



Title of document	How to activate and use Sales Ledger Authorisation
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Purpose

This procedure explains how to use the sales ledger authorisation system in a variety of use cases – the system is flexible and can be set up in several different configurations for different purposes.

Sales Ledger authorisation stages are set up in Accounts Prefs, these stages may apply to both quotes and orders. Companies can use these stages to monitor or check quotes and orders before they go out the door.

The system can restrict progression of certain quotes and orders based on their stage. An unauthorised stage will restrict the ability to print, email, or send quotes and orders until authorisation is given by selected users. If you wish to restrict progression to or from certain stages, you must structure the available stages in a suitable and sequential way to allow this.

Authorisation notifications can be set to be sent by email so that certain users can be informed of key status changes or asked to authorise quotes and orders allowing them to be progressed as required. The act of authorising is tracked and documented by the system for future reference.

Scope

This procedure applies to all Lineal Software Solutions staff, as well as any prospective customers or clients who intend to utilise SQLWorks within their business environment.

The procedure is aimed at the end user, who will be operating the SQLWorks client.

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Change History:

Date	Version	Created by	Description of change	Approved by
12.04.2022	1	Naomi Joachim		WA
28.06.2022	1.1	Will Adkin	Minor changes for approval	WA
25.07.2022	1.2	Will Adkin	Updating of use cases	WA

Set up stages in Accounts prefs

To begin using Sales Ledger authorisation firstly admin users need to set up the stages that quotes and orders need to go through before they can be progressed. In doing so correctly, checks can be put in place to approve the quote and order process at various stages. Please read ahead in this guide to consider the specific use case that you are trying to achieve. The configuration controls available in the accounts preferences window are as follows:

1. On the Orders tab and on the far right is the SL Authorisation Setup Values section. By default there will be one authorisation stage set (Stage 0) which allows all quotes and orders to be processed by all users with no restrictions in place. We recommend keeping stage 0 as a default stage allowing progression for most system set ups.

The screenshot shows the SQLWorks Accounts Preferences window with the 'Orders' tab selected. The 'SL Authorisation Setup Values (Quotes & Orders)' section is highlighted with a red box. It contains a table for 'Authorisation Stages (0 = default stage)' with columns for 'Stg', 'Name', 'Auth', 'Progression Allowed?', and 'Pre-approved'. Stage 0 is listed with 'Name' as 'Email(s)', 'Auth' as 'Pre-approved', and both 'Progression Allowed?' and 'Pre-approved' boxes checked. Below the table are fields for 'Auth Group', 'Auth Limit Value', 'Auth Limit Stage', and 'Stage Changes Are Restricted In:'. There are also checkboxes for 'Add T&C's to order email' and 'Find T&C's file', and fields for 'Standard Returns Terms' and 'Standard Discount Terms'.

Stg	Name	Auth	Progression Allowed?	Pre-approved
0	Email(s)	Pre-approved	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

2. If the Progression Allowed box is ticked it enables the progression of a quote/order (if it has been authorised). Without this selected the user will not be able to advance a record, even if it is authorised.
3. If the pre-approved box also ticked the stage will authorise the quote/order instead of the user (i.e. every user will be automatically authorise the record regardless of their security status). By ticking the pre-approved box, the Progression allowed box is automatically ticked as well.
4. To add a stage click the red tick icon, to remove a stage click the red minus icon. You must always have the 0 stage default present – please be careful when modifying the stage list as existing records may match the authorisation stage number.

Other settings in Accounts Prefs

There are some additional settings that can be saved here in the Accounts Prefs screen.

