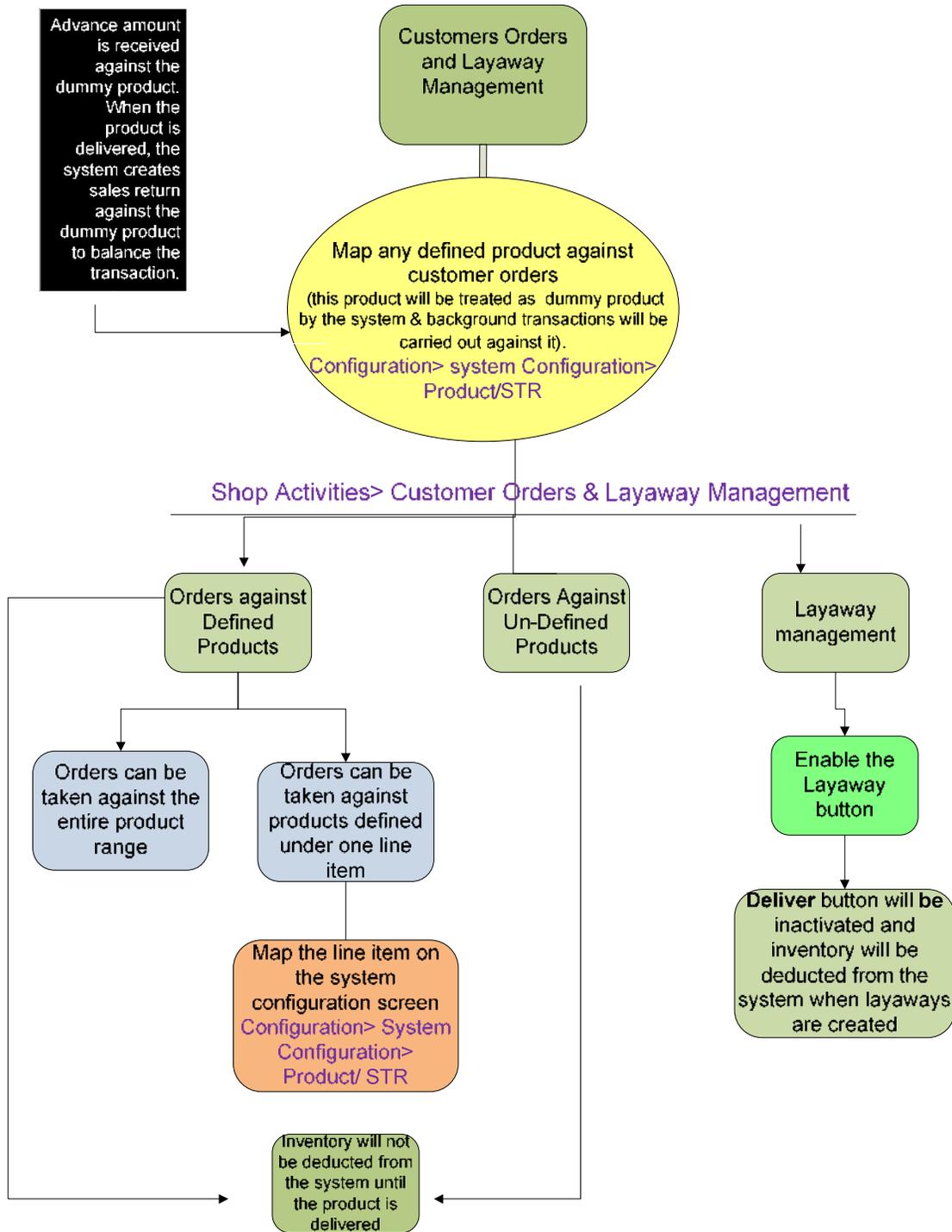


Customers Orders & Layaway Management



Management of Orders and Alterations

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

1. **(A)** A customer wants an article of clothing that you are short on. So you book an order for the article, receive advance against it and agree to deliver it on some future date. During the time between the booking of an order and its delivery, you will go through the regular procedure of stocking up the inventory: you will make a purchase order, receive the product, make a GRN against that article (thus add it to your stock), and deliver it on the agreed date. When you deliver it, the article will be subtracted from the inventory.
1. **(B)** If you have an extremely broad product range you may find it too bothersome to take orders for every item short in the inventory. In such cases you can fix a line item and define products under it that *can* be re-ordered. For e.g., if you deal in garments, accessories and shoes but can take orders only for garments, you can define all your garments under one line item. You can then map this line item on the system configuration screen (explained below).
