



# **Warehouse Picking and Shipping Material**

Release 8.6.3 (Eterm)

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# Manual Warehouse Management Overview

The Warehouse Management program tracks inventory from receiving to shipping, along with the equipment used to perform these processes. Use Warehouse Management to do the following:

- Receive and put away material from vendors and other branches.
- Cross dock material.
- Pick and ship material to customers and other branches.
- Work with shipping manifests to aid in shipment delivery.
- Count inventory both to collect a baseline of your inventory and to then ensure that your inventory stays accurate and up-to-date in the system.
- Make inventory adjustments to keep inventory accurate.
- Define and maintain product and warehouse locations.
- Track equipment usage, profits, and costs.
- Control inventory you monitor closely for quality.
- Create price tags for inventory.
- Print bar code labels, ship tickets, and user-defined forms and labels.

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**See Also:**

Manual Warehouse Management Setup Overview

RF Warehouse Management Overview

# Picking and Shipping Orders in a Manual Warehouse Overview

The system contains sequence logic that optimizes picking material for orders, and tracking programs that help you track orders through the warehouse from picking to delivery, confirming each stage in your warehouse's process. Confirming stages using the Warehouse Picking Confirmation Queue during the picking and shipping process eliminates potential shipping errors.

## Pick Location Assignments

When the system receives a sales order or a transfer order, it provides the pick locations on the pick ticket using the picking allocation logic described in Automated RF Pick Allocation Logic. The system allocates picks to send pickers to as few locations in the warehouse as possible to fill an order.

## How to Pick and Ship Orders

See the following topics for a visual flow of the recommended process for picking and shipping orders. Although these topics provide a recommended process, the process to optimize the picking and shipping flow in your warehouse may vary.

- [Picking and Ship Our Truck Orders in a Manual Warehouse Workflow](#)
- [Picking and Shipping Will Call Orders Using a Cashier in a Manual Warehouse Workflow](#)
- [Picking and Shipping Will Call Orders Without a Cashier in a Manual Warehouse Workflow](#)
- [Picking and Shipping Third Party Delivery Orders in a Manual Warehouse Workflow](#)
- [Sending MSDS and Hazardous Information to Customers Workflow](#)

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### See Also:

[Assigning Pickers to Orders in a Manual Warehouse](#)

[Printing Ship Tickets in Batches](#)

[Printing User-Defined Forms and Labels](#)

[Manual Warehouse Management Overview](#)

## Assigning Pickers to Orders in a Manual Warehouse

When an order is ready for picking, assign a picker to the order prior to printing the pick ticket. When you print a pick ticket for an order, the following events occur:

1. The on-hand quantity for the products ordered is deducted from the total inventory count.
2. The order status changes from Open to Invoice.
3. The customer's accounts receivable balance updates.
4. The invoice moves from the future ledger to the inventory history ledger.
5. The order print flag changes and now controls the billing process. If the order is open, the print flag identifies whether you want to print or fax an acknowledgement to the customer.

### ► To assign a picker to an order:

1. From the **Orders** menu, select **Sales Order Entry** to display the Body screen.
2. In the **Ship To** field, enter the order number to which you want to assign a picker.
3. Use the **Header** hot key to display the order's Header screen.
4. In the **Picked By** field, enter the user ID of the user to pick the order.

**Note:** You can only assign a picker if their home branch is the same as the shipping branch on the order. For more information about assigning a user's home branch, see [Assigning Branches to Users](#).

5. Press **Esc** until the system saves and closes the order.

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### See Also:

[Picking and Shipping Orders in a Manual Warehouse Overview](#)

## Assigning Pick Locations in a Manual Warehouse

The system assigns a pick location for sales orders using the pick allocation logic set up in the Inventory Allocation Method control maintenance record. If pick allocation logic is not set up in this control maintenance record, the system assigns pick locations using automated pick allocation logic based on warehouse locations defined in Product Location Maintenance.

You can manually override system-assigned pick locations from the order. Use this topic to complete the following tasks:

- Assign split (multiple) pick locations for a product.
- Assign a single location for a product.

### ► To assign multiple pick locations for an ordered product:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry screen.
2. Create a new sales order or access an existing sales order.
3. From the sales order's Body screen, use the **Sched** hot key to display the Scheduling screen.
4. Place your cursor on the line that has the ship date for which you want to assign multiple pick locations.
5. Use the **Splt Locs** hot key to display the Split Locations screen.
6. In the **Location** field, enter the product location from which you want to pick.
7. In the **Quantity** field on the same line, indicate how much to pick from that location.  
For example, if you want to pick 100 feet from W2 and 150 feet from W1, enter W2 in the **Location** field and 100 in the **Quantity** field. Move your cursor to a new line and enter W1 in the **Location** field and 150 in the **Quantity** field.
8. Repeat for each location.
9. Press **Esc** to return to the Scheduling screen.  
The screen now contains multiple lines, one for each location you identified with the quantity to pick from that location.
10. Press **Esc** to save the location changes.
11. Press **Esc** again until you exit the order.

### ► To assign a single pick location for an ordered product:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry screen.
2. Create a new sales order or access an existing sales order.

3. From the sales order's Body screen, use the **Sched** hot key to display the Scheduling screen.
4. Place your cursor on the line that has the ship date for which you want to assign the pick location.
5. In the **Location/Tag/Lot** field, enter the warehouse location from which to pick that quantity.
6. Press **Esc** to save the location changes.
7. Press **Esc** again until you exit the order.

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**See Also:**

Picking and Shipping Orders in a Manual Warehouse Overview

Assigning Pickers to Orders in a Manual Warehouse

## Tracking Sales and Transfer Orders Through the Warehouse

Use the Warehouse Picking Confirmation Queue to track sales orders and transfer orders and their products through the warehouse as the order is being picked. From the Warehouse Picking Confirmation Queue you can do the following:

- Confirm order in-process statuses.
- Assign tracking numbers to packages.
- Print separate pick and ship tickets.

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.

- Enter order staging locations.
- Indicate packaging used for the order.
- Print packaging labels.
- Add an order to an existing manifest or create a new manifest for the order.

For information about picking and shipping different order types, such as transfers and COD orders, see *Picking and Shipping Different Order Types* in a *Manual Warehouse*.

**Note:** To use the Warehouse Picking Confirmation Queue, the Enable Picking Confirmation control maintenance record must be set to **Yes** for your branch. The Warehouse Picking Confirmation Queue is available for orders being shipped using a ship via that has valid in-process statuses defined. For more information, see *Ship Via Maintenance Overview*.

This topic contains information about how to complete the following tasks:

- Track orders through the warehouse.
- Assign packages in an order a tracking number.

### Tracking Orders Through the Warehouse

Use the Warehouse Picking Confirmation Queue to track an order and its products through the warehouse as an order is being picked using the valid in-process statuses defined for the ship via assigned to the order.

If you are using RF and close an RF-picked order from the Warehouse In Process Queues, you can use the Warehouse Confirmation Queue to complete processing for the order. When you display the order in the Warehouse Confirmation Queue, the system assigns it to the correct status based on the order's ship via.

► **To track an order through the warehouse:**

1. From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse Confirmation Queue** to display the Warehouse Picking Confirmation screen.
2. In the **Order #** field, enter the transaction number for the order you want to update or scan the ticket's bar code. Press **F10** to select from a list of recently accessed orders.

