



Process

Documentation

Department:

Customer Support

Last Updated:

9/30/2025 10:42 AM

NAME OF PROCESS

Adding and Managing Customer Purchase Orders

Use Case / Objectives

When creating contracts, you can enter and track customer-provided PO information, including PO totals, remaining balances, and expiration dates. Once a contract is linked to a PO number, invoicing against the contract automatically deducts the invoiced amount from the PO total. This allows you to monitor billed amounts and remaining PO balances. You can also view outstanding contracts, past invoices, and remaining quantity balances.

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

Menu options to access:

System File Maintenance => File Maintenance => System Control Maintenance

Main Operations => Rental File => Customer Master File Maintenance

Main Operations => Sales => Create Sales Order

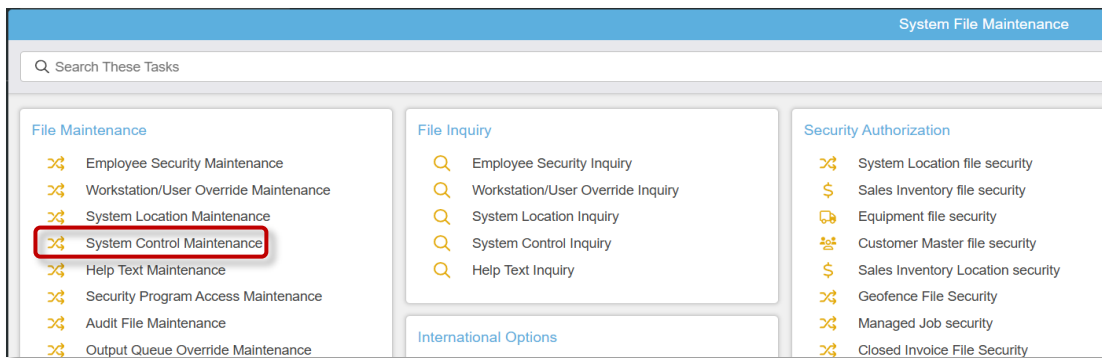
Adding and Managing Customer Purchase Orders

Verify Control Record Settings

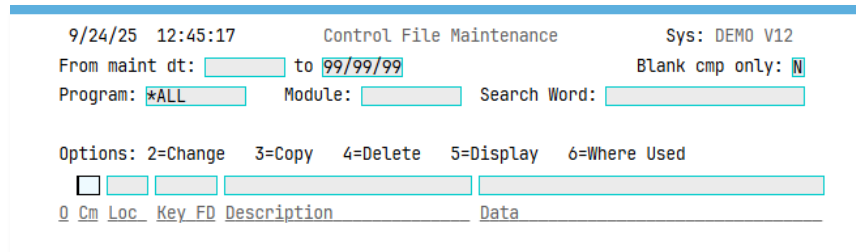
Before proceeding, ensure control record **CPOTRK** is set to **Y**. Follow the steps below or contact Customer Support for assistance.

Process Steps

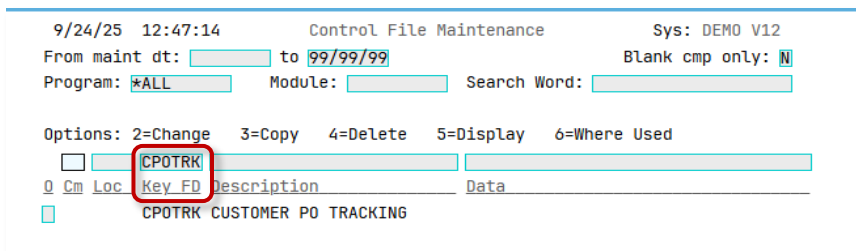
1. Log into the [Roleplay Environment](#) using your credentials.
2. Select the **System File Maintenance** menu from the left toolbar.
3. In the **File Maintenance** section, click on the **System Control Maintenance** option.



a. The **Control File Maintenance** screen opens.



4. Press Enter to display *all* control records in the system or using the *Key FD* filter field at the top of the table, type in **CPOTRK** and press Enter.