SL Authorisation Setup Values (Quotes & Orders)

Quote Authorisation: ☐ Disabled ☒ Loose ☐ Strict

Order Authorisation: ☐ Disabled ☒ Loose ☐ Strict

Loose = Any stage can be selected by anyone, progression determined by stage and auth. Strict = Unauthorised users cannot leave or select stages that are not allowed, progression determined by stage and auth. (mcn_qh_auth_mode)

Stg	Name	Auth	Progression Allowed	Pre-approved
0	Email(s)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	Name	High Value Order	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Email(s)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	Name	VIP Customer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Email(s)	jevon.whitby@lineal.co.uk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	Name	Special stock item	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Email(s)	naomi.joachim@lineal.co.uk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- Above the list you can enable or disable the system for quotes and orders. The loose mode means that any stage can be selected i.e. users can choose any stage at any time but they may or may not be authorised. Strict mode will prevent the user from moving from or to a stage that they are not able to authorise. The tool tip explains further how selecting Loose or Strict changes how the quote or order can be progressed.

Direct Import Configuration

Import Name	Destination Account	External Session	Ref Name	Last Import
1	Magento	<input checked="" type="checkbox"/>	web_import	22 Aug 2018
2	Shopify	<input checked="" type="checkbox"/>	web_import	22 Aug 2018

SL Authorisation Setup Values (Quotes & Orders)

Quote Authorisation: ☐ Disabled ☒ Loose ☐ Strict

Order Authorisation: ☐ Disabled ☒ Loose ☐ Strict

Auth Group:

Auth Limit Value: 2000.00

Auth Limit Stage: 1

Find T&C's file

Standard Returns Terms

Standard Discount Terms

Both Milla's

REMOTE: Remote Worker

BERAN

TRIAL: WA By request of Sarah 09018

SALES_ADMIN Administrators

MANAGER: Needed to close tasks

WEBUSERS: Web Users

STOCK ADMIN

GENERAL: General System Users

SOFTWARE: Database and Software Design

TECHSUP: Technical Support

MARTYN

DOUG

JOE

WORKSHOP

CALIACH

PURICH_ADMIN

ACCOUNTS_ADMIN Accounts Users

PLVIEW

- The Auth Group drop down can be used to select a security group. If authorisation is set to a group of users, they will be the users who can authorise quotes and orders. This may be useful if only senior managers can approve specific quotes and orders - If left blank all users can authorise all stages.

SL Authorisation Setup Values (Quotes & Orders)

Stg	Authorisation Stages (0 = default stage)			
0	Name	Auth	Progression Allowed?	<input checked="" type="checkbox"/>
	Email(s)		Always Approved?	<input checked="" type="checkbox"/>
1	Name	High Value Order	Progression Allowed?	<input type="checkbox"/>
	Email(s)		Always Approved?	<input type="checkbox"/>

An email will be sent to these addresses if the record is saved at this stage

- The Emails box on each line can be a csv of email addresses that will receive a notification any time a record is saved at this stage – you can therefore use this system to setup certain notifications and alerts for certain products, nominal codes etc.
- You can set up a trigger to advance the stage if a value limit is exceeded, use the auth limit value and auth limit stage to set this. Please note that the stage will only move if the auth limit stage is higher than the current stage of the record.
- To save changes to the Authorisation stages click Save & Close on the top tool bar.

Examples of use cases are below explaining the stages that could be set in more detail as well as some of the other setting options available.

Examples of case-by-case scenario's

In this example, stages have been set to trigger several different actions, which may well have authorisation stages set across multiple ledgers. 'Loose' mode has been used for these examples, further examples of use cases follow in the next section.

FcodtlGrid_Double

SoP Setup Values

Moved At Dispatch Stage: 10

Invoiced At Dispatch Stage: 10

Stage	Col Name	Allowed
0	unallocated_qty	YES
4	allocated_qty	YES
6	released_qty	YES
8	in_pick_qty	YES
10	picked_qty	NO

0,0,0,1,0,1,0,1,0,0,0,0,0,0,0,0,0,1

Direct Import Configuration

1	Import Name	Magento	<input checked="" type="radio"/> Quo <input type="radio"/> Ord <input type="radio"/> Inv
	Destination Account		Prefix Filter
	External Session		Ref Value
	Ref Name	web_import	Last Import 22 Aug 2018 1
2	Import Name	Shopify	<input checked="" type="radio"/> Quo <input type="radio"/> Ord <input type="radio"/> Inv

