



Article # 1268

Technical Note: Tracking Lost Sales Opportunities in AccountMate

Difficulty Level: Beginner Level AccountMate User

Version(s) Affected: AccountMate 7 for SQL and Express
AccountMate 7 for LAN

Module(s) Affected: Sales Order

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DESCRIPTION

Selling opportunities are important considerations in many businesses. Lost sales are missed earning opportunities which could have high impact, not only to the Sales Department but also to the entire company. In AccountMate, lost sales may occur when cancelling sales order and quotes, partially approving sales quotes and cancelling open quantities during shipments.

This document will explain how to track lost sales opportunities and to identify the report that displays the list of lost sales.

SOLUTION

Set up the Lost Sales Reason Codes

The Lost Sales Reason Codes are important to better analyze the lost sales transactions. You may set up the Lost Sales Reason Codes prior to cancelling any sales transactions or during cancellation of the sales transaction.

Prior to Cancelling a Sales Order Transaction

Perform the procedure below to set up a Lost Sales Reason Code:

1. Access the Cancel SO Open Order function
2. Click on the Cancel Reason field to display the Miscellaneous Maintenance function
3. Verify and accept the Lost SO/SQ Reason Miscellaneous Type

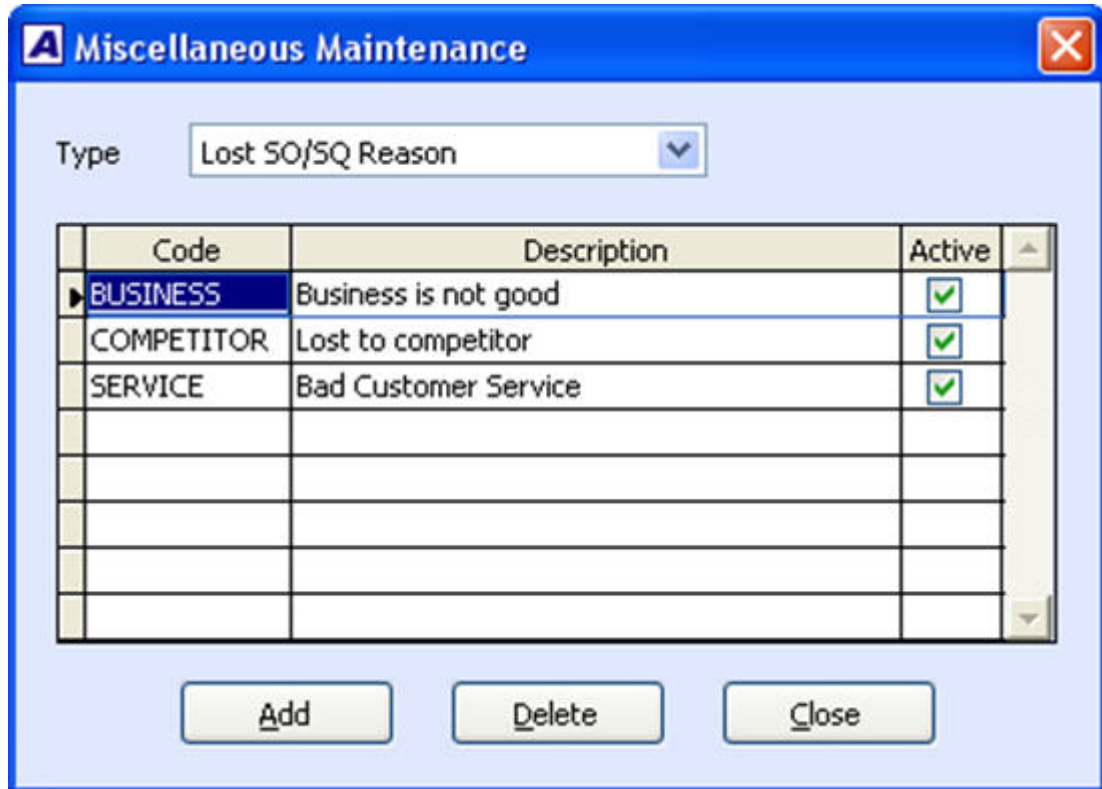


Figure 1 Miscellaneous Maintenance window

4. Click the Add button to add a line in the grid
5. Enter a Lost SO/SQ Reason Code and the corresponding description
6. Mark the Active checkbox to use the Lost SO/SQ Reason code in the transactions
7. Click on the Close button to save the record
8. Click on the Cancel button to exit from the Cancel SO Open Order function without cancelling a sales order transaction