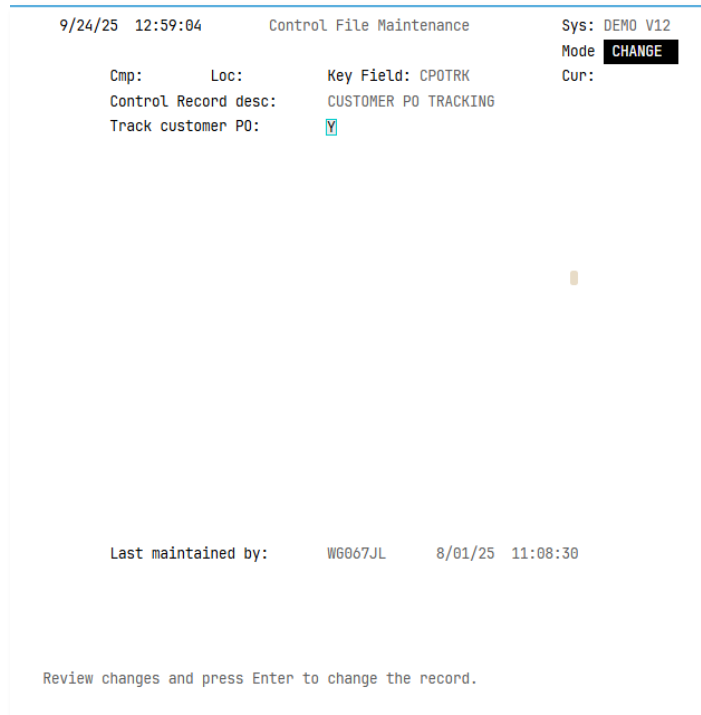
- a. The screen refreshes to display any control records meeting the criteria entered.
- 5. Type 2 in the *O* field next to control record CPOTRK.

9/24/25 12:47:14 Control File Maintenance Sys: DEMO V12
 From maint dt: [] to 99/99/99 Blank cmp only: N
 Program: *ALL Module: [] Search Word: []
 Options: 2=Change 3=Copy 4=Delete 5=Display 6=Where Used
 [] [] CPOTRK [] []
 0 Cm Loc Key FD Description Data
 2 CPOTRK CUSTOMER PO TRACKING

- 6. Press Enter.
 - a. The **Control File Maintenance - Details** screen opens for the selected control record.

9/24/25 12:52:57 Control File Maintenance Sys: DEMO V12
 Mode CHANGE
 Cur:
 Cmp: Loc: Key Field: CPOTRK
 Control Record desc: CUSTOMER PO TRACKING
 Track customer PO: N
 Last maintained by: WG067JL 8/01/25 11:08:30
 Make changes and press Enter.

7. Verify the value in the *Track customer PO* field is Y; otherwise, update and press Enter.



9/24/25 12:59:04 Control File Maintenance Sys: DEMO V12
Mode CHANGE
Cur:
Cmp: Loc: Key Field: CPOTRK
Control Record desc: CUSTOMER PO TRACKING
Track customer PO: Y
Last maintained by: W6067JL 8/01/25 11:08:30
Review changes and press Enter to change the record.

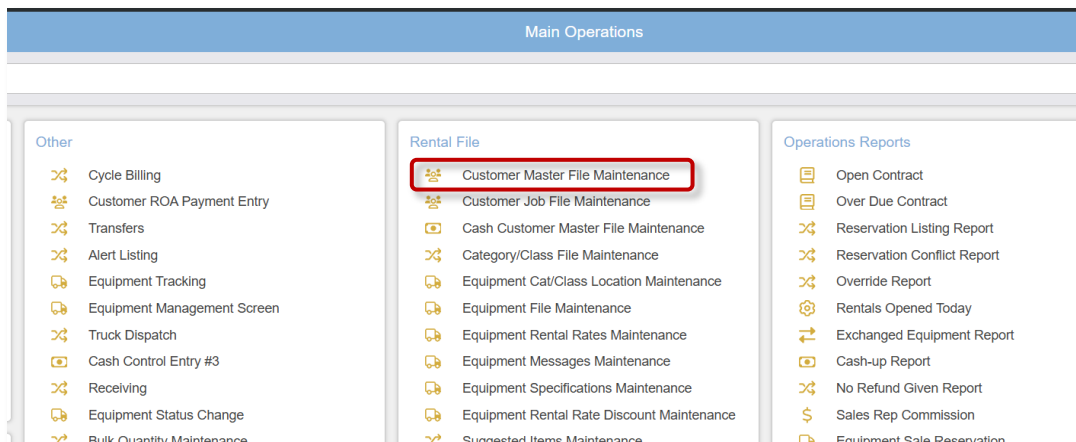
8. Review and press Enter to update.
 - a. The record updates and the **Control File Maintenance** screen displays.
9. Click on the **X** in the **Display Functions** menu to return to the **System File Maintenance** screen.