SL Authorisation Setup Values (Quotes & Orders)

Quote Authorisation: ☐ Disabled ☒ Loose ☐ Strict

Order Authorisation: ☐ Disabled ☒ Loose ☐ Strict

Stg	Authorisation Stages (0 = default stage)			
0	Name	Auth	Progression Allowed	<input checked="" type="checkbox"/>
	Email(s)		Pre-approved	<input checked="" type="checkbox"/>
1	Name	High Value Order	Progression Allowed	<input checked="" type="checkbox"/>
	Email(s)		Pre-approved	<input checked="" type="checkbox"/>
2	Name	ViP Customer	Progression Allowed	<input type="checkbox"/>
	Email(s)	jevon.whitby@lineal.co.uk	Pre-approved	<input type="checkbox"/>
3	Name	Special stock item	Progression Allowed	<input checked="" type="checkbox"/>
	Email(s)	naomi.joachim@lineal.co.uk	Pre-approved	<input type="checkbox"/>

Auth Group: (Leave blank to let every user authorise all stages)

Auth Limit Value: 2000.00 Auth Limit Stage: 1

High Value Order

The system will identify and block an order that is over a predefined value ensuring that you are alerted to give extra attention.

10. Stage 1 has been added and named High Value Order. The Authorisation Limit Value has then been set at £2,000.00 and linked to this stage - A quote or order will move to this stage if the authorised limit is exceeded.

The screenshot displays the SQLWorks - Customer Order window. The 'Payment & Auth' tab is active, showing a payment group with a total of 5,000.00. A red box highlights the 'High Value Order' option under 'Authorised Status'. A dialog box at the bottom of the window displays the following text:

Amount is above the limit of 2000.00, auth status will be set to "High Value Order"
OK to continue?

The dialog box has 'No' and 'Yes' buttons.

11. Neither Progression allowed or pre-approved have been ticked - If a quote or order is raised for more than this value it will trigger for admin approval. The user who created the quote or order - if they do not have the permissions to progress past this stage - will not be able to print, email or send until authorisation granted. Note: As Loose mode has been set any user could change the stage if they wish to progress the order.
12. This order will show in the orders table as unauthorised, by having an N in the Ath column. The Authorised information can be found on the Values tab (for quotes and orders) once the quote/order line is selected it will show the stage the quote/order is at. If there are no details in the Authorised By box or date, the quote/order will remain at this stage until authorisation has been given.

Manual control (VIP Customer)

You can set stages and have your team specify the stages manually. In this case Stage 2 has been named VIP customer. Once this stage has been created specific sales accounts could be allocated to this stage 2. When a new order is created for specific customers, the stage can be selected on the Payment & Auth tab.

14. As above Neither Progression allowed or pre-approved have been ticked - If a quote or order is moved to stage 2 admin approval will be needed to progress. The user who created the quote or order - if they do not have the permissions to progress past this stage - will not be able to print, email or send until authorisation granted. The same message will appear if the order is attempted to be progressed prior to authorisation being granted.

The screenshot shows the 'Payment & Auth' tab of a software interface. The 'Authorised Status' dropdown is highlighted with a red box, showing options: Auth (selected), High Value Order, VIP Customer, and Special stock item. The 'Authorised By' field shows 'Naomi Williams'. The 'Payment Type' section has radio buttons for Chq, Trans, Card, DD, and BACs, with 'Chq' selected. The 'Payment Group' section has fields for Visa No., Expiry Date, Security No., and Name On Card. The 'Cardholder Add' and 'Copy' buttons are also visible. Below the 'Payment & Auth' tab, there is a table with columns: Product, Description, Notes, Qty / Unit, Amount/Cost, Nett / Profit, Total / VAT, Dept, Ani, and Nominal. The table contains three rows of data for 'Accessories - Helmet' in RED, YELLOW, and PURPLE colors.