2. Another situation could be where a customer likes something, wants to buy it, but doesn't have the required amount or for whatever reasons asks to you put the article on hold by giving you a certain advance against that product. You lay-away the article and thus reduce the available inventory by the quantity that is laid-away or put aside for the customer.
3. You have the kind of business model that allows customers to place orders for garments that are made according to their specifications. This means you don't have such article as your pre-defined inventory; you just take the order for a particular product, prepare it and deliver it to the customer without adding to or subtracting it from your existing inventory. In such cases you don't need to prepare a purchase order or a GRN. The entire business transaction is carried out without any impact on the system inventory.

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

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

Let's see how these transactions happen in Candela.

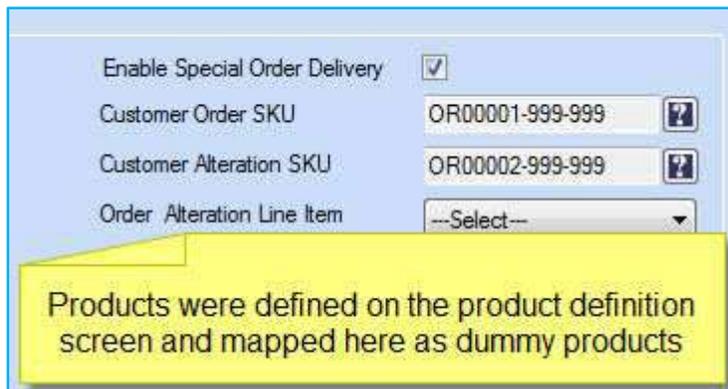
- Scenario 1 (A)

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



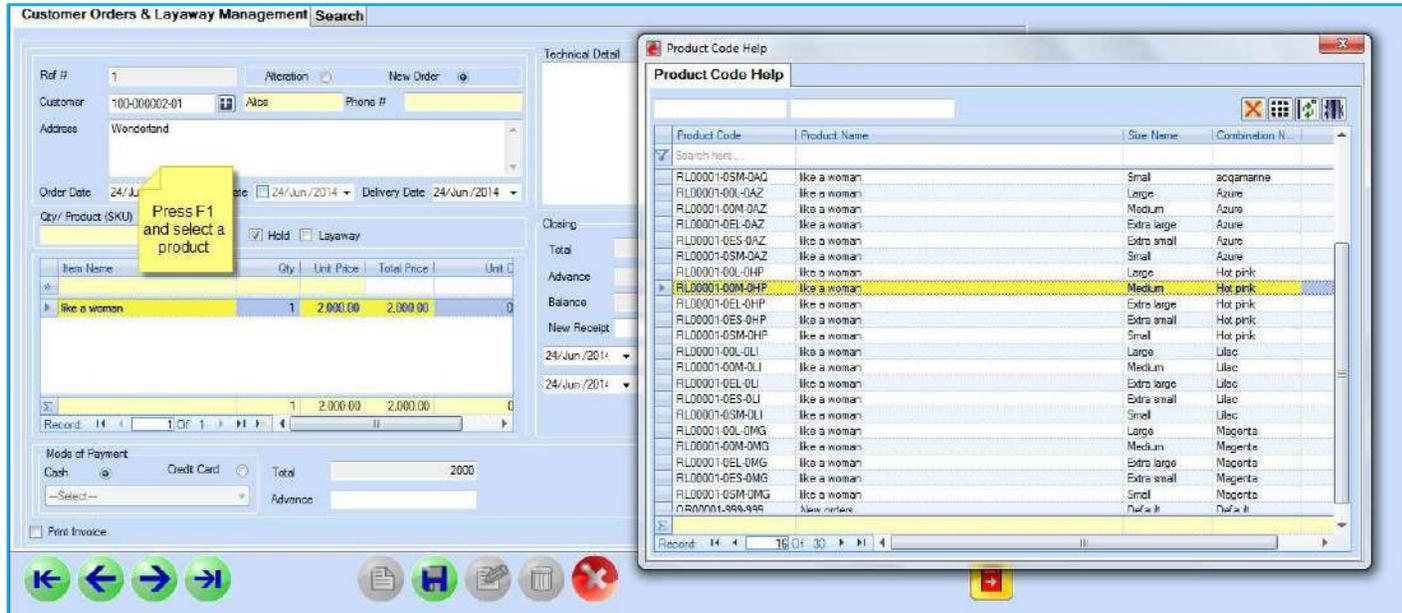
- Map the products as dummy products on the System Configuration Screen as **Customer Order SKU**, and **Customer alteration SKU**. You can also map just one product against these two fields.