The system populates the following fields:

Field	Description
<b>Customer Name</b>	Customer who placed the order.
<b>Ship Date</b>	Ship date on the order.
<b>Ship Via</b>	Shipping method assigned to the order.

3. In the **Current User ID** field, edit the user ID as necessary to match the in-process status. The user ID in this field defaults to the ID of the user logged on to the terminal. As an order moves through the picking process, the picker assigned to the task displayed in the **Review Queue Status** field enters his/her ID in this field.
4. Use the **Confirm** hot key to confirm the in-process status displayed in the **Review Queue Status** field.
  - The system enters the first status, and with each status confirmation, it progresses to the next in-process status defined in Branch and Ship Via Maintenance. The system enters the next status in the **Next Status** field, accordingly.
  - When the first four characters of a status are **Pick** and that status is confirmed, the system updates the ledger record by entering the user ID of the current user as the picker.
  - If you have **Signature** defined as an in-process status for the ship via, and have the Eclipse Signature Capture companion product installed with a signature capture device, the device and application activate when the Signature status is the next status. The signature capture device remains active independent of the picking process. If you have **Signature** defined as an in-process status and do not have the Eclipse Signature Capture companion product installed, you receive an error message when the status is set to **Signature**.
  - If you confirm an invoice to the Staging status (when it is followed by Manifest), the system checks the **Auto Manifest Load** field for the ship via in Ship Via Maintenance before confirming the status of **Manifest**. If the status is set to:
    - **No** – The system does not confirm the status of **Manifest**. Manually add the order to the manifest. When you manually add an invoiced order to a manifest, the status in the Warehouse Picking Confirmation screen changes to **Manifest**.
    - **Yes** – The system confirms the Staging status and then confirms the **Manifest** status.

- Complete the confirmation and update the following fields:

Field	Description
<b>Staging Loc</b>	If the status is Staging, enter the warehouse location up to twelve characters long, in which the order is staged. This is an optional field.
<b>Valid Package Types</b>	The columns to the right of the <b>Staging Loc</b> column are the first four predefined package types in the Valid Package Types control maintenance record. Enter the number of packages respectively for the order for each staging location.

At the confirmation of the last step defined for your company's process, the system prompts you to print a shipping ticket for the order.

- At the prompt, press **Enter** to print the ship ticket.
- Press **Esc** after you complete updating and confirming the order's in-process status.

## Assigning Packages a Tracking Number

Depending on how the Warehouse Picking Confirmation Queue is set up for you, you may need to enter a tracking number for packages in an order, or the system may assign a tracking number to a package for you.

If the Use Whse Confirmation Queue With Tracking Number control maintenance record is set to **Yes**, the Warehouse Picking Confirmation screen displays two additional columns to store quantities and tracking numbers. If your system is set up to automatically assign tracking numbers, the Set Starting Warehouse Confirmation Tracker ID Number control maintenance record determines the starting tracker number. Each time the system assigns a number, the tracking number increases by one.

### ► To manually assign a tracking number:

- Use the Warehouse Picking Confirmation Queue as described in Tracking Orders Through the Picking Process.
- In the **Quantity** field, enter the number of items packed in the line item. For example, if you have two boxes in staging location S-01 that each contain five items, enter 10 in the **Quantity** field for that line.

**Note:** Depending on the settings in the Warehouse Tracking Column Titles control maintenance record, the **Quantity** field may have a different name. Use the field after the last package type field to enter quantities.

- In the **TrackerID** field, enter the tracking number for the package. If you want to assign a different tracking number to each package in the order, for example, each box and each bag, enter each package on a separate line so each staging location has only one item.

**Note:** Depending on the settings in the Warehouse Tracking Column Titles control maintenance record, the **TrackerID** field may have a different name. Use the last field on the right of the screen to enter tracking numbers.

4. Press **Esc** to save your changes and exit the Warehouse Picking Confirmation screen.

### More Options from the Warehouse Picking Confirmation Queue

The Warehouse Picking Confirmation Queue also offers these options.

Hot Key	Function
<b>Reprint</b>	Reprints the pick ticket for the order.
<b>View</b>	Displays the order in view-only mode.
<b>Edit</b>	Displays the order in edit mode.
<b>Label</b>	Displays the User Defined Document/Label Printing screen. Use this screen to print labels or other user-defined documents.  <b>Note:</b> If you answer no to the Print Ship Ticket prompt, you return to the Warehouse Picking Confirmation screen and the status does not change.
<b>In Process</b>	Displays the Warehouse In Process Queue if RF is enabled for the respective shipping branch and order mode, for example, Sales, Purchase, Transfer, or Work Order.
<b>Freight</b>	Displays the OE Freight Distribution screen. Use to enter inbound or outbound freight and handling charges for an order.
<b>Ready to Mnfst</b>	Places the order on an existing shipping manifest if Auto Manifest Load is enabled.  <b>Note:</b> If a manifest does not exist that matches the ship via, branch, and ship date combination on the sales order, and Auto Manifest Load is enabled for the ship via, the system adds the order to a new manifest.
<b>Mnfst Comments</b>	Displays the shipping manifest to which the order is assigned. Use to add comments to the shipping manifest about the order.
<b>Edit Mnfst</b>	Displays the shipping manifest to which the order is assigned in edit mode.
<b>Serial Numbers</b>	Displays the Serial Number Entry screen. Use to enter serial numbers for the items on the order.

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#### See Also:

Picking and Shipping Different Order Types in a Manual Warehouse

Shipping Manifest Queue Overview

Picking and Shipping Orders in a Manual Warehouse Overview

## Picking and Shipping Different Order Types in a Manual Warehouse

In your warehouse, you pick and ship more than one order type. For example, you may transfer material between branch locations, pick material for a customer who is waiting in your showroom, or send an order using a common carrier. Use the Warehouse Picking Confirmation Queue to track an order and its material through the warehouse during the entire picking and shipping process.

This topic discusses how to pick and ship the following order types:

- Truck orders
- Pick up now orders
- Transfer orders
- Common carrier orders
- COD orders

For information about additional tasks you can complete using the Warehouse Picking Confirmation Queue, see *Tracking Sales and Transfer Orders Through the Warehouse*.

### Picking and Shipping Orders on Your Truck

When picking an order that ships on your company truck, pick the order, stage and pack it, and add it to the shipping manifest for the truck.

#### ►To pick an order delivered on your truck:

1. From the **Whse Mgt > Warehouse Queues**, select **Warehouse Confirmation Queue** to display the Warehouse Picking Confirmation screen.
2. In the **Order #** field, type the number of the order you want to pick or scan the pick ticket.
3. Use the **Confirm** hot key and press **Enter** at the prompt to change the review status from **Printing** to **Picking**.
4. In the **Current User ID** field, edit the user assigned to the current task, as needed.

**Note:** The **Current User ID** field defaults to the ID of the user logged on to the terminal. As an order moves through the picking process, the user assigned to the task displayed in the **Review Queue Status** field enters his/her user ID in this field.

**Note:** If the Order In-Process Statuses defined in Ship Via Maintenance and Branch Maintenance for the ship via have a status between Printing and Picking, that status displays in the **Review Queue Status** field. Take the appropriate action for your company and warehouse process to reach the Picking status before picking the order.

