



# Process Documentation

*Department:*

Customer Support

*Last Updated:*

10/23/2025 9:29 AM

**NAME OF PROCESS**

## Adding & Managing Sales Items [Roleplay]

**Use Case / Objectives**

This program serves as a comprehensive tool for adding, changing, and inquiring about items sold to customers.

**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.**

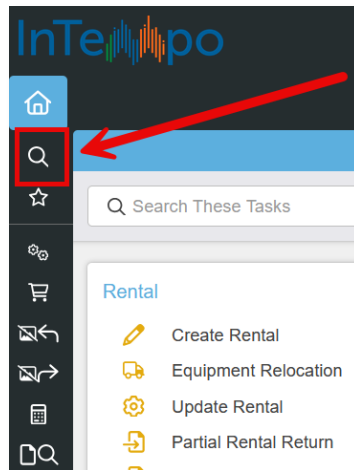
Menu options to access:

Main Operations => Sales File Maintenance => Sales Item File

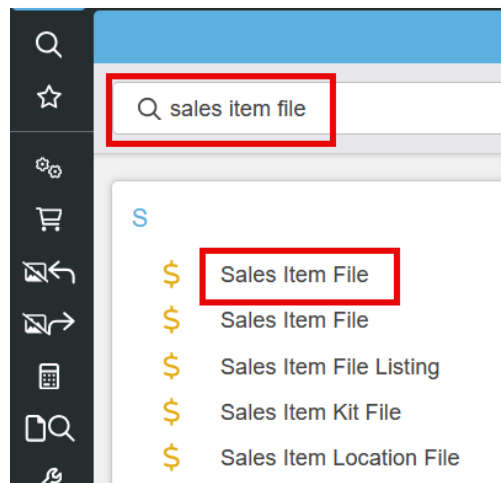
## Adding Sales Items

### Process Steps

1. Once logged in to [Roleplay](#), you will want to click on the magnifying glass icon in the left toolbar.



2. In the search bar, type in "sales item file" and you will see a list populate under the search bar. Click on the first **Sales Item File** option that is listed. **NOTE:** You can also navigate to this option using the **Main Operations** menu and clicking on **Sales Item File** in the **Sales File Maintenance** section.



3. The **Sales Inventory Maintenance - Launch** screen will open. **NOTE:** Before advancing forward, you will need to know both the *sales item number* AND the *stock class* since you are creating a new sales item.
4. For this example, we will be creating a new sales item 1234TestSalesItem assigned to stock class BELTS.
5. On the **Sales Inventory Maintenance** screen, type in the sales item number in the *Item Number* field.

Sales Item File

10/18/25 15:50:17 Sales Inventory Maintenance Sys: DEMO V12  
 Cmp: RM Loc: DM0  
 Mode: Change

Item number: 1234TESTSALESITEM  
 Stock Class:

**NOTE:** If you are unsure of the name for the stock class, with your cursor into the *Stock Class* field, press F4 key on your keyboard OR click on F04 Search in the **Display Functions** menu. A pop-up box with a listing of the stock classes will appear.

Sales Item File

10/18/25 15:56:03 Sales Inventory Maintenance Sys: DEMO V12  
 Cmp: RM Loc: DM0  
 Mode: Change

Item number: 1234TESTSALESITEM  
 Stock Class:

**Display Functions**

F03 Exit  
 F04 Search  
 F05 Refresh

6. Type 1 beside the stock class in the pop-up box to select it and press Enter.

Sales Item File

10/18/25 15:56:03 Sales Inventory Maintenance Sys: DEMO V12  
 Cmp: RM Loc: DM0  
 Mode: Change

Item number: 1234TESTSALESITEM  
 Stock Class:

10/18/25 Stock Class Master SAAS01  
 15:58:00 Look Up Cmp: RM DM0  
 POSITION 10

Type option, press Enter.  
 1=Select 7=Act/Inact

0 Stock Description  
 0 AUDIO AUDIO TECHNICA  
 0 AUGER AUGER EQUIPMENT AND PARTS  
 0 AVTRN AVTRON  
 0 BARR BARRICADES  
 0 BATTE CORE CHARGE FOR BATTERY  
 1 BELTS BELTS

7. Once completed, the **Sales Inventory Maintenance - Details** screen will list fields for the sales item. **NOTE:** For field definitions, please refer to the **Reference Glossary** at the end of this document.