Verify Customer PO Tracking Settings

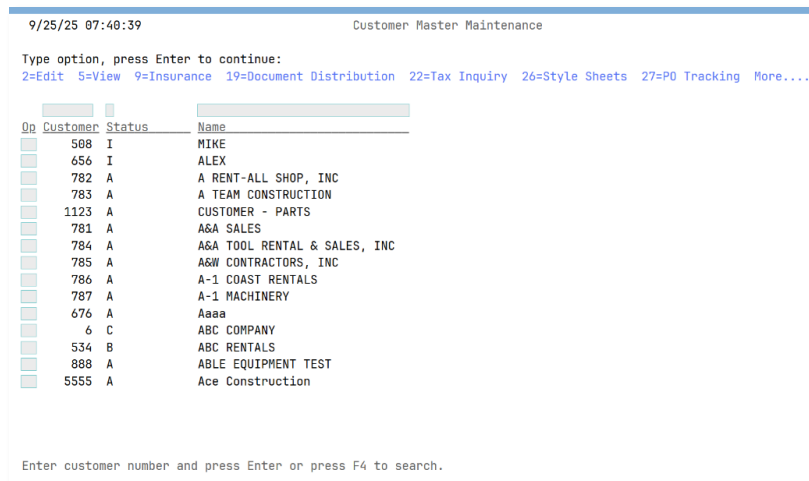
Once you have set the control record above, you need to confirm your customer has the correct setting for tracking purchase orders. The steps below will walk you through how to confirm your customer's settings.

Process Steps

1. Select the **Main Operations** menu from the left toolbar.
2. In the **Rental Files** section, click on the **Customer Master File Maintenance** option.



- a. The **Customer Master Maintenance** screen opens displaying a list of customers in the system.



3. Find your customer in the list by using the filter fields at the top of the table or scrolling through the list.

4. Type **2** in the *Op* column next to the desired customer.

9/25/25 07:43:11 Customer Master Maintenance

Type option, press Enter to continue:
 2=Edit 5=View 9=Insurance 19=Document Distribution 22=Tax Inquiry 26=Style Sheets 27=PO Tracking More....

Op	Customer	Status	Name
	796	A	JEFF LOOMIS
2	2373	A	Jefferson Contracting

5. Press **Enter**.
 - a. The **Customer Master Maintenance** screen opens displaying details in the system for the selected customer.

9/25/25 07:44:27 Customer Master Maintenance

Customer #: 2373 Date opened: 7/14/16 Sts: A Override Price List/Agreement Billing Flags: N
 Last maint: W6123DC 7/30/25 9:05:23 Use LtDisc: Location: DMO
 Mode: CHANGE

Billing Information

Name: Jefferson Contracting Bus Entity: NIC code:
 Addr 1: 8777 PURDUE RD. National cd:
 Addr 2: SUITE 340 National exp date:
 City/St/Zip: INDIANAPOLIS IN 46268 Insurance: Exp dt:
 Phone: 800 555-1212 Alt phone: Tax Dist: 150970670 Country: US
 Search word: JEFFERSON CONTRACTIN Contact: Fax#: 800 555-1313

Region: 100 Territory: Rep #: SIC code: Customer Type:
 Credit limit: 999999 Credit cd: Credit mgr: Agency limit: User Auth Req: N
 PO# required: N Pre-Lien: Job # req: Y Svc chg: Y Prt stmt: Y Class:
 Taxes(Y/reason) Sales: Y Rentals: Y EPA chg: 2 Sync Limits: N
 Damage waiver: N D/W %: D/W Amt: Exp date: Resale#: EXEMPT
 D/W Rate Rule: Track PO#: Env Fee Calc Rule: Source Code:
 Free delivery: N Free pickup: N Cyc bill cd: A Corp link:

Comments Exp Date

Make changes and press Enter.

