PRONTO Order Status for uploaded orders

The status of sales orders integrating into PRONTO can be controlled by flag settings in PRONTO Administration.

Step-by-step guide

To determine the status in PRONTO:

- 1. Login to PRONTO.
- 2. Navigate to Administration System Administration Major Function Flags Sales Order Procedures Sales Order External Load
- 3. Set the flag 'External Status Default' to determine the order status. The available options are:
 - 0 = On Hold
 - 1 = Uses the internal flag "sys-so-status-default" to determine the status
 - 2 = Ready for picking always (30)
 - 3 = Ready to print invoice (70)

Sales Order External Load

Variance and Access Control
Radio Frequency (RF) Flags

4. Click 'OK' to save. 🛮 🏐 System Administration Table Maintenance Menu ▶ ☐ User and Company Maintenance Special Accounts Maintenance Bank Master Maintenance Major Function Flags Module Scope General Ledger Procedures Accounts Receivable Procedures Accounts Payable Procedures Sales Order External Load Inventory Procedures ▲ Sales Order Procedures External Status Default: 0 Sales Order Entry/Edit Procedures Load S/Order Exception Handling: 0 Sales Order Processing Procedures

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If the customer is on credit hold or the order takes the customer above their credit limit, the order will always go on a status of Credit Hold (17)



If the above flag is being used for other upload programs in PRONTO and you want to have a different rule for those orders uploaded from the web, an override program entry can be set up using the CSSTATUS option. See Settings and Functions Available in the PRONTO Order and Receipt Import Program for information on how to set this up.

Related articles

- Web Category and Product maintenance in PRONTO
- How Order Integration Works
- Settings and Functions Available in the PRONTO Order and Receipt Import Program
- User Debtor Integration
- Click and Collect Mixed Delivery Methods