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



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

Shop Utilities > Customer Orders and Layaway Management



In the above figure, you have received an order against a predefined product in medium size that is not available at the time of booking of the order.

Customer Orders & Layaway Management Search

Ref # 1 Alteration New Order

Customer 100-000002-01 Alice Phone # 03334565798

Address Wonderland

Order Date 24/Jun/2014 Try Date 24/Jun/2014 Delivery Date 24/Jun/2014

Qty/ Product (SKU) Hold Layaway

Item Name	Qty	Unit Price	Total Price	Unit D
like a woman	1.0000	2,000.00	2,000.00	0
Σ 1 2,000.00 2,000.00				

Record 1 Of 1

Mode of Payment: Cash (selected), Credit Card

Total 2000, Advance 1000.0000

Technical Detail: Short tunic with straight trousers. abstract print in the front. Hot pink

Closing: Total 2000, Advance 1000, Balance 1000, New Receipt 1000

Buttons: Deliver Order, Time Barred, Balance Update

Print Invoice

Navigation icons: Home, Back, Forward, Refresh, Save, Print, Delete, Exit

Ref #: System generated number.

Alteration or New Order: Check the appropriate radio button.

Customer Details: Enter customer details

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

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

Mode of Payment: Select the appropriate mode.

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

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

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

Advance: Enter the amount of advance payment received.

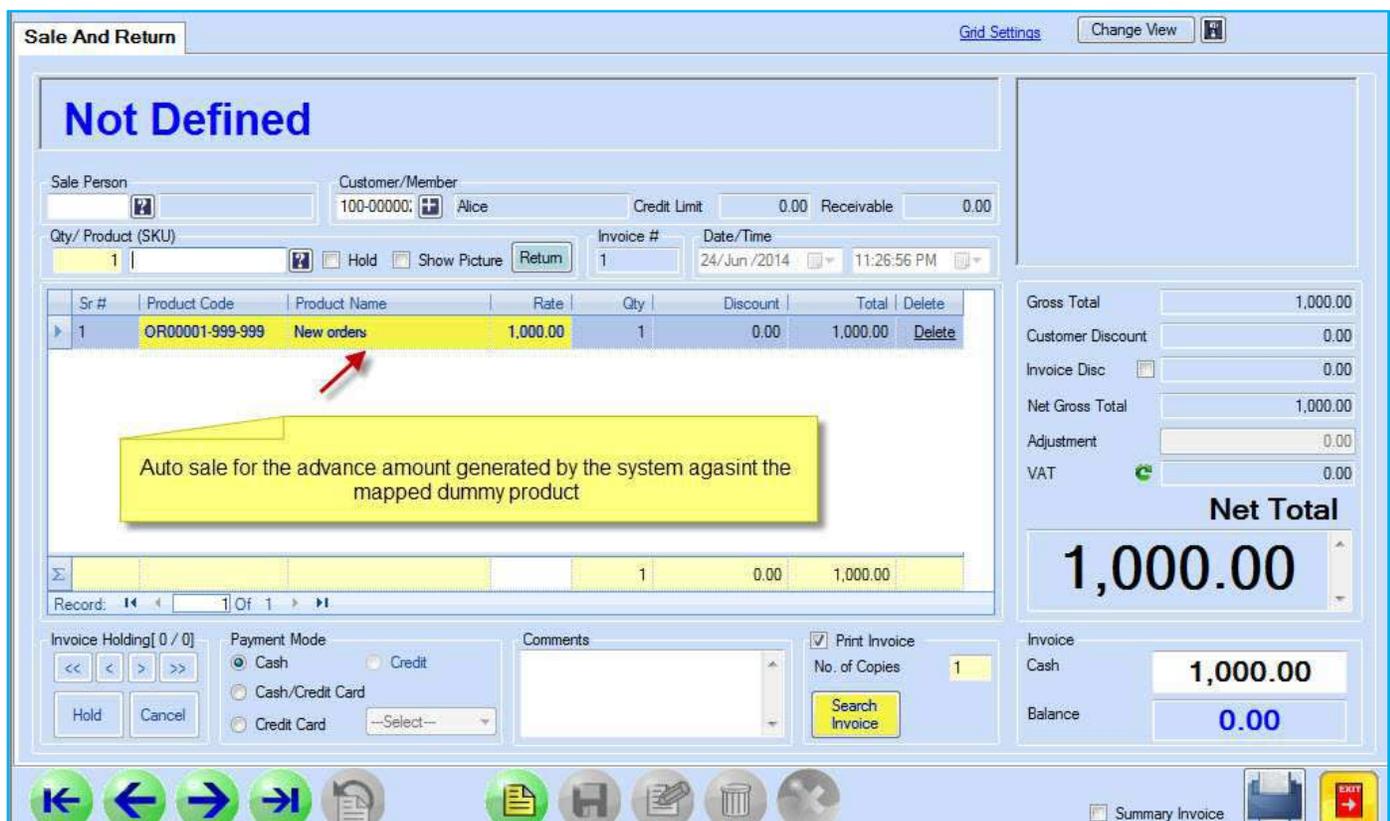
Technical Detail: Add details about the order.