Sales Item File

10/18/25 16:00:38 Sales Inventory Maintenance Sys: DEMO V12  
 Cmp: RM Loc: DM0  
 Mode: Add

Item number: 1234TESTSALESITEM  
 Stock class: BELTS BELTS  
 Stock status: Status code: P  
 P/N/E code: P

Description:  
 Search word: Last cost update:  
 MFG item#: 1234TESTSALESITEM UPC: Cd:  
 6/L category: 100 Pricing at Cmp(N)/Wns(W)/Loc(Y):  
 Tax product#: Optional: used to auto calculate cost  
 Last/current cost: C USB Based on: (L/R) % of L/R:  
 List price: L Optional: used to calculate R/P/B prices  
 Regular price: R <- Based on: (C/L) % of C/L:  
 Preferred price: <--- Based on: (C/L/R) % of C/L/R:  
 Dealer price: <--- Based on: (C/L/R/M) % of C/L/R:  
 Usual vendor: Omit from ENB:  
 1st U/M: EA 2nd UM/qty: 3rd UM/qty:  
 Rental cat/class:  
 Serialized (Y/N): Taxable (Y/N): Discountable (Y/N):  
 Inventoried (Y/N): Commissionable (Y/N): Expected profit %:  
 Inventory class: Cost overhead %: Com % in/out:  
 Freight %: Excise tax %: Material code:

Complete information and press Enter to continue.

8. Type in all required information and press Enter to continue.
9. The next screen will be the **Item Location Setup**. Type 1 beside each location that will stock this sales item to create an item location record and press Enter.
  - a. You will see the boxes to the left of the locations disappear and then you will need to press Enter one more time to confirm.
10. You will be redirected back to the **Sale Inventory Maintenance** screen, and the addition process is complete.

## View Sales Item Details

### Process Steps

1. If you want to view a read only status of a sales item file, you can access the **Sales Inventory Maintenance** screen and type in the sales item number in the *Item Number* field. **NOTE:** See steps above to navigate to this screen if necessary.

Sales Item File

10/18/25 16:22:36 Sales Inventory Maintenance Sys: DEMO V12  
 Cmp: RM Loc: DMO  
 Item number: **1234TESTSALESITEM** Mode: **Change**  
 Stock Class:

2. Press F10 on your keyboard OR click on F10 Inquiry in the **Display Functions** menu and then press Enter.

Sales Item File

10/18/25 16:23:31 Sales Inventory Inquiry Sys: DEMO V12  
 Cmp: RM Loc: DMO  
 Item number: 1234TESTSALESITEM Mode: **Inquiry**  
 Stock Class: BELTS

**Display Functions**

- F03 Exit
- F04 Search
- F05 Refresh
- F06 Add
- F08 Item Number Toggle
- F09 Miscellaneous Charge Maintenance
- F10 Inquiry**
- F11 Change

3. This will open a read-only view of the sales item detail file. No edits can be made in the read-only view of this file.

Sales Item File

10/18/25 16:26:59 Sales Inventory Inquiry Sys: DEMO V12  
 Cmp: RM Loc: DMO  
 Item number: 1234TESTSALESITEM Mode: **Inquiry**  
 Stock class: BELTS BELTS Status code: A  
 Stock status: P/N/E code: P  
 Description: TEST ITEM  
 Search word: TEST ITEM Last cost update: 10/18/25  
 MFG item#: 1234TESTSALESITEM UPC: Cd: UP  
 G/L category: 100 Pricing at Cmp(N)/Whs(W)/Loc(Y):  
 Tax product#:  
 Last/current cost: 1.000 C USD Based on: (L/R) % of L/R:  
 List price: 3.000 L  
 Regular price: 3.000 R <- Based on: (C/L) % of C/L:  
 Preferred price: <--- Based on: (C/L/R) % of C/L/R:  
 Dealer price: <--- Based on: (C/L/R/M) % of C/L/R:  
 Usual vendor: 168 A-1 AUTO PARTS Omit from ENB:  
 1st U/M: EA 2nd UM/qty: 3rd UM/qty:  
 Rental cat/class:  
 Serialized (Y/N): N Taxable (Y/N): Y Discountable (Y/N): Y  
 Inventoried (Y/N): Y Commissionable (Y/N): N Expected profit %:  
 Inventory class: Cost overhead %: Com % in/out:  
 Freight %: Excise tax %: Material code:

## Edit a Sales Item

### Process Steps

- To edit or update a sales item file, you need to access the **Sales Inventory Maintenance** screen and type in the sales item number in the *Item Number* field. **NOTE:** See steps above to navigate to this screen if necessary.

Sales Item File

10/18/25 16:31:30 Sales Inventory Maintenance Sys: DEMO V12  
 Cmp: RM Loc: DMO  
 Item number: 1234TESTSALESITEM Mode Change  
 Stock Class:

- Press **F11** on your keyboard OR click on **F11 Change** in the **Display Functions** menu and then press Enter.

Sales Item File

10/18/25 16:31:30 Sales Inventory Maintenance Sys: DEMO V12  
 Cmp: RM Loc: DMO  
 Item number: 1234TESTSALESITEM Mode Change  
 Stock Class:

Display Functions

- F03 Exit
- F04 Search
- F05 Refresh
- F06 Add
- F08 Item Number Toggle
- F09 Miscellaneous Charge Maintenance
- F10 Inquiry
- F11 Change
- F12 Previous

- On the **Sales Inventory Maintenance - Details** screen, you can edit/update the needed information in the field(s) and then press Enter to save.

Sales Item File

10/18/25 16:35:42 Sales Inventory Maintenance Sys: DEMO V12  
 Cmp: RM Loc: DMO  
 Item number: 1234TESTSALESITEM Mode Change  
 Stock class: BELTS BELTS Status code: A  
 Stock status: P/M/E code: P  
 Description: TEST ITEM  
 Search word: TEST ITEM Last cost update: 10/18/25  
 MFG item#: 1234TESTSALESITEM UPC: Cd: UP  
 G/L category: 100 Pricing at Cmp(N)/Whs(W)/Loc(Y):  
 Tax product#: Optional: used to auto calculate cost  
 Last/current cost: 1.000 C USD Based on: (L/R) % of L/R:  
 List price: 3.000 L Optional: used to calculate R/P/D prices  
 Regular price: 3.000 R <- Based on: (C/L) % of C/L:  
 Preferred price: <--- Based on: (C/L/R) % of C/L/R:  
 Dealer price: <--- Based on: (C/L/R/M) % of C/L/R:  
 Usual vendor: 100 A-1 AUTO PARTS Omit from ENB:  
 1st U/M: EA 2nd UM/qty: 3rd UM/qty:  
 Rental cat/class:  
 Serialized (Y/N): N Taxable (Y/N): Y Discountable (Y/N): Y  
 Inventoried (Y/N): Y Commissionable (Y/N): N Expected profit %:  
 Inventory class: Cost overhead %: Com % in/out:  
 Freight %: Excise tax %: Material code:

Complete information and press Enter to continue.

## Reference Glossary

### Field Definitions for Tasks

#### Sales Inventory Maintenance - Launch

- *Item Number* - Enter the item number you want to add, change, or inquire on. If you do not know the number you want to change or inquire on, press F4 to search for it.
- *Stock Class* - Enter the stock class associated with the item number.