5. Physically pick and stage the material from the warehouse and record quantities that were unavailable on the pick ticket.

If you noted a quantity change on the ticket, use the **Edit** hot key in the Warehouse Picking Confirmation screen to adjust the quantity you are shipping at this time on the sales order.

6. On the Warehouse Picking Confirmation screen, use the **Confirm** hot key and press **Enter** at the prompt to change the review status from **Picking** to **Staging**.
7. In the **Staging Location** field, enter the order's staging location.
8. Use the **Confirm** hot key and press **Enter** at the prompt to change the review status from **Staging** to **Packing**.
9. Physically pack the order for shipping.
10. On the Warehouse Picking Confirmation screen in the appropriate fields, enter the number of bags, boxes, containers, or pallets the order contains.
11. Print labels for the order.
12. Use the **Confirm** hot key and press **Enter** at the prompt to change the review status from **Packing** to **Manifest**.
13. Use the **Ready to Manifest** hot key to add the order to the shipping manifest for your truck.  
  
To manually schedule the order on a shipping manifest, see Scheduling Shipping Manifests Manually.
14. Press **Esc** to save changes and exit the screen.

## Picking Orders with Pick Up Now Status

When picking an order that a customer picks up, pick the order and pack it for your customer.

### ►To pick an order with Pick Up Now status:

1. Complete steps 1 to 7 in Picking and Shipping Orders On Your Truck.
2. Physically pack the order for your customer.
3. In the appropriate fields on the Warehouse Picking Confirmation screen, enter the number of bags, boxes, containers, or pallets the order contains.
4. Press **Esc** to save changes and exit the screen.
5. Pass the order to the customer.

## Picking and Shipping Transfer Orders

When picking a transfer order, pick the order, stage and pack it, apply freight charges to the appropriate G/L accounts, and add the order to the shipping manifest for the carrier type for the order.

**►To pick a transfer:**

1. Complete steps 1 to 7 in Picking and Shipping Orders On Your Truck.
2. Physically pack the order for shipping.
3. In the appropriate fields on the Warehouse Picking Confirmation screen, enter the number of bags, boxes, containers, or pallets the order contains.
4. Use the **Freight** hot key to display the OE Freight Distribution screen and enter the applicable freight charges for the transfer.
5. Print labels for the order.
6. Use the **Confirm** hot key and press **Enter** at the prompt to change the review status from **Packing** to **Manifest**.
7. Use the **Ready to Manifest** hot key to add the order to the shipping manifest.  
To manually schedule the order on a shipping manifest, see Scheduling Shipping Manifests Manually.
8. Press **Esc** to save changes and exit the screen.

**Picking Common Carrier Orders**

When picking an order you ship using a third party delivery service, such as UPS, pick the order, stage and pack it, apply freight charges to the appropriate G/L accounts, and add the order to the shipping manifest for the carrier.

**►To pick a common carrier order:**

1. Complete steps 1 to 7 in Picking and Shipping Orders On Your Truck.
2. Physically pack the order for shipping.
3. In the appropriate fields on the Warehouse Picking Confirmation screen, enter the number of bags, boxes, containers, or pallets the order contains.
4. Use the **Freight** hot key to display the OE Freight Distribution screen and enter the applicable freight charges.
5. Print labels for the order.
6. Use the **Confirm** hot key and press **Enter** at the prompt to change the review status from **Packing** to **Manifest**.
7. Use the **Ready to Manifest** hot key to add the order to the shipping manifest.  
To manually schedule the order on a shipping manifest, see Scheduling Shipping Manifests Manually.
8. Press **Esc** to save changes and exit the screen.

## Picking and Shipping COD Orders

When picking a COD order, pick the order, stage and pack it, add the order to the shipping manifest, and run the Unpaid COD Report.

### ▶To pick and ship a COD order:

1. Complete steps 1 to 7 in Picking and Shipping Orders On Your Truck.
2. Use the **Ready to Manifest** hot key to add the order to the shipping manifest.  
To manually schedule the order on a shipping manifest, see Scheduling Shipping Manifests Manually.
3. When you print the shipping manifest, the system displays the **COD amount must be collected - COD Order Total** prompt.
4. Enter the dollar amount to collect upon order delivery.
5. Press **Esc** to close the screen.
6. Run the Unpaid Invoices Report each day to monitor deliveries.

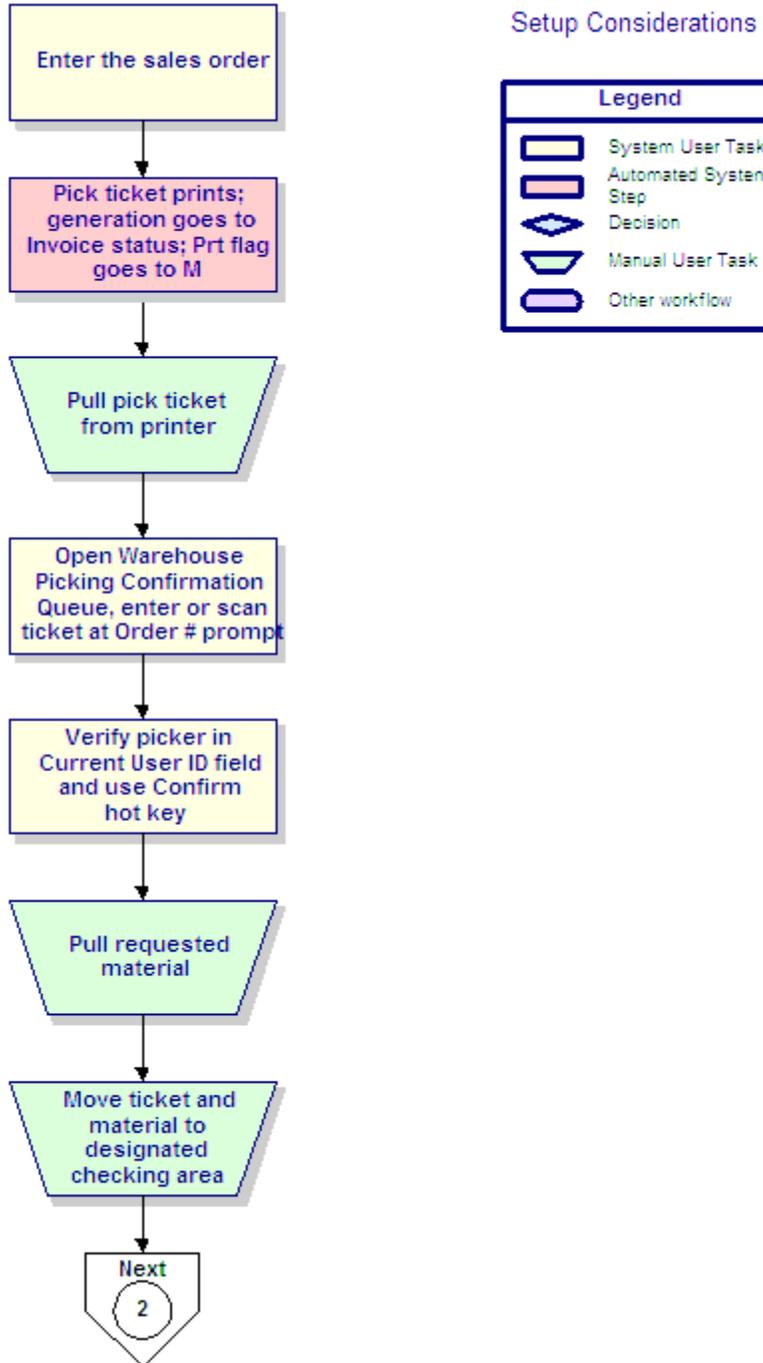
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### See Also:

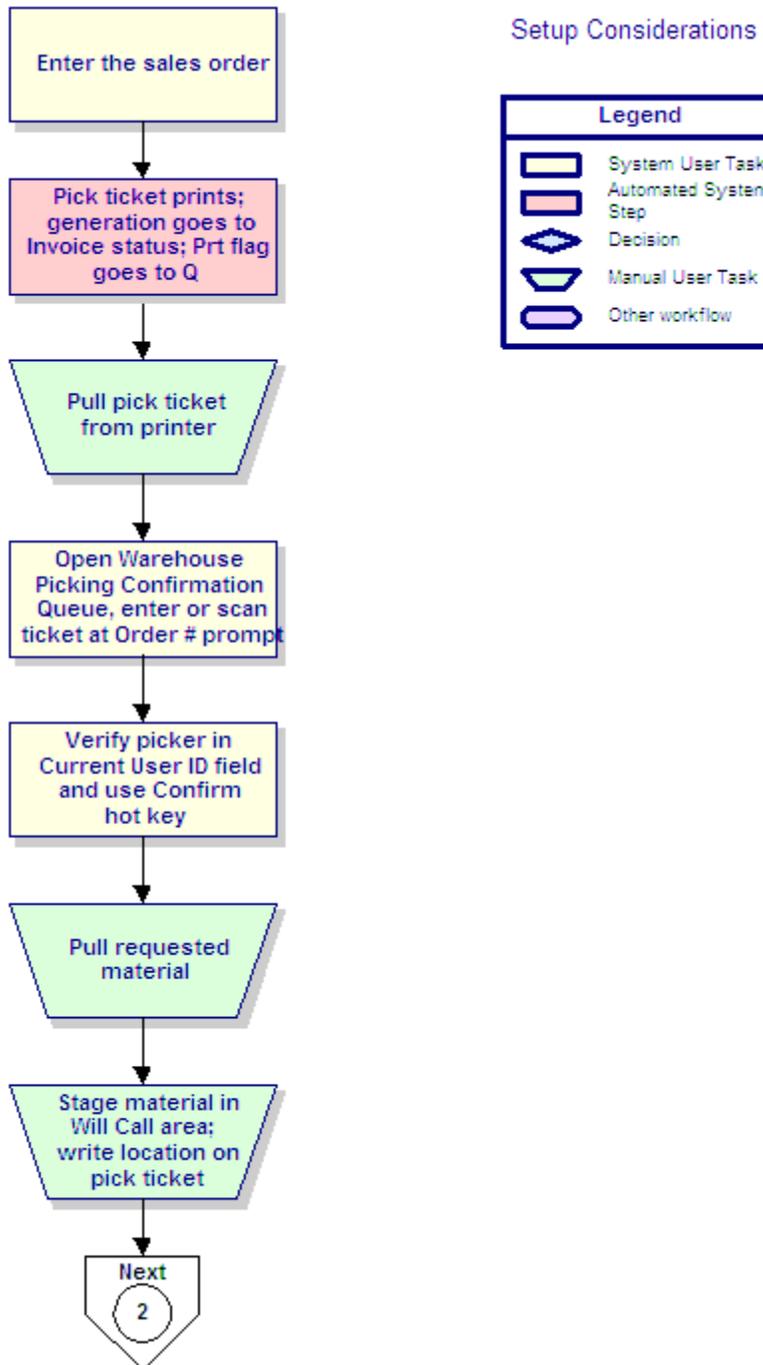
Picking and Shipping Orders in a Manual Warehouse Overview

Using the Warehouse Picking Confirmation Queue

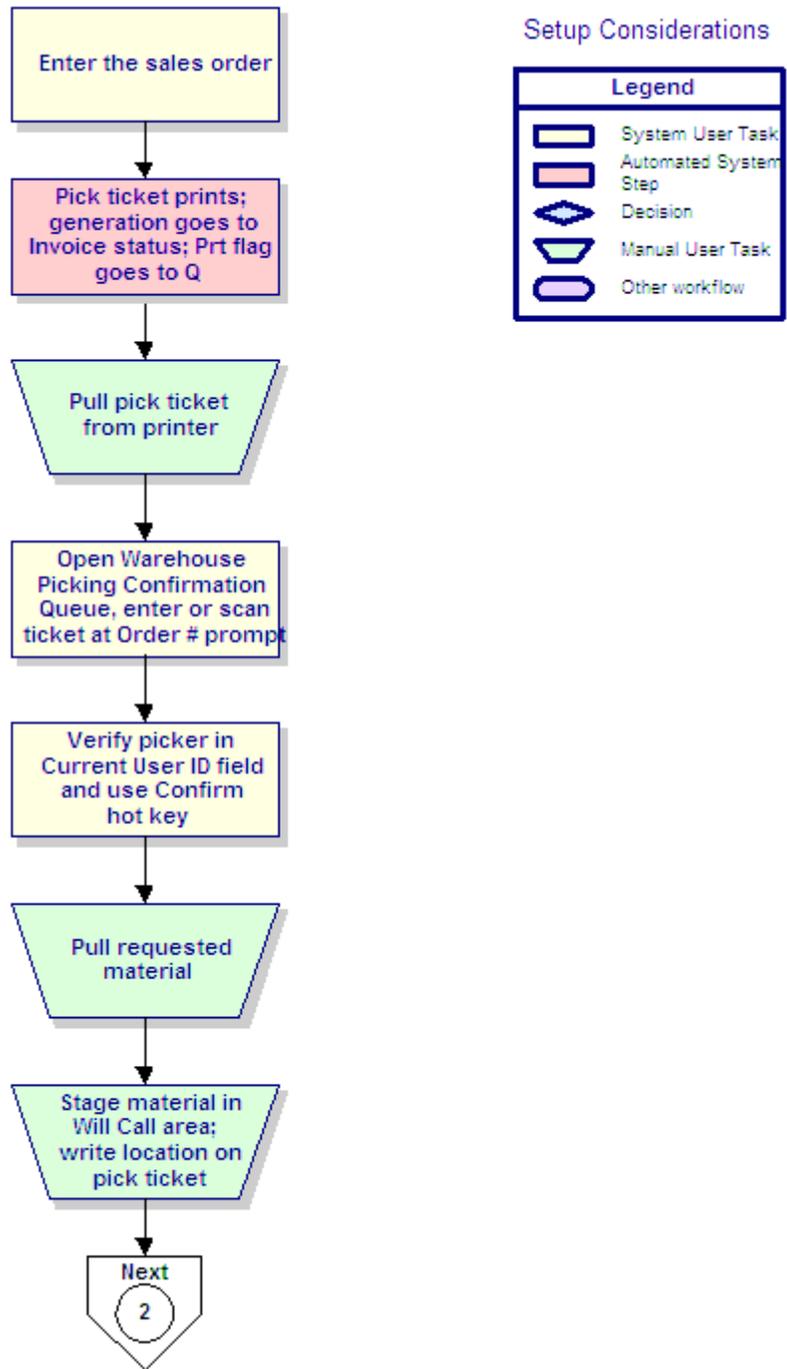
# Picking and Shipping Our Truck Orders in a Manual Warehouse Workflow