6. Type **Y** in the *Track PO#* field.

9/25/25 07:44:27 Customer Master Maintenance

Customer #: 2373 Date opened: 7/14/16 Sts: A Override Price List/Agreement Billing Flags: N
 Last maint: W6123DC 7/30/25 9:05:23 Use LtDisc: Location: DMO
 Mode: CHANGE

Billing Information

Name: Jefferson Contracting Bus Entity: NIC code:
 Addr 1: 8777 PURDUE RD. National cd:
 Addr 2: SUITE 340 National exp date:
 City/St/Zip: INDIANAPOLIS IN 46268 Insurance: Exp dt:
 Phone: 800 555-1212 Alt phone: Tax Dist: 150970670 Country: US
 Search word: JEFFERSON CONTRACTIN Contact: Fax#: 800 555-1313

Region: 100 Territory: Rep #: SIC code: Customer Type:
 Credit limit: 999999 Credit cd: Credit mgr: Agency limit: User Auth Req: N
 PO# required: N Pre-Lien: Job # req: Y Svc chg: Y Prt stmt: Y Class:
 Taxes(Y/reason) Sales: Y Rentals: Y EPA chg: 2 Sync Limits: N
 Damage waiver: N D/W %: D/W Amt: Exp date: Resale#: EXEMPT
 D/W Rate Rule: Track PO#: Y Env Fee Calc Rule: Source Code:
 Free delivery: N Free pickup: N Cyc bill cd: A Corp link:

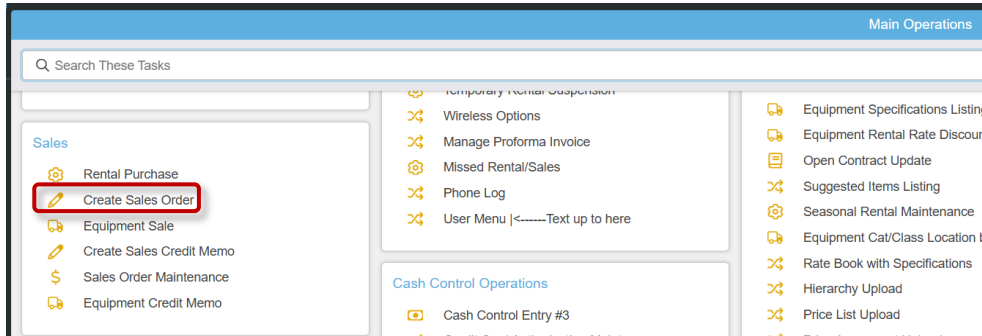
Comments Exp Date

7. Press **Enter** twice to save.
 - a. The record updates and the **Control File Maintenance** screen displays.
8. Click on the **X** in the **Display Functions** menu to return to the **Main Operations** screen.

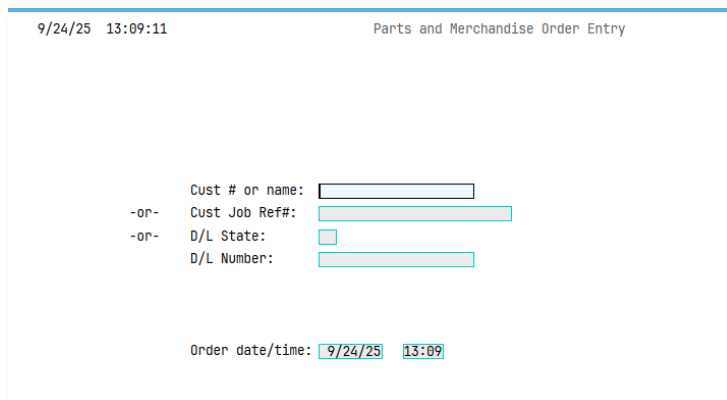
Adding a PO on Sales Order

Process Steps

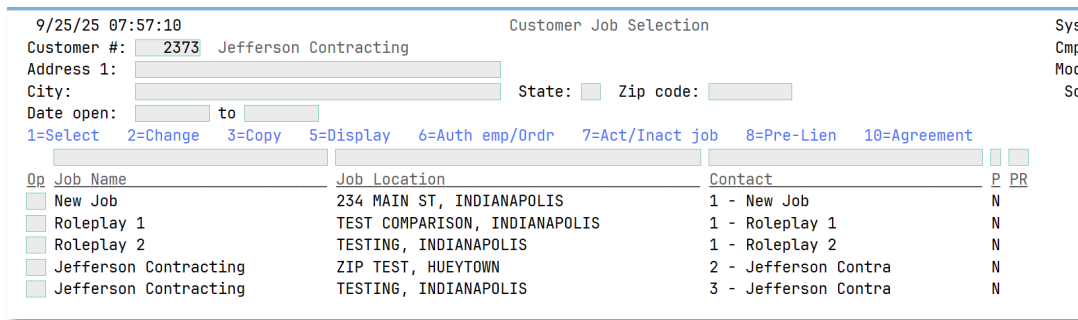
1. Select the **Main Operations** menu from the left toolbar.
2. In the **Sales** section, click on the **Create Sales Order** option.