During Cancellation of a Sales Quote/Order Transaction

You may also set up the Lost Sales Reason Codes during cancellation of a sales quote/order transaction. To cancel sales transactions using functions other than Cancel SO Open Order, perform the procedure below to set up a Lost Sales Reason Code:

1. Cancel a sales transaction through the Create Sales Order, Ship Sales Order, Create Sales Quote, or Approve Sales Quote function
2. Click the Yes button when prompted with a message to save the lost sales quote/order
3. In the Lost Sales Quote or Lost Sales Order window, click on the Reason field.

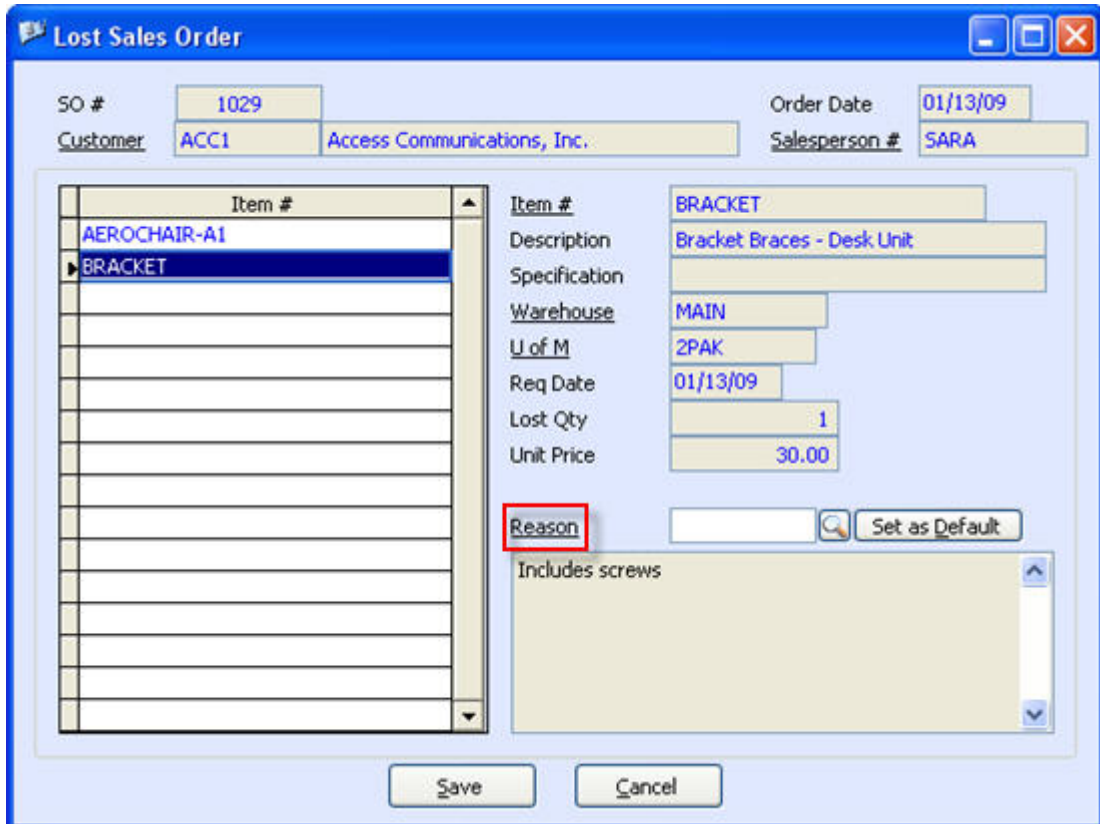


Figure 2 Lost Sales Quote window

4. Perform steps 3 to 7 in *Prior to Cancelling a Sales Order Transaction* section; then, proceed to cancel the sales quote/order.

To cancel sales transactions using the Cancel SO Open Order function, perform the steps provided in *Prior to Cancelling a Sales Order Transaction* section. When you finish setting up the Lost Reason Codes, you may proceed to cancel the sales quote/order and track the lost sales transaction. This will be discussed further in detail in the next sections.