#### Sales Inventory Maintenance - Details

- *Item number* - Displays the item number you want to add, change, or inquire on.
- *Stock class* - Displays the stock class associated with the item number.
- *Status code* - Enter or accept the current status for the sales item. Valid codes are:
  - A - Active
  - D - Deleted
  - S - Suspended
- *Stock status* - Enter **NS** if this sales item is considered a non-stock item that is not included on reorder reports and physical inventory count sheets. Use the Default Codes program in Cross Application Maintenance to set up additional user-defined stock status codes using code **SS**.
- *P/M/E code* - Enter the code that represents the type of sales item. Valid codes are:
  - P - Part
  - M - Merchandise
  - E - Equipment
- *Description* - Enter a brief description of the item.
- *Search word* - Enter text that you can use to search for this item on inquiry screens.
- *Last cost update* - Enter or accept the date of the last time the Last Cost field was updated by the system. This date is automatically populated by the system, so change it only on an exception basis.
- *Manufacturer's item number* - Enter the manufacturer's item number assigned to this sales item.
- *UPC* - If applicable, enter the UPC number assigned to the item.
- *UPC Code* - If applicable, enter the code associated with the UPC number. Two codes are supported, and the default code is UP.
- *G/L category* - Enter the code that represents the link between this item and the G/L sales revenue distribution file. The G/L distribution determines the general ledger account numbers used for revenue, inventory and cost of goods sold when this item is sold or purchased. This information might be defaulted from the item's stock class, and it might be protected against changes on this screen. If field **ZXYON3** of control record **SAITMM** is set to **Y**, this G/L category is defaulted from the master record of the stock class assigned to this item, and you cannot change it. If control record

**SAITM2** - Use G/L Cat in Stock Master is set to **Y**, the G/L category is always defaulted from the stock class assigned to the item, regardless of any entry made here.

- **Pricing at Company/Warehouse/Location** - Indicate if the pricing for this item is at the company (**N**), warehouse (**W**), or location (**Y**) level. If you enter **N**, the pricing for this item comes from its master record. If you enter **Y**, the pricing for this item comes from the price set at the location where the item is being transacted. If you enter **W**, the pricing for this item comes from the location that is set as its warehouse/supplying location. Your setting in this field overrides the setting at the location level; however, if you leave this field blank, the setting at the location level is the default for this item.
- **Tax product number** - If you are integrated with a tax software package, and if applicable, enter the tax product category/number that groups this item for special taxation.
- **Last/current cost** - Enter or accept the last or most current cost of this sales item. This field is automatically updated when the item is received against a purchase order in the system.
- **Currency** - Enter or accept the code for the currency in which all monetary amounts on this screen are displayed/entered.
- **Auto calculate cost based on List or Regular** - If you want to use the sales item's list or regular price to automatically calculate its last/current cost, indicate which price to use: List Price (**L**) or Regular Price (**R**).
- **Percentage of List or Regular** - If you entered a code in the Based on field, enter the percentage by which the list or regular price should be multiplied to arrive at the last/current cost.
- **List price** - Enter the manufacturer's suggested list price for the item. This amount is not used for invoicing; it may be used for calculation of cost or selling price based on the codes assigned for auto calculations.
- **Regular price** - Enter the retail price normally charged for this item. In the event there are no discounts or other pricing codes assigned for the transaction, this is the price the system uses when this item is being sold.
- **Auto calculate regular price based on Cost or List** - If you want to use the sales item's cost or list price to automatically calculate its regular (retail) price, indicate which one to use: List Price (**L**) or Cost (**C**).
- **Percentage of Cost or List** - If you entered a code in the Based on field, enter the percentage by which the list price or cost should be multiplied to arrive at the regular (retail) price.
- **Preferred price** - Enter the price that is used when this item is sold to a customer with a price code of **P** in their master record.
- **Auto calculate preferred price based on Cost, List, or Regular** - If you want to use the sales item's cost or list price or regular price to automatically calculate its preferred price, indicate which one to use: List Price (**L**), Cost (**C**), or Regular Price (**R**).