- a. The **Parts and Merchandise Order Entry** screen opens.



3. Type in the **Cust # or name** field and press Enter.
 - a. Depending on the data entered for your customer, the **Customer Notes** screen might display; otherwise, the **Customer Job Selection** screen displays. **NOTE:** If the **Customer Notes** screen displays, press Enter to move to the **Customer Job Selection** screen.



4. Type 1 in the *Op* column next to the desired *Job Name*.

9/25/25 07:57:10 Customer Job Selection

Customer #: 2373 Jefferson Contracting

Address 1: _____

City: _____ State: _____ Zip code: _____

Date open: _____ to _____

1=Select 2=Change 3=Copy 5=Display 6=Auth emp/0rdr 7=Act/Inact job 8=Pre-Lien 10=Agreement

Op	Job Name	Job Location	Contact	P	PR
<input type="checkbox"/>	New Job	234 MAIN ST, INDIANAPOLIS	1 - New Job	N	
<input type="checkbox"/>	Roleplay 1	TEST COMPARISON, INDIANAPOLIS	1 - Roleplay 1	N	
<input type="checkbox"/>	Roleplay 2	TESTING, INDIANAPOLIS	1 - Roleplay 2	N	
<input type="checkbox"/>	Jefferson Contracting	ZIP TEST, HUEYTOWN	2 - Jefferson Contra	N	
<input type="checkbox"/>	Jefferson Contracting	TESTING, INDIANAPOLIS	3 - Jefferson Contra	N	

5. Press Enter.
 - a. The Customer Information screen opens.

9/25/25 07:59:16 Customer Information

Cust #: 2373 Avail credit: 343,570

Billing Information	Shipping Information	Additional Information
Name: Jefferson Contracting	Name: Roleplay 1	Last Trans: 9/20/25 Trans: 29
Addr 1: 8777 PURDUE RD.	Addr 1: TEST COMPARISON	LTD Sales: 437211.87
Addr 2: SUITE 340	Addr 2: _____	Last Item: 10 TON AC UNIT
City: INDIANAPOLIS State: IN	City: INDIANAPOLIS State: IN	
Zip/Ph: 46268 800-555-1212	Zip/Ph: 46268 800-555-1212	
Term Days: _____		
Job Loc/ #: TEST COMPARISON, INDIANAPOLIS / 1 - Roleplay 1		
P.O. Number: _____ Net N		
Sales Rep: 2237/ JEFF LOUMIS		
Ordered By: _____ Signature: _____		
Delivery: N (Y/N)		
Taxes (Y/Rsn): Y Tax Dist: 050596330		
Delivery Instructions		

Enter required customer information and press Enter to continue.

6. With your cursor in the *P.O. Number* field, press F4.
 - a. The Customer PO Tracking screen opens displaying any POs in the system for your customer.

9/25/25 08:00:22 Customer PO Tracking

Status: Active

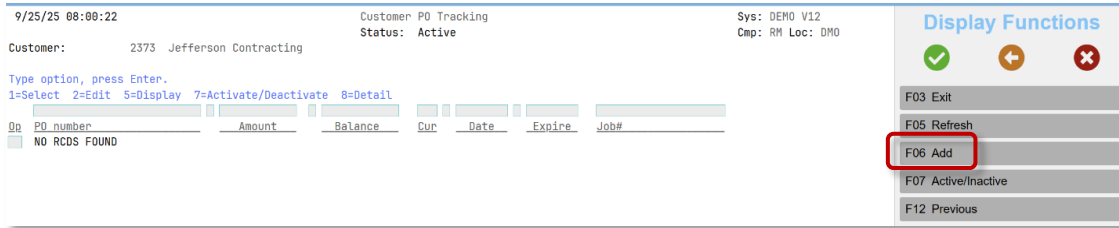
Customer: 2373 Jefferson Contracting

Type option, press Enter.

