



**Where Can I See the Status of My Customer Orders?**

WinNetStar includes several different reports that will help you determine the status of customer orders. The following screen shots illustrate these reports.

RIMSS WinNetStar v7.0.0.750 Enterprise: The Enterprise Company: CSS Enterprises (222) Location: Racine (223)

File View Company CRM Suppliers Employees Banking Fixed Assets Inventory Service Wholegoods Rental Reports Web Links Windows Help

Easy Navigator

RIMSS WinNetStar

- Financial
- Customers
- Suppliers
- Service
- Inventory Items
  - Item Detail Report
  - Item Metrics Report
  - Order Status Report
  - Purchase Order Detail
- Wholegoods
- Report Maintenance
- Pre-Conversion History

The most complete information available regarding your customer orders is found in the Order Status Report.

**RIMSS WinNetStar**  
Advanced Enterprise System

User: dale Role: Administrator Workstation: DALE-PC Server: V3Test Database: WinNetStarApp Key Stroke Entry

Inbox - Microsoft O... Course Outline.doc... Inventory Count.do... Document5 - Micr... RIMSS WinNetStar ... RIMSS WinNetStar ... RIMSS WinNetStar ... 9:58 AM

Customer  Order Status  Order Type  Price Book  OEM Vendor  Item #

Period: 
 Custom Date Range: From:  To:

Customer	Price Book	OEM Vendor	Part Number	Status	SO Status	SO Line Status	QTY	Origin Doc	Origin Doc #	Origin Doc	Order Type	New PO	New PO #	QTY Ordered	Supplier	New IR	New IR #	QTY Rec'd	QTY Allocated	SO #	
TREX SUPPLY	BLU	BLUFOR	00008588	Open	Open	Open	1.0000	POS S...	1525	12/20...	Back Order	12/2...	1539	1.0000	Blue Bird						
														1.0000				0.0	0.0		
Derek Clow	FNH	624	10118640	Open	Open	Open	1.0000	POS S...	1526	12/20...	Back Order	12/2...	1540	1.0000	New Holland						
														1.0000				0.0	0.0		
MCCAIN ENTERPRISES	NAV	100												1548	1.0000	Internatio...					
														1.0000				0.0	0.0		
Coast Guard	FNH	624												1550	1.0000	New Holland					
														1.0000				0.0	0.0		
Coast Guard	KUB	620												1549	1.0000	KUBOTA ...					
														1.0000				0.0	0.0		
Cash Customer	ACE	005												1556	1.0000	ACE HAR...					
														1.0000				0.0	0.0		
ZIMMER LTD	FNH	624												1555	1.0000	New Holland					
														1.0000				0.0	0.0		
ZIMMER LTD	AIP	551	A-CKP...	Open	Open	Open	1.0000	POS S...	1551	1/6/2...	Back Order	1/6/...	1553	1.0000	A & I PRO...						
														1.0000				0.0	0.0		
ZIMMER LTD	CAS	198	00180997	Open	Open	Open	2.0000	POS S...	1551	1/6/2...	Back Order	1/6/...	1554	2.0000	CNH - Parts						
														2.0000				0.0	0.0		
Coast Guard	FNH	624	134692	Open	Open	Open	10.0000	POS S...	1556	1/10/...	Back Order										
														0.0				0.0	0.0		

In this example, we have selected the option to show Open and Partial Customer Orders for the last 90 days and clicked on Fetch.

The report displays one line for each Inventory Item included in a customer order. It displays the document information that originated the order, the Purchase Order information related to the order and the document information related to the receipt of the item when received.