15. Notice there is an email in the Email(s) field for this stage. When this stage is linked to an order an email will be sent to that email address. This may be useful if specific people in the organisation need to be made aware of an order, or to approve it. Multiple email addresses can be added to this field if required, separated with a comma.

The screenshot shows the 'Orders' tab of a software interface. The 'Auth' column in the order list is highlighted with a red box, showing 'N'. The 'Values' tab is also highlighted with a red box, showing 'Authorised By: NAOMI' and 'On: 16 Mar 2022 12:27'. The 'Authorised Status' dropdown is also highlighted with a red box, showing options: Auth (selected), High Value Order, VIP Customer, and Special stock item. The 'Order No' is 012661, 'Your Ref' is Avenetro, 'Reference' is 4 Aug 2021, 'Date' is 16 Mar 2022, 'Auth' is N, 'Fx' is £, 'Com...' is No, 'Total' is 120.00, and 'Balance' is 120.00. The 'Status' is 'Values'. The 'Addresses' tab shows 'SL Anl 1' through 'SL Anl 10' and 'Created By' is 'Jevon Whitby'.

16. In the order tab, 'N' will show in the Auth column signalling authorisation is required and details of the process are displayed to the right in the values tab - including Date and time. To authorise an order the admin user will need to open the order. You can

use the quick filter menu to quickly find all accounts that have orders needing authorisation

17. The act of selecting an Authorised stage on an open order fills in the details of that user and authorises the order.

Special Stock Item / Nominal Group

Having an auth stage linked to one or more stock items is a great way of distinguishing specific orders – the auth stage can be triggered by certain orders or nominal codes, for example these could be stock items that are high value, difficult to get hold of, in short supply or in high demand for example, or for a category determined by nominal code.

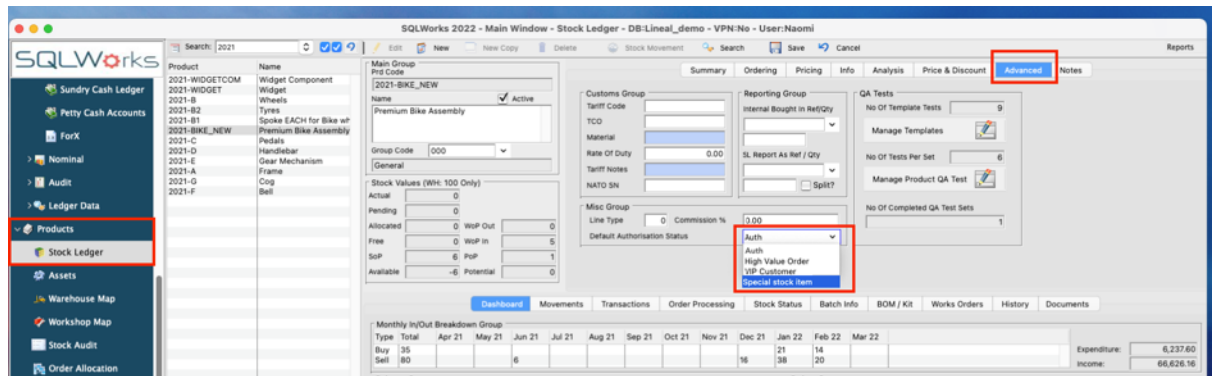
18. In this example the Progression Allowed tick box is selected as per point 2 above, if a quote or order is at this stage, if authorised it can be progressed. The email address in the email field will receive notification of any quotes or orders set to this stage.