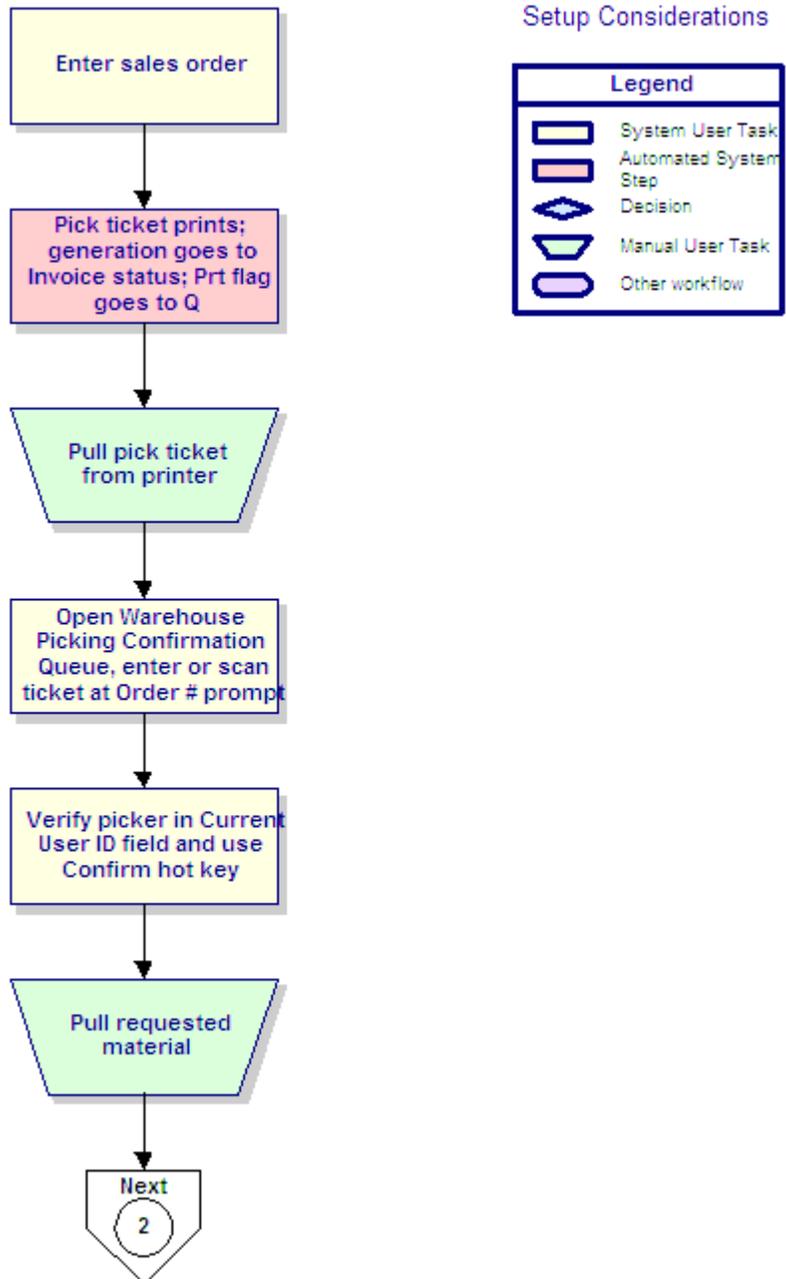
## Picking and Shipping Will Call Orders Using a Cashier in a Manual Warehouse Workflow



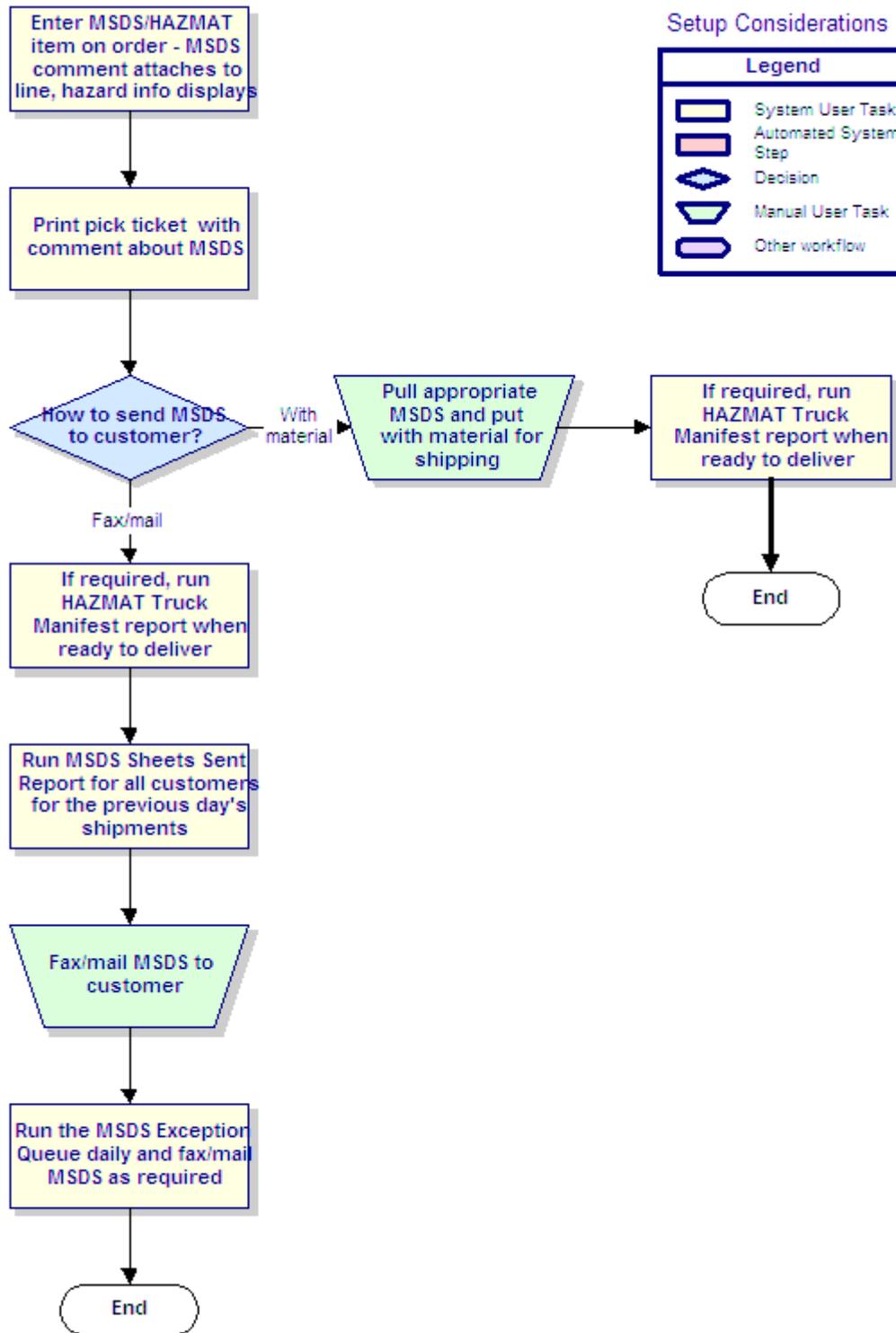
## Picking and Shipping Will Call Orders Without a Cashier in a Manual Warehouse Workflow



# Picking and Shipping Third Party Delivery Orders in a Manual Warehouse Workflow (Using StarShip Optional)



# MSDS and Hazardous Information for Customers Workflow



## Planning Deliveries Based on Open Orders

If your company does not have set delivery routes, but instead sends and schedules deliveries depending on the number of orders destined to a particular area, use the Open Order Delivery Queue to help plan your deliveries. The queue lists all the orders in your system that have not been picked up or shipped.

