



QuickStart Guide

Flow of Special Order Parts

October 2004

Flow of Special Order Parts

ARKONA QuickStart Guide

Use this QuickStart Guide to help you understand the flow of special order parts through the system.

- It is helpful to understand the flow of parts through the special order system to prevent misuse of the system that can lead to inaccurate information being obtained from inquiry.
- The Part Location column is important because inquiry on a part number that is on a special order will show the part 'in process'; you will find the 'in process' part here.
- The Order Status column shows the status of the customer order in the **61=Retrieve Special Orders**.
- The Part Status column shows the status of the individual part on the customer order. You can see this status using option **3=Detail** from the **61=Retrieve Special Orders** screen.

Event	Part Location	Order Status	Part Status
Customer places order	On screen		
Invoice sent to cashier	On invoice at cashier		In Process
Customer pays deposit	Pending special orders	To Order	To Order
Stock order created	On stock order	To Order	Edit
Part placed on order	On stock order	Ord: Order#	Ordered
Part referred to another source	On stock order	Ord: Order#	Referred
Part backordered	On stock order	Ord: Order#	On Back Order
Part discontinued	Off stock order	Incomplete	Discontinued
Order arrives	On stock order	Ord: Order#	Ordered
Part received	In special orders	Filled	Received
Partial order received	On stock order/ in special orders	Incomplete	Ordered/On Back Order
Customer notified	In special orders	Notified	Received
Part billed out	On screen		
Invoice sent to cashier	On invoice at cashier		
Invoice closed	Out of system		