The screenshot shows a software interface with a table of orders and a dialog box for authorisation. The table has columns: Order No, Your Ref, Reference, Dated, Ath, Hld, Fx, Com..., Total, and Balance. The dialog box is titled 'Authorised Status' and has a red border. It contains the following information:

- Authorised By: NAOMI
- On: 16 Mar 2022 12:46
- Authorised Status:
 - ☐ Auth
 - ☐ High Value Order
 - ☐ VIP Customer
 - ☒ Special stock item

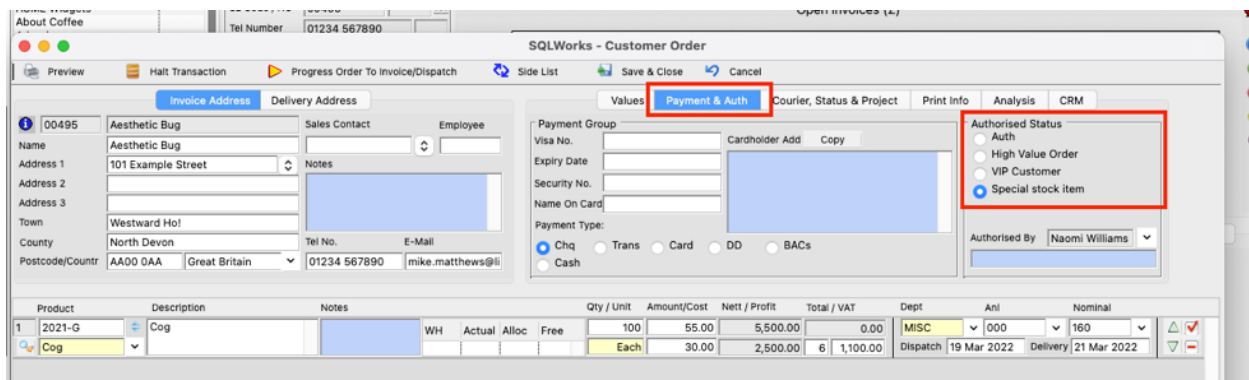
19. As progression is allowed, once the quote/order has been approved by the relevant admin user it can be progressed. As per the example above the order can be approved by opening and clicking on the relevant stage to authorise. The 'Authorised By' section will confirm who has approved the order on the order line. It is important to note here that the stages are ranked in the order they are numbered. Special stock item in this example is set as the highest stage - Stage 3. When structuring the stages, it is therefore worth considering what is more crucial for the organisation i.e., stock item focused, value or something else. As quotes and orders will move up through the stages as a higher value is found, but not back down.

20. To allocate stock items to this stage - go to the Stock Ledger - select the stock item from the main list and go to the 'Advanced' tab.



21. The Default Authorisation Status can be chosen in the dropdown from your saved stages. Click on Edit on the top tool bar, in this instance select 'Special Stock Item' from the drop-down list and Save.

22. When this stock item is quoted or ordered, it will automatically move to Stage 3 'Special Stock Item'. Any stock item saved to this stage, by default will automatically move to this stage, it is also possible to move a quote or order to this stage manually by going to the 'Payment & Auth' tab as shown below.

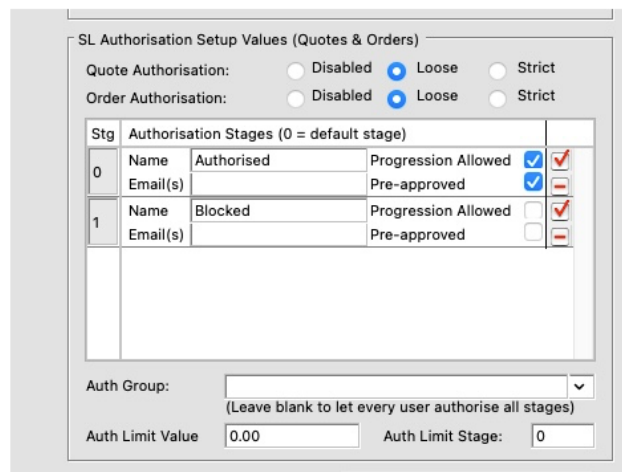


4 distinct use cases

The Account Preferences set determine the level of control the business has on the quoting and ordering process. Although there may be some other useful stage combinations there are 4 distinct use cases a business may want to consider, and we wouldn't advise mixing them.

Type 1 - Manual stop control

Let's the users decide that an order is 'on pause' while they prepare info, docs, or chase stock etc. As an unauthorised order is ignored from SOP qty it will not count to reorder, manufacturing order processing etc. until it is authorised.