- Plan deliveries based on open orders.
- Create manifests from the Open Order Delivery Queue.
- Search for an order in the Open Order Delivery Queue.

### ►To plan deliveries based on open orders:

1. From the **Orders > Queues** menu, select **Open Order Delivery Queue** to display the Open Order Delivery Queue screen.
2. In the **Br** field, enter the branch for which you want to view open orders.
3. In the **Order Status** field, press **F10** and select a status to display only orders that match that status in the queue. Leave this field blank to include all order statuses.
4. In the **Ship Via** field, enter the ship via for which you want to view open orders. For example, enter **Our Truck** to view all the orders set for shipping using your truck.

Use the **Ship Via** hot key to enter multiple ship vias.

5. In the **Start Date** field, enter the first date in the range for which you want to view open orders.
6. In the **End Date** field, enter the last date in the range for which you want to view for open orders.

For example, if your last truck delivery was on October 15, 2003, and it is now October 20, 2003, and you want to search for open orders placed since your last delivery date, enter **10/15/03** in the **Start Date** field and **10/20/03** in the **End Date** field.

7. Press **Enter** to display the open orders.

The system displays the following information about each open order:

Field	Description
<b>Stp</b>	The delivery order if you are adding the orders to a manifest. Enter a number next to each order you want to add to a manifest before using the <b>Crt Mnfst</b> hot key.
<b>City</b>	The ship-to city for the order. Use the <b>Exp Addr</b> hot key to display the entire ship-to address.
<b>Order ID</b>	The identification number for the order. Use the <b>View</b> hot key to display the order in view-only mode. Use the <b>Edit</b> hot key to open the order to make changes.
<b>Customer/Address</b>	The ship-to customer or ship-to address. Use the <b>Exp Addr</b> hot key to display the entire customer name and ship-to address.

Field	Description
<b>Weight, Load Factor, Total, Pieces</b>	The total weight, load factor, dollar total, or total number of pieces that make up the order. Use the <b>ChngV</b> hot key to change the column to view different information about the order.
<b>Ship Date</b>	The ship date of the order.
<b>Ship Via</b>	The shipping method for the order.
<b>S (Status)</b>	The order status, such as C for Call When Complete and A for Ship When Available.

8. Use the **Find** hot key to search for orders in the queue. For additional information about searching the queue, see the procedure below
9. Press **Esc** to close the queue.

► **To create a manifest from the Open Order Delivery Queue:**

1. From the **Orders > Queues** menu, select **Open Order Delivery Queue** to display the Open Order Delivery Queue screen.
2. Populate the queue using the above procedure.
3. In the **Stp** field, enter the delivery stop number for the orders you want to add to the manifest.

For example, if the second order in the list is the order you want to deliver first, type 1 in the **Stp** field next to that order. If the fifth order in the list is the order you want to deliver second, type 2 in the **Stp** field for that order. Continue entering delivery stops for the orders in the queue that you want to schedule for delivery.

4. Use the **Crt Mnfst** hot key to create a manifest with the orders in the delivery stop order you entered.

The Shipping Manifest Queue screen displays with a new manifest for the orders you selected. Continue to build the manifest as necessary using the instructions in Scheduling Shipping Manifests Manually.

**Note:** If you searched for multiple ship vias in the Open Order Delivery Queue, ensure you select orders with the same ship vias when creating a manifest. If you select orders that use different ship vias and use the **Crt Mnfst** hot key, the system uses the ship via of the last order on the manifest as the delivery method.

► **To search for an order in the Open Order Delivery Queue:**

1. From the **Orders > Queues** menu, select **Open Order Delivery Queue** to display the Open Order Delivery Queue screen.
2. Populate the queue using the above procedure.
3. Use the **Find** hot key to display the Open Order Delivery Queue Search screen.

4. Use the fields to enter search criteria for a particular order in the queue. For example, if you know the city and the ship date for an order, enter that information in the **City** and **Ship Date** fields.
5. Press **Esc** to start the search. The system moves your cursor to the first order in the queue that matches your search criteria.

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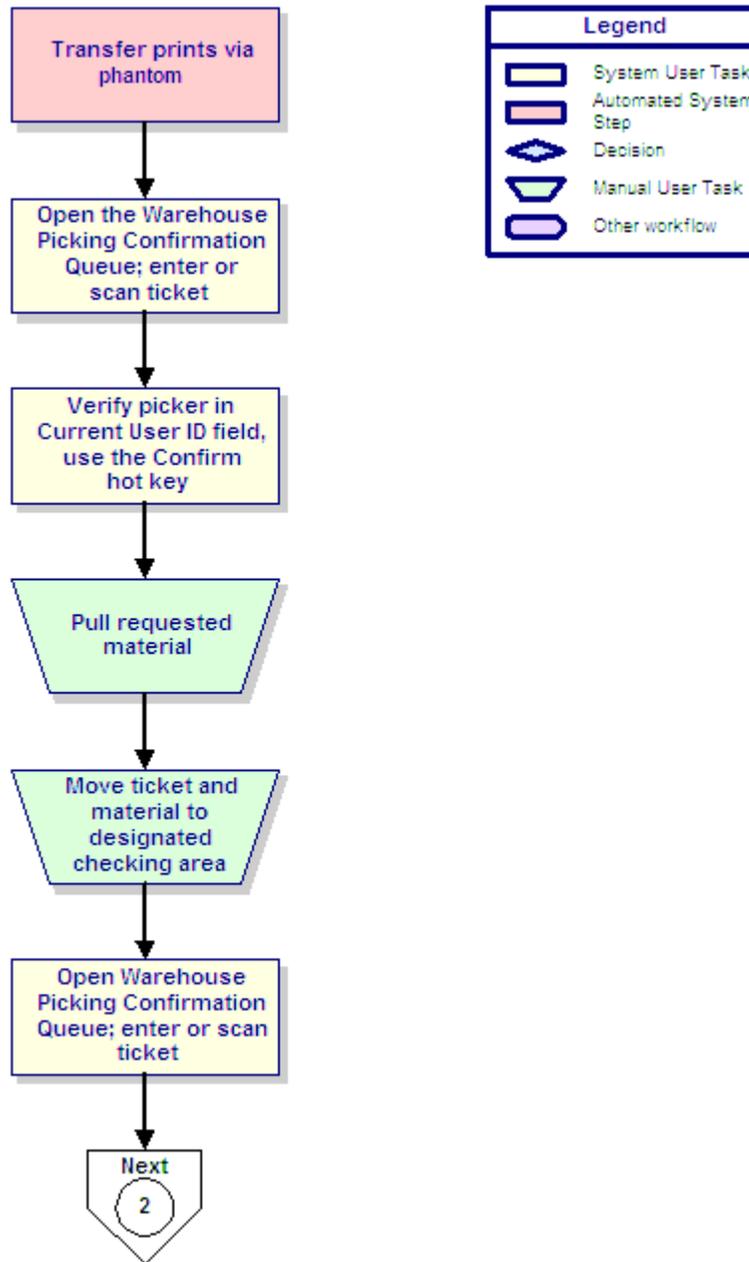
**See Also:**

Shipping Manifest Queue Overview

Scheduling Shipping Manifests Manually

Picking and Shipping Orders in a Manual Warehouse Overview

## Shipping Transfers in a Manual Warehouse Workflow



## Printing Ship Tickets in Batches

Use the Batch Print Shipping Tickets screen to print ship tickets in batch processes. You can select the ship tickets to print using the branch, ship via, and order shipping date.