Add New Refresh Show All Print Layouts

Status: All Customer: Doc. #: Invoice #: Total: Salesman: Customer PO #:

Period: All Custom Date Range: From: 1/1/2001 To: 12/31/2099 Fetch

Drag a column header here to group by that column

Voided	Status	Location	Doc Date	Doc. #	Customer	Original Total	Remaining	Open Total	Has Backorders	Has Dropships
									true	
False	Open	Racine	1/10/2012	1556	Coast Guard	\$0.00	\$0.00	\$0.00	True	False
False	Open	Racine	1/6/2012	1555	TRAV INC	\$0.00	\$0.00	\$0.00	True	False
False	Open	Racine	1/6/2012	1551	ZIMMER LTD	\$56.81	\$0.00	\$56.81	True	True
False	Open	Racine	12/22/2011	1540	Coast Guard	\$84.14	\$0.00	\$84.14	True	False
False	Open	Racine	12/20/2011						True	False
False	Open	Racine	12/20/2011						True	False
False	Open	Racine	12/20/2011						True	False
False	Partial	Racine	10/12/2011						True	False
False	Open	Racine	9/22/2011						True	False
False	Open	Racine	8/30/2011						True	False
False	Open	Racine	8/24/2011						True	False
False	Closed	Racine	5/4/2011						True	False
False	Partial	Racine	5/4/2011						True	False
False	Open	Racine	5/2/2011						True	False
False	Open	Racine	4/28/2011	995	Cash Customer	\$0.00	\$0.00	\$0.00	True	False
False	Open	Racine	4/26/2011	987	Cash Customer	\$0.00	\$0.00	\$0.00	True	False
False	Partial	Racine	2/28/2011	911	COLPRON2	\$319.29	\$0.00	\$79.05	True	False
False	Closed	Racine	2/16/2011	895	Cash Customer	\$0.00	\$0.00	\$0.00	True	False
False	Partial	Racine	2/3/2011	888	Cash Customer	\$629.37	\$0.00	\$0.00	True	False
False	Open	Racine	2/1/2011	880	Cash Customer	\$62.17	\$0.00	\$62.17	True	False
False	Partial	Racine	11/11/2010	787	Cash Customer	\$0.00	\$0.00	\$0.00	True	False
False	Closed	Racine	11/1/2010	730	TOM JARRETT	\$1,263.91	\$0.00	\$0.00	True	False

From the Sales Order List (Inventory>Find>Sales Order) we can produce a report of all Sales Orders that include unresolved Backorders.

In this example, we have included a filter in the Has Backorders field to show all Has Backorders = True.

[X] [V] [Voided] = 'False' And Starts with ([Has Backorders], 'true')

<b>Completion Status</b> Open, Closed, Void, Settled	<b>Customer Invoice Status</b> Open, Partial, Closed, NA	<b>Warranty Invoice Status</b> Open, Partial, Closed, NA	<b>Customer</b>	<b>Doc. #</b>
<b>Invoice #</b>	<b>Total</b>	<b>Salesman</b> All	<b>Customer PO#</b>	<b>Service Writer</b> All
<b>Wholegood ID</b>	<b>Make</b>	<b>Model</b>	<b>Description</b>	<b>Serial #</b> <b>Stock #</b>

<b>Date Filter</b> <input type="radio"/> Initiation Date <input type="radio"/> Settlement Date	<b>Period</b> All	<b>Custom Date Range</b> From: 1/1/2001 To: 12/31/2099 <input type="button" value="Fetch"/>
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Drag a column header here to group by that column

Location	Completion Status	Initiation Date	Doc #	Has Backorders	Customer	Wholegood Desc	Total	Misc Total	Misc Cost	Item Total	Item Cost	Item Profit	Labor Total	Labor Cost	Labor Profit	Miles In	Miles C
Racine	Settled	2/6/2009	40	True	JDC Enterprises, LLC	AC 103 (1)	\$869.74	\$0.00	\$0.00	\$790.68	\$474.41	\$316.27	\$0.00	\$0.00	\$0.00	0.00	
Racine	Settled	3/5/2009	47	True	123 Sales and Service	RAC325 (58)	\$20,328.57	\$0.00	\$0.00	\$16,480.52	\$10,712.34	\$5,768.18	\$2,000.00	\$527.50	\$1,472.50	0.00	
Racine	Settled	12/17/2009	10040	True	Coast Guard	(324)	\$225.41	\$200.00	\$0.00	\$2.82	\$1.44	\$1.38	\$2.09	\$0.50	\$1.59	0.00	
Racine	Settled	4/24/2010	10100	True	DEP									\$80.00	(\$78.00)	0.00	
Racine	Settled	11/1/2010	10162	True	Cas									\$0.00	\$0.00	0.00	
Racine	Settled	11/11/2010	10165	True	JDC									\$200.00	\$320.00	0.00	
Racine	Settled	1/8/2011	10173	True	Cas									\$240.00	\$260.00	0.00	
Racine	Settled	4/28/2011	10218	True	Albo									\$50.00	(\$20.00)	0.00	
Racine	Open	9/22/2011	10287	True	Cas									\$0.00	\$0.00	100.00	
Racine	Open	10/5/2011	10302	True	Coa									\$0.00	\$0.00	100.00	
Racine	Settled	10/12/2011	10306	True	Cas									\$0.00	\$0.00	0.00	
							23,076.21	420.29	5.00	17,516.06	11,349.66	6,166.40	3,054.09	1,098.00	1,956.09		