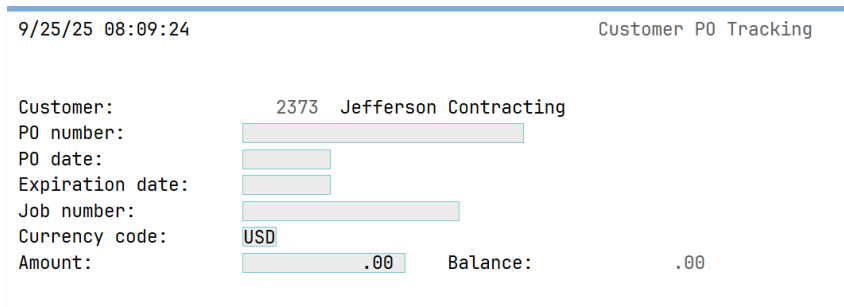
1=Select 2=Edit 5=Display 7=Activate/Deactivate 8=Detail

Op	PO number	Amount	Balance	Cur	Date	Expire	Job#
<input type="checkbox"/>	NO RCDS FOUND						

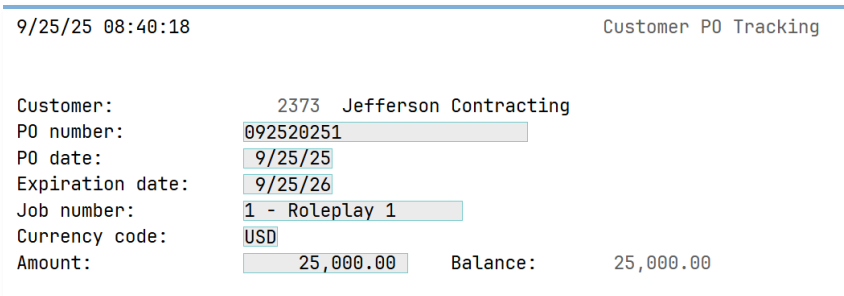
7. Press F6 on your keyboard or click on F06 Add in the **Display Functions** menu to add a customer purchase order.



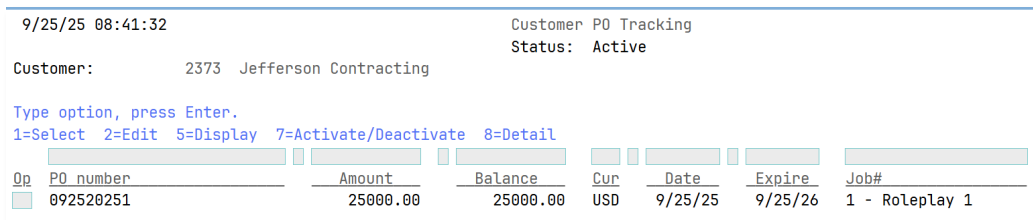
- a. The Customer PO Tracking screen opens.



8. Type the purchase order information in the open fields.



9. Press Enter.
 - a. The Customer PO Tracking screen opens, and the PO created above displays in the list.



10. Type 1 in the *Op* column next to the *PO number* and press Enter to add it to your sales order.

- a. The **Customer Information** screen displays and the *PO number* selected displays in the corresponding field.

9/25/25 08:38:22 Customer Information

Cust #: 2373 Avail credit: 343,570

Billing Information	Shipping Information	Additional Information
Name: Jefferson Contracting	Name: Roleplay 1	Last Trans: 9/20/25 Trans: 29
Addr 1: 8777 PURDUE RD.	Addr 1: TEST COMPARISON	LTD Sales: 437211.87
Addr 2: SUITE 340	Addr 2:	Last Item: 10 TON AC UNIT
City: INDIANAPOLIS State: IN	City: INDIANAPOLIS State: IN	
Zip/Ph: 46268 800-555-1212	Zip/Ph: 46268 800-555-1212	
Term Days:		
Job Loc / #: TEST COMPARISON, INDIANAPOLIS / 1 - Roleplay 1		
P.O. Number: 092520251 Net N		
Sales Rep: 2237, JEFF LOOMIS		
Ordered By:	Signature:	
Delivery: N (Y/N)		
Taxes (Y/Rsn): Y Tax Dist: 150970670		
Delivery Instructions		

11. Type in the *Ordered By* field and press Enter twice to continue.

- a. The **Item Information** screen display.

9/25/25 09:32:33 Item Information Sys: DEMO V12 Cmp: RM Loc: LGB

Type option, press Enter.
 1=Search 2=Detail 3=History 4=Qty 6=Sales Msgs 7=Suggested items

Opt	Item #	Ship Qty	UM	Description	Reg price	Sold price
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						

Bottom

12. Type in the *Item #* for the item(s) you would like to add to the purchase order. **NOTE:** If you do not know the item numbers, you can type 1 in the *Opt* column to open the **Parts/Merchandise Search** screen.

