014	10:09:21.70...	KJK		B0310	Newhouse, Inc.		Bea Lynn Tucker	
2		8/13/2014	4:18:36.617...	SWPROS\...		B0310	Newhouse, Inc.		Bea Lynn Tucker	
1		8/11/2014	10:09:21.73...	KJK		C0702	Benilde Hall Program		Larry Thomas	64127
2		8/13/2014	4:18:36.650...	SWPROS\...		C0702	Benilde Hall Program		Larry Thomas	64127
1		8/11/2014	10:09:21.75...	KJK		B0310	Newhouse, Inc.		Bea Lynn Tucker	
2		8/13/2014	4:18:36.853...	SWPROS\...		B0310	Newhouse, Inc.		Bea Lynn Tucker	
1		8/11/2014	10:09:21.78...	KJK		B0310	Newhouse, Inc.		Bea Lynn Tucker	
2		8/13/2014	4:18:36.890...	SWPROS\...		B0310	Newhouse, Inc.		Bea Lynn Tucker	
1		8/11/2014	10:09:21.80...	KJK		C0702	Benilde Hall Program		Larry Thomas	64127
2		8/13/2014	4:18:36.910...	SWPROS\...		C0702	Benilde Hall Program		Larry Thomas	64127
1		8/11/2014	10:09:21.82...	KJK		C1423	Mirror Inc.		Richard Gilchrist	66605
2		8/13/2014	4:18:36.930...	SWPROS\...		C1423	Mirror Inc.		Richard Gilchrist	66605
1		8/11/2014	5:40:27.240...	WWH		A-WWH-1	Basic Agency			91589
2		8/13/2014	4:18:36.973...	SWPROS\...		A-WWH-1	Basic Agency			91589
1		8/13/2014	4:18:36.993...	SWPROS\...		A-WWH-1	Basic Agency			91589
1		8/13/2014	8:43:34.140...	DCC		B0310	Newhouse, Inc.		Bea Lynn Tucker	
1		8/13/2014	8:44:32.957...	DCC		B0310	Newhouse, Inc.		Bea Lynn Tucker	
1		8/13/2014	4:18:37.017...	SWPROS\...		B0310	Newhouse, Inc.		Bea Lynn Tucker	
2		8/13/2014	6:46:09.823...	KJK		B0310	Newhouse, Inc.		Bea Lynn Tucker	
1		8/14/2014	12:54:14.69...	KJK		C1423	Mirror Inc.		Richard Gilchrist	66605
1		8/14/2014	3:05:33.243...	WWH		C1466	Friendship House		Matthew Fletcher	64171

12. Below is an example of the cancelled Agency Order. Note the Reason Code is displayed on the General FastTab.

AO-00488 · Friendship House · 1

No.:	AO-00488	Posting Date:	8/14/2014
Sell-to Agency No.:	C1466	Order Date:	8/14/2014
Sell-to Contact No.:		Document Date:	8/14/2014
Sell-to Agency Name:	Friendship House	Requested Delivery Date:	
Sell-to Address:	Post Office Box 10025	Promised Delivery Date:	
Sell-to Address 2:		External Document No.:	
Sell-to City:	Kansas City	Responsible person Code:	
Sell-to State / ZIP Code:	MO	Campaign No.:	
Sell-to ZIP Code:	64171	Status:	Released
Sell-to Contact:	Matthew Fletcher	Reason Code:	CMR6

Lines								⚙	^
Line	Find	Filter	Clear Filter						
Type	No.	Description	Location Code	Quantity	Unit of Measure Code	Tax Group Code	Line Ar	Ex	
Item	15158	Diapers	KAN	3	CASE				
<div></div>									
Invoicing								▼	
Shipping								▼	
Version								^	
Version No.:	1			Date Archived:	8/14/2014				
Archived By:	WWH			Time Archived:	3:05:33.243 PM				

Related Topics:

1. Agency Overview
2. Agency Order Overview
3. Agency Express Managing Web Orders