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

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

Deliver Order: Press this when you deliver order.

In the above figure, we have received a cash advance of 1000. The system will generate an auto sale invoice for this amount against the dummy products mapped on the configuration screen. You can view this dummy sale on the Sales and Return Screen by pressing Search Invoice:



Sale And Return

Grid Settings Change View

Not Defined

Sale Person: [] Customer/Member: 100-00000; Alice Credit Limit: 0.00 Receivable: 0.00

Qty/ Product (SKU): 1 Invoice #: 1 Date/Time: 24/Jun/2014 11:26:56 PM

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

Auto sale for the advance amount generated by the system agasint the mapped dummy product

Record: 1 Of 1

Invoice Holding[0 / 0] Payment Mode: Cash Credit Cash/Credit Card Credit Card

Comments: [] Print Invoice: No. of Copies: 1 Search Invoice

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

Net Total
1,000.00

Invoice Cash: 1,000.00
Balance: 0.00

Summary Invoice

When the balance amount of 1000 is received from the customer, you add the amount in **New Receipt**, press **Balance update** and **Deliver**:

Customer Orders & Layaway Management Search

Ref # 1 Alteration New Order

Customer 100-000002-01 Alice Phone # 03334565798

Address Wonderland

Order Date 24/Jun/2014 Try Date 24/Jun/2014 Delivery Date 24/Jun/2014

Qty/ Product (SKU) Hold Layaway

Item Name	Qty	Unit Price	Total Price	Unit D
* like a woman	1.0000	2,000.00	2,000.00	0
Σ	1	2,000.00	2,000.00	0

Record: 1 Of 1

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

Closing

Total 2000 Mode of Payment Cash Credit Card

Advance 1000

Balance 1000 Balance Update

New Receipt 1000 Deliver Order

Time Bared

Mode of Payment
Cash Credit Card

Total 2000

Advance 1000.0000

Print Invoice

Navigation icons: Home, Back, Forward, Print, Save, Delete, Refresh, Exit

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

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

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

Sale And Return Grid Settings Change View

Not Defined

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

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

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

Another auto sale against the dummy product for the balance amount

Σ				1	0.00	1,000.00	
Record: 1 Of 1							

Invoice Holding [0 / 0] Payment Mode: Cash Credit Cash/Credit Card Credit Card --Select--

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

Print Invoice No. of Copies: 1

Gross Total: 1,000.00

Customer Discount: 0.00

Invoice Disc: 0.00

Net Gross Total: 1,000.00

Adjustment: 0.00

VAT: 0.00

Net Total

1,000.00

Invoice Cash: 1,000.00

Balance: 0.00

Summary Invoice

Sale And Return Grid Settings Change View

Not Defined

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

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

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

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

Σ				0	0.00	0.00	
Record: 2 Of 2							

Invoice Holding [0 / 0] Payment Mode: Cash Credit Cash/Credit Card Credit Card --Select--