13. Once you enter your item(s), the **Item Information** screen will look similar to the screenshot below:

9/25/25 09:47:52 Item Information Sys: DEMO V12 Cmp: RM Loc: LGB

Type option, press Enter.
 1=Search 2=Detail 3=History 4=Qty 6=Sales Msgs 7=Suggested items

Opt	Item #	Ship Qty	UM	Description	Reg price	Sold price
<input checked="" type="checkbox"/>	AC1438		EA	BATTERY AC-1438	59.400	47.520
<input type="checkbox"/>	AD600					
<input type="checkbox"/>	APT90					
<input type="checkbox"/>	A123456789B1234					
<input type="checkbox"/>						

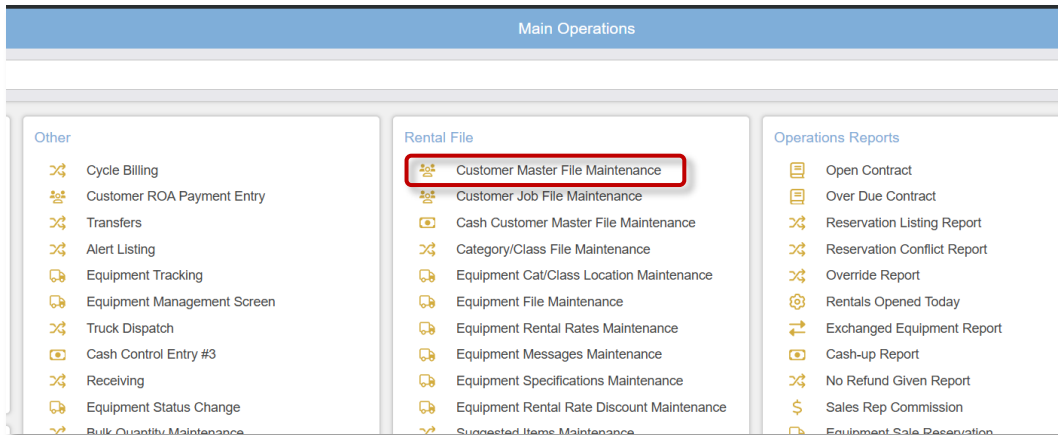
Bottom

14. Press Enter through the remaining screens to write the purchase order and be returned to the **Main Operations** screen.

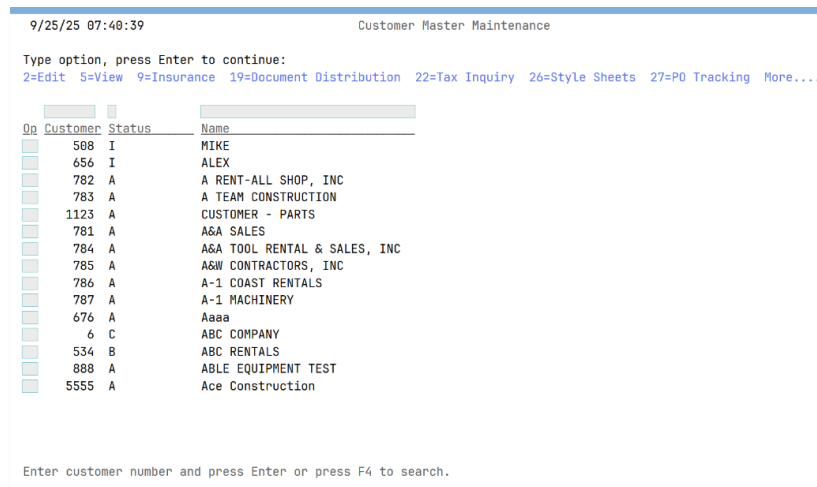
View PO Activity

Process Steps

1. Select the **Main Operations** menu from the left toolbar.
2. In the **Rental Files** section, click on the **Customer Master File Maintenance** option.



- a. The **Customer Master Maintenance** screen opens displaying a list of customers in the system.



3. Find your customer in the list by using the filter fields at the top of the table or scrolling through the list.

- Type 27 in the *Op* column next to the desired customer.

9/25/25 10:12:06 Customer Master Maintenance

Type option, press Enter to continue:
 2=Edit 5=View 9=Insurance 19=Document Distribution 22=Tax Inquiry 26=Style Sheets **27=P0 Tracking**

Op	Customer	Status	Name
	796	A	JEFF LOOMIS
27	2373	A	Jefferson Contracting

- Press Enter.

- The **Customer PO Tracking** screen opens displaying purchase orders in the system for the selected customer.