Track Lost Sales during Cancellation of a Sales Quote/Order with Open Order Quantities

Perform the procedures below to track lost sales:

1. Access the Create Sales Order or Create Sales Quote function
2. Choose Amend Sales Order in the combo box; then enter or select the SO# that you want to cancel
3. Click the Cancel button
4. Click the Yes button in the **Cancel all open ordered items?** dialog box
5. Click the Yes button in the **Save to Lost Sales Order?** dialog box to display the Lost Sales Quote or Lost Sales Order window
6. Enter or select the Reason code to assign in the lost sales transaction
7. Click the Save button

8. Click the Yes button in the **Only Cancelled SO line items with Reason Codes will be saved to the Lost Sales Order file. Do you want to proceed?** dialog box

Note: To be able to track all cancelled items, be sure to attach reason codes for each line item. You may choose to enter a default reason code for all line items. To do this, enter a default reason code; then, click the Set as Default tab adjacent to the reason code.

Track Lost Sales during Cancellation of Sales Order using the Cancel SO Open Order function

1. Access the Cancel SO Open Order function
2. Specify in the Criteria section the sales orders to cancel
3. Enter or select in the Cancel Reason field the default Reason Code to use in the lost sales transactions
4. Click on the OK button
5. Mark the checkbox corresponding to each sales order that you want to cancel
6. Accept or amend the default Reason Code for each sales order that you want to cancel
7. Accept or amend the default Reason Code for each line item of the sales order that you want to cancel

Notes:

- *You need not enter a default reason code in the Cancel Reason field if you want to assign various reason codes for each sales order. To be able to track cancelled sales order using various reason codes, mark the checkbox which corresponds to the sales order that you want to cancel; then, enter or select a reason code for each sales order. The reason code for the sales order will be the default reason code for the sales order line items.*
- *If you want to track per line item of the sales order using various reason codes, do not enter a default reason code in the Cancel Reason field. Mark the checkbox which corresponds to the sales order that you want to cancel; leave the sales order reason code blank; then, enter or select a reason code for each sales order line item that is marked.*

8. Click the Save button.
9. Click the Yes button in the **Only Cancelled SO line items with Reason Codes will be saved to the Lost Sales Order file. Do you want to proceed?** dialog box
10. Click the **OK** button in the message box to close the Cancel SO Open Order function

Track Lost Sales during Partial Approval of Sales Quote

1. Access the **Approve Sales Quote** function
2. Enter or select the Sales Quote # to approve
3. Enter the quantities to approve; then, click on the Save button
4. Click the Yes button in the **Saving remaining items in Lost Sales Quote?** dialog box.

5. Click the Yes button to display the Lost Sales Quote window
6. Enter or select the Reason code to assign in the lost sales transaction
7. Click the Save button
8. Click the Yes button in the **Only Cancelled SO line items with Reason Codes will be saved to the Lost Sales Order file. Do you want to proceed?** dialog box

Track Lost Sales When Cancelling All Open Quantities during Shipment

1. Access the Ship Sales Order function.
2. Enter the Sales Order # to ship.
3. In the Line Items tab, mark the Cancel All Open Quantity checkbox
4. Enter the quantities to ship
5. Save the shipment
6. Click the Yes button in the **Save to Lost Sales Order?** dialog box to display the Lost Sales Quote or Lost Sales Order window
7. Enter or select the Reason code to assign in the lost sales transaction
8. Click the Save button
9. Click the Yes button in the **Only Cancelled SO line items with Reason Codes will be saved to the Lost Sales Order file. Do you want to proceed?** dialog box

Lost Sales Order Report

This report allows you to generate a summary of the cancelled sales orders/quotes, un-approved quotes and sales orders cancelled during shipments. This report will evaluate the performance of the Sales Department in completing customer orders and committing to quotes. The information which the Reason Codes detail for every lost sales transaction will warn management to revisit the causes of sales order/quotes cancellations and non-approval of quotes and partial shipments.

When generating the report, you may choose either Sales Order or Sales Quote. You can choose to show multi-currencies and include kit formula in the report.

The information in this document can help you understand how to track lost sales when you cancel sales orders/quotes, approve less than quoted sales, or cancel remaining open quantities upon shipment of orders. Although AccountMate's Lost Sales Reason Codes play a major role in the transaction trail, users have the flexibility to save cancelled/unapproved sales transactions without tracking the lost sales.

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