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

Print Invoice No. of Copies: 1

Gross Total: 0.00

Customer Discount: 0.00

Invoice Disc: 0.00

Net Gross Total: 0.00

Adjustment: 0.00

VAT: 0.00

Net Total

0.00

Invoice Cash: 0.00

Balance: 0.00

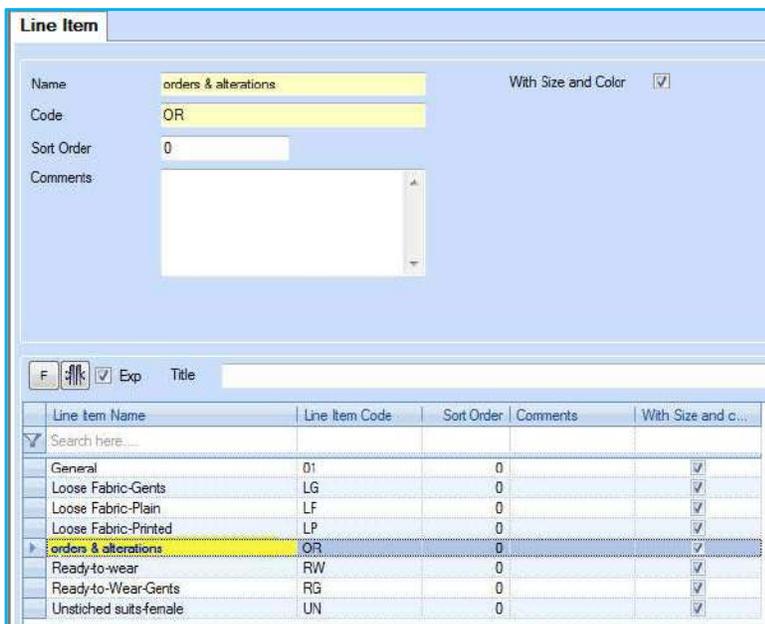
Summary Invoice

Scenario 1 (B)

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

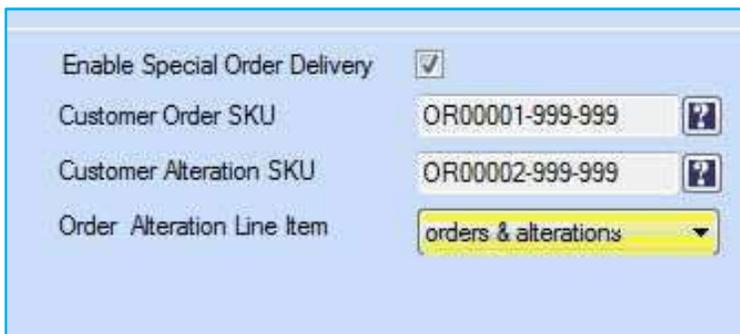
For example, you can define one line item for orders and alterations.

Configuration > Mis > Line items



Line Item Name	Line Item Code	Sort Order	Comments	With Size and c...
Search here...				
General	01	0		<input checked="" type="checkbox"/>
Loose Fabric-Gents	LG	0		<input checked="" type="checkbox"/>
Loose Fabric-Plain	LF	0		<input checked="" type="checkbox"/>
Loose Fabric-Printed	LP	0		<input checked="" type="checkbox"/>
orders & alterations	OR	0		<input checked="" type="checkbox"/>
Ready-to-wear	RW	0		<input checked="" type="checkbox"/>
Ready-to-Wear-Gents	RG	0		<input checked="" type="checkbox"/>
Unstitched suits-female	UN	0		<input checked="" type="checkbox"/>

The next step is: Go to the system configuration screen (**Configuration > System Configuration > Product/STR**) and map the line item:

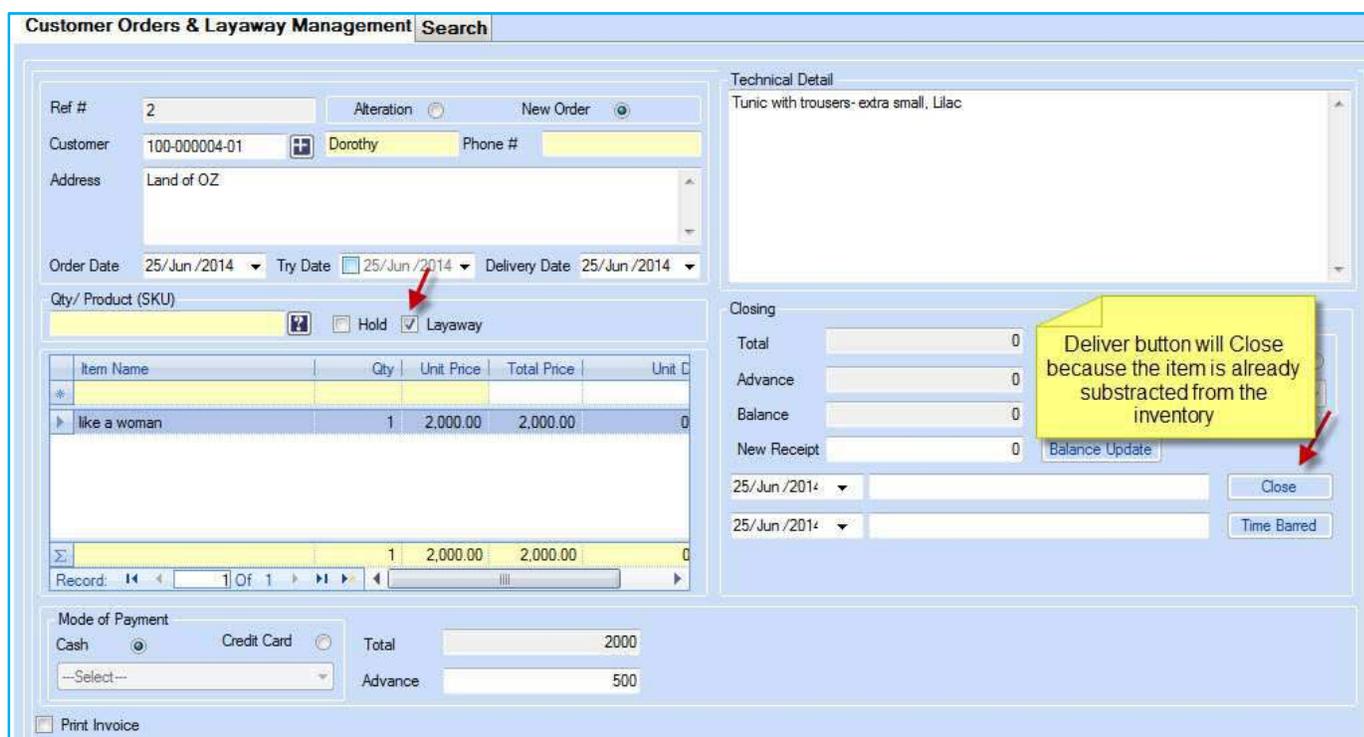


Enable Special Order Delivery
 Customer Order SKU: OR00001-999-999
 Customer Alteration SKU: OR00002-999-999
 Order Alteration Line Item: orders & alterations

Now on the Orders and Layaway Management screen when you press F1 only the products defined under the mapped line item will appear.

Scenario 2- Layaway management

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



Customer Orders & Layaway Management Search

Ref # 2 Alteration New Order

Customer 100-000004-01 Dorothy Phone #

Address Land of OZ

Order Date 25/Jun/2014 Try Date 25/Jun/2014 Delivery Date 25/Jun/2014

Qty/ Product (SKU) Hold Layaway

Item Name	Qty	Unit Price	Total Price	Unit D
* like a woman	1	2,000.00	2,000.00	0
Σ	1	2,000.00	2,000.00	0

Record: 1 Of 1

Mode of Payment
 Cash Credit Card
 Total 2000
 Advance 500

Technical Detail
 Tunic with trousers- extra small, Lilac

Closing
 Total 0
 Advance 0
 Balance 0
 New Receipt 0
 Balance Update
 25/Jun/2014 Close
 25/Jun/2014 Time Barred

Deliver button will Close because the item is already subtracted from the inventory

Print Invoice

On the sale and Return screen:

Sale And Return Grid Settings Change View

Not Defined

Sale Person: Customer/Member: 100-00000 Dorothy Credit Limit: 0.00 Receivable: 0.00

Qty/ Product (SKU): Hold Show Picture Invoice #: 4 Date/Time: 25/Jun/2014 12:44:57 AM

