



***Policies and Procedures  
Manual Guidelines***

## Using the Policies and Procedures Manual Guidelines

<b>Completed by:</b>	Project Leader
<b>Purpose:</b>	To assist in developing a Policies and Procedures Manual.
<b>How it is used:</b>	<p>Use the template as a guide to the type of information that should be included in the Policies and Procedures Manual and how to organize it. A sample procedure is provided to further assist you in developing the manual.</p> <p>A Policies and Procedures Manual is imperative to bridge the gap between the flexibility and sophistication of FACTS and how it will be used by the Customer. It provides a handbook for FACTS users to follow on how the company conducts their business operations. For example, when a order is put on credit hold, who reviews and releases it? Who maintains the item master file? How often are cycle counts performed?</p> <p>These guidelines allow users to address internal company procedures and establish consistency within the company. It is helpful for new FACTS users at initial startup, and also to new hires since it provides a method for continuing education.</p> <p>This Policies and Procedures Manual provides the groundwork for a customized training program that is ongoing. It is important that the Project Leader, Backup, and Department Managers begin to identify these policies and procedures and develop a formal manual. Sample procedures as well as a form template is available to assist you in developing your own Policies and Procedures Manual. The form template is dynamic in that it will automatically add additional table cells to enter text lines, as you require them, when filling out that particular section. When printed, the outlines of the table cells do not print. Simply use the tab key at the end of each text line entry and a new table cell will be created automatically as needed.</p>
<b>When it is used:</b>	Throughout the implementation process as you identify policies and procedures pertaining to FACTS. You should begin developing the Policies and Procedures Manual during Operations Analysis.
<b>Who uses it:</b>	Customers
<b>File under:</b>	Training and Testing/FACTS Training
<b>Last revised:</b>	05/01
<b>File:</b>	<p>Policies Procedures Guidelines.exe</p> <p>This is a self-extracting zipped MS Word document and must be printed/viewed through MS Word. This file is located in the Software Solutions Nexus – Facts/Documentation and Education/PIA.</p> <p>Note: The Software Solutions Nexus is a private extranet and is available for local Facts personnel only.</p>

# **Policies and Procedures Manual for**

Topic:  
Date:

Application:  
Author:

Summary:

Procedure:

Information Flow:

Other:

## **Policies and Procedures Manual**

# for

ACME Distribution

Topic: Standard Orders  
Date: June 1, 1999

Application: Order Entry  
Author: Martin Blank

## Summary:

These procedures are designed to be used by the Order Processing Department to assist with entering Standard Orders into FACTS on a daily basis.

## Procedure:

Orders called in by phone are entered directly into FACTS by a Customer Service Representative (CSR). The existing order form is only used by employees who do **not** have access to FACTS. These order forms are given to a CSR or Data Entry Operator (DEO) to be entered into FACTS. Calls taken by CSRs that do not result in an order are entered as Quotes or into TeleFacts, as appropriate. (The Log Book and Incoming Log Book) are no longer needed).

Initially, all order quantities are automatically committed for regular orders. If a Customer fails the credit check during Order Entry, the order is automatically put on **hold**. The order can be processed through printing of the Pick Ticket, but cannot be invoiced until the Customer's Order is taken off hold. Accounting will review the Hold Selection screen several times throughout the day. A Print Screen is done (or, if preferred, a Report Writer report), and a determination is made regarding the order for the Customer on credit hold. Accounting will annotate this report for the CSRs (by changing Terms Codes, increasing Credit Limit, etc.), and release orders as deemed appropriate. CSRs complete COD forms, as necessary, and change, hold, or delete unreleased orders as determined by notes from Accounting.

If an order on hold is a **Direct Ship** or **Special Order**, and a PO has been generated, Facts notifies the CSR that (s)he will have to have Purchasing remove the PO, or related lines on the PO, before the order can be deleted. In the case where a Special Order is associated with a **Suggested PO**, the Suggested PO will be removed automatically by FACTS when the order is deleted.

When Accounting does not want any orders to be processed at all for a particular Customer, they will put the Customer on hold by changing the **Hold Flag** in the Customer Master File to 'Y' (this is the equivalent to the current system's Code 3. Code 2 and any others should no longer be needed).

Orders with multiple payment dates and other varying terms are handled automatically by FACTS' term codes.

Information Flow:

1. CSRs to enter Orders directly into FACTS (Order Entry, Quote Entry, or TeleFacts, depending upon order disposition).
2. Accounting will check Credit Hold orders.
3. CSRs to print Pick Tickets immediately in the warehouse to be picked.
4. Accounting will perform Order Confirmation and Print Invoices.
5. Backordered items will be sent to the Purchasing Department for replenishment.

Other:

1. There is **no** need for a Future Billing screen.
2. UPS charges are handled during the Order Confirmation process.
3. The existing Cash Received and Miscellaneous Charges fields are **no longer needed**.

# Policies and Procedures Manual for

ACME Distribution

Topic: Special Orders  
Date: June 1, 1999

Application: Order Entry  
Author: Lloyd Dobler

## Summary:

These procedures are designed to be used by the Order Processing Department to assist with Special Orders entered into FACTS on a daily basis.

## Procedure:

Orders for temporary items, or unusually large quantities of a stocked item are considered **Special Orders**. The Special Order form and Special Price Quotation form will continue to be used. When a Customer places a Special Order, a CSR will enter it into FACTS' Order Entry, creating a **Suggested PO**. This order will be printed and filed along with the forms in the Customer's file. (Significant changes are that a PO can now be entered into the system much sooner during the process than they are now).

Either a PO is placed specifically for a Special Order under unique circumstances, or the Special Order items will be imported into a PO from the Suggested Pos during general replenishment procedures. When a PO is scheduled to arrive at ACME, the Receiving Department will print a Receiving document. The Receiving document will show lines that are tied to Special Orders. The Receipts Register will unflag the Sales Order so that the Pick Ticket will print when the next batch printing for that Route is done. Put-away labels will be printed with the name, Order number, and the words, "\*\*\*\*\* SPECIAL ORDER \*\*\*\*\*".

## Information Flow:

1. CSRs enter Special Orders.
2. The Purchasing Department initiates a PO (either specially or through general replenishment procedures).
3. The Receiving Department prints a Receiving Document when the shipment is scheduled to arrive. The Receipts Register is printed when the Receiving is done and a Pick Ticket prints for the Special Order.

## Other:

None.