

HOW TO LOOK UP A SALES ORDER USING PROMPT

1. Starting from the PROMPT Business System Master Menu – Enter option **OP** and Press enter.
2. Select Option **1** -- Sales Order Processing. Press enter
3. The program will stop with the cursor setting on Option (**2**) Press enter.
4. The program will stop with the cursor setting on Customer# () Press **F4** and the cursor will shift to Order Number () Press **F1**
5. The cursor will be under Search Name for you to enter a customer name. You can enter a search name as explained below or you can change the search rules by pressing **F1**. For example if you press F1 one time the search rules change to search for reference. For example if you were looking for PO 5051, then type **5051** and press tab and type a **c** over the H of HELD and press enter. Look at the column headed REFERENCE and you should see reference 5051 as the selected order. This is the PO number entered when the order was processed. Go to step 7 below to complete the process.
If you did not press F1 above for a search by reference, type **friend** then press **tab** (Our training example is searching for orders sold to the customer name "Friendly Customer")
6. The cursor will go to the H of the word HELD (Sales order are Held or Closed)
Type a **c** over the H and Press enter
You just requested a display of all Closed orders sold to customers with a name that begins with FRIEND
7. Next the screen will display a page of closed sales orders and the cursor will be in the Cmd (command) column to the left of the most recent Friendly Customer Sales order.
8. Press **F6** the Sales Order Lines will be displayed.
If the order is a multiple page order **F3** and **F2** Display Forward and Reverse
See number 11 below if you are looking for who bought a specific SKU.
9. To see the Previous Friendly Customer Sales Order Press **F5**
Each time you press F5 you go back one order, and F6 reverses the process. This use of F5 and F6 is the key to finding an order line when you have very little information about the sale you are trying to locate.
10. Use **F7** to backup 1 screen, and continuing to press F7 to return to Sales order entry.
11. Number 8 above had you at the detail search screen. On this screen you will observe that by pressing F1 you get the ability to search for a specific SKU. Once you have pressed F1 the "Locate" will be "SKU number". Simply enter a SKU number and press enter. The screen will display all sales of this SKU in customer number order.

To view more information than the first display F4 and you will see customer number, order number, date. lot/serial number if applicable, warranty months if applicable, and unit price.

You can retrieve the complete order an SKU was sold on by tabbing to the specific order line in the Cmd column, then press F7, then press F6.