9/25/25 10:14:52 Customer PO Tracking
 Status: Active

Customer: 2373 Jefferson Contracting

Type option, press Enter.
 2=Edit 5=Display 7=Activate/Deactivate 8=Detail

Op	PO number	Amount	Balance	Cur	Date	Expire	Job#
	092520251	25000.00	25000.00	USD	9/25/25	9/25/26	1 - Roleplay 1

- To view the details for a purchase order, type 8 in the *Op* column next to the desired purchase order and press Enter.

- The **Customer PO Tracking - Details** screen opens displaying details in the system for the selected purchase order.

9/25/25 10:15:56 Customer PO Tracking

Customer: 2373 Jefferson Contracting
 PO number: 092520251 Amount: 25,000.00 Balance: 25,000.00 Cur: USD

Type option, press Enter.
 5=Display 7=Accrual

Op	C	Status	Contract	Iseq	Type	Amount	Cur
	1	Accrued	69542		SALES		USD

- Type 5 in the *Op* column to display the order details.

9/25/25 10:18:51 Display Contract Customer Info

SALES ORDER
 Cust #: 2373 Contract #: 69542-0000
 Discount Given

Billing Information		Shipping Information	
Name: Jefferson Contracting	Addr 1: 8777 PURDUE RD.	Name: Roleplay 1	Addr 1: TEST COMPARISON
Addr 2: SUITE 340	City: INDIANAPOLIS	Addr 2:	City: INDIANAPOLIS
State: IN	Zip/Ph: 46268 800-555-1212	State: IN	Zip/Ph: 46268 800-555-1212

Job Loc/ #: TEST COMPARISON, INDIANAPOLIS 1 - Roleplay 1
 P.O. Number: 092520251 Sales Rep: 2237
 Date Sold: 9/25/25 5:21 Sys Dt/Tm: 9/25/25 9:50
 Ordered By: DZA Sign: Use: N
 Delivery: N (Y/N)
 Taxes (Y/Rsn): Y Tax Dist: 150970670
 Employee: RM0001DA

8. Press Enter to view **Item Information**.

9/25/25 10:20:40		Item Information		
Contract #: 69542-0000		SALES ORDER		Tot Wt: 0
Type option, press Enter.		Cur: USD		
2=Detail				
Opt	Item #	Quantity	UM Description	Reg Price Sold Price MC
<input type="checkbox"/>	AC1438		EA BATTERY AC-1438	59.400 47.520
<input type="checkbox"/>	AD600		EA DRILL, 1/2" ELECT	28.584 22.867
<input type="checkbox"/>	APT90		EA 90LB AIR HAMMER	1000.000 800.000
<input type="checkbox"/>	BB-SP-K		EA BUILD-A-BOX PINS	337.500 270.000

9. If you would like to view equipment or item details, type 2 in the *Opt* column and press Enter; otherwise, press Enter to view the **Contract Review** screen.

9/25/25 10:22:55		Contract Review		
		Discount Given		Cur: USD
SALES ORDER		Contract #: 69542-0000 2373 Jefferson Contracting		
Job Lc: TEST COMPARISON, INDIANAPOLIS		PO #: 092520251		
Total invoice amount:				

10. Press Enter to return to the **Customer PO Tracking - Details** screen.

11. Click on the **X** in the **Display Functions** menu to return to the **Main Operations** screen.

Reference Glossary

Customer PO Tracking

- *Customer* - Displays the customer's number and name.
- *PO Number* - Enter the number for the purchase order.
- *PO Date* - Enter the date for the purchase order.
- *Expiration Date* - If applicable, enter the date the purchase order will expire.
- *Job Number* - Enter or select the location and the number associated with the job for the purchase order.
- *Currency Code* - Enter or accept the code for the currency to be used for the sales order.
- *Amount* - Displays the amount of the purchase order.
- *Balance* - Displays the amount owed for the purchase order.

Customer PO Tracking - Details

- *Customer* - Displays the customer's number and name.
- *PO Number* - Displays the number for the purchase order.
- *Amount* - Displays the amount of the purchase order.
- *Balance* - Displays the amount owed for the purchase order.
- *Currency Code* - Enter or accept the code for the currency to be used for the sales order.
- *Status* - Displays the current status of the purchase order.
 - Accrued
 - Billed
 - Open
- *Contract* - Displays the contract number assigned to the purchase order.
- *Iseq* - Displays the sequential number the system assigned to the invoice, if applicable.
- *Type* - Displays the type of the invoice. Valid types include:
 - C - Credit Memo
 - E - Equipment Exchange
 - F - Rental Purchase
 - M - Manual Invoice
 - O - Rental
 - S - Sales
 - Q - Equipment Sale