SL Authorisation Setup Values (Quotes & Orders)

Quote Authorisation: ☐ Disabled ☒ Loose ☐ Strict

Order Authorisation: ☐ Disabled ☒ Loose ☐ Strict

Stg	Authorisation Stages (0 = default stage)			
0	Name	Authorised	Progression Allowed	<input checked="" type="checkbox"/>
	Email(s)		Pre-approved	<input checked="" type="checkbox"/>
1	Name	Blocked	Progression Allowed	<input type="checkbox"/>
	Email(s)		Pre-approved	<input checked="" type="checkbox"/>

Auth Group:

(Leave blank to let every user authorise all stages)

Auth Limit Value: Auth Limit Stage:

Settings:

- Loose changes
- Default Stage 0 = Progression Allowed, auto auth (most orders go here)
- Other stages 1-? = Progression Blocked

Type 2 - Notification Only

Set stages with different email addresses, allow progression on all, choosing certain products or nominal codes will select the stage and send email notification to those contacts. Note: the order has a notes field which is included in the email text, use that to send additional info if you like.

Stg	Name	Email(s)	Progression Allowed	Pre-approved
0	Default		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1	Blocked	naomi.joachim@lineal.co	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	VIP	jevon.whitby@lineal.co	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	Manual		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Settings:

- Strict changes - means unauthorised users cannot alter the stage
- List of stages all preauthorised, and progression allowed - some with email addresses (can be csv)
- Set nominal or stock to match the stages (see point 9 above to set stock item stage)

Nominal ledger

To allocate stages to nominal codes - go to the Nominal Ledger on the main Nav bar - select the nominal code from the main list, and go to the Notes tab.

Code	Name
106	P&L Income item descr
123	P&L Income item descr
128	P&L Income item descr
131	P&L Income item descr
132	P&L Income item descr
133	P&L Income item descr
139	P&L Income item descr
140	P&L Income item descr
141	P&L Income item descr
150	P&L Income item descr
151	P&L Income item descr
152	P&L Income item descr
153	P&L Income item descr
154	P&L Income item descr
155	P&L Income item descr
156	P&L Income item descr
157	P&L Income item descr
158	P&L Income item descr
159	P&L Income item descr
160	P&L Income item descr
161	P&L Income item descr
162	P&L Income item descr
163	P&L Income item descr
164	P&L Income item descr
165	P&L Income item descr
166	P&L Income item descr
167	P&L Income item descr
168	P&L Income item descr
169	P&L Income item descr
170	P&L Income item descr
171	P&L Income item descr
172	P&L Income item descr

To make changes click Edit and on the far right select the Default SL Auth status from the dropdown.

Type 3 - Special stock approval

Set stages for choosing certain products or nominal codes, once at these stages standard users cannot move to a different stage and cannot progress the order, must see manager to give the auth for the stage. As demonstrated in the example section above - Special Stock item (point 8).

SL Authorisation Setup Values (Quotes & Orders)

Quote Authorisation: ☐ Disabled ☐ Loose ☒ Strict
Order Authorisation: ☐ Disabled ☐ Loose ☒ Strict

Stg	Authorisation Stages (0 = default stage)		
0	Name	Auth	Progression Allowed <input checked="" type="checkbox"/>
	Email(s)		Pre-approved <input checked="" type="checkbox"/>
1	Name	High Value Order	Progression Allowed <input checked="" type="checkbox"/>
	Email(s)		Pre-approved <input type="checkbox"/>
2	Name	VIP Customer	Progression Allowed <input checked="" type="checkbox"/>
	Email(s)	jevon.whitby@lineal.co.uk	Pre-approved <input type="checkbox"/>
3	Name	Special stock item	Progression Allowed <input checked="" type="checkbox"/>
	Email(s)	naomi.joachim@lineal.co	Pre-approved <input type="checkbox"/>

Auth Group:
(Leave blank to let every user authorise all stages)

Auth Limit Value: 2000.00 Auth Limit Stage: 1

Settings:

- Set to Strict mode - means unauthorised users cannot alter the stage
- Default Stage 0 = Progression Allowed, auto auth (most orders go here)
- Other stages 1-? = Progression allowed but not pre-approved, might want email notification to go to auth user (as shown on stages 2 and 3)
- Set nominal or stock to match the stages - as per Type 2 above.