After making your selections, the system lists the corresponding ship dates and quantities of tickets to print, sorted by the ship date. You can then select which tickets to print.

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.

Use the **Footer Message For Pick Tickets And Ship Tickets** control maintenance record to define the footer message to include on ship tickets.

**Note:** If you entered **!NOBO** as the first line in the shipping instructions of a sales order, the shipping instructions for the backordered items on the order are not included on the shipping ticket.

Use the **Print Ship Ticket Instead of Pick Ticket** control maintenance record to print acknowledgements for return goods using the phantom processor. Set this control maintenance record to yes if your company uses ship tickets in lieu of pick tickets.

### ► To batch print ship tickets:

1. From the **Orders > Printing** menu, select **Batch Print Shipping Tickets** to display the Batch Print Shipping Tickets screen.
2. In the **Br/Tr** field, enter the branch or territory for which you want to print ship tickets. Enter **All** to print tickets for all branches and all territories.
3. In the **ShipVia** field, press **F10** and select a shipping method to print tickets for only orders that use that method.

Leave the **ShipVia** field blank to print tickets for all shipping methods.

4. In the **ShipDate** field, enter today's date, or a date in the future for which you want to print ship tickets.

**Note:** The **ShipDate** field does not allow variable dating.

5. In the **Update Print Review Log (Y/N)** field, enter **Y** to update the Print Review Log after printing the tickets.

The system lists the following information:

Column	Description
<b>Ship Date</b>	The shipping date and day of the week. The <b>Prior</b> row indicates unprinted tickets before the current date, and the <b>Future</b> row indicates tickets beyond the current week.
<b># to Print</b>	The quantity of tickets for the corresponding ship date.

6. In the **Sel** column, enter an asterisk (\*) next to the shipping date for the tickets you want to print.

Press the space bar to enter or clear the asterisk.

7. Use the following hot keys before completing the print process:

To...	Use this hot key...
display a list of available printer locations	<b>Location</b>
review orders before printing ship tickets	<b>Preview</b>
enter additional selection criteria	<b>Slet</b>

8. Use the **Print** hot key and confirm that you do want to print the tickets.

### How the System Determines Printer Location for Ship Tickets

When you print ship tickets, the system determines the printer location using the following hierarchy:

What the System Checks	Where Identified
1. The printer location override defined for the ship via within a branch.	<b>PickTicketPtrLoc</b> field in Ship Via Branch Overrides/Auto Scheduling. For more information, see Assigning Ship Vias to Branches.
2. The printer location assigned to the shipping branch.	<b>Ship Ticket Branch</b> field in Printer Location Maintenance. For more information, see Defining Printer Locations.
3. The user's currently assigned location.	<b>Slave Printer</b> field in Slave Printer Assignment. For more information, see Assigning Slave Printers to Terminals.

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#### See Also:

Picking and Shipping Orders in a Manual Warehouse Overview

Reprinting Pick Tickets

Printing User-Defined Forms and Labels

Batch Reprinting Invoices, Purchases, or Transfers

## Printing User-Defined Forms and Labels

Use the User-Defined Document/Label printing screen to print labels or other special documents that your company uses. Print labels and documents for transfers, purchase orders, and sales orders from the transactions or from the Warehouse Picking Confirmation Queue.

You can edit the printing quantity even if the order is in view-only mode. Use the Label Printing Default Print Selection control maintenance record to set the default for the **Print Selection** field for labels printed from sales order entry, purchase order entry, transfer order entry, and RF. You can set a different default for each.

Before you print, ensure your printer is correctly connected and configured, and that the correct document or label paper is loaded in the printer.

### ►To print a user-defined form or label:

1. From a transfer order, purchase order, sales order, or the Warehouse Picking Confirmation Queue, use the **Label** hot key to display the User Defined Document/Label Printing screen.
2. In the **Doc/Lbl Format** field, enter the code that identifies the format of the document or labels to print. Press **F10** to select a document type from a list defined for your company.
3. In the **Print Selection** field, press **F10** and indicate for what items or orders you want to print documents or labels.

Print Selection	Description
<b>Current Item Only</b>	Prints the document or labels for only the selected product in the order.  <b>Note:</b> If you enter the User Defined Document/Label Printing screen from the Warehouse Picking Confirmation Queue, Current Item Only is not available in the Print Selection field. If you are printing labels from the Warehouse Picking Confirmation Queue, you are typically printing labels for an entire order or one label for each item in the order.
<b>All Items</b>	Prints the document or label for all items on the order. If the label type you select in the <b>Doc/Lbl Format</b> field is an item label, the <b>Print Selection</b> field defaults to <b>All Items</b> .
<b>Order Only</b>	Prints the document or labels for the order as a whole, not the individual line items. If the label type you select in the <b>Doc/Lbl Format</b> field is an order label, the <b>Print Selection</b> field defaults to <b>Order Only</b> .

4. In the **Total Count** field, enter the total number of documents or labels to print.  
The **Total Count** field initially displays the total of all the different package types. Update the quantity if necessary. If no package types are defined, the field displays 1.  
**Note:** If you use the **Boxed Qty** field, the entry in that field overrides the entry in the **Total Count** field.

- In the **Boxed Qty** field, enter the quantity the system should print on the label. The system uses the value you enter in this field to determine how many labels to print and what the ship quantity is for each label. The value you enter in this field overrides the value in the **Total Count** field.

For example, you are shipping 150 of an item, however, only 50 of that item fit in a box. Enter 50 in this field to indicate the box quantity. The system prints three shipping labels, one for each box of 50. Each shipping label indicates a ship quantity of 50.

**Note:** If you have the type for the form or label set to **IM** (Item Specific, Multi-Call) in the User Defined Shipping Labels Format Maintenance screen, the **Total Count** field defaults to the total number of the item for which you are printing labels. If you leave the **Boxed Qty** field blank, you can override the value in the **Total Count** field to 1, so one label prints with a ship quantity of 100.

- Use the **Print** hot key to print the form or labels.