- *Percentage of Cost, List, or Regular* - If you entered a code in the Based on field, enter the percentage by which the list price or cost or regular price should be multiplied to arrive at the preferred price.
- *Dealer price* - Enter the price that is used when this item is sold to a customer with a price code of **D** in their master record.
- *Auto calculate dealer price based on Cost, List, Regular, or M* - If you want to use the sales item's cost, list price, regular price or a formula to automatically calculate its dealer price, indicate which one to use: List Price (**L**), Cost (**C**), Regular Price, (**R**), or formula (**M**). Enter **M** if you want the system to calculate the Dealer Price based on the formula:  $(List + Last Cost) / 2$ .
- *Percentage of Cost, List, or Regular* - If you entered a code other than **M** in the Based on field, enter the percentage by which the list price or cost or regular price should be multiplied to arrive at the dealer price.
- *Usual vendor* - Enter the number of the vendor from whom you usually purchase this item. This is the vendor used on reorder and analysis reports for this item.
- *Omit from ENB* - If set to **Y**, the system will not process this item in the Earned Not Billed report.
- *1st unit of measure* - Enter the code that represents the smallest unit of measure in which this item is sold, purchased, or stocked.
- *2nd unit of measure* - Enter the code that represents the second unit of measure in which this item is sold, purchased, or stocked.
- *2nd quantity* - Enter the quantity of items in the first unit of measure that is equivalent to one unit in this second unit of measure.

**Example:** The first unit of measure is EA for each. The second unit of measure is BX for box. There are 10 of this item (in eaches) in one box, so enter 10 in the Quantity field. When this item is sold, purchased, or counted during inventory, you can enter a unit of measure of BX, and the actual boxes sold, purchased, or counted, and the system calculates the amount in eaches based on this quantity.

- *3rd unit of measure* - Enter the code that represents the third unit of measure in which this item is sold, purchased, or stocked.
- *3rd quantity* - Enter the quantity of items in the first unit of measure that is equivalent to one unit in this third unit of measure.

**Example:** The first unit of measure is EA for each. The third unit of measure is CS for case. There are 100 of this item (in eaches) in one case, so enter 100 in the Quantity field. When this item is sold, purchased, or counted during inventory, you can enter a unit of measure of CS, and the actual cases sold, purchased, or counted, and the system calculates the amount in eaches based on this quantity.

- *Rental category* - If this item is used in your rental fleet as either serialized or bulk equipment, enter the category for this item. This information is necessary when completing a sales to rental transaction.

- *Rental class* - If this item is used in your rental fleet as either serialized or bulk equipment, enter the class. This information is necessary when completing a sales to rental transaction.
- *Rental sub-class* - If this item is used in your rental fleet as either serialized or bulk equipment, enter a maintenance sub-class for it.
- *Serialized* - Indicate whether you track this item individually with unique serial numbers. When you set this to Y, you must enter serial numbers when selling, receiving, or transferring this item. You can also use Serial Number Maintenance to add or change sales item serial numbers.
- *Taxable* - Indicate whether you apply tax to this item when you sell it. If the customer to whom you are selling the item is marked as non-taxable, this setting is ignored.
- *Discountable* - Indicate whether this item is discountable. If set to N, this setting overrides discounts set in the customer master file and sales item discounts set in Sales Item Discount Maintenance. This setting does not disallow manually entered discounts.
- *Inventoried* - Indicate whether you track this item in inventory. If set to Y, a sales item location record is required for each location that stocks this item. The quantity on hand is automatically updated in the system for items that are marked as Inventoried. If the sales item is considered a kit, set this field to N, unless the Use Inventoried kits opt field is set to Y in control record **SAKITM**.
- *Commissionable* - Indicate whether sales of this item are calculated for sales representative commissions.
- *Expected profit percentage* - Enter the profit percentage you expect to achieve when this item is sold. You can set the system to warn you during a sales transaction if this profit percentage is not met. Run the Inventory Profit Analysis report to review the profit percentage on sales transactions.
- *Inventory class* - Enter a user-defined code to classify the item for query and analysis purposes. If you do not know the code, press F4 to search for it.
- *Cost overhead percentage* - If applicable, enter the percentage to add to this item's cost when the cost is displayed. The inflated cost is displayed for users with security code **Z01** in their user profile. Users with security code **Z02** will see the item's actual cost.
- *Commission percentage inside* - If applicable, enter the percentage used to calculate split commissions for inside sales representatives.
- *Commission percentage outside* - If applicable, enter the percentage used to calculate split commissions for outside sales representatives.
- *Freight percentage* - Enter the percentage of the sale price of the item to charge for freight.
- *Excise tax percentage* - Enter the percentage of excise tax to charge for this item.
- *Material code* - Enter the code that classifies this item for VAT taxation purposes.