Sr #	Product Code	Product Name	Rate	Qty	Discount	Total	Delete
1	RL00001-0ES-0LI	like a woman	2,000.00	1	0.00	2,000.00	Delete
2	OR00001-999-999	New orders	1,500.00	-1	0.00	-1,500.00	Delete

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

Σ				0	0.00	500.00	
---	--	--	--	---	------	--------	--

Record: 2 Of 2

Invoice Holding [0 / 0] Payment Mode: Cash Credit Cash/Credit Card Credit Card

Comments: Tunic with trousers- extra small, Lilac

Print Invoice No. of Copies: 1

Gross Total: 500.00

Customer Discount: 0.00

Invoice Disc: 0.00

Net Gross Total: 500.00

Adjustment: 0.00

VAT: 0.00

Net Total

500.00

Invoice Cash: **500.00**

Balance: **0.00**

Summary Invoice

When you receive the balance amount of 1500:

Sale And Return Grid Settings Change View

Not Defined

Sale Person: Customer/Member: 100-00000 Dorothy Credit Limit: 0.00 Receivable: 0.00

Qty/ Product (SKU): Hold Show Picture Invoice #: 5 Date/Time: 25/Jun/2014 12:59:14 AM

Sr #	Product Code	Product Name	Rate	Qty	Discount	Total	Delete
1	OR00001-999-999	New orders	1,500.00	1	0.00	1,500.00	Delete

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

Σ				1	0.00	1,500.00	
---	--	--	--	---	------	----------	--

Record: 1 Of 1

Invoice Holding [0 / 0] Payment Mode: Cash Credit Cash/Credit Card Credit Card

Comments: Tunic with trousers- extra small, Lilac

Print Invoice No. of Copies: 1

Gross Total: 1,500.00

Customer Discount: 0.00

Invoice Disc: 0.00

Net Gross Total: 1,500.00

Adjustment: 0.00

VAT: 0.00

Net Total

1,500.00

Invoice Cash: **1,500.00**

Balance: **0.00**

Summary Invoice

Scenario 3

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

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

Shop Utilities > Customer Orders and Layaway Management

Customer Orders & Layaway Management
Search

Ref # Alteration New Order

Customer Cinderella Phone #

Address

Order Date: Try Date: Delivery Date:

Qty/Product (SKU) Hold Layaway

Item Name	Qty	Unit Price	Total Price	Unit
* Evening Gown	1.0000	30,000.00	30,000.00	0
Σ 1 30,000.00 30,000.00				

Record: 1 of 1

Technical Detail

Red net gown with 16" tail. Tilla and bead work on the front panels, motif of crown on the back.

Closing

Total Mode of Payment Cash Credit Card

Advance

Balance

New Receipt

Mode of Payment Cash Credit Card

Total

Advance

Print Invoice

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EXIT

Sale And Return Grid Settings Change View

Not Defined

Sale Person: Customer/Member: 100-00000 Cinderalla Credit Limit: 0.00 Receivable: 0.00

Qty/ Product (SKU): 1 Hold Show Picture Invoice #: 1 Date/Time: 22/Jun /2014 11:42:32 PM

Sr #	Product Code	Product Name	Rate	Qty	Discount	Total	Delete
1	OR00001-999-999	New orders	10,000.00	1	0.00	10,000.00	Delete

Auto sale for the advance amount generated by the system against the mapped dummy product

Σ				1	0.00	10,000.00	
---	--	--	--	---	------	-----------	--

Record: 1 Of 1

Invoice Holding[0 / 0]

Payment Mode: Cash Credit Cash/Credit Card Credit Card --Select--

Comments: Red net gown, with 16" tail. Tilla and bead work on the fron panels, motive of crown on the back.