Type 4 - Order Value approval

When the order is saved above a set value you will not be able to progress the order, must see manager to give the auth for the stage, make this the last stage so that it overrides previous stages. As per example High Value Order (Point 6), but Strict mode set to restrict the progression until

SL Authorisation Setup Values (Quotes & Orders)

Quote Authorisation: ☐ Disabled ☐ Loose ☒ Strict
Order Authorisation: ☐ Disabled ☐ Loose ☒ Strict

Stg	Authorisation Stages (0 = default stage)		
0	Name	Default	Progression Allowed <input checked="" type="checkbox"/>
	Email(s)		Pre-approved <input checked="" type="checkbox"/>
1	Name	Blocked	Progression Allowed <input checked="" type="checkbox"/>
	Email(s)	naomi.joachim@lineal.co	Pre-approved <input type="checkbox"/>

Auth Group:
(Leave blank to let every user authorise all stages)

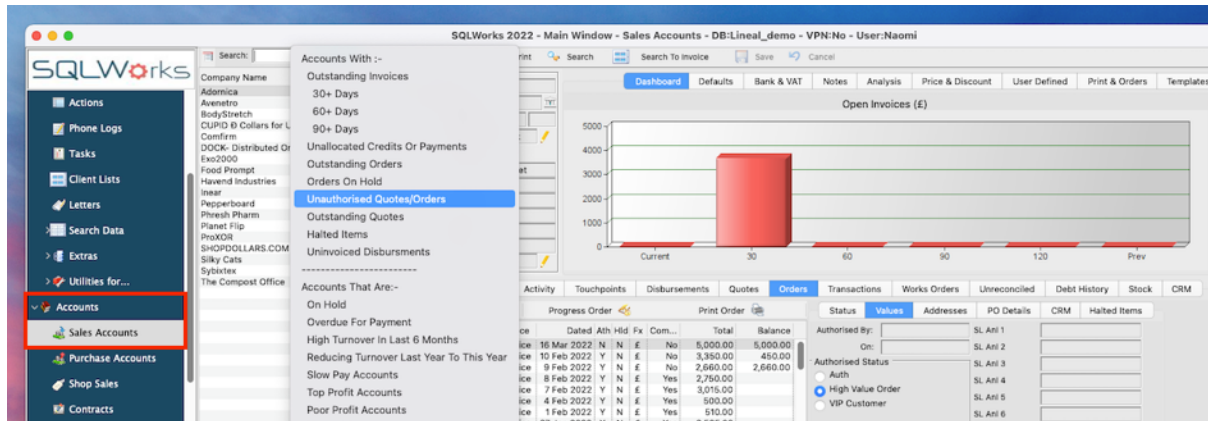
Auth Limit Value: 1000.00 Auth Limit Stage: 1

Settings:

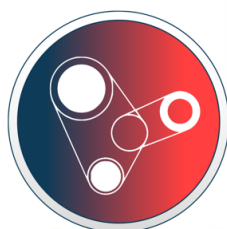
- Set to Strict mode - means unauthorised users cannot alter the stage
- Default Stage 0 = Progression Allowed, auto auth (most orders go here)
- High value stage 1 = Progression allowed but not pre-approved, might want email notification to go to auth user
- Set order value limit and the stage number for high value

How to find Unauthorised orders

For Managers or SYS admin users, all quotes/orders awaiting authorisation can be found using the filtering facility in Sales Accounts.



One of the options in the Sales Ledger quick filter list is Unauthorised Quotes/Orders. This will filter the list of sales accounts to show customers that have any quotes or orders awaiting authorisation.



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