**Note:** For information about obtaining custom documents and labels, contact Eclipse Support.

#### ►To print labels and forms from the Warehouse Picking Confirmation Queue:

- From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse Confirmation Queue** to display the Warehouse Picking Confirmation screen.
- In the **Order #** field, enter the order for which to print labels.
- Use the **Label** hot key to display the User Defined Document/Label Printing screen.
- In the **Doc/Lbl Format** field, enter the code that identifies the format of the document or labels to print. Press **F10** to select a document type from a list defined for your company.
- In the **Print Selection** field, press **F10** and indicate for what items or orders you want to print documents or labels.

Print Selection	Description
All Items	Prints the document or label for all items on the order.
Order Only	Prints the document or labels for the order as a whole, not the individual line items.

**Note:** If you enter the User Defined Document/Label Printing screen from the Warehouse Picking Confirmation Queue, **Current Item Only** is not available in the **Print Selection** field. If you are printing labels from the Warehouse Picking Confirmation Queue, you are typically printing labels for an entire order or one label for each item in the order.

- In the **Total Count** field, enter the total number of documents or labels to print.

By default, the total count equals the range selected in the **Print Selection** field. For example, selecting **All Items** as the print selection causes the total of all item quantities on the order to display.

**Note:** If you use the **Boxed Qty** field, the entry in that field overrides the entry in the **Total Count** field.

7. In the **Boxed Qty** field, enter the quantity the system should print on the label. The system uses the value you enter in this field to determine how many labels to print and what the ship quantity is for each label. The value you enter in this field overrides the value in the **Total Count** field.

For example, you are shipping 150 of an item, however, only 50 of that item fit in a box. Enter 50 in this field to indicate the box quantity. The system prints three shipping labels, one for each box of 50. Each shipping label indicates a ship quantity of 50.

**Note:** If you have the type for the form or label set to **IM** (Item Specific, Multi-Call) in the User Defined Shipping Labels Format Maintenance screen, the **Total Count** field defaults to the total number of the item for which you are printing labels. If you leave the **Boxed Qty** field blank, you can override the value in the **Total Count** field to 1, so one label prints with a ship quantity of 100.

8. Use the **Print** hot key to print the form or labels.

The number of labels that print will be consistent with the number of labels printed from order entry.

**Note:** For information about obtaining custom documents and labels, contact Eclipse Support.

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**See Also:**

Picking and Shipping Orders in a Manual Warehouse Overview

Reprinting Pick Tickets

Printing Ship Tickets in Batches

Batch Reprinting Invoices, Purchases, or Transfers

## Reprinting Pick Tickets

Use the Order Reprinting Options screen or the Warehouse Picking Confirmation Queue to reprint pick tickets for an open order generation. You can print a duplicate copy of an original pick ticket, or print a new pick ticket to reflect recent changes to the order. You can also use the Order Reprinting Options screen to change the order status or ship via method for the open generation.

You can use reprinted pick tickets as shipping labels to attach to the boxes or crates that contain the order. Use the **Print Ship Ticket Instead of Pick Ticket** control maintenance record to print acknowledgements for return goods using the phantom processor. Set this control maintenance record to yes if your company uses ship tickets in lieu of pick tickets.

This topic discusses how to reprint pick tickets from the following system screens:

- Order Reprinting Options screen.
- Warehouse Picking Confirmation Queue.

### ► To reprint pick tickets from the Order Reprinting Options screen:

1. From the **Orders > Printing** menu, select **Reprint Picking Ticket** to display the Order Reprinting Options screen.
2. In the **Order #** field, enter the order number for which you want to print tickets.
3. Select the order generation and press **Enter**.
4. Edit the information in the following fields, as necessary:

Field	Description
<b>Print Style</b>	Identifies the parameters to use when printing the ticket for this order.
<b>Order Status</b>	The current status of the selected order generation. Update the status in this field, if needed.
<b># of Copies</b>	The number of copies of the selected document to print. The system defaults to an entry of one, but you can print up to nine copies at one time.
<b>Review Queue Status</b>	The in-process status associated with the order generation, for example, <b>Printed</b> or <b>Picking</b> . If you are using the Open Order Status Review Queue to control tickets, this field is normally blank and you should leave it blank. If you use the Warehouse Picking Confirmation Queue, the <b>Review Queue Status</b> field displays the same in-process status as displayed in the picking queue.
<b>Ship Via</b>	The method used to deliver the items in the order generation to the customer.

5. Use the **Print** hot key to print the ticket.

For additional information about settings for the label, see Printing User-Defined Forms and Labels.

► **To reprint a pick ticket from the Warehouse Picking Confirmation Queue:**

1. From the **Whse Mgt > Warehouse Queues** menu, select **Warehouse Confirmation Queue** to display the Warehouse Picking Confirmation screen.

2. In the **Order #** field, enter the order number.

**Note:** If you already have a pick ticket for an order, scan the ticket with the cursor in the **Order #** field of the Warehouse Picking Confirmation screen.

3. Use the **Reprint** hot key to reprint the pick ticket.

► **To reprint pick tickets to use as shipping labels:**

1. Follow the instructions to reprint pick tickets from the Order Reprinting Options screen or the Warehouse Picking Confirmation Queue and print enough labels for the order.
2. Fold the tickets so the shipping address faces out and place in the plastic label holder, which you will attach to each shipping box.

### How the System Determines Printer Location for Pick Tickets

When you *print* pick tickets, the system determines the printer location using the following hierarchy. When you *reprint* pick tickets, the system prints them from the current terminal location.

What the System Checks	Where Identified
1. The printer location override defined for the ship via within a branch.	<b>PickTicketPtrLoc</b> field in Ship Via Branch Overrides/Auto Scheduling. For more information, see Assigning Ship Vias to Branches.
2. The printer location assigned to the shipping branch.	<b>Ship Ticket Branch</b> field in Printer Location Maintenance. For more information, see Defining Printer Locations.
3. The user's currently assigned location.	<b>Slave Printer</b> field in Slave Printer Assignment. For more information, see Assigning Slave Printers to Terminals.

### More Options for Reprinting Pick Tickets from the Order Reprinting Options Window

The Order Reprinting Options screen also offers these options.

Hot Key	Function
<b>View</b>	Displays the order's Body screen in view-only mode. Use this hot key to verify that you have the correct order.
<b>Edit</b>	Displays the order's Body screen in edit mode.
<b>Label</b>	Displays the User Defined Document/Label Printing screen. Use this screen to print labels or other user-defined documents with the pick ticket.
<b>Fax</b>	Displays the Fax Memo screen. Use this screen to fax the pick ticket.

Hot Key	Function
<b>InProcess</b>	Displays Warehouse In Process Queue. Use this queue to view the order generation's picking status.
<b>Shipping Pkgs</b>	Displays the Shipping Package Quantities screen. Use this screen to enter or edit order package quantities.
<b>Ready to Manifest</b>	Displays the Ready to Manifest screen. Use this hot key to add the pick ticket to the manifest. Edit the ship date and shipping method, if needed, and press <b>Esc</b> . This key is enabled if manifesting is enabled and the order is open.
<b>Mnfst Comments</b>	Displays the shipping manifest to which the order is assigned. Use to add comments to the order on the shipping manifest.
<b>Edit Mnfst</b>	Displays the shipping manifest to which the order is assigned. Use to edit the manifest.
<b>E-Mail</b>	Displays the Send E-mail screen. Use this screen to e-mail the pick ticket.

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**See Also:**

Picking and Shipping Orders in a Manual Warehouse Overview

Printing User-Defined Forms and Labels

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