Print Invoice No. of Copies: 1

Gross Total: 10,000.00
 Customer Discout: 0.00
 Invoice Disc: 0.00
 Net Gross Total: 10,000.00
 Adjustment: 0.00
 VAT: 0.00

Net Total
10,000.00

Invoice: Cash **10,000.00**
 Balance **0.00**

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

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

Sale And Return Grid Settings Change View

Not Defined

Sale Person: Customer/Member: 100-00000 Cnderala Credit Limit: 0.00 Receivable: 0.00

Qty/ Product (SKU): 1 Hold Show Picture Invoice #: 1 Date/Time: 22/Jun/2014 11:55:35 PM

Sr #	Product Code	Product Name	Rate	Qty	Discount	Total	Delete
1	OR00001-999-999	New orders	20,000.00	1	0.00	20,000.00	Delete

Record: 1 Of 1

Invoice Holding: 0 / 0

Payment Mode: Cash Credit Cash/Credit Card Credit Card

Comments: Red net gown, with 16" tail. Tilla and bead work on the front panels, motive of crown on the back.

Print Invoice No. of Copies: 1

Gross Total: 20,000.00
 Customer Discount: 0.00
 Invoice Disc: 0.00
 Net Gross Total: 20,000.00
 Adjustment: 0.00
 VAT: 0.00

Net Total
20,000.00

Invoice: 20,000.00
 Cash: 20,000.00
 Balance: 0.00

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

Sale And Return Grid Settings Change View

Not Defined

Sale Person: Customer/Member: 100-00000 Dorothy Credit Limit: 0.00 Receivable: 0.00

Qty/ Product (SKU): 1 Hold Show Picture Invoice #: 8 Date/Time: 25/Jun/2014 01:34:24 AM

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

Record: 1 Of 1

Invoice Holding: 0 / 0

Payment Mode: Cash Credit Cash/Credit Card Credit Card

Comments: Red net gown with 16" tail. Tilla and bead work on the front panel, motif of crown on the back.

Print Invoice No. of Copies: 1

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

Net Total
0.00

Invoice: 0.00
 Cash: 0.00
 Balance: 0.00

As this sale was made against an un-defined product, the system will balance the inventory by putting in zero value

REPORTS

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

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

C-11 Shop Sales Report

Criteria Result Report Template: --Select--

Mkt Dis Dis Show Comments Batch No
 Adj Dis Cust Dis Product Detail

F [Filter] [Print] [Export] Title: Shop Sales Report Dated (25/1)

Drag a column header here to group by that column.

o	Date	Time	Day	Product Code	Product Name	Size	Technic...	Colors	Q...	Sales	Net Sales	Cost	Gross Margin	MOP
p	24/Jun/20...	11:4...	Tuesday	1 OR00001-999-999	New orders	Default		Default	1	1,000.00	1,000.00	0.00	1,000.00	Cash Sales
p	24/Jun/20...	11:5...	Tuesday	2 OR00001-999-999	New orders	Default		Default	1	1,000.00	1,000.00	0.00	1,000.00	Cash Sales
p	24/Jun/20...	11:5...	Tuesday	3 RL00001-90M-0...	like a woman	Medium	Short tu...	Hbt pink	1	2,000.00	2,000.00	0.00	2,000.00	Cash Sales
p	24/Jun/20...	11:5...	Tuesday	3 OR00001-999-999	New orders	Default		Default	-1	-2,000.00	-2,000.00	0.00	-2,000.00	Cash Sales
p	25/Jun/20...	12:4...	Wednesday	4 RL00001-DES-OLI	like a woman	Extra small	Short tu...	Liac	1	2,000.00	2,000.00	0.00	2,000.00	Cash Sales
p	25/Jun/20...	12:4...	Wednesday	4 OR00001-999-999	New orders	Default		Default	-1	-1,500.00	-1,500.00	0.00	-1,500.00	Cash Sales
p	25/Jun/20...	12:5...	Wednesday	5 OR00001-999-999	New orders	Default		Default	1	1,500.00	1,500.00	0.00	1,500.00	Cash Sales
p	25/Jun/20...	01:3...	Wednesday	6 OR00001-999-999	New orders	Default		Default	1	10,000.00	10,000.00	0.00	10,000.00	Cash Sales
p	25/Jun/20...	01:3...	Wednesday	7 OR00001-999-999	New orders	Default		Default	1	20,000.00	20,000.00	0.00	20,000.00	Cash Sales
p	25/Jun/20...	01:3...	Wednesday	8 OR00001-999-999	New orders	Default		Default	-1	.00	.00	0.00	0.00	Cash Sales
										4	34,000.00	34,000.00	0.00	34,000.00

Record: 14 | Of 10

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

C-43 Special Order Sales Report

Criteria Result

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

Shop Name

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

Record: 1 Of 3

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