From the Repair Order List (Service>Find>Repair Order) we can produce a report of all Repair Orders that include unresolved Backorders.

In this example, we have included a filter in the Has Backorders field to show all Has Backorders = True.

[Void] = 'False' And Starts with([Has Backorders], 'T')

**Location** Racine  
**Document Status** Open, Partial, Closed  
**Item #**  
**Supplier**

**Period** Last 90 Days  
**Custom Date Range** From: 10/20/2011 To: 1/18/2012 **Fetch**

Drag a column header here to group by that column

Location Name	PO Number	Document Date	Supplier Name	Doc Status	PO Approval Status	Line Type	Num Name	Description	Order Type	Reference	Qty	Unit Cost	Total	Qty Recd	Status	Source Doc Number	Source Doc Type	
									Customer O...									
Racine	1513	11/7/2011	CNH - Parts	Open	Unapproved	Item	06403260-...	MOUNTING ...	Customer O...	Cash Cust...	1.0000	150.00	150.00	0.0000	Open	1438	POS Invoice	
Racine	1513	11/7/2011	CNH - Parts	Open	Unapproved	Item	00138394-...	GEAR, PRI...	Customer O...	Cash Cust...	1.0000	38.43	38.43	0.0000	Open	10306	Repair Order	
Racine	1519	11/15/2011	New Holland	Open	Unapproved	Item	06405140-...	PLUG	Customer O...	Cash Cust...	1.0000	5.16	5.16	0.0000	Open	1441	POS Sales Order	
Racine	1539	12/20/2011	Blue Bird	Open	Unapproved	Item	00008588-...	ALTERNAT...	Customer O...	TREX SUPPLY	1.0000	978.50	978.50	0.0000	Open	1525	POS Sales Order	
Racine	1540	12/20/2011	New Holland	Open	Unapproved	Item	10118640-...	PLUG	Customer O...	ClowDerek	1.0000	5.00	5.00	0.0000	Open	1526	POS Sales Order	
Racine	1548	12/22/2011	Internatio	00	Open										00	Open	1529	POS Sales Order
Racine	1549	12/22/2011	KUBOTA V	00	Open										00	Open	1540	POS Sales Order
Racine	1550	12/22/2011	New Holla	00	Open										00	Open	1540	POS Sales Order
Racine	1553	1/6/2012	A & I PRO	00	Open										00	Open	1551	POS Sales Order
Racine	1554	1/6/2012	CNH - Par	00	Open										00	Open	1551	POS Sales Order
Racine	1555	1/6/2012	New Holla	00	Open										00	Open	1551	POS Sales Order
Racine	1556	1/6/2012	ACE HARD	00	Open										00	Open	1544	POS Invoice
Racine	1559	1/6/2012	AGCO Cor	00	Open										00	Open	1437	POS Invoice
Racine	1560	1/6/2012	TISCO	00	Open										00	Open	10302	Repair Order

Finally, the Purchase Order Detail report (Reports>Inventory Items>Purchase Order Detail) can be filtered to display Customer Orders.

In this example we have created a list of all PO details for the last 90 days and filtered the list to display Customer Order types. The Status column show's Open for any items not yet received, Partial for those orders that have been partially received, and Closed for those that have been fully received (or manually closed by the user). The source document type and number are also displayed for each Customer Order that was originated on a sales order or repair order.

The Reference column displays the customer's name.

([Status] = 'open' Or [Status] = 'partial') And [Order Type] = 'Customer Order' **Edit Filter**